Transportation Expenses

Desk Aid

We provide short-term and substantial assistance to customers for transportation expenses to help them get a job, keep a job, or get a better job. Workforce Solutions supports transportation expenses that are reasonable and necessary. Transportation assistance is available in the following categories:

• **Personal transportation expenses**

* Gas
* Bus fare/passes
* Other personal transportation expense i.e. taxi fare

• **Vehicular transportation expenses**

* Car Repair and Maintenance
* Consumables (i.e. tires, batteries)
* Vehicle Safety Inspection
* Liability Car Insurance
* Vehicle Registration

Short-Term Assistance

We may provide short-term assistance to a customer requesting personal transportation expenses if the customer has a job or job offer and needs the assistance to work.

Substantial Assistance

We may provide substantial assistance to a customer requesting personal transportation expenses or vehicular expenses if the customer (a) has a job or job offer and needs the assistance to work or (b) is required to work with us to maintain a benefit such as TANF or SNAP; or (c) is participating in a Workforce Solutions supported training program.

Personal Transportation Expenses

We use bus passes and gas cards as the primary way to assist with personal transportation expenses. Use of cash cards for personal transportation expenses are the exception and only apply to customers in education/training supported by Workforce Solutions.

* We may provide personal transportation assistance to customers who need help:
* to continue working;
* to accept a job or with getting a promotion;
* completing education or training to go to work; or
* if the customer is required to cooperate with Workforce Solutions to retain TANF or SNAP benefits ***and*** is engaged in work search.

***Additional Transportation Guidelines***

* When providing transportation assistance, including parking when appropriate, to support education/training services, Career Office staff may authorize the assistance in advance for anticipated travel. This type of ongoing support may not exceed one month. Career Office staff can authorize an additional period of assistance if the customer provides attendance verification to support the assistance provided in the prior period.
* When a customer requests a need for transportation assistance beyond the established limits, use MapQuest or similar sites to determine mileage. Multiply a mileage rate of 15 cents per mile by the total number of miles traveled from the customer’s home to school for the days she is scheduled to attend each week. Approval by the manager is required.
* The office manager may approve payment for other means of personal transportation, such as taxi fare, when there is no other practical way help the customer meet her transportation need.

Vehicular Expenses

***Minor Car Repairs, Maintenance, Consumables and Safety Inspections***

Workforce Solutions may pay for minor mechanical repairs, maintenance, consumables and

safety inspections if the customer:

* Demonstrates clearly and conclusively that she is unable to work, search effectively for work, or attend school without the repairs; and-
* Demonstrates that she owns the vehicle or has the approval of the vehicle owner for the proposed service (see [Vehicle Permission/Hold Harmless);](http://www.wrksolutions.com/Documents/Staff/Issuances/12-06Attachments/Vehicle_Permission-Hold_Harmless_Agreement.doc) and
* Co-signs a statement with the vehicle’s owner that she uses the vehicle to get to employment, work search, or school as called for in her employment plan

Workforce Solutions procured Firestone to provide service to our customer’s vehicles needing this type of assistance. When we approve paying for that service:

* Career office staff gives the customer a special Firestone Voucher from FAMS.
* Firestone provides the payment office an estimate before beginning work.
* Only when we do not find a Firestone location available within 50 miles from the customer’s residence, the customer must give us two estimates from area automotive repair/supply businesses listed in the local telephone directory and open to the public.

***Car Insurance and registration***

Workforce Solutions may pay for liability car insurance and vehicle registrations if the customer:

• Demonstrates clearly and conclusively that she is unable to get to work, search effectively for work, or attend school without one of the above, and

• Has an estimate, or a bill, from the vendor for the cost, and

• Demonstrates that she owns the vehicle or

* has the approval of the vehicle owner for the proposed service (see Vehicle Permission/Hold Harmless form attached); and
* Co-signs a statement with the vehicle’s owner that she uses the vehicle to get to employment, work search, or school as called for in her employment plan

We will pay the vendor directly for insurance and registration.

Please refer to the [Financial Aid Limits](http://www.wrksolutions.com/staff-resources/performance-improvement/desk-aids) desk-aid for limits to transportation assistance.

Office Managers may approve exceptions to the personal and vehicular expense limitations when there are extraordinary circumstances and/or a clear need for a greater level of assistance is documented in the customer’s employment plan and TWIST counselor notes.

**SNAP E&T customers cannot receive assistance with vehicular transportation expenses for car insurance, vehicle registration, and safety inspections.**