

24. Jump Start Vehicle Repairs

24.1 Overview

The Jump Start Auto Repair Program provides vehicle repair services to eligible CalWORKs Employment Services (CWES) participants. All requests for vehicle repairs must go through the assigned Employment Counselor (EC).

24.2 Program Eligibility

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

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

Eligible participants include:

- Mandatory CWES participants
- Participants approved for a domestic abuse exemption/waiver by a CalWORKs Social Worker
- Exempt volunteers
- Post-Aid participants

Any participant requesting auto repair while at the Employment Connection Center (ECC) will be directed to contact their assigned EC. ECC staff will inform the assigned EC via email that the participant is interested in the Jump Start Program. The assigned EC is responsible to process the auto repair request.

24.2.1 Post Aid Participants

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

Telephone Requests

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

24.3 Program Requirements

- | A participant may **NOT** receive more than one vehicle repair payment. The total repair costs, including fees for diagnostic estimates, cannot exceed the Kelly Blue Book retail value of the vehicle OR the maximum allowable amount of \$1,500, whichever is less. There is a maximum of \$150 for each diagnostic estimate. Two estimates are required and cannot exceed \$300.

To determine the value of a vehicle:

STEP	ACTION
1.	Go to www.kbb.com
2.	Click on "Check My Car's Value" on the left side of the page.
3.	Under "Get Your Blue Book Value" enter the Year, Make, Model and Mileage of the vehicle and click "Next".
4.	Under "Options and Condition" select <i>Price with standard equipment</i> .
5.	Under "What color is your vehicle", select appropriate color.
6.	Under "What is your vehicle's condition", select appropriate condition and click on "Next".
7.	Under "Your Blue Book Value" click on <i>Sell to a Private Party</i> .
8.	Use the Private Party Value as the retail value of the vehicle.

24.3.1 Allowable Repairs

- | The cost of vehicle repairs that are necessary for the vehicle to remain operable may include, but are not limited to:

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

Participating vehicles must be in drivable condition and must be able to travel to the service location under the vehicle's own engine power. Towing services will not be provided through this program and vehicles that require towing are not eligible for benefits.

**Note:**

Requests for services of vehicles that are identified as a “Salvage Vehicle” are NOT eligible.

24.3.2 Repairs Not Allowed

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

- Scheduled maintenance and tune-ups
- Upholstery repair and service to entertainment systems
- Air conditioning repair and maintenance
- Paint and body work, and
- Other non-safety related service or repairs

24.3.3 Repair Shops

Jump Start clients must select a vehicle repair shop that is licensed by the California Bureau of Automotive Repair and provides a written parts and labor warranty.

Requests for repairs by unlicensed repair shops are **NOT** approved.

Clients are required to obtain a minimum of **two (2)** itemized, written estimates of the recommended repair work for the vehicle under consideration.

The EC is responsible to provide a written approval or denial of the cost estimate to the client by issuing SCD 1787. The approval shall include the maximum contribution to the cost of the service/repair to be made by CWES. Clients may elect to obtain a separate itemized written estimate if their vehicle requires tires in addition to repair work. The total amount for repairs, tires and estimates can not exceed \$1500.

CWES will **NOT** pay for:

- costs not included on the original estimate,
- services not listed on the approved work order,
- any cost in excess of the agreed amount; and
- assume any responsibility for the work performed by the business selected by the client.

The selection of a vehicle maintenance/repair business is the sole responsibility of the client and CWES makes no representations regarding the quality of the work performed by these businesses.

**Note:**

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

24.4 Informing Requirements

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

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

24.5 Vehicle Repair Requests

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

The EC must also complete the “County Use Only - Results” section at the bottom of the SCD 1787, entering the date the “Ancillary Services Approval” (NA 823) was issued.

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

**Note:**

All requests for vehicle repair must be processed within 5 working days from receipt of the completed SCD 1787 and required verifications.

24.6 Required Verifications

The participant must provide all of the following verifications:

- Current vehicle registration in the participant's name. Vehicles registered as non operable are not eligible for the program.
- Current California Driver's License
- Current verification of vehicle insurance (must show "Vehicle Identification Number" (VIN) or vehicle license number), and
- Completed SCD 1787.

24.7 Documentation

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

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



Note:

The "Amount Advanced for Repair", including diagnostic estimates, must also be entered in the "County Use Only- Results" section of the SCD 1787.

24.8 Payment Limits

24.8.1 Multiple Vehicles

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

24.8.2 Two-parent Family

For a two-parent family, where both parents are participating in an approved activity, each is entitled to one time vehicle repair assistance.



Note:

If the parents use the same vehicle to go to work, such as the parents carpool or the parents work different hours, the second parent may also be eligible for vehicle repairs. However, the total repair costs, including diagnostic estimates, can not exceed the Kelly Blue Book retail value of the vehicle or the maximum allowable amount of \$1,500, whichever is less.

24.9 Approval Process

24.9.1 Approving the Request

Issue the “Ancillary Services Approval” (NA 823) when the advanced payment or reimbursement has been issued and the “County Use Only - Results” section of SCD 1787 has been completed.

24.9.2 Payment Approval

ECs will issue advance payments, or reimbursements directly to the client for the approved cost of vehicle maintenance repair/services up to a maximum amount not to exceed \$1,500. The EC **MUST** use Ancillary and select “Vehicles Repair” from the drop down window when issuing the advance payment or reimbursement.

Supervisor approval is not required. Refer to [\[Refer to Chapter 28, Section 28.4 "Supervisor Approval," page-5\]](#).

Clients have fifteen (15) calendar days to complete the repairs. The client **MUST** provide an itemized receipt within **10** calendar days after the repairs have been completed.



Note:

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

24.10 Jump Start Vehicle Repair Program Process

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

STAGE	WHO	ACTION
1.	Participant	<ul style="list-style-type: none"> Obtains and completes the “Jump Start Auto Repair Program Request for Vehicle Repair” (SCD 1787). Submits all required verifications.

STAGE	WHO	ACTION
2.	EC	<ul style="list-style-type: none">• Reviews the SCD 1787 and all required verifications.• Completes "County Use Only" box entering date verifications were received.• Asks participant to sign and date SCD 1787.• Issues a copy of the SC 1787 to the participant.• Informs the participant that the request will be reviewed after two written estimates for repair are returned to the EC within 10 calendar days.• Sends a copy of SCD 1787 and verifications/supporting documents to the IDM station to be scanned.
3.	Participant	<ul style="list-style-type: none">• Provides a minimum of two itemized written estimates to EC for review/approval within 10 calendar days.

STAGE	WHO	ACTION	
4.	EC	<ul style="list-style-type: none"> • Denies request if written estimates are not received within 10 calendar days. <ul style="list-style-type: none"> (1) manually completes NA 823. (2) mails NA 823 to client and sends to IDM for scanning. (3) documents actions taken in CalWIN. • Receives a minimum of two itemized, written estimates of requested repair(s) from participant. 	
		<p>More than the Kelly Blue Book (KBB) retail value or the maximum allowable amount of \$1500, whichever is less</p>	<p>Completes "County Use Only - Results" section of SCD 1787.</p> <ul style="list-style-type: none"> • Checks "Denied" box. • Completes the fields: Blue Book Value, Maximum Allowable and Lowest Repair Estimate. • Prints name, signs and dates form. • Gives/mails a copy of SCD 1787 to the client. • Issues the NA 823 to the participant denying the vehicle repair.
		<p>Less than the value of the vehicle,</p>	<p>Completes "County Use Only - Results" section of SCD 1787.</p> <ul style="list-style-type: none"> • Checks "Approved" box. • Completes the fields: Blue Book Value, Maximum Allowable and Lowest Repair Estimate. • Enters "Amount Advanced for Repair" and "Type of Repair Approved", using the lowest repair estimate. • Notifies participant repairs must be completed within 15 calendar days. • Notifies client itemized receipt MUST be provided within 10 calendar days after repairs/services are completed, or overpayment may be issued. • Issues advance payment directly to client. Selects "Vehicles Repair" under Ancillary. • Prints name, signs and dates form. • Gives a copy of SCD 1787 to the participant. • Issues the NA 823 to the participant approving the vehicle repair.
5.	Participant	<ul style="list-style-type: none"> • Schedules vehicle to be repaired/serviced within 15 calendar days. • Provides itemized receipt to EC within 10 calendar days after completion of repairs/services. 	

STAGE	WHO	ACTION	
6.	EC	If itemized receipt submitted by participant...	Then...
		<ul style="list-style-type: none"> Is more than authorized amount 	<ul style="list-style-type: none"> participant is not reimbursed for any excess amount paid over the approved dollar amount. completes "County Use Only - Results" section of SCD 1787. Submits SCD 1787 to IDM. Documents actions taken in CalWIN Case Comments.
		<ul style="list-style-type: none"> Is less than authorized amount 	<ul style="list-style-type: none"> Calculates an overpayment if receipt amount is \$250 or more below the advance payment. completes "County Use Only - Results" section of SCD 1787. Submits SCD 1787 to IDM Documents actions taken in CalWIN Case Comments.
		<ul style="list-style-type: none"> Is not submitted within 10 calendar days 	<ul style="list-style-type: none"> Creates overpayment for the amount of the advance. Enters "Not received" in "Receipt amount" field of SCD 1787. Submits SCD 1787 to IDM Documents actions taken in CalWIN Case Comments.

