28. Ancillary Expenses

Santa Clara County provides maximum supportive services to clients to assist in their efforts towards self-sufficiency.

The regular and appropriate payment of supportive services may make the difference, whether or not an individual can participate in a CalWORKs Employment Services (CWES) activity. This chapter provides guidance on ancillary payments only. Transportation, child care, vehicle repair and post-aid services are covered under their respective chapters.

28.1 Policy [EAS 42-750.113]

28.1.1 Ancillary Expenses Eligibility

Regulations allow the CWES Program to pay ancillary expenses, when necessary, for an active or post-aid client or to a participating Cal-Learn teen to:

• Participate in the program activity to which he or she is assigned
• Accept employment (including job search)
• Retain or advance in employment.

An individual is considered a CWES client if he/she has attended Orientation and the “Welfare-to-Work Plan Rights and Responsibilities” (WTW 1) and the “Welfare-to-Work Plan Activity Agreement” (WTW 2) have been signed. The client does not have to wait until he/she starts the referred activity in order to be eligible for ancillary expenses.

Note:

CWES clients who have the Domestic Abuse exemption and have signed the WTW 2 are eligible for ancillary services. The client does not have to be participating in a CWES activity if the Social Worker has recommended counseling or other treatment as part of their plan. [Refer to “Domestic Abuse,” page 30-1 for more detailed information.]
28.2 Needs Review

CWES Workers MUST review the need for ancillary expenses at the following times:

- During the CWES orientation
- During the development of the Welfare-to-Work (WTW) Plan
- Whenever the client enters into an approved activity
- Whenever there is a change in the client’s approved activity
- When the client accepts employment
- Whenever the client’s cash aid discontinues and the client is eligible for “post-aid services.”

28.3 Work and Training Related Expenses

Ancillary expenses include the cost of books, tools, clothing specifically required for the job or job search, fees, and other costs that may be a barrier to the client’s path to self-sufficiency.

Note:
Repayment of school loans are not allowed as an ancillary expense.

28.3.1 Other Expenses

Other expenses may include, but are not limited to cost or fees for:

- Driver’s license
- Police reports related to client’s automobile accident
- Resident Alien Card (green card) initial, renewal, and adjustment of status fees
- Citizenship application
- Car seats for children (when other resources are not available)
- Vocational certificates and licenses
- Cosmetic dentistry services to improve physical presentation/employability image, that are not covered by Medi-Cal or insurance
- Classes required to obtain or renew a driver’s license
- Credit reports, when required to secure housing
Ancillary Expenses

28.3.2 Expenses Related to Drug, Alcohol or Mental Health Services

If the client chooses to include in their participation, Drug, Alcohol or Mental Health services in their WTW Plan, then the costs of additional ancillary expenses may be approved up to 20% of the cost. On a case by case basis, the full cost may be approved with supervisory approval. These expenses must support the activities or services on the WTW Plan. The additional ancillary expenses may include:

- Court imposed fines or traffic tickets that are required to be paid-off in order to obtain, retain or renew a driver’s license.
- Auto insurance fees, if required to obtain or renew a driver’s license.

Note:
If a client discloses past or present domestic abuse the CWES Worker must take appropriate action. [Refer to “Domestic Abuse,” page 30-1] for instructions. If activities or services related to domestic abuse are linked to drug, alcohol or mental health and the client chooses to include these activities or services on the employment plan, then the expenses related to drug, alcohol or mental health services must be authorized. The 20% ancillary costs are also available for CWES participants who have been ordered by the courts to participate in a Certified Batterers Program [Refer to “Batterers Program,” page 30-28.]

The Social Worker must evaluate the need, for additional expenses and may ask the CWES Worker to pay for additional ancillary expenses. The Social Worker is responsible for securing documentation to verify the necessary item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s). The Social Worker completes the “Ancillary Expenses Estimate, Request, and Verification” (SCD 1584) and attaches documentation to request that the CWES Worker issue the approval notice and payment.

28.3.3 Cosmetic Dentistry Services

In some situations, a client may qualify for Cosmetic dentistry services. However, it must be apparent that the need for cosmetic dentistry services exists, and if this service is approved, the client may increase their opportunities for employment. The CWES Worker must obtain approval from their Supervisor before authorizing...
Ancillary Expenses

such service and the authorization must be documented in the Maintain Case Comments window in CalWIN under the Type, “Supervisor Review and Authorization”.

28.4 Supervisor Approval

Clothing expenses must have supervisor’s approval, if the expense (single or cumulative) is more than $200.

All other expenses must have supervisor’s approval, if the expense (single or cumulative) is more than $750. This excludes book vouchers.

The authorization must be documented in the Maintain Case Comments window in CalWIN under the Type, “Supervisor Review and Authorization”.

28.5 Estimates

If the cost of the item fluctuates, the client is responsible for providing two estimates for all ancillary expenses (except for clothing). Always authorize expenses at the lowest rate.

Exception:

Only one estimate is needed for clothing requests. An estimate is not needed for housing assistance requests. If the client needs miscellaneous school supplies, and the total cost is under $25, an estimate of the cost is not required. The expense must be recommended by the school liaison or the items must be listed on the class syllabus or course outline.

The cost verification of the item(s) or service(s) can be obtained from a sales representative, service provider, or agency staff. Estimates may be verified by telephone, if necessary, and must be documented in Maintain Case Comments window in CalWIN.

Acceptable documentation includes:

• A completed “Ancillary Expenses Estimate, Request and Verification” (SCD 1584)
Ancillary Expenses

28.6 Requests

A written request is required for all ancillary expenses. The request must indicate the necessary item or service, the reason for the request, and the cost of the item or service. The SCD 1584, a letter from the service provider, or a letter from the employer can be used as the request. A request for ancillary expenses may be made by any one of the following:

- Client
- Agency Staff
- Service Provider.

Note:
The SCD 1584 can be used to document the estimate and the request. Forward a copy to the IDM station.

28.6.1 Request Review

CWES Workers are to use the following guidelines when reviewing all requests for ancillary payments, except for clothing requests. [Refer to “Clothing Request Review,” page 28-6 for more information.]

<table>
<thead>
<tr>
<th>GUIDELINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Review the request and determine if the expense poses a barrier to the client’s path to self-sufficiency.</td>
</tr>
<tr>
<td>The request must indicate the necessary item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s).</td>
</tr>
<tr>
<td>If the client is in a post-assessment activity, review the WTW Plan and, if necessary, consult with the Assessment Counselor.</td>
</tr>
</tbody>
</table>
## GUIDELINES

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>When the client’s WTW Plan calls for drug, alcohol or mental health services/activities, the ancillary expense must be pre-approved by the CalWORKs Social Worker. The Social Worker is responsible for securing documentation to verify the necessary item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s). The social worker completes the “Ancillary Expenses Estimate, Request, and Verification” (SCD 1584) and attaches supporting documentation.</td>
</tr>
<tr>
<td>3</td>
<td>If the cost of the item fluctuates, two estimates are required.</td>
</tr>
<tr>
<td>4</td>
<td>When the request is for dental services, the client is required to submit verification from the service provider stating the cost for the specific service is “DENIED” by Medi-Cal. The service provider must submit a “Treatment Authorization Request” (TAR) for pre-authorization to the Department of Health Services (DHS). It normally takes from four to six weeks for a review by DHS. The TAR requests are handled through the local DHS Medi-Cal Field Office: 100 Paseo de San Antonio, San Jose, CA 95113.</td>
</tr>
<tr>
<td>5</td>
<td>ALL authorizations for payments require either an itemized estimate for purchase or actual receipts for reimbursement. The SCD 1584 may be used, however, other documentation is also acceptable. The client is responsible for submitting appropriate documentation to verify the need for the item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s).</td>
</tr>
</tbody>
</table>
| 6 | The cost may be verified by one of the following:  
  - CWES Worker  
  - Agency staff  
  - Sales representative  
  - Service provider. |
| 7 | If the cost of the item(s) or service(s) is over $750, supervisor’s approval is required. |
| 8 | A case review of prior expenditures must be made to ensure that no more than one authorization is paid for the same item or service. In extenuating circumstances, exceptions may be considered with supervisor approval. |
| 9 | A “WTW/CalLearn Ancillary Services Approval/Denial” (NA 823) must be issued within TEN working days from the date ALL required documentation is received. |

### 28.6.2 Clothing Request Review

CWES Workers use the following guidelines when reviewing clothing requests.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 1 | The employment must be expected to last more than thirty calendar days for either part-time or full-time work.  
  
  **EXCEPTION:** Uniforms needed for training. |
Ancillary Expenses

28.6.3 Dress for Success San Jose

Refer clients to “Dress for Success San Jose” before authorizing clothing expenses, whenever possible.

[Refer to “Additional Client Resources,” page 48-1].

28.6.4 Request for Reimbursement

Request for reimbursement for ancillary expenses can be made after the request review is completed and the original receipt of the incurred cost is received.
28.7 Verification

CWES Workers are to use the following guidelines to determine who can verify the need, the reason for the expense and the cost of the item or service.

<table>
<thead>
<tr>
<th>Item or Service</th>
<th>Who may verify:</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Equivalency Exams (GED, HiSET or TASC)</td>
<td>CWES staff or service provider</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Books</td>
<td>CWES staff or service provider</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Tools</td>
<td>Service provider or employer</td>
<td>CWES staff, employer or store</td>
</tr>
<tr>
<td>Clothing</td>
<td>Employment Counselor, Assessment Counselor, employer, CWES staff or service provider</td>
<td>Employment Counselor, Assessment Counselor or employer</td>
</tr>
<tr>
<td>Driver’s license</td>
<td>CWES staff/service provider</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Police report</td>
<td>CWES staff/service provider</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Resident alien card</td>
<td>CWES staff</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Citizenship application</td>
<td>CWES staff</td>
<td>CWES staff or service provider</td>
</tr>
<tr>
<td>Car seats</td>
<td>CWES staff</td>
<td>CWES staff or store</td>
</tr>
<tr>
<td>Vocational certificates and licenses</td>
<td>Service provider or Assessment Counselor</td>
<td>Service provider or Assessment Counselor</td>
</tr>
<tr>
<td>Dentistry services</td>
<td>Assessment Counselor, Employment Counselor or Social Worker</td>
<td>Assessment Counselor, Employment Counselor or Social Worker</td>
</tr>
<tr>
<td>Classes to renew a driver’s license</td>
<td>CWES staff/service provider</td>
<td>CWES staff</td>
</tr>
<tr>
<td>Evaluations for learning disabilities</td>
<td>Assessment Counselor or service provider</td>
<td>Assessment Counselor or service provider</td>
</tr>
</tbody>
</table>
Acceptable documentation includes:

- A completed SCD 1584
- A letter from the service provider
- Verification from agency staff
- A letter from the employer
- A store receipt.

<table>
<thead>
<tr>
<th>Item or Service</th>
<th>Who may verify:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit reports</td>
<td>CWES staff/service provider</td>
</tr>
<tr>
<td>Court imposed fines or Traffic tickets, and Car insurance fees</td>
<td>CWES staff</td>
</tr>
</tbody>
</table>

[Refer to “Expenses Related to Drug, Alcohol or Mental Health Services,” page 28-3].

28.8 Voucher & GED Procedures and Policies

28.8.1 Voucher

The “Textbook Voucher” (SCD 1304) is used by schools and bookstores for paying books, instructional materials, laboratory fees, etc. Vouchers are initiated by site representatives and community college liaisons.

Note:
Vouchers will NOT be processed for payment if they are more than 90 days old.
28.8.2 Voucher Process

Textbook vouchers are no longer available on NCR paper. The voucher is available in soft copy and may be completed on-line, then printed. Follow these procedures for completing the voucher process:

<table>
<thead>
<tr>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td>Requests a voucher from the CWES liaison/site representative at the college. Clients are not allowed to complete a voucher. The SCD 1304 must be completed by the liaison or site representative.</td>
</tr>
</tbody>
</table>
| CWES Liaison/Site Rep. | Indicates what is being vouchered, i.e., books, instructional materials or lab fees. The representative must cross out any blank spaces on the voucher so that additional items may not be added. If additional items are to be added, the representative must initiate a new voucher. Once the SCD 1304 is completed and signed, the representative must distribute copies of the voucher to the following:  
  • Bookstore  
  • CWES Employment Counselor  
  • Client  
  • CWES Liaison/Site Rep.  
  Note: There is only one payee per voucher. If there is more than one payee, separate vouchers are necessary for each payee. |
| Client               | Takes the voucher to the bookstore once the site representative or liaison approves the voucher. The voucher allows the bookstore to sell the identified material or books to the client. The bookstore accepts the voucher in lieu of cash.          |
| Vendor (Bookstore)   | Submits the completed original voucher to the CWES Fiscal Unit (ESI) for payment. The voucher must be submitted within 30 days of the billing period in which the voucher is used.                                      |
| CWES Fiscal (ESI)    | • Reviews the voucher from the vendor.  
  • Issues payment to the vendor, within 20 days following the day of receipt of the invoice and original voucher.  
  • Issues “WTW/CalLearn Ancillary Services Approval/Denial” (NA 823) and routes a copy of the voucher to the IDM station. |

Note:  
If a client is requesting a reimbursement ESI may contact the CWES worker for receipts or verification.
28.8.3 High School Equivalency Testing

California has approved the use of three high school equivalency tests for students 18 years and older for the purpose of receiving a California High School Equivalency Certificate.

General Education Development (GED) Testing

Registration and payments for GED testing services has been centralized statewide. Clients must register with statewide provider, Pearson VUE, prior to taking test(s). The adult education representative may assist client with registration and will inform client of testing center.

The adult education site representative will complete SCD 1584 and send to the assigned Employment Counselor for payment of GED testing fee(s) along with the following email confirmations received from Pearson VUE:

- Payment amount and where to send payment
- Amount of payment received

Clients have the option of paying for GED fee(s) on their own and being reimbursed afterward.

Note:
For Cal-Learn Teen Parent, the SCD 1584 goes to the Planned Parenthood Cal-Learn Case Manager to coordinate with the assigned Cal-Learn CWES EC for authorization of payment.

High School Equivalency Test (HiSET)

The HiSET exam is provided by the Educational Testing Service. The exam is available in both computer based and paper based formats in California. Refer to the HiSET website for detailed information on California HiSET requirements and how to schedule an exam. Testing fees for the HiSET exam must be paid when the exam is scheduled.

The adult education site representative will complete SCD 1584 and send to the assigned Employment Counselor, for payment of HiSET testing fee(s) along with verification of the cost of the exam.

Clients have the option of paying for HiSET fees on their own or being reimbursed afterward. Clients must provide verification of payment of fees for reimbursement.
Ancillary Expenses

Test Assessing Secondary Completion (TASC)

The TASC test is available in both computer based and paper based formats. For detailed information refer to the TASC website. TASC does not currently have any test centers in California.

28.9 Notices of Action

A “WTW/CalLearn Ancillary Services Approval/Denial” (NA 823) must be issued to the client when the request/reimbursement is approved or denied for any ancillary expenses.

Reminder:
For the NA 823 free form NOA Comments text in CalWIN add the following statement, “Original receipts must be submitted within 10 days of this Notice.”

For GED payment confirmation emails, allow 3-4 weeks for processing by vendor.

28.10 Ancillary Authorization On-line

• To assign (approve) ancillary services, refer to “Assign Other Supportive Services” OLUM procedures.

• To make an ancillary payment, refer to “Authorize Supportive Services Payment” OLUM procedures.

28.11 Receipts for Ancillary Payments

Clients are required to submit ORIGINAL receipts for ancillary expense payments within ten working days from the date of the check. If verification is not received by the due date the CWES Worker must declare an overpayment. The client is not required to submit receipts for voucher payments.
Exception:
Due to length of time in receiving confirmation email for GED mailed payments, the ten working day rule does not apply for GED fees.

28.12 Overpayments

The client must pay back any ancillary payments that he or she was not entitled to receive. CWES Workers must follow current overpayment procedures. [Refer to “CWES Overpayment and Underpayments,” page 39-1] for more detailed information.

Note:
If the client is in good standing in the CWES Program at the time an ancillary payment is made, but at a later date does not comply with program requirements, there is no overpayment.