

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 02: General Administration

Item 002: Bus Pass and Single Ride Card Issuance

Suggested changes send to: [DSS PSOA](#) Mailbox

Issued: **August 31, 2017**

References: None

Complete Revision

Replaces Issue: **January 10, 2005**

Preamble

Child Welfare Policy and Procedure Guides are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Policy

Social Workers (SW) and Office Assistants (OA) shall issue bus passes and single ride cards to child welfare clients according to an assessment of their service needs. Bus passes and single ride cards may be distributed to child welfare clients for activities such as Team Decision Making (TDM) meetings, other departmental teaming meetings, appointments, drug testing, parenting classes, court, Independent Living Plan (ILP) classes, etc.

Purpose

To clarify the procedure for the issuance of bus passes and single ride cards to eligible child welfare clients. A child welfare client may be a parent, guardian, child, youth, or Non-Minor Dependent (NMD).

Background

On August 1, 2017, Fresno Area Express (FAX) implemented a “31-day” bus pass method. The 31 days countdown begins the first day the rider uses the pass. The participant will be able to use that bus pass for 31 consecutive days. Each 31-day pass has a serial number. When the participant uses their pass for the first time each month; the pass will be stamped with the activation date.

Procedure

The SW shall complete a Single Ride Card/Bus Pass Voucher ([101C](#)) with the client’s name, case number, and the SW’s district number. The SW shall specify if a single ride card or a bus pass shall be issued to the client.

The SW shall sign the [101C](#) and place it in the identified location specific to their building. The SW may also send the 101C electronically to the designated OA for their building.

The designated OA shall file the [101C](#) in the identified bus pass/single ride card folder.

When the client is present in reception, the OA shall locate the completed [101C](#) and record the bus pass or single ride card serial number on it. The OA shall have the client sign the receipt area of the [101C](#). The OA shall then provide the client with the bus pass.

The OA shall record the bus pass ID number, the case number, the case name, and the SW's district number on the bus pass/single ride card log. Each building keeps a log in an identified binder in the reception area.

If a completed [101C](#) is not available, the receptionist shall contact the SW, advise them the client is requesting a bus pass or single ride card, and request further instructions.

At the end of each month, a designated OA faxes a copy of their building's bus pass/single ride card log and sends the unused bus passes to the Bus Pass Department of the Commissary Building.

Open Cases

For child welfare clients who are participating in activities on an ongoing basis, as part of their case plan, the SW shall submit 101C's for their clients by the 15th of the month. This is in order to ensure that participation in the next month's activities are not disrupted.

Each designated OA shall send SW's located in their building a reminder email on the last Monday of each month.