

## 13.0 SUPPORTIVE SERVICES

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### 13.1 Overview

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Supportive services are to be provided so participants can attend their WTW activity, accept an offer of employment, or remain employed. Supportive services are also provided so participants can attend appointments with their case manager or for any other appointments, meetings or classes required by the CalWORKs WTW program.

### 13.2 Regulatory Authority

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State statute and CDSS regulations require the county to provide CalWORKs WTW participants with necessary supportive services. The Eligibility and Assistance Standards (EAS Section 42-750.11) states:

Necessary supportive services shall be available to every participant in order to participate in the program activity to which he or she is assigned or to accept or retain employment. If necessary supportive services are not available, the individual shall have good cause for non-participation.

Additionally, All County Letter (ACL) 00-54 provides clarification about necessary supportive services:

- Capping or establishing a limit on the amount the county will pay for supportive services is prohibited.
- Limiting or denying supportive services for employed participants is prohibited.
- Requiring CalWORKs participants to use their income, the income disregard, or their cash grant to pay for supportive services is prohibited.

### 13.3 Supportive Services

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Supportive Services include:

- Transportation service payments
- Ancillary expenses necessary for program participation or employment
- Child care payments
- Other services needed by the participant for Welfare to Work program participation or employment

### 13.3.1 Transportation

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#### General CalWORKs Transportation Policy:

- Transportation shall not be a barrier to work or workforce preparation for Welfare to Work families.
- Transportation shall be affordable and accessible for students, job seekers, employers, workers, and their children.
- The use of public transportation shall be encouraged whenever possible.

#### 13.3.1.1 *Background and Purpose*

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The general CalWORKs transportation policy was established in March 2000 by the Coalition on Workforce Preparation -Transportation Taskforce. This task force included representation from the Transit District, the Transportation Commission, the United Transportation Union, the Transportation Management Association, Community Bridges (formerly Food and Nutrition Services), Community Action Board and the Human Resources Agency (now known as The Human Services Department).

The intent of this policy is to insure that necessary transportation benefits are provided to all Welfare to Work participant so they can attend their approved activity, accept an offer of employment or remain employed.

#### 13.3.1.2 *Transportation Planning Policy*

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CalWORKs ETSs are expected to assist participants in planning for family transportation needs related to job search, education and training, accepting employment and post employment job retention.

- All participants will be provided with information about a variety of transportation options including public transit, para-transit, rideshare services (vanpools and carpools) as well as information about transportation benefits provided by schools, training providers and employers.
- The transportation needs of the entire family, including children, are to be considered during all phases of the Welfare to Work planning process.
- Transportation arrangements shall be specified in the participant's Welfare to Work Plan.

#### 13.3.1.3 *Transportation Payment Policies*

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Reasonable transportation expenses are to be paid for all program participants to cover the cost of travel to and from their work site or their approved Welfare to Work activity.

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Reasonable transportation expenses will also include the cost for children traveling to and from school or the child care provider, as needed so the participant can work or take part in other Welfare to Work activities.

Transportation to the childcare provider will be covered only if it is within the “distance customarily traveled by working families accessing child care services in the community” (MPP 42-713.253).

Participants will be paid at the public transportation rate unless it is determined that public transportation is not reasonably available.

Public transportation will be considered available if the round trip to work, to the assigned Welfare to Work activity or to the training site can be completed in less than two hours. Time spent transporting children to and from school or their childcare provider is not to be considered when determining whether public transportation is reasonably available.

Case-by-case exceptions to the two-hour round trip time frame may be made with approval from the ETS Supervisor, based on unique factors that would make bus travel infeasible for the family.

Participants may choose to use their transportation payment, which may have been based on the public rate, to operate their own vehicle or make other transportation arrangements.

Participants who do not have a valid driver’s license or access to a vehicle that is insured and registered will be paid at the rate they would be paid if they were using public transportation.

If it has been determined that public transportation is not reasonably available, according to the two-hour time frame, the participant may be reimbursed for private mileage based on the county employee rate.

Participants must submit proof of a valid driver’s license, car registration, and car insurance, before they will be approved for mileage reimbursement. The county must provide reimbursement when the participant uses a vehicle that is not registered to the participant in order to participate in an approved activity, if the participant is required to reimburse the owner of the vehicle or incurs an expense for using the vehicle. The amount of the reimbursement depends on the participant’s agreement with the owner of the vehicle, but shall not exceed the county’s reimbursement rate identified in the county plan. The county has the option to request a written declaration from the participant regarding the reimbursement agreement with the owner of the vehicle [ACL 03-15].

Upon request, transportation payments may be advanced so the participant does not have to use their CalWORKs cash grant or other income to pay for WTW transportation.

Advances based on private mileage must be reconciled with the actual miles traveled each month, before additional advances are authorized.

The ETS approving transportation payments will issue a notice of action to approve or deny transportation service payments. Pre-purchased day passes and taxi vouchers do not require a notice of action.

Over-the-counter bus passes are available for Welfare to Work participants who are waiting for their first transportation payment to be processed, who have a transportation emergency, or who have transportation needs that cannot be met by other types of transportation arrangements.

Parking fees and bridge tolls will be reimbursed at their actual cost, as verified by a receipt or the participant's sworn statement if a receipt cannot be obtained.

Vehicle maintenance and repair, car insurance and DMV registration fees are not an allowable transportation expense, since these costs are factored into the cost of operating a vehicle at the county mileage rate. However, these types of expenses may be requested as ancillary expense if they are necessary for participation and pre-approved by a Senior ETS.

The Senior ETS, on a case-by-case basis, may make exceptions to transportation payment policies when a participant's unique situation is not adequately addressed through existing policy. The rationale for each exception must be fully documented in the participant's case file.

### 13.3.2 Ancillary

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Necessary ancillary benefits shall be made available to every participant so they can attend and complete their Welfare to Work activity, accept an offer of employment or retain employment.

These expenses include, but are not limited to:

- Books,
- Clothing,
- Tools or
- Supplies required by an employer or education provider, and
- Necessary counseling services not provided by County Mental Health or CalWORKs contract providers.

These ancillary policies apply to payments authorized through CalWIN and the CAB Emergency Payment Program. They do not apply to WIA supportive service authorizations.

*13.3.2.1 Regulatory Authority (MPP 750-113)*

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Ancillary expenses shall include the cost of books, tools, clothing specifically required for the job, fees, and other necessary costs.

*13.3.2.2 Monitoring Ancillary Expenditures*

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Program Managers will be provided with the total amount budgeted for ancillary expenditures at the beginning of the fiscal year.

*13.3.2.3 General Ancillary Payment Policies*

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Participants are to submit a written request for ancillary benefits, using the approved county forms, in order to document program eligibility and demonstrate that ancillary payments are necessary for WTW participation.

The ETS is expected to respond to all requests for ancillary expenses with within 10 working days. The ancillary denial Notice of Action is to be used to deny all requests, including CAB and CALWIN payments.

- Upon request, payments for ancillary benefits may be advanced so the participant does not have to use their personal funds to pay for necessary expenses.
- Ancillary payments may be issued directly to the vendor, on behalf of the participant, once a vendor has provided the information needed by the county to process payment.
- Ancillary payments must be verified by an invoice or receipt from the vendor or service provider. Payments without backup documentation are to be processed as overpayments.
- It is the responsibility of the participant to provide verification of ancillary expenditures however, the ETS or EW will assist the participant to avoid an unnecessary overpayment.
- Sworn participant statements may be used to verify an approved ancillary expenditure when other types of documentation cannot be obtained.
- Participants who refuse to cooperate with verification procedures or who intentionally use their ancillary payment for unapproved costs are expected to refund the county. Overpayment procedures are described in Section 13.6.
- There is no limit or cap on the amount that can be authorized for ancillary, as long as benefits are necessary for continued participation and employment.

Nevertheless, participants should be encouraged to first explore outside resources.

- Ancillary payment authorizations in excess of \$1000 must be pre-approved by a Program Manager, Assistant Division Director or Division Director.
- Ancillary payment authorizations in excess of \$450 are to be pre-approved by the Senior ETS. The Sr. ETS will insure that all required documentation and backup information is in place.
- Ancillary payment authorizations for clothing in excess of \$150 must be approved by a Sr. ETS.
- Vehicle maintenance and repair, car insurance and DMV registration fees are considered as a “cost of operating a vehicle” and whenever possible should be covered by mileage benefits paid to the participant. If these types of expenses are requested as an ancillary expense, Senior ETS approval is required.
- All emergency requests to help cover the cost of housing, utilities, and other essential needs which are typically funded by the CalWORKs cash grant, must include an explanation why the cash grant could not be used to fund this expense and must be approved first by the Senior ETS. If the Senior ETS is unclear or has questions, s/he will consult with a Program Manager.

#### *13.3.2.4 Payments Not Eligible for Ancillary Funds*

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Child support assessments, court costs, and unpaid traffic fines are not considered ancillary costs. Participants with child support issues are encouraged to make payment arrangements with family support. Participants with unpaid traffic fines are encouraged to make community service arrangements with the courts. Hours spent in court assigned community service may be counted as welfare to work hours.

Senior ETS’s on a case by case basis, may make exceptions to ancillary payment policies when a participant’s unique situation is not adequately addressed through existing policy and when the purchase or service is needed for the participant to remain employed or participate in an approved Welfare to Work activity. The rationale and unique circumstances associated with each exception must be fully documented in the case file. If the Senior ETS has questions or concerns about a specific ancillary request, s/he will consult with a Program Manager as needed.

#### *13.3.2.5 Clothing*

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The county will provide participants who are enrolled and actively participating in job search, with one professional outfit, appropriate for job interviews. Participants are expected to use the least expensive option to purchase clothing and all purchases must be pre-approved by an ETS. Typically an ETS will authorize up to \$150 for this type of

purchase; however, participants with unique or special clothing needs may be approved for additional benefits with Senior ETS approval. Authorized clothing purchases will be paid in increments of \$75.

Other clothing purchases must be linked to an offer of employment, required as part of a training program, or otherwise approved by the Senior ETS as necessary for Welfare to Work participation or employment.

#### *13.3.2.6 Books, School Supplies, Tools, and Equipment*

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Ancillary funds may also be used to purchase necessary books, supplies, tools, and training equipment as required by the training provider or the employer. A textbook list or letter from the employer or training provider is required to document the need for specific books, tools and specialized equipment.

- Book, tools and equipment purchases must support activities specified in the Welfare to Work Plan.
- Ancillary funds may be used to purchase tools and equipment associated with self-employment endeavors if the participant is working with El Pajaro CDC under the Self-Employment contract. Other Self-Employment requests need to be approved by a Program Manager.

#### *13.3.2.7 Tuition and School Fees*

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According to CDSS regulation, tuition and fees are not considered ancillary expenses and the county is not obligated to pay these costs unless the county has contracted directly with the provider for CalWORKs training services (MPP 750.113.)

Although the county may not be obligated to cover tuition and fees, these expenses may be paid with CalWORKs ancillary funds, after all other outside resources have been considered. Resources to be considered include the Board of Governor's Grant, the Cal Grant A, B and C, need based student grant aid (Pell, SEOG, cash grants, and need based scholarships which cover tuition) and WIA individual training accounts.

Tuition and fees for continuing Self Initiated Program (SIP) students may be approved if their educational grant, received through student financial aid does not fully cover this expense. An expense budget, along with a completed WTW 8 will be required if the participant is also receiving financial aid (Need based financial aid grants are linked to cost of college tuition and fees).

In most instances, students will not be expected to use their self-help student financial aid (student work-study, earnings and student loans) to cover the cost of tuition and school fees at institutions approved to disburse federal and state student financial aid.

### 13.3.2.8 Student Financial Aid

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Participants are to be encouraged to apply for Student Financial aid.

Students receiving financial aid must submit a copy of their financial aid award letter to their EW and the ETS for each award year and award modification.

With the exception of tuition and fees, participants cannot be required to use their financial aid to cover Welfare to Work educational expenses. However, students will be asked to submit an expense budget, which shows how their financial aid has been used and why their financial aid grant is not available to cover the cost of books, supplies, and transportation expenses.

All participants receiving financial aid are to complete a WTW 8 to insure that they have been fully informed about how financial aid funds may be used.

Continuing students, including SIPS, are not expected to use self-help aid (loans, earnings and student work-study) to cover the cost of tuition and fees. Welfare to Work ancillary funds may be used to make up the difference when grant aid does not fully cover the cost of tuition and fees.

### 13.3.3 Counseling and Other Personal Services

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A participant who has personal or family problems that interfere with program participation may receive necessary counseling or therapy. Ancillary funds can be used to cover this expense if these services cannot be provided by our contracted Mental Health provider or otherwise arranged by the CalWORKs Social Worker or Behavioral Health Specialist.

The use of ancillary funds for counseling or mental health treatment must be coordinated through a Social Worker and approved by a Senior ETS.

Counseling, domestic violence, substance abuse intervention services are to be provided as specified in the WTW Plan.

### 13.3.4 Other Necessary and Reasonable Expenses

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Ancillary funds may be used for other necessary and reasonable expenses related to employment and/or Welfare to Work program participation.

Car repairs will not be considered a necessary ancillary expense if public transportation is available unless an exception has been granted by the Sr. ETS.

Participants receiving private mileage must demonstrate why this resource is unavailable to cover the cost of maintaining or repairing their vehicle and be able to demonstrate how their vehicle will be maintained once it is repaired.

Car registration and license fees are not considered an ancillary expense unless required by the employer to accept an offer of employment, or remain employed, or required by an approved training provider. Exceptions must be approved by the Senior ETS.

Unusual necessary and reasonable ancillary requests, which have not already been addressed by the policies in this section, must be fully documented and approved by a Senior ETS. If the Senior ETS has questions or concerns about a specific ancillary request, s/he will consult with a Program Manager as needed.

### 13.4 Authorization of Supportive Services

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The least expensive option should be investigated prior to authorization of services, in some instances the more economical option may in fact not be the best option for a family.

#### 13.4.1 Transportation

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The most common payment made for transportation is the basic Public Transportation Rate, which is equal to the cost of a monthly bus pass for an individual. All eligible family members who would need to be transported by the participant are eligible to receive the Basic Rate for transportation this includes children who would need to be driven to school or who might need to take a bus if no school bus available.

##### 13.4.1.1 Issuing Basic Rate Transportation:

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1. Transportation Assignment and Approval: The ETS will assign and issue transportation using the procedures outlined in the [Issuing Transportation and Ancillary Payments by EBT](#) business process.
2. Notice of Action (NOA): Once transportation has been approved, CalWIN will automatically generate an approval notice to the participant. The ETS will review the notice in the **Client Correspondence** queue, add all required information (manual variables) and select a print mode – either batch, which will send the NOA out automatically overnight, or immediate, requiring the ETS to print and mail the notice.
3. Issuing an Advance: Verification of attendance is required for a bus pass; advance acceptable verification includes some evidence that the participant is scheduled to attend a WTW activity during the service month. Attendance records or ETS or Social Worker notes may be used to verify attendance for the month. Each month, before the ten-day cutoff date, the ETS should check the participant's attendance so that there is time to stop an advance for the upcoming month if the participant is not meeting requirements. This step will prevent most overpayments for transportation.

4. Payment: HSD fiscal will issue on-going transportation payments, as authorized on the NOA and the **Assign Transportation Supportive Services** window, two working days before the first of every month.
5. Break in Service: The ETS will be responsible for notifying the fiscal unit immediately, whenever there is a break in aid or when they discover that the participant is not attending their approved activity. The ETS is responsible for issuing the discontinuance notice for transportation if the participant is still on cash aid.

#### *13.4.1.2 Issuing Private Mileage*

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Private mileage must be approved by the Sr. ETS prior to sending the approval notice. Whenever possible, private mileage should be paid as a reimbursement after the participant has submitted a mileage claim form.

1. Assignment and Approval: Estimate the amount of miles between the participant's and the work/training site and calculate the number of miles the participant will be expected to travel each month. Use this information to complete the **Assign Transportation Supportive Services** window.

NOTE: Make sure that you save the information in the window and then change the status from Pending to Approved. The approval is not complete until the status change has been made.

2. Notice of Action: CalWIN will automatically generate the necessary notice. The ETS must review the notice in the Client Correspondence queue, add the required information (manual variables) and select a print mode – either batch, which will send the NOA out automatically overnight, or immediate, requiring the ETS to print and mail the notice him/herself.
3. Claim Form: The participant is to submit a mileage reimbursement claim form to the ETS after the last day of each service month. The ETS will review the form for completeness, accuracy and authorization level before forwarding it to fiscal for payment. In some instances, the ETS will need to issue a revised notice of action, if the amount claimed is different than the amount authorized. The ETS will also verify the participant's attendance prior to forwarding the mileage claim form to fiscal for payment.
4. Approval Changes: Whenever a mileage transportation approval is changed or discontinued early, the ETS will make the appropriate entries into CalWIN, thereby generating a discontinuance notice. The same procedures are required as noted above to alert fiscal and issue the notice.

5. Advances: If private mileage is to be advanced to the participant, special arrangements must be made with the fiscal unit. The participant will be required to submit a mileage claim form to the ETS, who will verify attendance and determine whether there is an overpayment or an underpayment. The ETS will then make arrangements with fiscal to adjust subsequent transportation payments as needed.
6. Advances do not have to be for the entire amount that will be owed for the month. The ETS may elect to authorize a partial advance to get the participant started in an activity and adjust for the advance at the end of the month (The public transportation amount works as either a mileage advance or a bus pass advance and may prevent overpayment problems later).

#### 13.4.2 Assigning and Approving Ancillary

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1. Assign (Pend) and Approve ancillary costs by completing the **Assign Ancillary Supportive Services** window.
2. NOTE: Make sure that you save the information in the window and then change the status from Pending to Approved. The approval is not complete until the status change has been made.
3. Notice of Action: CalWIN will automatically generate the necessary notice. The ETS must review the notice in the Client Correspondence queue, add the required information (manual variables) and select a print mode – either batch, which will send the NOA out automatically overnight, or immediate, requiring the ETS to print and mail the notice him/herself.
4. Receipts: Ancillary authorization amounts should not be estimated. Either the participant presents a receipt for reimbursement or the ETS and the participant work with the provider to determine an exact cost (plus tax if appropriate) ahead of time. After the purchase is made, the transaction should be verified with a receipt.
5. Estimated Advances: In the rare event that the ETS should choose to issue an advance directly to the participant for an estimated amount, it will be the ETS's responsibility to follow up and obtain receipts and determine whether there has been an overpayment or and underpayment.
6. Expedited payment: If special arrangements need to be made to have the ancillary payment by a certain date, the ETS should contact the fiscal unit by phone to discuss the arrangement and then follow up with an email or written instructions. Expedited payments must be approved by a Senior ETS.

#### *13.4.2.1 Authorizing Ancillary – Cab Emergency Payment Program*

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The Community Action Board (CAB) Emergency Payment Program is to be used when a payment is needed within a time frame that cannot be met using standard CalWIN payment processing procedures. Typically this would be within 5 working days.

CAB is always used for payments to mechanics (car repairs), payments to landlords for rent and housing deposits and for all other one-time vendor payments when the vendor is not registered in CalWIN.

Supportive Service and Car Repair Request forms are required for CAB ancillary requests, just as they are for other types of ancillary payments processed through CalWIN.

Written denial notices are required whenever an ancillary request is denied which includes CAB Emergency Payments, however at this time approval notices are not required for CAB payments

#### *13.4.3 Supportive Service Notice Requirements*

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Notices are to be issued for the following types of supportive service actions and changes:

- Approval of services (except CAB)
- Denial of services
- Changes to existing service levels
- Collection of overpayments
- Termination of services

Notices are not required for:

- Approval for one time: short-term activities such as appraisal or other short appointments with the ETS.
- Approval for CAB payments (denials are required for CAB).
- When daily or weekly bus passes are issued for orientation or while the participant is waiting to receive a transportation payment.

#### *13.4.3.1 Ten-Day Notice Requirement*

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CDSS regulations stipulate that participants receive a ten-day advance notice, whenever ongoing supportive service payments are to be reduced or changed.

The ten-day rule typically applies when benefits are terminated or cancelled due to lack of participation or non-attendance. Therefore, to avoid unnecessary payments, attendance and participation should be monitored before the ten-day cut off when the participant is receiving advances for transportation.

However, ten-day notice requirements do not apply when the participant goes off cash aid (they have already been notified by their EW), when the authorization period expires as scheduled on the original NOA, and when the authorization period is less than a month, or is paid out as a one-time payment.

### 13.5 Recovery of Unused Portion of an Advance Payment

Whenever feasible, unused portions of an advanced transportation payment will be collected from the following month's supportive service payment.

If proof of the advanced cost is not provided by the participant, the entire advance is to be considered as unused and an overpayment.

The Employment and Training Specialist is to assist participants who are having difficulty documenting proof of cost to avoid unnecessary overpayments.

A sworn statement under penalty of perjury may be used as sufficient evidence of costs if no other evidence to the contrary exists.

Proof of costs shall include, but are not limited to:

- Attendance reports,
- Receipts and
- Provider documentation.

Comment: If a participant attends orientation or a meeting with their ETS, this can be considered proof that a transportation advance has been used. Daily bus passes, issued over the counter are not subject to overpayment proceedings.

Recovery: Recovery of transportation/ancillary overpayments can only be recouped from subsequent transportation or ancillary payments (i.e. overpayments cannot be recouped from child care or cash aid).

Notice: The participant is to receive the appropriate NOA when an adjustment is made to recoup an overpayment. This notice must be mailed 10 calendar days before the payment is reduced. These notices can be found in English and Spanish in the master forms binder.

#### 13.5.1 Underpayments and Overpayments

Overpayments occur when it has been determined by the county that supportive service payments have been made to the participant, or to the provider, in excess of what is necessary for the participant to attend their Welfare to Work activity. As indicated earlier, meetings with the Employment and Training Specialist and attending appraisal are considered necessary activities. An overpayment may be all or a portion of a supportive service payment.

Underpayments occur whenever a participant has received less than the amount to which he/she is entitled in a given month(s). If an underpayment comes to the attention of the ETS, steps to correct the underpayment must be taken immediately.

Overpayments subject to collection include:

- Payments provided for periods during which the participant was absent from the Welfare to Work activity.
- Such absences must be in excess of the provider's attendance standard.
- The absence is without good cause as specified in (Insert new # here) of this Manual.
- Uncollected and unused portions of advance payments.

Payments that are not considered an overpayment include:

- Payments during absences of the participant that are for reasons that meet the good cause criteria.
- Payments during lapses in CalWORKs eligibility up to one month.
- Payments during lapses in CalWORKs eligibility due to an administrative error or for less than a full month.

#### *13.5.1.1 General Criteria for Collection of Overpayments*

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The county shall take all reasonable steps to promptly correct and collect any overpayment from active CalWORKs recipients as well as former recipients.

Suspected fraud is to be referred to the Special Investigative Unit (SIU).

The county may recover overpayments from the overpaid individual or any adult member of the assistance unit.

The county shall calculate the amount of the overpayment and determine the appropriate method of recovery. Such methods are to result in maximum recovery without interfering Welfare to Work program participation.

#### *13.5.1.2 Initial Recovery and Establishing Repayment Agreement:*

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Initial Recovery: The County shall initiate recovery within 30 calendar days of the date the overpayment is first discovered by sending out the appropriate overpayment notice.

If the participant does not respond within ten calendar days or refuses to enter into a repayment agreement, the county will use supportive services payment adjustment methods described in EAS section 42-751 UNLESS the county (i.e. the Employment and Training Specialist) determines that payment should be deferred because collection would result in the disruption of child care arrangements or preclude participation in the participant's school program.

*13.5.1.3 Repayment Deferral (42-751.3 (c))*

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Deferment provisions apply only to current Welfare to Work participants.

The county shall defer collection and recovery of any overpayment when the collection would result in disruption of child care arrangements or preclude active participation or prevent employment.

An overpayment deferral notice is to be sent to the participant.

The county shall reevaluate the need for deferral whenever there is a change in program status or program component.

If the participant indicates that collection will result in the disruption of child care arrangements, or preclude participation in their Welfare to Work activity, the county shall defer repayment according to the provisions outlined in EAS section 42-751.

- Deferrals are only granted to current WTW participants.
- The county must notify the participant in writing of the deferral criteria when a decision has been made.
- County is to re-evaluate payment deferral status whenever the participant changes activities or program status.
- The expected ending date of the payment deferral is to be documented in the participant's case file.

*13.5.1.4 Overpayment Recovery Methods (42-751.4)*

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The maximum recovery amount from current or future payments shall be 10% of the total over-payment for recipient caused overpayments and 5% of the total for overpayments due to an administrative error, unless the participant volunteers to pay a higher percentage.

The participant shall be informed when recovery is made in full from subsequent supportive service payments.

The participant shall be informed (standard notice/timely) whenever an adjustment will be made to a subsequent supportive service payment.

When the participant is no longer active in Welfare to Work the county shall establish a new repayment agreement.

- Balancing: Overpayments may be offset by an existing underpayment.

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- Voluntary Cash Recovery: The County shall accept any cash payment.
- Grant Adjustment: The individual may choose to have their CalWORKs grant adjusted for an agreed upon amount. The recipient may elect to revoke such an agreement and enter into a new repayment agreement at any time.
- Supportive Service Payment Adjustment: Current Welfare to Work participants may have their future supportive service payments reduced to recoup an overpayment.

Demand Recovery: The County shall demand, in writing, repayment from any individual who is no longer active in Welfare to Work or who loses CalWORKs eligibility.

The county may also demand recovery from any individual who fails to make a cash payment as agreed in the initial repayment agreement unless a new agreement can be established.

Overpayment Record Maintenance: All notices, repayment agreements, repayment dates and amounts recovered shall be maintained by the county in the fiscal case file.