

**CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs)
COUNTY POLICIES AND PROCEDURES**

ACIN I-03-12

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19. Determining when an ancillary expense is necessary for the individual to participate in WTW activities

CalWORKs Eligibility Regulations

1. Determining good cause for not attending school regularly and for failure to cooperate

Source: CalWORKs Academy

Case By Case Good Cause Possibilities

- Student too ill to participate in any school program.
- Student expelled from district and other districts have denied admission.
- Individual Education Plan meeting is scheduled. New program hasn't started.
- Student graduated high school, has GED, or otherwise completed equivalent of high school.

MPP Section 40-105(f)

ACLs 97-70, 98-58, & 00-08

2. Verifying regular school attendance

Source: CalWORKs Academy

School Attendance Requirements

All children between the ages of 6 through 17, unless eligible for Cal-Learn services, must attend school regularly as defined by each school district serving CalWORKs families in Santa Cruz County. Parents/caretaker relatives are informed verbally and in writing of school attendance requirements at intake and at the CalWORKs renewal interview. Aided parents/caretaker relatives are required to obtain school attendance verification upon request by the CalWORKs EW.

MPP Section 40-105.5(a)

ACLs 97-70, 98-58, 00-08, 07-03, 07-05, 08-07, & 09-07

3. Establishing procedures for informing recipients of the 48-month time limit requirements and the procedures for recipients to claim time limit exemptions from the 48-month time limit

Source: Time on Aid BP

Section 6. Informing Requirements/Time on Aid Review

- 6.1. In accordance with State regulations, counties are required to inform aided adults about the 48-month lifetime limit regulations orally and in writing.
- 6.2. Informing notice “CalWORKs 48-Month Time Limit” (CW2184) must be given to all CalWORKs applicants at the point of Intake. CW2184 must also be given to CalWORKs recipients any time a TOA Notice of Action (NOA) is provided and at RRR.
- 6.3. A Time on Aid (TOA) review should be completed at the following intervals:
 - 6.3.1. When CalWORKs is approved
 - 6.3.2. At the participants annual CalWORKs RRR
 - 6.3.3. When the participant reaches their 42nd, 46th and 48th CalWORKs month
 - 6.3.4. At the participants request
 - 6.3.5. When the CalWORKs case discontinues (no TOA NOA necessary)
- 6.4. CalWIN will auto generate a NOA indicating the balance of the participant’s CalWORKs Time on Aid for the actions above with the exception of a participants request – this will have to be manually requested in CalWIN

MPP Section 40-107 (a)(4)
ACLs 00-08 & 02-03

4. Determining eligibility for lump sum diversion services

Source: CalWORKs Procedural Manual- Diversion Section 9.9

Eligibility Determination:

Once it has been determined that:

- The applicant is apparently eligible for CalWORKs benefits, and
- A review of the applicant's circumstances has established that the family might benefit from a Diversion payment

The staff person shall use the following criteria to determine whether or not the applicant is potentially eligible for a Diversion payment.

Note: The final determination is always made by the Division Director or his/her designee. Under no circumstances should an applicant be informed that they are "eligible" for a Diversion payment without authorization from the Division Director or his/her designee.

1. The family must demonstrate a need which cannot be met with current or anticipated family resources.
2. The expectation must be that within the next two months the family will be employed, continue to be employed or have another specific means of self support.
3. The family must appear to be eligible for CalWORKs cash aid (the family passes eligibility and all income tests) based on the applicant's declaration and the best judgment of the staff person. Documentation of identity of parent(s) and Social Security numbers of all household members will follow standard CalWORKs Intake guidelines.
4. If the staff person and applicant agree that Diversion is appropriate, the applicant must specifically request Diversion assistance by signing a Diversion Plan Agreement -WEL 3199 listing conditions and expectations.
5. CalWORKs Intake staff shall complete the Diversion Plan form- WEL 3200 (Figure 2) which outlines the applicant's qualifications for Diversion, as well as the intended purpose of the payment, and time lines for completion of the Diversion plan.
6. All income expected to be received during the Diversion period (such as future earnings or child support) should be considered in making the determination.
7. The family must agree to have their CalWORKs denied. If the family wishes to apply for CalFresh, Medi-Cal or Child Care Assistance, their application will be forwarded to the appropriate program for processing under the traditional guidelines.
8. Once eligibility is determined the signed WEL 3199 will be submitted to the Program Manager for review. The Program Manager will then forward the WEL 3199 with his/her recommendation to the Division Director. The final determination is always made by the Division Director or his/her designee.

MPP Section 81-215.3
ACLs 98-58, 00-08, & 02-03

5. Repayment procedures for diversion benefits for recipients that reapply and are eligible within the diversion period

Source: CalWORKs Procedural Manual- Diversion Section 9.9

Re-Application Within Diversion Period-O/P Recovery:

1. If the Diversion recipient reapplies for CalWORKs within the Diversion period and is determined eligible, then the entire Diversion grant payment is considered to be an overpayment.
2. The overpayment can be recouped in one of two ways, at the recipient's option:
 - a. County recoups overpayment through grant adjustments from the ongoing CalWORKs grant on a schedule to be determined by the county, and no months are counted toward the 60 month time limit.

OR

 - b. County counts the entire Diversion period against the recipient's 60 month limit for receipt of CalWORKs benefits.
3. In those cases where CalWORKs staff has reason to believe that the recipient did not use the Diversion payment as outlined in the Diversion Agreement, the case shall be referred to the Special Investigations Unit for review for misuse of funds and/or fraud.

MPP Section 81-215.51
ACLs 98-58, 00-08, & 02-03

6. Emergencies Resulting from Sudden and Unusual Circumstances Beyond the AU's Control - The CWD shall determine the most feasible and economic method of repair or replacement including the provision of donated or used serviceable items

Source: CalWORKs Eligibility Procedures Manual Section 8.4

Non-Recurring Special

Needs: Non-recurring special needs may be allowed to repair or replace clothing or household items *owned by the recipient* when loss or damage is due to sudden and unusual circumstances beyond the control of the family. A recipient AU is also eligible for non-recurring special need allowance for verified expenses for housing needs which are caused when the AU's home is destroyed or made uninhabitable.

1. Items belonging to a landlord, roommate, etc. are not eligible for repair or replacement. Loss or damage caused by wear and tear, breakdown or obsolescence is not considered as caused by sudden or unusual circumstances.
2. An AU is not eligible to receive a non-recurring special need if it has over \$100 in non-exempt liquid resources.
3. The total amount allowed for non-recurring special needs, whether it is to repair/replace essential items and/or to allow for housing needs, may not exceed *\$600 per incident*. All payments must be approved by the Program Manager.
4. The amount of the allowance for each item to be repaired or replaced must be determined by the lesser of the actual cost, including sales tax, or the *maximum amount* listed below:
 - Clothing - \$25 for each person in the AU
 - Bedding, dishes and kitchen utensils - \$12 for each person in the AU.
 - Cooking stove - \$142
 - Refrigerator - \$190
 - Space heater - \$73
 - Double bed, including mattress - \$143
 - All other essential furniture - \$50 total
 - The replacement of food which has been contaminated or destroyed.
5. The most feasible and economic method of repair or replacement, including the provision of donated or used items, must be used in determining the amount to be paid.
6. When a client reports a catastrophic loss, such as a fire, the loss must be verified with a corroborating statement (Red Cross, Fire Department, Insurance Co.) when feasible.

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- a. The client must be questioned regarding the actual losses to ensure that the client owned the item(s) and they were functioning at the time of the catastrophe.
- b. The client is also responsible for providing a written list of the item(s) damaged/lost and an estimate for repair/replacement.

MPP Section 44-211.412

No prior ACL/ACIN reference

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7. Procedures for determining what overpayments are not cost-effective to pursue collections on and what overpayments are eligible for a settlement of the total amount for repayment

Under Review

MPP Sections 44-350.161 & 44-352.46

No prior ACL/ACIN reference

8. Determining when “good cause” exist that may have kept the client from submitting their QR 7 timely

Source: CalWORKs Academy

Good Cause for Late QR-7

GOOD CAUSE DETERMINATIONS FOR LATE QR7s

If a participant provides a complete and correct QR7 within the first calendar month following discontinuance, the eligibility worker will determine “good cause” or “no good cause” for a participant’s failure to submit a complete, correct and timely QR7.

- Good cause cannot be claimed if a full calendar month has passed after the effective date of discontinuance. The participant must reapply for benefits for both programs.

MPP Sections 40-181.23

ACLs 09-41 & 10-10

WTW Regulations

9. Making a determination that the recipient's performance during job search indicates that extending the job search period is likely to result in unsubsidized employment

Source: WTW Manual- Section 16 Attendance and Satisfactory Participation

16.1.1 Welfare to Work Attendance Procedures

- **On-Site Welfare to Work Activities**
Job Search Workshop leaders will be responsible for maintaining attendance lists and forwarding this information to the assigned ETS. Typically, Job Search Workshop leaders are responsible for attendance, follow up, and providing attendance information to designated Welfare to Work contact person (ETS). This procedure applies to contractors and training providers as well.
- **Attendance Procedures for all other Approved Activities**
Participants will be responsible for turning in a Welfare to Work Monthly Activity Report form to their assigned ETS each month. Staff will review these forms to determine if there is an attendance problem that requires action. All participants, regardless of activity, are required to report on attendance monthly. The Welfare to Work Monthly Activity Report is to be used for all participants' activities not reported as outlined in numbers 1 and 2 above. The activity report needs to be signed by the participant as well as the individual overseeing their activity/ies.

If a participant does not turn in the Welfare to Work Monthly Activity Report timely, the ETS will conduct a good cause determination and proceed according to procedures in Section 18 of this manual.

MPP Section 42-711.534
ACL 00-08

10. Establishing satisfactory progress for purposes of allowing a recipient to continue in an undergraduate degree or certificate program that leads to employment

Source: WTW Manual- Section 16 attendance and Satisfactory Participation

16.2.1 Guidelines

The ETS will use college education plans, grade cards, academic transcripts, progress reports and instructor certifications to verify progress for educational and classroom type activities.

It will be the responsibility of the participant to provide this information for each reporting period as specified on the Welfare to Work Plan.

ETS and EW should make every effort to identify progress problems early, so that there is time to arrange for intervention and corrective action.

When a standard progress report is not readily available, the participant and the ETS will develop a system and schedule for monitoring program progress. This system will be clearly defined on the Welfare to Work Plan or on attachments to the plan.

The ETS is expected to contact the training provider to work out a resolution when a progress problem first arises.

Completion of Assignment

Successful completion of an assignment will be defined by the provider and certified by the ETS by reviewing grade cards, certifications, or through direct contact with the training provider.

If an assignment is not successfully completed the ETS and the participant will revise the Welfare to Work Plan to provide additional support and/or alter program objectives.

MPP Section 42-711.541(b) &42-716.232(b)
ACLs 99-32, 00-08, 07-03, 07-05, 08-07, & 09-07

11. Making the determination that a program leads to employment, for recipients whose program is not on the list of approved SIPs, or for recipients who are participating in education activities as part of a WTW plan

Source: WTW Manual- Section 7 Self Initiated Program and Fast Track to Work

7.1 SELF INITIATED PROGRAM (SIP) - DEFINITION

A CalWORKs recipient enrolled in an undergraduate degree or certificate program or a graduate level teaching credential program, which leads to employment. The participant must be enrolled in the degree, certificate or teaching program, prior to entering Welfare to Work.

In order to be considered for a SIP, a participant must be enrolled in a program prior to the date he or she is appraised, or the date he or she would have been appraised if he or she had not failed, without good cause, to appear for the appraisal appointment. "Enrolled" means that the participant has applied for and has been accepted into the program and continues to meet and fulfill all conditions imposed by the institution offering the program to maintain current enrollment status. The participant must be making satisfactory progress in their selected program at the time they enroll in Welfare to Work.

The ETS must certify that the selected training program is likely to lead to self-supporting employment.

MPP Sections 42-711.543(b)(1) & 42-716.32
ACLs 99-32, 00-08, 07-03, 07-05, 08-07, & 09-07

12. Referring a participant for an evaluation and determination of any treatment needs when it is believed that the mental health or substance abuse problems will impair the ability of the participant to obtain and retain employment

Source: WTW Manual- Section 6 Behavioral Health

6.2 Mental Health Protocols - Overview:

As required under AB 1542, when there is a concern that a mental health issue exists that will impair the ability of a participant to obtain or retain employment, the CalWORKs participant will be referred for mental health services.

All mental health services are accessed by making a Behavioral Health Referral (WEL 1518) to the EBSD Social Worker Unit.

The mental health evaluation will include the extent to which the individual is capable of employment at the present time and under what working and treatment conditions the individual is capable of employment.

ETS staff will develop individual WTW Plans with direction from EBSD SW for participants with mental or emotional disorders.

The plan shall include appropriate:

- Employment accommodations or restrictions
- Supportive services
- Treatment requirements

MPP Sections 42-711.56 & 42-711.57

ACLs 98-26, 07-03, 07-05, 08-07, 09-07, ACINs I-82-99, & I-16-00

13. Determining whether extenuating circumstances exist, for purposes of a reappraisal

Source: WTW Manual- Section 11 Post Assessment

11.5 Reappraisal

If a participant has not found a job after finishing all of the activities included in their Welfare-to-Work Plan, they may be reappraised (or reassessed) to determine if there are circumstances that precluded employment.

If it is determined that there are special circumstances that have precluded employment, they may be approved for any of the full range of Welfare to Work activities that may better meet their needs and lead to self-sufficiency.

If it is determined that special circumstances do not exist, the participant is to be enrolled in one of following types of activities:

- Unsubsidized work
- Work experience
- Mental health, substance abuse, and/or domestic violence services
- Community Service

MPP Section 42-711.71
ACL 00-08

**14. Determining satisfactory participation in an assigned education or training activity.
These criteria must include regular attendance and satisfactory progress in the
assigned activity**

Source: WTW Manual- Section 16 Attendance and Satisfactory Participation

16.2 Satisfactory Progress

Policy- All Welfare-to-Work participants are required to make satisfactory progress towards completing their assigned activities.

- Participants will be responsible for verifying satisfactory progress as requested by their Welfare-to-Work ETS. The ETS will inform the participant how and when progress is to be documented for each Welfare-to-Work activity.
- Progress monitoring may be part of the attendance process or the ETS/EW may request monthly or quarterly progress reports from the training provider.
- If the participant is enrolled in an education or training program, standards for satisfactory progress will be defined by the school or training provider. Participants will be expected to give copies of their grade card to the ETS for each term.
- If a participant has a progress problem, the ETS will work with the participant to arrange tutoring, counseling or appropriate intervention services.

MPP Section 42-711.81

ACLs 00-08, 07-03, 07-05, 08-07, 09-07,11-36, & 11-60

15. Determining what conditions, in addition to those in regulations, may be considered good cause for not participating in welfare-to-work activities

Source: WTW Manual- Section 18 Good Cause

18.3 Criteria for Determining Good Cause for Non-Participation

The following conditions may be considered good cause for non-participation:

- Lack of necessary supportive services or until arrangements can be finalized.
- Child care or transportation is not reasonably available or arrangements have broken down temporarily.
- Transportation is not reasonably available when it takes more than two hours round-trip to travel between home and the participant's work or training site. Time spent traveling to the child care provider is not included in the two-hour travel time frame. When this situation arises the ETS is responsible for developing a community service position near the participant's home, so that they can continue to meet CalWORKs Welfare to Work participation requirements.
- The parent and/or children are victims of domestic violence or sexual assault and the family would be placed at further risk by Welfare-to-Work participation.
- The ETS certifies that age is a factor in the participant's failure to find work.
- A temporary illness, injury or disability; participants with this type of problem may be required to prove that they are actively seeking treatment from a physician.
- Any other substantial or compelling reason which significantly impairs the individual's ability to participate in Welfare to Work activities.

The specific nature of the reason must be documented in CalWIN and the WTW case file.

Mental health and substance abuse problems can be considered compelling or substantial only during the behavioral assessment phase. Once treatment and intervention activities are incorporated in the WTW Plan, this reason for good cause deferral will no longer apply.

Participants will be required to follow through and cooperate with activities related to behavioral assessments, evaluations, and various forms of treatment or intervention. Failure to do so could result in the loss of their good cause deferral status. Additionally, good cause should be used when there is a pending ICT transfer out of county, and if an aided adult leaves the home mid-quarter. Additional information regarding determining Good Cause may be found in WTW 26 Good Cause Determination Guidelines.

MPP Section 42-713.2

ACLs 00-08 & 03-59

16. Determining what child care is commonly available in the community and what distance is customarily traveled by working families in accessing child care services in the community

Source: WTW Manual- Section 13 Supportive Services

13.4.1.3 Transportation Payment Policies

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.

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 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, the assigned Welfare to Work activity or 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 dated 4/10/03. DR

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, 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 or advanced 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.

MPP Sections 42-713.25 & 42-713.253
ACL 00-08

17. Determining when program requirements would be waived for a recipient who has been identified as a past or present victim of domestic abuse when it has been determined that good cause exists.

Source: WTW Manual- Section19 Domestic Abuse Protocols

WTW Good Cause Determinations Related to Domestic Abuse

Participants may be granted good cause (temporary deferrals) for not participating in WTW Activities based on domestic abuse considerations. Examples of domestic abuse good cause considerations are listed below:

- Welfare to Work participation is prevented, interrupted, or delayed due to abuse or an increased risk of abuse;
- The participant is fleeing the abuser and is in a temporary shelter or is homeless and cannot participate WTW activities;
- The participant is concerned about family safety and believes that participation in assigned activities will put the family at further risk of injury or harm;
- The participant is unable to participate fully while undergoing counseling to cope with the effects of abuse;
- The participant is party to a restraining order or divorce action against the abuser and cannot participate as required;
- Domestic abuse has caused or substantially contributed to the participant's failure to comply with program requirements.

MPP Section 42-715.52
ACINs I-02-06 & ACL 09-07

18. Determining the duration and types of services, and, when available, the reimbursement rate for, those services for former recipients

Source: WTW Manual- Section 12 Post Aid

12.1 Overview- Regulatory Overview

Post aid job retention services may be provided to former participants for up to the first twelve months of employment after going off CalWORKs cash aid provided they are employed and that the requested services are needed by the participant to retain employment or to advance to new employment that may provide greater income or better benefits.

Retention services will be made available on a case-by-case basis and to the extent that the services are:

- Not provided by the employer or the entity that arranged the job placement (if other than EBSD staff) and
- Not available from other sources

12.2 County Plan

The County Plan must state that retention services are to be provided. The Santa Cruz County CalWORKs Plan specifies that the case management and supportive services will be provided to former CalWORKs recipients on a case-by-case basis to the greatest extent possible, given funding availability. In order for a former participant to be potentially eligible for Retention Services they must be currently employed and the requested services are not available from any other source. If eligible services may include:

- The full scope of services offered through the Workforce Santa Cruz County Career Center System in Watsonville.
- Case management and job retention counseling as needed
- Retention supports in the form of transportation, supplies, or other work related expenses (see ancillary guidelines)

Typically, retention payments are authorized as a one-time-only payment. Former participants are expected to cover ongoing expenses through their earnings. Any exceptions to the one-time only policy must have approval from a Program Manager.

MPP Section 42-717.42

ACL 05-01

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19. Determining when an ancillary expense is necessary for the individual to participate in WTW activities

Source: WTW Manual- Section 13 Supportive Services

13.4.2 Ancillary

General CalWORKs Welfare to Work Ancillary Policy:

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
- Supplies required by an employer or education provider
- 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.

MPP Section 42-750.113
ACLs 97-72, 00-12, & 08-36