



CDSS

JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

March 9, 2011

ALL COUNTY INFORMATION NOTICE NO. I-13-11

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY WELFARE-TO-WORK COORDINATORS
ALL COUNTY CHILD CARE COORDINATORS
ALL COUNTY REFUGEE PROGRAM COORDINATORS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CaWORKs) SUPPORTIVE SERVICES, SATISFACTORY PROGRESS, AND FINANCIAL AID

REFERENCE: ALL COUNTY LETTERS 00-12, 00-54, 03-15, 07-05E, 08-36, 08-41, 09-46 AND 10-09, and ALL COUNTY INFORMATION NOTICE I-50-04

The purpose of this notice is to provide counties with clarifying guidance and a review of supportive services, satisfactory progress, and the requirements for issuing supportive services to clients who receive financial aid.

Supportive Services

Counties are reminded that Manual of Policies and Procedures (MPP) Section 42-750 states, “necessary supportive services shall be available to every client in order to participate in the program activity to which he or she is assigned or to accept or retain employment.” Supportive services include child care, transportation, ancillary expenses, and, as needed, counseling and/or therapy. Counties must provide supportive services whenever needed for participation in an assigned Welfare-to-Work (WTW) activity (mandatory or volunteer plans), unless the client is granted good cause for a lack of supportive services as described in All County Letter (ACL) 09-46.

MPP Section 42-750.2 states that payments for supportive services, except child care, shall be advanced to the client when necessary and desired by the client, so that the client need not use personal funds to pay for these services. Counties are strongly encouraged to process supportive services requests in sufficient time so that a client is not negatively impacted in their activity.

MPP Section 42-750.4 states counties must also send adequate and timely notices of supportive services approvals, denials and/or changes. Counties are strongly encouraged to have written and uniform policies on how and when they will implement good cause based on lack of supportive services.

Satisfactory Progress and Supportive Services

As stated in MPP Section 42-711.645, a client must maintain satisfactory progress in his or her activities and participate for the required number of hours. Failure to provide proof of satisfactory participation, if required in the WTW plan, can be a basis for sanction, as stated in ACL 07-05E.

MPP Section 42-711.645 also states that the county shall provide the necessary supportive services as set forth in the WTW plan. It is important for counties to identify *all* necessary supportive services and ensure they are clearly stated in a client's signed WTW plan. For example, if the individual's WTW plan consists of vocational education, employment and study time, the county must inquire into the individual's need for services. Once obtained, the county must list the services in the WTW plan, and then provide the supportive services (including child care) required in order to participate in the WTW plan activities. Counties must also provide supportive services to attend required WTW appointments, such as transportation and childcare, when needed. This is true even if these appointments are prior to the development of the WTW plan.

Counties cannot withhold necessary supportive services to any client who is fully participating in an approved activity, and also cannot withhold services in order to obtain verification of the required hours in approved activities or verification of satisfactory progress. However, if it is determined that a client has failed or refused to comply with any program requirements without good cause, including only partial participation in required hours, the county must commence compliance procedures pursuant to MPP Section 42-721.23. As part of this process, a Notice of Action (NOA) must be sent prior to stopping or reducing supportive services (including child care), clearly stating which supportive services are being reduced or denied and the reason(s) for the reduction or denial (MPP Sections 22-071, 42-750.411, and 47-420.3).

Financial Aid

In the *Yslas vs. Anderson* lawsuit, the court ruled that counties cannot require CalWORKs clients to offset the costs for necessary supportive services with their student financial aid. The county should use the WTW 8 form to indicate the client's choice. Counties are reminded that clients must volunteer to use their financial aid in lieu of CalWORKs supportive services, and counties cannot advise clients to use financial aid prior to requesting supportive services. Instructions provided in All County Information Notice I-50-04 are still current and should be used when a client, who is a student, chooses to use financial aid to meet WTW supportive service needs.

If you have any questions or need additional information regarding the information in this letter, please contact your California Department of Social Services Employment Bureau county consultant at (916) 654-2137.

Sincerely,

Original Document Signed By:

KÄREN DICKERSON, Chief
Employment and Eligibility Branch