

## 28. Ancillary Expenses

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

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

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### 28.1 Policy [EAS 42-750.113]

#### 28.1.1 Ancillary Expenses Eligibility

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

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

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



**Note:**

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

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### 28.2 Needs Review

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

- During the CWES orientation
- During the development of the Welfare-to-Work (WTW) Plan

- Whenever the client enters into an approved activity
- Whenever there is a change in the client's approved activity
- When the client accepts employment
- Whenever the client's cash aid discontinues and the client is eligible for "post-aid services."

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## 28.3 Work and Training Related Expenses

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



### Note:

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

### 28.3.1 Other Expenses

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

- Assistance with diaper costs
- Driver's license
- Police reports related to client's automobile accident
- Resident Alien Card (green card) initial, renewal, and adjustment of status fees
- Citizenship application
- Car seats for children (when other resources are not available)
- Vocational certificates and licenses
- Cosmetic dentistry services to improve physical presentation/employability image, that are not covered by Medi-Cal or insurance
- Classes required to obtain or renew a driver's license
- Credit reports, when required to secure housing
- Professional evaluations for learning disabilities
- Family Stabilization (FS), [[Refer to "Family Services Program," page 11-1](#)] for Family Stabilization Housing and At-Risk Youth Service.]
- Bay Area Furniture Bank

### 28.3.2 Assistance with Diaper Costs

Assistance with diaper costs are issued via Ancillary supportive services description, "Diapers," via EBT, or via warrant as an exception. From the **Assign Supportive Services** window in CalWIN, select "Diaper" from the *Category* drop-down field. The following applies to Diaper Assistance as follows:

- The payment is to be advanced, mirroring existing procedures when assigning, approving and authorizing Transportation Related Expenses (TRE).
- Thirty Dollars (\$30) per month is to be provided for each child who is under 36 months of age in care and control of the CWES participant; and payment is provided regardless of toilet trained age of child.
- Diaper assistance payment stops the 1st of the month following when eligible child turns age 3.  
**Example:** Child turns 3 years of age April 28. The last month child is eligible is April.
- Full diaper cost assistance payment is provided regardless of day of the month client begins participating in the activity.
- The payment is available to one parent and two-parent Assistance Units (AUs).  
**Note:** For two-parent AUs, payment is issued to one of the participating parents for the number of eligible children.
- Employment Counselors are to inform all participants that diaper cost assistance is added to the array of supportive services.
- Diaper receipts are not required.
- Assistance with diaper costs will continue without interruption unless the participant ceases to qualify for the diaper assistance due to lack of participation or the eligible child/ren no longer meets age requirement.
- Cal-Learn, Exempt Volunteers, Post Aid Services participants, and individuals in Deferred/Good Cause status are eligible.

### 28.3.3 Expenses Related to Drug, Alcohol or Mental Health Services

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

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

**Note:**

If a client discloses past or present domestic abuse the CWES Worker must take appropriate action. [Refer to “Domestic Abuse,” page 30-1]] for instructions. If activities or services related to domestic abuse are linked to drug, alcohol or mental health and the client chooses to include these activities or services on the employment plan, then the expenses related to drug, alcohol or mental health services must be authorized. The 20% ancillary costs are also available for CWES participants who have been ordered by the courts to participate in a Certified Batterers Program [Refer to “Batterers Program,” page 30-25].]

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

### 28.3.4 Cosmetic Dentistry Services

In some situations, a client may qualify for Cosmetic dentistry services. However, it must be apparent that the need for cosmetic dentistry services exists, and if this service is approved, the client may increase their opportunities for employment. The CWES Worker must obtain approval from their Supervisor before authorizing such service and the authorization must be documented in the **Maintain Case Comments** window in CalWIN under the Type, “Supervisor Review and Authorization”.

### 28.3.5 Emergency Rides

Rather than coordinating emergency rides directly with a services provider, an emergency ride(s) is paid directly to program participant via Ancillary. The payment is to be made via EBT (or via warrant as an exception such as for DAC cases) and can be in the form of a reimbursement or paid in advance for WTW or Cal-Learn participant and child(ren). Any transportation entity that operates as a business to provide rides can be used. Emergency Rides are authorized and paid through an ancillary payment in CalWIN. The following applies to Emergency Rides:

- CalWIN Ancillary subtype, “Emergency Rides” is selected.
- The Ancillary Approval/Denial Notice (NA) 823 is issued.
- Up to \$90 can be advance in one month for one adult and up to \$35 per child when the ride includes the child(ren).
- When additional payments in the same month are needed, supervisory approval is required.
- Receipts are required within 10 calendar days.

- Subject to over-payments per existing procedures.

**Note:**

The Emergency Rides payment is **in addition** to the public transportation rate payment.

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## 28.4 Supervisor Approval

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

All other expenses must have supervisor's approval, if the expense (single or cumulative) is more than \$750. This excludes Jump Start vehicle repairs.

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

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## 28.5 Estimates

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

**Exception:**

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

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

**Acceptable documentation includes:**

- A completed "Ancillary Expenses Estimate, Request and Verification" (SCD 1584)
- A letter from a service provider
- An estimate from agency staff
- A letter from the employer.

**Note:**

The SCD 1584 can be used to document the estimate and the request. Forward a copy to Integrated Document Management (IDM) station.

## 28.6 Requests

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

- Client
- Agency Staff
- Service Provider.

**Note:**

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

### 28.6.1 Request Review

CWES Workers are to use the following guidelines when reviewing all requests for ancillary payments, except for clothing requests, and Diaper Assistance. [\[Refer to “Clothing Request Review,” page 28-7\] for more information.\]](#)

GUIDELINES	
1	Review the request and determine if the expense poses a barrier to the client’s path to self-sufficiency. The request must indicate the necessary item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s). If the client is in a post-assessment activity, review the WTW Plan and, if necessary, consult with the Assessment Counselor.
2	When the client’s WTW Plan calls for drug, alcohol or mental health services/activities, the ancillary expense must be pre-approved by the CalWORKs Social Worker. The Social Worker is responsible for securing documentation to verify the necessary item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s). The social worker completes the “Ancillary Expenses Estimate, Request, and Verification” (SCD 1584) and attaches supporting documentation.
3	If the cost of the item fluctuates, two estimates are required.

GUIDELINES	
4	When the request is for dental services, the client is required to submit verification from the service provider stating the cost for the specific service is "DENIED" by Medi-Cal. The service provider must submit a "Treatment Authorization Request" (TAR) for pre-authorization to the Department of Health Services (DHS). It normally takes from four to six weeks for a review by DHS. The TAR requests are handled through the local DHS Medi-Cal Field Office: 100 Paseo de San Antonio, San Jose, CA 95113.
5	ALL authorizations for payments require either an itemized estimate for purchase or actual receipts for reimbursement. The SCD 1584 may be used, however, other documentation is also acceptable. The client is responsible for submitting appropriate documentation to verify the need for the item(s) or service(s), the reason for the request, and the cost of the item(s) or service(s).
6	The cost may be verified by one of the following: <ul style="list-style-type: none"> <li>• CWES Worker</li> <li>• Agency staff</li> <li>• Sales representative</li> <li>• Service provider.</li> </ul>
7	If the cost of the item(s) or service(s) is over \$750, supervisor's approval is required.
8	A case review of prior expenditures must be made to ensure that no more than one authorization is paid for the same item or service. In extenuating circumstances, exceptions may be considered with supervisor approval.
9	A "WTW/CalLearn Ancillary Services Approval/Denial" (NA 823) must be issued within TEN working days from the date ALL required documentation is received.

## 28.6.2 Clothing Request Review

CWES Workers use the following guidelines when reviewing clothing requests.

GUIDELINES	
1	The employment must be expected to last more than thirty calendar days for either part-time or full-time work.  <b>Exception:</b>  Uniforms needed for training.
2	Accessories, purses, or lingerie are not considered.
3	ALL authorizations for payments require either an itemized estimate for purchase or actual receipts for reimbursement. The SCD 1584 may be used, however, other documentation is also acceptable. The client is responsible for submitting appropriate documentation to verify the need for the item(s), the reason for the request, and the cost of the item(s). The need for the item and the reason for the request may be verified by the employment counselor or the employer.
4	The costs for clothing may be verified by one of the following: <ul style="list-style-type: none"> <li>• CWES Worker</li> <li>• Agency staff</li> <li>• Sales representative.</li> </ul>
5	If the cost of the item(s) is over \$200, Supervisor's approval is required.

**GUIDELINES**

6	A "WTW/CalLearn Ancillary Services Approval/Denial" (NA 823) must be issued within TEN working days from the date ALL required documentation is received.
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**28.6.3 Dress for Success San Jose**

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

[Refer to "Dress for Success," page 48-1].

**28.6.4 Request for Reimbursement**

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

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**28.7 Bay Area Furniture Bank (BAFB)**

Bay Area Furniture Bank (BAFB) is a non-profit organization whose objective is to provide furniture and other household items to eligible individuals and families.

**28.7.1 Referrals**

Clients are served on a referral basis only. The organization receives referrals from community-based organizations, including referrals submitted directly by the EC.

**28.7.2 Services**

BAFB requires a \$90 delivery fee for all Santa Clara County residents. When the furniture is delivered to South County, there is an additional \$60 delivery fee. The cost for the furniture and delivery fees are paid by the EC via Ancillary directly to BAFB as a reimbursement vendor payment.

**28.7.3 Procedures**

BAFB and the EC shall follow the procedures below:

Who	Action
EC	<ul style="list-style-type: none"> <li>Meets with clients per existing procedures.</li> <li>Determines need for furniture and other household items.</li> </ul> <p>Completes with client the BAFB referral form from provider's site.  <a href="https://bayareafurniturebank.org/partners/">https://bayareafurniturebank.org/partners/</a></p> <ul style="list-style-type: none"> <li>Emails referral form to BAFB representative at ClientRequest@BAFB.org</li> </ul>
BAFB	<ul style="list-style-type: none"> <li>Receives and processes referral.</li> <li>Once request is approved, arranges delivery time/date of furniture with the client.</li> <li>After delivery has been made, referring EC will receive an email from BAFB with attached receipt.</li> </ul>
EC	<ul style="list-style-type: none"> <li>Within ten working days of receiving signed receipt, assigns, approves and authorizes vendor payment as follows:                             <ul style="list-style-type: none"> <li>Adds Ancillary supportive services type.</li> <li>Selects sub-category "Other" within the <b>Supportive Services Description</b> drop-down.</li> <li>In Provider group box, clicks [Find] button to find and select provider, Bay Area Furniture Bank (provider ID 215452).</li> <li>in the <b>Pay To</b> field, selects "Provider" and "<b>Payee Modifier</b> "For."</li> <li>In the <b>Payment Handling</b> group box, selects "Paid to Provider."</li> <li>Selects "Warrant" under <b>Issuance Type</b> and "One Time" under <b>Frequency</b>.</li> <li>In the <b>Amount</b> field, enters the amount based on Standard Order and/or Additional Furnishings costs, plus the delivery \$90 delivery fee.  <b>Note:</b> All Santa Clara County residents are charged the \$90 delivery fee. For South County deliveries, add an additional \$60 delivery fee.</li> <li>Selects "Approved" under <b>Status</b> and "Not Applicable" under <b>Category</b>.</li> </ul> </li> <li>Authorizes Ancillary supportive services by Provider via "Regular Mail" under <b>Issuance Method</b>.</li> <li>Issues "Ancillary Expenses Approval" Notice (NA 823) to client.</li> <li>When issuing shelf stock NA 823, scans copy into <b>IDM</b>.</li> <li>Enters case comments using "Case Update" case comment type.</li> </ul>

## 28.8 Verification

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

Item or Service	Who may verify:	
	Need and Reason	Cost
High School Equivalency Exams (GED, HiSET or TASC)	CWES staff or service provider	CWES staff or service provider
Books	CWES staff or service provider	CWES staff or service provider
Tools	Service provider or employer	CWES staff, employer or store
Clothing	Employment Counselor, Assessment Counselor, employer, CWES staff or service provider	Employment Counselor, Assessment Counselor or employer
Driver's license	CWES staff/service provider	CWES staff or service provider

Item or Service	Who may verify:	
	Need and Reason	Cost
Police report	CWES staff/service provider	CWES staff or service provider
Resident alien card	CWES staff	CWES staff or service provider
Citizenship application	CWES staff	CWES staff or service provider
Car seats	CWES staff	CWES staff or store
Vocational certificates and licenses	Service provider or Assessment Counselor	Service provider or Assessment Counselor
Dentistry services	Assessment Counselor, Employment Counselor or Social Worker	Assessment Counselor, Employment Counselor or Social Worker
Classes to renew a driver's license	CWES staff/service provider	CWES staff
Evaluations for learning disabilities	Assessment Counselor or service provider	Assessment Counselor or service provider
Credit reports	CWES staff/service provider	CWES staff
Court imposed fines or Traffic tickets, and Car insurance fees	[Refer to "Assistance with Diaper Costs," page 28-2].	

### Acceptable documentation includes:

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

## 28.9 High School Equivalency Testing

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

### General Education Development (GED) Testing

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

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

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

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

**Note:**

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

### High School Equivalency Test (HiSET)

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

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

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

### Test Assessing Secondary Completion (TASC)

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

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## 28.10 Perfect Attendance

Participants enrolled in a community college, adult education program, public or private college or university, who submit their "Attendance Report" (SCD 1755) with perfect attendance with verification from the school provider, is eligible for a \$100 payment. Students enrolled in on-line programs are eligible. Monthly written verification such as a statement or email from the school liaison, representative, or instructor is required prior to issuing payment. Select CalWIN Ancillary, "Perfect Attendance" payment description when making payments and issue NA 823. Payment is issued via EBT, or via warrant as an exception.

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## 28.11 Gift Cards for Satisfactory Progress

Students enrolled in approved WTW educational activities who meet satisfactory progress at the conclusion of the school term and have submitted their school grades are eligible for a \$25 payment. When making payments select CalWIN Ancillary, “Meeting Satisfactory Prog” payment description. Payment is to be issued via EBT, or by warrant as an exception.

**Note:**

For SB 1232 participants the satisfactory progress measurement is determined by the schools, which is based on the ability for the student to enroll in the subsequent school term. For participants enrolled in non-SB 1232 educational institutions the definition of satisfactory progress is defined as the educational institution’s definition of satisfactory progress.

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## 28.12 Notices of Action

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

**Reminder:**

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

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

Diaper Assistance is excluded from the receipt requirement.

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## 28.13 Ancillary Authorization On-line

- To assign (approve) ancillary services, refer to “**Assign Other Supportive Services**” OLUM procedures.
- To make an ancillary payment, refer to “**Authorize Supportive Services Payment**” OLUM procedures.

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## 28.14 Cal-OAR Measure

The California Outcomes and Accountability Review (Cal-OAR) includes the Ancillary Services Access Rate (percentage). To capture the denominator used to calculate the rate, the EC must complete the CalWIN [Supportive Services] tab located within the **Maintain Employment Plan** window as follows when a plan is created or amended:

- Select an Ancillary Type from the **Available** group box.
- Click the [Add>] tab, which moves the ancillary service to the **Selected** group box (from the left to the right).
- Click on save button.

**Note:**

The numerator used to calculate the rate is the number of clients authorized at least one Ancillary services during the measurement period as entered in the **Assign Ancillary Supportive Services** window.

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## 28.15 Receipts for Ancillary Payments

Clients are required to submit ORIGINAL receipts for ancillary expense payments within ten working days from the date of the check. If verification is not received by the due date the CWES Worker must declare an overpayment.

**Exception:**

Due to length of time in receiving confirmation email for GED mailed payments, the ten working day rule does not apply for GED fees.

Diaper Assistance is excluded from the receipt requirement.

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## 28.16 Overpayments

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

**Note:**

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