

**County of Orange Social Services Agency
Family Self-Sufficiency**

Program/Area: CalWORKs/Welfare-To-Work

Title: Transportation Supportive Services

Number: 310

Status: Signature on file

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Approved:

PURPOSE

The purpose of this policy is to provide guidelines for transportation supportive services.

POLICY

Regulations require that CalWORKs recipients be informed that necessary supportive services, including payments for transportation, are to be available to every Welfare-to-Work (WTW) participant in order to participate in the WTW program activity to which he or she is assigned, or to accept and retain employment. If necessary supportive services are not available, the individual would have good cause for not participating in the program. Reasonable and appropriate transportation costs shall be paid for every participant to and from his or her WTW assignment, including transportation to and from the childcare provider.

- Transportation modes, other than public transportation, may be allowed for children too young to use public transportation to and from school and the childcare provider. See section "[Transportation for a Child](#)" in this policy.
- Cal-Learn students are eligible for transportation services.
- The Intake Worker (IEES) / Continuing Worker (CEES) is responsible for evaluating and processing the transportation requests and authorizing payment for the WTW participant.
- The county will pay the **least costly** form of public transportation that will not preclude a recipient from participating in WTW activities.
- If the participant chooses to use his/her own vehicle when public transportation is available, and the round-trip travel time to the WTW activities does not exceed the total of two-hours on public transportation, the county will pay the participant the lesser of the established per mile rate or the

public transportation rate

- The round trip travel time includes time to travel between the participant's home and the location of the assigned WTW activity or employment. It does not include the time necessary to take family members to school or the place of providing care.

Mileage will be evaluated and reimbursed if no other source of funding for mileage reimbursement is available from an employer or program.

ESTABLISHING TRANSPORTATION NEEDS

- At CalWORKs Orientation, Appraisal, and each time a WTW Plan is signed, the Case Manager (CM) will review the requirements and guidelines prior to referring the participant to the CEES for the issuance of supportive services via [F063-41-121 E Supportive Services Referral & Information](#).
- A participant may request transportation verbally or in any form of writing at any time during participation in approved WTW activities.
- A lack of transportation should never be a barrier to participate in WTW activities.
- Written requests may be made on the [F063-41-124 WTW Supportive Services Request](#) form provided by the WTW Case Manager per the client's request.

The participant is to be informed that any changes in transportation arrangements or needs are to be reported to the IEES/CEES at least 10 calendar days before an anticipated change, except in emergency situations.

AUTHORIZING AMOUNTS FOR PAYMENTS

At county option, all mileage requests are subject to a review process. This would include mileage requests to and from assigned WTW activities, including to and from a childcare provider and employment.

The following are approval limits for authorizing payments :

- IEES/CEES approval for requests up to \$500.
- Supervisory approval is required for any requests between \$501-\$999.

- Program approval for any requests of \$1000 and over.

NOTE: Program approval is also required when the request for mileage greatly fluctuates or is unusually high due to travel outside of Orange County for what is reported to be work and participation related reasons.

**PRIVATE
VEHICLE**

Participants who choose to drive their own car or who borrow a vehicle to get to and from their WTW/Cal-Learn activity when public transportation is available and the round-trip travel time to the WTW activity **exceeds** a total of two-hours on public transportation will be authorized mileage reimbursement at an established per mile rate.

Refer to the attachment [Transportation Rates](#) for current transportation related rates.

Only travel miles to and from the primary place of business is a reimbursable expense. Mileage expenses incurred while the participant conducts his/her business to multiple job sites are not covered under mileage reimbursement.

NOTE: The mileage reimbursement payments are intended to cover the car owner's per mile cost of gas, oil changes, batteries, tires, other routine maintenance, car insurance, and license and registration fees.

**ADVANCE
PAYMENT
REQUEST FOR USE
OF PRIVATE
VEHICLE**

The participant is to be informed that transportation costs are normally paid in arrears. However, if requested, the participant may receive an advance payment for his/her transportation needs when public transportation is available and the round-trip travel time to the WTW activity **exceeds** a total of two hours on public transportation.

The IEES/CEES will take the following steps:

1. Follow the criteria stated in the section "Mileage Reimbursement Payments" in this policy.
2. Advise the participant that in order to continue receiving advance mileage payments, the worker must receive proof of costs for the month in which the payment was issued no

later than the 10th day of the following month.

- The completed and signed [F063-41-12 Mileage Claim for Transportation](#) is used in verifying mileage incurred while participating in the WTW assignment, including transportation to and from the childcare provider and serves as proof of cost once the information is determined accurate.
3. Issue the payment within seven (7) calendar days after the payment has been approved.

An unused portion of an advance payment is that amount of an advance payment received that is not subsequently supported by verification of costs. When an advance payment is not supported by proof of cost, the IEES/CEES will calculate the amount of advance payment not supported by proof and refer to [CW Procedure 319 - Unused Advance Payment](#) for instructions.

MILEAGE REIMBURSEMENT PAYMENTS

The WTW participant/Cal-Learn student is to complete and sign the [F063-41-12 Mileage Claim for Transportation](#) when requesting reimbursement for mileage, parking fees and rideshare costs incurred for travel to and from his/her activity and childcare provider.

VERIFICATIONS The participants are to be reminded that they are still required to follow California Vehicle Motor Code regulations to legally operate a vehicle and comply with the law; however, effective November 1, 2014, participants will no longer be required to provide proof of a valid California Driver's License, Vehicle Registration and Insurance in order to receive a mileage reimbursement payment for the assigned WTW activities.

CRITERIA

Mileage reimbursement or advances to WTW participants will be calculated and paid as long as the below requirements are met:

1. The participant must be in an approved WTW activity, including employment, self-employment, or job search.
2. Transportation supportive services must be necessary for the participant in order to participate in the program activity to which he/she is assigned or to search for, accept, or retain employment.
3. Refer to the attachment [Establishing Transportation](#)

- [Payment Rate](#) for instructions on how to determine the least costly form of public transportation that will not preclude a recipient from participating in WTW activities.
4. Refer to the attachment [Transportation Rate](#) for current transportation related rates.

The IEES/CEES will reimburse the participant as follows:

Mileage

- Participants who drive their own car or borrow a vehicle to get to and from his/her WTW/Cal-Learn activity will be evaluated for and authorized mileage reimbursement when public transportation is available and the round-trip travel time to the WTW activity **exceeds** a total of two hours on public transportation.

Ride Share

- When a participant shares a ride to WTW activities/school with the owner of the vehicle, mileage will be reimbursed at the current rate or the amount charged to the participant by the owner of the vehicle, whichever is less.
- The participant must provide a statement or receipt from the owner before payment is made. The reimbursement payment will be made to the participant who will be responsible for paying the ride share costs.

Parking

- Parking costs incurred by the participant while using his/her car when participating in the assigned activity or program are to be reimbursed at actual cost. Receipts for parking, except in cases where parking meters are used, must be submitted.
 - Monthly parking passes requested by the participant for school will be paid under Ancillary – see [Ancillary Supportive Services Policy 315](#).
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AUTHORIZING MILEAGE PAYMENTS

The “Supportive Services Payment Authorization” in CalWIN is to be used to authorize and issue payments for transportation expenses.

NOTE: Refer to CalWIN Resource Guide “[Supportive Services Payment Authorization](#)”

Determine the correct payment using instructions in the attachment - [Establishing Transportation Payment Rate](#) document. If the round-trip travel time to the WTW activity **exceeds** the total of two-hours on public transportation, determine the cost of the monthly mileage claim following the instructions listed below, and issue a mileage reimbursement.

The IEES/CEES will take the following steps:

- Review the returned [F063-41-12 Mileage Claim for Transportation](#) for completeness, accuracy and client’s signature prior to authorizing payment.
- Verify that the initial mileage claimed for a new activity and/or an additional activity from the participant’s home address to the address of the approved WTW activity or employment is “reasonable and appropriate”.
- A web-based mileage calculator, such as MapQuest, may be used as a tool when determining if a participant’s mileage claim is “reasonable and appropriate”.
- Narrate in case comments the determination of “reasonable and appropriate”, including if the mileage to and from the activity was based on a web-based mileage calculator.
- A copy of the mileage calculation from the web-based mileage calculator is not required if narrated in case comments.
- Inform participants that we can only pay for mileage calculated to and from their home address and the address of their approved WTW activity. When the amount of mileage reimbursement is less than what the participant reported on a mileage claim, issue NA 825 – Payment Adjustment Notice.
- Verify activity attendance through the appropriate CalWIN screen, reported work schedule, or the school attendance schedule. Mileage will only be paid for days in which the participant attended the approved WTW activity or employment.
- Process mileage reimbursement payments within 20 calendar days after receipt of the form.
- Ensure that the participant who is requesting a subsequent advance payment has submitted the completed and signed

form with the accurate information for the previous month prior to issuing a subsequent advance payment. Refer to section “Advance Payment Request for Use of Private Vehicle” in this policy for more information on processing timelines.

- Issue Notice of Action NA 825 - WTW Transportation Approved for Lesser Amount if the amount of the payment is less than the amount claimed. If the participant is to pick up a check at the regional office, please follow the established procedures for office issuance of supportive services payments.

If a participant reports that a check has been lost, stolen, or has not arrived in the mail, the IEES/CEES is to refer to [CW Procedure 318 – Replacement of Welfare -To - Work Supportive Services Checks](#).

**PUBLIC
TRANSPORTATION**

The participant is to be encouraged to use public transportation.

- In Orange County, bus transportation is available countywide.
- The WTW Case Manager or the IEES/CEES should assist the participant with information necessary to locate appropriate bus routes.
- If the participant indicates he/she prefers to use a private vehicle instead of public transportation, the IEES/CEES may approve the use of a private vehicle and explain the reimbursement payment method and rate.
- If public transportation is to be authorized, the IEES/CEES is to explain the use of bus passes in the WTW program.
- Combination of transportation methods requests may be allowed if necessary to ensure that transportation is not barrier to participation in WTW program.
- Transportation requests to use a Taxi, Uber, Lyft or any other source of public transportation including Train/Metrolink requests, are to be brought to Program via the chain of command for further evaluation or approval. These methods of transportation are generally not the least costly as specified by regulation and will be evaluated on a case by case basis.

**PUBLIC
TRANSPORTATION**

The IEES/CEES is to determine based on the participant’s needs and case history, whether a bus pass is to be mailed or picked up

PAYMENTS

by the participant at the Regional Office.

- The IEES/CEES will utilize the SSA Accounting clerk for in-office issuance of bus passes.
- Refer to the CW Resource Guides: [Transportation Services](#) and [Supportive Services Payment Authorization](#).
- Refer to the attachment [Transportation Rates](#), for the current approved transportation related rates.

Payments are to be issued using one of the following types of Orange County Transportation Authority (OCTA) Bus Fares:

Regular Day Bus Pass

To be issued when it is determined that a daily pass for connecting bus travel is needed to get to and from an assigned activity. The pass is valid the day it is activated until 3 a.m. the following morning.

Payments are to be issued using one of the following types of Orange County Transportation Authority (OCTA) Bus Fares:

Regular 30-day Bus Pass

To be issued when it is determined that a regular 30-day bus pass is the least expensive form of public transportation for the participant to get to and from an assigned WTW activity, including SIP, Employment, or Cal-Learn .

- A Regular 30-day bus pass is valid for 30 days beginning with the date of activation.
- Up to three children, five years old and under, may ride free with a fare-paying adult.
- [Youth 30-Day Pass](#)

Authorized transportation for Cal-Learn participants 18 and younger and school age children of a WTW Participant who has demonstrated that taking their child to school on their way to their WTW activity would prevent them from arriving on time and participating.

- A Youth 30-day bus pass is valid for 30 days beginning with the date of activation.

The IEES/CEES is to follow guidelines outlined in the CW Resource Guide – [Transportation Services](#) to process requests for

transportation payments.

BUS PASS HAS NOT ARRIVED IN THE MAIL If the WTW participant/Cal-Learn student notifies the IEES/CEES that a bus pass has not arrived in the mail, the worker is to:

- Review the appropriate CalWIN screens to ensure that the bus pass was obtained from SSA Accounting and mailed.
- Check the date the bus pass was mailed to ensure there has been adequate time for mail delivery.
- Verify case mailing address with the participant to ensure the address is still correct.
- Make an appointment with the participant to come to the Regional Office to sign an Affidavit to Obtain Duplicate of Lost/Stolen/Destroyed Check ([F063-15-90](#)).
- Write “regular day pass” or “youth 30-day pass” or “regular 30-day pass” in the upper right hand corner of this form.
- Write the pass serial number from the case record/CalWIN screen on this form.
- Explain the form to the participant and have him/her sign the form.
- Instruct the participant that if the original bus pass is received/found it must be returned to the IEES/CEES.
- Advise the participant to wait and sign for the bus pass, as the replacement pass for lost or stolen pass will not be mailed out.
- Make any necessary changes on the “Assign Transportation Supportive Services” CalWIN screen to authorize the bus pass issuance and print copies of those screens.
- Take the original and a copy of the Affidavit to Obtain Duplicate of Lost/Stolen/Destroyed Check ([F063-15-90](#)) form and the “Assign Transportation Supportive Services” CalWIN screen prints to the SSA Accounting clerk for issuance of another bus pass.
- Narrate in CalWIN Case Comments all actions taken to document that the bus pass was actually lost and not delayed in the mail due to a wrong address, etc. Also narrate the interview with the participant.

BUS PASS RETURNED

If a WTW participant/Cal-Learn student returns a bus pass that has not been used, the IEES/CEES will:

- Immediately return the bus pass to SSA Accounting and obtain a receipt.
- Place a copy of the receipt in the case file and give the

- original copy to the individual.
- Narrate the circumstances of the bus pass return in CalWIN Case Comments.

If the participant has used the bus pass, it will remain recorded as issued to the participant. The IEES/CEES is to document the return of the bus pass in the participant's case file and return the actual bus pass to SSA Accounting.

TRANSPORTATION FOR A CHILD

CalWORKs can provide a Youth 30-Day Bus Pass for school age riders 18 and younger, when it will assist a WTW parent to participate in the program activity to which he or she is assigned or to accept or retain employment.

When a school age child is too young to use public transportation to get to and from school and to the childcare provider then CalWORKs can pay a childcare provider or a transportation provider, such as a shuttle service, if the service is necessary and the cost is within a reasonable market rate.

Some childcare providers include transportation to and from school and the childcare location as part of their childcare rate/plan. In this situation, transportation is fully covered by the childcare payment and subject to the Regional Market Rate (RMR). If the cost exceeds the RMR the parent would pay the difference.

Separate Child Shuttle Service Provider

The Supervisor must approve the transportation request for a child. Child transportation services (shuttle service), which are not part of the childcare service, but provided as a separate service through the childcare provider's business, may be allowable if:

- The cost is within a reasonable market rate charged to the public, and
- This cost would not be added when determining the childcare regional market rate limit.
- The additional charge is to be added on the [F063-41-18 CW Child Care Plan](#). The childcare provider should not charge for childcare during the time the child is being transported.

If a separate arrangement exists between a child transportation provider (shuttle service) and the WTW parent, the following must be provided:

- A copy of the agreement made between the child transportation provider and the client to include:
- The name of children receiving the service
- To and From destinations (transportation would be to and from the childcare provider and the child’s school)
- The shuttle service must provide a W-9 and verification of their Tax Identification Number, which is either an Employee Identification Number (EIN) or a Social Security Number (SSN) for 1099 income reporting purposes prior to approval of services.
- A statement from the childcare provider that they do not have a means to bring/collect child from school.

Payment amounts to providers who transport children to and from school and/or childcare are allowed based on their rate charged to the general public.

- This is based on transportation “each way” and not “round-trip”.
- Transportation surcharges remain an unallowable expense.

Refer to the attachment [Transportation Rates](#), for current transportation related rates.

Approved Transportation for a Child

Once transportation for the child is approved, the IEES/CEES will:

- Notify the participant using Notice of Action 820 that the request has been approved and a check for the additional amount of the transportation cost will be issued to the transportation provider after a mileage request form is submitted for payment.
- Notify the provider by telephone of the approval, and explain to the childcare provider how this payment will be handled differently from the regular childcare payment.
- Place the receipt/request for payment in the participant's case folder when it is received.

EDUCATIONAL ACTIVITIES

CalWORKs recipients who are in an educational activity (i.e. Pre-SIP, SIP, Vocational Training, and Adult Basic Education) are eligible for advance payment or reimbursement of Supportive Services (Ancillary, Transportation, and Child Care) prior to signing a WTW plan and obtaining the Education Referral Form [41-05](#) 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 SIP was approved.
- The expense is determined eligible under CalWORKs regulations.
- The expense is an un-reimbursed out-of-pocket cost to the client.
- Verification is received that indicates the recipient is registered in an educational activity and the training goal is identified.

Supportive Services expenses that are 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.

Refer to other supportive services policies as needed: Ancillary policy 315 and Child Care policies 301.

DOMESTIC ABUSE SERVICE UNIT

CalWORKs recipients in the Domestic Abuse Services Unit (DASU) are eligible to supportive services for the hours of participation regardless of the actual hours because of the range of activities they may be involved in.

- Bus passes may be provided for the children of these clients as they might be at additional risk. (However, children 6 and under ride free on OCTA with a paying adult).
- Mileage reimbursements may also be evaluated and approved for activities related to DASU such as miles covered searching for housing, to stores to purchase replacement items left behind, to counseling, or for Domestic Abuse court appearances and subpoenas
- The DASU client and the Case Manager (CM) will discuss level of participation and determine what supportive services will be required and a referral made to the Continuing Case Worker.

Contact FSS Program via chain of command regarding specific case issues requiring clarification on what mileage will be allowed for a DASU client and the circumstances will be addressed individually.

REQUIRED NOTICES

The IEES/CEES must issue a notice of action to the participant when transportation services are approved, denied, increased,

decreased, terminated or changed. Please refer to [WT 9 - Supportive Services NOA's, Forms and Other Correspondence](#).

REFERENCES

EAS Manual Sections 42-750 and 42-762
ACL 00-54 CalWORKs WTW Transportation Services dated August 11, 2000
ACL 03-15 Q&A Related to CalWORKs and WTW Transportation Services dated April 10, 2003
ACL 08-41 CalWORKs WTW Transportation Services dated September 29, 2008

RESOURCES

[CW Procedure 317 – Supportive Services Notices of Action](#)
[CW Procedure 318 – Replacement of Supportive Services Checks](#)
[CW Procedure 319 - Unused Advance Payment](#)
[RG - Supportive Services Payment Authorization](#)
[RG - Transportation Services](#)

ATTACHMENTS

[Transportations Rates](#)
[Establishing Transportation Payment Rate](#)
[F063-41-12 Mileage Claim for Transportation](#)
[F063-41-18 CW Child Care Plan](#)
[F063-41-121 E Supportive Services Referral & Information](#)
[F063-41-124 WTW Supportive Services Request](#)
[F063-15-90 Affidavit to Obtain Duplicate of Lost, Stolen, or Destroyed Check](#)
[WT 2 - Supportive Services Categories In CalWIN](#)
