Supportive Services – Ancillary

Overview

Background
Ancillary services are items customers must have to participate successfully in assigned WTW activities, but are not a strict entitlement. Ancillary services include, but are not limited to the following:

- books
- clothing and shoes required for job readiness, education and training, and employment
- licenses and certificates, and
- tools and equipment.

Introduction
Although there are no caps on the provision of supportive services, use prudent worker judgment when reviewing the customer’s request for ancillary services.

This Department Policy (DP) provides guidelines to staff on ancillary services available to GAIN customers. This DP also outlines the limits on these services.

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1. Ancillary Service Rules

ESC review the request for services

Employment Services Counselor (ESCs) discusses the customer’s request for supportive services with the customer and evaluates the customer’s need for the service. Focus the customer on problem solving, budgeting and self-reliance.

Local resources

Use any available providers of local resources as a first priority when customers request ancillary services. Review the C-IV Resource Databank (RDB) and other sources to identify local resources. The district office may have additional resources available through relationships with local community-based organizations, non-profit organizations and charities. Other local resources may include, but are not limited to:

- clothes closets
- the customer’s friends and family members
- clothing programs arranged through GAIN such as CURVES and “Clothes the Deal”
- churches and charity groups
- financial aid offices of community colleges
- resource counselors who assist with applications for educational grants, loans and scholarships, and
- vocational rehabilitation.

Community college academic and financial support programs

The financial aid office at each community college provides academic and financial support to eligible students. The Extended Opportunity Programs and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs are eligibility based and may not provided the ancillary services needed for educational WTW activities.

The community college administers the EOPS and CARE program funds based on the needs of the students. Some colleges choose to restrict funds to specific goods or services, such as book vouchers that can only be used for required textbooks.

Encourage customers to apply for financial aid, including educational grants, scholarships and awards. Consider the availability of financial aid received by the customer when determining the need for WTW supportive services payments. However, do not presume such assistance is available for supportive services needs.

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1. Ancillary Service Rules, Continued

When a customer is eligible to receive EOPS and/or CARE program funds request advance payment or reimbursement for supportive services, consider the following guidelines:

- Ensure the customer receives timely and appropriate non-duplicative supportive services.
- The ESC cannot require the customer to use such services instead of CalWORKs (CW) supportive services.
- If the customer indicates that financial aid is not available to meet his or her supportive services needs, the ESC cannot deny or reduce WTW supportive services.
- Provide all customers participating in education or training activities, including Self-Initiated Program (SIPS), with the WTW 8 Student Financial Aid Statement, WTW Supportive Services form.
- The ESC must reimburse the customer when he or she receives CW supportive services through the EOPS and/or CARE that are not restricted to specific goods or services.
- The ESC does not provide supportive services when the customer is issued an EOPS and/or CARE voucher for specific textbook(s) or services, as that would be duplicate aid.
- Payments for supportive services, except child care (see DP 47-100, CalWORKs Child Care Introduction for more information), must be advanced to the customer when necessary to prevent the customer from using personal funds to pay for these services.

The following are examples of payments considered assistance payments. These types of payments are not authorized for payment as ancillary services:

- food
- clothing that is not related to job readiness, retention or advancement
- shelter, including payments for rent or mortgage, and
- utilities.

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1. Ancillary Service Rules, Continued

Automobile restrictions

Additional restrictions apply to payment requests for automotive repairs, traffic tickets, fines, towing, and diagnostic fees. Customers must have:

- a current license
- current auto insurance, and
- current registration on the vehicle.

**Note:** Do not approve automotive repairs when the cost of the repairs is greater than the Blue Book value of the vehicle.
2. Determining Authorization of Services

**Employment or assigned activities**

Determine if customers possess ancillary items specifically required for verifiable employment or participation in GAIN activities.

If not all items are available from local resources, estimate the amount needed to purchase the remaining items. Use same or like items from a low cost retailer, such as Kmart, Wal-Mart, the Home Depot or other like retailers to obtain estimate costs.

**Only approve items required for verifiable employment or for participation in GAIN activities.**

Issue a payment voucher to customers to purchase the items from the vendor. If the vendor will not accept payment vouchers, request an emergency/rush payment.

See DP 42-750, Supportive Services – General Information, for more information on emergency/rush payments.

**Examples of ancillary services for employment activities**

The following example outlines how ESCs and customers resolve common needs for ancillary services for employment.

Linda is hired to assist with construction clean up at new home sites. Linda cannot start her job unless she has heavy gloves, a shovel, sledgehammer and a back support. The items are not available from local resources.

Linda borrows money from her brother, purchases the items and submits the receipt to her ESC for reimbursement. The ESC processes a request for a warrant to reimburse Linda for the required items. The ESC denies reimbursement of any item(s) not required for work.

See the C-IV User’s Handbook section, Payment Issuances Supportive Services located in the Users Guide of the DPSS Intranet, for more information on preparing payment requests.

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2. Determining Authorization of Services, Continued

The following examples outline how ESCs and customers resolve common needs for ancillary services for other assigned activities.

1. Rhonda attends Licensed Vocational Nurse (LVN) training at Riverside Community College and requires uniforms and nursing shoes for her internship. She cannot get them from other resources.

   Rhonda requires specific ancillary items to participate. Obtain costs and issue payment, or complete a payment voucher to the vendor.

2. Robert attends counseling with a clinician. He bought shoes and jeans to attend his weekly sessions. He submits the receipt for the items to his ESC and requests a reimbursement.

   Robert does not require specific clothing and shoes for participation in this activity. The ESC adds Robert’s requested need into the C-IV system then follow steps to deny the request.

   See the C-IV User’s Handbook General section, Needs, Adding located in the Users Guide of the DPSS Intranet, for more information on adding needs in C-IV.

   See the C-IV User’s Handbook WTW section, Supportive Services, Denying located in the Users Guide of the DPSS Intranet, for more information on denying requests for supportive services.
3. Authorizing Ancillary Services

The authorization process for the issuance of supportive services is outlined below:

- ESCs authorize request with a cumulative total up to $50 in the same month per customer.

- Supervising Employment Services Counselors (SESCs) authorize request with a cumulative total up to $150 in the same month per customer.

- Regional Managers (RMs) authorize request with a cumulative total up to $500 in the same month per customer.

- RMs and the CalWORKs Deputy Director authorize request with a cumulative total up to $501 and above in the same month per customer.

ESCs indicate approval of the payment request by the SESC, RM or Deputy Director in the comments section of the C-IV Payment Detail page. The authorizing ESC, SESC or RM must narrate the approval in the C-IV journal.

**Note:** RMs must authorize supportive services request that are $501 and above prior to submitting for Deputy Director’s authorization.

See DP 42-750, Supportive Services - General Information for more details.

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3. Authorizing Ancillary Services, Continued

**Authorization limits for education related supportive services**

The authorization process for the issuance of education related supportive services is outlined below. The cumulative totals are for the **benefit month**, not the **issuance month**.

- ESCs authorize request with a cumulative total up to $299.99 in the same month per customer.

- SESC authorize request with a cumulative total up to $499.99 in the same month per customer.

- RM or designee authorize request with a cumulative total up to $999.99 in the same month per customer.

- RMs and the CalWORKs Deputy Director or designee authorize request with a cumulative total of $1,000 and above in the same month per customer.

**Note:** RMs must authorize supportive services request that are $1,000 and above prior to submitting for Deputy Director's authorization.

**Journal entry required for authorization**

When the request for payment reaches the authorization limits, the ESC, SESC, RM or designated staff completes a C-IV journal entry to request authorization of supportive service payment as follows:

- Select **Fiscal** as the Journal Type and **Employment Services** as the Journal Category.

- Enter the **Short Description** (WTW/Customer First Name/Supportive Service/ED).

- Document the request for authorization of the supportive service payment in the **Long Description**.

- The authorizing SESC, RM or designated supervisory staff documents the payment authorization by appending the original journal entry authorizing the supportive services.

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3. Authorizing Ancillary Services, Continued

Notification to GAU for amounts exceeding $1,000.00

Deputy Director or management designee notifies GAU of the supportive service issuance approval by:

- Sending an e-mail authorizing supportive service payment to GAU at DPSS_GAIN_Accounting@riversidedpss.org
- Faxing a copy of the approved service arrangement to GAU at (951) 358-4918, or
- Appending the original journal entry verifying authorization for the supportive service payment

Include the case number, service arrangement number, and total amount in the e-mail, fax or journal entry so it can be linked to the authorized payment request.

Verification for reimbursement

The ESC or designated staff authorize reimbursements for supportive services when the customer uses personal funds to purchase necessary supportive services for an approved activity.

When the customer requests reimbursement for supportive services, he or she must submit an itemized original receipt that includes:

- the name of the vendor
- date of the purchase
- the actual amount spent, and
- description of the item and service.

The ESC routes the original receipt of purchase to GAU via courier. Failure to submit an original receipt to GAU may delay the payment process.

If an original receipt is not available, the ESC must document the details in the C-IV journal. The SESC must append the journal to authorize payment without an original receipt.

Note: When the request for reimbursement does not meet the policy guidelines exceptions are handled on a case-by-case bases. If you need additional information, contact GAU supervisor Keri Barnes at (951) 358-4665.
3. Authorizing Ancillary Services, Continued

Staff out of office

RMs authorize supportive services if the SESC is out of the office. SESC authorize services if the ESC is out of the office. RMs may assign an Office Support Supervisor (OSS) to authorize supportive services for SESC, if there is an emergency or if management is out of the office.

Ancillary expenses for high cost items

If local resources are not available, the county may pay ancillary expenses for high cost item(s) that the customer needs to participate in WTW employment activities. These items must be approved by the RM and/or Deputy Director due to:

- the potential expense that would be incurred by the department, or
- the sensitive nature of the item requested.

These items include, but are not limited to:

- automotive repairs
- traffic tickets and fines
- towing and diagnostic fees
- weapons and ammunition, and
- victim restitution fees.
4. Fees

Fees for WTW activities
Paying fees for items that are required as a condition of employment or participation in Work Experience, On-the-Job Training or Community Service is allowable. Fees for the following items when required for employment may be authorized:

- tuberculosis tests
- fingerprints
- pre-employment physicals
- drug tests
- CPR/First aid
- security guard card, and
- other fees determined necessary for employment (ESC discretion).

Fees for licenses and certificates
The following licenses and certificates have associated fees that may be paid:

- nursing
- cosmetology
- real estate
- food handler’s
- driver’s
- forklift, and
- other fees needed to obtain or accept employment.

References
MPP 42-750, Welfare and Institutions Code 11323.2.

CW: cw