

## Rehabilitation Administrative Manual

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**15000 CASE SERVICE PROPERTY (12/13)**

The Department of Rehabilitation (DOR) shall demonstrate responsible administration of the vocational rehabilitation (VR) program, including appropriate management and oversight of case service property as described in this chapter.

The content of this chapter is limited to the DOR's policies regarding case service property. Case service property means tools, equipment, electronic devices, live property, and initial stocks and supplies that are determined necessary and are purchased for an individual with a disability to participate in his or her Individualized Plan for Employment (I.P.E.) and to achieve an employment outcome. Case service property may only be purchased prior to plan development in accordance with the conditions in Section 15205 of this chapter.

Case service property is not used for state business and shall not be capitalized.<sup>1</sup>

Case service property does not include the following:

- "Real property," as defined in California Code of Regulations (CCR), title 9, section 7149.1.
- Administrative property, such as supplies and materials used to conduct state business. This is addressed in Rehabilitation Administrative Manual (RAM) Chapter 5.
- "Personal Goal" property, which is addressed in RAM Chapter 12.

For brevity, this chapter uses the following conventions:

- The term "consumer" is used in lieu of "eligible individual." Policy references to "consumers" shall also apply to applicants unless otherwise specified.
- The term "record of services" is used in lieu of "case file."
- The term "Rehabilitation Counselor" means Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professional (SVRC, QRP).

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<sup>1</sup> DGS correspondence to the DOR, dated June 26, 2009.

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- The term "district staff" refers to standard and optional actors within a Vocational Rehabilitation Service Delivery (VRSD) team, and other authorized staff.

This chapter incorporates changes in policy and case recording that occurred after the implementation of the DOR's new electronic recording system, AWARE, effective June, 2011. It is designed to be used in conjunction with the AWARE Reference Guide located on the DOR intranet.

The accompanying RAM Chapter 15 Toolbox contains a desk manual with procedures for performing a variety of tasks referenced in this chapter, including but not limited to purchasing and modifying a state-owned vehicle loaned to a consumer.

Authority: State Administrative Manual (SAM), sections 4819.2, 8603, and 8650; 34 Code of Federal Regulations (CFR) 361.13(c) and 361.48(p); California Code of Regulations (CCR), title 9, sections 7013.2, 7028.4, and 7194.

**15005      Policies for Case Service Property Purchase or Acquisition  
(12/13)**

The Department of General Services (DGS) has given the DOR "delegated purchasing authority" for VR goods and services, including case service property.

A DR 812 FISCAL REVIEW AND APPROVAL REQUEST form is required for each purchase of case service property valued at over \$20,000. The DR 812 requires approval by a District Administrator, Deputy Director, and the Chief of Budget, Fiscal Forecasting, and Research.

District staff shall be responsible for understanding and complying with this chapter, as well as the DOR's RAM chapters and resources that contain policies, processes, and procedures for purchasing or acquiring case service property, including but not limited to:

- RAM Chapter 5—Property/Equipment
- RAM Chapter 9—Procurement Policies and Procedures
- RAM Chapter 10—Account Codes and Records

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- RAM Chapter 11—Encumbrances and Disencumbrances
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- RAM Chapter 17—Cash Receipts
- RAM Chapter 30—Record of Services
- AWARE Reference Guide
- AWARE Frequently Asked Questions (FAQs)
- DOR Contracts and Procurement Bulletins

In accordance with RAM Chapter 12, district staff shall adhere to the DOR's operational policies for "prior approval" requirements regardless of Rehabilitation Counselor "approval authority."

When an item requires prior approval, the Rehabilitation Counselor or designated district staff will obtain, and document, Team Manager and other required approvals before the case service property is requested. Support staff will ensure prior approvals are obtained before issuing an authorizing document.

Detailed lists of non-medical and medical procurements that require prior approval by a Team Manager, or others, can be found in the following RAM Chapter 12 Exhibits:

- RAM Chapter 12, Exhibit A
- RAM Chapter 12, Exhibit C

**15010      Ownership of Case Service Property (12/13)**

The DOR shall retain ownership (title) of case service property until it is properly disposed in accordance with Section 15400. However, the DOR shall immediately transfer title of case service property to an individual at the time of purchase for the following types of equipment:

- Prosthetic, orthotic, and other assistive devices including wheelchairs, hearing aids, and glasses.
- "Customized equipment," which is equipment that has been modified to meet an individual consumer's needs, excluding modifications to state-owned vehicles to which the DOR holds title.

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Computers purchased as an integrated system may be reissued to another individual, as appropriate. They are not eligible for transfer of title at the time of purchase.

**15015      Managing Information Technology Equipment and Software (12/13)**

Information Technology (I.T.) equipment and software means all computerized and auxiliary automated information-handling items. It may include, but is not limited to, devices and software for information handling, storage and retrieval, systems design and analysis, and conversion of data. It may also include devices and software for computer programming, voice, video, and data communications, systems controls, and simulation.

The DOR shall follow specific policies, processes, and procedures to ensure the responsible management of I.T. equipment and software as follows:

- No software purchased for a consumer will be licensed to the DOR.
- The Rehabilitation Counselor or designated district staff will ensure that I.T. equipment with installed software will have the software license(s), including the operating system, registered in a consumer's name at the time of purchase.
- When I.T. equipment or software is reissued, the software license(s), including the operating system, will be transferred, and reregistered, into the new consumer's name.
- In accordance with Section 15020, the Rehabilitation Counselor or designated district staff will follow proper sanitation methods to ensure that a consumer's confidential, sensitive, or personal information is removed, as appropriate.

**15020 Sanitizing Information Technology Equipment and Software (12/13)**

In the context of providing case service property to consumers, sanitization of I.T. equipment and software means that any confidential, sensitive, or personal consumer information is wiped, overwritten, or destroyed using a DOR-approved destruction method. The DOR shall follow the destruction methods specified by the DOR's Information Security Office and located on the DOR intranet.

The DOR shall ensure the sanitization of I.T. equipment and software to prevent the inadvertent release of a consumer's confidential, sensitive, or personal information.

The Rehabilitation Counselor or designated district staff will:

- Authorize a vendor, such as a local computer store, to immediately sanitize the I.T. equipment or software.
- Charge the cost of sanitization to the prior consumer's record of services, unless otherwise specified.
- Contact the DOR's Information Security Officer, if there are questions regarding sanitization.

Authority: 34 CFR, section 361.47(a); CCR, title 9, section 7194(b).

**15025 Donation of Property to the Department (12/13)**

On rare occasions, property may be donated to the DOR for use in case services. Property donated to the DOR for case services may be considered a "gift" to the state and must be approved in advance by the Department of Finance.

The DOR shall follow specific policies, processes, and procedures to ensure appropriate control agency approval and sanitization of such property as follows:

- Prior to accepting a donation, the District Administrator or designee will contact the DOR's Budget, Fiscal Forecasting, and Research office (BFFR).
- The BFFR will coordinate Department of Finance approval.



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- Information Technology equipment or software donated to the DOR will be properly sanitized, as directed in Section 15020, immediately upon receipt.
- The sanitization will be charged as an administrative expense.

Authority: State Administrative Manual (SAM), section 8634.

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**15100 CONSUMER CONTRIBUTION TO THE COST OF CASE SERVICE PROPERTY (12/13)**

**15105 Financial Participation (12/13)**

The DOR shall follow regulations for the application, computation, and payment of a consumer's contribution to the cost of case service property, or his or her exemption from it (34 CFR 361.54).

A consumer shall not be required to contribute to the cost of case service property, unless and until such time as the title and legal ownership is transferred to the consumer. A consumer will pay any financial participation in full prior to the DOR's release of case service property.

The Rehabilitation Counselor or designated district staff will:

- Review a consumer's receipt of public assistance and benefits to determine whether the consumer is exempt from financial participation.
- For consumers who are not exempt, review a consumer's monthly financial participation contribution, if any, using the DR 233. STATEMENT OF FINANCIAL STATUS form
- Calculate the consumer's monthly "client income," and consider the income of all "household members," such as a spouse or parent, as appropriate.
- Determine whether a particular item of case service property is exempt from financial participation.

State regulations exempt "tools" necessary for the performance of an occupation from financial participation (CCR, title 9, sections 7028.4 and 7191(c)(5)).

Federal regulations exempt any auxiliary aid or service that an individual with a disability requires under Section 504 of the Americans with Disabilities Act or regulations implementing those laws, in order participate in the VR program (34 CFR 361.54(b)(3)(i)(g)).

In contrast, "equipment" is subject to financial participation. Equipment means machines, mechanical or electronic devices, or appliances or fixtures that an individual operates or activates to perform a task (CCR, title 9, section 7013.2).

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The following transportation services are related to case service property and are also subject to financial participation:

- State-owned vehicles for modification and loan to a consumer (vehicle purchase is a transportation service).
- Transportation costs *in excess of*:
  - The rate charged by the most economical public transportation available.
  - Reimbursement for the operation of a private motor vehicle on a per mile basis at a rate established by the DOR.

Refer to CCR, title 9, sections 7190 through 7193 for information on the financial participation requirements, use of the DR 233, and exemptions.

Refer to RAM Chapter 17 for information on processing payments of consumer financial participation to the DOR.

Authority: 34 CFR 361.54; CCR, title 9, sections 7013.2, 7028.4, 7190, 7191, 7192, 7193, and 7194.

### **15110      Comparable Services and Benefits (12/13)**

The DOR shall follow federal regulations for the application of comparable services and benefits (34 CFR 361.53).

The Rehabilitation Counselor will determine whether comparable services and benefits for case service property exist under any other program and whether those services and benefits are available to the individual, unless such a determination would interrupt or delay any of the following:

- The progress of the individual toward achieving the employment outcome identified in his or her I.P.E.
- An immediate job placement.
- The provision of VR services to an individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

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In reference to case service property, the following are exempt from comparable services and benefits:

- “Rehabilitation Technology” items, including telecommunications, sensory and other technological aids and devices (34 CFR 361.5(b)(45)).
- Assistive Technology (A.T.) devices.

Refer to CCR, title 9, section 7196 for more information on comparable services and benefits, and the exemptions from them.

The following citations provide definitions used in this section:

- “Assistive Technology Device” in the CCR, title 9, section 7002.
- “Rehabilitation Engineering” in the CCR, title 9, section 7024.4.
- “Rehabilitation Technology” in the CCR, title 9, section 7024.7.
- “Tools” in the CCR, title 9, section 7028.4.
- “Extreme Medical Risk” in the CCR, title 9, section 7198.

Authority: 34 CFR 361.5 and 34 CFR 361.53; CCR, title 9, sections 7002, 7006, 7024.4, 7024.7, 7028.8, 7196, 7197, and 7198.

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**15200      ISSUANCE OF CASE SERVICE PROPERTY (12/13)**

The DOR shall be responsible for ensuring the appropriate issuance, documentation and delivery/receipt of case service property, including property issued for pre-plan assessments.

The DOR shall only purchase case service property for an individual with a disability at the time it is needed. The DOR may neither purchase bulk items for a group of consumers nor purchase or store items in anticipation of future consumer need, except for Personal Goal property, because that is considered an administrative purchase.

A Rehabilitation Counselor shall only issue case service property that is required for participation in a consumer's I.P.E., except as noted in Section 15205 below.

**15205      Providing Case Service Property for Pre-Plan Assessments  
(12/13)**

While case service property can be acquired for individuals prior to development of an I.P.E., it shall only be provided to:

- Complete an assessment for eligibility and priority category when existing data is unavailable, insufficient, or inappropriate.
- Complete a comprehensive assessment for development of an I.P.E., when existing data is unavailable, insufficient, or inappropriate.

For example, case service property may be needed to determine eligibility by exploring an individual's capacity to perform in a trial work experience, during which the individual may be provided with items needed to participate.

Authority: 34 CFR 361.42(d).

**15300 DOCUMENTING ISSUANCE OF CASE SERVICE PROPERTY  
(12/13)**

The DOR shall document in an individual's record of services the issuance of case service property by detailing the necessity, requisition, authorizing document(s), and a consumer's acknowledgement of responsibilities.

The Rehabilitation Counselor and designated district staff will refer to RAM Chapter 30 for case recording requirements, including appropriate documentation of "Activity Dues" and authorizing documents.

The Rehabilitation Counselor and designated district staff will refer to the AWARE Reference Guide for procedures for the completion of the I.P.E. Planned Services, Activity Dues, and Authorizations in AWARE.

**15305 Documenting the Necessity for Issuance of Case Service  
Property (12/13)**

The DOR shall use an individual's record of services case notes and the I.P.E. to document the necessity for issuance of case service property. In collaboration with the consumer, the Rehabilitation Counselor's determination of appropriate services is sufficient justification of necessity.

**15310 Documenting the Requisition of Case Service Property  
(12/13)**

The DOR shall use an AWARE "Activity Due" to document the request to purchase case service property or to reissue a previously purchased item from the storeroom. An Activity Due is a screen in AWARE that communicates procurement or reissuance requests, and other information, to designated district staff.

After the Rehabilitation Counselor has documented the need for case service property, the Rehabilitation Counselor or designated district staff will create an Activity Due to request the purchase of case service property. All members of the VRSD team will ensure that prior approval requirements, if any, are documented in accordance with Exhibit A and Exhibit C of RAM Chapter 12 in accordance with Section 15005.

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Designated district staff will complete and document the bidding process and vendor selection, and will determine the best value in accordance with RAM Chapter 9 procurement policies.

**15315 Authorizing Document(s) for Purchase of Case Service Property (12/13)**

The DOR shall utilize a DR 297D CONTRACT/DELEGATION PURCHASE ORDER form as an authorizing document(s) to track and monitor the issuance of case service property.

Designated support staff will:

- Specify authorization information on the DR 297D.
- Describe relevant purchase information, including but not limited to the procedure code for each item, specification or description, dates of service, terms and conditions, and special instructions, if any.
- Gather and manage appropriate procurement records, e.g., bid quotes, wholesale cost listings, Cal-Card receipts, and etcetera.

**15320 Consumer Acknowledgement of Responsibilities (12/13)**

The DOR shall use the DR 215 INDIVIDUALIZED PLAN FOR EMPLOYMENT to advise a consumer of his or her responsibilities for case service property and obtain his or her signed acknowledgement of responsibilities.

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**15325      Confirming Receipt of Case Service Property (12/13)**

The DOR shall ensure the accurate and timely delivery and receipt of necessary case service property.

The Rehabilitation Counselor or designated district staff will confirm that case service property has been delivered and received by the consumer.

Documentation in the record of services shall include confirmation that the consumer has been advised of appropriate use, fair market value, and DOR ownership of said property until the transfer of title.

Section 15400 provides policies for disposition of case service property.

Authority: CCR, title 9, section 7194.



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**15400 DISPOSITION OF CASE SERVICE PROPERTY (12/13)**

The DOR shall take prudent steps to ensure the appropriate disposition of case service property. Disposition includes a variety of actions that the DOR takes to divest itself of title and ownership, and to release possession of the property.

The DOR shall retain ownership of case service property, except as described in Section 15010, until any of the following occur:

- A consumer is successfully rehabilitated and the Rehabilitation Counselor determines that the property is essential to the consumer's employment; and, the consumer has no unpaid financial participation in service costs.
- A consumer wishes to purchase the property at fair market value in accordance with Section 15425.
- The DOR otherwise disposes of the property, e.g., donating, selling to other than a consumer, recycling or discarding it.

Once a consumer pays any financial participation in accordance with Section 15105, the DOR shall collect and deposit a consumer's cost contribution to the cost of services, as well as applicable sales tax, if any, in the form of cash, money order, or cashier's check.

Case service property shall not be given or sold directly or indirectly to a DOR employee.

Case service property is not accounted for in the same way as state administrative property. For example, case service property is not included in the inventory of DOR's administrative property nor shall the DR 152 PROPERTY SURVEY REPORT be used for case service property.

Section 15405 contains policies for documenting the return of case service property to the stockroom.

Section 15410 contains specific policies regarding the disposition of I.T. equipment and software.

Section 15420 contains instructions for recovering case service property as necessary.

**15405 Documenting the Return to the Stockroom or Disposition of Case Service Property (12/13)**

The DOR shall use an individual's record of services case notes to document the return to the stockroom or disposition of case service property.

The Rehabilitation Counselor or designated district staff shall document in a record of services case note:

- When case service property is returned to the stockroom.
- How and when case service property is returned or disposed.
- The reason or rationale for its return or disposition.
- Confirmation that I.T. property was sanitized prior to its return or disposition, as directed in Section 15020.

Prior to case closure, the Rehabilitation Counselor or designated district staff, and a Team Manager, shall review a consumer's Authorization Register to ensure that all outstanding case service property (e.g. training or placement equipment) is properly listed and disposed, and documented in a consumer's record of services.

Additionally, designated support staff shall track and monitor case service property returned to the stockroom in accordance with Section 15360.

**15410 Disposition of Information Technology Equipment and Software (12/13)**

To protect a consumer's confidential, sensitive, or personal information, all I.T. equipment and software that is returned to the DOR shall be sanitized in a timely manner in accordance with Section 15020. For example, I.T. equipment that is repossessed must be sanitized prior to reissuing to another consumer.

If the value of the I.T. or electronic property is less than the cost to sanitize it, and if the Rehabilitation Counselor agrees, the consumer may keep the property. In this case, the Rehabilitation Counselor or designated district staff will document the record of services to indicate that property was transferred to the consumer because it has reached the end of its useful life, i.e., the value of the I.T. property was less than the cost to sanitize it.

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If the Rehabilitation Counselor does not agree that the consumer may keep the property, the I.T. equipment or software may be repossessed in accordance with Section 15415, and disposed in accordance with Section 15400.

**15415 Criteria for Repossession of Case Service Property Other Than a Vehicle (12/13)**

The DOR may request at any time that case service property be returned for any appropriate reason.

The Rehabilitation Counselor, in consultation with a Team Manager, will determine when case service property will be repossessed. Typically, the Rehabilitation Counselor will do this when:

- The property/equipment is no longer needed for an assessment, training, or employment.
- A consumer is not expected to complete the I.P.E. or an I.P.E. service for which the property was needed.
- The individual is not cooperating or participating in his or her VR program.
- The Rehabilitation Counselor believes a consumer is abusing or misusing the property, or using it for unintended purposes.

The Rehabilitation Counselor shall prepare a record of services case note to describe why the consumer was asked to return the property and to document that it was returned as requested.

Section 15420 contains instructions for recovering case service property when it is not returned as requested.

Section 15440 contains policies for case service property returned to the stockroom.

**15420 Instructions for Recovering Case Service Property (12/13)**

The DOR shall utilize the following protocol to recover case service property that is not returned, as requested, in accordance with Section 15415, as appropriate in each individual case.

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The Rehabilitation Counselor or designated district staff will take the following steps:

1. Attempt to recover the case service property by contacting the consumer and making a verbal request.
2. Make a written request for the return or payment of the property, specifically identifying and describing the property, as appropriate.
3. Send a written letter to request by certified mail / return receipt, or require the consumer to sign for the letter sent by UPS/FedEx.
4. Create a record of services case note documenting any attempts to recover case service property or payment for the property, including details about any lost, stolen, destroyed, or otherwise irretrievable items.

If the property is not returned by the consumer, the DOR may attempt to receive payment or recover the property by administrative or legal action, including but not limited to:

- Informal attempts by the Rehabilitation Counselor or designated district staff to recover the property.
- Obtain reimbursement for the item's fair market value.
- Set up an accounts receivable for the consumer to make payments in accordance with RAM Chapter 14.
- Commence an investigation under the authority of Government Code section 11180.
- Report to local law enforcement or California Highway Patrol.
- Initiate proceedings in small claims court.

In the case of pawned property, the DOR may:

- Inform the pawnbroker that California Commercial Code sections 1201(b)(9) and 2403 do not allow a pawnbroker to retain ownership of goods sold in violation of the ownership rights of a third party (the DOR).
- Demand return of the property from the pawnbroker.

In all cases:

- The Rehabilitation Counselor, in consultation with a Team Manager, will determine the most appropriate response.
- The Team Manager will elevate any questions regarding recovery of case service property to the District Administrator, as appropriate.

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- The District Administrator will elevate any questions regarding administrative or legal action to the Deputy Director or designee, and the DOR's Office of Legal Affairs, as appropriate.

Authority: CCR, title 9, section 7195.

**15425 Sale of Case Service Property to a Consumer (12/13)**

The DOR may sell case service property to the consumer to whom it was loaned, as appropriate to the individual case.

The Rehabilitation Counselor or designated district staff will:

- Determine the fair market value of the property.
- Contact a party qualified to appraise the specific item of property, such as the vendor from whom the item was originally purchased, or a vendor in a similar line of business.
- Consider the age and current condition of the item.

The sale can occur at any time the case is active.

A consumer must pay any financial participation in the cost of case service property to the DOR before the sale is completed in accordance with Section 15105.

Authority: CCR, title 9, section 7194.

**15430 Sale of Case Service Property to Other than a Consumer (12/13)**

Case service property that is not reissued may be sold to another party, except it may not be sold directly or indirectly to a DOR employee.

Preferably, the district will obtain three offers to purchase the property and encourage the sale to a local school district or community service organization.

Case service property may be sold to a third party through the DGS Surplus Property and Reutilization (SP&R) program, which operates an online auction to assist state agencies in the sale of federal and state property to the general public. The District Administrator or designee

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should telephone SP&R Headquarters and Warehouse at 916-928-5800 or email OFAM@DGS.CA.Gov, and insert "Surplus Property" in the subject line.

Prior to sale and delivery, I.T. equipment and software must be sanitized as described in Section 15020. The cost, plus sales tax, must be received in full prior to release of the equipment. The receipt and appropriate sale documentation will be kept with the DR 232.

Section 15455 contains policies on the donation of state property.

RAM Chapter 17 provides information about calculating sales tax, preparing a receipt, and making a deposit.

**15435      Disposition of Live Animals Purchased as Case Service Property (12/13)**

The DOR may purchase live animals, including but not limited to service dogs, security dogs, or livestock of various types. If a consumer to whom live property has been issued is not adequately participating in their I.P.E., is abusing or using the live property for unintended purposes, or does not need the property for an assessment, training during the I.P.E., or employment after completing the I.P.E., the Rehabilitation Counselor may repossess the animals to protect their welfare.

The Rehabilitation Counselor or designated district staff will attempt for a period of no more than two weeks to transfer the live property to another state agency, after which time the DOR shall donate or sell the animals, preferably to an agricultural, educational or nonprofit institution that can provide for the animals' care. The DOR will not be required to retain ownership of the animals.

The Rehabilitation Counselor or designated district staff shall document in a case note the location of the animal such as a foster home, rescue center, or boarding facility. A case note shall also document the date and final disposition of the animals.

Authority: State Administrative Manual (SAM), sections 8640 and 8642.

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**15440 Case Service Property Returned to the Stockroom (12/13)**

The DOR staff shall utilize a consistent, statewide system to track and monitor returned case service property/equipment, except live animals, using the DR 232 CASE SERVICE STOCKROOM CONTROL form.

The DR 152 PROPERTY SURVEY REPORT shall only be used to dispose of administrative property; it shall not be used to dispose case service property.

The Rehabilitation Counselor will decide if case service property is to be returned in accordance with Section 15415.

Support staff will complete the DR 232 to document when case service property is:

- Returned to a district or branch stockroom.
- Reissued to another consumer.
- Transferred to another district.
- Disposed in another way, such as donated, sold, recycled, or discarded.

The DOR shall not store case service property in the stockroom for longer than one year. The DOR has limited space available to store unused or obsolete items; therefore, property retained in the stockroom will be operable, reusable, and likely to be reissued.

- If not reissued after one year, case service property will be donated, sold, recycled, or discarded.
- The property disposition will be recorded on the DR 232 with appropriate receipts attached. Discarded property requires signatures of both a staff member and a supervisor on the DR 232.

Before retaining in the stockroom, recycling, or discarding, I.T. equipment and software must be sanitized as described in Section 15020.

The DOR shall make available to state agencies through the DOR website, [www.dor.ca.gov](http://www.dor.ca.gov), any case service property valued over \$5,000 that will not be reissued to a consumer. The District Administrator or designee will contact the DOR's Contract and Procurement Section to list such property.

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Policies for live animals can be found in Section 15435.

Authority: 34 CFR 361.12; CCR, title 9, section 7194.

**15445 Case Service Property Held in the Stockroom Reissued to another Consumer (12/13)**

Case service property that has been held in the stockroom may be transferred to another consumer. I.T. equipment and software must be sanitized as described in Section 15020.

In accordance with Section 15300, the Rehabilitation Counselor of the receiving consumer will document in the record of services that property has been reissued from another consumer.

Designated support staff will update the DR 232 CASE SERVICE PROPERTY STOCKROOM CONTROL to log it out of the storeroom. The DR 232 will show the property has been reissued.

**15450 Transfers Between Districts of Case Service Property Held in the Stockroom (12/13)**

Case service property that that has been held in the stockroom may be transferred to another district. Information Technology equipment and software must be sanitized as described in Section 15020.

In accordance with Section 15405, the Rehabilitation Counselor will document in a record of services case note when case service property is returned to the stockroom.

Designated support staff will record the transaction on the DR 232 CASE SERVICE PROPERTY STOCKROOM CONTROL to log it out of the storeroom. The DR 232 will show the property has been transferred. Support staff shall communicate between DOR districts, as necessary, to coordinate payment of any outstanding invoices.

**15455 Donation of State Property (12/13)**

In accordance with state policy, the DOR shall only donate property to DGS-approved entities, such as local school districts, including I.T.



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equipment and software that has been sanitized in accordance with Section 15020. The DGS operates an SP&R program for all state-owned surplus personal property, vehicles, and other mobile equipment. Prior to donating case service property, the District Administrator or designee should telephone SP&R Headquarters and Warehouse at 916-928-5800 or email OFAM@DGS.CA.Gov, and insert "Surplus Property" in the subject line.

Designated support staff will update the DR 232 CASE SERVICE PROPERTY STOCKROOM CONTROL to log it out of the storeroom. The DR 232 will show the property has been donated.

Section 15435 contains information on the donation of live animals.

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**15500 CASE SERVICE PROPERTY TAKEN OUT OF STATE OR  
HELD IN-STATE IN A TRAINING CENTER (12/13)**

The Rehabilitation Counselor may approve that case service property be housed in a training facility or taken out of state by a consumer for use in a training facility.

The Rehabilitation Counselor shall describe these arrangements in a record of services case note in accordance with Section 15300 of this chapter.

## **15600      VEHICLES: PURCHASE (12/13)**

This section covers the DOR's policies related to "state-owned" vehicles that are purchased for modification and loan to a consumer. No commitment to purchase a state-owned vehicle for this purpose shall be made until all requirements and conditions are met and prior approvals are obtained and documented in accordance with the DOR's regulations and the policies in this chapter.

RAM Chapter 12 and Exhibit A of RAM Chapter 12 contain information regarding "consumer-owned" vehicles.

### **15605      Purchase of a State-Owned Vehicle for Modification and Loan to a Consumer (12/13)**

The DOR shall follow state regulations pertaining to the purchase of a state-owned vehicle for modification and loan to a consumer in accordance with CCR, title 9, sections 7029, 7161, 7164, and 7190 through 7193, 7194, and 7196.

Prior to agreeing to purchase a state-owned vehicle for modification and loan to a consumer, a Rehabilitation Counselor shall:

- Review CCR, title 9, sections 7029, 7161, 7164, and 7190 through 7193, 7194, and 7196.
- Ensure all requirements and conditions are met.
- Obtain all necessary prior approvals.
- Coordinate referrals and services with the DOR's Mobility and Evaluation Program (MEP) appropriately.
- Communicate with the consumer in an effective and efficient manner.
- Properly document the consumer's record of services.

In accordance with CCR, title 9, section 7029, purchase of a state-owned vehicle for modification and loan to a consumer is a transportation service. Transportation services to consumers who are job ready, have been offered a job, or are employed, can only be provided to the extent the consumer requires transportation to participate in a VR service (CCR, title 9, section 7164(a)(1)).

Although the DOR provides "employment preparation," and "employment services" to obtain and retain employment, "employment" by itself is not a

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VR service. This means that CCR, title 9, section 7164 does not provide the authority to authorize purchase of a vehicle for use by the consumer to travel to and from work or for use on the job, as such an interpretation would be inconsistent with the limitation in 34 CFR 361.5(b)(57) and CCR, title 9, section 7029, which states that transportation services are provided only to enable participation in a VR service.

Additionally, CCR, title 9, section 7164(a)(3), which requires the Rehabilitation Counselor to document that the Social Security Administration has refused to allow a PASS to be used for vehicle purchase, shall not be applied. Use of a PASS plan is not considered a comparable benefit required for a vehicle purchase; however, a consumer may choose to use a PASS plan for this purpose.

Authority: CCR, title 9, sections 7029, 7161, 7164, 7190 through 7193, 7194, and 7196.

**15610 Documenting the Necessity to Purchase a State-Owned Vehicle for Modification and Loan to a Consumer (12/13)**

The DOR shall document the necessity to purchase a state-owned vehicle for modification and loan to a consumer.

The Rehabilitation Counselor will thoroughly document the necessity to purchase a state-owned vehicle for modification and loan to a consumer. The following information will be included in the record of services:

- Exhibit A, "Financial Ability Worksheet," given with this chapter, provides a list of calculations based upon CCR, title 9, section 7164.2. Using the worksheet calculations, the Rehabilitation Counselor will complete a detailed case note that demonstrates how a consumer meets, or is projected to be able to meet, the "financial ability" to operate, maintain and replace a vehicle.

Note: The Financial Ability Worksheet is not the same as the DR 233 STATEMENT OF FINANCIAL STATUS form. The DR 233 is used to apply a means test to VR services that require consumer financial participation. The Financial Ability Worksheet is used solely to determine a consumer's "actual or projected financial ability" to operate, maintain, and replace a vehicle.

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- Exhibit B, "Checklist for Proposed Vehicle Purchase," given with this chapter, provides a list of questions to facilitate the evaluation of a proposed vehicle purchase. The Rehabilitation Counselor will complete a detailed response to each question in a record of services case note.
- Additional case notes, as appropriate to the individual case, will be included.
- In all cases, the Rehabilitation Counselor will retain copies of Exhibits A and B in the consumer's record of services.

The Team Manager, District Administrator, Regional Program Manager, and other approving officials will review Exhibits A and B of RAM Chapter 15, and any other pertinent record of services documentation, to ensure regulatory requirements and conditions are met.

Section 15615 contains prior approval requirements to purchase a state-owned vehicle for modification and loan to a consumer.

Once approved, Section 15700 instructs the Rehabilitation Counselor or designated district staff to attach an electronic copy of the DR 290A ISSUANCE OF VEHICLE form to a case note in the consumer's record of services.

Authority: 34 CFR 361.47, CCR, title 9, section 7164.2.

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**15615 Approval Requirements to Purchase a State-Owned Vehicle for Modification and Loan to a Consumer (12/13)**

The DOR shall require approval to purchase a state-owned vehicle for modification and loan to a consumer in accordance with this section.

All of the following prior approvals are required to purchase:

- Team Manager
- District Administrator
- Regional Program Manager
- Chief, BFFR
- Deputy Director
- DGS

As noted in Section 15005, a DR 812 FISCAL REVIEW AND APPROVAL REQUEST form is required for case service property valued at over \$20,000, such as a state-owned vehicle for modification and loan to a consumer. The DR 812 requires approval by a District Administrator, Deputy Director, and the Chief of BFFR.

Approval to purchase a state-owned vehicle for modification and loan to a consumer is also subject to any existing Executive Orders and DGS requirements.

Prior to agreeing to purchase a state-owned vehicle for modification and loan to a consumer, a Rehabilitation Counselor will:

- Confirm that all necessary conditions and requirements are met.
- Document that all prior approvals have been obtained.
- Notify the consumer that multiple approvals are needed before a commitment to purchase the vehicle can be made.

Refer to the RAM Chapter 15 Toolbox for procedures for routing the DR 812 FISCAL REVIEW AND APPROVAL REQUEST form for purchases over \$20,000.

Authority: 34 CFR 361.12.

**15700      VEHICLES: ISSUANCE AND REISSUANCE (12/13)**

This section directs that the Rehabilitation Counselor use the DR 290A ISSUANCE OF VEHICLE form to issue and reissue a modified, state-owned vehicle. The DR 290A requires that the consumer agree to the several conditions given in CCR, title 9, section 7164(a)(5) while his or her case remains open.

The DOR shall reissue to a new consumer any suitable modified, state-owned vehicle that has been repossessed, subject to the requirements of a new mobility evaluation referral and completed evaluation.

The Rehabilitation Counselor or designated district staff will:

- Review with the consumer and comply with all provisions of CCR, title 9, section 7164(a)(5).
- Accurately complete the DR 290A.
- Ensure the consumer signs the DR 290A, agreeing to specific conditions upon issuance of a modified, state-owned vehicle.
- Scan and attach an electronic copy of the signed DR 290A to a case note in the consumer's record of services.

Note: The consumer will again sign the DR 290A upon vehicle disposition, e.g., upon transfer of title and legal ownership to the consumer.

Refer to the RAM Chapter 15 Toolbox for procedures to issue or reissue a modified, state-owned vehicle that is loaned to a consumer.

Authority: CCR, title 9, section 7164(A)(5).

**15800 VEHICLES: OWNERSHIP (12/13)**

**15805 Reporting the Physical Location of a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall follow the DGS requirements to provide the current physical location of a modified, state-owned vehicle loaned to a consumer.

In all cases, the Rehabilitation Counselor or designated district staff will:

- Annually request and document the vehicle location in a record of services case note. For example, if a consumer is a passenger and the vehicle is kept at the residence of his or her approved driver, the Rehabilitation Counselor or designated district staff shall specify the physical address where the vehicle is parked when not in use.
- Promptly update the physical address of any consumer who is issued a state-owned vehicle by entering current information into the Participant Information page in AWARE. For example, if a consumer moves, district staff will immediately enter the consumer's new physical address on the Participant Information page in AWARE.
- Update the consumer's mailing address, as appropriate.
- Provide the physical location of the vehicle to the DOR's Business Services Section.

**15810 Requirements for Driver License, Registration, and Insurance to Operate a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall ensure that licensing, registration, and insurance requirements are met to operate a state-owned vehicle loaned to a consumer.

Driver License Requirements

The Rehabilitation Counselor or designated district staff will ensure that the driver is licensed as follows:

- Obtain evidence that a consumer who will be the driver of the state-owned vehicle has a valid California driver license or permit.



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- If a consumer does not have the potential to be a licensed driver, based upon a mobility evaluation, CCR, title 9, section 7164 requires that an unlicensed consumer must use a licensed driver approved by the Rehabilitation Counselor. The Rehabilitation Counselor will:
  - Ensure that this individual has been provided instruction regarding operation of the state-owned vehicle with modifications.
  - Authorize driver training expenses, if needed, as appropriate to the individual case.
- Update and place this information annually into the consumer's record of services.

#### Registration Requirements

The DOR shall be registered as the legal owner of a modified, state-owned vehicle loaned to a consumer, until the VR case is closed. The Rehabilitation Counselor or designated district staff, and the Team Manager, will:

- Ensure that the Certificate of Title ("pink slip") prepared at time of purchase specifies that the DOR holds the title (ownership) to the vehicle.
- Name the DOR as the lien holder on the Certificate of Title.
- Confirm that the Department of Motor Vehicles (DMV) has the consumer listed as the registered owner.
- Ensure that the DOR's Business Services Section (BSS) receives the original Certificate of Title.

The Business Services Section will hold the original title until ownership is transferred, and will coordinate transfer of title with the DMV.

#### Insurance Requirements

The DOR shall ensure that a modified, state-owned vehicle loaned to a consumer, excluding modifications, is insured in an amount at least equal to the State's legally prescribed minimum level. The Rehabilitation Counselor or designated district staff, including a Team Manager, will:

- Make certain that a state-owned vehicle loaned to a consumer is insured for at least the state minimum requirement.
- Confirm that the DOR is the named insured.

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- Authorize payment of insurance coverage as a case service expense, as appropriate to the individual case, if a consumer does not yet have the financial ability to insure the vehicle.

Authority: CCR, title 9, sections 7162.3, 7164, 7164 (5)(D), and 7164.2.

**15815 Requirements for Maintenance, Inspection and Repair of a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall ensure appropriate maintenance, inspection, and repair of a modified, state-owned vehicle loaned to a consumer.

Maintenance Requirements

The Rehabilitation Counselor, or designated district staff, including a Team Manager will ensure that the vehicle is correctly maintained as follows:

- Complete required maintenance at intervals of six months or 6000-mile intervals as required by the DGS.
- Use the "Preventative Maintenance Schedule / Safety Inspection Worksheet", OFA 35, found on the Internet at [www.documents.dgs.ca.gov/ofa/forms/ofa35.pdf](http://www.documents.dgs.ca.gov/ofa/forms/ofa35.pdf).
- Document that appropriate maintenance has been conducted.
- Confirm that any tire or wheel replacement is of the same size and specification as factory-equipped.
- Complete required SMOG checks.
- Direct the consumer to maintain vehicle modifications at intervals prescribed by the manufacturer.

Additionally, a consumer must have actual or projected financial ability to operate, maintain, and replace the vehicle in accordance with Section 15605. If a consumer does not have the actual financial ability to maintain a state-owned vehicle at the time maintenance is needed, the Rehabilitation Counselor or designated district staff may authorize appropriate maintenance as a case service expense, as appropriate to the individual case.

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Inspection and Repair Requirements

Inspection and approval of repairs of a state-owned vehicle are conducted only by a Department of General Services-Office of Fleet and Asset Management (DGS-OFAM) inspector.

The State Vehicle Inspector list is located on the Internet at [www.dgs.ca.gov/ofam/Programs/InspSvs/Directory.aspx](http://www.dgs.ca.gov/ofam/Programs/InspSvs/Directory.aspx).

The inspection and repair manual is located at: State of California Fleet Handbook located on the Internet at [www.documents.dgs.ca.gov/ofa/handbook.pdf](http://www.documents.dgs.ca.gov/ofa/handbook.pdf).

Regular scheduled maintenance, such as an oil change, does not require a DGS-OFAM inspection.

Authority: CCR, title 9, sections 7164, 7164.2, and 7165.

**15820 Documenting Maintenance, Inspection and Repair of a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall ensure appropriate documentation of maintenance, inspection, and repair of a modified, state-owned vehicle loaned to a consumer

The DOR is not required to maintain a STD 273 MONTHLY TRAVEL LOG, for state-owned vehicles loaned to a consumer.

Maintenance Documentation

The Rehabilitation Counselor or designated district staff will:

- Maintain annual records of both vehicle and modification maintenance in the STD 271 Automobile Maintenance Record booklet.
- Maintain copies of maintenance performed in the consumer's record of services.

Inspection Documentation

The documentation process for inspection of modified, state-owned vehicles is different than for consumer-owned vehicles. A DGS-OFAM inspector will:

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- Inspect and bar code a new state-owned vehicle before it is modified.
- Inspect the completed modifications against the modification work order.
- Document his or her approval with an inspection stamp and an inspection report.

The Rehabilitation Counselor or designated district staff will ensure that copies of inspection records are also kept in the consumer's record of services.

Refer to the RAM 15 Toolbox for procedures to authorize inspection fees for modified, state-owned vehicles.

Repair Documentation

The Rehabilitation Counselor or designated district staff will ensure that copies of repair records are also kept in the consumer's record of services.

Authority: CCR, title 9, section 7164.

**15825 Documenting Accidents and Accident Repairs for a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall document accidents, and accident inspections and repairs for a modified, state-owned vehicle loaned to a consumer.

A Rehabilitation Counselor or designated district staff will:

- Advise a consumer of his or her responsibility to immediately notify the Rehabilitation Counselor if a state-owned vehicle that is loaned to him or her is damaged or involved in an accident.
- Complete a form STD 270 REPORT OF VEHICLE ACCIDENT, if a state-owned vehicle is involved in an accident.
- Promptly notify a Team Manager and District Administrator.
- Retain a copy of the STD 270 in the record of services and provide a copy to the BSS with a copy to the Chief, Contracts and Procurement Section.

Accident repairs that exceed \$500 require that district staff obtain quotes from three vendors or a Non-Competitive Bid justification. The DOR's

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Contracts and Procurement Section will seek approval for a Non-Competitive Bid justification from the DGS.

The justification or bids for accident repairs over \$500 shall be submitted for approval to the DGS Inspector of Automotive Equipment for the local area, along with a copy of the STD 270.

The State Vehicle Inspector list is located on the Internet at [www.dgs.ca.gov/ofam/Programs/InspSvs/Directory.aspx](http://www.dgs.ca.gov/ofam/Programs/InspSvs/Directory.aspx).

Refer to the RAM Chapter 15 Toolbox for accident notification procedures.

**15830 Impounded or Abandoned Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The Rehabilitation Counselor or designated district staff shall immediately locate an impounded or abandoned modified, state-owned vehicle loaned to a consumer.

The Rehabilitation Counselor or designated staff, including a Team Manager will:

- Advise a consumer of his or her responsibility to notify the Rehabilitation Counselor immediately if the vehicle is impounded or abandoned.
- Regain possession of the modified, state-owned vehicle by taking appropriate action to have an impounded vehicle released.
- Use case service expenditures for impound fees, as necessary, to reclaim the vehicle.
- Ensure that an abandoned vehicle is towed and stored for inspection by a DGS-OFAM inspector, in accordance with Section 15820.

The Rehabilitation Counselor may return an impounded or abandoned modified, state-owned vehicle held in storage to the consumer if the vehicle is required by the consumer to participate in an approved I.P.E.

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**15900      VEHICLES: DISPOSITION (12/13)**

The DOR shall use the DR 290A ISSUANCE OF VEHICLE to document disposition of a modified, state-owned vehicle.

**15905      Transferring Title of a Modified, State-Owned Vehicle to a Consumer (12/13)**

Until a consumer's record of services is closed, the DOR shall hold title and be legal owner of the modified, state-owned vehicle loaned to a consumer.

Title to a vehicle shall not be transferred if a consumer's record of services is closed as "other than rehabilitated," unless the consumer purchases the vehicle from the DOR.

Title to a vehicle shall not be transferred if a consumer's record of services is closed "rehabilitated," but the consumer does not have the actual or projected financial ability to operate, maintain, and replace the vehicle at case closure.

A consumer must pay his or her contribution to the cost of case service property (financial participation), if any, prior to transfer of the vehicle. In no instance shall any financial participation be refunded.

For any state-owned vehicles that are not reissued to a consumer, the DOR shall post information about vehicles that are available for sale to state agencies through the DOR website.

Additionally, the DGS operates a Surplus Property and Reutilization Program (SP&R) program for all state-owned surplus personal property, vehicles, and other mobile equipment. The District Administrator or designee should telephone SP&R Headquarters and Warehouse at 916-928-5800 or email OFAM@DGS.CA.Gov, and insert "Surplus Property" in the subject line.

Authority: CCR, title 9, sections 7164 and 7164.2.

**15910      Repossession of a Modified, State-Owned Vehicle Loaned to a Consumer (12/13)**

The DOR shall repossess a modified, state-owned vehicle if a consumer's record of services is closed as "other than rehabilitated," or if the vehicle is no longer needed, nor necessary for participation in VR services, unless the consumer purchases the vehicle from the DOR. The DOR shall also repossess a modified, state-owned vehicle if a consumer does not have the actual or projected financial ability to operate, maintain, and replace the vehicle, and he or she is unable or does not wish to purchase it at fair market value.

When the Rehabilitation Counselor determines that a modified, state-owned vehicle loaned to a consumer is to be repossessed, the Rehabilitation Counselor or designated district staff will:

- Discuss the reasons for repossession with a Team Manager.
- Document the reasons for repossession in a case note.
- Request the consumer to return the vehicle (see Section 15420).
- Notify the consumer of their right to purchase the vehicle from the DOR at fair market value in accordance with CCR, title 9, section 7194(c). In no instance shall any consumer's financial participation obligation be refunded.
- Obtain the consumer's signature on the disposition portion of the DR 290A ISSUANCE OF VEHICLE form. Discuss special circumstances with a Team Manager if a consumer is unavailable or unwilling to sign the DR 290A.
- Ensure that the DMV records reflect that the consumer is no longer the registered owner, and notify BSS appropriately.
- Determine appropriate vehicle storage.
- Notify MEP that a vehicle is available to reissue the vehicle. For example, a newer vehicle may be suitable for reissue to another DOR consumer, conditioned upon a new mobility evaluation.

The District Administrator or a designee will notify the DOR's Contracts and Procurement Section when a state-owned vehicle is repossessed.

Authority: CCR, title 9, sections 7164, 7164.2, and 7194(c).

## **CASE SERVICE PROPERTY RECORDS AND FORMS (12/13)**

### **Authorization Register**

The Authorization Register is a financial report in AWARE that lists all of the VR services and commodities provided to a consumer.

Refer to the AWARE Reference Guide located on the DOR intranet for procedures to access the Authorization Register.

### **Record of Services**

The DOR utilizes a standardized, statewide record of services documentation system that provides a consistent case recording and documentation process. The record of services consists of electronic and hardcopy information that allows appropriate staff to review an individual's record of services, approve VR services, and perform case monitoring to ensure quality services.

Refer to RAM Chapter 30.

### **DR 232 Case Service Property Stockroom Control**

The DR 232 is a required DOR form to track and monitor case service property that goes in and out of the DOR stockroom. It lists incoming property by date, serial number, and the purchase price. Outgoing property is recorded by date and type of disposition. Receipts for all property dispositions are obtained from the organization confirming they have received the disposed property. These receipts must be attached to the DR 232 via scan or hard copy and retained for five years in the district for record keeping purposes.

Policies related to DR 232 can be found in Sections 15440, 15445, 15450, and 15455.

The DOR 232 is located on the DOR intranet.

### **DR 290 Issuance of Equipment**

The DR 290 is no longer used.

Refer to Section 15300 for documentation requirements for issuance of case service property.



**DR 290A Issuance of Vehicle**

The DR 290A describes the understanding between the DOR and the consumer regarding loan of a modified, state vehicle for use during a consumer's I.P.E. The form must be completed at the time of issuance and disposition of the vehicle.

The DR 290A can be found in the AWARE Letters catalog.

Refer to Section 15700.

**DR 812 Fiscal Review and Approval Request**

This form is for approval of each consumer and administrative purchase over \$20,000. Consumer purchases include items such as vehicles, modifications to vehicles and other adaptive equipment. It requires approval by a District Administrator, a Deputy Director, and the Chief of BFFR.

The DR 812 and instructions can be found on the DOR intranet.

**OFA 35 - Preventive Maintenance Schedule / Safety Inspection  
Worksheet**

This Office of Fleet Administration form describes required maintenance for state-owned vehicles that must be performed every six months or 6,000 miles.

Refer to Section 15815.

The [OFA 35](http://www.dgs.ca.gov/ofam/Forms.aspx) can be found on the Internet at [www.dgs.ca.gov/ofam/Forms.aspx](http://www.dgs.ca.gov/ofam/Forms.aspx).

**STD 270 Vehicle Accident Report**

The STD 270 ACCIDENT REPORT is completed when a modified, state-owned vehicle loaned to a consumer is involved in an accident. The Rehabilitation Counselor or designated district staff shall retain a copy in the record of services and provide a copy to the BSS with a copy to the Chief, Contracts and Procurement Section.

The STD 270 can be found on the internet at <http://www.dgs.ca.gov/ofam/forms.aspx>

**STD 271 Automobile Maintenance Record**

The STD 271 booklet is a required record of both vehicle and modification maintenance kept in the glove box of a modified, state-owned vehicle loaned to a consumer.

Refer to Section 15815.

The STD 271 can be obtained through BSS.

## **EXHIBITS**

### **Exhibit A Financial Ability Worksheet**

The required worksheet is used to facilitate evaluation of the appropriateness of the purchase of a modified vehicle for loan to a consumer. It provides the information and calculations to demonstrate a consumer's financial ability to operate, maintain, and replace a modified, state-owned vehicle as required by CCR, title 9, section 7164.2.

This worksheet should be distinguished from DR 233 STATEMENT OF FINANCIAL STATUS.

### **Exhibit B Checklist for Proposed Vehicle Purchase**

The checklist provides a list of questions related to specific federal and state regulations. It is designed to ensure regulatory requirements for purchase of a modified vehicle for loan to a consumer are met. It may also serve as talking points for a Rehabilitation Counselor and a consumer to discuss the criteria for purchase of a state-owned vehicle.

The RAM Chapter 15 Exhibits can be found with this chapter on the DOR intranet.