

KERN COUNTY DEPARTMENT OF HUMAN SERVICES
POLICY IMPLEMENTATION MEMORANDUM NO. 09-05

DATE : April 7, 2009

RE : Issuing Transportation and Ancillary Supportive Services

The purpose of this Memorandum is to provide updated procedures for Employment Social Service Workers (SSW) to issue transportation and ancillary supportive services payments.

Note: Effective November 2009, Kern transitioned to the C-IV automated public assistance system. References to the GEMS Welfare-to-Work automated system have been deleted.

I. Transportation and Ancillary Supportive Services

- A. Transportation and ancillary supportive services are provided to help individuals participate in assigned WTW activities or to accept or retain employment.
- B. The need for supportive services is discussed with each participant and justified in the case narrative.
 - 1. The need for supportive services is discussed with the participant during all appointments and telephone contacts including, but not limited to, the initial assignment to Welfare-to-Work activities, each time there is a change in activity assignments, and upon obtaining part-time or full-time employment.
 - 2. Unusual or questionable requests are staffed with the Employment Social Services Supervisor (SSS).
 - 3. Payments of \$150 or more must be approved by the Employment Social Service Supervisor.
- C. All transportation and ancillary supportive services information must be entered into the C-IV system.

II. Steps for Employment SSWs to Issue Payments and Vouchers

- A. Complete the WTW Plan Activity Agreement (WTW2):
 - Indicate on the WTW2 the type(s) of supportive services (transportation and/or ancillary) that the participant has requested to participate in his/her assigned WTW activities.

- B. Complete the appropriate pages in C-IV.
- C. Issue Notice of Action (NOA) to approve payment request (if applicable) and mail it to the participant.
 - Transportation payment authorized: Complete NA 820
 - Ancillary payment authorized: Complete NA 823
- D. Document the issuance of the supportive services in the case narrative.

III. Payments Issued Directly to a Provider

- A. The Provider (business or organization providing the product or service) *must be listed in the C-IV Resource Data Bank* in order for the payment to be directly issued to the Provider.

If the Provider is not on the list, the SSW will follow established procedures to add the Provider to the Resource Data Bank. The SSW will give the participant a W-9 form (Request for Taxpayer Identification Number and Certification) to take to the Provider for completion and return to the SSW.

- B. All ancillary payments of \$150.00 or more are issued to the Provider unless extenuating circumstances exist. Approval of the SSS is required to issue payment to the participant.

V. Payments Issued for Participant to Pick-Up

- A. Checks can be issued for pick-up at the O.C. Sills Building in emergency situations.
- B. Justification for a check to be picked-up must be approved by a SSS.