



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF  
SOCIAL SERVICE ADMINISTRATION STAFF  
CHILD SUPPORT ENFORCEMENT ADMINISTRATION STAFF**

**FROM: NICHOLETTE SMITH-BLIGEN, ACTING EXECUTIVE DIRECTOR**

**RE: TRANSPORTATION ASSISTANCE PROGRAM (TAP)**

**PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA)**

**ORIGINATING OFFICE: BUREAU OF WORKFORCE DEVELOPMENT**

**SUMMARY:**

On January 1, 2017, the Family Investment Administration (FIA) entered into a one year grant agreement with Vehicles for Change (VFC). VFC will administer a statewide Transportation Assistance Program (TAP) to provide vehicles and related services to eligible former and current Temporary Cash Assistance (TCA) recipients, foster care youth between the ages of 18-21, and TCA-connected, non-custodial parents in order to obtain and maintain employment.

The basic premise of TAP is to provide Maryland State inspected vehicles at a reasonable price to eligible customers who are employed or have a verified job offer and do not have reliable means of getting to and from work. TAP will provide low-cost, used Maryland State inspected vehicles on a first-come, first-served basis. LDSS offices may in certain cases offset the customer cost for the vehicle through Welfare Avoidance Grants (WAGs),

**LOCAL DEPARTMENTS OF SOCIAL SERVICES (LDSS) RESPONSIBILITIES:**

Participation in the TAP program is voluntary for our customers. FIA encourages case managers and work program vendors to refer eligible customers when they have significant transportation barriers that interfere with their ability to work. Below are step by step procedures for referring a customer to TAP:

1. Each LDSS Director or FIA Assistant Director designates a **TAP Coordinator** to serve as the primary TAP liaison for the LDSS. Each LDSS will communicate TAP Coordinator contact information and subsequent changes to the State TAP Contract Manager within DHR's Bureau of Workforce Development.

2. The **case manager** conducts an assessment of the customer to determine the appropriateness of referring them to TAP based on the presence of significant transportation barriers to employment and eligibility criteria listed below:
  - The customer meets one of the TAP Target Populations:
    - Current or former TCA recipient within the last 12 months;
    - Foster care youth age 18 to 21 years old; or
    - Current TCA-connected non-custodial parent or non-custodial parent connected to a TCA case that has closed within the last 12 months;
  - The customer has a valid driver's license;
  - The customer does not have Driving While Intoxicated (DWI) or Driving Under the Influence (DUI) citations on his or her driving record; and
  - The customer is employed or has a verified job offer to work an average of 30 hrs per week or more.
  
3. Once the appropriateness of the referral is determined, the **case manager** will complete Section 1 of the TAP Referral Form (DHR 110) (Attachment 1) with the customer and forward it to the **TAP Coordinator**.
  
4. The **TAP Coordinator** will review the Referral Form and determine whether the customer is eligible for TAP. The TAP Coordinator needs to consider each customer's unique situation and review the options available to the customer, including Welfare Avoidance Grants (WAG). If the customer cannot verify that he or she has available funds to cover his/her portion of the costs, or the customer is not eligible for a WAG and/or WAG funds are not available, the customer may not be a suitable candidate for a TAP referral. The TAP Coordinator will work with the **case manager** to resolve any issues with the referral and inform the case manager of a final approval or denial decision.
  - If the **TAP Coordinator** approves the referral, the **TAP Coordinator** must:
    - Complete the TAP Household Income and Expense Form (DHR 110B) (Attachment 2)
    - Complete Section II of the customer's TAP Referral Form (DHR 110)
    - Complete the TAP MVA Verification Checklist (DHR 110C) (Attachment 3)
    - E-mail completed forms (110 and 110C) and **verification of the customer's employment or employment offer** (pay stub or valid job offer on company letterhead) to Kim Hernandez ([vfcawards@vehiclesforchange.org](mailto:vfcawards@vehiclesforchange.org)) at VFC
  - If the **TAP Coordinator** denies the referral, the **case manager** must:
    - Discuss the denial with the customer and
    - Complete the "Notice of Denial".
    - The "Notice of Denial" (Attachment 4) must be printed out and mailed or handed to the customer.
  
5. The **TAP Coordinator** is notified by Vehicles for Change regarding the vehicle make and model, completes the Verification of Insurance Form (DHR 110E)

(Attachment 5) with the customer, and notifies the originating **case manager** that a vehicle has been selected for the customer.

6. The originating **case manager** must document successful attainment of a vehicle within their case management system of record (i.e. CARES, MD CHESSIE, WORKS).
7. All LDSS **TAP Coordinators** must complete the TAP Monthly Report (Attachment 6- 110D) on the shared statewide, Google document by the 15th of the following month. Separate accommodations will be made for Montgomery County HHS. The following information must be entered:
  - Number of individuals referred to the TAP Coordinator;
  - Number of individuals referred to VFC;
  - Number of referrals approved;
  - Number of referrals denied; and
  - Population Type

### **TAP CUSTOMER RESPONSIBILITIES:**

1. **Documentation-** prior to receiving a vehicle from VFC, the customer must provide proof of the following:
  - Fulltime employment (averaging 30 hrs per week or more) verified by;
    - pay stubs, or
    - valid job offer on company letterhead
  - Valid Maryland driver's license;
  - Insurance for the vehicle;
  - Registration record; and
  - Three-year driving record (can be uncertified from the MVA).
2. **Financing-** each customer receiving a vehicle is responsible for paying a flat fee of \$800 (the customer's portion of the vehicle's cost). The customer may pay part of the fee or the entire portion at the time of vehicle selection. Financing options include:
  - The customer must first explore all potential options to pay for car insurance as well as the customer's portion of the vehicle's costs (\$800).
  - Upon an assessment of the customer's finances and TCA eligibility, if the customer is otherwise eligible, the customer may be offered a WAG by the LDSS, if funds are available.

Remember a WAG is not a stand-alone application and benefit. A customer cannot apply for a WAG. A customer must be receiving TCA or have applied for TCA and a determination made that a WAG is in the best interest of the family. If the customer does not receive the WAG, the customer will begin to receive TCA.

- Finally, VFC can assist customers with securing a loan to pay the customer's portion of the vehicle cost from a State-approved financial institution.

**NOTE:** TAP Coordinators *should not* encourage customers to take out a loan.

3. **Car Orientation-** recipients will be required to attend a two-hour “Car Orientation” class prior to taking possession of their vehicle. The class includes:
  - Information about the VFC program
  - Corresponding loan and payment requirements (if applicable)
  - Owner responsibilities and basic car maintenance
  
4. **Vehicle Acquisition-** customers pick up vehicles from VFC at 4111 Washington Blvd., Baltimore, MD 21227.
  - Customers take possession of the vehicle at the VFC facility within 30 business days after notice of award, on one of VFC’s scheduled award dates. If this deadline cannot be met, VFC will notify the TAP Coordinator.
  - Options for vehicle acquisition include the:
    - Customer secures his or her own means of transportation to VFC.
    - Customer works with the LDSS for transportation to VFC.
    - Customer works with VFC and the LDSS, if needed, to obtain transportation assistance for awardees living more than 50 miles from VFC.

**VEHICLES FOR CHANGE RESPONSIBILITIES:**

1. Receive referrals from the LDSS Tap Coordinators and communicate back to the customer within five business days of receipt of referral.
  
2. Obtain vehicles for customers based on specific customer needs. The vehicle type criteria used for TAP:
  - Compact Cars;
  - Mid-size cars;
  - Minivans;
  - Small/mid-size pick-up trucks; or
  - Compact SUVs.

**NOTE:** No other vehicle type is acceptable. If VFC provides another vehicle type to a customer, it will not receive payment from DHR.

3. Vehicles used in TAP must:
  - Have a certified title, and no salvaged or rebuilt title issues;
  - Not contain FEMA flood advisories;
  - Have had all manufacturer recall repairs;
  - Not be “Lemon automobiles”;
  - Not be stolen;
  - Not have current damage to the body, interior or inner workings, other

- than normal wear and tear; and
  - Not have been used as a Police or Taxi vehicle.
4. Pay for vehicle taxes.
  5. Obtain tags for and title to the vehicles.
  6. Make all repairs needed for the customer to operate the vehicle at the time of possession.
  7. Provide a **6-month or 12,000 Mile Warranty**.
  8. Ensure that all vehicles have passed a Maryland Motor Vehicle inspection.
  9. Provide each customer with a CARFAX Vehicle History Report. Each CARFAX Report may not be more than 15 days old at the time of the transfer of title to the new owner. The CARFAX Report is to include, at a minimum, the following information:
    - The Vehicle Identification Number (VIN);
    - The vehicle year, make and model;
    - Whether the vehicle has been in an accident (and if so, when damages were incurred and repairs made);
    - How many times the vehicle has been titled;
    - The vehicle's odometer history; and
    - Manufacturer recalls and safety issues.
  11. Arrange vehicle pick up with the LDSS and customer. Customers pick up vehicles from VFC at 4111 Washington Blvd., Baltimore, MD 21227.
  12. Provide Car Orientation to customers on the day of vehicle acquisition.
  13. Maintain individual customer records documenting eligibility and all transactions associated with the delivery of each vehicle for a minimum of 5 years.

### **INQUIRIES:**

Please direct policy questions to [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov). TAP-related questions should be directed to Shomare Braxton at 410-767-7940 or [TAPProgram@maryland.gov](mailto:TAPProgram@maryland.gov).

### **ATTACHMENTS:**

[Attachment 1: TAP Referral Form \(FIA 110\)](#)

[Attachment 2: TAP Household Income and Expenses \(DHR 110B\)](#)

[Attachment 3: MVA Checklist \(DHR 110C\)](#)

[Attachment 4: Notice of Denial \(DHR 110F\)](#)

[Attachment 5: Insurance Verification Form \(DHR 110E\)](#)

[Attachment 6: Monthly LDSS TAP Report \(DHR 110D\)](#)

cc: DHR Executive Staff      Constituent Services  
FIA Management Staff      DHR Help Desk  
SSA Management Staff  
CSEA Management Staff