

CHAPTER 1200 – SUPPORTIVE SERVICES  
SECTION 1220 – TRANSPORTATION

# **GAIN: THE BRIDGE TO INDEPENDENCE**

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**1220 OVERVIEW**

Transportation payments are available to every CalWORKs participant in order to participate in a GAIN, Refugee Employment Program (REP), or Welfare-to-Work Teen program activity, to which he/she is assigned, or to obtain/retain employment. This may also include child care related transportation costs for participants and their children.

**1221 KEY POINTS**

- Welfare-to-Work (WtW) participants shall receive the payment(s) in a timely and appropriate manner to promote positive outcomes by facilitating engagement in employment and/or participation in WtW activities.
- In most instances, transportation payments are paid in advance so that the participant need not use personal funds to pay for these services. There are situations, however, when it is unfeasible to anticipate transportation payments and reimbursements for transportation expenses are issued. Payments can be made in the form of Electronic Benefit Transfer (EBT), mailed warrants, bus passes, tokens, cash or checks. ([See Chapter 1600](#))
- Mandatory CalWORKs participants and exempt volunteers are eligible for transportation payments to cover the costs necessary to participate in their Welfare-to-Work activities and/or to obtain/retain employment.
- CalWORKs participants may receive transportation payments to transport their children to and from school, child care providers or program activities (if child care is not available) in order to participate in program activities and/or employment.
- Participants who are employed full-time and are engaged in a concurrent education/training program, or Specialized Supportive Services (SSS) activity at the point of CalWORKs termination, may be eligible for transportation services for the concurrent activity only. This eligibility may extend up to 12 months from the date of CalWORKs termination, provided the participant remains employed full-time. ([See Chapter 1000](#))
- Timed-off participants meeting the Post-Time Limited (PTL) services requirements may receive transportation payments. ([See Chapter 2100](#))
- Transportation payments for participants and the children of participants in Specialized Supportive Services activities shall be handled in a special manner per policy in [Section 1222.412](#), Specialized Supportive Services.
- The least costly fare for each mode of transportation shall be authorized for the duration of the program activity.

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- A participant may choose to drive a private vehicle to a WtW activity. If public transportation is not available, inaccessible or the travel time from home to the activity or employment exceeds two hours round trip by public transportation, then the participant is eligible for mileage reimbursement.
- Non-traditional and alternative transportation modes, such as shuttles, vanpools, carpools, MetroLink, Metro Rail, taxi, etc., are to be considered when public transit is not available or inaccessible (two hours or more round trip) and the participant does not have access to a private vehicle.
- If a participant is a victim of gang violence or domestic violence, non-traditional or alternative transportation modes shall be considered to ensure safety of the participant and his/her children.
- The GN 6151, *GAIN Transportation & Ancillary School/Work-Related Expenses Request Form*, is used to request transportation payments. Requests may be made in person or over the telephone.
- The GN 6322, *Forms/Documents Needed from GAIN Participants to Support Transportation/Ancillary Requests*, is used to request additional documentation and/or information to support a request for payment.
- CalWORKs participants enrolled in educational/training activities must complete the form WTW 8, *Student Financial Aid Statement Welfare-to-Work Supportive Services*, indicating their choice to receive transportation payments from GAIN rather than using their financial aid for such expenses.
- A timely Notice of Action (NOA) shall be issued at least ten days before the effective date of any adjustments of transportation payments. A NOA must be issued in the participant's preferred language for all transportation payments.
- The GAIN Services Worker (GSW) or Contracted Case Manager (CCM) shall approve or deny a transportation payment request within one workday from the date all supporting documentation (if needed) is received. The GAIN Services Supervisor (GSS)/Contracted Case Supervisor (CCS) and/or the Deputy Regional Administrator (DRA) shall approve or deny a transportation payment request within one workday. County Issuance and Approval (CIA) staff shall complete the approval and denial process within two workdays upon receipt of an appropriately documented Contractor issuance request.
- Office administrators must ensure staff is in compliance with transportation policy by carefully reviewing Monthly Data Reports listing participants in a GAIN activity with no record of transportation issuance(s). Administrative staff will ensure that corrective action is taken ***immediately*** upon discovery of any discrepancies.

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**1222 POLICY**

**.1 Informing the Participant of Transportation Payments**

- .11 The participant is informed of the availability of GAIN funds to pay for supportive services, including transportation necessary for their participation in an assigned GAIN, REP or Welfare-to-Work Teen Parent activities or to obtain/retain employment.
  - .111 The participant shall be informed:
    - (a) at the Appraisal activity (Intake);
    - (b) upon enrollment into the next activity;
    - (c) at the point of entering employment, or when the employment location changes;
    - (d) at the three-month employment review;
    - (e) during the GAIN Sanction Home Visit Outreach (GSHVO) interview;
    - (f) every five months for those designated activities described in [Section 1222.62](#) ; and
    - (g) at any time the participant requests these services to attend a GAIN, REP or Welfare-to-Work Teen related appointment or activity.
- .12 A participant who is enrolled in a school where financial aid is available shall be informed that he/she has a choice whether or not to use financial aid to pay for supportive services, including transportation, which otherwise may be paid with GAIN funds.
- .13 The WTW 8, *Student Financial Aid Statement Welfare-to-Work Supportive Services*, must be completed and signed by the participant and the GSW/CCM whenever supportive services for educational or vocational activities are arranged, and to document that the participant has been informed of this policy.
- .14 The WTW 8 must be discussed/completed every time the participant enters a new educational or vocational activity.
- .15 A participant who chooses to voluntarily use student financial aid to pay for supportive services may revoke that choice at any time by completing Part B of the WTW 8. Upon receipt of a WTW 8 with Part B completed, the GSW/CCM should no longer consider student financial aid available

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for supportive services.

- .16 Educational and other services providers may offer payments for transportation costs, such as taxi vouchers, bus passes, parking fee waivers, etc. Transportation payments that are provided for the purchase/payment of a specific item/service, and are not included as a part of a financial aid package, are not considered financial aid.

In order to prevent duplication of supportive services payments that are not considered financial aid, including transportation to participants, the GSW/CCM shall verify with the participant and/or the educational or other service provider that transportation payments/services are not being covered by the provider. If transportation payments/services are being provided by the service provider to the participant, then the participant is not eligible for transportation payments for the same services through GAIN/REP/Welfare-to-Work Teen.

For example, if a vocational school provides the participant with a bus pass for the first five months of school, then the participant is not eligible for a bus pass for him/herself during those five months. However, if the participant requests bus passes for his/her children, which the vocational school does not provide during the same timeframe, then the participant may receive transportation payments for his/her children during the specified period of time.

- .17 Although the WTW 8 is required to be on file in the case record, it is not required before a transportation request can be paid. Transportation payments shall not be delayed pending the completion of the WTW 8.

**Note:** A participant is not required to use any part of his/her financial aid to cover transportation costs and should not be persuaded to do so.

**.2 Evaluating Transportation Need/Availability/Accessibility**

**.21 Determining Need**

The need for transportation exists when the participant would have to use personal CalWORKs funds to cover costs to participate in an assigned program activity and/or to obtain/retain employment. This includes travel to arrange or take a child to an out-of-home child care facility when the child is under age 13, or the child is 13 or older and unable to provide self-care. This includes children who are not receiving cash aid, as long as they are a part of the CalWORKs household. Children, including those who are age 13 and older, of participants in Specialized Supportive Services are eligible to receive transportation expenses.

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Participants are not expected to use personal funds or any part of the CalWORKs cash aid to cover transportation expenses in order to participate in an assigned activity and/or to retain employment. All GAIN/REP/Welfare-to-Work Teen participants are eligible for transportation payments in order to participate in any assigned activities and/or to obtain/retain employment. The GSW/CCM shall ensure that all participants are aware that transportation payments are available for public transit, mileage, non-traditional and alternative forms of transportation services.

**.22 Evaluating Need**

The participant's need for transportation supportive services, including transportation for the children, is evaluated at each activity assignment by completing the GN 6151. With each contact with the participant, the GSW/CCM shall assess, in person, by email, or over the telephone, the round trip cost of transportation and any additional transportation costs related to the office visit, e.g., parking fees.

.221 The GN 6151 must be filed for all GAIN cases on the right side of the GAIN Participant Record Folder (GPRF). Transportation requests may be made either in person or over the telephone:

- (a) at the Appraisal activity (Intake);
- (b) upon enrollment into the next activity;
- (c) at the point of entering employment, or when the employment location changes;
- (d) at the three-month employment review;
- (e) during the GAIN Sanction Home Visit Outreach (GSHVO) interview;
- (f) every five months for those designated activities described in [Section 1222.62](#) ; and
- (g) at any time the participant requests these services to attend a GAIN, REP or Welfare-to-Work Teen related appointment or activity.

GEARS must be updated within one workday as appropriate for each transportation request and the case must be documented via GEARS MGPA screen.

Whenever the GSW/CCM is informed of a change in a participant's GAIN-related transportation arrangement, the

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GSW/CCM shall initiate a new GN 6151 and reassess the need for continuing transportation. The information on GEARS MGPA screen must be updated within one workday.

**.23 No Transportation Need**

.231 There is no transportation need when:

- (a) The participant has already been issued a transportation payment. (**EXCEPTION:** Replacement of lost, stolen or destroyed transportation payments, including bus passes). ([See Section 1222.63](#))
- (b) The participant has no activity agreement in effect. (**EXCEPTION:** No activity agreement is needed for Appraisal and Employment).
- (c) The participant voluntarily chooses to walk to the assigned activity.
- (d) The participant receives free transportation or transportation is paid through another program.

In any of these cases, the need for transportation to take children to and from school, child care providers or program activities, must also be evaluated.

If no transportation is needed, it is a mandatory requirement for the participant or the GSW/CCM on behalf of the participant (if the GN 6151 is completed over the phone) to check the “I do not need money for travel costs for myself and/or for my children” box on the GN 6151. A reason must be provided and annotated on the GN 6151 and documented via GEARS MGPA screen.

**Note:** If the participant has established that he/she has no transportation need for him/her, the participant may still be eligible to receive transportation payments for his/her children, if it is needed to participate in his/her program activities and/or employment.

**.24 Evaluating Availability**

The GSW/CCM shall determine the availability of transportation and shall evaluate all available methods of transportation including public and/or private transportation, non-traditional or alternative transportation, walking or receiving a ride on an ongoing basis from a friend or relative.

.241 Transportation may be paid for the following transportation

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payment types/methods of transportation:

- (a) Regular MTA Transit Access Pass (Daily, Weekly, Monthly)  
<http://www.metro.net/around/fares/passes-tokens>
- (b) College/Vocational MTA Transit Access Pass  
[http://www.metro.net/riding\\_metro/riders\\_guide/images/tap\\_college\\_voc\\_application.pdf](http://www.metro.net/riding_metro/riders_guide/images/tap_college_voc_application.pdf)
- (c) K-12 Student MTA Transit Access Pass  
[http://www.metro.net/riding\\_metro/riders\\_guide/images/tap\\_k12\\_application.pdf](http://www.metro.net/riding_metro/riders_guide/images/tap_k12_application.pdf)
- (d) EZ Transit Pass
- (e) Mileage
- (f) Shuttle
- (g) Vanpool
- (h) Carpool
- (i) Metro Rail
- (j) MetroLink
- (k) Taxi
- (l) Amtrak
- (m) Greyhound/Private Bus Services
- (n) Other

In establishing the appropriate mode of transportation, the GSW/CCM must determine the lowest cost to the county, while finding the optimal combination of transportation modes that will keep the round trip travel time less than two hours. In cases of multiple activities at different locations, it may be appropriate to issue both bus pass funds as well as mileage to an infrequent activity. One example would be mileage to a once a week distant class, combined with bus fare to a regular nearby work location.

.25 Evaluating Accessibility

When transportation is available, the GSW/CCM shall determine the accessibility by applying the following rules. If either circumstance exists,

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then transportation is considered inaccessible.

- .251 The program activity/employment is considered inaccessible if the round trip travel time required exceeds two hours via public transportation, exclusive of the time needed to transport children to school or child care. The two-hour round trip travel time includes the time it takes the participant to walk to public transit from the place of residence and from the public transit to the activity/employment.

The time it takes the participant to walk to and from public transit shall be determined on a case-by-case basis. The amount of time it takes to walk to and from public transit may vary among individuals (due to medical restrictions, walking with children, etc.). This may be a key factor in determining the two-hour round trip travel time and shall be taken into consideration by the GSW/CCM. If clarification is necessary, the participant may complete a PA 853, *Affidavit*.

If it is determined that the program activity site is not reasonably accessible to the participant, the GSW/CCM and participant may choose an alternative site or activity. The participant has the option of attending any approved program activity regardless of travel time or distance if he/she is able to report to the activity on time.

The GSW/CCM shall document the participant's decision to waive the two-hour round trip travel time rule via GEARS MGPA screen.

- .252 The program activity/employment is considered inaccessible if walking is the only means available and the round trip is more than two miles. Whenever the participant chooses to walk to the program activity, it shall be documented via GEARS MGPA screen and noted on a signed GN 6151, *GAIN Transportation & Ancillary School/Work-Related Expenses Request Form*.

If it is determined that the program activity site is not reasonably accessible to the participant, the GSW/CCM and participant may choose an alternative site or activity. The participant has the option of attending any approved program activity regardless of travel time or distance, if he/she is able to report to the activity on time. The GSW/CCM shall document the participant's decision to waive the two-mile rule via GEARS MGPA screen.

When transportation is available, but determined to be inaccessible, then the GSW/CCM shall issue transportation payments for mileage or alternative modes based upon the available methods of transportation.

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Whenever the participant chooses to walk to the program activity or a private vehicle, non-traditional or alternative method of transportation is used, this information shall be documented via GEARS MGPA screen.

**.26 Determining Availability, Accessibility and the Two-Hour Round Trip Rule**

.261 The following resources shall be used to determine if a round trip on public transportation exceeds the two-hour round trip rule:

- (a) MTA Metro Trip Planner offers a customized point A to point B trip itinerary for all the MTA bus lines. The site includes station locations, fares, time schedules, transfers and total estimated travel time.
- (b) The MTA Metro Trip Planner site is available through the Internet on the Metropolitan Transportation Agency (MTA) web page at <http://www.metro.net>.
- (c) The GSW/CCM may contact the participant's local public transportation service provider or use the participant's local public transportation service provider Internet trip planners whenever necessary.

If the participant questions the length of travel time needed by bus, the GSW/CCM shall contact the appropriate transit agency to determine travel time and document the case via GEARS MGPA screen accordingly.

**Note:** MapQuest, Google Maps, Yahoo Maps, or LA County Mapping is to be used only in determining the distance for mileage issuances. Determining availability, accessibility or the two-hour rule shall be determined by accessing the above mentioned trip planner site or contacting the participant's local public transportation provider.

**.3 Confirming the Transportation Arrangements**

When more than one means of transportation is available and accessible to the participant and the site is accessible via public transportation, the least costly expense for transportation is allowed.

**Note:** A bus company's student rate may be considered for the least expensive public transportation cost only if the participant meets the bus company's student criteria and has completed a Reduced Fare Transit Access Pass (TAP) card application and meets the bus company requirements. Otherwise, the regular bus pass rate is considered.

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The GSW/CCM is responsible for responding to all requests for transportation. The GSW/CCM shall inform the participant that:

- (a) he/she will receive timely notices in the mail confirming new issuances and any subsequent changes or denials.
- (b) he/she will be responsible to report any change in transportation need or arrangements immediately to the GSW/CCM.
- (c) he/she can receive payments in advance when transportation is requested.

**.4 Determining Allowable Costs – Special Program Activities**

**.41 Special Program Activities**

**.411 Job Club (JCL)/Job Search Activities**

When determining the JCL transportation costs, the GSW/CCM must allow sufficient funds to enable participants to cover the duration of the activity and to meet the job search expectations. Generally, the GSW/CCM shall issue the monthly or weekly bus pass amount, unless the participant is using an alternative method of transportation or a private vehicle due to the unavailability and/or inaccessibility of public transportation. ([See Sections 1222.25](#) and [1222.26](#))

**.412 Specialized Supportive Services**

Because of confidentiality, safety concerns, the sensitive nature of the services, the potential for violence and the varied schedule for services, participants in need of Specialized Supportive Services always require access to transportation payments to ensure access to services. Participants in Specialized Supportive Services always face the potential for a crisis that may require immediate access to shelter, counseling or other services. Participants who are victims of Domestic Violence require additional consideration for safety concerns.

Transportation for participants in Specialized Supportive Services shall be issued in the following manner:

- (a) For all Specialized Supportive Services, the full monthly bus pass amount shall be issued, regardless of the number of participation hours or duration of the activity.

**Note:** The least costly method of transportation does not apply to Specialized Supportive Services.

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- (b) For all Specialized Supportive Services, if the service provider informs the GSW/CCM in writing that another method or amount of transportation is necessary, the GSW/CCM shall authorize the amount and/or method of transportation that is certified by the provider.
- (c) For Domestic Violence (DV) participants who are participating in a program activity, regardless of whether or not they are assigned to a DV provider, *the two-hour round trip rule for mileage shall be waived*. Participants shall complete the PA 1913, Confidential Domestic Violence Information to declare DV services. They may also choose to complete the GN 6196, Domestic Violence Waiver Request, to waive Domestic Violence supportive services. For DV participants, safety comes first.
- (d) For DV participants who claim mileage, DV providers shall certify on agency letterhead the round trip miles traveled and the number of round trips, without disclosing the address of the shelter, the DV agency where the participant is receiving services or any other location that the participant visits. The GSW/CCM shall authorize mileage based on the provider's certification.
- (e) For DV participants who are assigned to concurrent activities, the DV provider need only certify the DV activities. For the concurrent activities such as vocational training, remedial education, PES, etc., the GSW/CCM shall calculate any additional mileage using the participant's home address provided on the GEARS Maintain Case Phone and Address (MCAP) screen or the CalWORKs district office address, if the participant is staying in a DV shelter and the activity is at an undisclosed location.
- (f) Children of participants who are in Specialized Supportive Services activities are considered Special Needs, even if they are not receiving cash aid and as long as they are a part of the CalWORKs household. As such, all children of participants in Specialized Supportive Services are eligible to receive transportation expenses, including those who are age 13 and older.

#### .413 Welfare-to-Work Teen Parent

It is the responsibility of the Welfare-to-Work Teen Parent (WtW TP) case manager to assess the health and safety of the WtW TP participant and his/her child, which includes their living environment and community. This would include gang issues. For example, if the WtW TP participant must cross a gang territory on

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the way to school or to the child care provider, the participant may be eligible to receive a payment for an alternative mode of transportation due to the safety concern. The accessibility and availability factors may be waived in this instance.

.414 Self-Employment

Self-employed participants who drive a private vehicle to multiple work locations and deduct job expenses using the 40% of the gross self-employed income or actual verified self-employment expenses (Reference CWs Policy 44-113.2 – Disregards), ***may only be reimbursed for the actual number of roundtrip miles driven from the home and to the actual place of business*** (e.g., a hairdresser working at a salon is eligible to round-trip transportation expenses from home to the business address). Self-employed participants must establish a business address (i.e., work site address) other than the home to be eligible for transportation supportive services. Mileage requests must be verified on a monthly basis by completing the PA 167 – Monthly Earnings Report and submitting the form to the GSW/CCM.

**Note:** Any additional transportation expenses incurred in the course of performing work (i.e., traveling to customer locations, delivering goods and/or services, purchasing supplies, etc.) are a part of the cost of doing business and not allowable as a WtW supportive service reimbursement or as an advance payment.

.42 Public Transportation

.421 Bus Pass

The cost of a bus pass varies depending on the residence address and whether the pass is for a child, student, or an adult. The GN 6088, Countywide Bus Rate Information, identifies costs associated with Metropolitan Transit Authority (MTA) and other bus service providers.

The GN 6088 includes the following information:

- (a) special student pass discounts for some incorporated cities and some unincorporated areas,
- (b) general student ID card application information,
- (c) instructions for purchasing monthly pass stamps,
- (d) addresses of MTA Customer Service Centers, and

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- (e) addresses where a bus pass can be purchased from cities with special municipal rates.

The GSW/CCM shall determine the least costly fare to be issued to the participant when public transportation is used. This includes contacting the bus company for the schedules/routes/fares, if unknown. If more than one bus is used, and a common pass is not honored, the combined carrier cost is considered. The GSW/CCM shall explore all avenues to ensure the least expensive bus pass rate is issued.

.422 Regular Rates

Participants are usually authorized the least costly regular rate or fare unless the participant is eligible for and has completed all requirements to receive a reduced rate or fare. The GSW/CCM shall inform the participant that he/she must follow through and comply with all of the conditions which will entitle them to a reduced rate or fare.

.423 EZ Transit Pass

The transit rider can purchase the EZ Transit Pass to eliminate the need for transfer tickets and other transit operator passes. The EZ Transit Pass is a monthly regional pass that allows frequent transit riders, who regularly use two or more transit systems, unlimited local travel on the following transit systems:

- (a) Antelope Valley Transportation Authority (AVTA)
- (b) Beach Cities Transit
- (c) Burbank Local Transit
- (d) Carson Circuit
- (e) City of Commerce
- (f) Culver City Municipal Bus Lines
- (g) Foothill Transit
- (h) Gardena Municipal Bus Lines
- (i) Glendale Beeline
- (j) Huntington Park COMBI

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- (k) LADOT (Dash and Commuter Express)
- (l) Long Beach Transit
- (m) Metro Bus & Metro Rail
- (n) Montebello Bus Lines
- (o) Monterey Park Spirit Bus
- (p) Norwalk Transit
- (q) Pasadena ARTS Shuttle
- (r) PV Transit
- (s) Santa Clarita Transit
- (t) Santa Fe Springs MetroExpress
- (u) Santa Monica Big Blue Bus
- (v) South Pasadena Gold Link
- (w) Torrance MAX
- (x) Torrance Transit

For more information on the EZ Transit Pass, call Foothill Transit's toll-free number 1-800-RIDE-INFO (743-3463) or Metro's Information number 1-323-GO METRO (466-3876).

**Note:** The EZ Transit Pass is sold at a higher rate than the standard bus pass. The GSW/CCM shall verify that the EZ Transit Pass meets the participant's transportation need and is the least costly transportation method available.

**.424 Reduced Pass/Fare Rates - General**

The GSW/CCM shall evaluate if the participant or child is eligible for a reduced fare. Reduced fares may include: tokens, a K-12 Student Reduced Fare Transit Access Pass (TAP) card, a Vocational/Student Reduced Fare Transit Access Pass card, a student daily and/or monthly rate or other reduced pass rates offered by other transit agencies such as the EZ Transit Pass.

MTA rates including the reduced fare rates also apply to light rail travel.

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**Note:** In general, children under age 5 may ride free with an adult. However, other requirements, such as height restrictions, may apply with some public transportation service providers. The GSW/CCM shall verify if such restrictions apply and issue according to the needs of the participant.

.425 Appropriate Public Transportation Supportive Services

If it is known that a student will need less than a full monthly bus pass (e.g., if the school term ends one or two weeks into the month) for this period, evaluate meeting transportation needs using the weekly pass rate.

In addition to the bus pass expense there are other allowable expenses such as an application fee for the Reduced Fare TAP card, the cost of a photograph for the TAP card or school ID, and the Reduced Fare TAP card replacement fee.

.426 Authorizations by Contracted Case Management Staff

GAIN Contractor issuances for public transportation expenses require final approval by the CCS. The following public transportation requests, which require DPSS DRD approval ([See Section 1223.7, CIA Process for GAIN Contracted Supervisor Decision Cart](#)), will be forwarded to County Issuance and Approval (CIA) staff for review and final approval:

- (a) Single issuances over \$350.00;
- (b) Cumulative issuances in any month over \$350.00;
- (c) Three or more retroactive authorizations for current and inactive cases;
- (d) Authorizations for inactive files;
- (e) Retroactive authorizations issued as a lump sum payment;
- (f) Authorizations for replacement issuances; and
- (g) Transportation authorizations for Taxi fare over \$20.00.

.43 MTA Reduced Fare Transit Access Pass (TAP) Cards

Participants and their children who are eligible for MTA reduced fares must obtain an MTA Reduced Fare TAP Card. There are different types of MTA Reduced Fare TAP Cards issued, depending on the type of

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education/training activity.

Applications for MTA Reduced Fare TAP Cards are initiated by the GSW/CCM when the participant is assigned to a component that meets the MTA reduced fare eligibility requirements. Applications for MTA Reduced Fare TAP cards may be downloaded from the website at <http://www.metro.net/around/fares>.

.431 MTA Reduced Fare TAP Card - Adult Eligibility

Participants are eligible for MTA College/Vocational TAP Cards <http://www.metro.net/around/fares/collegevocational/> if they are:

- (a) enrolled in an educational/training activity,
- (b) enrolled for a minimum of 12 units or 12 hours per week, and
- (c) enrolled for a minimum of three consecutive months from the date the first College/Vocational TAP card application is submitted.

**Note:** If a participant is enrolled in a summer program that meets for less than 3 months and/or 12 units, he/she can still qualify for a college/vocational TAP card as long as the above requirements were met in the preceding spring term.

.432 MTA Reduced Fare TAP Card - Child Eligibility

GAIN participants' children are eligible for MTA K-12 Student TAP Cards <http://www.metro.net/around/fares/reduced-fares> if they are attending grades K-12 and the need for transportation for the children has been established per [Section 1222.21](#), Determining Need. For children attending grades 9 – 12, a photo ID or school ID is required to purchase a TAP card and when riding with a Student TAP Card.

The GSW/CCM shall determine if the participant and his/her children meet the criteria for MTA reduced fares based upon case information.

.433 MTA Reduced Fare TAP Card Application Completion

The GSW/CCM shall review information furnished by the service provider for the participant's GAIN activity to determine if the participant qualifies for an MTA Reduced Fare TAP Card. If the participant meets the MTA Reduced Fare TAP Card criteria, the completed application is stamped by the GAIN Cashier at the

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request of the GSW/CCM. The application is then taken or mailed by the participant to an MTA Customer Service Center for processing. Applications must be submitted to MTA for each semester according to the following schedules:

Fall Feb.10 – Aug.09  
Spring Aug.10 – Feb.09

**Note:** Photocopied application forms are not accepted by MTA.

.434 MTA Reduced Fare TAP Card Process Explained by GSW/CCM

The GSW/CCM shall provide a thorough explanation of the TAP card process to the participant. This explanation shall include a discussion of the timeframes involved in receiving the TAP cards(s) in the mail and the need to load the card with the monthly pass balance <http://www.taptogo.net/tapfaqs.php?hmm=tf>.

Applicants for the MTA Reduced Fare TAP Card must allow 20 business days for processing applications dropped at a Metro Customer Center. Mailed applications may take longer due to the mailing time involved. Therefore, the GSW/CCM shall issue the regular TAP card with the regular monthly bus fare to cover transportation needs for any period prior to the Reduced Fare Card arrival.

.435 College/Vocational TAP Cards

College Vocational TAP Cards are issued for each semester according to the following schedules:

Fall Sept.01 – Mar.31  
Spring Mar.01 – Oct.31

Participants must apply between August 10 and February 9 to receive a TAP card valid from September 1 through March 31. Participants must apply between February 10 and August 9 to receive a TAP card valid from March 1 through October 31.

If a participant's program will extend beyond the student discount bus pass expiration date, the GSW/CCM shall set a reminder on GEARS to schedule an appointment for the participant to come into the office to complete a new application for a College/Vocational TAP Card.

.436 K-12 Student TAP Cards

Participants with children in grades K-12 need to complete an application for each child. Each eligible child will be issued a K-12

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Student TAP Card. Children's Student TAP Cards may be requested from one of the MTA Customer Service Centers or by mail to:

TAP Service Center  
PO. Box 811310  
Los Angeles, CA 90081

Participants may check with the School Administrator to see if the K-12 Student TAP Cards are available at their children's schools.

To begin using the K-12 Student TAP Cards, the participant must ensure that the child, if attending 9 - 12 grades, carries a valid photo ID or a school card along with the Student TAP Card:

#### .437 Replacement of MTA Reduced Fare TAP Cards

The MTA provides free enrollment to the TAP Balance Protection Program for all participants who qualify for a Reduced Fare TAP card. If an MTA Reduced Fare TAP Card is lost, the participant must call the TAP Service Center at 1-866-TAPTOGO (827-8646) to report the loss and apply for a replacement card. The MTA will replace the Reduced Fare TAP card and any unused monthly balance, and will only charge a nominal replacement fee. The participant must report the loss of the card to the GSW/CCM by completing a PA 853, Affidavit. The cost of the replacement fee should be authorized.

The GSW/CCM should authorize the reduced fare rate for subsequent months following the month the Reduced Fare TAP Card is replaced.

#### .44 Determining Allowable Costs - Private Vehicle

When a private vehicle is used to travel to/from program activities and/or employment, the allowable cost depends on whether public transportation is available and the site is accessible. [See Section 1222.26](#) regarding evaluating availability and accessibility.

GAIN/Contractor issuances for private vehicle/mileage expenses require a two-level County DPSS review and approval process. The two-level County Issuance and Approval (CIA) process includes case review and approval at the GSS and DRD level.

#### .441 MapQuest, L.A. County Mapping, Google Maps or Yahoo Maps

MapQuest, L.A. County Mapping, Google or Yahoo is used to determine the distance and approximate time between the participant's home and the program activity and/or child care site

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and to ensure that the correct number of miles is used to compute the mileage issuance.

- (a) The MapQuest website can be accessed via the Internet at <http://www.mapquest.com>.
- (b) The L.A. County Map It website can be accessed online at <http://maps.lacounty.gov/>. Enter the address under the L.A. County Location, then click GO. Choose the most appropriate selection from Get Driving Directions: To Here or From Here, and enter the address.
- (c) Google maps at <http://maps.google.com/maps> and Yahoo maps at <http://maps.yahoo.com/> are also acceptable.

**.442 Public Transportation is Available and Accessible**

- (a) When public transportation is available and the site is accessible, allowable costs for a private vehicle must not exceed the cost for public transportation at the regular bus rate.
- (b) If the participant meets the public bus student rate criteria and has completed an application for any required reduced fare TAP card, allowable costs for a private vehicle must not exceed the cost for public transportation at the reduced fare bus rate.

**.443 Public Transportation Unavailable or the Program Activity Site Inaccessible**

When public transportation is unavailable and/or the site is inaccessible by public transportation, the allowable cost for driving a private vehicle is based on the number of miles driven to/from the program activity and/or employment. This includes the number of miles driven to take children to/from a school/child care provider.

Mileage payments are calculated using a two-tier payment schedule with a set rate for the first 500 miles and a lower rate for mileage over 500 miles per participant per month for private vehicle use. The first tier rate of payment is set at the current L.A. County employee mileage reimbursement rate.

The second tier rate is based on the Southern California Automobile Club regional vehicle operation costs and the Internal Revenue Service (IRS) standard vehicle operation costs, such as gas, oil and tires.

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.444 Information for the use of a Private Vehicle

Verification of the participant's residence must be on file to support issuances for private vehicle/mileage usage. A PA 853, Affidavit, is acceptable documentation of residence for the initial issuance only. Thereafter, verification of the participant's address must be on file in the form of a rent receipt, rental agreement or a utility receipt in the participant's or other member of the CalWORKs household's name. Otherwise, approval by the Deputy Regional Director (DRD) is required to issue payments for subsequent months.

**Prior to issuing payments for the use of a private vehicle, the GSW/CCM shall discuss the following information with the participant:**

- (a) Participants are required to provide verification of residence address to determine the amount of mileage issuance as specified above.
- (b) Participants are not required to provide proof of auto registration to be eligible for mileage. *However, there is a legal requirement for all vehicles to be registered with the Department of Motor Vehicles (DMV) in the State of California.*
- (c) Participants are not required to provide proof of auto liability insurance coverage to be eligible for mileage. *However, DMV requires proof of auto liability insurance in order to register and operate a vehicle. Uninsured participants or participants needing low cost auto insurance should be referred to the California's Low Cost Automobile Insurance Program.*

Participants may call 211 for Los Angeles County Information line, formerly Info Line, for a referral; they may also call the State directly at 1-866-602-8861 or visit their website <http://mylowcostauto.com/>.

- (d) Participants are not required to have booster seats for mileage payments. *However, California's booster seat law mandates that children are secured in a child safety seat or car booster seat until they are six years old or weigh 60 pounds.*
- (e) Participants are not required to own the vehicle they drive, as long as they are driving the vehicle on a regular basis to attend a program activity and/or employment and not just riding as passengers.

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.445 Parking Expenses

Parking is an allowable transportation expense that is reimbursed if the parking expense is necessary to allow the participant to attend a program activity and/or employment. Parking expenses are reimbursed at actual cost when the participant provides receipts and completes a GN 6151 requesting payment for parking. If requested, parking costs can be paid in advance. For example, a student who is attending a vocational program at a community college must pay for a parking pass at the beginning of the semester. In such cases, the cost of the pass should be advanced to the participant. The GSW/CCM will inform the participant that he/she must submit the receipt after the parking permit is purchased.

When the participant uses a parking meter, the participant's statement on a PA 853 shall be accepted. No other receipt is required.

**Note:** Parking is an allowable transportation expense for any participant that states that he/she is driving a private vehicle, regardless of which transportation payment type is the least expensive.

.446 Other Driver Fees

When a participant pays another party to drive him/her to a program activity and public transportation is available and accessible, the cost may be allowed subject to the least expensive of the following:

- (a) the fee charged by the other party,
- (b) the cost of public transportation, or
- (c) the cost of mileage based on the mileage reimbursement rate.

When a participant pays another party to drive him/her to a program activity and public transportation is unavailable or the activity is inaccessible, the other driver fee may be paid using the mileage reimbursement rate or the cost of the fee charged by the other driver, whichever is less.

.45 Non-Traditional or Alternative Transportation

Participants are eligible to receive payment for a wide range of non-traditional or alternative transportation types to enable them to

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obtain/retain employment and to participate in program activities.

- .451 Non-traditional or alternative transportation services include shuttles, vanpools, carpools, taxi, Metro-Rail, MetroLink, Amtrak, Greyhound, other private bus services or others.

Non-traditional or alternative transportation services are to be considered when public transit is unavailable or inaccessible and the participant does not have regular access to a private vehicle.  
([See Section 1222.2](#))

- .452 When there are multiple modes of non-traditional or alternative transportation available to the participant, the GSW/CCM shall evaluate the following to determine the appropriate transportation service and fare:

The GSW/CCM shall confirm that the payment:

- (a) is necessary to ensure continued employment and/or participation in a program activity;
- (b) is the least costly fare of each available mode of transportation, which will not preclude participation in the program activity or employment; and
- (c) meets the needs of the participant.

Payments for non-traditional transportation services are made at actual cost. Costs are determined by contacting the transportation service provider. The GSW/CCM shall instruct the participant to provide a receipt to show proof of payment for these services to avoid overpayments.

For non-traditional transportation services, the transit agency with the least costly fare which will not preclude participation and that provides the service in the shortest length of time to reach the destination shall be selected. If more than one type of transportation is used, and a common fare or pass is not honored, the combined transit agency costs shall be considered.

All requests for non-traditional or alternative transportation allowance payments shall be requested via the GN 6151. The need for non-traditional or alternative transportation payments shall be evaluated on a case-by-case basis, with final approval by the DRD or designated staff.

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**.5 Transportation Payments to Participants to Pay Providers to Transport Children to/from School and to Other Child Care Providers**

Participants are eligible to receive advance payments to transport their children to and from school and to the child care provider, if it will allow the participant to seek employment, retain employment and/or participate in a GAIN-related activity.

Participants are also eligible to receive advance payments or reimbursement for the reasonable costs incurred for payments made to child care providers who transport eligible children starting from the point child care is being provided, to and from school, and between two child care providers. Participants are also eligible for reasonable costs made to child care providers who transport eligible children to other extracurricular activities when it is necessary for the participant to be able to maintain his/her employment or participate in approved program activities.

Some child care providers include transportation to and from school or other child care providers as part of their child care rate, and transportation is fully covered by the CalWORKs child care payment. In this situation, when transportation is fully covered by CalWORKs child care payments, participants are not eligible to additional transportation payments for their children to be transported to and from school, between two child care providers and to other extracurricular activities by the child care provider.

Some child care providers may provide transportation services to and from school, between two child care providers and to other extracurricular activities as an additional service to participants. However, this charge may not be a part of the providers charge for child care services. In these situations, since transportation is not included in the child care rate, the transportation costs are not paid through CalWORKs child care.

Payments for this type of transportation may be provided as a supportive service using the Provider Transportation Service transportation type on GEARS, if it is determined that the child's transportation is necessary in order for the participant to participate in assigned program activities/employment, and that the transportation provided by the child care provider is for a child who is otherwise eligible to receive transportation payments. This includes transportation services to and from school, between two child care providers and to other extracurricular activities, as long as the activity occurs within the CalWORKs child care hours.

.51 The following forms of verification are required to establish a need for this type of transportation payment:

.511 The child care provider must verify in writing via a signed, dated letter that the transportation costs are not covered in the child care fees.

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- .512 The participant must provide written third-party verification that the child is attending the other activity.
- .513 The GSW/CCM must verify with the Resource and Referral/Alternate Payment Program (R&R/APP) that transportation fees are not being covered under CalWORKs child care.

**.6 Transportation Payments – General Provisions**

The GSW/CCM shall explain to the participant the manner in which the transportation payments will be made, including the availability of advance payments to ensure that the participant need not use his/her own funds for such costs. The GSW/CCM shall explain the various transportation options, including the availability of mileage and alternative modes of transportation.

**.61 Payment Advances and Reimbursements**

Transportation payments may be either advanced or reimbursed. Transportation payments in general are issued in advance. Transportation advances or reimbursements can be issued in the office electronically via the Electronic Benefit Transfer (EBT) system, an eCAPS check in the office or an eCAPS mailed warrant generated through GEARS. Whenever feasible, daily tokens are provided.

**.62 Authorizing Transportation Payments for Future Months**

In order for participants to remain fully engaged in long-term activities and eliminate breaks in transportation payments, transportation may be authorized on GEARS for up to five months in the future for certain activities.

The GSW/CCM shall authorize payments on GEARS within one workday based on the length of the participant's ongoing activities for up to five months in advance or to the expected end date of the activity (not to exceed five months), whichever is shorter.

Transportation payments including mileage may be authorized on GEARS for up to five months in the future if appropriate, for **only** the following designated activities/components:

<b><u>Component code</u></b>	<b><u>Component Description</u></b>
FPP	Family Preservation Program
FRP	Family Reunification Program
REP	Refugee Employment Program
SIP	Self-Initiated Program
VOC	Vocational Training
Services 2	Domestic Violence

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Services 3	Mental Health
Services 4	Substance Abuse

**NOTE:** For all other components, transportation may only be authorized for up to three months in the future or the expected end date of the activity, whichever is shorter. If the participant continues to attend his/her activity, another three months can be authorized in advance. This ensures that transportation services are not interrupted. This process is repeated until the WTW activity ends or the participant is no longer eligible for services. Just like the three months authorization is repeated every three months, the five months authorization process is repeated every five months until the WTW activity ends or the participants is no longer eligible for services.

.63 Lost, Stolen or Destroyed Transportation Issuances

GAIN transportation issuances may be replaced when lost, stolen or destroyed. Guidelines for the replacement include having the participant complete a PA 853, *Affidavit*, to record the circumstances of the loss/destruction/theft. A summary of the participant's claim shall be documented via GEARS MGPA screen.

When there has been a theft of bus pass/tickets/currency having a value in excess of \$20, in addition to the PA 853, the participant must provide evidence that the incident was reported to law enforcement. Such evidence may include, but is not limited to, a signed statement from a law enforcement agency confirming that the incident was reported.

After obtaining the necessary documentation, the least amount needed to enable the participant to attend his/her activity for the balance of the month is issued. Calculation of the replacement funds shall be documented via GEARS MGPA screen.

In the event a check issued in the office is lost/stolen/destroyed prior to being cashed, the procedures in Section 04-030 of the DPSS Check Writing Handbook and in the DPSS Manual for eCAPS Field Office Checkwriting Manual applies.

For lost, stolen or destroyed warrants, the replacement procedures in Section 04-030 of the DPSS Check Writing Handbook and Section 23-175 of the DPSS Operations Handbook also applies.

For non-receipt of EBT supportive services payments see Chapter 1600, Payments and the section on EBT (Policy in development).

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.64 Retroactive Transportation Payments

Participants may receive retroactive payments for transportation if they were registered in the GAIN, REP or Welfare-to-Work Teen Program, and employed or participated in an assigned program activity. Retroactive payments may be issued back to the date of GAIN/REP/Welfare-to-Work Teen registration, if qualified.

Participants enrolled in an approvable Self-Initiated Program (SIP) after CalWORKs approval and before GAIN registration may also qualify for retroactive payments if eligible ([see Section 612.271](#)).

.65 Payments During Compliance Proceedings

.651 Payments in Non-compliance

When the GSW/CCM becomes aware that the participant did not enroll, show or stops participating in a program activity, the GSW/CCM shall terminate transportation supportive services for that program activity. All future authorizations for that program activity are also cancelled.

The GSW/CCM will update the appropriate GEARS transportation screens within one (1) workday and notify the participant of the cancelled supportive services payments via the NA 821, *Transportation Denial/Discontinuance Notice of Action (NOA)*, providing a ten-day advance notice.

.652 Payments Prior to Sanction

If a participation problem occurs, transportation payments are to continue through the cause determination and compliance process if the participant continues to participate and/or work. If the participant has stopped participating and/or working, then the GSW/CCM shall stop the transportation payments and issue a timely NOA to the participant regarding the discontinuance.

The GSW/CCM will update the appropriate GEARS transportation screens within one workday and notify the participant of the canceled transportation payments via the NA 821, *Transportation Denial/Discontinuance NOA*.

.653 Payment Policy Upon Sanction

Transportation payments should not be issued after the mailing date of the GN 6001-5, *Notice of Change - Sanction Recommendation*.

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.66 Transportation Payment Notification

GAIN participants must be notified with a timely NOA for all transportation payments whenever payment is approved, denied, partially approved and/or denied, stopped or adjusted. Partial approvals/denials may require two NOAs. The GSW/CCM must generate the applicable NOA (GEARS Memo #994) in English or Spanish via GEARS to the participant at least ten (10) days prior to the effective date of the issuance. NOAs in the participants' threshold languages shall be completed per existing procedures.

The transportation payment notices used are:

- NA 820 - *Transportation Approval*;
- NA 821 - *Transportation Denial/Discontinuance*;
- NA 822 - *Transportation Change*;
- NA 824 - *Transportation Extension*; and
- NA 825 - *Transportation Payment Adjustment*.

Each NOA must contain the NA Back 9 (*Your Hearing Rights*) on the reverse and must include the address for Appeals & State Hearings.

.67 GAIN Activity Completion

When the GSW/CCM is notified that the participant has completed his/her activity, transportation payments shall be terminated effective the date the participant completed the activity, for that program activity only, provided a timely NOA can be generated. Notification from the service provider may be written or verbal.

Ongoing transportation shall not be authorized between activities. New transportation arrangements shall be made each time the participant begins another GAIN activity.

**Note:** When the GSW/CCM schedules the participant to activities or appointments between program activity assignments, participants are eligible to receive supportive services to attend these assigned activities.

.68 GAIN Monthly Transportation Data Reports Review

Office administrators will ensure that staff is in compliance with transportation policy by carefully reviewing the Monthly Data Reports listing participants in a GAIN activity with no record of a transportation issuance(s). Upon review, Administrative staff will ensure that appropriate corrective action is taken ***immediately*** upon discovery of any discrepancies, and that the need for transportation is reviewed and documented by the GSW/CCM for each case on the report.

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**.7 Transportation Underpayments and Overpayments**

GAIN supportive services underpayment and overpayment policy are in [Chapter 1600, Payments](#). The following summarizes policy as it relates to transportation payments.

**.71 Underpayments**

An underpayment may result when it is determined that the actual cost of transportation exceeds the payment(s) already issued for an affected period. A supplemental payment may be issued through EBT, mailed warrant or a check in the office.

**.72 Overpayments**

An overpayment exists when any of the following exist:

- A portion of a GAIN transportation issuance is not used;
- The actual transportation cost is less than the advance issuance; or
- The issuance is used for purposes other than GAIN transportation.

An attempt must be made to recoup all overpayments by creating the overpayment record on GEARS.

**Note:** When transportation fraud is suspected, a fraud investigation referral shall be initiated. ([See Section 1612.7](#))

**.8 Transportation Expense Guidelines**

**.81 State regulations prohibit limits/caps on transportation expenses.**

State regulations also require that supportive services payments be reasonable and appropriate, while exercising due diligence. The following guidelines may be used when determining the appropriate transportation payments to participants engaged in a WtW activity. It is important to make a proper assessment of the request and/or payment in order to avoid excessive payments to participants and remain in compliance with State regulations.

**.811 GAIN Line Staff Review Procedures:**

- A. Complete a comprehensive case review during monthly contacts including a review of progress reports, hours of participation, and verification of employment to ensure future transportation issuances are still appropriate as to the need and type (i.e., continue public transportation or change to mileage).

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- B. Closely monitor mileage cases and review cases frequently for compliance with mileage requirements when authorizing payments.
- C. Encourage participants to enroll in WtW activities close to home, work and/or child care facilities while taking into consideration the participant's best interests, extenuating circumstance, and assessment results. Consider factors such as: will the long distance job lead to self-sufficiency; would the WtW activity far from home enhance employability; or does the participant plan to relocate soon?
- D. Encourage and assist participants working minimum wage jobs to locate new employment closer to home when the costs for mileage exceed their monthly income, while also taking into consideration the participant's best interest and extenuating circumstance. Discuss the career potential of the current job versus the alternatives.
- E. As part of a team effort, work in partnership with the participant when reviewing the assigned activity and/or assessments and gain the participant's concurrence to look for reasonable and appropriate activities that will most likely meet the participant's goals.
- F. Clearly communicate the requirement for part-time participants to increase to full-time WtW activity (i.e., concurrent activity). Emphasize the benefits of full WtW participation before discussing compliance issues by first accentuating the positives.
- G. Select the least costly method of transportation between public transportation and alternative transportation, such as a taxi or mileage (if the participant has access to a car and plans to drive to the WtW activity). Sometimes mileage is cheaper than public transportation. If the round-trip travel time required exceeds a total of two hours, exclusive of the time to transport family members to a school or place providing care, mileage must be offered if the participant has access to a car and plans to drive to the WtW activity.

**Note:** The least costly method of transportation does not apply to participants in Specialized Supportive Services ([see Chapter 1200 – Section 1222.412](#)).

- H. Carefully evaluate the transportation request when more than one mode/type of transportation is used by the participant to

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attend assigned WtW activities. Participants may be eligible for transportation expenses for each transportation type used when attending more than one WtW activity.

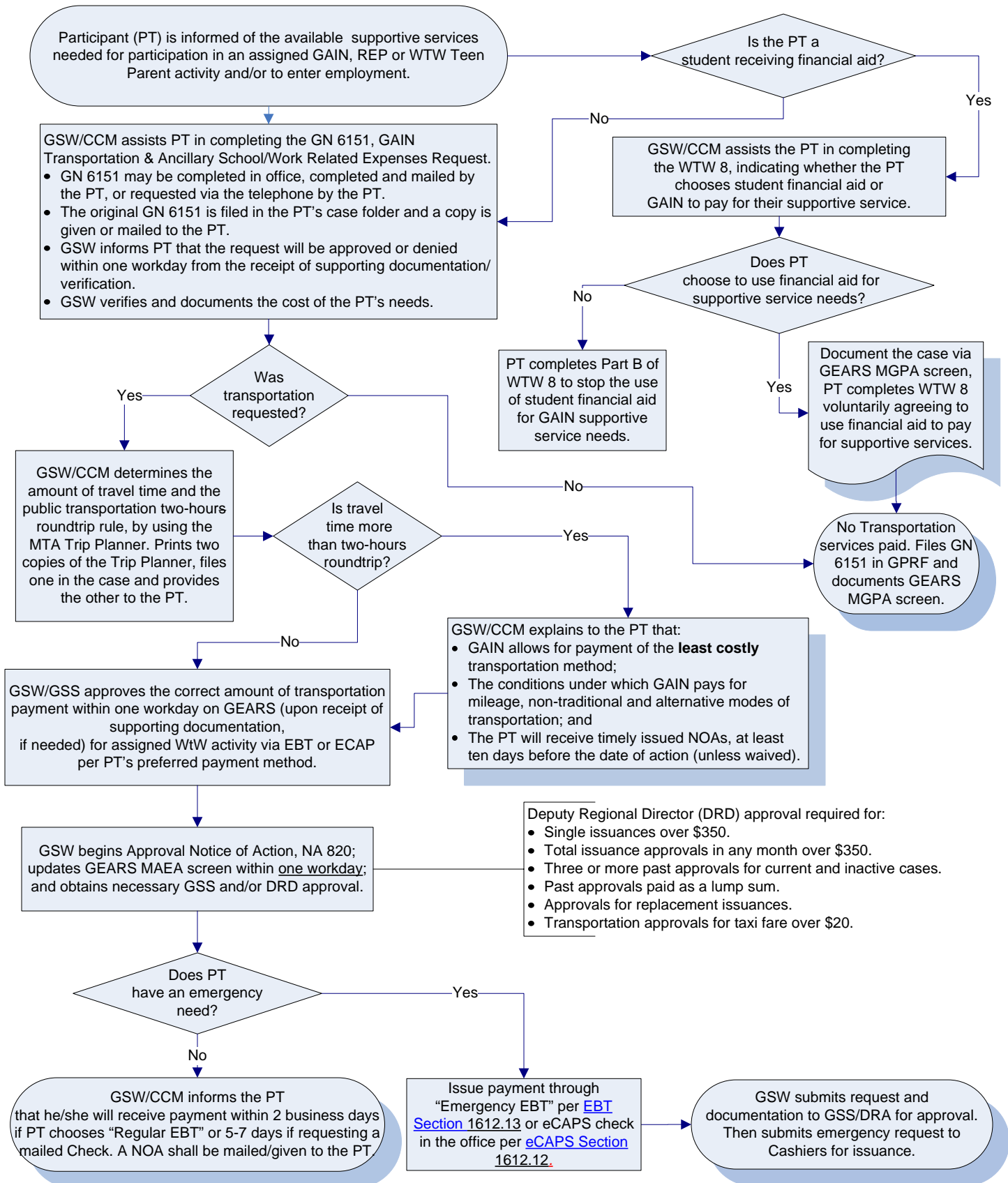
Example: A participant works 4 days a week and is able to take public transportation because the round trip is less than 2 hours. But the participant also goes to school 2 days week and drives because public transportation is more than 2 hours round trip. In this situation, the total transportation cost for both the cost of the bus fare to go to work and the cost for mileage to go to school for the month is allowed.

- I. Remember that not all transportation requests are from home to the WtW activity. When there are multiple WtW activities such as home to workplace, from workplace to school, and then from school to home, travel must be calculated based on actual routes. Do not assume all WtW activities are only from the home to the activity.
- J. Cancel future advance issuances within one (1) workday of knowledge of a participant's failure to continue his/her WtW activity.
- K. Initiate the compliance process immediately when a participant fails or refuses to participate without good cause.
- L. Promptly initiate the overpayment process, as appropriate. ([see Chapter 1600](#))
- M. Promptly send all appropriate Notices of Action (NOA) in the participant's preferred language per established procedures.

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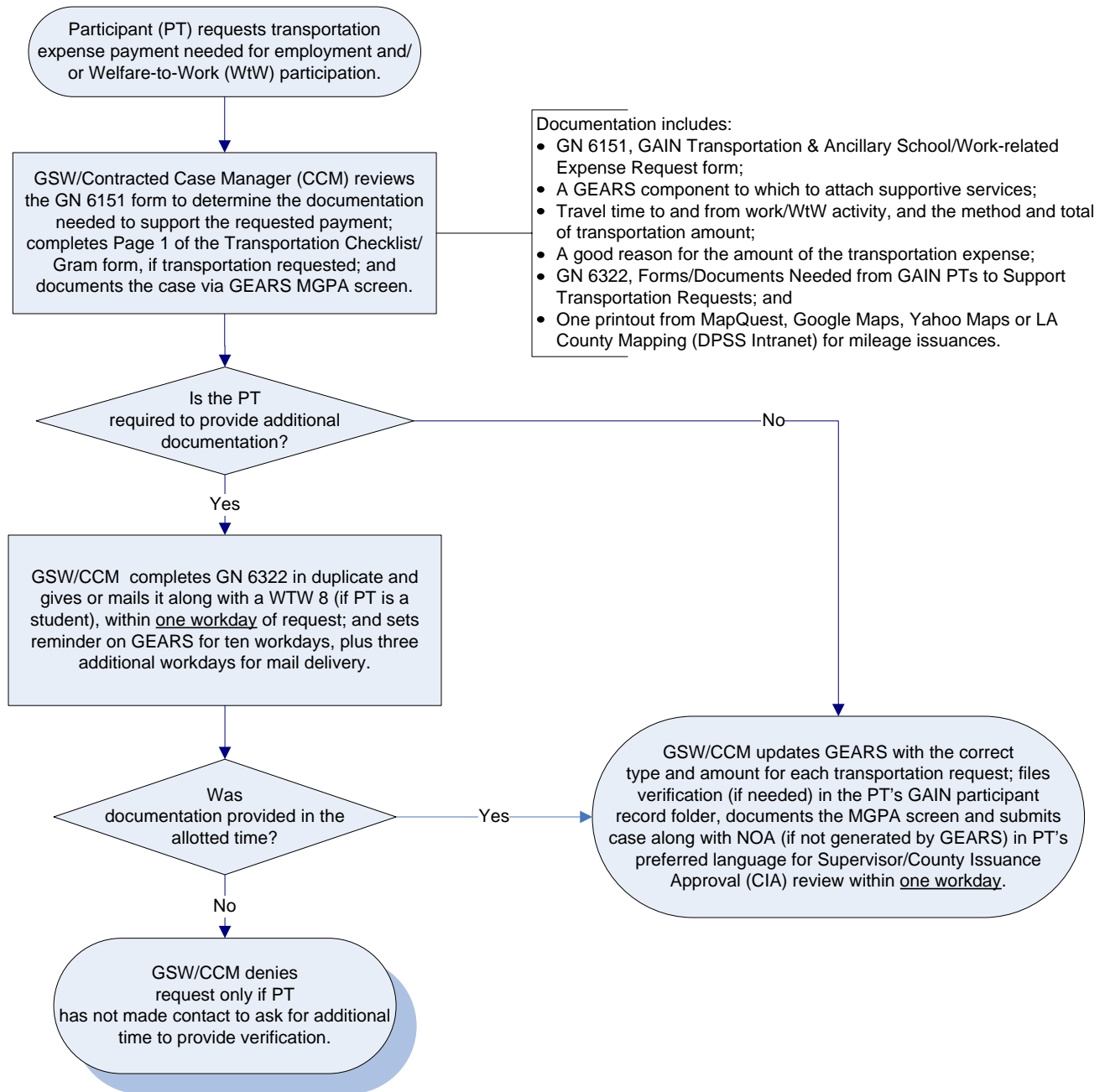
**1223 DECISION CHARTS**

**1223.1 Offer and Issuance of Transportation Payments Decision Chart**



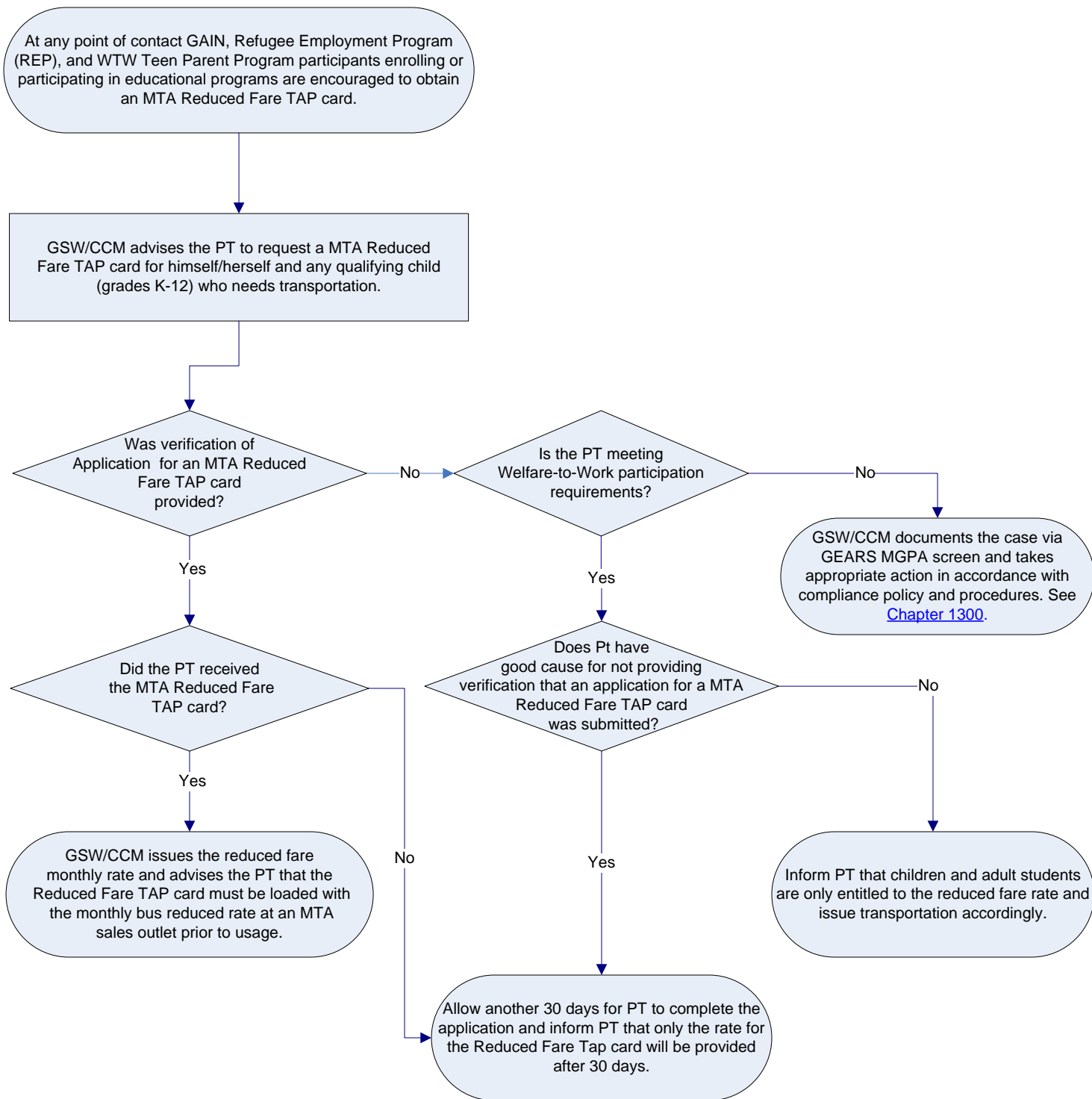
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**1223.2 Documentation of Request and Payment Decision Chart**



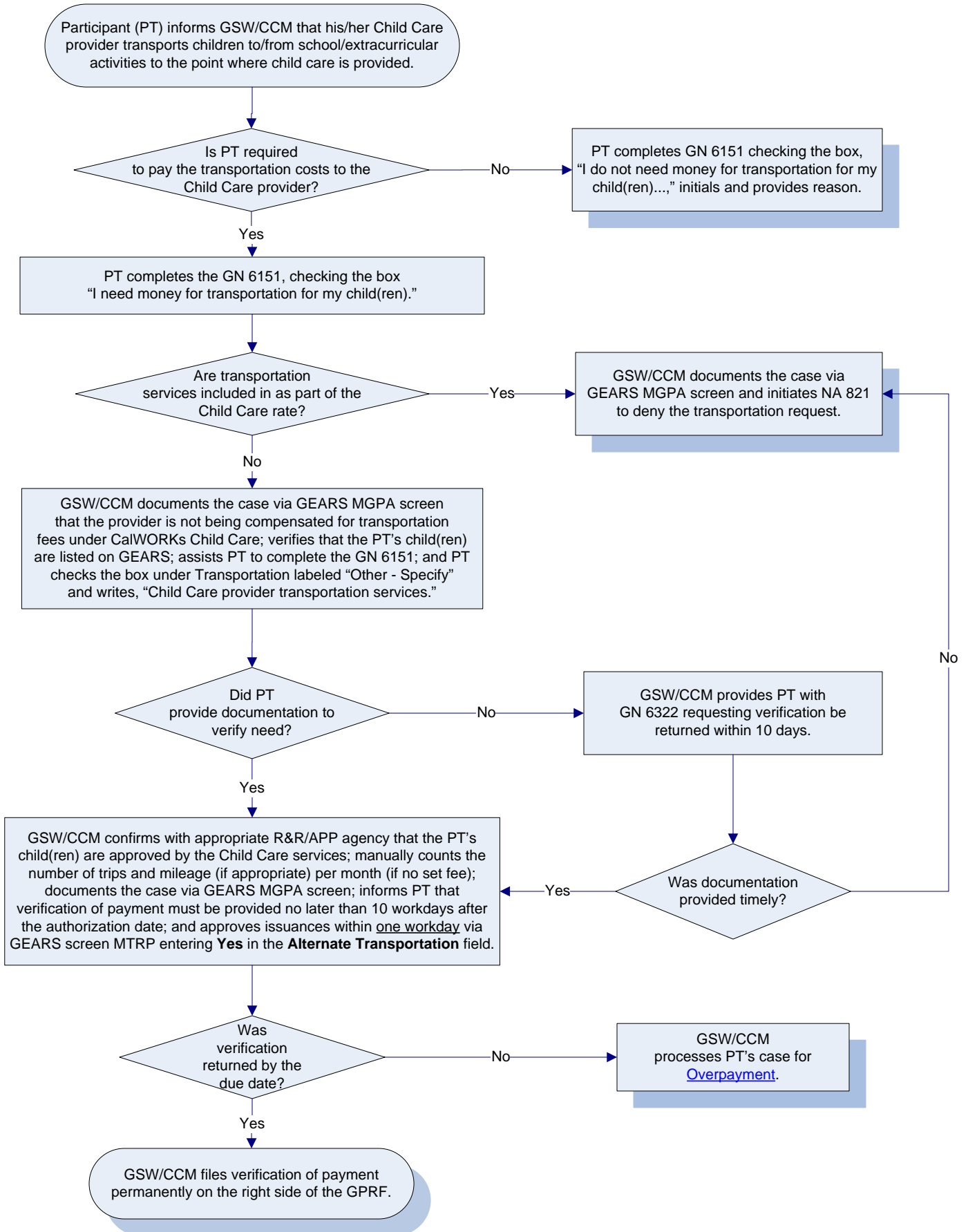
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**1223.3 Application Procedures for an MTA Reduced Fare Transit Access Pass (TAP) Card**  
**Decision Chart**



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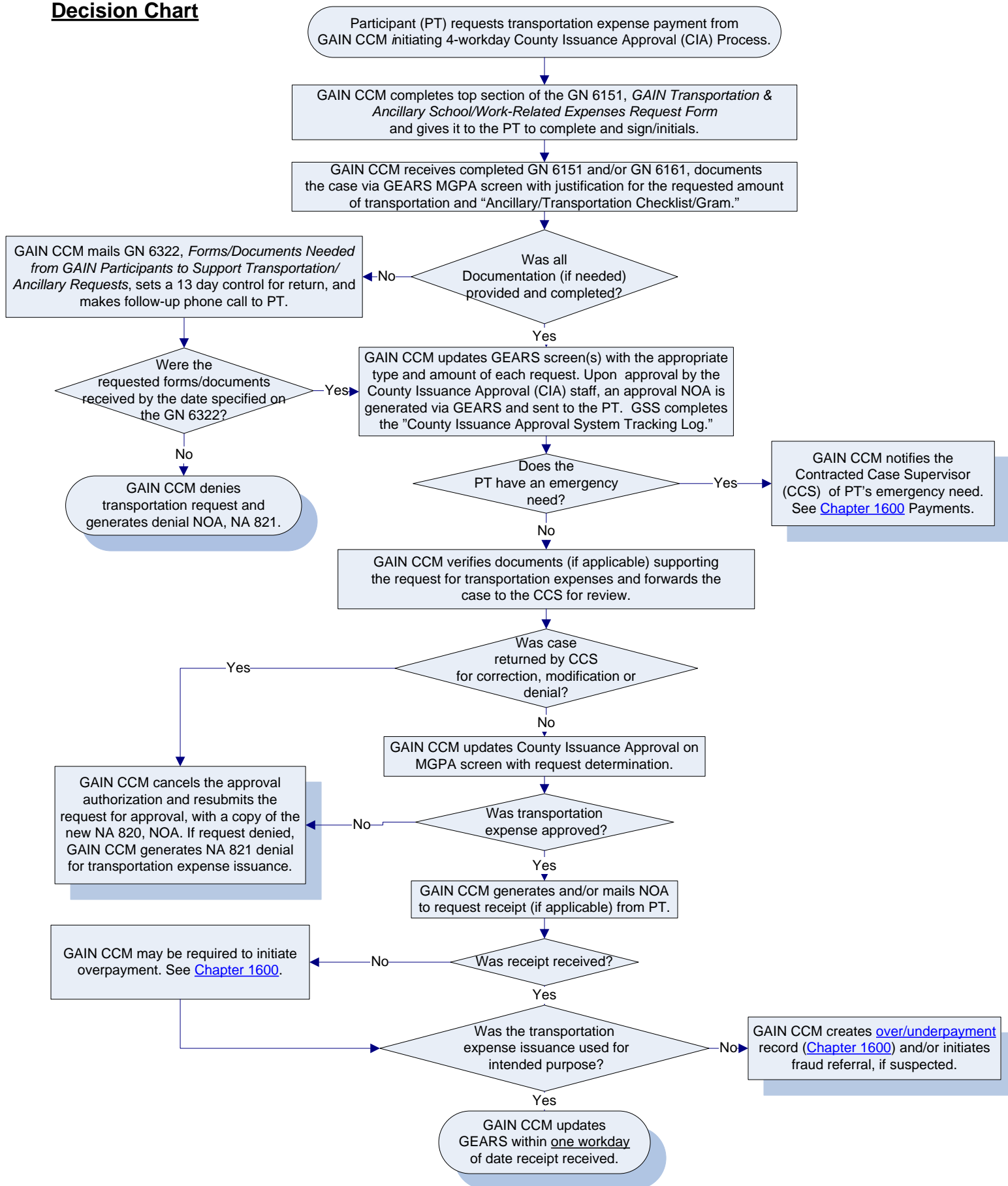
**1223.4 Transportation for Child Care Decision Chart**



**CHAPTER 1200 – SUPPORTIVE SERVICES  
SECTION 1220 – TRANSPORTATION**

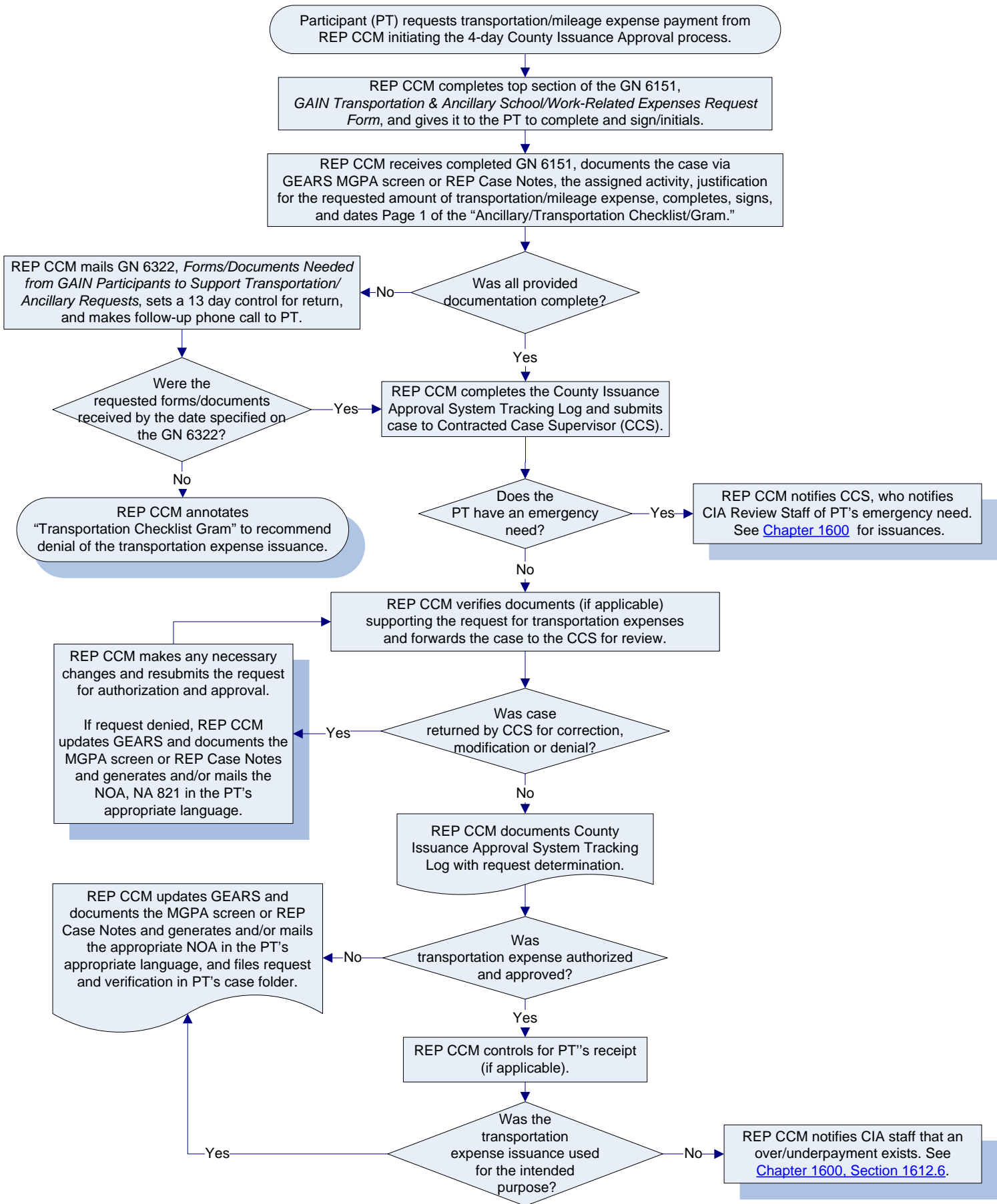
**1223.5 County Issuance Approval (CIA) Process for GAIN Contracted Case Manager (CCM)**

**Decision Chart**



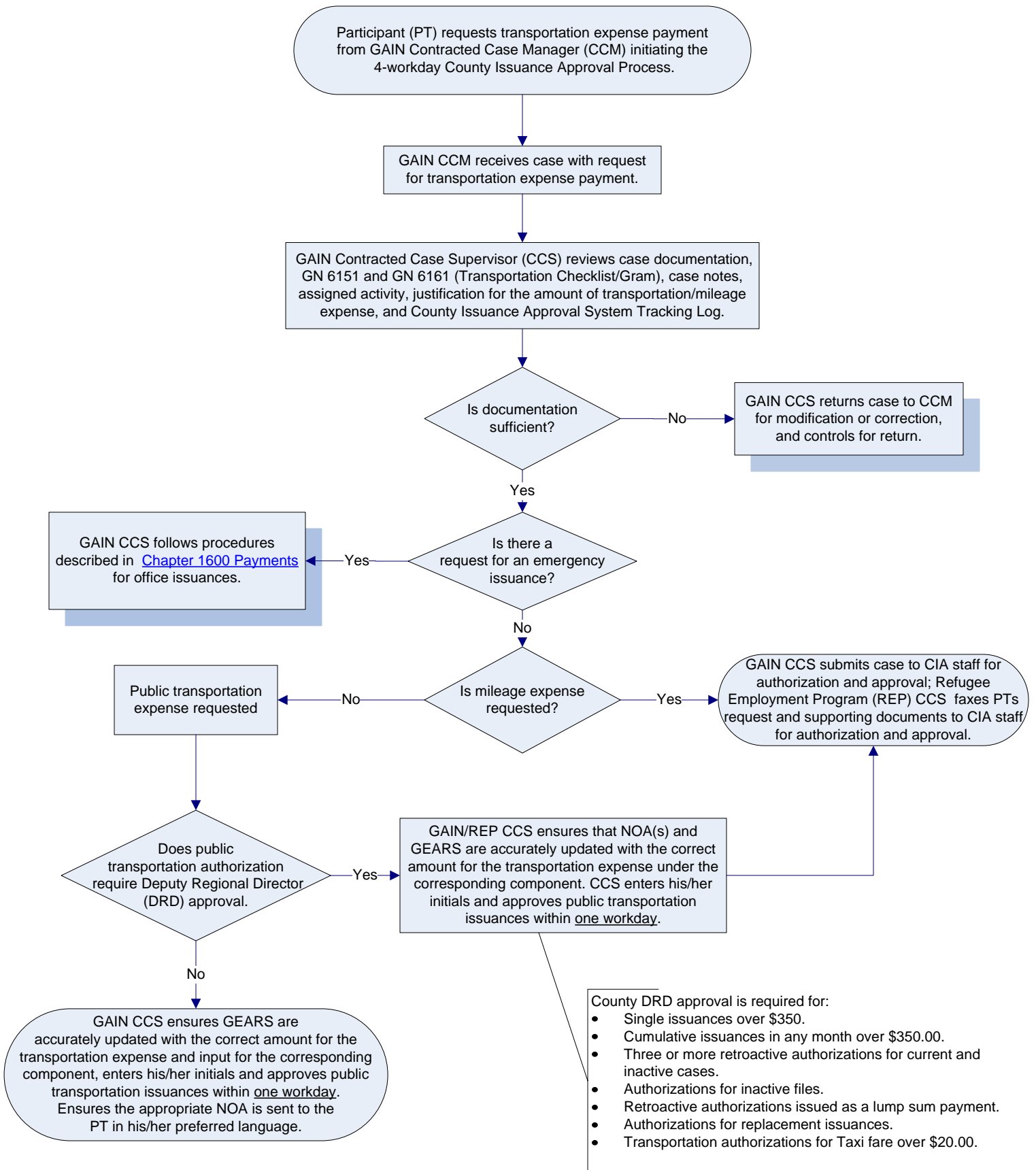
**CHAPTER 1200 – SUPPORTIVE SERVICES  
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**1223.6 County Issuance Approval (CIA) Process for Refugee Employment Program (REP)  
Decision Chart**



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**1223.7 County Issuance Approval (CIA) Process for GAIN Contracted Supervisor Decision Chart**



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**1223.8 County Issuance Approval (CIA) Process for County Review Staff Decision Chart**

