

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKs/Welfare-To-Work

Title: Ancillary Supportive Services

Number: 315

Status: Signature on file

Effective Date: 05/08/2009

Revision Date: 04/30/2019

Approved

PURPOSE The purpose of this policy is to provide guidance for evaluating and issuing Ancillary Supportive Services request

POLICY Regulations require that CalWORKs (CW) recipients are informed that necessary supportive services are available to every Welfare-To-Work (WTW) participant in order to participate in the WTW program activity(ies) assigned or to accept or retain employment. If necessary supportive services are not available, the individual would have good cause for not participating in the program. Participants shall be informed about the various ancillary services available, including:

- Availability of Advance Payments;
- Diaper Payments
- [Transportation](#)
- An explanation that these services include the cost of books, tools, fees, clothing, and
- Other necessary costs specifically required for a job or approved WTW activities.

Ancillary requests will be evaluated and reimbursed if no other source of funding for reimbursement is available from another source.

IEES, CEES, & CM ROLES AND RESPONSIBILITIES Communication is the key between all workers who may have knowledge of supportive service needs for the participant(s). The goal is to provide Ancillary Supportive Services, as appropriate, to the participant(s) in an efficient and timely manner.

Regulations require that **IEES, CEES & CM** inform participants that ancillary expenses for items needed for participation in a WTW activity, employment or a training assignment are eligible for Advanced Payments or reimbursement payment.

Staff are encouraged to utilizing motivational techniques with CalWORKs 2.0 tools.

At Appraisal and each time a participant signs a new activity agreement (WTW Plan); the CM will review the requirements and guidelines prior to referring the participant to the IEES/CEES worker

for the issuance of supportive services via [F063-41-121 E Supportive Services Referral & Information](#).

ESTABLISHING ANCILLARY NEEDS

At Orientation, Appraisal, and each time a WTW Plan is signed, the IEES/CEES & CM are to review ancillary needs with the participant when a need is established. A participant may request ancillary verbally or in writing.

- In order to evaluate a requested item for approval, a written statement of need from the agency/ school//employer, stating that the specific item is required.
- If the item requested is NOT an allowable ancillary item based on current policy and regulation, a written statement of need from an agency/school/employer would not be required for a worker to issue a Denial [NOA NA 823](#).

NOTE: If the participant requests to submit the ancillary requests in written form, staff is to provide the participant with form [F063-41-124 WTW Supportive Services Request](#)

Educational establishments or workers may utilize the [F063-41-414 WTW Educational Ancillary Request Form](#) when Educational Ancillary is requested.

LIMITS AND TIMELINES

- There are no limits on how many times ancillary payments can be issued including payment for replacement items, as long as the participant can establish that the item is reasonable and necessary to participate in the approved WTW activity(ies) and/or to accept or retain employment.
- There is no minimum number of participation hours required to receive payments for ancillary expenses.
 - Recipients who volunteer to participate in WTW activities, and their activities are reflected in an approved WTW plan, are eligible to Ancillary Supportive Services.

Advance Payment is a payment made before the expense has actually occurred. A participant may receive an Advance Payment if requested. Advance Payment is to be issued as soon as administratively possible after approval.

Verification or completion of [WTW Ancillary Expense Statement F063-41-65](#) that the Advance Payment was used for an approved purpose must be provided no later than 10th. day of the following month after the issuance of the ancillary payment.

Reimbursement Payment is a payment made after the expense has

occurred. All ancillary payments that are not paid in advance, must be paid no more than seven (7) working days after the request is received so the individual's participation in the WTW activities will not be impeded.

This is especially true at the beginning of any school term when textbooks are needed the first week of class.

NOTE: When client requests payment for replacement items, including items that have been stolen, staff must request proof of need for replacement item(s) that may include police reports, statement from college counselor, or signed General Affidavit CSF 2 from CalWIN stating that item has been stolen, date, and from where (car, home, class, etc.).

AUTHORIZING AMOUNTS FOR PAYMENT

At County option, all Ancillary requests are subject to a review process. This would include ancillary requests for tools, equipment, job certification testing fees and accommodations for persons with disabilities, etc.

Payment Authorization

EES/CEES can approve requests for up to \$500

Supervisor approval required for any request of \$501- \$1,499

Regional Management approval required for any request of \$1,500- \$2,499

Policy and Quality Assurance (PQA) approval for any request of \$2,500 and above

Example: A individual request for \$3,050.00 is submitted to PQA. The request included \$558.00 for tuition (send a [NOA NA 823](#) for denied items). Since tuition is not an approvable item, the approval request was determined to be \$2,492.00 Regional Management will review the request since it is below the \$2,499.00 threshold for PQA approval.

“Payment Authorization” is per individual request.

Example:

On 1/15/19, the participant requests \$200.00 for clothing.

On 1/22/19, the participant requests \$300.00 for car insurance.

On 1/25/19, the participant requests \$335.00 for her car registration.

Each individual request is less than \$500.00; no supervisory approval is needed, as limits are evaluated per individual request and none of the individual requests exceeded \$500.00.

NOTE: Requests are to be thoroughly reviewed by supervisory staff before sending request to Regional Management.

ADVANCE PAYMENTS

A WTW participant must be informed and may receive an Advance Payment if requested.

1. Advance Payments must be issued as soon as administratively possible after approval.
 - All ancillary payments that are not paid in advance must be paid no more than seven (7) working days after the request and verification of proof of costs is received so the individual's participation in their WTW activities will not be negatively impacted. This is especially true at the beginning of any school term when textbooks are needed the first week of class.
2. The IEES/CEES must inform the participant that receipt of subsequent Advance Payment are contingent upon receipt of proof of costs no later than the 10th. day of the following month or upon the completion of a [F063-41-65 WTW Ancillary Expense Statement](#)
3. The IEES/CEES shall assist the participant in securing proof of costs for any unused portion of advanced ancillary payment(s), if the participant is unable to provide. The IEES/CEES shall have the participant complete a [F063-41-65 WTW Ancillary Expense Statement](#), under penalty of perjury as sufficient evidence when no other supporting documentation is available.
 - a. Retain [F063-41-65 WTW Ancillary Expense Statement](#) in the participant's supportive services case record and complete Cal WIN Case Comments.
 - b. Proof of costs shall include, but is not limited to the receipts and provider documentation or completion of the of the [F063-41-65 WTW Ancillary Expense Statement](#).

When the IEES/CEES worker identifies that an Advance Payment or a portion of Advance Payment is not supported by proof of costs, calculate the amount of the Advanced Ancillary Payment or the unused portion of Advance Payment, which is not supported by proof and refer to Policy 320 Supportive Service Overpayment/Underpayments & Unused Advance Payments for further instructions.

ON-THE-JOB TRAINING

Participants in on-the-job training, grant diversion, supported work or transitional employment assignments who remain eligible for aid shall be eligible for Ancillary Supportive Services for the duration of his/her

assignment, provided that the duration does not exceed applicable time limits.

EMPLOYED PARTICIPANTS Employed participants i.e., whose WTW assignment is employment, are eligible for Ancillary Supportive Services.

REGIONAL OCCUPATIONAL CENTERS AND PROGRAM (ROCP) If a Regional Occupational Centers and Programs (ROCPs) purchases the required textbooks in advance for their WTW participant student and seeks reimbursement through ancillary, they would need to provide each WTW participant with their own individual statement of need that includes:

- The class course,
- Corresponding textbook, tools, supplies, and/or
- Equipment and itemized cost for each item.

NOTE: If adult classes offered through ROCPs are tuition based, tuition is not an allowable Ancillary expense.

DOMESTIC ABUSE SERVICES UNIT (DASU) CW recipients in DASU are eligible to Ancillary Supportive Services for 20/30/35 hours of participation regardless of the actual hours of participation because of the range of barrier removal activities.

- The DASU client and the CM will discuss level of participation and determine which supportive services will be required, and a referral made to the IEES/CEES.

Personal Empowerment Program (PEP)

The weekly fee charged to a DASU client to attend a PEP class(s) is an allowable expense under Ancillary.

The client attends the class once a week for ten (10) weeks.

EVALUATING AVAILABILITY OF EDUCATIONAL LOANS AND GRANTS Necessary supportive services cannot be denied or reduced based on the participant's receipt of financial aid unless the participant voluntarily chooses to use their financial aid to cover costs that otherwise would be covered by CW supportive services. Regardless of what is stated in a financial aid letter, a participant's use of financial aid to pay for supportive services is voluntary.

The IEES/CEES worker must make a case-by-case determination of the actual availability of the student financial aid or grant to cover costs. Ancillary payments for reimbursement of books, supplies, uniforms and tools are only made on items that were verified "out of pocket" expenses for the client to participate in the approved education activity.

- "Out of pocket" expense(s) means the participant is required to use his/her own money to pay for the item(s).

The [WTW 8-Student Financial Aid Statement Welfare To Work Supportive Services form](#), Part A must be reviewed and signed by the participant to ensure that the participant is adequately informed. The participant MUST be supplied a completed copy of the WTW 8.

Purpose of the WTW 8:

1. Informs the participant that the use of his/her student financial aid to cover supportive services associated with participation in his/her assigned WTW education activity is voluntary;
2. Informs the participant that he/she may remain eligible for WTW-funded supportive services, even if he/she declines to use his/her student financial aid to cover necessary supportive services; and
3. Requires the worker to sign and certify that he/she has informed the participant about the voluntary use of student financial aid to cover supportive services costs, and that the participant is provided a copy of the completed form.

NOTE: A new [WTW 8 Student Financial Aid Statement](#) is not needed at the beginning of each school term, unless the participant is changing school systems (e.g. Fullerton Community College to Cal State Fullerton). If there is a change to the participant's decision regarding the use of financial aid, Section B of the [WTW 8 Student Financial Aid Statement](#) needs to be completed. After completion/change of the WTW 8, the decision and completion of the form must be narrated in Cal WIN Case Comments.

STUDENT AID FOR SIP OR VTC/VTR ACTIVITY

WTW participants in an approved Self-Initiated Program (SIP) or Vocational Education and Training (VTC/VTR) activity may indicate on the [WTW 8-Student Financial Aid Statement Welfare-To-Work Supportive Services form](#) that they choose to not use their student financial aid to cover supportive services.

However, in some instances, the public or private school or training program is in receipt of, and manages disbursements of the student financial aid or grant and automatically applies it towards covering the cost of tuition and the purchase of books and supplies the student needs to participate in the enrolled program or courses the WTW participant.

The IEES/CEES worker is to verify and identify if the student financial aid or grant was used to cover the cost of tuition only, or if it was used to purchase items the participant is requesting to be paid for by the county.

These participants may be required to provide additional verifications

to establish what items have been paid for by their student aid at the time a request for advance and/or reimbursement is submitted. Items may have been paid for by student aid based on a previously established agreement between the student and the public or private school.

Note: Ancillary payments for reimbursement of books, supplies, uniforms and tools are only made on items that were verified “out of pocket” expenses for the participant.

Refer to [Worker Tool 34 College Fees Allowed as Ancillary Supportive Services](#) for a list of estimated fees allowed as an Ancillary Supportive Services payment(s) for CW participants assigned to an educational activity (i.e. SIP, VTC/VTR).

**PRE-SIP
ACTIVITY**

CW recipients who are set up in a Pre-SIP activity prior to signing a WTW Plan are eligible for reimbursement of ancillary expenses when the expenses meet **ALL** of the following conditions:

- The expense was incurred after the beginning date of aid.
- The expense was necessary for participation during the academic period or term (semester or quarter) in which the SIP is approved.
- The expense is determined eligible under CW regulations.
- The expense was an out-of-pocket cost to the participant.
- Verification is received that indicates the recipient is registered in an educational activity and the training goal is identified

Note: Ancillary expenses incurred prior to the beginning date of aid, even if the expenses were actually paid for after the beginning date of aid, cannot be reimbursed.

**PRE-SIP
ACTIVITY
NOT
APPROVED
AS A SIP**

Reimbursement for ancillary expenses are not available for WTW participants who:

- Were set-up as a Pre-SIP, and
- Who subsequently do not qualify for a SIP, but
- Are allowed to continue in an educational program until the beginning of the next educational semester or quarter break until the date a WTW Plan is signed.

Ancillary Payments will no longer be available from the point in which the CM has determined the WTW participant does not qualify for a SIP.

Ancillary Payments issued prior to the determination that the client does not qualify for a SIP are NOT considered an overpayment of

supportive services.

**SIP
VERIFICATION
S**

When a participant is in an approved SIP activity and reimbursement or Advance Payment is requested for certain school related expenses. The following should be provided if no other source of funds for these costs is available for reimbursements.

Evaluating reimbursements or Advance Payment, the following verifications are needed:

- A copy of class schedule.
- Verifications that books/supplies were required and/or necessary for the class (statement from the school counselor or list of books/supplies from the teacher or book store, etc.).
- Complete the [WTW 8 Student Financial Aid Statement](#).

Receipts or signed statement explaining need and why the original receipt is not available shall be acceptable, unless contrary information has been established. The participant shall sign [F063-41-65 WTW Ancillary Expense Statement](#); this statement is signed under penalty of perjury, scanned, and uploaded On Base in the case record.

Note: The purpose for an original receipt is to clearly identify the dates, items and cost of items being evaluated for an Ancillary reimbursement. A copy of an original receipt will be scanned and uploaded in On Base, and the original receipt will be returned to the participant as soon as administratively possible.

**EDUCATIONAL
ACTIVITIES
AND
SUPPORTIVE
SERVICES
Pre-SIP, SIP,
IJS, VTC/CTR
and ABE**

CW recipients who are in an educational activity (i.e. Pre-SIP, SIP, VTC/VTR, and Adult Basic Education (ABE) are eligible for Advance Payment or reimbursement of Supportive Services prior to signing a WTW Plan and obtaining the [F063-41-05 Referral For Education and Training](#)-when it meets all of the following conditions:

- The expense is incurred after the beginning date of aid.
- The expense is necessary for participation during the academic period or term (semester or quarter) which the activity was approved.
- The expense is determined eligible under CW regulations.
- The expense is an out-of-pocket cost to the participant.
- Verification is received that indicates the recipient is registered in an educational activity and the training goal is identified.

Note: Ancillary expenses incurred prior to the beginning date of aid, even if the expenses were actually paid for after the beginning date of aid, cannot be reimbursed.

ON-LINE COURSES

WTW participants may receive reimbursement for necessary Ancillary expenses while participating in approved on-line courses as a Pre-SIP, SIP, ABE or VTC/VTR. Appropriate verifications are required.

ANCILLARY ITEMS COVERED**BOOKS**

All books for classes directly related to the participant's employment goal and elective classes selected by the participant that will count toward the degree or certificate program and are a part of an approved WTW plan.

Note: Books required for repeat classes are covered by Ancillary Supportive Services as the repeated classes may be from a different instructor that requires different books or new editions or the participant returned the book.

CAMPUS BASED STUDY TIME

Ancillary Supportive Services for enrollment and use of the study lab for campus based study time are allowable, if requested.

- Campus based study time must count toward the minimum average of 20/30/35-hour per week participation requirement for those in an educational WTW activity.
- This approval only allows non-credit study time conducted on campus and in monitored labs.

CLOTHING

Professional clothing needs and specific job/career clothing such as uniforms and shoes are allowable. Refer to the section on [Attachment 1 Professional Cost Guidelines and Price Chart for Advance Payment](#).

The following suggested guidelines may be applied when a participant requests reimbursement for the purchase of uniforms:

- 3 uniforms for a 5-day work-week/program

LIVE SCAN FEE

Colleges requiring students to complete Live Scan screening will be considered an allowable Ancillary expense and may be paid as advance payment or reimbursement.

HEALTH FEE

- Community Colleges have a mandatory Health Fee required by the State.
- Some colleges use the printed Registration/Class Schedule to list any fees that may be paid for the client.
- They do not always provide a separate receipt.
- Registration verification is acceptable proof to pay for the health fee without requiring a separate receipt. For a list of estimated allowable fees, refer to [Worker Tool 34](#)

LOW COST SUPPLIES

Ancillary Supportive Services expenses for low cost supplies such as basic school supplies (i.e. notebooks, pencils, pens, calculators and USB drives - also known as flash, jump and key-chain drives) are allowable.

TOOLS AND EQUIPMENT

Tools and equipment directly related to the participant's employment or educational goals including computers and computer software shall be evaluated and provided by Ancillary Supportive Services.

Note: Advance Payment for computers including software is \$600.00, amounts exceeding \$600.00 will be reviewed on a case by case basis.

If a WTW participant in a training program selects an elective class that requires special tools or equipment, these items can be provided by Ancillary Supportive Services. If the elective class counts toward the degree or certificate program that is part of an approved WTW Plan, even if the class does not count toward the participant's major or area of employment are allowable.

ADVANCE AUTHORIZATION AND PAYMENT FOR CLOTHING

Participants who are in need of professional clothing for an interview and/or employment may be referred to a Contracted Staff or may request Advanced Payment for needed items.

ESTIMATE OF COST

The worker is to calculate the total cost of sufficient wardrobe items needed for several consecutive days of interviewing using [Attachment 1 Professional Clothing Cost Guidelines & Price Chart for Advance Payment](#). The IEES/CEES worker is to use discretion when it is determined that a participant's particular need such as but not limited to, large stature or height cannot be met using standard costs from the chart. In these situations, the participant is to provide an Estimate of Cost Statement before monies can be advanced.

Note: [Attachment 1 Professional Clothing Cost Guidelines & Price Chart for Advance Payment](#) is **ONLY** a guideline to Advance Payment and is not meant to be a limitation or cap on the amount of the ancillary expense. If the client provides verification that the monies advanced were insufficient to meet his/her clothing need, a supplement is to be issued for the difference.

**DISABILITY
ACCOMMODATIONS**

Ancillary Supportive Services must pay for:

- Items that are necessary for reasonable accommodations;
- Items that are not otherwise provided by other sources (Department of Rehabilitation, Workers' Compensation, etc.); and
- Items that are necessary for the individual to participate on an equal basis with participants without disabilities in his or her approved WTW activities. No medical documentation is required of the diagnosis. A statement of need for the specific accommodations from the provider is sufficient. This could be a note from the provider or the Individualized Education Program (IEP) from the participant's previous school.

REMINDER: Individuals with disabilities who want accommodations are not required to disclose their diagnosis, but only verify the nature and extent of their disabilities. Providers often can verify accommodation needs. Free services, such as the [Job Accommodation Network](#) can also assist in determining reasonable accommodations.

CW 61

Ancillary funds can be allocated to pay for the completion of the [CW 61 A- Physical Capacities](#) and/or [CW 61 B-Mental Capacities](#) when a doctor is requesting a fee. Prior to workers initiating this ancillary payment they may suggest the following:

- Explain to client that doctor's office can bill Medi-Cal for completing the CW61. The codes are 99-201 through 99-215.

**CAR
INSURANCE**

Up to three (3) months of a participant's new or expired car insurance payments and related late fee penalties are allowable ancillary items.

Assist the participant in estimating the average monthly cost by evaluating a previous policy, estimate from insurance company, or other method that would allow an average to be obtained.

Three (3) months car insurance payments will be considered, but not limited to, if:

- The participant's insurance has expired; and
- The round trip travel time is more than two (2) hours and use of a car would significantly reduce travel time; or
- Public transportation is not available during the hours of employment for late night/early morning work shifts.

Note: Reviews will be completed on a case by case basis for requests regarding consecutive months.

EXPIRED CAR REGISTRATION FEE

The participant's expired car or motor cycle registration fee and related late fee penalties are allowable Ancillary items.

Note: "Parking Bail Fee" and "Toll Evasion Fee" is not an allowable expense. See example below:

[Other Agency Fees Parking Bail](#)

Note: For a consecutive year request, a review will be completed on a case by case basis.

SMOG CHECK FEES INFORMATION IN CALWIN

The participant's smog check fee is an allowable Ancillary item.

If the smog check test fails, refer the participant to the [California Department of Consumer Affairs website](#) and/or California Department of Consumer Affairs Hotline at 1-800-952-5210 for the Bureau of Automotive Repair (BAR) implemented Smog Check Consumer Assistance Program (CAP), which is available to assist low-income individuals with necessary emissions-related repairs.

California Department of Consumer Affairs/Consumer Affairs Information Division

1625 N. Market Blvd., Suite N-112
Sacramento Ca. 95834

ANCILLARY ITEMS NOT COVERED

Ancillary does not cover school tuition and registration, college application fees, court fees, court-ordered class fee; impound fees, car repairs, unpaid driving tickets/parking tickets, toll road evasion fees, car maintenance, firearms, and ammunition expenses, These requests shall be denied utilizing [NOA NA 823](#).

Note: Ancillary Supportive Services **does not** cover medically necessary procedures.

REQUIRED NOTICES AND

Staff must issue timely and adequate written Notices of action (NOA) to a participant when an ancillary request is approved or denied by

ISSUING PAYMENT

completing NA 823 or NA 823 part 2 via Cal WIN “Print NOA Manually”. For more information refer to [Supportive Services NOAs, Forms and Other Correspondence](#) (Worker Tool 9) and [Supportive Services Categories in Cal WIN](#)-Worker Tool 2.

Refer to [CW Policy 318 – Replacement of Supportive Services Checks](#), if the participant reports that a check has been lost, stolen, or has not arrived in the mail.

DIAPER PAYMENTS

Starting April 1, 2018, Diaper Payment Supportive Services became available to all new and existing qualified CW WTW & Cal-Learn (CL) participant(s) who have time remaining on their aid. To qualify for Diaper Payment Supportive Services, the WTW & CL participant(s) must have a child who is under 36 months of age at the beginning of the month and is either receiving CW benefits or is ineligible due to being a recipient of SSI income, but under the care and control of the WTW participant.

Diaper Supportive Services may be provided to qualifying WTW & CL program participants who are:

- Actively participating or *waiting to be engaged in the WTW program activities.
- Sanctioned or removed from aid clients who are participating as part of a curing plan
- Not in any of following: Sanctioned or removed from aid, exempt from WTW, excused from participation due to the participation of another adult, or Timed –out
- Cal-Learn program participants

*Waiting to be Engaged: Is not based on the assignment to an activity, scheduled hours, or verification of actual hours, nor the absence of a WTW2 Plan make the participant ineligible to Diaper Payment. A participant is considered participating under this definition regardless of their number of participation hours, even if the number is zero.

IEES/CEES must identify and inform WTW and CL participant(s) who are eligible to Diaper Payments as an Ancillary Supportive Service, and issue an Advanced Ancillary Payment through the participant’s EBT card, warrant, or direct deposit and issue an adequate [NOA NA 823](#) for the following:

- Approval [NOA NA 823](#) for initial issuance
- Denial [NOA NA 823](#) or Opted out
- Discontinuance [NOA NA 823](#)

Note: The EES shall make an appropriate referral once a WTW participant determination is made for current and future month.

EES and CM shall communicate and identify WTW participant(s), and ensure Cal WIN entries are updated.

WTW and CL participants who qualify for one (1) day of the month qualify for a FULL \$30 Diaper Payment for each qualifying child.

Note: If there are two eligible children, the diaper payment would be \$60.

Assistance and Diaper payments will continue without interruption until the WTW participant ceases to qualify for the Diaper Payments. A CW WTW participant is NOT eligible to Diaper Payments if:

- Sanction or has been removed from aid for not complying with WTW rules.
- Exempt from WTW and not participating
- Excused from participating due to participation of another adult (Spouse Meeting Participation)
- The WTW participant has no time left on aid
- Child-Only AUs
- Eligible child(ren) reaches 36-month of age
- Good cause was granted for entire month
- WTW/CL participant Opted-out
- CW case is closed

Example:

8/15/18	Client applied and is approved for CW benefits, it was determined that the client is a mandatory WTW participant (Approve \$30 for 8/18 & Advance Pay for 9/18, issue Approval NOA NA 823)
9/10/18	An appropriate WTW activity are determined between the and the participant. (Approve \$30 Advance Pay for 10/18)
10/15/18	Participant agrees & signs a WTW2 Plan JSR begin date 11/8/18 (Approved \$30 Advance Pay for 11/18)
11/8/18	Participant begins JSR activity
11/22/18	Participant stops attending JSR activity (Approved \$30 Advance Pay for 12/18)
11/23/18	Non-Compliance process is initiated and sanction request submitted & approved
11/25/18	Sanction NOA sent with an effective 1/1/19
12/1/18	Issue Discontinuance NOA NA 823 effective 12/31/18 advising Diaper Payments will discontinue

1/1/19	Sanction imposed effective 1/1/19, participant is ineligible to Diaper Payment
--------	--

Overpayment:

Diaper Payments are collectable- See Policy 320 (no link currently under review) as an Agency Error.

Underpayment:

Diaper Payments are subject to Underpayments See Policy 320 (no link currently under review). An Underpayment shall be evaluated and payment made as far back as when the AU would have first become eligible, not to extend before 4/1/18, the date of implementation for Diaper Assistance Payments.

Proof:

No proof of purchase is needed for Diaper Payments.

WTW Plans

Until the [WTW2 Plan](#) is amended, the CM's will use the accommodations field on the bottom of page 3 and update Cal WIN case comments that the participant will:

- Receive a monthly Diaper Supportive Services payment OR
- Has Opted out of the Diaper Payment

Diaper Q & A's

[Diaper Payment Questions & Answers \(4/19\)](#)

Post Aid Supportive Services

Effective January 1, 2009, CW Program no longer includes Post-Aid Supportive Services for Ancillary & Transportation.

ATTACHMENTS

- [Attachment 1 Professional Clothing Cost Guidelines & Price Chart for Advance Payment](#)
- [Ancillary Refresher Training Questions and Answers](#)
- [CW 61 A- Physical Capacities](#)
- [CW 61 B-Mental Capacities](#)
- [Worker Tool 2 - Supportive Services Categories In Cal WIN](#)
- [WT9 Supportive Services NOA's Forms & Other Correspondence](#)
- [WT34 College Fees Allowed as Ancillary Supportive Services](#)
- [WT68 Diaper Payment Guidelines](#)
- [F063-41-121 E Supportive Services Referral & Information](#)
- [F063-41-122 Supportive Services Information Brochure](#)
- [F063-41-124 WTW Supportive Services Request](#)
- [F063-41-414 WTW Educational Ancillary Request Form](#)
- [F063-41-65 WTW Ancillary Expense Statement](#)
- [F063-41-122 \(R 8/17\) CW Supportive Services Information Brochure](#)

REFERENCE

WIC 11323.2
EAS MPP 16-120, 22-071, 42-750 and 42-762
ACL 00-12 dated 1/7/00, Limitations to Providing Necessary Support Services in the CW Program
ACL 04-04 dated January 26, 2004
ACIN 1-47-08 dated July 29, 2008
ACL 08-36 dated July 28, 2008
ACL 18-38 dated March 28, 2018, Implementation of Assistance with Diaper Cost Support Services
ACL 18-38E dated June 4, 2018, Implementation Assistance with Diaper Cost Supportive Services
ACL 18-134 dated 12/3/18, Questions & Answers relating to the CalWORKs Program Implementation of Diaper Supportive Services
AB480

[CalWORKs Policy #601 IEES Operations](#)

[CalWORKs Policy #602 CEES Operations](#)

[CalWORKs Policy #603 CM Operations](#)

[CalWORKs Policy #272 Employment Support Services](#)

[CalWORKs Policy #100 B-15 Overpayment & Underpayments](#)

[CalWORKs Policy #318 – Replacement of Supportive Services](#)

[Checks](#)

[CalWORKs Policy #320 Ancillary Supportive Services Overpayments](#)

[and Underpayments & Unused Portions of Advance Supportive](#)

[Services Payments](#)

[Supportive Services Payment Authorization Resource Guide](#)