

Bus Tokens

Purpose This document provides staff with County policy and instructions for issuing bus tokens.

Policy Bus tokens may be provided to customers in the following situations:

1. An applicant visiting an office that does not provide the program that is being requested (e.g., General Relief, CalWORKs) and is without transportation to get to the office that offers the program requested.
2. An applicant is without transportation or resources, and transportation is required to comply with conditions of eligibility (e.g., to obtain verification or return for scheduled appointment).

Bus tokens may only be issued to persons who are applying for aid or receiving aid. Bus tokens may not be provided to persons who have been denied.

Procedure When one of the above criteria is met, staff will:

1. Complete and sign form 08-32A Authorization for Bus Tokens
2. Obtain proper approval
3. Enter case comments in CalWIN
4. Give the original 08-32A to the designated staff to transfer the information to the Bus Token Log (08-32 HHSA) for tracking and auditing purposes

Note: Form 08-32A is not required to be imaged in DoReS.