

March 30, 2011

## CalWORKs Program Guide (CPG) Letter No. 230

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**Subject**                    **WELFARE-TO-WORK SUPPORTIVE SERVICES POLICY UPDATES**

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**Effective Date**    April 1, 2011

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**Reference**            All County Letter (ACL) 03-15  
All County Information Notice (ACIN) No. I-13-11  
Manual of Policies and Procedures 42-750-21

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**Purpose**                The purpose of this CPG letter is to inform Employment Services staff of updates to the Welfare-to-Work Supportive Service policies in:

- CPG 10-011-A, Supportive Services Payments Overview; and
- CPG 10-011-B, Supportive Services Payments Transportation.

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**Background**        Welfare-to-Work (WTW) participants may receive transportation supportive services payments, in order to participate in the program activity assigned. Those payments may be in the form of public transportation assistance, parking costs and/or mileage reimbursement.

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**Summary of Updates**    The following CPG chapters have been updated and loaded to the CPG online at <http://hhsa-pg.sdcounty.ca.gov/>:

<b>CPG Chapter</b>	<b>CPG Section Updates</b>
10-011-A. WTW Supportive Services Payments Overview	The updates include: <ul style="list-style-type: none"><li>• Supportive services shall be:<ul style="list-style-type: none"><li>○ Advanced to a participant whenever necessary and desired by the participant.</li><li>○ Issued when necessary to the voluntary WTW participant in order to participate in their assigned WTW activity.</li><li>○ Issued to any WTW participant who is fully participating in an approved activity, and cannot be withheld in order to obtain verification of attendance or satisfactory progress.</li></ul></li><li>• A timely Notice of Action (NOA) shall be issued for supportive service approvals, denials and/or payment</li></ul>

	<p>changes.</p> <ul style="list-style-type: none"> <li>Information relating to the provision of supportive services shall be documented in the WTW case file and/or CalWIN.</li> </ul>
10-011-B. Supportive Services Payments Transportation	<p>The updates include:</p> <ul style="list-style-type: none"> <li>Mileage payments shall be advanced.</li> <li>Mileage shall only be reimbursed when the participant states it is not necessary nor desired to receive an advanced payment or an underpayment has occurred.</li> <li>Participants seeking mileage reimbursements shall complete the 27-347, <i>WTW Mileage Reimbursement Log</i>.</li> <li>Revised policy to state that mileage may be reimbursed anytime the client provides appropriate documentation.</li> </ul>

**Note:** Changes to the CPG are noted with highlighted text.

**CalFresh Impact**

No impact.

**Medi-Cal Impact**

No impact.

**Child Care Impact**

No impact.

**Automation Impact**

No impact.

**ACCESS Impact**

No impact.

**Forms Impact**

Form 27-347, *WTW Mileage Reimbursement Log*, has been loaded to the Xerox Print Center and is available for immediate use. Staff shall begin issuing this form effective the date of this notice. Participants shall use this form effective the April 2011 mileage payment.

**Imaging Impact**

Form 27-347, *WTW Mileage Reimbursement Log* shall be imaged.

**Operational Impact**

No impact.

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**QC / QA  
Impact**

Quality Assurance will cite the appropriate error when the regulations cited in the material have not been followed.

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**Manager  
Approval**

*Original signed on 3/30/11*

**SILVIA MELENA**  
Assistant Deputy Director  
Self-Sufficiency Programs  
Strategic Planning & Operational Support

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**Manager  
Contact**

CalWORKs Program

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