

# Support Services – Getting What You Need in the Welfare-to-Work Program

---

## What are CalWORKs support services?

If you are in the Welfare-to-Work (WTW) program, CalWORKs should pay for help you need to do your assignments. This includes payments for:

- ❖ Child care
- ❖ Transportation
- ❖ Books
- ❖ Supplies
- ❖ Clothing
- ❖ Uniforms
- ❖ Licensing fees
- ❖ Counseling
- ❖ Car insurance
- ❖ Drug / alcohol services
- ❖ Tools
- ❖ Computer
- ❖ Anything else needed to do your Welfare-to-Work plan

## Welfare-to-Work meetings and appointments

You can get support services for Welfare-to-Work meetings and appointments. This includes orientation, appraisal, assessment, job club, good cause meetings, and so on. You do not need to have a signed Welfare-to-Work plan to get support services for these pre-plan appointments.

## Your Welfare-to-Work plan

You should receive services you need to be successful in your Welfare-to-Work plan. The plan should list your support services. Think of what you will need to do your plan, and ask for it.

## As a volunteer participant

When you are a volunteer, the county should still work with you to create a signed Welfare-to-Work plan . The county should give you support services to help you complete your volunteer plan.

## For a compliance or “cure” plan

The county should give you the services you need to complete:

- A compliance plan, to avoid a sanction.
- A cure plan, to end a sanction

## **Post-employment services**

Many counties have some support services for recipients and former recipients who are working. Ask to see your county post-employment services policy. After you stop receiving cash aid, you are usually eligible for two years of child care.

## **Advance Pay**

The county must pay your supportive services in advance, if you tell the county you cannot pay with your own money and wait to get reimbursed.

## **No Services? No participation**

- If you need support services and do not receive them,, you have good cause for not doing your Welfare-to-Work assignment or meeting. This includes when the county will not give you an advance payment for something - like transportation - that you need to participate. Good cause means you should not have your aid reduced for not following the rules.
- Ask again for the service or ask to get another assignment.
- Ask for a state hearing if the county denies you payment for a support service.

*If you can't do your assignment because of no support services, **make sure to tell your worker about your problem. Send a follow up note, to prove you reported this. This will protect you against a grant reduction or suspension.***

## **Don't forget to ask for...**

Be sure to ask for whatever you need to do your Welfare-to-Work tasks! If you need them, don't forget to ask for..

- Things you need *to look for work or go to appointments*, like child care, transportation, licensing fees, interview clothing...
- Things you need *at work* like uniforms, child care, transportation, tools...
- If you have to drive, ask for money for parking, repairs, insurance, registration, regular maintenance...
- If your situation changes, ask for more or different services.

## **Denied support services?**

Fill out the back of any Notice of Action or call (800) 952-5253.

---

IF YOU NEED LEGAL HELP, CONTACT LEGAL SERVICES OF NORTHERN CALIFORNIA