

CHAPTER 1200 – SUPPORTIVE SERVICES
SECTION 1230 – ANCILLARY/WORK-RELATED EXPENSES

GAIN: THE BRIDGE TO INDEPENDENCE

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1230 **OVERVIEW**

Necessary supportive services, including ancillary/work-related expense payments, are available to every participant to assist him/her in participating in the program activity to which he/she is assigned or to accept/retain employment.

Ancillary/work-related expense payments to CalWORKs participants are issued to cover the cost of items and/or services necessary for participation in an approved Welfare-to-Work (WtW) activity or to accept/retain employment. If these services are not available, participants have good cause for not participating.

A participant should not be required to spend his/her own money to purchase needed items. With acceptable documentation, advance payments shall always be made available.

1231 **KEY POINTS**

- Ancillary/work-related expense payments include the cost of books, tools, clothing specifically required for a job, fees, and other necessary costs for the participant to participate in an approved WtW activity or to accept/retain employment.
- There is no cap on ancillary/work-related expense payments; also, there is no limit on how many times ancillary/school/work-related expense payments can be issued if the need for the item is established.
- The need for ancillary/work-related expenses is documented by a written verification from the provider or employer. If written documentation is not available, the need for the expense is verified by a phone call to the provider or employer.
- The cost of the requested item and/or service is documented prior to the issuance of an ancillary/work-related expense payment. If written documentation is not available, the cost of the item and/or service is verified by a phone call to the provider, employer or sales outlet.
- The cost of an ancillary/work-related expense is unrelated to the assessment of need. Verification of the need for an expense is established prior to payment and is independent from verifying the cost.
- Ancillary/work-related expense payments must be authorized on GEARS within one workday of the participant meeting the verification requirements. The approval process shall be completed within four workdays from receiving all supporting documentation/verification, allowing two workdays for contracted staff and two workdays for CIA staff.

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- Payments shall be made available to participants who are participating less than full-time, exempt volunteers, or domestic violence (DV) participants outside a WtW plan.
- Post-employment work-related expenses are offered to working families. See GAIN Policy and Decision Chart in [Chapter 1000 - Post-Employment Services](#).

1232 POLICY

.1 Determining Who Is Eligible for Ancillary/Work-Related Expenses

.11 Eligible Participants

CalWORKs participants are eligible for ancillary/work-related expenses that are necessary to participate in any GAIN assigned WtW activity and/or to obtain/retain employment.

.111 This includes:

- (a) Mandatory WtW participants.
- (b) Voluntary WtW participants (exempt volunteers).
- (c) Participants in an approved Self-Initiated Program (SIP).
- (d) Participants receiving PES ([Chapter 1000](#)) or PTL services ([Chapter 2100](#)).
- (e) Participants who are employed, Earned Income Component (EIC).
- (f) Cal-Learn participants ([Chapter 1800 - Cal-Learn](#)).
- (g) Participants in an activity outside of a WtW plan due to a domestic violence waiver.

.12 Reasonable Accommodations

Ancillary/work-related expenses also cover payments for reasonable accommodations that are not otherwise provided by other sources for participants with a physical/mental/learning disability. Verification of the disability is required but only to verify the nature and extent of their disability. Reasonable accommodations include equipment, tools and supplies to accommodate a participant with a disability in order for him/her to participate in their approved WtW activity and/or employment.

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.121 Such items include, but are not limited to:

- (a) talking dictionary
- (b) tape recorder
- (c) audio tape
- (d) visual aids (e.g., large print books, computer screen enlargers, magnifying glass)

.13 Time in the Compliance Process

Participants are eligible for ancillary/work-related expenses during the time he/she is in the compliance process. If the participant does not comply or does not fulfill the terms of the compliance plan and the compliance ends in a sanction, the participant will no longer be eligible for ancillary expenses.

.14 Informing the Participant

The participant must be informed of the availability of GAIN funds to pay for [Supportive Services](#), including ancillary/work-related expenses necessary for their participation in an assigned WtW activity and/or to obtain/retain employment.

.141 Participants are informed of ancillary/work-related expenses and expenses are requested via the GN 6151 as follows:

- (a) During the CalWORKs Home Interview;
- (b) At the GAIN [Orientation and Appraisal](#) activity (Intake);
- (c) Upon enrollment into every subsequent WtW activity;
- (d) At the point of entering employment;
- (e) At the three-month employment re-verification;
- (f) At any time the participant requests these services; and
- (g) During the GAIN Sanction Home Visit Outreach. ([Chapter 1300](#))

.15 Financial Aid

A participant who is enrolled in a school where financial aid is available shall be informed that it is his/her choice of whether or not

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to use financial aid to pay for supportive services associated with the approved activity, otherwise paid by GAIN funds. As such, the WTW 8, Student Financial Aid Statement Welfare-to-Work Supportive Services, must be discussed every time the participant enters an educational or vocational component (e.g., SIP, Voc, Rem, PES) in a school where financial aid is available. The WTW 8 must be discussed, completed and signed by the participant and GSW is to document that the participant has been informed of this policy.

A participant who chooses to voluntarily use student financial aid to pay for supportive services must be informed that he/she will not receive supportive services payments from GAIN, but may revoke that choice at any time by completing Part B of the WTW 8. Upon receipt of a WTW 8 with Part B completed, the GSW is to no longer consider student financial aid available for supportive services.

Note: Although the WTW 8 is required to be in the case record, authorization of payment shall not be delayed/held pending completion of the WTW 8.

.16 Types of Ancillary/Work-Related Expense Payments

A participant who is eligible for an ancillary/work-related expense payment is informed that he/she may receive the payment as an advance payment or as a reimbursement payment.

Ancillary/work-related expense payments shall be advanced to the participant when requested, so that the participant does not use personal funds to pay for the services and can participate fully in their activity.

Example: Prior to the first day of class, a student in vocational training (e.g., nursing) will be required to have textbooks, kit/tools, uniforms, equipment, LiveScan fingerprint clearance and/or other course-related fees.

For a reimbursement payment, the participant shall provide the supporting receipt for the item and/or service he/she purchased, and the need for the item and/or service must be verified prior to the ancillary/work-related expense payment.

Participants in an approved Self-Initiated Program (SIP) may be eligible for reimbursement of ancillary expenses incurred prior to their SIP approval ([see Section 612.271](#)). Participants whose SIP is not approved but are allowed to complete their current educational program through the semester/quarter, may only be eligible to ancillary/transportation expenses from the date the WtW plan is

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signed up to the last day of the semester/quarter.

Participants in an approved SIP are eligible for reimbursement for expenses prior to their SIP approval only if the expense meets all of the following conditions:

- The expense was incurred after the CalWORKs (CWs) beginning date of aid;
- The expense was necessary for participation during the academic term (i.e., semester, quarter) in which the SIP is approved;
- The expense is determined eligible under CWs regulations. As with any other reimbursement request, the need for the expenses must be established, supporting documentation must be provided, supporting receipts must be provided, and
- The expense was an unreimbursed out-of-pocket cost.

Note: If the participant pays for expenses after their CWs beginning date of aid but the cost is associated with an academic term that ended prior to the beginning date of aid **OR** prior to the academic term in which the SIP was approved, the expenses are not covered.

Example A (Approvable Expense): A participant's CWs beginning date of aid was January 9, 2009. The participant enrolled in the Spring 2009 semester which began January 31, 2009. The participant's SIP was approved on March 5, 2009. The participant submits an ancillary reimbursement request, along with receipts for required books purchased on January 22, 2009. The ancillary request is allowable because the expense was incurred for the semester in which the SIP was approved and after the CWs beginning date of aid.

Example B (Unapprovable Expense): A participant's CWs beginning date of aid was February 25, 2009. The participant enrolled in the Spring 2009 semester which began January 31, 2009. The participant's SIP was approved on March 5, 2009. The participant submits an ancillary reimbursement request, along with receipts for required books purchased on January 22, 2009. The ancillary request is not allowable because the expense was incurred prior to the CWs beginning date of aid.

Example C (Unapprovable Expense): A participant's CWs beginning date of aid is December 4, 2008. The participant is enrolled in school for the Winter 2009 quarter which began January 5, 2009. The participant's SIP was approved on January 15, 2009. The participant submits an ancillary reimbursement request, along

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with receipts for items/services purchased on December 6, 2008, required for last Fall 2008 quarter that ended December 15, 2008. Although the participant paid for the required items/services after the CWs beginning date of aid, this reimbursement request is not allowable because the expense was incurred for an academic term that ended prior to the SIP's approval.

Note: Once the participant receives reimbursement, provided the supporting receipt is provided and verification need is met as noted above, the participant can utilize the payment in any way he/she deems necessary (e.g., rent, utilities, student/personal loan).

Ancillary/work-related expense payments must be authorized on GEARS within one workday of the participant meeting the verification requirements. The approval process shall be completed within four workdays (*two workdays for the Contracted Staff and two workdays for the CIA Staff*) from receiving all supporting documentation/verification by the GSWs/CCMs.

.2 Documentation of Need and Cost

The GN 6151, *GAIN Transportation & Ancillary School/Work-Related Expenses Request Form*, is used to request ancillary payments. The form may be completed by the participant in person, submitted via mail or fax, or it may be completed by the GSW if the request is filed by the participant over the telephone.

Any documentation and/or information needed from the participant to process a request for payment must be made in writing using GN 6322, *Forms/Documents Needed From GAIN Participants to Support Transportation/Ancillary Requests*.

Before an ancillary/work-related expense payment is authorized, the need for the item and/or service, and the cost of the item (other than non-uniform work clothing) and/or service must be verified.

.21 Written Documentation Verifying Need

.211 Written verification is preferred when verifying the need for an item and/or service. Acceptable verification includes, but is not limited to:

- (a) A written list given to the participant at enrollment or at the beginning of classes of items that must be purchased and the cost of each item; or,

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- (b) A written statement from the educational/training provider or employer documenting the need for the item and/or service; or,
- (c) A program's catalog/brochure/class syllabus outlining the items and/or services needed in association with the activity. A class syllabus is an acceptable form of verification, but not required. The related page or portion may be photocopied or recorded on the case via GEARS MGPA screen; or,
- (d) Written verification from a physician or service provider verifying a physical/mental/learning disability for disability accommodations. Verification of the disability is required, but only to verify the nature and extent of the participant's disability.

.22 Written Documentation Not Available

- .221 In some cases, the participant may not be able to provide written documentation of the need for the item and/or service. In this situation, the need for the expense is confirmed as follows:
- (a) A telephone call by the GSW to the educational/training provider or employer in lieu of the written documentation is acceptable.
 - (b) The result of the telephone call is documented via GEARS MGPA screen, including the name and telephone number of the person contacted.

.23 Pre-Verifying Ancillary/Work-Related Expense Costs

- .231 When an advance payment is requested for an item/service (other than non-uniform work clothing), the cost of the item and/or service is documented prior to payment issuance. Acceptable documentation of cost includes, but is not limited to:
- (a) A written statement from the educational/training provider, employer or sales outlet where the purchase of the item and/or service will be made.
 - (b) In lieu of a written statement, a telephone call by the GSW to confirm the cost of the item and/or service is acceptable. The telephone call is documented via GEARS MGPA screen.

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.232 When an advance payment is requested for non-uniform work clothing, there is no need to document the cost of these items prior to issuing the payment. Therefore, the following guidelines should be used when determining how much to issue to the participant for non-uniform work clothing:

- | | |
|--|------|
| (a) Blouse, shirt and tie, sweater: | \$25 |
| (b) Women's or men's pants or slacks, skirts | \$30 |
| (c) Dress, sport coat: | \$40 |
| (d) Shoes | \$30 |

When determining how much to issue for non-uniform work clothing, or when receipts are provided for reimbursement for these items, evaluate the amount taking into consideration the participant's individual needs (e.g., participants needing a special dress/shoe size, explicit employer requirement for specific brand or disability accommodation need). Taking into consideration the participant's individual needs is necessary because the guideline amounts may not be enough to cover the cost of the item(s).

Note: The prices listed for the non-uniform work clothing above are **only guidelines**; they are not caps or limits on costs. When processing a payment as a reimbursement, determine if an underpayment and/or overpayment exists and proceed according to [Chapter 1600, Section 1612.6](#).

.233 When the participant who is eligible for an ancillary/work-related expense payment wishes to purchase an item on his/her own and will wait to be reimbursed, the cost of the item is estimated prior to the approval of such purchase. This serves to determine the authorization level and allows for the resolution of any concerns of cost prior to the purchase of the item.

.3 Types of Ancillary/Work-Related Expenses

Expenses that may be paid with GAIN funds are for items/services that are **specifically required** for participation in the participant's GAIN activity and/or to accept/retain employment. Items/services needed for elective classes are allowable expenses, **if** the elective class counts toward the participant's degree or certificate program that is part of their approved

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WtW plan, even if they do not count toward the participant's major or concentration.

Note: Items/services that are recommended but not required are not covered.

.31 Ancillary/Work-Related Expense Categories

.311 Books

- (a) Text or other books which are specifically required reading for a course. Books that are recommended but not required are not covered.
- (b) Reference or self-help books, such as a dictionary, thesaurus, writing guide, which the participant needs for his/her assignment. Special consideration to individual participant needs shall be given when determining authorization. For instance, the participant may require a multilingual dictionary (e.g., English/Spanish, English/Chinese, English/Armenian) which costs more than a regular dictionary.
- (c) Books needed for elective classes, if the elective classes count toward the degree or certificate program that is part of an approved WtW plan, even if they do not count toward the participant's major or concentration.

.312 Tools

- (a) Any implement, instrument or utensil required for participating in a WtW activity or to accept/retain employment.

Example: A participant in training to be a carpenter may be required to purchase carpenter's tools for that course.

- (b) Tools also include supplies such as pens, pencils, notebooks, backpacks, rolling backpacks, etc., if the participant is in an assignment where such items are needed.

.313 Clothing

Clothing required for an assignment or to secure a job.

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Example A: A uniform required for a participant learning to become a licensed vocational nurse, or a uniform required for a participant who has been offered a job, such as security guard and the employer does not cover the cost of the uniform.

Example B: Non-uniform work clothing required by an employer in order for the participant to perform his/her employment duties, such as a receptionist required to dress in business attire.

Clothing is necessary for appropriate job search or job interviews.

- (a) During contract negotiations for Job Club (JCL)/Job Search (JSR), the following shall take place:
 - (1) Participant is informed of the business dress attire needed for this activity;
 - (2) An assessment of the participant's clothing need is conducted, along with the participant, on a case-by-case basis;
 - (3) Participant is provided with a GN 6151 for the clothing ancillary expense request; and,
 - (4) The clothing expense request is processed, as appropriate.
- (b) GSWs may review recent issuances for business attire clothing when evaluating a subsequent request.

Example: A participant is being rescheduled to JCL/JSR due to a "no show" or for being dropped from a JCL/JSR appointment two weeks prior for which he/she was issued a clothing payment. If the participant requests clothing for the rescheduled JCL/JSR, the GSW may review the clothing payment issued for the previous JCL/JSR when evaluating the participant's request and authorizes as appropriate.

- (c) GAIN participants may receive rental fees for caps and gowns required to take part in graduation ceremonies for a GAIN training or education program.

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.314 Fees

Fees necessary for the participant to participate in the assigned WtW program activity or to obtain/retain employment include, but are not limited to, a fee required for:

- (a) Course registration;

Note: A fee associated with a class or classes which is based on the number of units or per unit cost are considered “tuition.” **Tuition costs are not considered fees and cannot be paid.**

- (b) Student identification cards required by a school;
- (c) Exams (e.g., GED, nursing);
- (d) Fingerprinting and/or background check if it is a requirement of the employer for all his/her employees;
- (e) Licensing, such as a Class B driver’s license required for driving a bus; and
- (f) Court filing fees for domestic violence issues and court-appointed translators, if the fees are not waived by the court.

.4 Authorization Guidelines

There is **no “capping”** and there is **no limit** on how many times ancillary/work-related expense payments (including payment for replacement items) can be issued. The requests may be approved as long as it is established that the item and/or service is necessary to participate in approved WtW activities and/or to obtain/retain employment.

The GSW must review prior issuances when evaluating subsequent requests. GSWs must also request further clarification from the participant, service provider, prospective employer and/or sales outlet if an ancillary request submitted appears to be inappropriate ([see Section 1232.9](#)). For recommended guidelines on Ancillary/Work-Related Expenses, [see Exhibit 1234.1](#).

Sample cases include the following, but are not limited to:

Example A: If a participant was issued non-uniform work clothing (business attire) for JCL/JSR and submits a clothing ancillary request due to employment where business attire is required, the GSW must review

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the recent JCL/JSR clothing issuance to evaluate the extent of subsequent need ([see Section 1232.313](#)).

Example B: If a participant is in a nursing/CNA training program or became employed in this field of study and requests 5 uniforms, the GSW may approve the request as long as the need and required documentation is established. Consideration needs to be given to the type of training and the "wear and tear" on the uniforms during training and subsequent employment.

Note: The GSW may review prior ancillary issuances for uniforms with further clarification requested as needed. If payment for uniforms was made about a year ago, a second uniform request may be reasonable and supported by the type of training and "wear and tear" of the uniforms.

Example C: If the participant is attending cable installer training program (or became employed in this field) and requests steel toe shoes/boots, this may be allowable under ancillary expenses provided the need and required documentation is established. Industry standards must be allowed for, even if the employer does not provide documentation supporting the need for steel (or fiberglass for electrical work) toed boots/shoes.

Example D: If the ancillary expense request submitted with written documentation from the service provider indicates the cost of item(s) is higher than the recommended issuance amount, the GSW must request further clarification to determine if the item is needed to accommodate a special need (e.g., disability accommodation, specific brand with special features is required, etc.). For example, if a participant requests a \$100 backpack, further clarification is necessary to establish need. On occasion, a provider might require a specific brand of an item for training uniformity. This must be considered in approving the request.

Example E: If the participant requests the same item(s) at the beginning of each quarter/semester, the GSW must request further clarification to establish need. For example, if a participant requests one box of pens/pencils **and/or** backpack for successive quarters/semesters, further clarification is necessary to establish the need.

Note: In general, as part of the regular evaluation process of all ancillary requests, the GSW must evaluate the request to establish the need with the participant; service provider or employer, when the request and/or subsequent requests for an item/service(s) seem unnecessarily repetitive, out of the ordinary, or irregular.

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.41 Authorization Approval levels

There are, however, authorization approval levels related to the amount of the proposed issuance as follows:

.411 Authorizations by GAIN Services Supervisor (GSS)

The GSS approves all authorizations for the month up to \$199.99 without Regional Director (RD) or Deputy Regional Director (DRD) approval.

.412 Authorizations by Regional Director (RD) or Deputy Regional Director (DRD)

The RD or DRD must approve:

- (a) All single authorizations that are equal to or greater than \$200.
- (b) All cumulative authorizations in the same month that total \$200 or more for the same participant.
- (c) Any authorization for a component that has been closed (components that already have an ACTUAL-END-DATE).
- (d) Any authorization for an inactive file (X, Y and blank) requires a second signature at the RD or DRD level; hence, two administrative levels (RD and DRD or DRD and DRD) of approval are required.

.413 Authorizations by Contracted Case Management Staff

GAIN/REP contractor issuances for ancillary/work-related expenses require a two-level County DPSS review and approval process. The two-level County Issuance Approval (CIA) process includes case review and approval at GSS and DRD level.

- (a) All contractor ancillary/work-related expense issuances are reviewed and approved by a DPSS GSS.
- (b) Ancillary/work-related expense issuances are requested in writing via the "Ancillary Checklist/Gram."
- (c) REP ancillary/work-related expense issuances are approved on GEARS by a DPSS GSS.

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- (d) The following contractor ancillary/work-related expense issuance requests shall be authorized by a DPSS DRD:
 - (1) Single ancillary and/or work-related expense authorizations equal to or greater than \$200.
 - (2) Cumulative ancillary and/or work-related expense authorizations in the same month that total \$200 or more.
 - (3) Ancillary/work-related expense authorizations for components that have been closed.
 - (4) Ancillary/work-related expense authorizations for active components that have been opened for more than 24 months.
 - (5) Ancillary/work-related expense authorizations for inactive cases.
 - (6) Ancillary/work-related expense authorizations for retroactive payments.
- (e) Contracted case managers shall review each transportation and ancillary/work-related expense request including supporting documentation, such as employment verification, class schedule, etc., and documents the disposition of the request.
- (f) The contractor must complete the County Issuance Approval System Tracking Log (Ancillary/Work-Related Authorization Weekly Log) whenever a request is made for ancillary/work-related expense payment.

.5 Payments

An ancillary/work-related expense payment may be issued as a warrant, check, cash or Electronic Benefit Transfer (EBT), depending on the urgency of need and the amount of the payment.

.51 Warrants

- .511 Warrants are computer-generated and are mailed to the participants. They are the preferred method of issuance when the payment is authorized with sufficient time for the participant to purchase items upon receipt.

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.512 It generally takes about five work days following the authorization date for the participant to receive a warrant.

.52 Checks

Checks may be issued in the office when the participant cannot wait for a computer-generated warrant and the issuance amount is above \$5.00. For example, a participant requests advance payment and he/she must have the requested item(s)/service(s) before the anticipated receipt date of the computer-generated warrant.

.521 The following two types of checks are issued in the office:

- (a) Electronic Countywide Accounting & Purchasing System (e-CAPS) ([see Section 1612.2](#)). The Regional cashier prints checks electronically on designated printers in their respective offices.
- (b) The PA 66-1, *Emergency Aid Requisition (EAR)* is available on a contingency basis should eCAPS be unavailable.

.53 Cash

Cash is issued when the participant cannot wait for a warrant and the issuance amount is less than \$5.

.54 Electronic Benefit Transfer (EBT) System

Participants who have an active EBT card account may choose to receive their supportive services payment via EBT instead of a mailed warrant/check. ([See Chapter 1600](#))

.6 Notices

Participants are notified of the disposition of their ancillary/work-related expense request in writing. The GN 6322, Forms/Documents Needed From GAIN Participants to Support Transportation/Ancillary Requests, is used to request from the participant any additional documentation and/or information needed to support the ancillary/work-related expense request. The Notice of Action (NOA) NA 823 is utilized to inform the participant of the final disposition of their request.

.61 Approvals

GEARS automatically generates the NA 823 when an ancillary/work-related expense payment is approved.

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.62 Denials

Ancillary/work-related expenses must be denied via the Maintain Supportive Services Requests/Denials (MSRD) GEARS screen. GEARS automatically generates the NA 823 when an ancillary/work-related expense payment is denied via the MSRD screen.

.63 Supportive Services Requests

.631 The following forms are used for requesting supportive services:

- (a) The GN 6151, *GAIN Transportation & Ancillary School/Work-Related Expenses Request Form*, is used to request ancillary payments. The form may be completed by the participant in person, submitted via mail or fax, or may be completed by the GSW if the request is made by the participant over the telephone.
- (b) The GN 6322, *Need to Request Additional Documentation/Information* is manually completed by the GSW to request additional documentation and/or information needed to process a request for payment.
- (c) The GN 6336, *GAIN Ancillary/Transportation/Vehicle Diagnosis and Repair Program (VDRP) Expense Request Checklist of Required Supporting Documentation*, is used as a guide in evaluating whether sufficient documentation exists to support an ancillary request.

.64 Partial Approval/Partial Denials

.641 When an ancillary/work-related expense payment request is not approved in its entirety, this action will require two separate notices as follows:

- (a) GEARS automatically generates the NA 823 for the items approved for payment.
- (b) The NA 823 for items being denied is accessed via the MSRD GEARS screen, by listing the item(s) being denied and the reason for the denial. GEARS automatically generates the NA 823 when accessed and completed via the MSRD screen.

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Note: This includes an ancillary item that will not be approved in the amount requested but will be approved in a different amount (e.g., comparative shopping, requested amount was determined to be inappropriate). The item must be denied for the requested amount and subsequently approved in the amount that was determined to be approvable.

.7 Documentation of Purchase

Participants are required to provide evidence that an item and/or service, for which the participant was issued a payment, was purchased.

.71 Provision of Receipt

.711 When an advance payment is issued, the participant is advised that he/she has ten work days from payment issue date to provide an original purchase receipt. If the participant fails to provide supporting receipts within this timeframe, a GN 6046-A, *Underpayment/Overpayment Notice – Ancillary Expenses*, is automatically generated by GEARS, serving as a reminder notice to the participant.

.712 For a reimbursement payment, the participant provides the supporting receipt for the item and/or service he/she purchased and the ancillary/work-related expense payment is issued for the amount indicated on the receipt, provided the need for the item and/or service has been verified.

Note: Participants shall be reminded that original receipts will be requested and to obtain a copy of the receipts prior to submitting them via mail. Receipts may be submitted via mail or in person, therefore, if original receipts are provided in person, participants shall be provided with a copy of the receipts submitted. To the extent possible, original receipts are requested.

.72 Evaluation of the Receipt

GSWs must carefully review the receipt provided to ensure it supports the payment made to the participant.

.721 For an advance payment, the amount of the issuance is compared with the actual cost of the item and/or service purchased by the participant. Any difference in the amount is treated as an underpayment/overpayment according to instructions in [Chapter 1600, Section 1612.6](#).

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.722 Receipts that appear to have been altered or forged, or are questionable, shall be further evaluated by contacting the retailer, provider, school or participant, as appropriate.

.73 Loss of Receipt

If a participant states a receipt has been lost after receiving an advance payment, or if the participant is requesting reimbursement for an item and/or service purchased for an approved WtW activity and does not have a receipt, the following criteria satisfies the documentation of purchase requirement:

.731 **For payments under \$25**, the participant attests to its purchase price for the purchased item using the PA 853, Affidavit. GSW documents the case via GEARS MGPA screen the fact that the receipt was lost with the amount the participant recalls having paid for the item.

.732 **For payment \$25 or more**, the participant brings in the purchased item for observation by the GSW and attests to its purchase price using the PA 853, Affidavit. GSW documents the case via GEARS MGPA screen the fact that the receipt was lost with the amount the participant recalls having paid for the item.

Note: Any underpayments or overpayments shall be appropriately addressed according to instructions in [Chapter 1600, Section 1612.6](#).

.8 Repairs and Replacement

When the need and cost of an item have been appropriately documented ([see Section 1232.2](#)), expense issuances for repairing or replacing damaged, lost or stolen items are allowed.

.81 Item Repair or Replacement

.811 Whether or not ancillary/work-related expense funds were used to purchase an item has no effect on its repair or replacement.

Example: A camera is needed for a participant's vocational training course. The participant owns a camera purchased prior to his/her GAIN registration and need for such a camera has been established, but it needs repair. As the participant requests an advance issuance, both need and repair costs are verified and the issuance is made.

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.812 When replacing an item costing \$25 or more, purchased with ancillary/work-related expense funds, a PA 853 is completed by the participant to cite the loss, theft or destruction.

.813 When replacing an item costing under \$25, the GSW documents the circumstances via GEARS MGPA screen and a PA 853 is completed by the participant.

.82 Replacement of Lost/Stolen/Destroyed Checks or Warrants

.821 In the event a check issued in the office is lost, stolen or destroyed prior to being cashed, the procedures in the DPSS Check Writing Handbook, Section 04-030 apply.

.822 For lost, stolen or destroyed warrants, the replacement procedures in DPSS Operations Handbook, Section 23-175 apply.

.83 Replacement of EBT Payments

For non-receipt of EBT supportive services payments see the section on EBT in [Chapter 1600, Payments](#).

.9 Inappropriate Requests

When a requested item and/or service or its cost appear to be inappropriate for the activity the participant is assigned, further clarification regarding the need and/or cost of the item is necessary.

.91 Requests for Clarification

The service provider, prospective employer and/or sales outlet are contacted to clarify the relevance, need and/or cost of the requested item.

.911 The GSW may clarify the need and/or cost of the item and/or service by a telephone call to the service provider, prospective employer and/or sales outlet. The results are documented via GEARS MGPA screen, including the name and telephone number of person contacted.

.912 The participant may be asked to provide such clarification.

.913 Upon receiving clarification, the GSW shall defer to the judgment of the services provider or employer on the need of the item.

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.92 Requests for High-Cost Items

Cost is unrelated to the assessment of need. When a participant requests a high-cost item, such as equipment, digital camera, a tool set or a piece of scientific equipment needed for participation in the assigned activity and/or to obtain/retain employment, the GSW may consider the following:

- .921 The practicality of renting, leasing or requiring students to use equipment that is available in school laboratories to meet the participant's needs.
- .922 The possibility of comparison-shopping. This is done by the GSW by obtaining three price quotes and using the high and low quotes as the acceptable range for the ancillary payment.

The GSW shall inform the participant how request for the high-cost item will be processed, as noted in [Section 1232.92](#) above. If comparative shopping is the method to be used, the participant must be informed of the acceptable price range for the high-cost item. However, if the participant has already purchased the item and is submitting a receipt at the time the request is submitted, the ancillary request shall be reimbursed at cost, provided the need for the item has been verified ([see Section 1232.21](#)).

Note: When a participant who is eligible for an ancillary/work-related expense payment and an advance payment is requested or wishes to purchase the item on his/her own and will wait to be reimbursed, the cost of the item is estimated prior to the approval of such purchase. This allows for the resolution of any concerns of cost prior to the purchase of the item ([see Section 1232.231](#)).

.93 Items/Cost Determined to be Inappropriate

Ancillary/work-related payments are authorized for items and/or services, which are necessary for a participant's participation in the assigned WtW activity and/or to obtain/retain employment. Ancillary/work-related expense payments are not issued for inappropriate items/cost. Inappropriate items are those items that are deemed functionally irrelevant to a participant's activity.

- .931 Before denying a request, the GSW shall discuss the issue with the GSS and/or RD/DRD.
- .932 When requested items and/or their costs are determined to be inappropriate, the reason for the determination is

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explained to the participant and documented via GEARS MGPA screen. A Notice of Action (NOA) NA 823 is issued to the participant listing the denied item(s) and the reason(s) for the denial.

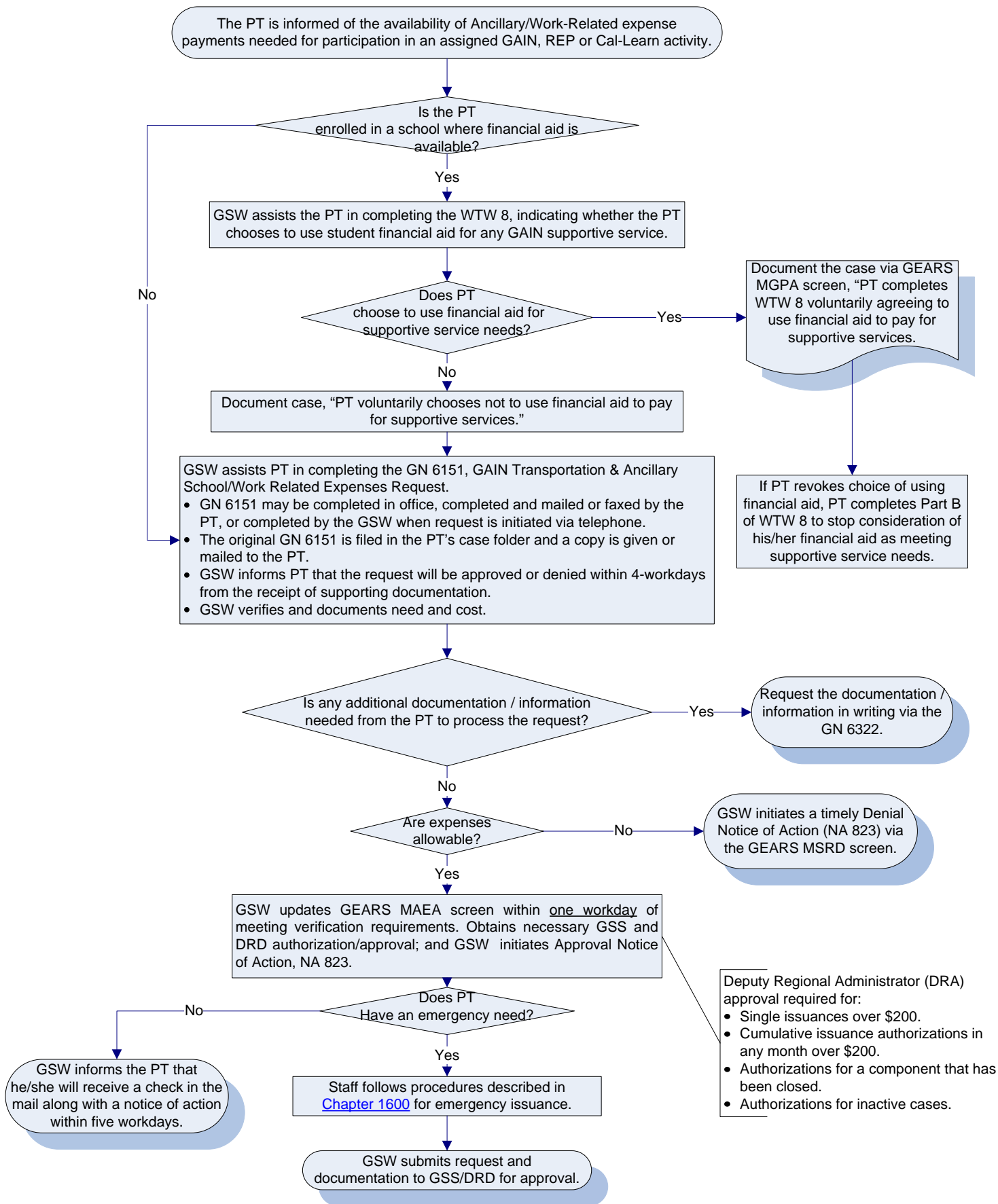
.94 Overpayments and Underpayments

In resolving discrepancies between ancillary/work-related payment and receipts, see [Section 1612.6 Overpayments/Underpayments](#).

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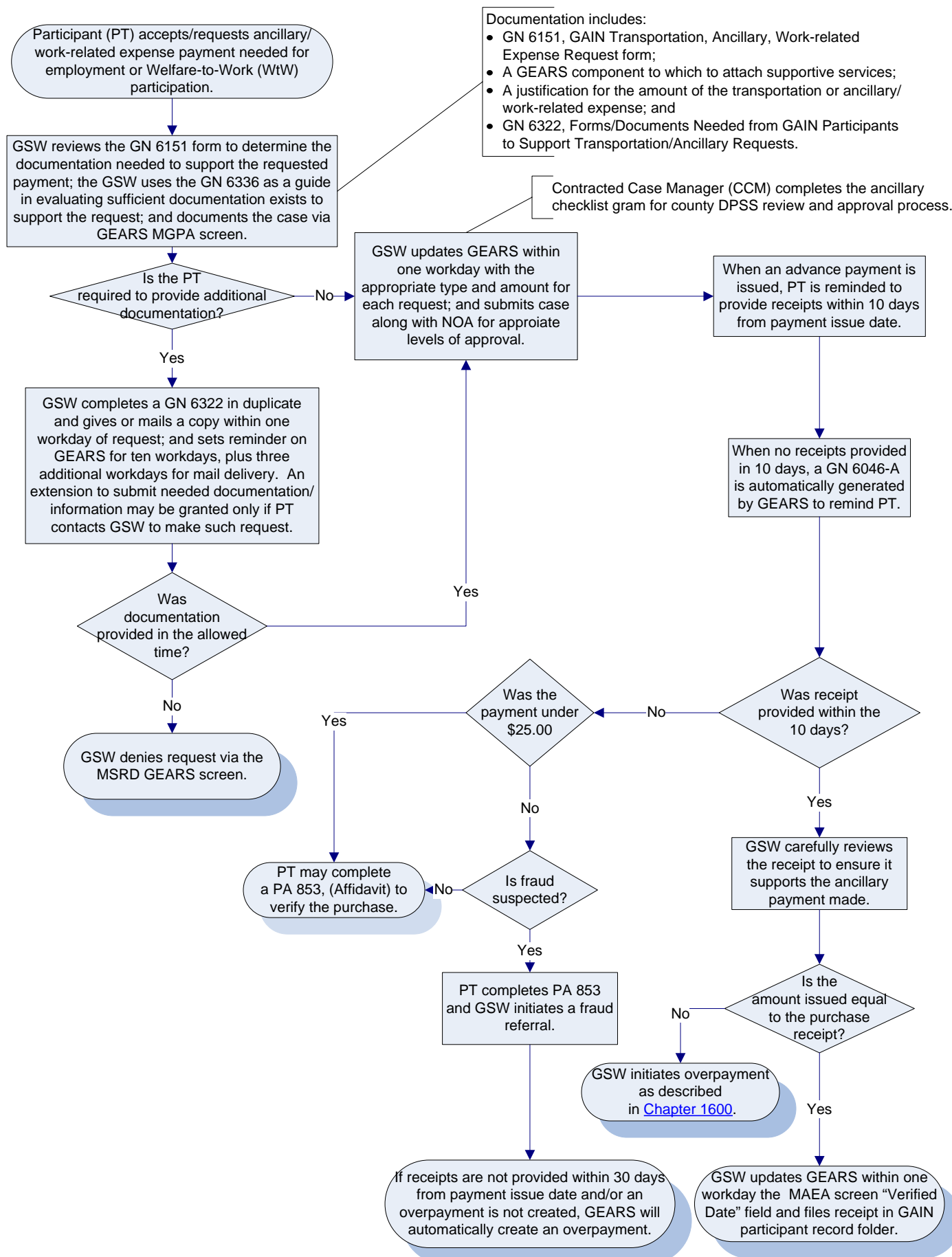
1233 DECISION CHARTS

1233.1 Offer and Issuance of Ancillary/Work-Related Expense Payment Decision Chart



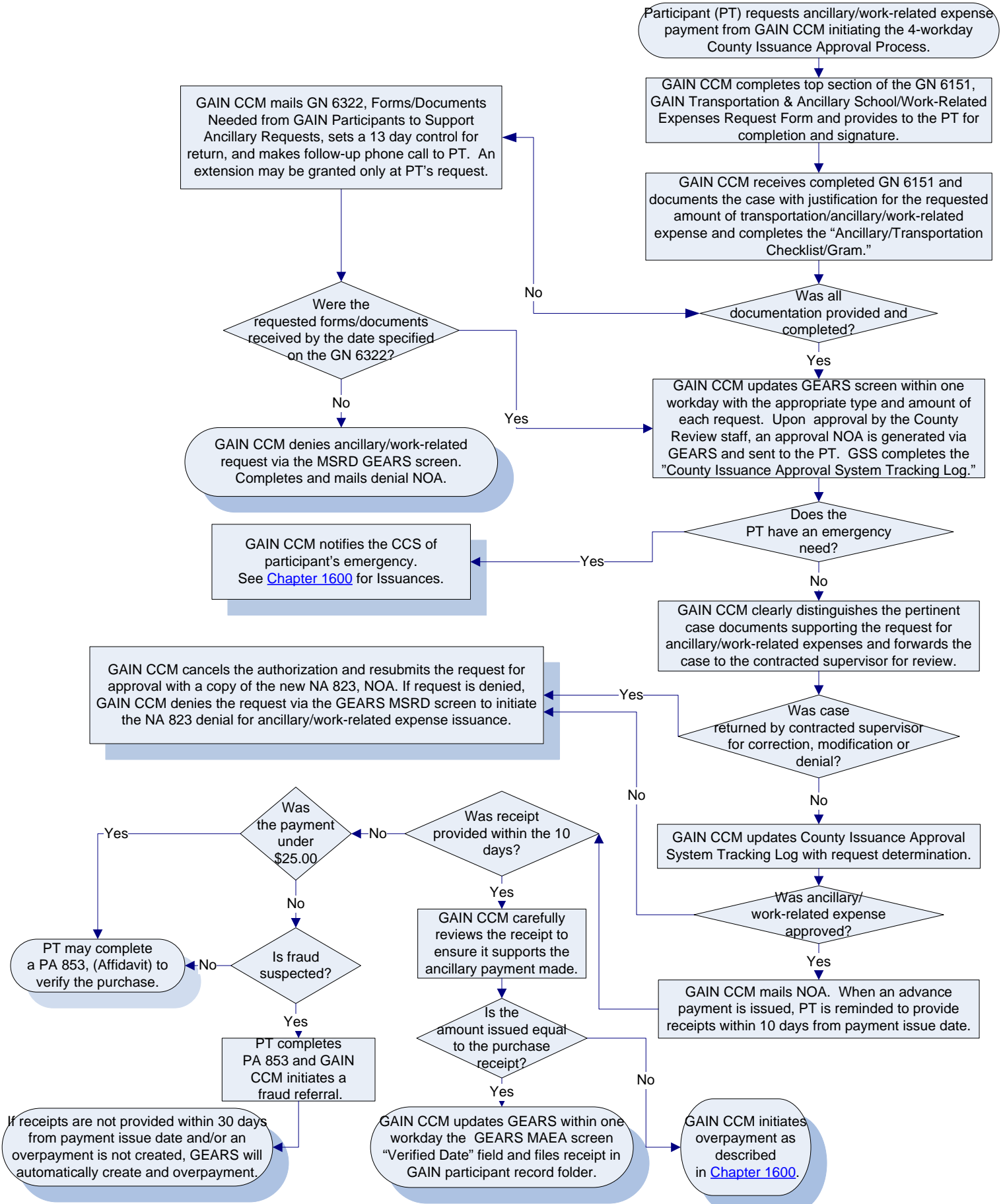
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1233.2 Documentation of Request and Payment Decision Chart



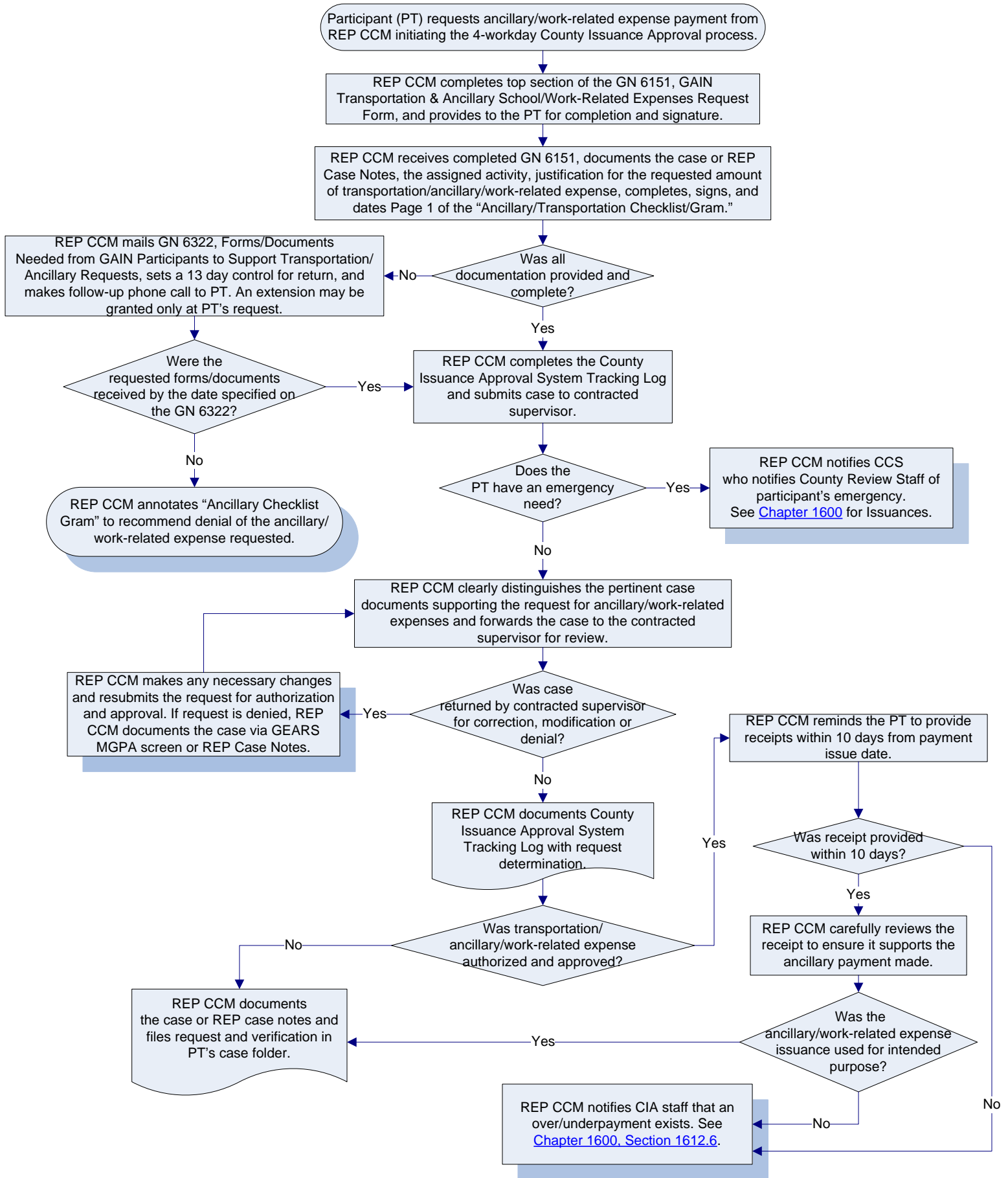
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**1233.3 County Issuance Approval (CIA) Process for GAIN Contracted Case Manager (CCM)
Decision Chart**



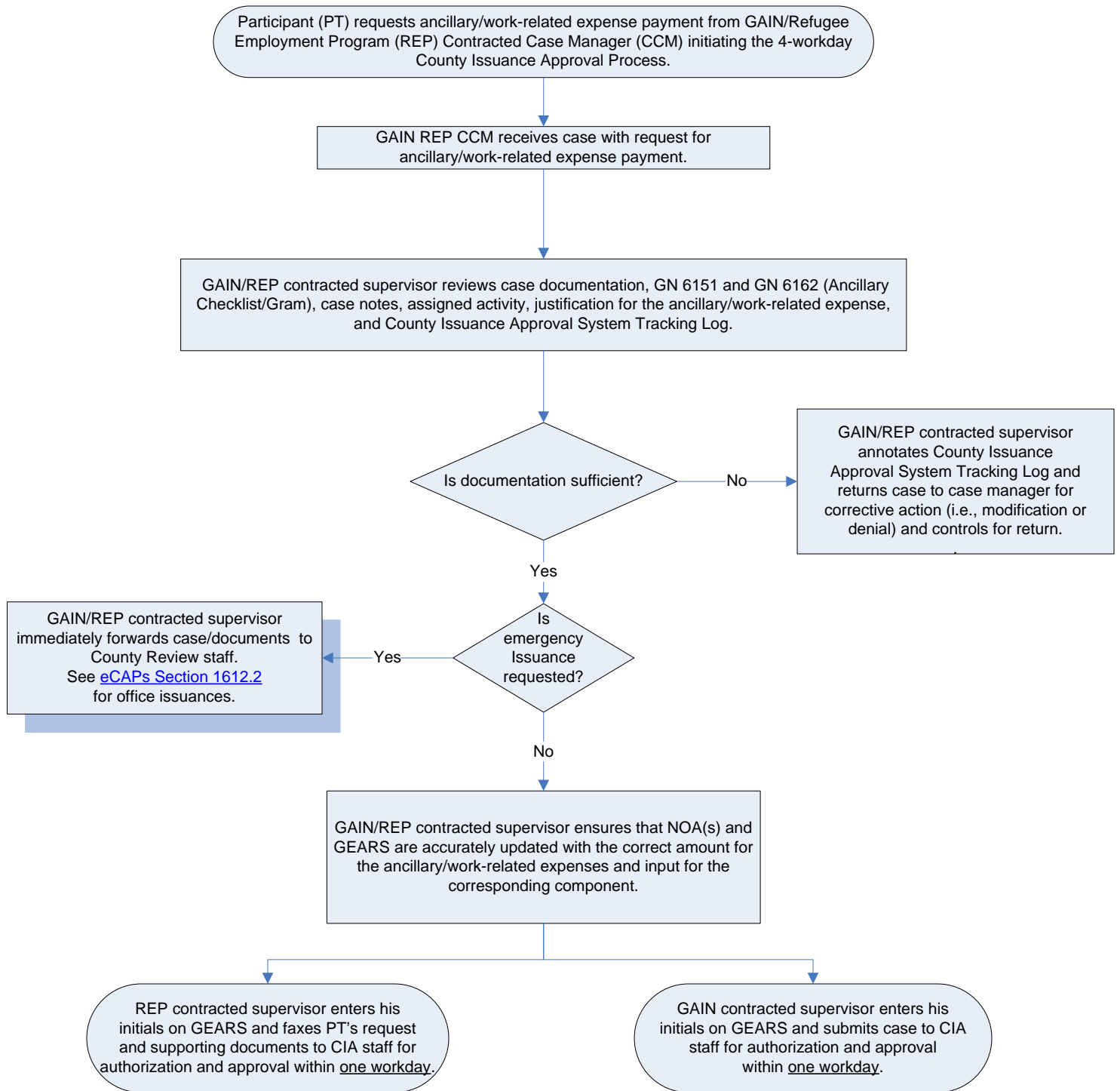
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**1233.4 County Issuance Approval (CIA) Process for Refugee Employment Program (REP)
Decision Chart**



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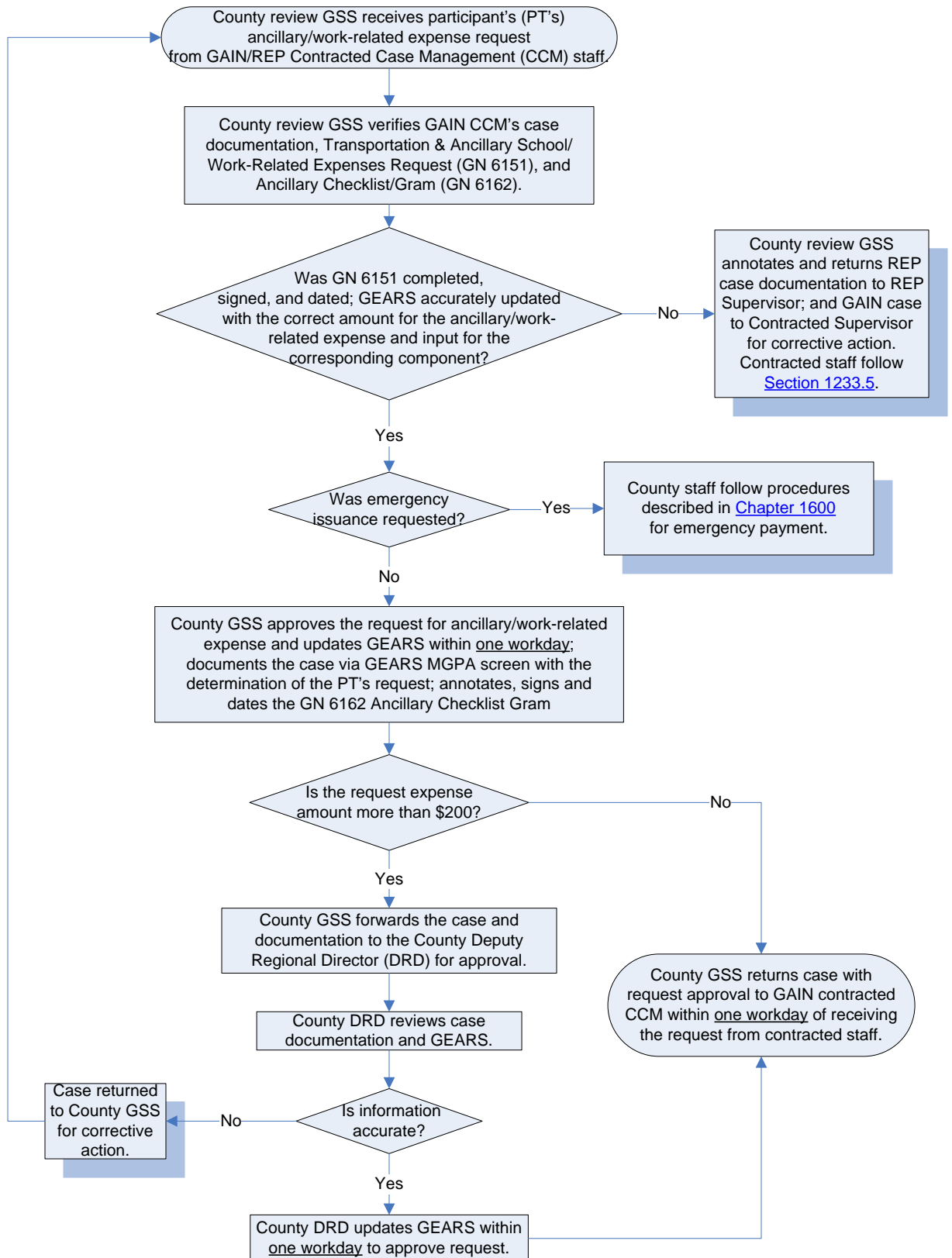
1233.5 **County Issuance Approval (CIA) Process for GAIN/REP Contracted Supervisor Decision Chart**



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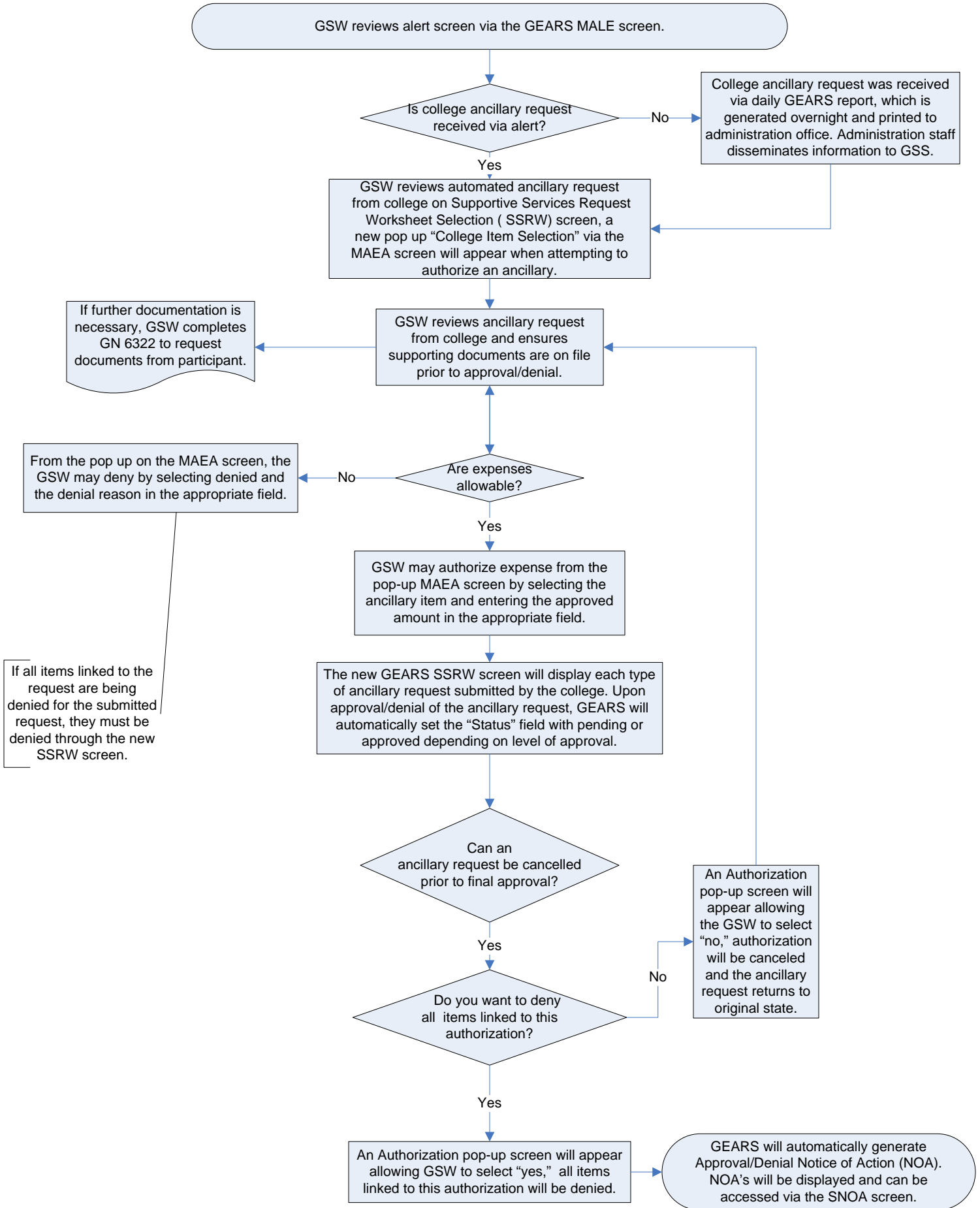
1233.6

County Issuance Approval (CIA) Process for County Review Staff Decision Chart



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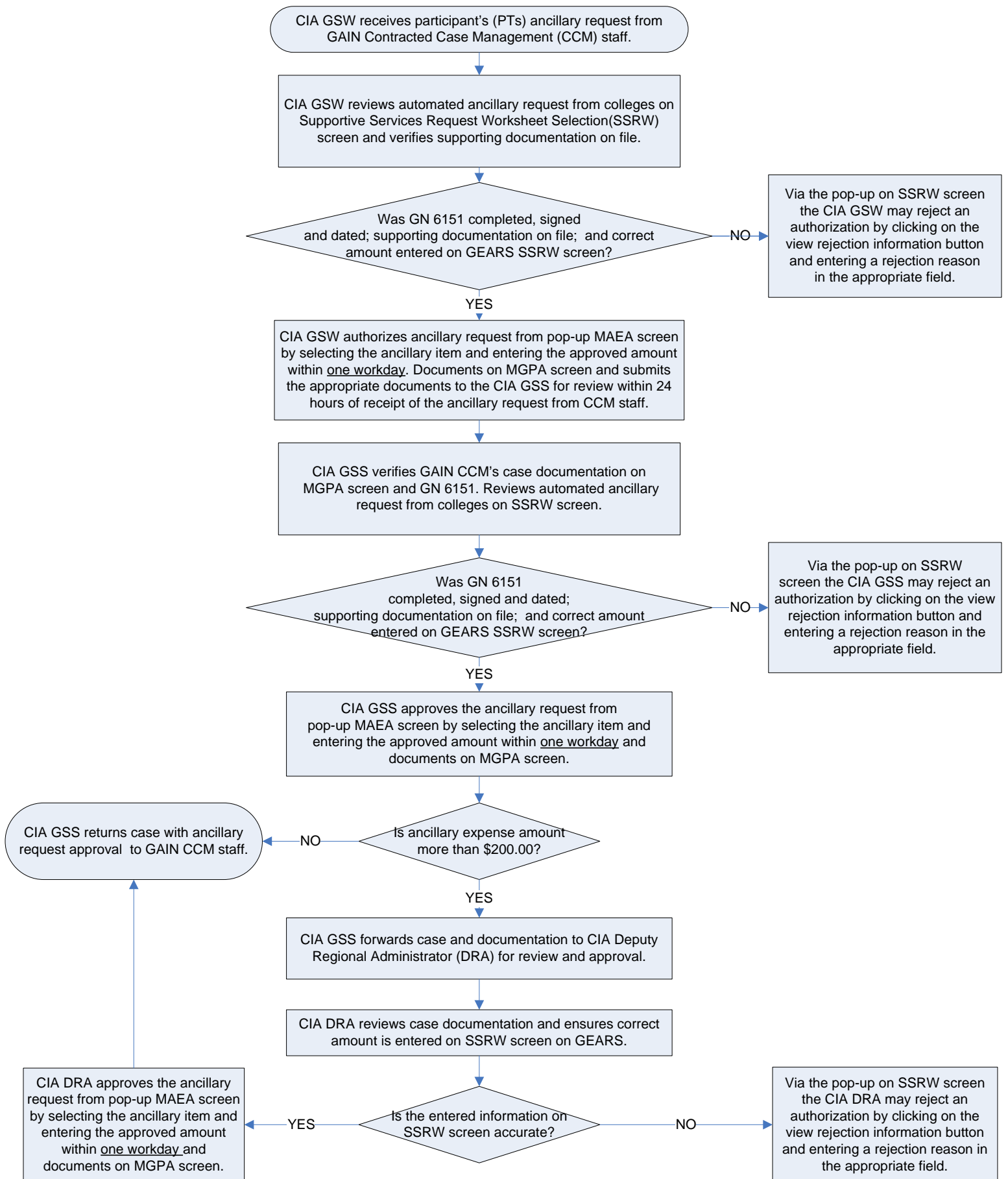
1233.7 Community College Automated Ancillary Request Decision Chart



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1233.8

Community College Automated Ancillary Request Process for GAIN County Issuance Approval (CIA) Review Staff Decision Chart



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1234 EXHIBIT

.1 ANCILLARY/WORK-RELATED EXPENSES RECOMMENDED GUIDELINES

WOMEN'S CLOTHING		
Recommended Issuance		
Item	Regular Sizes	Plus Sizes
Blouse	\$20.00	\$25.00
Pants/Slacks	\$30.00	\$35.00
Skirt	\$20.00	\$25.00
Dress	\$40.00	\$45.00
Suit	\$45.00	\$50.00
Shoes	\$30.00	\$30.00
Steel Toe Shoes	\$30.00	\$30.00

MEN'S CLOTHING		
Recommended Issuance		
Item	Regular Sizes	Plus Sizes
Shirt	\$20.00	\$25.00
Tie	\$15.00	\$30.00
Pants/Slacks	\$25.00	\$40.00
Sports Coat	\$40.00	\$50.00
Sweater	\$25.00	\$30.00
Suit	\$60.00	\$70.00
Shoes	\$30.00	\$35.00
Steel Toe Shoes	\$30.00	\$30.00

SCHOOL SUPPLIES (Receipts Required)	
Item Most Commonly Requested	Recommended Issuance
Backpack	\$25.00
Backpack – Rolling	\$35.00
Binder - 1"	\$2.50
Binder – 1.5"	\$3.00
Binder – 2"	\$6.00
Calculator	\$4.95
Calculator – Scientific	\$25.00
Calculator – Graphing (School must establish the need)	\$100.00
CD-Rom	Recommend issuing Flash/Travel Drive unless Instructor <u>specifically requires</u> a small number of blank CD-Roms.
Flash/Travel Drive	\$13.00
Highlighters (2-Pack)	\$5.00
Notebook	\$2.65
Notebook – 3 Subject	\$3.00
Paper – Blank Printer/Typing	\$4.00
Paper – Filler (for binders)	\$4.00
Printer – Ink Cartridge	\$18 for single, \$35 combo (double packs)
Stapler	\$5.00