24. Jump Start Vehicle Repairs

24.1 Overview

The Jump Start Auto Repair Program administered by the Outreach & Escort, Inc. (OUTREACH) provides vehicle repair services to eligible CalWORKs Employment Services (CWES) participants. Referrals to this program must be made by either CWES staff or two Community Partner (CP) entities: Adult Education Representatives and College Liaisons. All requests for vehicle repairs must go through OUTREACH.

24.2 Program Eligibility

CalWORKs recipients who are participating in a welfare-to-work (WTW) activity, including participants who are employed full-time or part-time may be eligible for vehicle repairs. The vehicle they own must serve as their primary means of traveling to their WTW activity for the required number of hours. Only ONE vehicle per eligible adult in the Assistance Unit (AU) may be approved. The vehicle repair must be:

• Necessary for the participant to continue along the path of self-sufficiency
• Necessary for the vehicle to remain operable, and
• For a vehicle used as the participant’s primary mode of transportation to school, work, training or any approved CalWORKs activity

Eligible participants include:

• Mandatory CWES participants
• Participants approved for a domestic abuse exemption/waiver by a CalWORKs Social Worker
• Exempt volunteers
• Post-Aid participants
Any participant requesting auto repair while at the Employment Connection Centers (ECC) will be directed to contact their assigned EC. ECC staff will inform the assigned EC via email that the participant is interested in the Jump Start Program. The assigned EC is responsible to initiate and process the auto repair request.

### 24.2.1 Post Aid Participants

An eligible post-aid recipient is a former CalWORKs recipient who was terminated from cash aid and is employed full-time or part-time at the time of the post-aid services request. Post-aid services are available for a maximum of 12 months after cash aid is terminated.

**Telephone Requests**

Eligible post-aid recipients, who do not have an assigned EC, may call (408) 758-3777 to request vehicle repairs. On a daily basis, support staff will retrieve messages and respond to messages within three days.

### 24.3 Program Requirements

A participant may not receive more than one vehicle repair payment. The total repair costs cannot exceed the Kelly Blue Book retail value of the vehicle OR the maximum allowable amount of $1,000, whichever is less.

#### 24.3.1 Allowable Repairs

The costs of vehicle repairs that are necessary for the vehicle to remain operable may include, but is not limited to:

- Brake repairs;
- Tire replacement, including tire alignment, tire balancing, and tire disposal fees;
- Minor related repairs; and
- Smog inspections and related repairs

Participating vehicles must be in drivable condition and must be able to travel to the service location under the vehicle’s own engine power. Towing services will not be provided through this program and vehicles that require towing are not eligible for benefits.
Note:
Requests for services of vehicles that are identified as a “Salvage Vehicle” are NOT eligible.

Vehicle repairs that are not eligible under this program include, but is not limited to the following repairs:

• Scheduled maintenance and tune-ups
• Upholstery repair and service to entertainment systems
• Air conditioning repair and maintenance
• Electrical and wiring problems
• Paint and body work,
• Transmission work and other major repairs, and
• Other non-safety related service or repairs

24.3.2 Repair Shops

Jump Start clients must select a vehicle repair shop from a list of enrolled businesses maintained by OUTREACH.

Requests for repairs by other licensed or unlicensed repair shops that are NOT from OUTREACH's list are NOT approved.

Clients are required to obtain an itemized, written estimate of the recommended repair work for the vehicle under consideration in a form and manner that is acceptable to OUTREACH. Clients must obtain an estimate from a business that is listed on the current Jump Start Program list of enrolled businesses maintained by OUTREACH.

OUTREACH is responsible to provide a written approval of the cost estimate to the selected business. The approval shall include the maximum contribution to the cost of the service/repair to be made by OUTREACH. Only one shop to service the vehicle may be selected.

OUTREACH will NOT:

• Pay for any costs not included on the original estimate,
Jump Start Vehicle Repairs

- Pay for services not listed on the OUTREACH approved work order,
- Pay for any cost in excess of the agreed amount; and
- Assume any responsibility for the work performed by the business selected by client.

The selection of a vehicle maintenance/repair business is the sole responsibility of the client and OUTREACH makes no representations regarding the quality of the work performed by these businesses. OUTREACH reserves the right to approve a work order and cost estimate prepared by the selected shop without first consulting the vehicle's owner.

Note: Referrals for participants who live in North and South County must also follow the same process.

24.4 Informing Requirements

During the CWES Orientation, or at anytime the Employment Counselor (EC) is made aware that the participant requires vehicle repairs to attend his/her approved WTW activity or employment, the EC must:

- Explain the availability of Vehicle Repair Services
- Issue the “Jump Start Auto Repair Program Request for Vehicle Repair” (SCD 1787)
- Record the outcome of the request in the Maintain Case Comments window in CalWIN.

Note: The community partners may also initiate the referral to Outreach. However, the EC is responsible to follow-up and process the outcome of the request.
24.5 Vehicle Repair Requests

Anytime the CWES Worker is made aware that a participant requires vehicle repair to attend employment/WTW activity, the CWES Worker must issue the “Jump Start Auto Repair Program Request for Vehicle Repair” (SCD 1787) and explain the availability of the service.

The EC must also complete the “County Use Only” section at the bottom of the “Jump Start Auto Repair Program Vehicle Diagnostic Referral and Results” (SCD 1787A), listing the date the “Ancillary Services Approval” (NA 823) is issued.

Upon receipt of the completed SCD 1787, the EC must complete the “County Use Only” box, listing the date each verification is provided.

Note:
All requests for vehicle repair must be processed within 3 working days from receipt of the completed SCD 1787 and required verifications. When a community partner initiates the referral, he/she completes the SCD 1787, emails it to OUTREACH and sends a copy of the email to the EC. He/she also obtains required verifications from the client and sends (fax or mail) to the EC.

24.6 Required Verifications

The participant must provide all of the following verifications:

• Current vehicle registration in the participant’s name, which may include a non-operable registration

• Current California Driver’s License

• Current verification of vehicle insurance (must show “Vehicle Identification Number” (VIN) or vehicle license number), and

• Completed SCD 1787
24.7 Documentation

The EC must document the following in the **Maintain Case Comments** window in CalWIN:

- Request for vehicle repair
- The approval or denial of the vehicle repair request
- The cumulative total of repairs approved for the vehicle.

**Note:**
The total amount of authorized repairs must also be entered in the “For County Use Only” section of the SCD 1787A.

24.8 Payment Limits

24.8.1 Multiple Vehicles

When a participant owns multiple vehicles which meet the criteria to receive vehicle repairs, the participant must indicate which vehicle is used as their primary mode of transportation to school, work, training or any approved WTW activity. If all other criteria are met, the participant may be eligible for vehicle repair for the vehicle identified as the primary mode of transportation to the activity(ies). Only ONE vehicle per eligible adult in the AU may be approved.

24.8.2 Two-parent Family

For a two-parent family, where both parents are participating in an approved activity, each is entitled to one time vehicle repair assistance.
Note:
If the parents use the same vehicle to go to work, such as the parents carpool or the parents work different hours, the second parent may also be eligible for vehicle repairs. However, the cumulative repair costs can not exceed the Kelly Blue Book retail value of the vehicle or the maximum allowable amount of $1,000, whichever is less. The $1,000 limit is per parent.

24.9 Approval Process

24.9.1 Approving the Request

Issue the “Ancillary Services Approval” (NA 823) when the work is completed and the “Vehicle Diagnostic Referral/Results” (SCD 1787A) is received from Outreach.

24.9.2 Payment Approval

ECs do not issue payments for car repairs. Do NOT assign, approve, authorize, or deny vehicle repair requests in CalWIN.

OUTREARCH will issue direct payment to an enrolled vehicle repair and/or maintenance business for the approved cost of vehicle maintenance and/or repair services up to a maximum amount not to exceed $1,000.

Note:
ALL requests, NOAs, forms, and supporting documents related to the Jump Start Vehicle Repair Program MUST be scanned into the Integrated Document Management (IDM) system.
# Jump Start Auto Repair Program Process

Follow these guidelines when processing a request for the Jump Start Auto Repair Program:

<table>
<thead>
<tr>
<th>STAGE</th>
<th>WHO</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Participant</td>
<td>• Obtains and completes the &quot;Jump Start Auto Repair Program Request for Vehicle Repair&quot; (SCD 1787).</td>
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<td></td>
<td>• Submits all required verifications.</td>
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<tr>
<td>2.</td>
<td>EC/ CP</td>
<td>• Reviews the SCD 1787 and verification.</td>
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<td></td>
<td>• Completes PART A of the &quot;Jump Start Auto Repair Program Vehicle Diagnostic Referral and Results&quot; (SCD 1787A) form.</td>
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<td></td>
<td></td>
<td>• Emails the SCD 1787A to Outreach &amp; Escort, Inc. (OUTREACH) at <a href="mailto:jumpstart@outreach2.org">jumpstart@outreach2.org</a> OR <a href="mailto:jumpstart@outreach1.org">jumpstart@outreach1.org</a>. Outreach will NOT accept the vehicle without a referral.</td>
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<td>• If the CP emails the referral to Outreach, then cc the CWES worker. The CP will also fax or mail the required verifications to the CWES worker for processing.</td>
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<td>• Issues a copy of the SC 1787A to the participant and instructs the participant to call OUTRECH at (408) 436-2865, extension #233 within three (3) working days from the date of the referral to:</td>
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<tr>
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<td>- obtain the list of enrolled repair shops.</td>
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<td>- Sign up for Guaranteed Ride Program (GRP) as an alternative method of transportation while the car is in service.</td>
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<td><strong>Note:</strong> The total number of rides used for the Jump Start Program will NOT be counted toward the maximum ride allowance and are free of cost.</td>
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<td>• Informs the participant that a notice of action for the auto repair request will be issued once the diagnostic results are received from Outreach.</td>
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<td>• Sends the SCD 1787 and verifications/supporting documents to the IDM station to be scanned.</td>
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<tr>
<td>3.</td>
<td>EC</td>
<td>• Receives required verifications from the CP.</td>
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<td>• Sends the SCD 1787 and verifications with supporting documents to the IDM station to be scanned.</td>
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### Jump Start Vehicle Repairs

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<thead>
<tr>
<th>STAGE</th>
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</table>
| 4.    | Outreach & Escort, Inc. | • Contacts & provides client with the list of enrolled repair shops.  
• Obtains from client an itemized, written estimate of recommended repair(s).  

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<thead>
<tr>
<th>If the cost of the repair is...</th>
<th>Then...</th>
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</table>
| More than the Kelly Book retail value or the maximum allowable amount of $1000, whichever is less, AND the vehicle is deemed unsafe, | Calls the participant to pickup the vehicle within two working days of notification.  
**Note:** If the participant does not pick up their vehicle within two working days of notification, then client is responsible for any additional cost for parking fee per repair shop’s policies |
| Less than the value of the vehicle, | • Approves estimates in writing to repair shop.  
• Issues direct payment to repair shop.  
• Sends a copy of estimates approval to client. |
| • Completes PART B of the SCD 1787A.  
• Faxes the completed SCD 1787A to the CWES Worker. | |
| 5.    | Participant | • Receives list of enrolled businesses from OUTREACH.  
• Selects a repair shop from provided list.  
• Sets up appointment with repair shop to bring car in for estimate.  
• Provides estimate to OUTREACH for approval.  

<table>
<thead>
<tr>
<th>If Estimate...</th>
<th>Then...</th>
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<tbody>
<tr>
<td>• Is approved,</td>
<td>Client will receive from OUTREACH a copy of estimate, and vehicle will be repaired.</td>
</tr>
<tr>
<td>• Is NOT Approved,</td>
<td>Client will be notified in writing by OUTREACH.</td>
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### Jump Start Vehicle Repairs

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<tbody>
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<td>6.</td>
<td>EC</td>
<td>• Receives and reviews PART B of the SCD 1787A.</td>
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</table>

**If the repairs were...**

| NOT completed because the cost exceeded the Kelly Blue Book retail value or the maximum allowable amount of $1,000, |
| Then... |
| • Issues the NA 823 to the participant denying the vehicle repair. |
| • Sends the NA 823 to the IDM station. |

| Completed, |
| • Issues the NA 823 to the participant approving the vehicle repair. |
| • Sends the NA 823 to the IDM station. |

- Completes the “For County Use Only” section of the SCD 1787A.
- Sends the SCD 1787A to IDM for scanning.