Welfare-to-Work

Policy Handbook

SAN BERNARDINO COUNTY

100515

Transitional Assistance

Developed by:
Program Development Division

INTERIM INSTRUCTION NOTICE #15-041

JULY 30, 2015

SUBJECT: Welfare-to-Work (WTW) Incentive Program

DISTRIBUTION: WTWPHB, TOPHB

FILE: WTWPHB – In Front of Handbook
TOPHB – In Front of Handbook

OBSOLETE: 12/31/2015

Overview

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation of the WTW Incentive Program. Welfare-to-Work (WTW) will begin issuing incentive cards to increase Work Participation Rate (WPR) effective 8/1/15. The WTW Incentive Program will only be available until the incentive card stock supply is fully depleted.

Incentives available

The following table identifies incentive cards offered to WTW customers through the Incentive Program:

Store	Value
Target	$25
Target	$5
McDonalds	$5

Card issuance

WPR Employment Services Specialists (ESSs) will issue incentive cards to cases that are pulled in the WPR sample and meet WPR, using the following criteria:

- $25 dollar Target card issued to cases with customers who:
  - Are exempt volunteers and meet WPR, or
  - Cure a WTW sanction and meet WPR.
- $5 dollar Target or McDonald's card, whichever is available, issued to *all other cases who meet WPR*.

Note: Cards will be issued per case; *not* per customer. Two-parent households will not receive additional cards if both parents are participating to meet WPR. Cards may be issued to either parent on the case.

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Issuance process

The WPR ESS will review cases pulled for WPR, (beginning with the August sample), to determine if a customer is eligible to an incentive card and issuance will be approved/made as follows:

Stage	Description
1	WPR ESS e-mails the District Issuance inbox to: • Inform the designated Authorized Issuance Office Assistant (AIOA) the customer has been approved for an incentive card(s), and • Verify incentive card stock is available.
2	AIOA confirms stock availability and notifies the WPR ESS.
3	WPR ESS contacts the customer to: • Inform him/her of incentive card approval, • Instruct the customer to pick up the incentive card by close of business the next day, due to limited available stock on hand, and • Explain to the customer that failure to pick up by the close of business the next day may result in denial of pick up due to no stock on hand.
4	Customer checks in at a Transitional Assistance Department (TAD) office for incentive card pick up.
5	AIOA: • Removes the valuable from the safe or locked cabinet. • Logs the issuance on the WTW Incentive Card Control Log (WTW 806.1). • Issues the cards to the WTW customer. • Obtains the customer signature on the Incentive Authorization (WTW 806) form. • Completes a Journal entry in the customer's case.

AIOA responsibilities for gift cards received from HS Auditing

Human Services (HS) Auditing will send incentive gift cards to designated district offices on a monthly basis until stock is fully depleted. The AIOA will follow current valuable procedures and complete the steps outlined below when receiving incentive cards from HS Auditing:

Step	Action
1	Verify the amounts and types of gift cards received.
2	Complete an inventory and record the number of received gift cards on the WTW 806.1 (log).
3	Secure and store gift cards in the valuables locked safe.
4	Reconcile the gift cards monthly.

AIOA/SOA incentive card tracking

The AIOA and the Supervising Office Assistants (SOAs) are responsible for tracking gift cards on a monthly basis as follows:

- The AIOA balances the WTW 806.1 logs to the physical count of inventories on the first workday of each month, and
- The SOA forwards the WTW 806.1 logs to HS Auditing following current procedures.

Lost/stolen cards

Gift cards reported by the customer as lost, stolen, or destroyed cannot be replaced or reissued.

Questions

Managers with questions regarding the information in this IIN should contact Stephanie Maldonado, WTW Program Specialist I, at (909) 383-9708, or via e-mail at smaldonado@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-026

MAY 19, 2014

SUBJECT: CalWORKs Welfare-to-Work (WTW) Family Stabilization Program

DISTRIBUTION: Welfare-to-Work (WTW), CalWORKs, TOPHB

FILE: WTWPHB – In Front of Handbook
CWPHB – In Front of Handbook
TOPHB – In Front of Handbook

REFERENCE: ACL 14-12

OBSOLETE: When Handbook Material is Updated

Purpose

This Interim Instruction Notice (IIN) replaces IIN #14-030, and provides information, instructions and updates regarding the California Work Opportunities and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) Family Stabilization (FS) Program.

Updated information in this IIN includes:

- Revised Department of Behavioral Health (DBH) FS and WTW staff lists
- Removed reference to FS Denial Notice (TAD WTW FS 8) form
- Added reference of FS Program Denial Notice (FSP 2) and FS Program Notice of Change in Program Status (FSP 3) forms
- Incorporated information regarding LightHouse Housing Intake verifications needed
- Included Personally Identifiable Information (PII) instructions

In order to assist our customers in the best way possible **<u>all</u>** Transitional Assistance Department (TAD) staff are required to have basic knowledge of the FS Program.

Implementation date

The FS Program was implemented on 8/1/14.

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Contents

This IIN contains the following topics:

General Information

Overview

The Family Stabilization (FS) Program is:

- A component of the CalWORKs Program that provides intensive case management (daily/weekly contact) and services to customers who meet certain criteria.
- Designed to ensure a basic level of stability within a family prior to, or concurrently with, participation in Welfare-to-Work (WTW) activities.
- Designed to increase customer success in light of the flexible WTW 24-Month Time Clock through more intensive case management and the assignment of customers to the additional activities or barrier removal services necessary to ultimately achieve self-sufficiency.
- Provided at any point in the WTW Program as long as the Assistance Unit (AU) contains an eligible adult with time remaining on his/her WTW 24-Month Time Clock.
  - FS participation will stop a customer's WTW 24-Month Time Clock for a cumulative total of six months. The clock will not stop for the customers CalWORKs 48-Month Time Limit.

Goal of FS

The goal of the FS Program is to:

- Address the issues of the Work-Eligible Individual (WEI) and his/her family members to ensure a basic level of stability prior to, or concurrently with, the customer's participation in WTW activities, and
- Assist the WEI customer to achieve self-sufficiency.

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Identified crisis or situation

An identified crisis or situation includes customers and/or family members who:

- Have untreated or undertreated behavioral needs, including:
  - Mental Health (MH) or
  - Substance Abuse (SA) related needs,
- Lack personal safety due to Domestic Violence (DV), and/or
- Reside in emergency shelters or temporary housing (homeless households), or customers who are at imminent risk of homelessness (have an eviction notice).

Destabilizing situations

FS services may be available to customers and/or their families who are experiencing an identified crisis or situation and are expected to benefit from intensive case management.

FS identifying criteria includes a situation or crisis that:

- Has a sense of urgency
- Is destabilizing
- Does not allow the customer to actively participate in his/her regular WTW activity(ies) and the customer is likely to benefit from FS services.

Note: Common barriers, such as lack of child care or transportation, are not alone considered destabilizing situations and do not meet the criteria for FS.

FS services

The FS Program will include services provided by the Department of Behavioral Health (DBH) for the following:

- Intensive case management by assigned FS DBH staff.
  - This includes frequent and on-going contact with each family via phone and/or in-person, ranging from daily to weekly, depending on the level of need and progress in FS, as determined by FS DBH staff.
- MH Services.
- SA Services.
- DV Services.
- Assistance with temporary/permanent housing.

If in the course of appraisal, or at any point during a customer's participation in WTW activities, it is determined that a customer meets the eligibility criteria for FS, then eligible members of that Assistance Unit (AU) may enroll in those services and receive additional support and services.

Note: FS can only be used for non-medical services.

Forms

Forms

Family Stabilization (FS) forms referenced in this Interim Instruction Notice (IIN) are listed below.

Form #	Form Title	Form Location
WTW 1	Welfare-to-Work Plan - Rights and Responsibilities	C-IV
WTW 2	Welfare-to-Work Plan Activity Assignment	C-IV
FSP 2	Family Stabilization (FS) Program Denial Notice	Transitional Assistance Department (TAD) Forms Catalog/Welfare-to-Work (WTW)
FSP 3	FS Program Notice of Change in Program Status	TAD Forms Catalog/WTW
TAD WTW FS 3	Family Stabilization Checklist	TAD Forms Catalog/WTW
TAD WTW FS 4	FS Plan	TAD Forms Catalog/WTW
TAD WTW FS 7	FS Approval/ Discontinuance NOA	TAD Forms Catalog/WTW
TAD WTW FS 9	Good News	TAD Forms Catalog/WTW, CalWORKs
TAD WTW FS 77	Resource List	TAD Forms Catalog/WTW, CalWORKs
TAD WTW FS 711.57	Department of Behavioral Health (DBH) FS Referral	TAD Forms Catalog/WTW
WTW 733.4	Attendance and Progress Report	TAD Forms Catalog/WTW
ADM 102	Appointment Letter	C-IV
ABCDM 228	Applicants Authorization for Release Information	C-IV, TAD Forms Catalog/WTW
CW 61	Medical Report	C-IV
Plan 112	Care of a Household Member Verification	C-IV
2186A	CalWORKs Time Limit Exemption Request	C-IV
2186B	CalWORKs Time Limit Exemption Determination	C-IV
WTW 753 A	Travel Assistance Claim	TAD Forms Catalog/WTW

FS Eligibility

Eligible FS customers

CalWORKs cases that contain individuals who are required to participate in the Welfare-to-Work (WTW) Program are eligible for Family Stabilization (FS) services. This includes Assistance Units (AUs) in which the only adult is:

- WTW noncompliant, or
- WTW sanctioned.

FS services are not limited to the aided or work eligible adult and should address FS issues of children in the AU and ineligible unaided AU members.

FS is designed to provide support to families in crisis during the process of engagement in the WTW Program. However, a WTW customer may request a review to determine eligibility for FS services at any time, if there is time remaining on his/her WTW 24-Month Time Clock.

It is important to rapidly provide FS services to stabilize the family; the full WTW assessment or other testing should be integrated into the FS plan and should not delay the provision of FS services.

Customers who are ineligible for FS services

The following are ineligible for FS services:

- AUs that only include WTW customers who have exhausted the WTW 24-Month Time Clock prior to the basis for qualifying for FS,
- AUs that do not include a work eligible adult who is required to participate in WTW,
- Cases where all adults have exceeded the CalWORKs 48-Month Time Limit,
- Fleeing felons,
- Ineligible non-citizens,
- Non-needy caretaker relatives, and
- Adults receiving Supplemental Security Income (SSI).

DBH Responsibilities

DBH

The Department of Behavioral Health (DBH) will provide Family Stabilization (FS) services to Welfare-to-Work (WTW) customers whose families are experiencing an identified situation or crisis that prevents them participating in WTW activities.

List of DBH FS staff

DBH FS Staff who will provide FS services are listed below:

Staff	Phone Number	Classification	Stationed Transitional Assistance Department (TAD) Office	Receiving referrals from:
Melissa Ramirez	(909) 421-3292	Certified Occupational Therapy Assistant	Colton	• Colton
Christina Froude	(909) 356-3291	Social Worker II	Fontana	Fontana
Donald Harris	(909) 475-8574	Certified Occupational Therapy Assistant	Del Rosa	• Del Rosa • Rialto
St. Clair Alexander	(909) 252-4760	Social Worker II	San Bernardino (01)	• San Bernardino (01) • San Bernardino (02)
Charisse Jones-Bruny	(909) 945-0892	Social Worker II	Rancho Cucamonga	• Rancho Cucamonga • Ontario
Aja Stoll	(760) 956-4501	Social Worker II	Hesperia	• Hesperia
Regina Cotton	(760) 552-6126	Social Worker II	Victorville	• Victorville • Adelanto • Barstow
Faith MacLean	(909) 918-2185	Alcohol and Drug Counselor	Yucaipa	• Yucaipa • 29 Palms • Yucca Valley
Cindy Hess	(760) 326-9313	Mental Health Specialist	Needles	Needles
Cindy Yzaguirre	(909) 335-3361	Social Worker II	Redlands	Redlands

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DBH responsibilities

DBH responsibilities in FS include:

- Assessing the stability of the family's living situation, physical and emotional health and safety for customers who may need:
  - Mental Health (MH) Services,
  - Substance Abuse (SA) Services,
  - Domestic Violence (DV) Services, and/or
  - Assistance with temporary/permanent housing.
- Processing and forwarding the DBH FS Referral form (TAD WTW FS 711.57) within three business days to the Employment Services Specialist (ESS)/FS ESS.
- Completing the FS Plan (TAD WTW FS 4), ensuring to list all family members, and providing it to the FS ESS within 10 days from the date the customer is seen by DBH for the initial appointment.
  - An updated FS Plan will be forwarded to the FS ESS within 10 business days if there are significant changes that would require additional services.
- Identifying intensive case management needs and appropriate service referrals to:
  - Reduce the chance of reoccurring crisis, and
  - Enhance the family's ability to resolve issues.
- Communicating with the FS ESS as their main point of contact with TAD.
- Attending weekly meetings with FS ESS and FS Eligibility Worker (EW) staff to discuss successes, issues, or lessons learned with customers and how best to serve each FS family, and how to improve or enhance the FS process.
- Communicating with FS ESS staff regarding any FS customer issues or problems.
  - This will:
    - ✓ Provide ease of services for customers and family members,
    - ✓ Assist FS customers to receive expedited services, and
    - ✓ Meet the required State tracking reporting requirements.
- Providing the FS ESS with customer's monthly attendance via the Attendance and Progress Report (WTW 733.4) by the fifth of each month.

EW and OA Responsibilities

Active CalWORKs cases assigned to FS EWs

All active CalWORKs cases receiving Family Stabilization (FS) services will be assigned to identified FS Eligibility Workers (EWs).

FS EW responsibilities

Identified FS EWs are responsible for:

- Informing customers of the new FS Program and program benefits and requirements anytime they identify, or the customer discloses, a potential need for FS services.
- Screening customers for FS Program eligibility using the Good News form (TAD WTW FS 9).
- Providing the customer with a Resource List (TAD WTW FS 77) if the customer is ineligible to FS or is eligible but does not want to participate.
- Attending weekly meetings with FS Employment Services Specialist (ESS) and FS Department of Behavioral Health (DBH) staff to discuss successes, issues, or lessons learned with customers and how best to serve each FS family, and how to improve or enhance the FS process.
- Determining initial and continuing eligibility for CalWORKs, Medi-Cal, and/or CalFresh cash, in accordance with established procedures.

Good News form provided in CalWORKs Intake and RE packets

The Good News (TAD WTW FS 9) form will be provided:

- In CalWORKs Intake packets,
- At face-to-face Re-Evaluations (REs)/Re-Certifications (RCs), and
- In lobby areas of each Transitional Assistance Department (TAD) district office.

This will provide customers the opportunity to:

- Participate in this new program,
- Help families fully participate in Welfare-to-Work (WTW) activities, and
- Help families become self-sufficient.

Receipt of TAD WTW FS 9 by the EW or OA staff

The Office Assistant (OA) and/or EW will follow the table below when a completed TAD WTW FS 9 is received through the mail or directly by the EW at Intake or RE/RC:

If the customer completes the TAD WTW FS 9 and it is...	Then the...
Routed to the mail room,	OA will route the form to the Family Stabilization (FS) ESS in his/her district office for FS eligibility determination and processing.
Provided to the EW at Intake or RE/RC,	EW will • Call the FS ESS to see the customer, • Send a Personally Identifiable Information (PII) e-mail to the TAD WTW Duty Worker inbox, if a FS ESS is not available, • Image the TAD WTW FS 9 in C-IV, and • **Journal** all actions taken.

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District office CalWORKs EW responsibilities

CalWORKs EWs located in the district offices will screen and refer customers for FS services **any time** they identify or the customer expresses a potential need for FS using the TAD WTW FS 9. The EW will complete the following actions after explaining the FS Program to the customer and the customer agrees (in person or over the phone) to be screened for potential FS eligibility:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Complete the TAD WTW FS 9 with the customer, and:
<table>
<tr><th>If the customer is...</th><th>Then...</th></tr>
<tr><td>Not eligible to FS,</td><td>Go to Step 2.</td></tr>
<tr><td>Eligible to FS,</td><td>Ask the customer if he/she would like to participate in FS, and:
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>No,</td><td>Go to Step 3.</td></tr>
<tr><td>• Yes, and
• The customer is in the office,</td><td>• Call the FS ESS to see the customer,
– Send a PII e-mail to the appropriate TAD WTW Duty Worker inbox, if an FS ESS is not available,
• Image the TAD WTW FS 9 into C-IV, and
• Journal all actions taken.</td></tr>
<tr><td>• Yes, and
• The customer is not in office,</td><td>• Send a PII e-mail to the appropriate TAD WTW Duty Worker inbox to have an ESS contact the customer,
• Image the TAD WTW FS 9 into C-IV, and
• Journal all actions taken.</td></tr>
</table></td></tr>
</table></td></tr>
<tr><td>2</td><td>• Send a PII e-mail to the TAD WTW Duty Worker inbox for the appropriate assigned office to have an ESS complete and mail the customer an FS Program Denial Notice (FSP 2),
• Provide customer with a Resource List (TAD WTW FS 77),
• Image the TAD WTW FS 9 into C-IV, and
• Journal all actions taken.</td></tr>
<tr><td>3</td><td>• Provide customer with a TAD WTW FS 77,
• Image the TAD WTW FS 9 into C-IV, and
• Journal the customer qualified for the FS Program but did not want to participate at this time (See the “Workflows” block within this Interim Instruction Notice (IIN)).</td></tr>
</table>

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CSC EW responsibilities

Customer Service Center (CSC) EWs will refer customers who call in to request information regarding FS and/or meet FS criteria (see the "**Identified crisis or situation**" block in the General Information section in this Interim Instruction Notice (IIN)). Referrals are completed as follows:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

Take necessary case action(s) pertaining to the customer's reason for calling.
Review the Case Summary page in C-IV to determine if the customer is currently in FS (all active CalWORKs cases receiving FS services are assigned to identified FS EWs), and:

<table>
<tr><th>If the customer is…</th><th>Then…</th></tr>
<tr><td>Currently in FS,</td><td>

Forward the call to the assigned FS ESS, or
Send a PII e-mail to the assigned FS EW and FS ESS with any reported changes, if unable to transfer the call.

<u>Note</u>: The CSC EW will follow the current process for escalations, if applicable.</td></tr>
<tr><td>Not currently in FS, and is specifically requesting FS services,</td><td>

Forward the call to the assigned ESS.

If the customer does not want to be transferred to an ESS, the CSC EW will give the customer the option to:

✓ Have an ESS contact him/her, or
✓ Have the CSC EW send the customer information regarding FS via the Good News
form (TAD WTW FS 9).

Send a PII e-mail to the TAD WTW Duty Worker inbox, if an ESS is not available, stating customer is requesting further information on FS.
</td></tr>
<tr><td>Not currently in FS,</td><td>Go to Step 2.</td></tr>
</table>
</td></tr>
</table>

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CSC EW responsibilities (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Review the case in C-IV to determine if the customer is a Work-Eligible Individual (WEI) by clicking the next to the customer's name from the CalWORKs section of the Case Summary screen (the drop down will display a Yes to indicate the customer is a WEI), and:
<table>
<tr><th>If the customer is a WEI and is…</th><th>Then…</th></tr>
<tr><td>Currently:
In WTW noncompliance,
WTW sanctioned, or
Homeless or at risk of homelessness (with an active or sanctioned WTW Program),</td><td>Inform the customer that in addition to Child Care, transportation and other supportive services, he/she may benefit from participating in the program by receiving:
Domestic Violence (DV) Services,
Mental Health (MH) Services,
Substance Abuse (SA) Services, and/or
Assistance with temporary/permanent housing.
Forward the call to the assigned ESS.
If the customer does not want to be transferred to an ESS, the CSC EW will give the customer the option to have:
✓ An ESS contact him/her, or
✓ The CSC EW send the customer information regarding FS via the Good News
form (TAD WTW FS 9).
Send a PII e-mail to the TAD WTW Duty Worker inbox, if an ESS is not available, stating customer is requesting further information on FS.</td></tr>
<tr><td>Not currently:
In WTW noncompliance,
WTW sanctioned, or
Homeless or at risk of homelessness (with an active or sanctioned WTW Program),</td><td>Close call per policy, and
Go to Step 3.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Complete wrap-up:
Clear any completed Task(s), and
Journal all case actions.</td></tr>
</table>

<u>Note</u>: Refer to the Customer Service Center Handbook (CSCHB) Family Stabilization Task Action Guide (TAG) and the "Workflows" block within this IIN for more information.

WTW Responsibilities

Intensive case management

The Family Stabilization (FS) Program provides an increased level of intensive case management and services that are additional to Welfare-to-Work (WTW) services currently provided to customers. The FS Employment Services Specialist (ESS) will have a lower caseload to provide intensive case management and allow more frequent contact (daily to weekly) with customers, especially upon initial acceptance into the FS Program.

List of FS ESSs

The FS ESS staff who will be assigned FS cases are listed below:

District Office	FS ESS
29 Palms	Primary: Sally Dauphinais Back Up: Brandi Murphy/Nicole Shrum
Adelanto	Primary: Yolanda Zamora Back Up: Monica Vega
Barstow	Primary: Regina Rogers Back Up: Diane Bubier
Colton	Primary: Jemma Stark Back Up: Michael Duke
Del Rosa	Primary: Brenda McCarthy Back Up: Yongenette Lomas
Fontana (09)	Primary: Beatrice Aguilar Back Up: Carolyn Navarro
Hesperia	Primary: Sandra Moreno Back Up: Breanne Dauk
Needles	Primary: Terri Trueheart Back Up: Kathleen Kerins
Ontario	Primary: Gayle Wright Back Up:
Rancho	Primary: Claudia Haro Back Up: Nghia Tran
Redlands	Primary: Raquel Monteith Back Up: Wendy Evans
Rialto	Primary: Cathy Ramirez Back Up: Adrienne Grayson
San Bernardino (01)	Primary: Elisa Alvarez-Gomez Back Up: Rebecca Saucedo
San Bernardino (02)	Primary: Beth Conti Back Up: Melody Stevenson
Victorville	Primary: Heather Gresham Back Up: Michelle Johnson
Yucaipa	Primary: Linda Ruiz Back Up: Sandra Molina
Yucca	Primary: Brandi Murphy Back Up: Nicole Shrum

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FS ESS responsibilities

All FS ESSs will:

- Inform customers of the new FS Program and program benefits and requirements anytime they identify, or the customer discloses, a potential need for FS services.
- Screen customers for FS Program eligibility using the FS Checklist (TAD WTW FS 3) who they believe have an identified need for:
  - Mental Health (MH) Services,
  - Substance Abuse (SA) Services,
  - Domestic Violence (DV) Services, or
  - Assistance with temporary/permanent housing if the customer is homeless or at imminent risk of homelessness (eviction notice).

  <u>Note</u>: If the customer has completed the Good News (TAD WTW FS 9) form, the ESS does not also have to complete a TAD FS WTW 3.
- Provide the customer with a Resource List (TAD WTW FS 77) if the customer is ineligible to FS or is eligible but does not want to participate.
  - This is a voluntary program and no negative action will be taken if the customer chooses not to participate in the FS Program.
- Refer customers to the Department of Behavioral Health (DBH) for FS services (see the “Referring a Customer for Family Stabilization” and “Workflows” blocks within this Interim Instruction Notice (IIN)).
- Review the customer’s DBH FS Plan (TAD WTW FS 4) for action items as determined by FS DBH staff and the customer, ensuring everyone in the Assistance Unit (AU) is included.
- Ensure all Attendance and Progress Reports (WTW 733.4) are received from FS DBH staff for each FS customer by the fifth of the month.
- Enter attendance into C-IV and monitor customer’s progress.
- Contact FS customers on a daily or weekly basis depending on level of need.
- Ensure the customer’s WTW 24-Month Time Clock does not count during the time the customer is participating in FS for up to six months, cumulatively.
- Enter required information into the FS ShareSpace site on a flow basis, by the fifth of the month, for required quarterly State reports (See the “Reporting requirements” block in this Interim Instruction Notice (IIN) for additional information).
- Transition customers to a regular WTW caseload, when determined appropriate by FS DBH staff.
- Attend weekly meetings with FS Eligibility Worker (EW) and FS DBH staff to discuss successes, issues, or lessons learned with customers and how best to serve each FS family, and how to improve or enhance the FS process.
- Meet with the customer to sign a WTW Plan - Activity Assignment (WTW 2) for FS.
- Approve appropriate supportive services.
- Image FS documents into C-IV.
- Journal all actions, including customer contacts and provided services.

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ESS responsibilities

All ESSs will:

- Inform customers of the new FS Program and program benefits and requirements anytime they identify, or the customer discloses, a potential need for FS.
- Screen customers for FS Program eligibility using the TAD WTW FS 3 who they believe have an identified need for:
  - MH Services,
  - SA Services,
  - DV Services, or
  - Assistance with temporary/permanent housing if the customer is homeless or at imminent risk of homelessness (eviction notice).

  Note: If the customer has completed a TAD WTW FS 9, the ESS does not also have to complete a TAD FS WTW 3.
- Provide the customer with a TAD WTW FS 77 if the customer is ineligible to FS **or** is eligible but does not want to participate in FS.
  - This is a voluntary program and no negative action will be taken if he/she chooses not to participate in the FS Program.
- Refer customers to DBH for FS services (See the "Referring a customer for Family Stabilization" block within this IIN).
- Meet with the customer to sign a WTW 2 for FS.
- Approve appropriate supportive services.
- Image FS documents into C-IV.
- Journal all actions, including customer contacts and provided services.
- Forward the completed Random Equitable Assignment of Cases (REAC) memo (TAD 19) to request the FS case be assigned to the FS ESS.
- Monitor the district TAD WTW Duty Worker inbox on a flow basis throughout the day to ensure FS requests are routed and processed timely.

TAD WTW Duty Worker inbox

The designated WTW Duty Worker and or WTW Customer Service Representative (CSR) will be responsible for monitoring the district TAD WTW Duty Worker inbox. The TAD WTW Duty Worker inbox must be monitored on a flow basis throughout the day to ensure FS requests are routed and processed timely.

Each district is responsible for designating a primary and back-up ESS to monitor the TAD WTW Duty Worker inbox.

Referring Customers for FS

Refer customers for FS services

The Employment Services Specialist (ESS) or Family Stabilization (FS) ESS will refer customers who have agreed to participate in the FS Program to the Department of Behavioral Health (DBH) for FS services:

- After receiving the completed Good News (TAD WTW FS 9) form from the Eligibility Worker (EW), **or**
- Upon completing the FS Checklist (TAD WTW FS 3) with the customer in person or over the phone, **and**
- Once he/she has reviewed the customer's case in C-IV to ensure the customer meets FS eligibility criteria (see the FS Eligibility section within this Interim Instruction Notice (IIN)).

The ESS or FS ESS will follow the steps in the table below when he/she has determined the customer meets FS eligibility criteria:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Meet with the customer to complete a DBH FS Referral (TAD WTW FS 711.57) and an Applicants Authorization for Release of Information form (ABCDM 228).</td></tr>
<tr><td>2</td><td>• Forward the completed TAD WTW FS 711.57 to FS DBH staff, and
• Call the FS DBH staff member to obtain an appointment for the customer, or
• Walk the form over to the DBH Staff member, if located within the district office.</td></tr>
<tr><td>3</td><td>Provide the customer a copy of the TAD WTW FS 711.57.</td></tr>
<tr><td>4</td><td>• Add the "Family Stabilization Intake Appointment" activity through the Customer Activities List page in C-IV ensuring the correct activity is selected by selecting Appraisal/Assessment under Category and Other Welfare-to-Work under Type.
• Generate and explain the Welfare-to-Work (WTW) Plan - Activity Assignment (WTW 2) to the customer (see F&P #14-068 for the WTW 2).
• Schedule the customer an appointment in C-IV to return no later than three business days from the date of his/her initial appointment to sign a WTW 2 for FS.
• Generate an Appointment Letter (ADM 102) in C-IV and give to the customer.
• Approve any supportive services the customer may need to attend his/her appointment with FS DBH staff.</td></tr>
<tr><td>5</td><td>Set a Task in C-IV for three days from the date of customer's FS referral to ensure a completed TAD WTW FS 711.57 is received back from FS DBH staff prior to meeting with the customer for his/her return appointment, and:
<table>
<tr><th>If the TAD WTW FS 711.57 is not received within three days and FS DBH staff is...</th><th>Then...</th></tr>
<tr><td>Located within the district office,</td><td>Call and/or walk over to the FS DBH staff to obtain the completed form.</td></tr>
<tr><td>Not located within the district office,</td><td>Call and send an e-mail to the FS DBH staff to obtain the completed form.</td></tr>
</table></td></tr>
</table>

Continued on next page

Refer customers for FS services (continued)

Step	Action
6	• Meet with the customer at his/her three day return appointment to develop and sign a WTW 2 for FS. • Add the FS activity in C-IV ensuring the correct FS activity is selected by selecting **Appraisal/Assessment** under **Category** and **Other Welfare-to-Work** under **Type**. – The following five FS activities will populate for the ESS/FS ESS to select from: ✓ Family Stabilization Intake Appointment ✓ Family Stabilization Domestic Violence ✓ Family Stabilization Mental Health ✓ Family Stabilization Drug/Alcohol ✓ Family Stabilization Housing
7	• Generate and sign a WTW 2 for FS, • Provide copies and explain the Travel Claim (WTW 753 A) and Attendance and Progress Report forms (WTW 733.4) to the customer, • Approve supportive services, • Provide FS Approval Notice of Action (NOA) (TAD WTW FS 7), • Image forms into C-IV, • Forward the completed Random Equitable Assignment of Cases (REAC) memo (TAD 19) to request the FS case be assigned to the FS ESS and CalWORKs case be assigned to the FS EW, and • **Journal** all case actions.

Note: Staff must continuously observe and informally screen customers who meet FS eligibility criteria and refer them for FS services as appropriate. A WTW customer may request FS services at any time.

Continued on next page

FS temporary/ permanent housing assistance

Temporary/permanent housing assistance is a contracted service through the Department of Behavioral Health (DBH), provided by LightHouse Social Services. LightHouse Social Services require FS customers to provide the following verifications at the Housing Intake appointment:

- Photo Identification card (for all adults in the household)
- Birth Certificates (for all minors in the household)
- Social Security card (for all household members)
- Proof of Income, such as:
  - Paystubs
  - Copy of Government issued benefits) (i.e. Passport to Services (GEN 2000) form)
- Proof of housing, such as:
  - Lease agreement
  - Copy of utility bill
  - Eviction notice/Three day notice (if seeking arrears assistance)

FS staff may provide needed verifications **directly to the customer**, if needed for his/her LightHouse Housing Intake appointment.

WTW 2

The ESS will complete the left side of the Welfare-to-Work (WTW) Plan - Activity Assignment (WTW 2) if the customer is participating in FS as a mandatory WTW participant or as an exempt volunteer. The ESS will not check any boxes under "Total Hourly Requirements" on page 1 of the WTW 2 because the total hourly requirements do not apply to these individuals.

Customers who choose not to participate in FS

Participation in the FS Program is voluntary and no negative action will be taken if the customer chooses not to participate. Staff will provide the customer with a Resource List (TAD WTW FS 77) if he/she is ineligible to FS **or** is eligible but does not want to participate in FS.

Good Cause

Good Cause

Customers who are going through a crisis or destabilizing situation may not want to participate in Welfare-to-Work (WTW) assigned activities. If needed, the Employment Services Specialist (ESS) may:

- Place the customer in Good Cause, for no more than 30 days, and/or
- Evaluate the customer for a possible exemption to deal with his/her crisis or destabilizing situation.

For example, Sandy discloses to the ESS that her child just passed away and she is having a difficult time coping with the loss. The ESS, through thorough discussion with the customer, decides it would be best to place Sandy in Good Cause for no more than 30 days to allow her some time to cope with her situation. The ESS grants Sandy Good Cause, sets a Task in C-IV to follow up with the customer, and provides Sandy with a CW 61.

Good Cause after FS approval

Customers who are going through a crisis or destabilizing situation may not want to participate in Family Stabilization (FS) after approval and/or start of participation. If needed, the FS ESS and FS Department of Behavioral Health (DBH) staff, through discussion with the customer, may :

- Place the customer in Good Cause for no more than 30 days, and/or
- Evaluate the customer for a possible exemption to deal with his/her crisis or destabilizing situation.

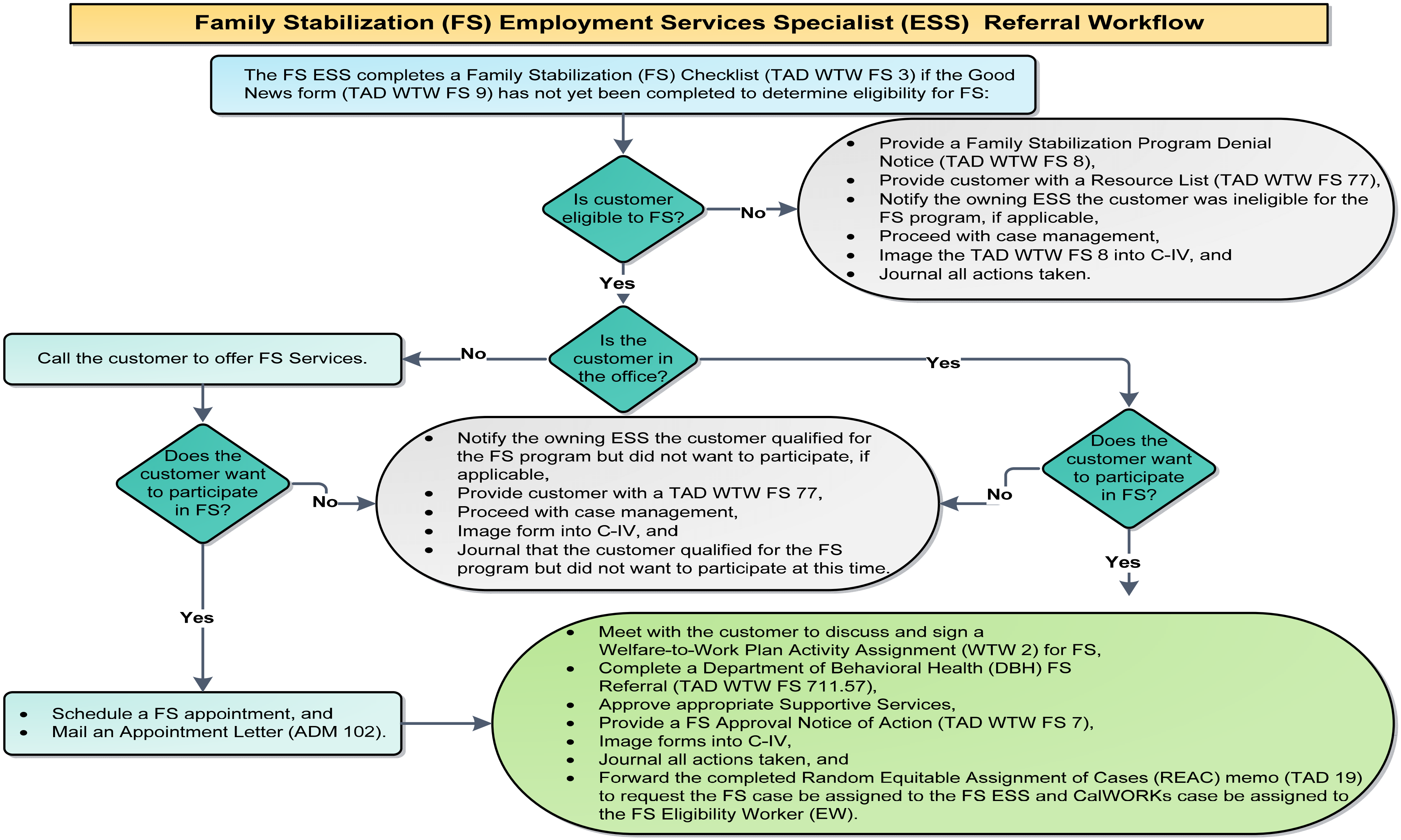
For example, Joe is approved for FS services and feels he cannot continue to participate in his Mental Health classes due to medical reasons. The FS ESS and DBH staff, through thorough discussion with the customer, decides it would be best to place Joe in Good Cause for no more than 30 days to allow him some time to seek professional medical attention. The FS ESS grants Joe Good Cause, sets a Task in C-IV to follow up with the customer, and provides Joe with a CW 61.

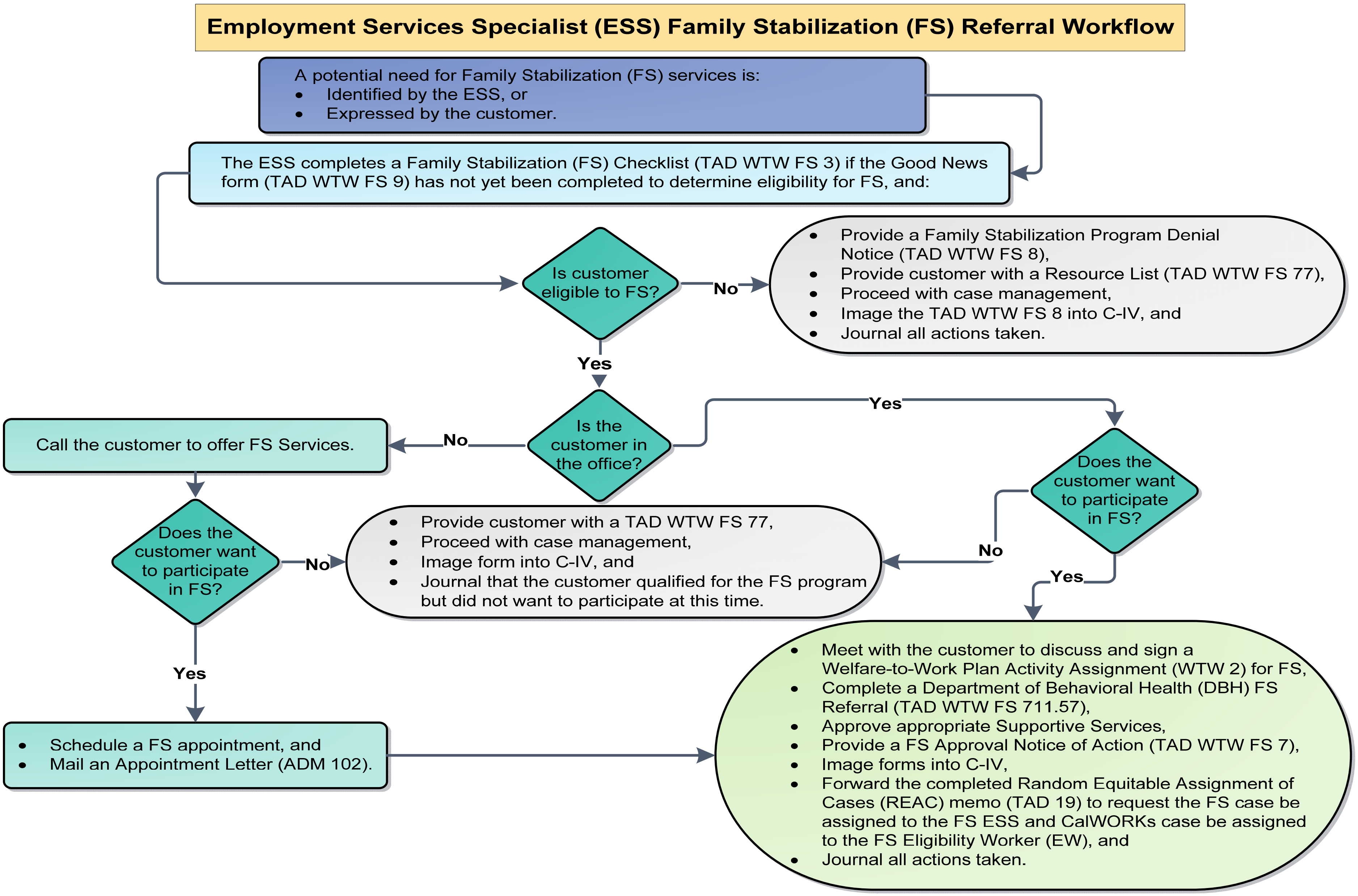
The FS ESS and FS DBH staff will continue to work with and monitor customers in Good cause in an effort to have them participate in FS.

Note: Customers placed in Good Cause status are not eligible for supportive services.

Workflows

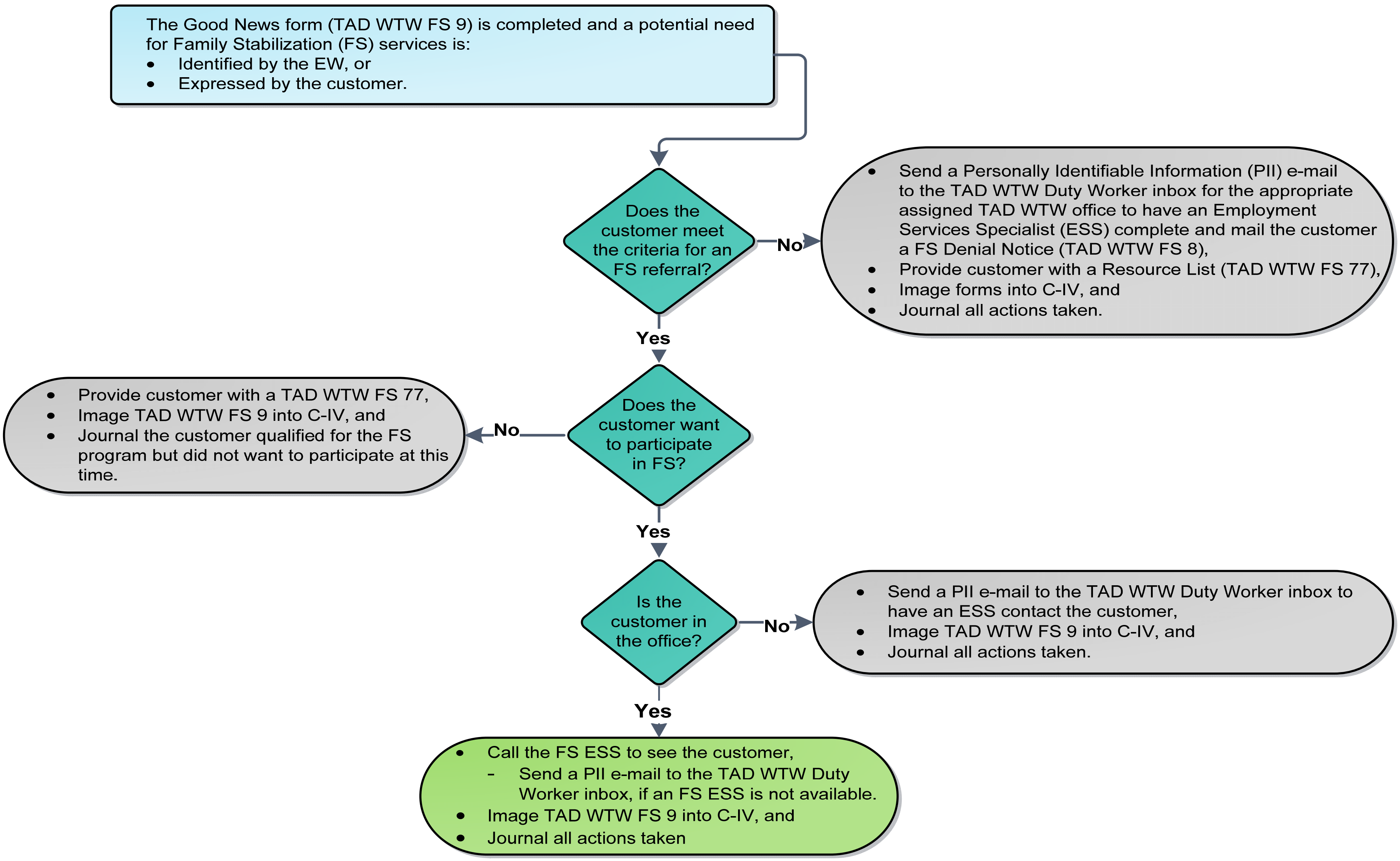
Overview This section provides staff with workflow charts to assist with the FS referral process.



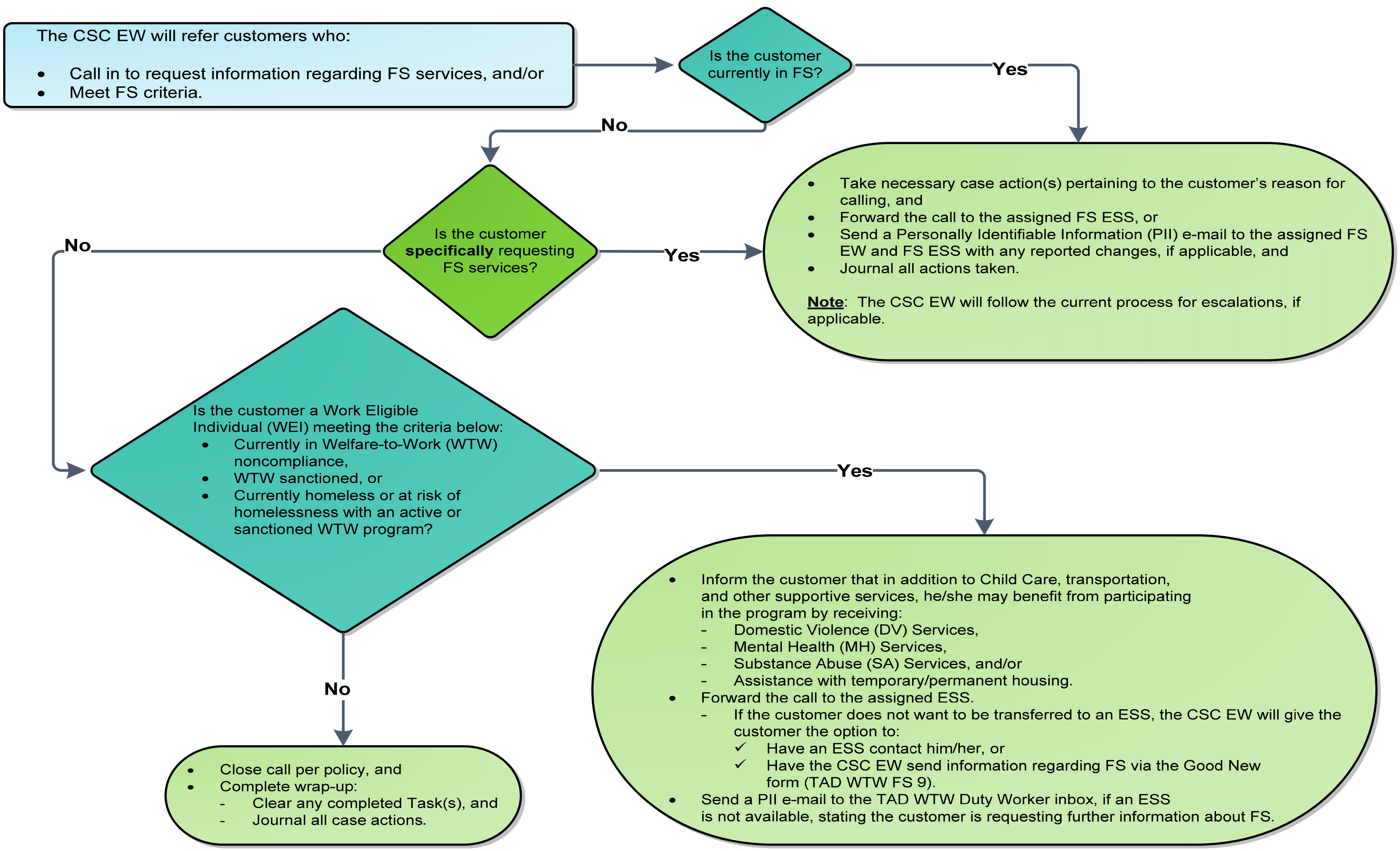

Employment Services Specialist (ESS) Family Stabilization (FS) Referral Workflow
A potential need for Family Stabilization (FS) services is:
• Identified by the ESS, or
• Expressed by the customer.
The ESS completes a Family Stabilization (FS) Checklist (TAD WTW FS 3) if the Good News form (TAD WTW FS 9) has not yet been completed to determine eligibility for FS, and:
Is customer eligible to FS?
No
• Provide a Family Stabilization Program Denial Notice (TAD WTW FS 8),
• Provide customer with a Resource List (TAD WTW FS 77),
• Proceed with case management,
• Image the TAD WTW FS 8 into C-IV, and
• Journal all actions taken.
Yes
Is the customer in the office?
No
Call the customer to offer FS Services.
Yes
Does the customer want to participate in FS?
No
Yes
Does the customer want to participate in FS?
No
• Provide customer with a TAD WTW FS 77,
• Proceed with case management,
• Image form into C-IV, and
• Journal that the customer qualified for the FS program but did not want to participate at this time.
Yes
• Schedule a FS appointment, and
• Mail an Appointment Letter (ADM 102).
• Meet with the customer to discuss and sign a Welfare-to-Work Plan Activity Assignment (WTW 2) for FS,
• Complete a Department of Behavioral Health (DBH) FS Referral (TAD WTW FS 711.57),
• Approve appropriate Supportive Services,
• Provide a FS Approval Notice of Action (TAD WTW FS 7),
• Image forms into C-IV,
• Forward the completed Random Equitable Assignment of Cases (REAC) memo (TAD 19) to request the FS case be assigned to the FS ESS and CalWORKs case be assigned to the FS Eligibility Worker (EW), and
• Journal all actions taken.

Workflows, Continued

Eligibility Worker (EW) Family Stabilization (FS) Referral Workflow



Customer Service Center (CSC) Eligibility Worker (EW) Family Stabilization (FS) Referral Workflow



FS Case Management

FS Plan

The Family Stabilization (FS) Plan (TAD WTW FS 4) is a comprehensive plan developed by Department of Behavioral Health (DBH) FS staff along with the customer to assist the customer and his/her family in resolving the identified situation or crisis, and includes everyone in the customer's Assistance Unit (AU). Action Items developed include:

- Who needs services and the types of services needed,
- Anticipated timeline for services, and
- Action Item completion dates.

The FS Employment Services Specialist (ESS) will:

- Review customer FS Plans during weekly meetings with DBH to discuss successes, issues, or lessons learned with customers and how to best serve each FS family in order to provide good case management and enhance the FS process, and
- Image the plan in C-IV under WTW Other.

Hours of participation

There is no minimum or maximum number of hours a customer may participate in FS. FS hours may be counted toward meeting the Work Participation Rate (WPR), but it is not the primary focus for customers receiving FS to meet WPR. However, customers must comply with what is outlined in their Welfare-to-Work (WTW) Plan – Activity Assignment (WTW 2) and FS Plan. Activities may include, but are not limited to:

- Daily to weekly contact with the FS ESS and/or FS DBH staff.
- Weekly individual or group meetings.
- Participating in assigned FS activities and making satisfactory progress.

Attendance

DBH will be responsible for providing the FS ESS with a customer's monthly attendance in FS activities via the Attendance and Progress Report (WTW 733.4) by the fifth of each month, based on the customers attendance in:

- Individual appointments,
- Group in-house meetings or workshop activities, or
- Any activities related to customer participation in FS.

The FS ESS must ensure he/she Journals all appointments he/she has and the amount of time spent with the customer in C-IV.

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Noncompliance

A customer's participation in FS is not subject to WTW minimum hourly participation requirements. However, FS customers must comply with the requirements outlined in their WTW 2 and FS plan, with the assistance of intensive case management. The FS ESS will follow the steps below prior to initiating noncompliance when a FS customer does not comply with his/her WTW 2 and FS Plan, or is not making progress towards his/her FS Plan goals:

Step	Action
1	Evaluate the FS customer for Good Cause or possible exemption. **Note:** The FS ESS will work together with DBF FS staff to determine Good Cause or possible exemption.
2	Initiate noncompliance if the customer is not found to be exempt from WTW after: • Exhausting additional attempts to assist the customer via intensive case management, and • Evaluating whether FS services remain appropriate for the customer or if the customer is able to participate in WTW.
3	**Journal** all case actions.

Supportive services

Supportive services are available to assist customers with extra costs incurred while participating in an approved WTW FS activity. The payment of supportive services is designed to assist in avoiding further financial or personal hardships so that the customer may participate in the FS Program and/or other related WTW activities.

Customers placed in good cause status are not eligible to receive supportive services.

Personally Identifiable Information (PII)

It is the policy of the Transitional Assistance Department (TAD) to protect the privacy, confidentiality and integrity of a customer's Personally Identifiable Information (PII). It is imperative FS staff understand and utilize necessary safeguards to protect and secure PII from unauthorized or unlawful access, use and/or disclosure.

FS staff will ***not*** share PII regarding FS customers with DBH or LightHouse staff for purposes of FS Housing Assistance.

FS time limit

Customers participating in FS are not intended to be in a FS caseload for more than six months after acceptance into the FS Program. The FS ESS works together collaboratively with FS DBH staff to transition customers into a regular WTW caseload through intensive case management.

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FS extension

The FS ESS, together with FS DBH staff, may grant an extension beyond the six month time period based on the following criteria:

- The customer, other unaided AU members and children are fully participating and meeting the requirements outlined in the FS Plan, and
- The customer is aware that receiving an extension for FS beyond the six months will not stop his or her WTW 24-Month Time Clock, and
- One of the following conditions apply:
  - Receiving a few more months of FS will help the customer participate in regular WTW activities, or
  - There have been delays in providing FS services to the customer.

Note: The FS ESS must obtain approval from an Employment Services Manager (ESM) if an extension is being granted beyond the six month time period.

WTW 24-Month Time Clock

The passage of Senate Bill (SB) 1041 established the WTW 24-Month Time Clock for aided adults to participate in WTW activities without the hourly participation requirement for core activities. The change allows customers to receive a wide array of services and support in order to enter and remain in the workforce for a cumulative period of 24-months.

Participation in FS stops a customer's WTW 24-Month Time Clock for up to six cumulative months. If a customer is eligible to one day of FS in the month, his/her WTW 24-Month Time Clock does not tick for one full month. A customer's 48-Month Time Clock continues to tick during FS.

Example of the WTW 24-Month Time Clock

The following is an example of the WTW 24-Month Time Clock:

Paul is participating in FS and receives Mental Health (MH) services. He receives FS services for three months and is ready to transition to a regular WTW caseload. His WTW 24-Month Time Clock did not count for three months.

A year later, Paul's oldest child dies. Paul is not able to participate in his WTW activity due to the loss of his child. Paul is eligible for three months of FS services since he previously used only three months of FS. His WTW 24-Month Time Clock will not count for an additional three months.

Outreach and Training Materials

FS Alert

Family Stabilization (FS) Alert #14-178 Errata was sent to all Transitional Assistance Department (TAD) staff on 6/11/14 to provide preliminary information regarding the new FS Program.

Outreach with FS Flyer

FS outreach will be conducted using FS Flyer #14-152. The flyer was mass mailed to Welfare-to-Work (WTW) sanctioned customers on 7/28/14 informing them of the availability of FS services.

PERC Training

The Performance and Resource Center (PERC) will provide FS training via the Learning Management System (LMS) to all Transitional Assistance Department (TAD) staff, with the exception of Office Assistant (OA) and Work Experience (WEX) staff, beginning 7/21/14.

Staff must complete FS training through LMS no later than 8/1/14.

State Reporting Requirements and Questions

Reporting requirements

Counties are required to submit quarterly reports to the State regarding their Family Stabilization (FS) Program.

A ShareSpace site has been created for FS Employment Services Specialists (ESSs) to track activities and services a FS customer receives. FS ESSs must update the case data on the ShareSpace site on a flow basis, by the fifth of each month (See the Family Stabilization ShareSpace Tracking Form Guide located on the Transitional Assistance Department site under Tools>WTW Tools).

The FS ShareSpace is located at: http://hssp/familystabilization/default.aspx

Questions

Managers with questions regarding the information contained in this Interim Instruction Notice (IIN) should contact Stephanie Maldonado, Program Specialist (PS) I, at (909) 383-9708, or via e-mail at smaldonado@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-022

APRIL 29, 2015

SUBJECT: Family Stabilization (FS) – Phase II: Tattoo Removal Services

DISTRIBUTION: Welfare-to-Work (WTW), CalWORKs

FILE: WTWPHB – In Front of Handbook
CWPHB – In Front of Handbook

REFERENCE: ACL 14-12

OBSOLETE: When Handbook Material is Updated

Overview

Family Stabilization (FS) is a component of the California Work Opportunities and Responsibility to Kids (CalWORKs) program that provides intensive case management and services to customers who meet the criteria set forth in Assembly Bill (AB) 74.

FS is being implemented in two phases in San Bernardino County. Phase I was implemented effective 8/1/14. Phase II is an additional effort to expand FS services and will be implemented, in part, effective 5/1/15.

This Interim Instruction Notice (IIN) provides information and instructions regarding tattoo removal services, implemented as part of Phase II of the CalWORKs Welfare-to-Work (WTW) FS Program.

Customers may have visible tattoos, which could pose a barrier to employment. The Transitional Assistance Department (TAD), in conjunction with Arrowhead Regional Medical Center (ARMC), has entered into a Memorandum of Understanding (MOU) to provide tattoo removal services for FS customers, if deemed necessary.

Effective date

Tattoo Removal services via the current MOU are effective 5/1/15 through 4/30/16.

Forms

The following forms are referenced in this IIN and are available in C-IV and/or the TAD Forms Catalog, WTW:

Form Number	Form Title
WTW 2	Welfare-to-Work Plan – Activity Assignment
TAD WTW FS 10	Family Stabilization Tattoo Removal Referral Form
ABCDM 228	Release of Information
WTW 77	Memo to Service Providers
HS 39	Complaint and Grievance Procedure
NA 823	Approval/Denial of Ancillary NOA

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FS customers eligible for tattoo removal

Tattoo removal services, as provided in the current MOU, are available for FS customers only. An FS customer may be/is potentially eligible for tattoo removal services if he/she has visible tattoos located in the following areas:

- Hands
- Wrists
- Neck
- Head (excluding face)

Note: See IIN 14-030 for additional information regarding FS eligibility requirements.

FS ESSs responsibilities

The FS Employment Services Specialists (ESSs) responsibilities include:

- Informing FS customers with visible tattoos, which may restrict their ability to find employment, about tattoo removal services and requirements.
- Explaining to the customer that:
  - The County will pay for tattoo removal treatments and other supportive services (Child Care, transportation, etc.) needed to complete the tattoo removal treatments.
  - Tattoo removal treatment is done at the ARMC located at: 400 N. Pepper Avenue, Colton, CA 92324 (Out Patient Services building).
  - Each treatment session is approximately 30 minutes long.
  - Tattoo removal is a lengthy process and can take from five to15 treatments to remove a single tattoo.
  - Treatment sessions must be scheduled one and a half months apart for the skin to heal before the next session.
  - Treatments may result in complications/adverse effects such as:
    - ✓ Scarring, keloid formation, and indentation of the tissue.
    - ✓ Post treatment redness, swelling, blistering, and pain for the first 24 hours after treatment.
    - ✓ Increased or decreased skin pigmentation.
- Referring eligible FS customers needing tattoo removal services to ARMC via the Family Stabilization Tattoo Removal Referral Form (TAD WTW FS 10).
  - The FS ESS must collaborate with the Department of Behavioral Health (DBH) FS case manager to determine if tattoo removal services are appropriate for the customer.
- Keeping the lines of communication open with ARMC.
- Notifying ARMC via the Memo to Service Providers (WTW 77) form whenever an FS customer becomes ineligible for or requests to discontinue services.

Note: If the customer has additional questions regarding tattoo removal treatments, advise him/her to discuss them with the doctor at his/her next ARMC appointment.

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ARMC responsibilities

ARMC responsibilities include:

- The right to deny treatment to any TAD customer for medical reasons.
  - Customers who are pregnant must have a medical release from their primary care physician to be treated by ARMC.
- Removing only authorized tattoos located on the areas of the body visible in professional work environments that have been identified and approved by TAD.
  - Other areas/removals requested by the customer must have TAD approval.
- Limiting customers to a total of five treatments.
  - Additional treatments must be approved by TAD.

Number of treatments

FS customers are limited to a total of **five** treatment sessions. Any **additional** treatments must be approved by a Supervising Employment Services Specialist (SESS I) and Employment Services Manager (ESM). Additional treatments must be approved using the TAD WTW FS 10 (See Forms and Procedures (F&P) Guide for the TAD WTW FS 10).

Designated appointment days

ARMC conducts intake appointments and performs tattoo removal services every Thursday; however, effort will be made to accommodate customers who cannot receive services during the designated days.

Missed/late appointments

Two **missed** appointments or two **late** arrivals (15 minutes late) to appointments will **disqualify customers from the tattoo removal services program**. ARMC will provide no show information to FS ESSs at the end of each week.

Attendance

ARMC will provide attendance hours for each customer receiving services on a monthly basis. The FS ESS will code time spent by the customer receiving tattoo removal services in C-IV as follows:

Step	Action
1	Enter verified tattoo removal service hours under the customer's current open FS activity on the **Activity Progress Detail** page under A**ctivity Progress History**. • The FS ESS will not open an FS activity for tattoo removal services, but will use the already opened FS activity in C-IV.
2	Enter tattoo removal service hours in the Comments section (for example: Customer attended tattoo removal appointment on 5/12/15, 1 hour of participation entered).
3	Create a Journal entry documenting the date and verified tattoo removal service hours.
4	Image any documentation received from the customer or ARMC.

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Referring a FS customer to ARMC

The FS ESS will work collaboratively with the DBH FS worker to determine whether an FS customer should be referred for tattoo removal services.

Only an FS ESS may refer an FS customer to ARMC for tattoo removal services, by taking the following actions:

Step	Action
1	Meet with the FS customer to explain and complete the following forms: • TAD WTW FS 10, • Applicants Authorization for Release of Information (ABCDM 228), and • Complaint and Grievance Procedure (HS 39) form. – The FS ESS does not keep a copy of this form in the case file, but will Journal that a copy was e-mailed to the contracted service provider (See F&P for the HS 39).
2	• Scan and e-mail the TAD WTW FS 10, ABCDM 228, and HS 39 to his/her county e-mail using the copier/printer. • Rename the combined documents (TAD WTW FS 10, ABCDM 228, HS 39) "FS Tattoo Removal Referral".
3	• Call the ARMC liaison to schedule an initial intake appointment for the customer, **and** • E-mail the FS Tattoo Removal Referral document to the ARMC liaisons. – ARMC will provide an intake appointment time and date and forward the TAD WTW FS 10 to the referring FS ESS within three business days.
4	Set a Task in C-IV, if applicable, for three days from the date of the customer's ARMC referral to ensure a completed TAD WTW FS 10 is received back from ARMC, if applicable. • If the TAD WTW FS 10 is not received within three business days, the FS ESS will contact the ARMC liaison to obtain the completed form.
5	• Provide the intake appointment information to the customer, once received, and • Explain the following to the customer: – ARMC's missed/late appointment policy. – He/she must check it at the ARMC Outpatient Services Building and follow ARMC's standard registration procedures for registering patients.
6	Give the customer copies of the TAD WTW FS 10 and HS 39.
7	• Image the TAD WTW FS 10 and ABCDM 228 into C-IV, and • Journal all case actions.

Note: A WTW Plan – Activity Assignment (WTW 2) is not required for tattoo removal services (See the "Attendance" block in this IIN).

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Referral received back from ARMC

Once the referral is received back from ARMC and the customers tattoo removal intake appointment is scheduled, the FS ESS will take the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Approve any supportive services the customer may need to attend his/her appointments at ARMC.</td></tr>
<tr><td>2</td><td>Set the following Tasks in C-IV:
The day following the customer’s ARMC intake appointment to contact the customer to ensure the customer attended his/her intake appointment, and
Five days following the customer’s intake appointment to ensure a completed TAD WTW FS 10 is received back from ARMC.
If the TAD WTW FS 10 is not received within five business days following the customer’s intake appointment, the FS ESS will contact the ARMC liaison to obtain the completed form.</td></tr>
<tr><td>2</td><td>Review the completed TAD WTW FS 10 once received, and:<table>
<tr><th>If the customer will…</th><th>Then…</th></tr>
<tr><td>Begin tattoo removal services,</td><td>Approve appropriate supportive services,
Complete an Approval/Denial of Ancillary NOA (NA 823) and provide the customer.
Image the TAD WTW FS 10, and
Journal all case actions.
<u>Note</u>: A WTW 2 is not required for tattoo removal services (See the “Attendance” block in this IIN).</td></tr>
<tr><td>Not begin tattoo removal,</td><td>Image the TAD WTW FS 10,
Journal all case actions including the reason for the customer not beginning services, and
Complete a NA 823 and provide it the customer.</td></tr>
</table></td></tr>
</table>

Discontinue treatment

Participation in tattoo removal services is voluntary and no negative action will be taken if the customer chooses not to accept or to discontinue tattoo removal services.

Complaint and grievance form

The FS ESS will provide and explain the Complaint and Grievance Procedure (HS 39) form to inform FS customers participating with a contracted service provider of their right to file a complaint or grievance.

Questions

Managers with questions regarding this IIN may contact Stephanie Maldonado, Program Specialist I (PS I), in the Program Development Division (PDD) at (909) 383-9708 or via county e-mail at smaldonado@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-012 ERRATA 2

MARCH 12, 2015

SUBJECT: Drug Felons – Eligibility and Welfare-to-Work (WTW) Outreach

DISTRIBUTION: CalFresh, CalWORKs, WTW

FILE: CFPHB – In Front of Handbook
CWPHB – In Front of Handbook
WTWPHB – In Front of Handbook

REFERENCE: All County Letter (ACL) 14-100

OBSOLETE: 4/30/2015

Overview

All County Letter (ACL) 14-100 provided instructions to counties regarding changes in eligibility in the CalFresh and CalWORKs programs for individuals with a felony drug conviction. Effective 4/1/15, drug felons will be eligible to CalFresh and/or CalWORKs if they meet all other eligibility requirements.

This Interim Instruction Notice (IIN) provides revised information and instructions for:

- Eligibility Workers (EWs) regarding:
  - Program Integrity Department (PID) Time Limit Reviews,
  - Case actions after the C-IV Batch run on 3/14/15, and
  - Intake procedures for March 2015.
- Employment Services Specialists (ESSs) regarding Welfare-to-Work (WTW) early outreach.

List – 2/24/15

Research, Outcomes, and Quality Support (ROQS) provided a revised list of individuals with a felony drug conviction. The revised list titled “Drug Felon Cases_2” has been posted on the HS Resource Center and contains a total of 2,168 CalFresh and/or CalWORKs cases. ROQS added filters to the 2,168 cases to produce the following data for 2/15:

Filter	Number of Cases
CalFresh only	706
CalWORKs with or without CalFresh	1,462
Of the 1,462 CalWORKs cases	
Child age 0-20 months.	329
Earned Income	291
WTW sanction that began prior to drug felon Non-Compliance Begin Date	415
Child Support Non-Compliance	81

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Additional lists

Additional case lists will be provided by ROQS on 3/16/15 and 3/31/15. These lists will identify cases with a drug felon who became active after the prior list was generated (on 2/24/15 or 3/16/15) and reviewed. Cases identified on the additional lists will require a cursory review by the EW, as described in this IIN.

Eligibility reconciliation – cursory review

EWs will complete a cursory review of each drug felon case beginning 2/23/15, to ensure accuracy of case information (all necessary documentation in case file) when C-IV runs batch to add drug felons to existing CalFresh and CalWORKs cases on 3/7/15.

All drug felon cases will have a cursory review completed by the close of business on Saturday, 3/14/15. Cursory reviews will ensure all required:

- Verifications are on file for the identified drug felon, and
- C-IV Data Collection pages are updated with current information.

One-and-done

To facilitate a one-and-done approach, a task force of designated EWs and ESSs per region will complete case actions, including the cursory review and early outreach for the Welfare-to-Work (WTW) program. To promote early outreach in the WTW program, the EW will contact the customer via a telephone call to complete a cursory case review, and if the call is successful, the EW will perform a "warm-hand-off" to the ESS providing the customer an opportunity to speak to an ESS.

Cursory review tool

CalFresh and/or CalWORKs cursory reviews will be completed using the TAD TEMP 001 – Drug Felon Review Tool. The TAD TEMP 001 contains the following eligibility elements:

Element	CalFresh	CalWORKs
Household composition	X	X
Social Security Number (SSN) verified for drug felon	X	X
Income: • Earned, and • Unearned	X	X
Birth Certificate/verification for drug felon		X
Completion of the **Support Questionnaire** in C-IV: • Child is associated to an absent parent • Certification and Agreement section is completed		X
2.1 NA – Notice and Agreement for Child, Spousal and Medical Support form. The 2.1 NA must be in the case record.		X
Possibility of Pregnancy Special Need (PSN) for the entering drug felon.		X

<u>Note</u>: The TAD TEMP 001 is located the Transitional Assistance Department (TAD) online Forms Catalog.

Continued on next page

Worker information

Deputy Directors (DDs) provided worker information regarding designated EW(s) to whom the drug felon cases will be assigned when verification is required for the case. Drug felon cases will remain assigned to a designated EW(s) until the case is correct (information is received) or discontinued.

To prevent an increase in calls to the Customer Service Center (CSC), the designated EW must ensure that his/her telephone number is assigned to the drug felon **Worker ID** number in C-IV.

Cursory review actions

A task force of designated EWs will complete the CalFresh and/or CalWORKs cursory reviews by following the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the:
Case record, for the required items indicated on the TAD TEMP 001, and
Time Limit Summary page in C-IV for the drug felon, and:
<table>
<tr><th>If the amount of CalWORKs Remaining Months is…</th><th>Then…</th></tr>
<tr><td>Zero, or
Less than zero,</td><td>Do not refer the customer to an ESS as stated in Step 3.</td></tr>
<tr><td>One or more months,</td><td>Refer the customer to an ESS as stated in Step 3.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Attempt to contact the customer once via telephone call. If the customer does not answer the telephone or does not have a current telephone number, go to Step 4.</td></tr>
<tr><td>3</td><td>Complete the TAD TEMP 001 during the telephone call with the customer, and:
<table>
<tr><th>If the information reported during the telephone call…</th><th>Then, complete this Step, and…</th></tr>
<tr><td>Remains the same,</td><td>Go to Step 6.</td></tr>
<tr><td>Differs from case information and verification is not required,</td><td>Go to Step 5.</td></tr>
<tr><td>Differs from case information and verification is required,</td><td>Go to Step 4.</td></tr>
</table>
Determine if the case contains CalWORKs, and if:
Yes, inform the customer that an ESS would like to speak with him/her regarding the WTW program, and:
<table>
<tr><th>If the customer…</th><th>Then…</th></tr>
<tr><td>Agrees,</td><td>Transfer the customer to the assigned ESS.</td></tr>
<tr><td>Agrees; however, the:
Assigned ESS(s) is not available, or
Customer cannot complete the phone call at this time, or
Does not agree,</td><td>Complete the TAD TEMP 003 – Drug Felon E-mail Template,
Include the e-mail information in the Journal entry, and
Send an e-mail to the assigned ESS(s).</td></tr>
</table>
No, go to step 4.</td></tr>
</table>

Continued on next page

Cursory review actions (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>

Assign the case to the designated EW by completing the Random Equitable Assignment of Cases (REAC) process.
Generate and send the ADM 107 – Message From Your Worker form in C-IV using the mandatory verbiage located on the TAD TEMP 002 – Notice Verbiage For Drug Felon Cases, requesting specific information due in 10 calendar days.
Set the Verif Due Task for the 11th calendar day, and:

<table>
<tr><th>If verification is…</th><th>Then complete…</th></tr>
<tr><td>Returned timely,</td><td>

Case actions with an effective date of 4/1/15,
Clear the Verif Due Task, and
REAC the case to the appropriate EW or Master Assignment Queue (MAQ).

</td></tr>
<tr><td>Not returned timely,</td><td>

Discontinue the case by setting a Non-Compliance for:

CalWORKs:

✓ Program – Cash
✓ Type – Failure to Provide
✓ Reason – Verifications
✓ Begin Date – 4/1/2015

CalFresh:

✓ Program – CalFresh
✓ Type – Failure to Provide
✓ Type:

➢ Income Verif or
➢ Name/Identity

✓ Begin Date – 4/1/2015

Clear the Verif Due Task.

</td></tr>
</table>
</td></tr>
<tr><td>5</td><td>Update applicable C-IV Data Collection pages.</td></tr>
<tr><td>6</td><td>Review the Eligibility Non-Compliance List page, and

Determine if a non-compliance is active with a:

Type - Child/Medical Support
Program - Cash
Reason/Instance - any

End Date any active Child/Medical Support non-compliance with the effective date of 02/28/2015.

</td></tr>
<tr><td>7</td><td>Review the Work Registration List page, click the Add button, and complete the following:

Type – WTW
Status – Mandatory
Begin Date – Current date

</td></tr>
<tr><td>8</td><td>Journal all case actions.</td></tr>
</table>

<u>Note</u>: The TAD TEMP 002 and TAD TEMP 003 are located on the TAD online Forms Catalog.

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Verif Due Task has a Due Date 3/16/15 through 3/20/15

When verification is due after 3/14/15 and the **Verif Due Task** is set with a **Due Date** of **03/16/2015** through **03/20/2015**, the designated EW is required to complete the following:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the case for verifications requested, and:

<table>
<tr><th>If verification was…</th><th>Then complete…</th></tr>
<tr><td>Returned timely,</td><td>• Clear the Verif Due Task, and
• Go to Step 2.</td></tr>
<tr><td>Not returned timely,</td><td>• Clear the Verif Due Task.
• Add a Non-Compliance for:
– CalWORKs:
✓ Program – Cash
✓ Type – Failure to Provide
✓ Reason – Verifications
✓ Begin Date – 4/1/2015
– CalFresh:
✓ Program – CalFresh
✓ Type – Failure to Provide
✓ Type:
➢ Income Verif or
➢ Name/Identity
✓ Begin Date – 4/1/2015</td></tr>
</table></td></tr>
<tr><td>2</td><td>Update applicable C-IV Data Collection pages.</td></tr>
<tr><td>3</td><td>Run Eligibility Determination and Benefit Calculation (EDBC) for 04/2015, and:

<table>
<tr><th>If the case…</th><th>Then…</th></tr>
<tr><td>Remains active,</td><td>• Accept the EDBC results.
– If EDBC results are not correct, determine and correct the issue.
• Journal all case actions.
• REAC the case to the appropriate EW or MAQ.
• Stop here.</td></tr>
<tr><td>Discontinues,</td><td>• Accept the EDBC results.
– If EDBC results are not correct, determine and correct the issue.
• Go to Step 4.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Journal all case actions.</td></tr>
</table>

Continued on next page

Verif Due Task has a Due Date after 3/20/15

When verification is due after 3/14/15 and the **Verif Due Task** is set with a **Due Date *after* 03/20/2015**, the designated EW is required to complete the following:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the case for verifications requested, and:
<table>
<tr><th>If verification was…</th><th>Then complete…</th></tr>
<tr><td>Returned timely,</td><td>• Clear the Verif Due Task, and
• Go to Step 2.</td></tr>
<tr><td>Not returned timely,</td><td>• Clear the Verif Due Task.
• Add a Non-Compliance for:
– CalWORKs:
✓ Program – Cash
✓ Type – Failure to Provide
✓ Reason – Verifications
✓ Begin Date – 4/1/2015
– CalFresh:
✓ Program – CalFresh
✓ Type – Failure to Provide
✓ Type:
➢ Income Verif or
➢ Name/Identity
✓ Begin Date – 4/1/2015</td></tr>
</table></td></tr>
<tr><td>2</td><td>Update applicable C-IV Data Collection pages.</td></tr>
<tr><td>3</td><td>Run Eligibility Determination and Benefit Calculation (EDBC) for 04/2015, and:
<table>
<tr><th>If the case…</th><th>Then…</th></tr>
<tr><td>Remains active,</td><td>• Accept the EDBC results.
– If EDBC results are not correct, determine and correct the issue.
• Run EDBC for 05/2015.
• Journal all case actions.
• REAC the case to the appropriate EW or MAQ.
• Stop here.</td></tr>
<tr><td>Discontinues,</td><td>• Accept the EDBC results.
– If EDBC results are not correct, determine and correct the issue.
• Complete all required actions to Create and Activate a Recovery Account for benefits received for 4/2015.
• Run EDBC for 05/2015.
• Go to Step 4.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Journal all case actions.</td></tr>
</table>

Continued on next page

PID Time Limit reviews

PID staff will be completing Time Limit reviews that may affect the drug felon cases. The PID Quality Review Unit (QRU) will notify the designated EW via e-mail when the CalWORKs case requires EDBC to be run due to an Assistance Unit (AU) member “timing out”. The designated EW will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Cursory Review results, and:
<table>
<tr><th>If the cursory review…</th><th>Then…</th></tr>
<tr><td>Was completed, and verification is:
• Not due, or
• Due, and the Verif Due Task is on or before 04/20/2015,</td><td>Run EDBC for 04/2015.

<u>Note</u>: If verification is not returned on or by the Due Date, the EW will re-run EDBC for 04/2015 to discontinue the case.</td></tr>
<tr><td>Was completed, and the Verif Due Task has a Due Date after 04/20/2015,</td><td>• Do not run EDBC for 04/2015.
• Reply to the e-mail received from QRU, informing that EDBC for 04/2015 could not be run due to pending verification.
• Journal all case actions.
• Stop here.</td></tr>
<tr><td>Has not been completed,</td><td>• Complete cursory review using the instructions located in this IIN, and if verification is:
– Due:
✓ Do not run EDBC for 04/2015.
✓ Reply to the e-mail received from QRU, informing that EDBC for 04/2015 could not be run due to pending verification.
✓ Journal all case actions.
✓ Stop here.
– Not due, run EDBC for 04/2015.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Run EDBC for 05/2015, if applicable.</td></tr>
<tr><td>3</td><td>Journal all case actions.</td></tr>
</table>

Continued on next page

Intake procedures in March

Intake EWs receiving CalFresh and/or CalWORKs applications for households containing a drug felon will determine CalFresh and/or CalWORKs eligibility for March following current application policies, including submitting a Special Investigation on the **Special Investigation Detail** page in C-IV for individuals identified with a drug felony.

If the Special Investigation is returned confirming the drug felony, the application will be denied for the month of 03/2015, and the EW will rescind the denial using a Beginning Date of Aid (BDA) of 04/01/2015.

Case actions after discontinuance

Any case actions required after case discontinuance for not providing the requested verification and/or failing to complete a SAR 7 Eligibility Status Report or Re-Evaluation/Recertification (RE/RC) will be completed by the designated EW(s). The designated EW(s) will:

- Restore or Rescind the case, as appropriate, and
- Reassign the case to the appropriate EW or MAQ after completing all case actions.

CSC drug felon eligibility related calls

Customer Service Center (CSC) EWs will complete the following actions when a customer calls to inquire about his/her drug felon eligibility to CalFresh and/or CalWORKs:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Case Summary page in C-IV to determine if there is a drug felon in the case, and:
<table>
<tr><th>If the case…</th><th>Then…</th></tr>
<tr><td>Contains a drug felon,</td><td>Refer the customer to the EW assigned to the CalWORKs and/or CalFresh program.</td></tr>
<tr><td>Does not contain a drug felon,</td><td>Assist the customer.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Close call per policy.</td></tr>
<tr><td>3</td><td>Complete wrap-up:
• Clear any completed Task(s),
• Journal all case actions, and
• E-mail other EWs assigned to impacted programs.</td></tr>
</table>

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WTW outreach

Once the CalWORKs cursory review has been completed by an EW, designated ESSs will begin taking early outreach case actions to attempt to engage WTW cases. Cases identified on the 3/16/15 and 3/31/15 reports from ROQS will be assigned to a specific WTW workload inventory number. Designated ESSs will perform cursory reviews of these cases and take action as follows:

<table>
<tr><th>If the customer is...</th><th>Then...</th></tr>
<tr><td>Eligible for an exemption,</td><td>Make two separate phone attempts to contact the customer to discuss the possible exemption, and:
<table>
<tr><th>If phone attempts are…</th><th>Then…</th></tr>
<tr><td>Unsuccessful,</td><td>Schedule the customer to attend Orientation/Appraisal (O/A) after 3/31/15.
Generate and send the customer an Appointment Letter (ADM 102 CIV) for O/A.</td></tr>
<tr><td>Successful,</td><td>Mail the customer all necessary forms,
Approve the exemption, and
Set a Task to update the Work Registration and Program Status in C-IV effective 4/1/15, or after, if applicable, <u>or</u>
Schedule the customer to attend O/A after 3/31/15, if appropriate,
Generate and send the customer an ADM 102 CIV for O/A, and
Set appropriate Tasks to ensure timely follow up to obtain exemption verification.</td></tr>
</table></td></tr>
<tr><td>Employed,</td><td>Make two separate phone attempts to contact the customer to obtain employment information from the customer, and:
<table>
<tr><th>If phone attempts are…</th><th>Then…</th></tr>
<tr><td>Unsuccessful,</td><td>Schedule the customer to attend O/A after 3/31/15, and
Generate and send the customer an ADM 102 CIV for O/A.</td></tr>
<tr><td>Successful,</td><td>Obtain employment information from the customer,
Ask the customer if he/she has time to discuss WTW participation, and
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Yes,</td><td>Conduct O/A over the phone,
Mail the customer appropriate O/A forms, and
Set Tasks for 4/1/15 to:
Generate and mail a WTW Plan Activity Assignment (WTW 2) for employment and concurrent WTW activities, if applicable, and
Update the Work Registration and Program Status in C-IV.</td></tr>
<tr><td>No,</td><td>Schedule the customer for O/A (over the phone O/A, individual O/A, or group O/A) at a later time or after 3/31/15, if appropriate.
Generate and send the customer an ADM 102 CIV for O/A.</td></tr>
</table></td></tr>
</table></td></tr>
</table>

Continued on next page

WTW outreach (continued)

<table>
<tr><th>If the customer is...</th><th>Then ...</th></tr>
<tr><td>WTW Sanctioned,</td><td>Make two phone attempts to contact the customer to discuss WTW participation, and:
<table>
<tr><th>If phone attempts are…</th><th>Then…</th></tr>
<tr><td>Unsuccessful,</td><td>Mail the customer a Sanction Cure Flyer (WTW 412) informing him/her of the benefits of participating in WTW,
Mail a Request to Stop a WTW sanction (WTW 31),
Schedule the customer to attend O/A after 3/31/15, and
Generate and send the customer an ADM 102 CIV for O/A.</td></tr>
<tr><td>Successful,</td><td>Ask the customer if he/she has time to discuss WTW participation, and:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Yes,</td><td>Conduct O/A over the phone,
Mail the customer appropriate O/A forms, and
Set a Task for 4/1/15 to generate and mail a WTW 2 and a Plan to Stop a WTW Sanction (WTW 29) for the agreed upon WTW activity(ies), if applicable.</td></tr>
<tr><td>No,</td><td>Schedule the customer for O/A (over the phone O/A, individual O/A, or group O/A) at a later time or after 3/31/15, if appropriate.
Generate and send the customer an ADM 102 CIV for O/A.
Mail the customer a WTW 412 informing him/her of the benefits of participating in WTW, and
Mail a WTW 31.
<u>Note</u>: If the customer has been in sanction for less than three months in the preceding 12-month period, the ESS will continue attempts to contact the customer to cure his/her sanction.</td></tr>
</table></td></tr>
</table></td></tr>
<tr><td>Not eligible for an exemption, employed, or in sanction,</td><td>Make two separate phone attempts to contact the customer to discuss the benefits of WTW participation, and if the phone contacts are unsuccessful the ESS will schedule the customer to attend O/A after 3/31/15, if appropriate.</td></tr>
</table>

<u>Note</u>: Customers will be scheduled to attend group O/A after 3/31/15 and WTW 2s will have start dates **no sooner than 4/1/15**.

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Tracking of WTW cases

Designated ESSs will track early outreach outcomes on the lists from 2/15/15, 3/16/15 and 3/31/16. Tracking will be completed on a weekly basis for all customers contacted during the outreach period using the "Drug Felon Outreach Outcomes" list located on the **Region 6 Shared Folder**.

The Employment Services Manager (ESM) will designate a Supervising Employment Services Specialist I (SESS I) to manage the outcome lists from the ESSs and provide weekly updates to the WTW Regional Manager (RM) and Deputy Director (DD). The designated ESSs and SESS Is in each regional office will manage the lists according to the table below:

Stage	Description
1	• SESS Is: – Provide the designated ESS the "Drug Felon Outreach Outcomes" list located on the **Region 6 Shared Folder**. • ESSs: – Update the Drug Felon Outreach Outcomes list on a daily basis for all customers contacted in that week and provide a weekly report to the designated SESS I.
2	• ESSs: – Forward the updated list to the SESS I by the close of business each Friday. • SESS Is: – Review the lists for accuracy, and – Provide the weekly updated list to the RM and DD by the close of business each Monday.

C-IV data

There are no changes to C-IV Data Collection entries for drug felons. EWs will:

- Continue to enter a **Non-Compliance** for drug felons, and
- Not **End Date** the **Drug Felon Non-Compliance**, unless the individual is no longer a drug felon.

Beginning 4/1/15, EWs will no longer submit a Special Investigation on the **Special Investigation Detail** page in C-IV for individuals identified with a drug felony. There are no changes to submission of other Special Investigations.

SCR 54832 – 2/9/15

SCR 54832, scheduled for release on 3/7/15, was released on 2/9/15 to:

- Ensure **Non-Compliance** records for CalFresh and CalWORKs will no longer apply beginning 4/1/15.
  Note: Non-Compliance record types of **Drug Felon** will not be **End Dated** in C-IV, as C-IV will be disabling this **Non-Compliance** type.
- Add appropriate NOA wording to inform customers of the change in:
  - Benefit amount, and
  - Reporting status.
- Add the following forms to the C-IV Template Repository:
  - CW 2211 – Your CalWORKs Reporting Rules Have Changed, and
  - CW 2212 – The Rules for Your CalWORKs Case Have Changed.

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SCR 55414 – 3/14/15

SCR 55414, re-scheduled for release on 3/14/15, will run batch eligibility for the month of 4/15 for all active CalFresh and/or CalWORKs cases where at least one active person has a **Role Reason** of **Drug Felon** on the **Case Summary** page. C-IV will generate lists of cases identifying a:

- Program that was discontinued.
- Read-Only Eligibility Determination and Benefit Calculation (EDBC).
- Person was discontinued.
- Reduction of benefits.
- Aid code change. This list will have two additional columns the:
  - Prior aid code, and
  - New aid code.

Instructions for completing case actions on the lists above will be released in a C-IV Announcement.

Questions

District Managers (DMs) with questions related to this IIN may contact:

- CalFresh and/or CalWORKs – Patty Carson, Program Specialist (PS) I, at pcarson@hss.sbcounty.gov or (909) 383-9606.
- WTW – Stephanie Maldonado, PS I, at smaldonado@hss.sbcounty.gov or (909) 383-9708.

INTERIM INSTRUCTION NOTICE #15-009 ERRATA

MARCH 12, 2015

SUBJECT: Long-Term Welfare-to-Work (WTW) Sanction Move Out

DISTRIBUTION: CalFresh, CalWORKs, Welfare-to-Work (WTW)

FILE: CFPHB – In Front of Handbook
CWPHB – In Front of Handbook
WTWPHB – In Front of Handbook

REFERENCE: All County Letter (ACL) 15-18

OBSOLETE: When Added to Handbooks

Overview

On 2/10/15, information and instructions were provided for Eligibility Workers (EWs) and Employment Services Specialists (ESSs) regarding the move of long-term Welfare-to-Work (WTW) sanction cases to aid code K1 or 3F effective 3/1/15. The information and instructions were based on a draft All County Letter (ACL) received from the California Department of Social Services (CDSS) on 1/12/15.

CDSS subsequently released ACL 15-18 with different definitions for aid codes K1 and 3F. This Interim Instruction Notice (IIN) Errata provides revised information and instructions for EWs and ESSs regarding the move of long-term WTW sanction cases to aid code K1 or 3F effective 3/1/15.

CDSS has defined long-term WTW sanction cases as CalWORKs cases in which all adult parents in the Assistance Unit (AU) have been sanctioned due to failing or refusing to comply with WTW requirements without good cause or a break in aid for 12 consecutive months or more.

Once the customer has been in sanction status for 12 consecutive months, he/she is defined as long-term WTW sanctioned. If the customer experiences a break in aid of one month or more:

- After reaching 12 consecutive months, the 12 consecutive month period does not restart.
- Prior to reaching 12 consecutive months, the 12 consecutive month period restarts.

Long-term WTW sanctioned individuals are not participating in the WTW program; however, they are currently required to be included in the Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) calculation. Long-term WTW sanctioned cases are not meeting federal participation requirements and have a negative impact on WPR

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Aid codes K1 and 3F

In 10/13, aid codes K1 and 3F were established for Safety Net and drug and fleeing felon cases, which excluded these cases from the TANF WPR calculation.

Aid codes K1 and 3F will now include long-term WTW sanction cases as defined below:

- K1 – Cases in which only **one** parent/caretaker is in the household and is eligible for aid; however, that parent/caretaker has been in sanction status for 12 consecutive months or longer.
- 3F – Cases in which at least **two** parents/caretakers are in the household and ***at least one*** parent/caretaker has been sanctioned for at least 12 consecutive months or longer. This includes cases in which the household includes other adults/caretakers who are unaided for reasons such as:
  - Ineligible non-citizen,
  - Recipient of Supplemental Security Income/State Supplementary Payment (SSI/SSP),
  - Recipient of Cash Assistance Program for Immigrants (CAPI),
  - Timed-out of the following “clocks”:
  - ✓ Federal TANF, and
  - ✓ State CalWORKs

Note: If one parent in a two parent household is WTW sanctioned for 12 consecutive months and the other parent is WTW sanctioned for less than 12 consecutive months, then the case does not meet 3F criteria.

Examples

The following are examples of cases that would remain on their current aid code or be reassigned to aid codes K1 or 3F:

Case situation	K1	3F	Current aid code
Mary has a long-term WTW sanction and is “timed out” of the TANF and CalWORKs time clocks.			X
Joe has a long-term WTW sanction and Amanda is receiving SSI/SSP.		X	
Bridget has a long-term WTW sanction and is receiving SSI/SSP.			X
Steve is “timed out” of the TANF time clock and Sara is long-term WTW sanctioned (Steve still has time on his CalWORKs time clock).			X
Sue has a long-term WTW sanction and her boyfriend (who is not the father of her children) lives in the household, but does not receive CalWORKs.	X		
Maria is an ineligible non-citizen and John has a long-term WTW sanction.		X	
Mark has a long-term WTW sanction and Kim has an Immunization penalty.			X
Brandon met the definition of a long-term WTW sanction prior to his drug felony begin date.	X		

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Aid codes K1 and 3F – break in aid

CalWORKs cases assigned to the K1 or 3F aid code that experience a break in aid will return to the K1 or 3F aid code upon case approval until the long-term WTW sanction has been cured.

Examples

The following are examples of cases experiencing a break in aid and the determination of the correct aid code:

Case situation	K1	3F	Aid code determined by C-IV
Julie had a WTW sanction for 18 months. Her CalWORKs case was discontinued for three months. She reapplied for CalWORKs and is eligible. The determination of long-term WTW sanction will continue by using the 18 months Julie had prior to the discontinuance.	X		
Tina had a WTW sanction for 11 months. Her CalWORKs case was discontinued for two months. She reapplied for CalWORKs and is eligible. The determination of long-term WTW sanction will restart with the month of application. The CalWORKs was discontinued for one month or more.			X
Joe had WTW sanction for 23 months and Amanda is receiving SSI/SSP. The CalWORKs case was discontinued for one month. Joe reapplied for CalWORKs and is eligible. The determination of long-term WTW sanction will continue by using the 23 months Joe had prior to the discontinuance.		X	
Sara had a WTW sanction for 12 months as was discontinued the same month. Her CalWORKs case was discontinued for three months. She reapplied for CalWORKs and is eligible. The determination of long-term WTW sanction will continue by using the 12 months Sara had prior to the discontinuance, even though the case did not transfer to aid code K1 or 3F prior to case discontinuance.	X		
Steve had a WTW sanction for 8 months and Dawn is receiving SSI/SSP. On June 15th, the CalWORKs case was discontinued effective June 30th. On July 3rd, the CalWORKs case is restored. The determination of long-term WTW sanction will continue by counting July as the ninth month. The CalWORKs was not discontinued for one month or more.			X
Dave had a WTW sanction for eight months and Judy is receiving SSI/SSP. On June 15th, the CalWORKs case was discontinued effective June 30th. On August 3rd, a CalWORKs application is approved. The determination of long-term WTW sanction will restart with the month of August. The CalWORKs was discontinued for one month or more.			X

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C-IV

C-IV created System Change Request (SCR) 55607, scheduled for release on 3/15/15, to:

- Revise the definitions of aid codes K1 and 3F to include long-term WTW sanction cases,
- Complete a Batch run to place eligible long-term WTW sanction cases on the correct aid code, K1 or 3F, for CalWORKs cases with a long-term WTW sanction for the benefit month of 3/15 and 4/15, and
- Provide a list of cases that were placed on the K1 or 3F aid code.

Until SCR 55607 is released, long-term WTW sanction cases will require manual processes.

Note: C-IV has scheduled a second Batch run of SCR 55607 on 4/4/15 for CalWORKs cases with a long-term WTW sanction for the benefit month of 5/15 and will provide a list of cases placed on the K1 or 3F aid code.

Case flag

A new **Case Flag**, titled **Long-Term WTW Sanction**, has been created in C-IV for use with long-term WTW sanction cases. EWs are responsible for ensuring the Case Flag is set. See the “Manual process – EWs” block of this IIN for additional information.

MAQ process - DMs and SOAs

District Managers (DMs) will designate a Master Assignment Queue (MAQ) for all CalWORKs cases, with/without CalFresh, with a long-term WTW sanction. The specialized MAQ per district will provide:

- Ease in identifying cases that require manual actions any time the Eligibility Determination and Benefit Calculation (EDBC) is run.
- A reduced risk of cases reverting back to an aid code that will be included in the WPR sample in error.

The chart below describes the MAQ process.

Stage	Description
1	DMs provide the designated MAQ information to Supervising Office Assistants (SOAs).
2	SOAs: • Activate the selected MAQ in C-IV, and • Inform the DM via e-mail when the MAQ is active.
3	DMs inform Eligibility Worker Supervisor Is (EWS Is) of the Worker ID number for the long-term WTW sanction MAQ.
4	EWS Is provide MAQ information to designated EWs who will be completing case actions.

Continued on next page

Manual process - EWs

After receiving MAQ information from EWS Is, EWs will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Eligibility Non-Compliance List page.

Click the View button to review the entire history.
Determine if the Non-Compliance Type - WTW for the Program - Cash with any Reason/Instance:

- Has been active for 12 consecutive months (Begin Date prior or equal to 4/1/15), or

- Was active for 12 consecutive months prior to a break in aid.

<u>Note</u>: If the Reason/Instance changed during a 12 month consecutive period, the case will be transferred to the new aid code. The Reason/Instance has no bearing on whether or not the case has 12 consecutive non-compliance months.

<table>
<tr><th>If the Non-Compliance has…</th><th>Then…</th></tr>
<tr><td>• Has been active for 12 consecutive months, or
• Was active for 12 consecutive months prior to a break in aid,</td><td>Go to Step 2.</td></tr>
<tr><td>Has not been active for 12 consecutive months, before or after a break in aid,</td><td>Go to Step 6. This case is not considered a long-term WTW sanction case. No further action is required.</td></tr>
</table>

End Date, with the effective date of 2/28/15, any non-compliance(s) with the Type - Child/Medical Support for the Program - Cash with any Reason/Instance.
</td></tr>
<tr><td>2</td><td>Review the Program Detail History section on the CalWORKs History page. Using the Begin Date of the WTW Non-Compliance review the Begin Month and End Month dates and determine if there was a one month or more break in aid, and:
<table>
<tr><th>If there was…</th><th>Then…</th></tr>
<tr><td>A one month or more break in aid prior to the initial 12 consecutive months of a WTW sanction,</td><td>Go to Step 6. This case is not considered a long-term WTW sanction case. No further action is required.</td></tr>
<tr><td>Not break in aid during the initial 12 consecutive months of a WTW sanction,</td><td>Go to Step 3.</td></tr>
</table></td></tr>
</table>

Continued on next page

Manual process - EWs (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

- Run the CalWORKs EDBC for 04/2015, and compare the CalWORKs **Auth Amount** with the **Auth Amount** for 03/2015, and:

<table>
<tr><th>If the Auth Amount in 03/2015 is…</th><th>Then…</th></tr>
<tr><td>The same as the Auth Amount in 04/2015,</td><td>Continue with the actions within this Step.</td></tr>
<tr><td>Different from the Auth Amount in 04/2015,</td><td>Review the case for mid-period changes, and if the change is:
• Not required in 04/2015, complete the appropriate case actions to hold over the change.
• Required effective 04/01/2015, including an increase due to the Child/Medical Support non-compliance ending, continue the actions within this Step.</td></tr>
</table>

- Click the **Override Program Configuration** button.
- Select **Administrative Decision** in the **EDBC Override Reason** section.
- Select the **Aid Code** - **K1** or **3F** in the **User Override** section.
- Select the **Reporting Type** - **Semi-Annual Reporting**.
- Click the **Save and Return** button, and after the page refreshes.
- Click the **Accept** button, and after the page refreshes.
- Click the **Save and Return** button.

</td></tr>
<tr><td>4</td><td>Set the Long-Term WTW Sanction Case Flag.</td></tr>
<tr><td>5</td><td>Assign the case to the designated MAQ by completing the Random Equitable Assignment of Cases (REAC) process.</td></tr>
<tr><td>6</td><td>Journal all case actions.</td></tr>
</table>

Continued on next page

Deregistering WTW programs

Once EWs have completed eligibility case actions, designated ESSs will deregister the WTW program block in C-IV for cases on the following lists:

- “Long Term Sanction”, and
- “Long-Term Sanction Cases_2”.

Designated ESSs will complete the following actions to deregister the WTW program in C-IV:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Case Summary page, and:
<table>
<tr><th>If the aid code is…</th><th>Then…</th></tr>
<tr><td>K1 or 3F,</td><td>Go to Step 2.</td></tr>
<tr><td>Not K1 or 3F,</td><td>Journal all case actions, and
Stop here; the Work Registration does not require WTW deregistration.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Review the WTW Status List page, and:
Delete the Review Date, if applicable,
Ensure the Work Registration has been end dated, and:
<table>
<tr><th>If the Work Registration…</th><th>Then…</th></tr>
<tr><td>Has an End Date,</td><td>Go to Step 3.</td></tr>
<tr><td>Does not have an End Date,</td><td>Click the Edit button,
Enter the <u>current date</u> in the End Date section,
Click the Save and Return button, and
Go to Step 3.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Update the Program Status on the WTW Status List page:
Click the Add Status button,
Select Deregistered from the Status drop-down box,
Select Not Currently WPR from the Status Reason drop-down box, and
Enter a Begin Date of:
- 03/01/2015, <u>or</u>
- Current date, if after 03/01/2015.</td></tr>
<tr><td>4</td><td>Journal the following:
Short Description: WTW (Customer’s name) Deregistered.
Long Description: Customer meets long term sanctioned criteria.</td></tr>
</table>

Continued on next page

Customers curing a WTW sanction

For any parent/caretaker in the household who has been moved to aid code K1 or 3F, existing rules apply to sanction curing when he/she contacts an ESS to request a sanction cure.

ESSs will take the following actions when a long term sanctioned customer requests to cure his/her sanction:

Step	Action
1	Request the WTW case be assigned to the next ESS in rotation by completing the REAC process. **Note**: The case must first be assigned to an ESS in order to open a WTW activity(ies) for the customer.
2	Review the **WTW Status List** page in C-IV, and: • Ensure the **Work Registration** has a **Status** of **Mandatory**, and • Update the **Program Status** to **Non-Comp** with a **Status Reason** of **In process of curing sanction**.
3	Develop a Compliance Plan and follow sanction cure procedures. See WTW Policy Handbook (WTWPHB) Chapter 18 - Noncompliance for additional information.

When a parent/caretaker with a case assigned to aid code K1 or 3F has cured a long-term or short-term WTW sanction, the EW must be notified of the sanction cure and the case must be reassigned to the appropriate aid code based on normal eligibility criteria.

Ongoing process

Until SCR 55607 is released by C-IV:

- Research Outcomes and Quality Support (ROQS) will provide a list of cases in the 12th consecutive month of a WTW sanction. The list will be provided monthly on the seventh working day.
- EWs will:

Continue to follow the steps provided in this IIN to transfer the case to the appropriate aid code.
Reselect the correct aid code **every** time EDBC is run.
Generate and mail manual Notices of Action (NOAs).

Child support

EWs are reminded that customers with an aid code of K1 or 3F will not have any child support payments kept for repayment of aid paid, unless the payment is for arrearages. Additional information relating to child support received is located in CalWORKs Policy Handbook (CWPHB) – Chapter 9.

Questions

District Managers (DMs) with questions related to this IIN may contact:

- CalWORKs – Patty Carson, Program Specialist (PS) I, at pcarson@hss.sbcounty.gov or (909) 383-9606.
- WTW – Stephanie Maldonado, PS I, at smaldonado@hss.sbcounty.gov or (909) 383-9708.

INTERIM INSTRUCTION NOTICE #15-006

FEBRUARY 2, 2015

SUBJECT: Eligibility Changes for Drug Felons

DISTRIBUTION: CalFresh, CalWORKs, Welfare-to-Work (WTW)

FILE: CFPHB – In Front of Handbook
CWPHB – In Front of Handbook
WTWPHB – In Front of Handbook

REFERENCE: All County Letter (ACL) 14-100

OBSOLETE: 4/1/2015

Overview

Assembly Bill (AB) 1468 repealed the lifetime ban on individuals with a prior felony drug conviction, allowing potential eligibility for CalFresh and CalWORKs effective 4/1/15.

This Interim Instruction Notice (IIN) provides information and instructions for Eligibility Workers (EWs) and Employment Service Specialists (ESSs) regarding the implementation of AB 1468.

TEMP 3005

The TEMP 3005 – Changes for People with a Prior Felony Drug Conviction, was created by the state to inform customers of the change in state law and that they will become eligible to receive CalFresh and/or CalWORKs benefits effective 4/1/15. This form must be provided to all CalFresh and/or CalWORKs households with a drug felon member.

System Change Request (SCR) 54991, released on 2/2/15, will:

- Add the TEMP 3005 to the C-IV Template Repository until 4/30/15.
- Mail the TEMP 3005 to all CalFresh and/or CalWORKs households with an active drug felon as of 2/2/15.

EWs must provide the TEMP 3005 to all CalFresh and/or CalWORKs households who identify a drug felon individual is in the household, from 2/2/15 - 3/31/15, at:

- Add person,
- Application,
- Inter-County Transfer (ICT),
- Reapplication,
- Re-Evaluation/Recertification (RE/RC), or
- Report, via telephone or in-person contact.

Note: The TEMP 3005 has been ordered and, once available, a list identifying cases with drug felons added to cases from 2/2/15 through the date of availability will be provided to mail/provide the form as required.

Continued on next page

Customer questions

The mass mailing of the TEMP 3005 may result in customer questions and increased phone calls received by the Customer Service Center (CSC).

Customers may have questions regarding eligibility of a household member and/or the amount of CalFresh and/or CalWORKs they will receive in 4/15. The EWs or ESSs will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Eligibility Non-Compliance List page in C-IV for the customer or household member in question, and:
<table>
<tr><th>If there is an active Non-Compliance for…</th><th>Then inform the customer…</th></tr>
<tr><td>
• Program – Cash
- Type – Drug/Fleeing Felon
✓ Reason/Instance – Probation/Parole Violator, or Fleeing Felon
- Type – IPV/Fraud
✓ Reason/Instance – Any
- Type – Procedural Requirement
✓ Reason – Immunizations
- Type – WTW
✓ Reason/Instance – Any
• Program – CalFresh
- Type – Drug/Fleeing Felon
✓ Reason/Instance – Probation/Parole Violator, or Fleeing Felon
- Type – IPV/Fraud
✓ Reason/Instance – Any
- Type – WTW
✓ Reason/Instance – Any
</td><td>
He/she or the household member has a non-compliance and until that non-compliance is removed, the CalFresh and/or CalWORKs amount will not change, and:
• Provide the customer the:
- CW 101 – CalWORKs Immunization Rules and IMMUN 1 – Proof of Immunizations to end the Immunization penalty, or
- End Date for the IPV/Fraud penalty, or
- Telephone number to contact an ESS to begin the process to remove the WTW sanction. Remind the customer that the sanctioned member can also go into their assigned district office and request to speak with an ESS to clear a sanction.
• The county received information that the customer or household member is a fleeing felon or probation/parole violator.
- If the customer states that he/she or household member is not a fleeing felon or probation/parole violator, instruct the customer to provide verification.
</td></tr>
<tr><td>
• Program – Cash
- Type – Drug/Fleeing Felon
✓ Reason/Instance – Drug Felon
• Program – CalFresh
- Type – Drug/Fleeing Felon
✓ Reason/Instance – Drug Felon
</td><td>
A Notice of Action (NOA) will be sent informing him/her of the benefit amount.

<u>Note</u>: The NOA will be generated and mailed to the customer via:
• C-IV, or
• EW.
</td></tr>
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<tr><td>2</td><td>Journal all case actions.</td></tr>
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Continued on next page

C-IV data

There are no changes to C-IV Data Collection entries for drug felons. EWs will:

- Continue to enter a **Non-Compliance** for drug felons, and
- Not **End Date** the **Drug Felon Non-Compliance**, unless the individual is no longer a drug felon.

Beginning 4/1/15, EWs will no longer submit a Special Investigation on the **Special Investigation Detail** page in C-IV for individuals identified with a drug felony. There are no changes to submission of other Special Investigations.

SCR 54832 – 3/7/15

SCR 54832, scheduled for release on 3/7/15, will:

- Ensure **Non-Compliance** records for CalFresh and CalWORKs will no longer apply beginning 4/1/15.
  <u>Note</u>: Non-Compliance record types of **Drug Felon** will not be **End Dated** in C-IV, as C-IV will be disabling this **Non-Compliance** type.
- Add the appropriate NOA wording that will inform customers of the change in:
  - Benefit amount, and
  - Reporting status.
- Add the following forms to the C-IV Template Repository:
  - CW 2211 – Your CalWORKs Reporting Rules Have Changed, and
  - CW 2212 – The Rules for Your CalWORKs Case Have Changed.
- Generate and send the CW 2211 or 2212 when the reporting type of the CalWORKs case has changed.

SCR 55414 – 3/14/15

SCR 55414, scheduled for release on 3/14/15, will run batch eligibility for the month of 4/15 for all active CalFresh and/or CalWORKs cases where at least one active person has a **Role Reason** on the **Case Summary** page in C-IV of **Drug Felon**. C-IV will generate the following lists of cases identifying a:

- Program that was discontinued.
- Read-Only Eligibility Determination and Benefit Calculation (EDBC).
- Person was discontinued.
- Reduction of benefits.
- Aid code change. This list will have two additional columns the:
  - Prior aid code, and
  - New aid code.

Instructions for completing case actions on the lists above will be released in a C-IV Announcement.

Questions

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Program – CalFresh

Type – Drug/Fleeing Felon
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✓ Reason/Instance – Any
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<td>He/she or the household member has a non-compliance and until that non-compliance is removed, the CalFresh and/or CalWORKs amount will not change, and:

Provide the customer the:

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Program – Cash

Type – Drug/Fleeing Felon
✓ Reason/Instance – Drug Felon

Program – CalFresh

Type – Drug/Fleeing Felon
✓ Reason/Instance – Drug Felon

</td>
<td>A Notice of Action (NOA) will be sent informing him/her of the benefit amount.

<u>Note</u>: The NOA will be generated and mailed to the customer via:

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EW.
</td></tr>
</table>
</td></tr>
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- Reduction of benefits.
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  - Prior aid code, and
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Instructions for completing case actions on the lists above will be released in a C-IV Announcement.

Questions

District Managers (DMs) with questions related to this IIN may contact Patty Carson, Program Specialist (PS) I, at pcarson@hss.sbcounty.gov or (909) 383-9606.

INTERIM INSTRUCTION NOTICE #14-045

NOVEMBER 20, 2014

SUBJECT: CASAS Assessment – Welfare to Work (WTW)

DISTRIBUTION: Welfare-to-Work

FILE: WTWPHB – In Front of Handbook

OBSOLETE: When Handbook Material is Updated.

Overview

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation of Comprehensive Adult Student Assessment Systems (CASAS) testing instruments to be used in the Welfare-to-Work (WTW) Assessment process. CASAS assesses basic skills in reading and math and will replace current Adult Basic Learning Examination (ABLE) Screening Battery testing instruments.

CASAS requires anyone proctoring CASAS Assessments complete Online Implementation Training and obtain certification through the CASAS training site in order to proctor the CASAS Assessment. All Employment Services Specialists (ESSs) and Employment Services Technicians (ESTs) must complete CASAS training and obtain certification by 12/31/14.

Implementation date

All Region 6 WTW offices will begin using CASAS testing instruments *once all ABLE Screening Battery stock has been depleted*.

District offices will not be able to order CASAS testing instruments through the Forms and Distribution Unit (FDU) until ABLE stock is depleted.

Questions

Managers with questions regarding the information contained in this IIN should contact Stephanie Maldonado, Program Specialist (PS) I, at (909) 383-9708, or via e-mail at smaldonado@hss.sbcounty.gov.

Contents

This IIN contains the following topics:

Training

WTW staff training sessions

Welfare-to-Work (WTW) staff will complete Comprehensive Adult Student Assessment Systems (CASAS) Implementation Training and Certification in office beginning 12/1/14.

The table below identifies the WTW training phases, dates, and WTW staff:

Phase	Training dates	WTW staff
1	12/1/14 through 12/5/14	• Facilitators • Back-up facilitators • Employment Services Technicians (ESTs)
2	12/8/14 through 12/31/14	All other Employment Services Specialist (ESS) staff

Training Tracker Report

A Training Tracker Report will be provided weekly by CASAS and will contain the names of ESSs/ESTs who have completed Implementation Training and Certification. The Training Tracker Report will be stored in the HS Resource Center. Supervising Employment Services Specialists (SESS Is) must review the report weekly to ensure ESSs and ESTs complete training timely.

CASAS Implementation Training

CASAS Implementation Training provides the ESS/EST with a basic understanding of the CASAS System. At the end of the training, the ESS/EST will be able to:

- Administer and score CASAS tests, and
- Interpret and use test results.

Note: Implementation Training and certification takes two to three hours to complete.

Continued on next page

Training course contents

CASAS Implementation Training consists of the following:

- Introduction
- Course Contents
  - Unit 1: The CASAS System
  - Unit 2: CASAS Testing
  - Unit 3: CASAS Testing Options
  - Unit 4: Test Administration
  - Unit 5: Scoring Assessments and Selecting the Next Test
  - Unit 6: The CASAS Scale and Level Descriptors
  - Unit 7: Keeping Track of Your Data
  - Unit 8: Resources to Support Instruction
  - Unit 9: What's Next
  - Unit 10: Training Completion and Certification

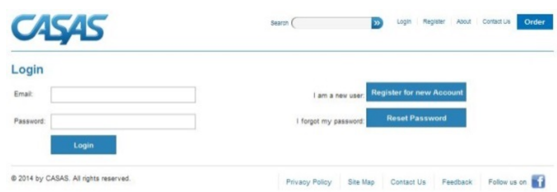
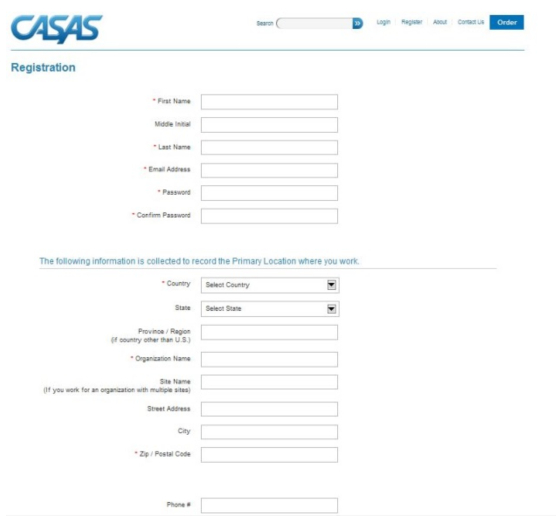
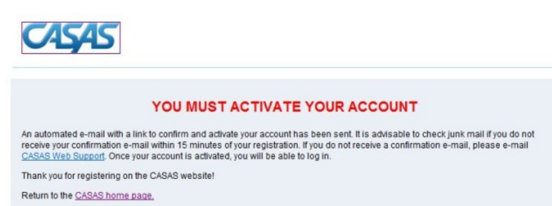
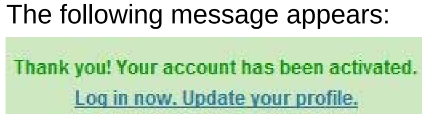
Each unit contains modules related to the unit topic. Self-tests consisting of questions and multiple-choice answers are provided at the end of each unit. A percentage of correct responses to the self-tests are shown after each unit has been completed. Automated check marks are inserted in the sidebar listing of unit components to indicate a unit has been completed.

The module "Begin Certification" in Unit 10 is the only process that must be completed with 100% accuracy to obtain CASAS certification. If not successful in obtaining 100%, the ESS/EST must retake the certification test.

CASAS Registration

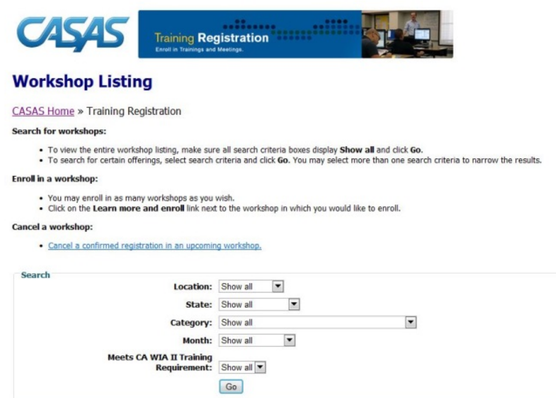
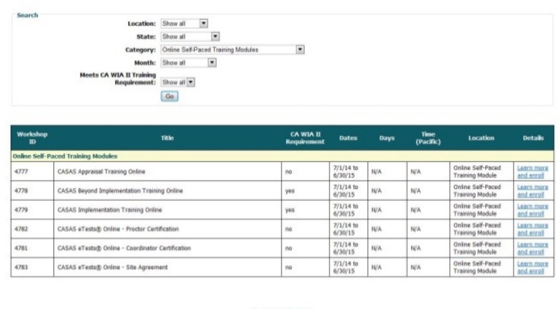
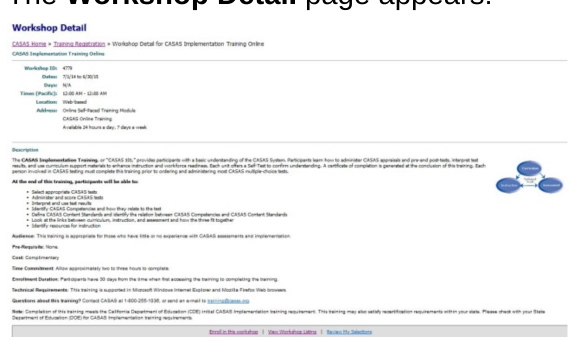
CASAS registration

Users must first complete Comprehensive Adult Student Assessment Systems (CASAS) registration in order to access CASAS Implementation Training and obtain certification. The following are instructions about how to complete CASAS registration:

Step	Action	Result
1	• Go to the CASAS website www.casas.org home page. • Click **Login** located at the top right of the page.	CASAS **Login** page appears: 
2	Select **Register for New Account**.	The CASAS **Registration** page appears: 
3	• Complete registration data fields and enter your *HSS e-mail address*; fields marked with an * asterisk are required. • Click Submit. **Note**: Organization Name is **San Bernardino County Human Services Agency**.	The following screen appears: 
4	Open Microsoft Outlook to retrieve the CASAS e-mail to confirm your registration. **Note**: If you do not receive a confirmation e-mail within 15 minutes of your registration, contact CASAS Tech Support for assistance at 1-800-255-1036.	
5	Click the link provided in the CASA e-mail.	The following message appears: 
6	Close the page (your account is now activated).	

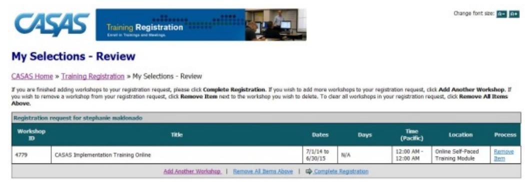
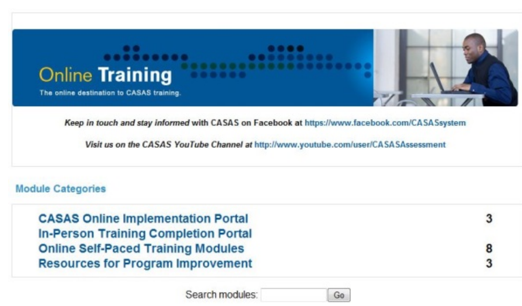
Training Registration

Training Registration Complete the following steps to complete training registration :

Step	Action	Result
1	• Go to the Comprehensive Adult Student Assessment Systems (CASAS) website www.casas.org home page. • Click **Login** located on the top right of the page.	The CASAS home page appears with the user's name on the top right: 
2	Click on **Training Registration** located on the middle left of CASAS website home page.	The **Workshop Listing** page appears: 
3	• Select **Online Self-Paced Training Modules** under **Category** on the **Workshop Listing** page to search and enroll in a workshop (all other fields can be left as **Show All**). • Click **Go**.	A list of **Online Self-Paced Training Modules** appears: 
4	Select the **Learn more and enroll** hyperlink for Workshop ID **4779 CASAS Implementation Training Online**.	The **Workshop Detail** page appears: 

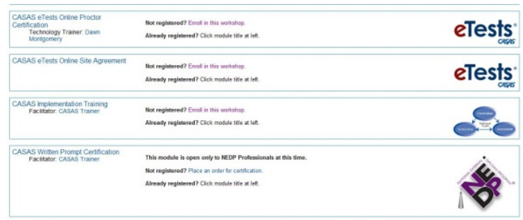
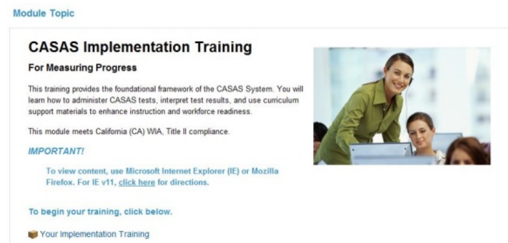
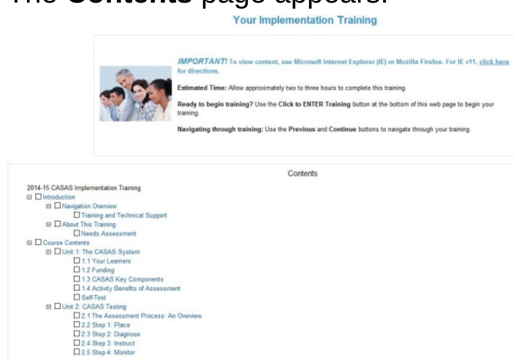
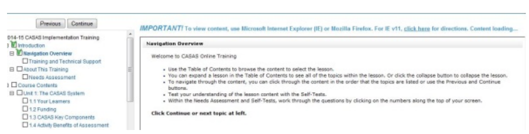
Continued on next page

Training Registration (continued)

Step	Action	Result
5	Select **Enroll in this Workshop** at the bottom of the **Workshop Detail** page.	The **My Selections – Review** page appears: 
6	Select the **Complete Registration** hyperlink.	The **Confirmation** page appears: 
7	Open Microsoft Outlook to retrieve the CASAS training registration e-mail to access the CASAS Online Training.	
8	Select the CASAS website link provided at the bottom of the e-mail.	The CASAS home page appears.
9	• Click **Log In** at top of CASAS website home page, if not already logged in. • Click **Online Training** at middle left of CASAS website home page.	The **Online Training** page appears: 

Continued on next page

Training Registration (continued)

Step	Action	Result
10	Click **Online Self-Paced Training Modules** from list of module categories.	A list of **Online Self-Pace Training Modules** appears: 
11	Click on the **CASAS Implementation Training** hyperlink to begin training.	The **CASAS Implementation Training** page appears: 
12	Click on the **Your Implementation Training** hyperlink.	The **Contents** page appears: 
13	Click the **Click to ENTER Training** button located on the bottom of the **Contents** page.	The **Introduction** page appears: 
14	• Click the **Continue** button located on the top left of the page. • Follow the instructions provided on the **Navigation Overview** page. **<u>Note</u>**: The Employment Services Specialist (ESS)/Employment Services Technician (EST) must complete all required Units to obtain CASAS certification.	

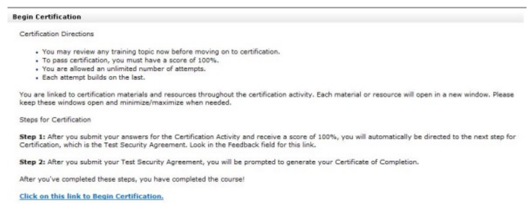
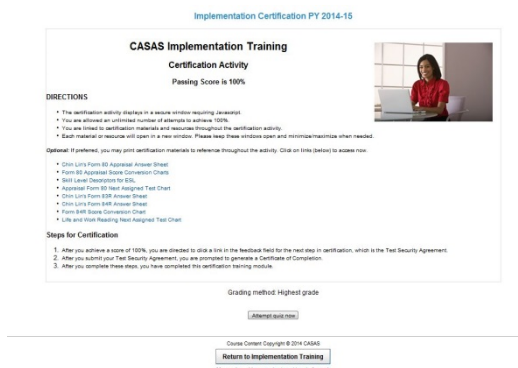
CASAS Certification

Certification

Users must obtain a score of 100% to obtain certification, but are allowed an unlimited number of attempts to achieve that score.

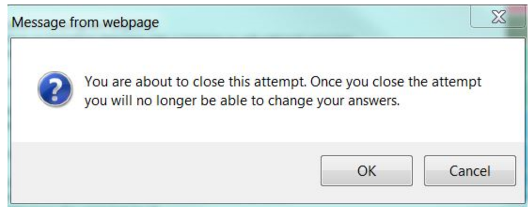
Users are linked to certification materials and resources throughout the certification activity. Each material or resource will open in a new window.

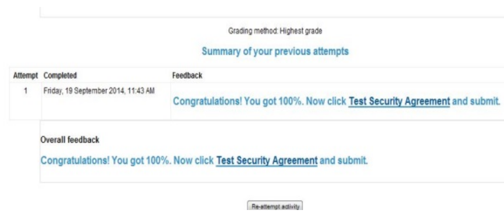
The following are instructions about how to access the Comprehensive Adult Student Assessment Systems (CASAS) certification:

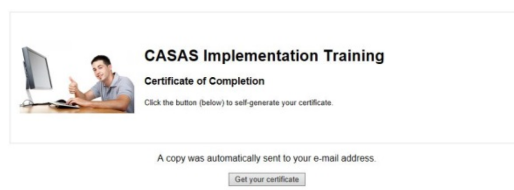
Step	Action	Result
1	Click on the **Begin Certification** hyperlink located under Unit 10.	The **Begin Certification** screen appears: 
2	Click on the **Click on this link to Begin Certification** hyperlink.	The **CASAS Implementation Training** page appears: 
3	Click on the **Attempt quiz now** button. **<u>Note</u>**: Users are allowed an **<u>unlimited</u>** number of attempts to achieve 100%. Users are also linked to certification materials and resources throughout the certification activity.	An Internet Explorer message appears: 
4	Select **Allow access**.	The Implementation Certification quiz appears.

Continued on next page

Certification (continued)

<table>
<tr><th>Step</th><th>Action</th><th>Result</th></tr>
<tr><td>5</td><td>
Answer all quiz questions, and
Click the Submit all and Finish button located on the bottom of the page.
</td><td>An Internet Explorer message appears:


</td></tr>
<tr><td>6</td><td>Click OK.</td><td>The CASAS Implementation Certification Training page appears with the quiz score information listed under Feedback on the Summary of your previous attempts section:


</td></tr>
<tr><td>7</td><td>
Click the Test Security Agreement hyperlink,
Read the Test Security Policy Agreement,
Answer all questions, and
Click Submit NOW!
</td><td>The following screen appears:


</td></tr>
<tr><td>8</td><td>Click the Get your certificate button.</td><td>The Certification of Completion appears to confirm the user has completed CASAS Implementation Training.

<u>Note</u>: The user will also receive an e-mail from CASAS to confirm completion and will include a copy of the certificate.</td></tr>
<tr><td>9</td><td>Provide the Supervising Employment Services Specialist (SESS I) with a copy of the certificate.</td><td></td></tr>
</table>

Assessment Procedures

Testing instruments used

The testing instruments used in Assessment are the:

- Adult Basic Learning Examination (ABLE) Screening Battery (until stock is depleted),
- Career Occupational Preference System (COPSystem), and
- Comprehensive Adult Student Assessment Systems (CASAS) (when ABLE stock is depleted).

Testing conditions

The Employment Services Specialist (ESS)/Employment Services Technician (EST) administering Assessment will ensure testing conditions are the same for every person taking the test and ensure the following:

- The test environment, timing and any restrictions are the same.
- Test takers do not get help from others.
- Cell phones, calculators, dictionaries, and translators are not allowed.
  - Translation is permissible only before the test begins in order to explain test instruction or to collect demographic data.

Materials

The following testing materials will be given to the test taker:

- One test booklet
- Answer sheets
- Blank scratch paper (for math test)
- #2 pencils with erasers

Time limits

ESSs/ESTs will follow the standard time limits when proctoring CASAS:

- Reading section – 25 minutes
- Math section – 25 minutes

Proctoring CASAS

All ESSs/ESTs must complete CASAS Implementation Training Online and obtain certification in order to proctor the CASAS Assessment. During Assessment the ESS/EST must:

- Create a quiet testing environment.
- Remind test takers to mute cell phones.
- Post a *Testing in Progress* sign on the outside of the classroom door to discourage interruptions.
- Continue to supervise and monitor the testing.
- Never leave test takers unattended at any time.
  - If the proctor needs to leave the testing room, he/she must have another staff person monitor the room.
- Keep all test booklets, manuals and answer sheets in a secure place, available only to those involved in test administration.
- Be sure to **collect all** test booklets, answer sheets, scratch paper and pencils at the end of the test.

Continued on next page

General CASAS instructions

The ESS/EST will complete the following steps before beginning Assessment:

Step	Action
1	Read the following to test taker(s) before beginning Assessment: • "CASAS is an Assessment of your basic reading and math skills. Your ESS will review the results with you when you meet with him/her. This information will be used to determine what WTW activity(ies) are best suited for you. CASAS is a timed test. You will have 25 minutes to complete the Reading section, and 25 minutes to complete the Math section. Cell phones, calculators, dictionaries, and translators are not allowed. Please turn off your cell phone or put it on silent mode."
2	Hand out the test booklets, answer sheets, pencils, and scratch paper and read the following: • "Please clear the tables of all items. Please do not use pens or write in the test booklets. You will record your answers in pencil on the answer sheet. Scratch paper will be provided for the Math portion of this Assessment."
3	Guide test takers through completion of the personal information section on the answer sheet: • Section 1 – Name • Section 2 – Today's date • Instruct the test taker to blacken the bubble under each of the following: – Section 3 – Social Security Number – Section 4 – Sex – Section 5 – Date of Birth – Section 6 – Number of Years of School Completed – Section 7 – Highest Diploma or Degree Earned. **Note**: Sections 8 – 13 are not to be completed.

Continued on next page

Reading test

The ESS/EST will instruct the test taker(s) to open his/her booklet to the Reading test and follow the steps below:

Step	Action
1	Demonstrate how to correctly fill out the answer sheet by talking the test taker(s) through the practice items and reading the following: • "Open your test booklets to the directions for the Reading test. Look at the directions as I read them. Find the **PRACTICE** box at the top of your answer sheet. This is where you will mark the answer to the practice item(s). Now read the first practice question and choose the correct answer…The answer is B. Mark B in the box. Now answer the second practice question…The answer to the second practice question is D. Do you have any questions?"
2	Read the following to the test taker(s): • "We are ready to begin the test. Do not write in the test booklet and do not remove the two side strips on the answer sheet. Removing the side strips will result in you having to retake the test. You will mark your answer for the first question on line 1 of your answer sheet. There are 25 questions in this section. You will have 25 minutes to complete the test. Do your best, but don't spend too much time on any one test item. If you finish early, you may go back to check your answers. When you have finished, please put your answer sheet inside your test booklet, close the booklet and wait for the test proctor. Any questions?"
3	Begin the test and check periodically to ensure everyone is working individually.
4	Inform test takers when there are 10 minutes remaining.
5	Call time when 25 minutes are over.

Continued on next page

Math test

When the test taker(s) are ready to proceed, have them open their booklets to the Math test and follow the steps below:

Step	Action
1	Demonstrate how to correctly fill out the answer sheet by talking the test taker(s) through the practice items and reading the following: • "Open your test booklets to the directions for the Math test. Look at the directions as I read them. Find the **PRACTICE** box at the top of your answer sheet. This is where you will mark the answer to the practice item(s). Now read the first practice question and choose the correct answer…The answer is B. Mark B in the box. Now answer the second practice question… The answer to the second practice question is D. Do you have any questions?"
2	Read the following to the test taker(s): • "We are ready to begin the test. Do not write in the test booklet and do not remove the two side strips on the answer sheet. Removing the side strips will result in you having to retake the test. Remember to use scratch paper for your calculations. You will mark your answer for the first question on line 26. There are 25 questions in this section. You will have 25 minutes to complete the test. Do your best, but don't spend too much time on any one test item. If you finish early, you may go back to check your answers. When you have finished. When you have finished, please put your answer sheet inside your test booklet, close the booklet and wait for the test proctor to collect your testing supplies. Any questions?"
3	Begin the test and check periodically to ensure everyone is working individually.
4	Inform test taker(s) when there are 10 minutes remaining.
5	Call time when 25 minutes are over.

Continued on next page

Collecting test supplies

The ESS/EST will complete the following steps when collecting test supplies:

Step	Action
1	Collect the test booklet, answer sheet, and scratch paper as each test taker finishes.
2	Ensure all parts of the answer sheets are turned in as the second page contains an answer key. • If the ESS/EST notices that a test taker has removed the two side strips of the answer sheet, the test taker must retake the test.
3	Check the answer sheets to see that: • The personal information section is completed correctly, and • All responses are clearly marked.
4	Review the test booklets and remove any marks that may have been made.

Scoring

Scoring

On the Comprehensive Adult Student Assessment Systems (CASAS) multiple choice test, raw scores are converted to scaled scores. Raw scores are the number of correct answers on a test. The Employment Services Specialist (ESS)/Employment Services Technician (EST) will always convert the raw score to a scale score using the Raw to Scale Score Conversion Chart.

The ESS/EST will manually score CASAS tests using the two-part self-scoring answer sheet and completing the steps below:

Step	Action
1	Tear off the strips on the top, bottom, and right sides, then peel back the top sheet.
2	Ensure all personal information and answers are legible. • Mark items over if necessary.
3	Count the number of dots that fall within the circles in the answer column for Reading and Math. • This is the number correct (raw score).
4	Write the number in the Reading or Math **Raw Score** box.
5	Find the scaled score that corresponds to the raw score on the chart and write that number in the **Scaled Score** box (See the “Scoring example” block within this Interim Instruction Notice (IIN)).
6	Calculate the Estimated grade level based on the Scaled Score. **Note**: This information should **not** be shared with students or used in a classroom situation.

Continued on next page

Scoring, Continued

Scoring example

The following is an example of an estimated grade level calculation based on CASAS Scaled Scores:

Annie is functioning at or below a 235 on the CASAS reading scale and at or below a 225 on the CASAS math scale. Based on the Sample Scoring table below, Annie can be considered functioning below a high school entry level (8.9).

SAMPLE SCORING

READING

RAW SCORE

SCALED SCORE

RAW SCORE		SCALED SCORE	Estimated grade level
1		183*	1
2		191*	
3		196*	
4	accurate	200	
5		204	2
6		207	3
7		210	
8		212	4
9		214	
10		217	5
11		219	
12		222	6
13		224	
14		225	
15		229	7
16		231	8
17		233	
18		236	9
19		239	
20		242	10
21		245	
22		247◆	11
23		249◆	
24		251◆	12
25		254◆	

MATH

RAW SCORE

SCALED SCORE

RAW SCORE		SCALED SCORE	Estimated grade level
1		183*	3
2		191*	
3		196*	
4	accurate	200	
5		203	4
6		206	5
7		209	
8		212	6
9		214	
10		217	7
11		219	
12		221	8
13		224	
14		226	9
15		228	
16		231	10
17		233	
18		236	11
19		238	
20		241	12
21		245	
22		246◆	13+
23		248◆	
24		250◆	
25		252◆	

Note: The score conversion chart lists scores above and below the accurate range in order to extend the usefulness of the tests and accommodate the accountability requirements of user agencies. Scaled scores below the accurate range are marked with an asterisk. These scores have higher standard errors of measurement and should be used with caution. Scaled scores above the accurate range are marked with a diamond. These scores represent conservative estimates and should also be used with caution.

INTERIM INSTRUCTION NOTICE #14-036

AUGUST 6, 2014

SUBJECT: CCRR 100 CIV Processing Instructions

DISTRIBUTION: Child Care, TAD Office Procedures, and Welfare-to-Work

FILE: CCPHB – In Front of Handbook
TOPHB – In Front of Handbook
WTWPHB – In Front of Handbook

OBSOLETE: When Handbook Material is Updated.

Overview

This Interim Instruction Notice (IIN) provides instructions for processing the Child Care Reimbursement Request (CCRR 100 CIV).

This IIN revises the CCRR 100 CIV discrepancies timeframe to 48 hours for the:

- FA Supervising Office Assistant (SOA), and
- Supervising Employment Services Specialist (SESS I).

Obsolete

This IIN obsoletes IIN #14-022 ERRATA.

ESS CCRR 100 CIV review

The Employment Services Specialist (ESS) will review and forward the CCRR 100 CIV to the Child Care (CC) Fiscal Assistants (FAs) for processing within 10 days of receipt. The ESS will follow the steps below to review the CCRR 100 CIV:

Step	Action
1	Review the CCRR 100 CIV for completeness. __Note__: The ESS will follow the instructions in the “Complete and Incomplete Guidelines” section of the Child Care Policy Handbook (CCPHB) when a CCRR 100 CIV is incomplete.
2	Determine if the Parent continues to meet eligibility criteria for Stage One CC.
3	Navigate to the **Child Care Customer Reporting List** page in C-IV.
4	Click the **Edit** button for the certificate and report month corresponding with the CCRR 100 CIV.

Continued on next page

ESS CCRR 100 CIV review (continued)

Step	Action
5	On the **Child Care Customer Reporting Detail** page: • Answer the **County Completeness Determination** and **Reimbursement Eligibility Determination** questions as appropriate, and • Click the **Save and Return** button. **<u>Note</u>:** Do not click the **Save and Add Payment Calculation** button.
6	Verify the **Child Care Customer Reporting List** page **Status** corresponding with the CCRR 100 CIV updated to **Reviewed**.
7	Image the CCRR 100 CIV into C-IV.
8	Complete a Journal entry using the CCRR 100 CIV to FA Journal Template and include the following: • **Short Description** of "MM/YY CCRR 100 CIV Reviewed and Imaged", and • Any additional information providing clarification regarding special circumstances, such as: – Certain days (including holidays) not eligible for reimbursement, and – Two-week notice. **<u>Note</u>**: The CCRR 100 CIV to FA Journal Template can be accessed by navigating to: **Human Services Intranet** > **Journal Templates** > **Child Care** > **CCRR 100 CIV to FA**
9	Set a Task: • Select **Child Care** from the **Program** drop-down box. • Select **Ancillary/Supportive Svcs** from the **Type** drop-down box. • Set **Due Date** for two business days. • Check the following boxes: – Assign to Program Worker, and – Send as E-mail. • Type "CCRR100@hss.sbcounty.gov" in the **E-mail Address** text field. • Paste the same Journal **Long Description** in the Task **Long Description** field.

FA SOA CCRR 100 CIV assigning

The FA SOA will assign the CCRR 100 CIV to CC FAs for final processing, as follows:

Step	Action
1	Check the CCRR100 Outlook inbox a minimum of twice daily; in the: • Morning, and • Afternoon.
2	Distribute the CCRR 100 CIVs equitably among the CC FAs.

Continued on next page

CC FA CCRR 100 CIV processing

CC FAs will follow the steps below to process the CCRR 100 CIV:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Navigate to the case in C-IV.</td></tr>
<tr><td>2</td><td>Review the:
• Imaged CCRR 100 CIV,
• Prior month’s reimbursement,
• Child Care Certificate Detail page, and
• Customer’s continued eligibility for CC via the:
– Customer’s Welfare-to-Work (WTW) activity on the Customer Activity Detail page, or
– Employment & Income Verification (TAD 104).</td></tr>
<tr><td>3</td><td>Calculate the Provider reimbursement based on the care given and in conjunction with the completed activities.</td></tr>
<tr><td>4</td><td>Navigate to the Child Care Customer Reporting List page (Child Care > Reporting > Edit) for the CCRR 100 CIV request month.</td></tr>
<tr><td>5</td><td>• Confirm the County Completeness Determination and Reimbursement Eligibility Determination questions have been answered, and
• Click the Save and Add Payment Calculation button.</td></tr>
<tr><td>6</td><td>• Complete the Child Care Payment Calculation Detail page,
• Click the Go button,
• Review the refreshed Child Care Payment Calculation Detail page to verify his/her own work, and:
<table>
<tr><th>If the calculation is…</th><th>Then…</th></tr>
<tr><td>Correct,</td><td>Click the Accept button.</td></tr>
<tr><td>Not correct,</td><td>• Click the Edit button,
• Make needed corrections,
• Click the Go button, and
• Click the Accept button.</td></tr>
</table></td></tr>
<tr><td>7</td><td>• Review the Payment Request Detail page for:
– Funding Source = Stage 1
– Issue Method = Warrant
– Delivery Method = Mail
– Immediacy = Routine,
• Click the Save button,
• Review the refreshed Payment Request Detail page,
• Click the Approve button, and
• Click the Close button.</td></tr>
<tr><td>8</td><td>Complete a Journal entry using the Child Care Reimbursement Request Journal Template with a Short Description of “MM/YY CCRR 100 CIV Approved”, including any additional clarifying information.

<u>Note</u>: The Child Care Reimbursement Request Journal Template can be accessed by navigating to:
Human Services Intranet > Journal Templates > Child Care > Child Care Reimbursement Request</td></tr>
<tr><td>9</td><td>Clear the Ancillary/Supportive Svcs Task.</td></tr>
</table>

Continued on next page

CCRR 100 CIV discrepancies

The process below will take place when the CC FA identifies a discrepancy on the CCRR 100 CIV:

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>The CC FA will forward the CCRR 100 CIV to the FA SOA.</td></tr>
<tr><td>2</td><td>The FA SOA will review the CC FAs findings, and:
<table>
<tr><th>If the discrepancy is…</th><th>Then…</th></tr>
<tr><td>Not justified,</td><td>• The FA SOA will return the CCRR 100 CIV to the FA for processing, and
• Go to Step 3.</td></tr>
<tr><td>Justified,</td><td>• The FA SOA will contact the ESS's SESS I within 48 hours,
• The SESS I will:
– Cooperate with the ESS to resolve the identified discrepancy, and
– Notify the FA SOA via e-mail within 48 hours when the CCRR 100 CIV is ready to process.
• The ESS will Journal the correction/ clarification, and
• Go to Step 3.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>The CC FA will:
• Process the CCRR 100 CIV within 24 hours, and
• Journal all actions taken.</td></tr>
</table>

Questions

Questions regarding the information contained in this IIN should be directed to Tina Doughton, Program Specialist (PS) II at (909) 383-9862, or e-mail at tdoughton@hss.scounty.gov.

CHAPTER 1

Introduction to the Transitional Assistance Department Welfare-to-Work Program

Table of Contents

Chapter 1

Introduction to the Transitional Assistance Department Welfare-to-Work Program

Overview

Introduction

The objective of the Transitional Assistance Department Welfare-to-Work (TAD WTW) program is to help customers become self-sufficient. Recipients of public assistance face time limits for receiving aid under the California Work Opportunity and Responsibility to Kids (CalWORKs) program and need to be able to support themselves once they reach those limits.

WTW activities are designed to help program customers remove barriers to employment, develop self-esteem, and prepare to find and retain employment, thereby moving toward self-sufficiency and a better future for their families.

WTWPHB

The WTW Policy Handbook (WTWPHB) includes procedures for the Employment Services Specialist (ESS) to ensure:

- Excellent customer service,
- Effective case management,
- Full usage of the wide array of activities available to customers based on assessment results,
  - The ESS will review each customer's assessment results and review all WTW regulations with each customer to determine which activity(ies) would best fit the him/her.
  - The ESS will counsel customers as to what would best fit each individual's situation. If a customer can meet the federal Work Participation Rate (WPR) and save his/her WTW 24-Month Time Clock, this will benefit him/her when/if additional assistance is necessary at a later date.
- San Bernardino County meets WPR, when possible (on a case-by-case basis).

Our mission

The mission of TAD is to enhance the quality of life in the communities we serve by assisting individuals and families as they transition to self-sufficiency. We provide our services accurately and efficiently, with a high emphasis on integrity, respect, and customer service.

References

The reference for this section is Eligibility and Assistance Standards (EAS) 42-701.

Definitions

Introduction

This section provides definitions for some of the most common terms associated with the Welfare-to-Work (WTW) program.

California's Work Verification Plan

California's approved Work Verification Plan (WVP) provides:

- Definitions of Federally-countable work-related activities,
- Procedures for documentation and verification of work-related activities, and
- Definitions for "Work-Eligible Individuals" (WEIs).

CalWORKs

The California Work Opportunity and Responsibility to Kids (CalWORKs) program is California's cash aid and Welfare-to-Work (WTW) program that was signed into law as Assembly Bill (AB) 1542 on August 11, 1997, and became effective January 1, 1998.

CalWORKs is a major component of California's implementation of the Transitional Assistance for Needy Families (TANF) program. The Transitional Assistance Department (TAD) WTW program administers the CalWORKs WTW program in San Bernardino County.

Caseworkers

Two types of caseworkers serve CalWORKs customers. Communication between these two workers is vital in order to provide the customer with the best customer service possible.

- An Employment Services Specialist (ESS) assists the customer while he/she is receiving guidance and services through the WTW program.
- An Eligibility Worker (EW) assists the customer with his/her eligibility for public assistance programs and determines CalWORKs and CalFresh amounts.

Continued on next page

TAD

TAD administers public assistance programs such as:

- TANF
- Cal-Learn (which serves pregnant/parenting teens on TANF who have not received a high school diploma or equivalent)
- Child Care
- CalFresh
- Medi-Cal
- WTW

TAD WTW

TAD WTW is a mandatory, customer focused program for most adults who are receiving cash aid under CalWORKs.

TANF

TANF is an assistance program funded by a Federal block grant to States designed to provide temporary assistance while moving recipients into work and self-sufficiency. TANF was the result of the Federal welfare reform effort authorized by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) in 1996 which changed the administration of public assistance by:

- Eliminating the following programs:
  - Aid to Families with Dependent Children (AFDC), and
  - Job Opportunity Basic Skills Training (JOBS).
- Ending long-term dependency by:
  - Establishing time limits for public assistance, and
  - Emphasizing a wide array of available activities to promote self-sufficiency.

WDD

The Workforce Development Department (WDD) administers and operates the Department of Labor's Workforce Investment Act (WIA). The WIA Program sets a priority on employment and training, and assists customers to enroll in appropriate activities.

Note: WTW and WIA may serve some customers concurrently (i.e., summer youth).

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Work-Eligible Individual

A Work-Eligible Individual (WEI) is defined as an adult (or minor head-of-household) receiving assistance under TANF or a Separate State Program (SSP) living with a child receiving such assistance (usually a child-only case), unless the parent is:

- A minor parent and not the head-of household (HOH) or spouse of HOH,
- An ineligible noncitizen who is ineligible to receive assistance due to his/her immigration status,
- A recipient of Supplemental Security Income (SSI) or the State Cash Assistance Program for Immigrants (CAPI) for persons who are ineligible for SSI benefits solely due to immigration status,
- A parent caring for a disabled family member living in the home if:
  - Family member does not go to school full time, and
  - Need for care is supported by medical documentation, or
- A Safety Net or Drug/Fleeing Felon customer.

The New Culture

Introduction

This section describes San Bernardino County's new culture.

The new culture

San Bernardino County is committed to actively promoting the new culture to customers by providing information regarding the following:

- A thorough comprehensive discussion regarding all the new Welfare-to-Work (WTW) regulations each time a customer signs a WTW 2, according to his/her assessment results and needs,
- The appropriate participation requirements (20/30/35 weekly, 85/128/150 monthly), on an individual basis,
- Explanations of all available exemptions, and which ones tick time clocks,
  - Both the WTW 24-Month Time Clock and the CalWORKs 48-Month Time Limit),
  - What ticks the clock, what stops the clock reference to the WTW Reference Guide (TAD WTW 102),
  - Including the new birth to 23 month once-in-a-lifetime exemption,
- A wide-array of available activities/services (including counseling services in the following areas: Domestic Violence, Substance Abuse, and Mental Health) based on a case-by-case, individualized basis; based on the customer's assessment results and needs,
- All supportive services available to customers,
- Benefits of employment,
- Benefits of Vocational Education and Training, and
- Self-sufficiency.

WTW program goals

The WTW program goals are as follows:

- Create a county in which those who reside and invest can prosper and achieve well-being.
- Provide high-quality service to develop a customer's potential.
- Create an open, friendly, and helpful environment for customers to prosper and achieve self-sufficiency before time on CalWORKs cash aid expires.
- Assist customers in any way possible to help them become self-sufficient by providing all necessary activities and supportive services in a timely manner.
- Educate customers about their role in becoming self-sufficient from the very beginning of the application process, and the wide array of activities and supportive services available to them for their benefit.
- Promote and facilitate Job Retention Services.
- Build cooperative relationships and open communication among Eligibility Worker (EW) and Employment Services Specialist (ESS) staff.
- Counsel, lead, and guide customers with excellent customer service on a case-by-case, individualized basis.
- Serve as liaison between WTW and Eligibility staff for customers.

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EW role

The EW role is as follows:

- If a customer has a WTW sanction in place at the time of his/her Re-Evaluation (RE) appointment, promote the benefits of curing the sanction.
  - Send an e-mail and set a Task to the assigned ESS or Supervising Employment Services Specialist (SESS I), if no ESS is assigned to the case, so the customer has the opportunity to cure his/her sanction.
- Take actions as directed by the Appeals Unit.
- Communicate and notify WTW staff of any changes that could impact the WTW case, such as a Work-Eligible Individual (WEI) moves in or out of the home, customer starts or stops employment, etc.
- Serve as a liaison for the customer between Eligibility and WTW as necessary.
- Apply financial sanctions when a WTW customer fails or refuses to comply with program requirements without good cause and compliance efforts have failed.
- End financial sanctions when the customer fulfills WTW requirements prior to the sanction effective date.

ESS and EW collaboration

The ESS and EW will collaborate to reinforce the new culture message to all WTW customers by:

- Making the program understandable, accessible, and useful to customers.
- Explaining the wide-array of available activities and supportive services provided by WTW.
- Enforcing program participation requirements.
- Helping customers understand the opportunities that TAD WTW and TAD California Work Opportunity and Responsibility to Kids (CalWORKs) offers to facilitate the goal of self-sufficiency.
- Encouraging and motivating customers.
- Stressing the value of economic independence due to time limits.

The Employment Services Specialist

Introduction	This section provides in-depth information about the Employment Services Specialist (ESS).
ESS as role model	The ESS plays an important role in the customer's success while participating in the Welfare-to-Work (WTW) program. Though it may not always be obvious, the way an ESS interacts with his/her customers can have a lasting effect on the customer, and can directly impact the customer's willingness to actively participate in the program. The ESS is a true role model for his/her customers.

Interpersonal skills

Having effective interpersonal skills is critical to the success of customers in the WTW program. The ESS:

- Communicates respect by his/her behavior toward the customer.
- Is a good listener.
- Assists customers to resolve any issues/problems they have that may limit or impede their participation.
- Guides customers toward removing barriers and developing solutions to their problems.
- Encourages customers to set goals in accordance with their assessment results and begin working toward goals.
- Provides consistent, positive support and feedback.
- Encourages and motivates customers to become employed by explaining the benefits of working as opposed to welfare dependency.
- Has the same expectation for customers as he/she do for themselves.
- Helps each person participate to the full extent of his/her potential.

Focus on customer needs

One of the main responsibilities of the ESS is to provide customers with a wide variety of activities and supportive services available to help them achieve self-sufficiency by focusing on their needs.

The ESS is required to explain all of the customer's choices based on his/her assessment results. To facilitate this, the ESS makes the program understandable, accessible and useful to each customer by awareness of the customer's needs.

Role of the ESS

The role of the ESS varies within each district office depending on the size and needs of the office. In smaller district offices, ESSs may have the opportunity to "do it all", while in larger offices, caseloads and duties may be more specialized.

In general, functions of the ESS position include working with customers (both individually and in a group setting), case management, facilitating group functions, job placement and development, and assisting customers in resource settings.

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ESS as case manager

As a case manager, the ESS:

- Assists customers to remove barriers to employment by referring them to contracted services providers for Domestic Violence, Substance Abuse, and/or Mental Health services as needed.
- Encourages employment at the earliest opportunity in program participation.
- Reviews the customer's case to become familiar with his/her background/history.
- Conducts individual Orientations or Assessments, when necessary.
- Completes Appraisals.
- Explains all program requirements, including the WTW 24-Month Time Clock and available WTW exemptions.
- Enforces program requirements.
- Assigns customers to activities, monitor those activities, and evaluates customer progress and attendance.
- Develops the individualized WTW Plan Activity Assignment (WTW 2) based on the customer's Assessment results.
- Arranges supportive services as needed.
- Refers customers to collaborators/services, as appropriate: behavioral health, substance abuse, domestic abuse, assessment, job services, Learning Disability Evaluations, education/training, work experience/ community service, community resources, and Employment Development Department (EDD).
- Completes case actions in the C-IV system in a timely manner.
- Completes monthly case reviews to ensure full customer participation.
  - Re-engages customers as soon as possible.
  - Monitors sanctioned cases for the first three months.
- Takes prompt action to move customers into the next activity to ensure seamless services.
- Completes noncompliance actions, when necessary.
- Completes clear and thorough Journal entries to justify all actions taken on the case.

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ESS as facilitator

As a facilitator, whether for Orientation or Job Readiness activities, the ESS:

- Provides an overview of the wide array of activities and supportive services available to the customer.
- Assists customers to remove barriers to employment by referring them to contracted services providers for Domestic Violence, Substance Abuse, and/or Mental Health services as needed.
- Encourages employment at the earliest opportunity in program participation.
- Conducts activities to introduce customers to the program and to explain the benefits of employment.
- Counsels customers on interview techniques, dress, punctuality, and employer expectations.
- Assists customers to complete a resumé.
- Reviews the customer's application and/or resumé ensuring that it is neat and correct.
- Discusses interview feedback with the customer, offering encouragement and suggestions for improvement.
- Conducts activities designed to teach customers basic job-seeking skills.
- Uses methods to build self-esteem in individual customers, both during workshops and in personal interactions.
- Creates/designs/implements educational materials for workshops and presentations.
- Uses facilitation skills to elicit interaction, discussion, participation and relationship building among customers and with the ESS.
- Is proactive in determining and enrolling customer into the next appropriate activity to ensure seamless services.
- Journals all interactions with the customer to justify any current/future actions taken on the case.

Introduction to Work Participation Rate

Introduction

This section provides an introduction to Work Participation Rate (WPR), including a listing of the activities that meet Federal core requirements, and State non-core (or no core) requirements.

Background

If California does not meet Federal work participation requirements, counties that fail to meet these requirements will have to share any penalty imposed on the state.

One of the most important factors in ensuring funding for the Transitional Assistance Department Welfare-to-Work (TAD WTW) program is customer participation in WTW activities. Meeting the standards for participation coincides with TAD WTW's objective of self-sufficiency for the customer.

WPR

The WPR is used to measure the percentage of All-family and Two-parent family cases that have verifiable documentation in their case record which supports meeting WTW program requirements for the minimum required hours per week.

- Fifty percent (50%) of all-parent families must participate 20/30 hours per week,
  - An all-parent families case is a family that includes a single custodial parent, or a family with one parent who is WEI **excluded**. By Federal definition, this WPR category is not considered a two-parent family.
- Ninety percent (90%) of two-parent families must participate 35 hours per week (both parents can contribute toward meeting the 35 hour requirement).

State participation hours

Hours of participation for the state match current federal hours of participation: 85/128/150 hours per month, 20/30/35 hours per week.

Household Composition	Monthly/Weekly Hours
Single custodial parent with a child under 6 years old	**85 monthly/20 weekly**
• **Single custodial parent with no children under 6 years old, or** • **All Families**	**128 monthly/30 weekly**
Two-parent families	**150 monthly/35 weekly**

ESS role in WPR

The Employment Services Specialist (ESS) in WPR is to:

- Ensure that each non-exempt customer is active and assigned to an activity.
- Encourage active participation as soon as possible when a customer is in noncompliance or good cause status.
- Document all scheduled hours of required participation in paid and unpaid work-related activities with verification of actual hours.

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Verifiable documentation for paid activities

Verifiable documentation for paid WTW activities to count for WPR must include:

- Pay stubs (where hours of participation can be determined) with Semi-Annual Reporting Eligibility Status Report (SAR 7), and/or
- Other employer-produced documents.

See WTW Policy Handbook (WTWPHB) Chapter 15 – Employment Activities for additional information.

Verifiable documentation for unpaid activities

The ESS must have monthly verification for unpaid WTW activities which include signed documents:

- Verifying actual hours of participation,
- Name of work site supervisor, education provider, or other service provider, and
- Name and phone number of the person verifying hours.

See WTWPHB Chapter 14 – Participation Requirements, WTW Activities for additional information.

WPR core activities

The following are paid and unpaid activities that will count towards core WPR requirements:

- Unsubsidized employment (paid)
- Subsidized private sector employment (paid)
- Subsidized public sector employment (paid)
- Unpaid Work Experience (unpaid)
- On-the-job training (unpaid)
- Work study (paid)
- Self-employment (paid)
- Community service (unpaid)
- Vocational education/training [limited to a cumulative total of 12 months during a customer's time on aid since 1996] (unpaid)
- Job search/job readiness [limited to 12 weeks within the preceding 12 months, as a core activity] (unpaid)
  - The time frame is usually six weeks; however, California is considered a needy state and qualifies for the 12 week per year limit.

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Non-core activities

The following is a list of non-core activities:

- Job Search and Job Readiness Assistance (four consecutive weeks) over the 12 week limit.
  - Up to 12 weeks in the preceding 12-month period.
- Job Skills Directly Related to Employment (can include Adult Basic Education (ABE and English-as-a-Second Language (ESL) instruction).
- Education Directly Related to Employment (includes ABE, General Education Diploma (GED), ESL, for customer who have not received a high school diploma or equivalent).
- Mental Health Services.
- Substance Abuse Services.
- Domestic Violence Services.

Communication between the EW and ESS

The EW and the ESS can help customers participate in WTW by:

- Informing customers of the benefits of WTW, and
- Encouraging participation in WTW and the wide array of activities provided.

Note: EWs and ESSs will both communicate via email within 24 hours when a customer reports any change in employment (new job, increase/decrease in wages or hours of employment, termination, etc.). See WTWPHB Chapter 15 – Employment Activities for additional information.

CHAPTER 2

Welfare-to-Work Intake Process

Table of Contents

Chapter 2

Welfare-to-Work Intake Process

Overview

Introduction

This chapter explains the intake process that customers enrolled in the Welfare-to-Work (WTW) program, administered by the Transitional Assistance Department (TAD), must follow.

Some potential applicants may receive a lump sum Diversion payment instead of completing the application process.

Reference

The following reference applies to this section:

- All County Letter (ACL) 08-08
- ACL 08-07
- ACL 07-05
- ACL 07-03
- Eligibility and Assistance Standards (EAS) 42-710
- EAS 42-711
- EAS 42-711.5
- EAS 42-711.541(a)(1)

Philosophy

California Work Opportunity and Responsibility to Kids (CalWORKs) contains work participation requirements and time limits for people receiving public assistance. San Bernardino County is a "Work First" county and is committed to encouraging aided Work-Eligible Individual (WEI) customers who are approved to obtain employment at the earliest opportunity. See WTW Policy Handbook (WTWPHB) Chapter 1 – Introduction to TAD WTW program for additional information.

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Forms

The table below contains information on forms listed in this chapter.

Form #	Title	Location
WTW 411 EE WTW 411 EE (SP)	Think of the Possibilities Brochure	Forms and Distribution Unit (FDU)
SAWS 1	Application for Cash Aid, CalFresh, and/or Medi-Cal	FDU
TAD 107 (E/S)	Key Tips for a Successful Application	TAD Forms Catalog
TAD 278 ID (E/S)	Customer Identification	TAD Forms Catalog, Operations & Reference
TAD 730 (E/S)	Work Pays Informational Flyer	FDU
TAD WTW CKLST 101 (E/S)	TAD WTW Program Checklist	TAD Forms Catalog, TAD Clerical
WTW 2	WTW PLAN – Activity Assignment	C-IV
WTW 5 WTW 5 (Sp) WTW 5 (Vn)	WTW Program Notice	TAD Forms Catalog

In this chapter

This chapter contains the following topics:

Customers

Introduction

This section contains information regarding customers who are required to participate in Welfare-to-Work (WTW) activities and those that are not required to participate.

Work-Eligible Individual definition

A Work-Eligible Individual (WEI) is defined as an adult (or minor head-of-household) receiving California Work Opportunity and Responsibility to Kids (CalWORKs) assistance, or a non-recipient parent (sanction, safety net, drug/fleeing felon) living with a child receiving such assistance (usually a child-only case) unless the parent is a/an:

- Illegal immigrant.
- Minor parent who is not the head-of household (HOH)
- Parent providing care for a disabled family member living in the home when the need for such care is medically documented.
- Recipient of the State Cash Assistance Program for Immigrants (CAPI), Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).
- Unaided caretaker relatives.

All WEIs are included in the Work Participation Rate (WPR) calculation.

Mandatory customers

Any non-exempt aided WEI customer must participate in WTW activities.

- Adults may be penalized for reasons such as failure to cooperate with the District Attorney or failure to immunize their children. A penalized adult is still required to participate in WTW activities unless s/he has a reason to be exempt.
- Teens age 16 and 17 who are not regularly attending school on a full-time basis are referred to the Transitional Assistance Department WTW (TAD WTW) program. Teen participation requirements are discussed in WTW Policy Handbook (WTWPHB) Chapter 23 – Teen Participation Requirements.

Work registration code

In order to accurately count time on aid, the work registration code must be current in the C-IV system. The Employment Services Specialist (ESS) must:

- Enter,
- Update, or
- End date a work registration code, as necessary.

Diversion

Introduction

This section provides information concerning Diversion that is sometimes available to customers applying for aid.

Background

Customers who apply for cash aid are sometimes close to achieving financial self-sufficiency or have recently lost the ability to support themselves due to various obstacles. Counties have the option of offering a lump sum payment to divert these customers from accepting monthly California Work Opportunity and Responsibility to Kids (CalWORKs) cash aid payments when the lump sum payment will help the customer eliminate the barrier to financial self-sufficiency.

The Diversion payment is intended to meet a particular need or needs related to accepting or retaining employment. With this help, and perhaps other assistance such as CalFresh, Medi-Cal and/or Child Care, it is expected that the customer can obtain immediate full-time employment.

- An applicant customer may qualify for Diversion if they are apparently eligible for CalWORKs cash aid.
- A stable customer with recent employment history who applies for CalWORKs cash aid might be a Diversion candidate.
- When Diversion funds are issued to, or on behalf of, a customer, the application for CalWORKs cash aid is denied.
- Diversion is not available to those already receiving CalWORKs.

Uses for Diversion payments

Diversion payments can be used for needs such as:

- Tools
- License or background check fees
- Fines or assessments preventing employment
- Car repairs, insurance, other transportation costs
- Clothing or uniforms
- Child care – only when the care cannot be provided through other funds
- Relocation assistance
- Health care or appliances such as glasses, dental care, or hearing aids that cannot be provided by Medi-Cal in time to divert the family from CalWORKs cash aid

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Eligibility for Diversion

Customers do not actually apply for Diversion. As applicants are interviewed by the Eligibility Worker (EW), and s/he reviews the customer's paperwork, Diversion may be an option when the EW believes that Diversion will eliminate the customer's barrier to self-sufficiency and the customer is likely to stay off cash aid for the Diversion period and an additional six months.

The Diversion period is the amount of time the customer would have been aided if s/he had received a cash grant amount equal to the Diversion payment.

Approval process

The approval process for Diversion involves three people: an EW, an Employment Services Specialist (ESS), and the customer who is applying for aid. All involved discuss the situation and come to a mutual decision about whether Diversion would be the best choice for the customer. Their individual responsibilities are as follows:

Person	Role in the Approval Process
EW	• Conducts initial screening for apparent CalWORKs eligibility and potential as a Diversion candidate. • Authorizes Diversion voucher when suitable. • Denies cash aid application when Diversion is approved. • Continues with original aid application when Diversion is not appropriate.
ESS	• Reviews employment history. • Evaluates probability of immediate employment to eliminate the need for cash assistance. • Assists EW in deciding whether Diversion would be a viable option.
Applicant Customer	• Agrees to Diversion. • Provides verification of item(s) of need.

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What should be considered

When considering diversion as an option, the following issues are evaluated. Does the customer have:

- A significant work history that indicates marketable job skills and good work habits?
- The resources to pay for routine expenses, especially work-related expenses, on a long-term basis without further help?
- No history of:
  - Substance abuse,
  - Custody battle issues,
  - Unstable receipt of child support or other income,
  - Mental or behavioral health issues, and/or
  - Homelessness?

Diversion limits

In San Bernardino County, a Diversion customer cannot receive additional Diversion for at least twelve (12) months after issuance. Any exceptions must be approved by a Transitional Assistance Department (TAD) Deputy Director.

CalWORKs 48-month time limit

Diversion can impact the CalWORKs 48-month time limit in different ways. It is the responsibility of the EW to ensure the customer understands all options when considering Diversion, and also understands the impact it may have should the customer apply for cash aid again at a later date.

Deciding against Diversion

Because of the many issues that must be considered in order to approve Diversion, it is not an option for most customers. The EW continues to evaluate the CalWORKs application when Diversion has been eliminated as an option.

Secondary Diversion Program

Introduction

This section provides information regarding the secondary Diversion program.

Background

A customer who loses "apparently eligible" status before California Work Opportunity and Responsibility to Kids (CalWORKs) cash aid is approved also loses eligibility for Diversion.

In San Bernardino County, a special secondary Diversion may be available for two-parent households who are no longer "apparently eligible" before cash aid approval, specifically when the primary wage earner accepts a job and is expected to work over 100 hours per month.

Uses for secondary Diversion payments

Secondary Diversion payments may be used for the same needs described earlier in this chapter under the Diversion topic. Further, cash may be issued to meet the needs of the family until the employed person receives his/her first paycheck.

Process

As described in the Diversion section of this chapter, the same basic process of evaluation and approval is used when secondary Diversion is being considered as an option.

Overview of Intake Flow

Introduction

This section provides information concerning the intake flow for customers coming into the Welfare-to-Work (WTW) program administered by the Transitional Assistance Department (TAD).

Welfare-to-Work intake flow

The following exceptions may be made to the WTW intake flow. The exceptions mentioned below also list another WTW Policy Handbook (WTWPHB) chapter to reference for further information.

- Customers who are already employed may be given an individual Orientation and Appraisal if necessary so as not to interfere with employment hours (see WTWPHB Chapter 4 – Orientation, Appraisal, and Reappraisal).
- Customers who receive lump sum Diversion before Group Orientation/Appraisal (O/A) are not eligible for California Work Opportunity and Responsibility to Kids (CalWORKs) and therefore are not required to attend O/A (see the Diversion topic in this chapter).
- Customers enrolled in vocational education/training programs at the time of O/A may qualify to be evaluated/approved as a Self-Initiated Program (SIP). A SIP may be given an individual O/A so as not to interfere with school hours (see WTWPHB Chapter 7 – Self-Initiated Program (SIP).
- Customers enrolled in an adult education course:
  - English-as-a-Second Language (ESL),
  - Adult Basic Education (ABE), or
  - General Educational Development (GED) certificate at the time of O/A may qualify to have the course as one of their approved activities (see WTWPHB Chapter 16 – Education and Training).
- Teens who do not have their high school diplomas or GEDs must attend a GED/diploma program after completing O/A (see WTWPHB Chapter 23 – Teen Participation Requirements).
- Most pregnant and/or parenting teens under the age of 19, who do not have a high school diploma/GED, are required to participate in Cal-Learn. Cal-Learn is administered by a TAD Eligibility Worker (EW) (see WTWPHB Chapter 24 – Cal-Learn).
- Customers providing verification of exemption may not have to follow the usual program flow (see WTWPHB Chapter 3 – Exemptions).

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Add person instructions	The intake flow procedure of attending O/A also applies to an adult being added to an existing all-family case, making it a two-parent case. The added adult must attend O/A after s/he has been added to the case.
All-family customers employed and meeting the weekly participation requirements	All-family customers who are working and meeting the weekly participation requirements with employment alone and: • Are not required to attend group O/A. • Are required to attend an individual O/A with an Employment Services Specialist (ESS) to sign a WTW Plan - Activity Assignment (WTW 2). See WTWPHB Chapter 4 – O/A and Reappraisal for additional information.
Appraisal information	Appraisal information must be entered in the C-IV system for all customers, even those who are meeting participation requirements with employment.
All-family customers employed less than weekly/ monthly participation requirement	Customers who are employed less than the weekly/monthly participation requirement must have a concurrent WTW activity in order to meet participation requirements. They attend the group O/A if possible; otherwise they will have an individual O/A as explained above, and will need an Assessment activity. See WTWPHB Chapter 12 – Assessment for additional information.
Employed customer from two-parent household	Employed customers who are part of a two-parent household are not required to attend Job Readiness if the combined work hours of the two parents total at least 35 hours per week and one parent works at least 30 hours per week. • If one of the parents is unemployed, s/he is required to attend O/A, if the employed parent is meeting the 35-hour requirement, the unemployed parent may choose to participate in a WTW activity or may choose to be excused from participation with good cause non-participation status. • An employed parent who is unable to attend the group O/A due to work hours is required to attend an individual O/A with an ESS and to sign a WTW 2. • If one parent works at least 30 hours and the other is working 2 hours per week the combined hours of employment don't satisfy the 35-hour requirement Federal Work Participation Rate (WPR) requirement. Both parents will attend O/A. **In an effort to help move the two-parent family towards self-sufficiency, both parents should be encouraged to participate.**

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Example of employed customer from two-parent household

The following is an example of an employed customer from a two-parent household:

A husband and wife in a two-parent household are both employed. The wife works 20 hours per week and is unable to attend O/A. The husband works eight hours per week at night. The wife attends an individual O/A with an ESS and is enrolled in Unsubsidized Employment. Her husband attends the group O/A and attends Job Readiness during the day, the following week.

See WTWPHB Chapter 14 - Participation Requirements, WTW Activities for additional information on the Priority Approach and weekly/monthly participation requirement.

Pending Application Process

Introduction

This section provides information concerning Transitional Assistance Department (TAD) staff responsibilities during the application process, situations that may interfere with Orientation/Appraisal (O/A), and responding to a customer's need for child care.

TAD Eligibility responsibilities

When a customer comes into the TAD office to apply for cash assistance, TAD Eligibility staff does the following:

Stage	Description
1	Customer: • Requests California Work Opportunity and Responsibility to Kids (CalWORKs), and • Completes: – TAD 278 ID (E/S) – Customer Identification, – TAD 99 – C-IV Root Questions, – TAD WTW CKLST 101 (E/S) – TAD/Welfare-to-Work (WTW) Program Checklist (for CalWORKs applicants only), – SAWS 1 – Application for Cash Aid, CalFresh, and/or Medi-Cal, and – Resource referral list.
2	TAD Reception Office Assistant (OA): • Reviews: – TAD 278 ID (E/S), – TAD 99, – TAD WTW CKLST 101 (E/S), and – SAWS 1. • Refers customer to Child Care, if requested, following the Child Care Intake Screening Sheet (CDC 4). • Places all the paperwork in the designated Advance Eligibility Determination (AED) interviewer tray. **<u>Note</u>:** If the AED Interviewer determines potential eligibility, s/he will schedule the customer for a return appointment with an Intake Eligibility Worker (EW) or if the customer has an open CalFresh case will schedule an appointment with the Continuing EW.
3	TAD Intake/Pending OA: • Completes file clearance, • Pends the appropriate program(s), • Reviews TAD WTW CKLST 101 (E/S), and • Pends the WTW program, if applicable.
4	Intake EW: • Completes the application interview. • Gives the customer Work Pays Informational Flyer (TAD 730) and Think of the Possibilities Brochure (WTW 411 EE). • Explains to the customer s/he will be required to attend the WTW O/A once CalWORKs is approved. • Confirms the customer received the WTW 5. • Ensures the customer has completed the following, if required: – Interview with the Child Support Officer (CSO). – Finger imaged via Statewide Finger Imaging System (SFIS). – Electronic Benefit Transfer (EBT) card issuance. – Health Care Options (HCO) representative.

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TAD WTW responsibilities

Designated TAD WTW Intake/Pending Office Assistant (OA) staff will:

- Check the Workload Inventory for newly assigned WTW programs.
- Reassign the customer to the appropriate Employment Services Specialist (ESS), once CalWORKs is approved.
- Enter O/A activities in C-IV and send the O/A appointment letter to the customer.
- Check the Unassigned Programs List and assign cases to an ESS, who will assign the next appropriate activity following O/A.

See WTWPHB Chapter 4 – Orientation/Appraisal (O/A) and Reappraisal for additional information.

Note: When the CalWORKs case is denied, the pended WTW program is automatically deregistered by C-IV. See ORHB, Chapter B – Caseload Management for additional information.

Situations that may interfere with O/A

When a customer is scheduled for O/A, the customer may state s/he should be excused from the group O/A. In this situation, the ESS will talk with the customer to determine the reason the customer cannot attend.

- If the ESS concludes the customer has a good reason to be excused from group O/A (such as school or employment), the ESS conducts an individual O/A.
- The customer will be offered the opportunity to reschedule the O/A activity to a date/time that is more convenient for him/her. The rescheduled activity will take place as soon as possible.

Child care

If, at any time during the intake process, the ESS or EW identifies a customer's need for child care, the customer is referred to the TAD Child Care worker.

CHAPTER 3

Exemptions

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Chapter 3

Exemptions

Overview

Introduction

All individuals who receive cash aid are expected to fully participate in the Welfare-to-Work (WTW) program. However, some customers have barriers to effective participation in WTW activities and therefore, may be exempt from participating.

The goal for exempt customers is to overcome barriers to successfully complete WTW activities whenever possible.
Exempt individuals may volunteer to participate and may end participation at any time without loss of eligibility for aid, provided a valid exemption continues to exist.

Some exemptions stop the California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit.

Forms

This section contains information on the following forms:

Form #	Title	Location
GR 14 (E/S)	Caseworker Referral to TAD SSI Advocate	TAD Forms Catalog
WTW 77	Memo to Service Providers	TAD Forms Catalog
CW 61	Medical Report	C-IV
PLAN 100	Employment Services	C-IV
VER 105	CalWORKs Pregnancy Verification	C-IV
PLAN 112	Care of a Household Member Verification	C-IV
CW 2186A	CalWORKs Exemption Request Form	C-IV
CW 2186B	CalWORKs Exemption Determination	C-IV

In this chapter

This chapter contains the following information:

Determining Exemptions

Introduction

This section contains information regarding the definition of an exemption and how to determine exemption status.

Reference

The reference for this section is Eligibility and Assistance Standards (EAS) 42-712.

Overview

The Employment Services Specialist (ESS) reviews the customer's status for possible exemption when:

- The customer requests an exemption.
- The customer's situation indicates a possible exemption.
- The Eligibility Worker (EW) or California Work Opportunity and Responsibility to Kids (CalWORKs) case indicates an exemption.

Documentation of an exemption

If a customer has documentation of an exemption s/he ***is not*** required to attend Orientation/Appraisal (O/A) or Assessment activities (or any Welfare-to-Work (WTW) activity) before the exemption is approved.

Determining an exemption

Use the following procedure to determine an exemption from WTW activities:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Complete a Journal entry for reason of possible exemption.</td></tr>
<tr><td>2</td><td>Have the customer complete the Exemption Request (CW 2186A) when an exemption is requested. Mail the form to the customer if s/he has made a request by telephone.</td></tr>
<tr><td>3</td><td>Request the customer provide required verification (CW 61, VER 105, or PLAN 112) of the exemption and set a task or reminder for return of the verification.</td></tr>
<tr><td>4</td><td>Review verification.
<table><tr><th>If the …</th><th>Then …</th></tr><tr><td>Customer does not provide verification of the exemption, or if the verification does not substantiate an exemption,</td><td>Proceed to Step 5.</td></tr><tr><td>Verification shows the customer should be exempt,</td><td>Proceed to Step 6.</td></tr></table></td></tr>
</table>

Continued on next page

Distribution (continued)

Step	Action
5	Complete and mail the customer an Exemption Determination (CW 2186B) informing the customer of denying the exemption. Complete Section A only; the Time Limits Unit will complete Section B. Update C-IV: • Send an appointment notice to the customer, and • Proceed to Step 7.
6	Complete and mail a CW 2186B, informing the customer of the exemption. Complete Section A only; the Time Limits Unit will complete Section B. Update C-IV: • Close any open activities, • Discontinue supportive services, • Notify contracted service provider via the Memo to Service Providers • (WTW 77), if appropriate, • Add exemption status to the WTW Status List page by adding the Work Registration and Program Status with the correct status reasons.
7	Complete a Journal entry and image all necessary documents.
8	Forward the completed Random Equitable Assignment of Cases (REAC) memo (TAD 19) to the designated Office Assistant (OA) for reassignment. The ESS must enter the correct district office exemption identification (ID) number in the Specialized Programs WTW section of the TAD 19.

Exemption status

The ESS will document the reason for the exemption from WTW on the Work Registration Detail page, and the program status on the WTW Status Detail page located on the WTW Status List page (see the C-IV User Guide, Exemption).

An Ad Hoc will be used to report exemptions for state reports and WTW participation rates utilizing information entered on the Work Registration Detail page. This affects Work Participation Rates (WPR) so the ESS will ensure the Work Registration Detail page is correct.

When the customer's WTW status becomes active, add "Mandatory" status to the Work Registration Detail page and add the correct status to the WTW Status Detail page.

It is the ESSs responsibility to change the Work Registration Detail page and the WTW Status Detail page whenever there is a change in the Work Registration status. The ESS will review the WTW Status List page every month.

Note: Do **not** edit ***the*** Work Registration Detail page. The ESS will only use the **add** button to update the Work Registration status.

Continued on next page

Determining Exemptions, Continued

Voluntary participation

A customer who is not required to participate in WTW because s/he is exempt may volunteer to participate. Exempt customers are allowed to volunteer to participate in whatever activities are established in their personalized WTW Plan – Activity Assignment (WTW 2), which must include identification of necessary supportive services.

To add a Voluntary Status to the **Work Registration** page in C-IV (Empl. Services/WTW), the ESS will follow the step/action chart below:

Step	Action
1	Click the **Add** button on the **WTW Status List** page under Work Registration.
2	• Select the status of **Exempt**, and • Enter the appropriate **Status Reason** from the drop down boxes.
3	Select **Yes** from the Volunteer drop down box; the system defaults to **No**.
4	• Enter **Begin Date,** and • Click **Save and Return.**
5	• Review **Effective Dating Confirmation List** page to ensure it is correct, and • Click **Save**.
6	• Click the **Add Status button** under **Program,** and • Add the appropriate **Status**, **Status Reason** and **Begin Date**.
7	Click **Save and Return**.
8	• Review **Effective Dating Confirmation List** page to ensure it is correct, and • Click **Save**.

Voluntary participation ends

A volunteer may end his/her participation at any time without loss of eligibility for aid, provided his/her status has not changed in a way that requires participation.

On the **WTW Status List** page in C-IV (Empl. Services/WTW) the ESS will follow the step/action chart below:

Step	Action
1	• Add the Work Registration **"Status"** of **Exempt** with the appropriate **"Status Reason"**, and • Ensure the **"Volunteer"** status is set to **No** if an exempt volunteer no longer wishes to participate, and an exemption still applies, or • Add the status of "Mandatory" if the customer stops volunteering and the exemption expired or no longer applies.
2	Add appropriate **Program Status** information by clicking **Add Status** button under Program.
3	Click **Save and Return**.
4	• Review **Effective Dating Confirmation List** page to ensure it is correct, and • Click **Save**.

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Family member

Parent caring for a disabled **family member** living in the home – a ***family member*** means the individual is a relative living in the household. A relative may be any relation by blood, marriage or adoption who is within the fifth degree of kinship to the dependent child. See table below for degrees of kinship.

Degree	Kinship
1st	Parent
2nd	Grandparent, sibling
3rd	Great-grandparent, uncle, aunt, nephew, niece
4th	Great-great grandparent, great uncle, great aunt, first cousin
5th	Great-great uncle, great-great aunt, first cousin once removed

Non-Parent caring for a disabled family member

A non-parent is a caretaker who is not a parent (natural, adoptive) or a step-parent caring for a disabled family member. A non-parent could be a grandparent or aunt, etc. A non-parent is exempt from WTW participation but not excluded from WPR, if s/he is a needy aided caretaker relative. A non-needy caretaker relative IS NOT a Work-Eligible Individual (WEI).

Documentation for disabled family member

The ESS will use the CW 61 or the Plan 112 as the required documentation of a family member living in the home, since the disabled person may not be listed on the case. If there are any questions, confirm the exemption with the Eligibility Worker (EW) and Journal the determination.

Change of CW 61 or other medical statement

The customer may submit another CW 61 or other medical statement stating s/he is no longer required to care for the disabled family member living in the home. If so, this customer becomes a mandatory WTW customer.

Who determines the exemption

The EW or ESS may determine exemptions for Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), and caring for a disabled family member in the home, depending on who identifies the potential exemption.

Continued on next page

Determining Exemptions, Continued

CalWORKs Eligibility Worker (EW) referrals

The CalWORKs EW will not refer customers who are:

- Receiving SSI or SSDI, based on their own disability, and
- A parent caring for a disabled family member living in the home.

If a customer loses his/her exempt, excluded status, the EW will refer the customer to WTW.

SSI

Social Security pays SSI benefits to disabled children and adults who have limited income and resources and it is not based on the individuals work quarters. SSI benefits also are payable to people age 65 and older without disabilities who meet the financial limits. Dependents of the disabled or aged individual do not receive SSI benefits.

SSDI

Social Security pays SSDI benefits to individuals who worked sufficient quarters and paid Social Security taxes and cannot work because they have a medical condition that is expected to last at least one year or may result in death. The dependents (spouse and children) of the disabled individual may also receive benefits from Social Security under this program.

Note: Only the disabled individual receiving SSDI is exempt, excluded and deregistered from WTW.

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Verifying SSDI

To verify if the customer is receiving SSDI and is exempt from WTW participation the ESS will:

- Click **Eligibility** on the Global Task bar.
- Click **Customer Information** on the Local Task bar
- Click the **+** sign on **Financial** in the Task bar
- Click **Income**

The **Income List** page will appear. Check the person and the category SSDI.

If the status of the customer is questionable, the ESS will contact the EW for clarification before deregistering the case.

Note: Only the disabled SSDI customer is eligible for the exemption, exclusion status.

Excluded customers in WTW

If the ESS discovers an SSI, SSDI recipient or a parent caring for a disabled family member living in the home has a WTW status because:

- The exemption did not occur until after the customer's aid was approved, or
- The customer was inadvertently referred to WTW.

The ESS will review the case to ensure verification of the exemption is in the customer's case file and follow the chart below.

If the customer is a …	Then the ESS will …
SSI or SSDI recipient,	• Exempt the customer. • Deregister the WTW case.
Parent caring for a disabled family member,	• Exempt the customer (if the customer is not already in an exempt status) following existing regulations (i.e. Notice of Action (NOA) to discontinue supportive services), see WTWPHB Chapter 8. • Set a task two weeks before the end date of the CW 61 **or** PLAN 112 to review the case. – DO NOT deregister the WTW case, leave the customer in Exempt status. • Journal all actions taken.

Note: These customers are not WEIs and do not count in the WPR calculation.

Continued on next page

Determining Exemptions, Continued

Verification

The ESS will not exempt a customer without the proper verification, PLAN 112, CW 61, or SSDI verification as listed on the Income Detail page (if the ESS has any questions about an exemption they will contact the EW for clarification and Journal the results).

Exemption Journal entry

The ESS will create a Journal entry to approve/deny a customer's exemption. The Journal entry should include:

- When and how (appointment or mail) the verification (CW 61, VER 105, PLAN 112,) was received.
- If the exemption was approved or denied, and the reason.
- The ending date of exemption, if approved.
- That the CW2186B – CalWORKs and WTW Time Limit Exemption Determination was mailed and/or given to the customer.
- Setting a task 30 days before exemption ends.

Example: CW 61 on file and received through the mail on 09/01/07. Exemption approved, the customer has a broken leg and is temporarily incapacitated until 12/15/07. CW 2186B mailed to customer approving exemption. Task set for 11/15/07.

Exemption Reasons

Introduction

This section contains information regarding exemption reasons; who is eligible, documentation required and review process.

Definition of exemption

An exemption is a temporary or permanent condition expected to last at least 30 days, which excuses the customer from Welfare-to-Work (WTW) activities. The customer is required to provide documentation to substantiate any claim to an exemption. The exemption is valid for as long as the condition exists.

Exemption table

Use the following table to determine a WTW exemption:

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Child under 16 years old. The Eligibility Worker (EW) determines this and does not refer the child to WTW.	Any child under 16 years old unless a Cal-Learn teen.	Proof of the child's age.	The EW will set a Task for 30 days before the child's 16th birthday.	No	No
Child enrolled in school full time. **Note**: An individual 16 or 17-years of age who has obtained a high school diploma, or its equivalent, and is enrolled or planning to enroll in a postsecondary educational, vocational, or technical school training program is exempt from WTW participation. There is no unit or hourly/weekly participation requirement.	16-18 year old children: • In high school and/or vocational/ technical school full time, and • Have not completed 12th grade, GED, or graduated, and • Will graduate by 19th birthday, and • Not attending school as a WTW activity.	• Proof of the child's age. • TAD 144.1 • TAD 44 for 18 year olds	The EW will set a Task for 30 days before the child's 18th birthday.	No	No
Age 60 or older.	Any Assistance Unit (AU) member age 60 or older.	Proof of age.	N/A	Yes	No

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Exemption Reasons, Continued

Exemption table, (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Physically/ mentally incapacitated.	Any AU member who: • Will be incapacitated for at least 30 days from the date proof of the incapacity is provided, and • Is actively seeking medical treatment to overcome the incapacity, or • Is a woman whose doctor prescribes a postpartum recovery period of more than six months.	• CW 61, or • Copies of disability benefit checks (temporarily until the CW 61 is provided) • CW 61 is the preferred verification In the absence of the CW 61, verification may be a statement from a physician or licensed/ certified psychologist, chiropractor, or osteopath. A written statement is preferred. Verbal verification must be narrated thoroughly in the C-IV Journal and followed up with a request for written verification. A written or narrated doctor's statement must include the: • Reason the customer cannot work or attend training. • Duration of the disability. • Description of postpartum complications and the baby's DOB. • Doctor's name, address and telephone number.	• Set a Task for the month prior to the condition's expected end date. • Prior to the exemption ending, send the customer a Plan 100 appointment letter to come in and sign an activity agreement for a specific activity as determined by the ESS because the exemption is expiring. • **Re-verify yearly** even if the condition is acute, permanent or expected to last more than one year. If the condition is expected to last more than one year refer customer to the Social Security Administration (SSA) to apply for SSI. • Re-verify any time there is reason to believe that there has been a change in the condition and/or ability to work.	Yes	No

Continued on next page

Exemption table, (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Care for a household Member Mentally/ Physically impaired.	• Any parent or non-parent member needed in the home on a continuous basis to care for another household member (any member of the household to the 5th degree of kinship, see block regarding **family member**.) who has a mental or physical impairment, and • There is no other household member available and capable of providing care, and • Caretaking responsibilities impair the caretaker's ability to work or participate in WTW activities.	• CW 61 (the first page only for verification of caring for a household member, questions one and seven), **or** • The PLAN 112 (Care of a Household Member Verification), or • A written statement from a licensed or certified physician, psychologist, chiropractor, osteopath, or member of the doctor's staff. • Verbal verification must be narrated thoroughly in C-IV. Journal and follow up with a request for written verification. The written or narrated doctor's statement must include: • Nature of the impairment, • Need for care in the home, and • Doctor's name, address, and telephone number.	If the condition is expected to last less than a year: • Set a Task for the month prior to the exemption end date. • Prior to the exemption ending, send the customer a Plan 100 appointment letter to come in and sign an activity agreement for a specific activity as determined by the ESS because the exemption is expiring. • Ask the customer to provide proof of the status of the condition in order to re-evaluate the appropriate-ness of this WTW exemption.	Yes	No

Continued on next page

Exemption Reasons, Continued

Exemption table, (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
VISTA Volunteer (Volunteer in Service to America)	Any AU member who is a full-time VISTA Volunteer.	• Copy of VISTA earning statement • Written statement from VISTA or Federal Region IX.	The EW will set a Task to flag the last month of this exemption. In the final month, the EW determines whether the customer will be exempt for another reason or will begin WTW participation.	Yes	Yes

Note: Prior to the customer's exemption expiring, the ESS will initiate contact with the customer to re-evaluate his/her exemption status. See Reviewing and Re-evaluation Exemption in this Chapter.

Continued on next page

Exemption table, (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Pregnant and doctor states unable to work.	Any AU member who: • Is pregnant, and • Cannot work, or attend training due to verified complications with the pregnancy, and • Is not a Cal-Learn teen.	CW 61, or the VER 105 CIV (Pregnancy Verification), or statement from a physician. A written statement is preferred. Verbal verification must be narrated thoroughly in the C-IV Journal and followed up with a request for written verification. Written or verbal proof must have: • The expected date of birth, • The reason the person cannot work or participate in training, • Duration of the incapacity, and • The doctor's name, address, and telephone number.	• At the time a pregnancy is reported. • Set a Task for the month in which the exemption will end. At the time of the anticipated birth. • In the final month, determine whether the customer will be exempt for another reason (care of a child under 6 or 12 months). This is the EWs responsibility.	Yes	Yes

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Exemption table (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Care of First Child (under 12 months of age); commonly referred to as the Full Exemption (FE). See block titled "Researching Care of First Child exemption" for additional information.	Parent or caretaker relative who: • Is personally responsible for the care of a child under 12 months old, and • Has not been exempt for this reason for more than 12 months in the parent's lifetime. This exemption: • Is based on care for the youngest child in the home. • Ends when the child turns one year old. • Can be used when another child is born until the 12 month life time limit is reached. • May be switched from the mother to the father and visa versa in two-parent Assistance Units (AUs). **<u>Note</u>:** Parenting or pregnant teens without a high school diploma or GED **<u>cannot</u>** use this exemption.	Proof of the age of the child on which the exemption is based.	30 days before the child's 1st birthday. Set a Task for 30 days prior to the month in which the exemption will end based on: • Youngest child's first birthday, or • Parent's 12 month lifetime limit for this exemption. Prior to the exemption ending: • Determine whether the customer will be exempt for another reason • Send the customer a Plan 100 appointment letter to come in and sign an activity agreement for a specific activity as determined by the ESS because the exemption is expiring.	Yes	Yes

<u>Note</u>: Prior to the customer's exemption expiring, the ESS will initiate contact with the customer to re-evaluate his/her exemption status. See the Reviewing and Re-evaluation Exemption section of this Chapter.

Continued on next page

Exemption table (continued)

Exemption	Who is Eligible	Documentation Required	Review Process	TANF 60-Month Clock Ticks	CalWORKs 48-Month Clock Ticks
Care of a Subsequent Child under six (6) months of age; commonly referred to as the limited exemption.	A parent or caretaker relative who has already used the entire 12 month lifetime limit for the Care of First Child exemption – commonly referred to as FE. This exemption may be used when subsequent children are born or adopted. This exemption begins the month after the birth or adoption of the child. This is a six (6) month exemption. **Note:** Parenting or pregnant teens without a high school diploma or GED **cannot** use this exemption.	A birth certificate or other credible document verifying the birth or adoption of the child.	Set a Task for the month prior to the exemption end date. Prior to the exemption ending: • Determine whether the customer will be exempt for another reason. • Send the customer a Plan 100 appointment letter to come in and sign a WTW 2 for a specific activity as determined by the ESS because the exemption is expiring.	Yes	Yes

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Exempt and excluded volunteers

WTW will serve exempt and excluded customers if they choose to volunteer. Exempt and excluded customers are allowed to volunteer to participate in whatever activities are established in their personalized WTW plan, which must include identification of necessary supportive services.

The customer may decide to submit a revised CW 61 or PLAN 112 stating they are no longer needed in the home to care for a disabled family member, and become a mandatory customer. If the customer's exemption ends, s/he becomes a mandatory participant.

Care of First Child under 12 months of age; commonly referred to as the Full Exemption (FE)

The Employment Services Specialist (ESS) will determine the Care of First Child exemption; commonly known as FE for all WTW cases. The ESS will research the:

- **WTW Status List** page in C-IV (this page contains Work Registration information and Program Status information).
- **Child Under One Track Summary** page.
- Transitional Assistance Department (TAD) website for previous Care of First Child – FE exemptions, see block on "Researching Care of First Child exemption".
- Journal entries for "FE Review" entries, if needed.

If the ESS discovers the customer has not used the 12 month lifetime limit for Care of First Child, s/he will take action to give the Care of First Child exemption to the customer, if appropriate.

Note: The EW does not review **aided** customers for the Care of First Child – FE exemption.

Researching care of first child exemption

The following table describes the steps necessary to research and determine if a customer is eligible to the Care of First Child - FE exemption.

Step	Action
1	• Review the **WTW Status List** page by clicking Empl. Services/WTW/ "Display by Name:*" drop down and selecting the appropriate person. • Click the **View** button to review the entire Work Registration and **Program** history. – This may include updates to the Child Under One exemption from the Time Limits Review Unit. • Review the **Work Registration** and the **Program Status** on this page to see if this customer has received any months of the "Care of First Child" exemption.

Continued on next page

Researching care of first child exemption, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

Review the Child Under One Track Summary page by clicking on the Work Participation Rate (WPR) plus (+) button on the Task Navigation bar. This page identified the months from 10/2004 through current in which the Care of First Child exemption was received.
Click “Child Under One” which will take you to the “Child Under One Track Summary” page. This page gives you the months used and the months remaining of the 12-month FE time clock.
If there are no months remaining on the “Child Under One Track Summary” page, no further research is necessary for this exemption.

<table>
<tr><th>If the customer has…</th><th>Then…</th></tr>
<tr><td>Months that need to be added to this page based on the information from the WTW Status List page,</td><td>Journal the information with a short description of “FE Review” with specific details (months, etc.) so it can be easily identified.</td></tr>
<tr><td>No months remaining on the Child Under One Track Summary page,</td><td>No further Child Under One research is necessary.

Review the case for another young child exemption.</td></tr>
<tr><td>Months of a Child Under One - FE that the customer has not used,</td><td>Go to step 3.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>

Access the “Full Exemption (FE) – Child Under One” report on the C-IV Resource Center, under Special Reports/Case Review/Full Exemption (FE) Child Under One.
Press Ctrl F, and
Research the report by the customer’s Social Security Number (SSN), name, and case number.

<table>
<tr><th>If the SSN, name and/or case number are…</th><th>Then the ESS will…</th></tr>
<tr><td>On the report, and the customer was on aid when s/he had a child under one,</td><td>Not apply the Care of First Child exemption, and
Review customer’s eligibility for a different exemption.</td></tr>
<tr><td>Not on the report,</td><td>Approve the Care for First Child exemption, if applicable. The FE is to be applied effective the beginning of a month (i.e.: child born 7/19/11, the FE is applied 8/1/11).</td></tr>
</table>
</td></tr>
</table>

<u>Note</u>: Pregnant or parenting teens without a high school diploma are not eligible for Care of First Child – FE exemption.

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Applying partial months of Care of First Child exemption to subsequent children

If the entire 12 months of the Care of First Child exemption – FE has not been received by the customer, any remaining months will be applied to the care of subsequent children (under age one) born or adopted into the AU.

The remaining months of the Care of First Child exemption – FE are applied to subsequent children until the 12 month lifetime limit is reached.

The ESS will set a Task for the end of the Care of First Child exemption to review the **WTW Status List** page and add the appropriate **Status Reason** to the **Work Registration** and **WTW Program** sections.

Example: Mom and one child, age three, has received CalWORKs since 2/1/09 and received the FE for five months, from 2/09 through 6/09. On 7/29/11, mom reports the birth of newborn and does not wish to participate in WTW. Mom previously received five months of the FE; she is eligible to receive the FE for seven additional months for the newborn beginning 8/1/11.

CW 61 – Medical Report

Introduction

This section contains information regarding the CW 61 Medical Report.

Overview

The CW 61 Medical Report is available in the C-IV system. The CW 61 Medical Report is obtained for any customer who claims s/he is incapacitated and unable to participate in the Welfare-to-Work (WTW) program.

CW 61 completion

For instructions on how to complete the CW 61 Medical Report see F&P (Forms and Procedures) located in the Transitional Assistance Department (TAD) Forms Catalog.

CW 61 or written medical statement

The CW 61 or written medical statement must include all of the following, signed by a licensed physician, psychologist, chiropractor, osteopath, or authorized staff member with access to the patient's medical records:

- A medically verifiable condition that would limit or prevent the individual from performing certain tasks.
- The date the condition began, and whether the condition is chronic or acute. If the condition is acute, the date the condition is expected to last.
- Whether or not the customer is actively seeking treatment and the date of the next appointment.
- Whether or not the customer is able to work. If Yes, how many hours per day.
- Whether or not the customer has any limitations in participating in work, training and education.
- If applicable, does the customer's condition prevent him/her from providing care for the children, or is someone needed in the home to care for him/her.

Additional forms that may be used to verify an exemption

In addition to the CW 61, the following forms may be used to verify an exemption:

- **VER 105** – CalWORKs Pregnancy Verification. This form is used to document verification of a customer's pregnancy.
- **Plan 112** – Care of a Household Member Verification. This form is used to verify that a customer is exempt from WTW due to caring for a disabled household member.

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Verbal statement

A verbal statement from the physician when a written statement cannot be obtained without delay, for reasons beyond control of the customer. This is acceptable for up to 60 days pending written verifications. The Journal entry must include the information listed above and all of the following:

- The date the verification was received,
- The name of the person supplying the information, and
- The name of the worker who obtained the information.

Note: The customer must complete **Section 1** of the CW 61, PATIENT/CLIENT INFORMATION AND AUTHORIZATION TO RELEASE INFORMATION prior to the Employment Services Specialist (ESS) contacting the physician.

Exemption effective date

The exemption is effective as of the "Onset Date of Condition" on the CW 61 form. If the customer is or was in an activity at the "Onset Date of Condition." Close the activity on the date you receive confirmation of the condition (from an authorized doctor or his/her representative), or the date the doctor signed the CW 61, and Journal.

Note: Do not accept faxes of the CW 61. WTW requires original signatures.

Definition of chronic

The definition of chronic is: Marked by long duration or ongoing frequent recurrences, always present or encountered, constantly weakening or troubling.

Example: A chronic condition would be someone who has severe diabetes.

Definition of acute

The definition of acute is: Having a sudden onset, sharp rise, and short course.

Example: An acute condition would be a customer who is having a high risk/difficult pregnancy or who has a broken leg.

Continued on next page

Pregnancy verification	The ESS can use the C-IV VER 105 for pregnancy verification in place of the CW 61 or any other current verification confirming the customer's pregnancy.
Re-verifying the CW 61	The ESS can re-verify if a condition is acute, permanent or expected to last more than one year and re-verify any time there is a reason to believe that there has been a change in the condition and/or ability to work.

Reviewing and Re-evaluating an Exemption

Introduction

This section contains information regarding reviewing and/or re-evaluating an exemption.

Overview

The Employment Services Specialist (ESS) is responsible for:

- Changes/updates reported by the customer and/or Eligibility Worker (EW), and
- Re-evaluating cases prior to the exemption end date.

Review of exemptions

The ESS is **not** required to complete monthly case reviews for exempt customers. However, the ESS will take appropriate action for:

- California Work Opportunity and Responsibility to Kids (CalWORKs) case discontinuance
- Employment
- Address / Move
- Change in customer's status

The ESS will Journal and take action, if appropriate.

Continued on next page

When exemptions are expiring

To ensure seamless service, the ESS should make every effort to contact and evaluate the customer's exemption prior to the exemption expiring. The table below outlines the steps the ESS will follow:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review exemptions with program review dates and/or tasks 30 days and less.</td></tr>
<tr><td>2</td><td>Complete and mail the PLAN 100 to:
Inform the customer that his/her exemption is ending, and
Schedule an appointment date and time for the customer to meet with you.
<u>Note</u>: Keep the customer in exemption status.</td></tr>
<tr><td>3</td><td>Journal the appointment time and day as well as any forms that were mailed to the customer.</td></tr>
<tr><td>4</td><td>Determine the customer's ability/lack of ability to participate in WTW activities, at the appointment. Does the customer's exempt condition still exist?
<table>
<tr><th>If the customer …</th><th>Then the ESS …</th></tr>
<tr><td>Can participate in WTW activities,</td><td>Updates the WTW status,
Updates the Work Registration code, and
Has the customer sign the WTW 2 for the next appropriate activity.</td></tr>
<tr><td>Cannot participate in WTW activities and claims an exemption,</td><td>Obtains the CW 2186A from the customer,
Provides the customer with a CW 61, and
Has the customer sign a WTW 2 for the next appropriate activity pending disability verification.
<u>Note</u>: If customer provides verification exempting him/her from participation, follow Determining an Exemption in this Chapter.</td></tr>
<tr><td>Does not show for his/her appointment,</td><td>Updates the WTW status,
Updates the Work Registration status, and
Initiates noncompliance following procedures in Chapter 18.</td></tr>
</table></td></tr>
<tr><td>5</td><td>Complete a Journal entry and image all necessary documents.</td></tr>
</table>

48-Month Time Limit

Introduction

Welfare reform placed time limits on how long an adult can receive cash aid. The time limits are often referred to as clocks. There are two different clocks, the Temporary Assistance to Need Families (TANF) federal clock and the California Work Opportunity and Responsibility to Kids (CalWORKs) state clock. The maximum amount of time an individual can receive aid is 60 months in the TANF clock. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 13, Time Limits for additional information. This section contains information regarding the CalWORKs 48-month time clock.

References

The following references are applicable to the information in this section:

- All County Information Notice (ACIN) I-58-02
- ACIN I-01-03
- All County Letter (ACL) 02-66
- ACL 11-33
- ACL 11-34
- Eligibility and Assistance Standards (EAS) 42-301
- EAS 42-302
- EAS 42-710

48-month CalWORKs clock stoppers

Any partial or full month in which a customer is exempt due to any of the following exemptions does not count as a month towards his/her CalWORKs 48-Month Time Limit:

- Disability
- Advanced age (60+)
- Care of an incapacitated household member
- Caretaking responsibilities
- Young Child Exemptions
  - One child between the ages of 12 to 23 months (last day of 23rd month).
  - Two or more children are under six (6) years of age.
  - Good Cause – Lack of Supportive Services for subsequent children from birth to 11 months (last day of 11th month).

48-month CalWORKs exemptions that do not stop the clock

Any partial or full month in which a customer is exempt due to any of the following exemptions counts as a month towards his/her CalWORKs 48-Month Time Limit:

- Pregnancy
- Care of a child under one year old
- Care of a subsequent child

Welfare Data Tracking Implementation Project (WDTIP)

Introduction

This section contains information regarding the Welfare Data Tracking Implementation Project (WDTIP). WDTIP was developed to track Transitional Assistance to Needy Families (TANF), and California Work Opportunities and Responsibility to Kids (CalWORKs). This section describes the WDTIP system.

Reference

The following reference is applicable to the information in this section:

- WDTIP User's Manual

WDTIP definition

WDTIP TRAC: WDTIP Tracking Recipients Across *California* (TRAC) statewide system with information about an adult's Time on Aid (TOA) in the state of California.

WDTIP - basic information

WDTIP captures and tracks data necessary to calculate time on aid clocks, including:

- Program participation
- Exceptions and Exemptions
- Diversion payments
- Non-California participation (aid received out of state, for TANF clock)

WDTIP also:

- Calculates and tracks CalWORKs 48-month clock.
- Provides online update capability for time-clock data that is not currently stored in eligibility systems.
- Generates monthly report files to assist with caseload management as it relates to time on aid tracking.

Additional time limit information

Additional time limit information can be found in the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 13, WTW 2 Plan/Participation Hours.

SSI Advocacy

Introduction

This section contains information regarding Supplemental Security Income (SSI) Advocacy. For additional information see the SSI Advocacy Handbook located at: http://hssnet/HSSHome/, on the left hand side, in the middle of the page, click on "Online Handbooks" click on SSI Advocacy Handbook.

Overview

Designated Transitional Assistance Department Welfare-to-Work (TAD WTW) staff are considered SSI Advocates for applicants and recipients of the following TAD programs who appear to be potentially eligible to SSI:

- General Relief (GR)
- Cash Assistance Program for Immigrants (CAPI)

The Employment Services Manager (ESM) will assign one Primary TAD SSI Advocate and at least one Back-Up SSI Advocate to each TAD District Office, except specialized offices that do not serve these programs. Social Security Administration (SSA) District Offices will only communicate with the Primary Employment Services Specialist (ESS) SSI Advocate.

Objective of SSI Advocacy

The objective of SSI Advocacy is to refer GR and CAPI SSI customers to the SSI Advocate, who will assist the customer in applying for SSI benefits, if appropriate.

Learning Disabilities

Introduction

This section contains information regarding Learning Disabilities.

Overview

Generally, customers with learning disabilities are able to meet Welfare-to-Work (WTW) participation requirements when the learning disabilities are properly identified, and necessary accommodations and/or assistive technologies are provided. Refer to Chapter 12 in the WTW Policy Handbook (WTWPHB) for additional information on learning disabilities.

Exempting customers with learning disabilities

Some customers have learning disabilities (alone or in combination with other disabilities) so severe they significantly impair the customer's ability to be regularly employed or participate in WTW activities. In such instances, WTW would exempt such individuals from the participation requirements on a case-by-case basis if verification of the impairment(s) is provided by a health care professional who is licensed by the State to diagnose/treat physical and/or mental impairments.

Who can verify a learning disability

The following professionals are qualified to provide verification of a learning disability exemption, providing s/he is licensed by the State and specializes in diagnosing and treating learning disabilities.

- Health Care Professionals
- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists

Note: The County will determine, on a case-by-case basis, whether a specific licensed professional has the qualifications to diagnose and treat learning disabilities.

Who cannot verify a learning disability

Disabled Student Programs and Services (DSPS) at the local colleges and universities are not licensed and are precluded under state law from verifying a disability exemption. DSPSs are, however, qualified to conduct learning disability evaluations.

CHAPTER 4

Orientation/Appraisal (O/A) and Reappraisal

Table of Contents

Orientation/Appraisal (O/A) and Reappraisal

Overview

Introduction

Orientation/Appraisal (O/A) provides aided Work-Eligible Individual (WEI) customers an opportunity to receive information about the California Work Opportunity and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) program requirements. The Transitional Assistance Department (TAD) administers the WTW program, and provides customers with a realistic and positive understanding of the WTW program by emphasizing:

- San Bernardino County's "Work First" philosophy,
- Diversion program option,
- Sense of urgency due to the time limits for cash aid assistance,
- Goal of employment retention and self-sufficiency,
- General description of WTW activities,
- Benefits of the WTW program,
- Personal responsibility for improving one's situation, and
- Independence from CalWORKs assistance.

It is also used to explain CalWORKs WTW rights and responsibilities in a comfortable group atmosphere for customers to discuss and alleviate their own concerns regarding the program.

References

References used in this chapter are:

All County Letter (ACL) 08-08
ACL 08-07
ACL 07-05
ACL 07-03
Eligibility and Assistance Standards (EAS) 42-711.7
EAS 42-711.52
EAS 47-301.22

Continued on next page

Overview, Continued

Forms

The table below contains information on forms listed in this chapter.

Form #	Title	Location
ADM 102 CIV	Appointment Letter	C-IV
CCP 7	CalWORKS Stage One Child Care Request Form and Payment Rules	Forms and Distribution Unit (FDU)
WTW 411 EE WTW 411 EE (SP)	Think of the Possibilities - Brochure	FDU
WTW 2	WTW 2 Plan – Activity Assignment	C-IV
TAD WTW 120	Job Readiness Activities	TAD Forms catalog, Employment Services
TAD 730 (E/S)	Work Pays Informational Flyer	FDU
Word Experience (WEX) 7	WEX Scheduling Appointment Script	TAD Forms catalog, WTW Forms through the WTWPHB on-line at: http://hssnet/HSSHome/ • Go to Online Handbooks • Click TAD under Forms • Click TAD Forms Catalog • Click on '+' sign to expand Employment Services forms.
WTW 1	WTW PLAN – Rights and Responsibilities	C-IV
WTW 2	WTW PLAN – Activity Assignment	C-IV
WTW 17	Waiver of CalWORKs Learning Disabilities Screening and/or Evaluation	TAD Forms catalog, Employment Services
WTW 18	Learning Needs Screening	TAD Forms catalog, Employment Services
WTW 19	Learning Needs Screening Customer Copy	TAD Forms catalog, Employment Services
WTW 20 WTW 20 (SP)	Permission to Release Learning Disabilities Information	TAD Forms catalog, Employment Services

In this chapter

This chapter includes the following topics:

Scheduling Orientation/Appraisal

Introduction

This section contains information regarding scheduling Orientation/Appraisal (O/A).

Who is required to attend an O/A

Once the California Work Opportunity and Responsibility to Kids (CalWORKs) application has been approved, the nonexempt customer becomes a mandatory participant and is **required** to attend O/A. The table below explains when the Employment Services Specialist (ESS) schedules CalWORKs recipients for O/A.

If the customer…	Then the ESS…
Has never attended O/A,	Schedules the customer for O/A.
Attended O/A previously and had **not** been discontinued from CalWORKs since completing his/her last O/A,	• Verifies O/A was completed and the Welfare-to-Work (WTW) Plan – Rights and Responsibilities (WTW 1) was signed on or after the CalWORKs application date listed on the **Case Summary** page, and • Does not schedule the customer for another O/A. **Note**: If the application date on the **Case Summary** page is after the date O/A was completed, the ESS will follow the process below for customers who re-applied for CalWORKs.
Re-applied for CalWORKs and had previously attended O/A,	Schedules the customer for another O/A. **Note**: The ESS will review/update the Appraisal screens in C-IV to reflect any changes that have occurred since the last Appraisal.
• Transferred into San Bernardino County, • Was exempt or in a good cause status and did not attend O/A, • Was sanctioned for not attending O/A, • Is an adult being added to a continuing CalWORKs case,	Schedules the customer for O/A.

Group and individual orientation schedules

All district offices will conduct one group Orientation at 9:00 am each day. This will ensure all customers receive the same information and "work first" message.

Customer may be scheduled for an individual O/A if s/he:

- Cannot attend the daily group Orientation, or
- Non-English speaking customer (see ORHB, Chapter C, for additional information).

CalWORKs applicants

CalWORKs applicants choosing early entry into the Transitional Assistance Department (TAD) WTW program may also be scheduled for group Orientation. Attendance for the O/A is **voluntary** during the application process.

Continued on next page

Notification of Orientation/ Appraisal (O/A) appointment

Designated TAD WTW Intake/Pending Office Assistant (OA) will take the following actions within **24 hours** of receiving a case assignment to notify the customer of their O/A appointment following CalWORKs approval.

Step	Action
1	Update/confirm the following pages in C-IV within **24 hours** of receiving case assignment to: "Active" WTW status, and "Mandatory" Work Registration for CalWORKs recipients, or "Voluntary" Work Registration for CalWORKs applicants.
2	Re-assign the WTW program to an ESS Workload Inventory number using a rotation list.
3	Schedule the O/A activity within seven (7) calendar days of CalWORKs approval date.
4	Add an O/A activity for the newly approved CalWORKs customer, under O/A **Type.** **Note:** See the C-IV User Guide, O/A Adding and Closing for additional information.

Continued on next page

Notification of Orientation/Appraisal (O/A) appointment (continued)

Step	Action
5	Complete the ADM 102 CIV - Appointment Letter by copying or typing the following verbatim language into the letter under the following sections: • **Location** enter: – District address for the (O/A) appointment • **Duration** enter: – 4 hours • **Comments** copy and paste the following: Our records indicate that you are approved for CalWORKs benefits. You must attend a group WTW Orientation. WTW is a program that helps CalWORKs recipients become self-sufficient. At this meeting you will be signing a WTW Plan (WTW 2) for your next activity. WTW can help you with: - Improving your job seeking methods. - Reviewing and preparing resumes; and completing applications. - Child care and transportation expenses. **Please arrive on time.** If you are currently employed, please bring the following to this appointment: - Most current pay stubs for at least the past month. - All employer information including: name, address, phone number, start date and rate of pay. If you are currently attending school, please bring the following to this appointment: - Current class schedule or other verification of enrollment. - Education Plan (can be obtained from the CalWORKs coordinator at community colleges or by the Education Counselor at your school). - Graduation requirements from your school's catalog. - Transcripts of grades for all completed course work. **Bringing all of the requested information will help your Employment Services Specialist serve you better and faster. If you have any questions, please call your worker. Please make plans for child care. Children, relatives, and/or friends are not allowed to attend.** **Note:** Templates with the script for the ADM 102 to schedule the O/A appointment in English and Spanish are available online on the Journal Templates page under WTW Templates.
6	Save and print ADM 102 CIV **locally** and mail to the customer.
7	Journal all actions taken.

Cal-Learn teens

A pregnant or parenting teen that qualifies for Cal-Learn should not be scheduled to attend O/A. The CalWORKs Eligibility Worker (EW) is responsible for referring the teen to the Cal-Learn EW. If the Cal-Learn eligible teen is not identified and attends O/A, the ESS refers him/her to Cal-Learn. The ESS:

- Verifies the case is Cal-Learn eligible.
- Deregisters the case.
- Adds a Task for the CalWORKs EW immediately.
  - Sets the "Due Date" for ten (10) calendar days from the current date.
  - Selects **Review** from the **Task Type** drop down.
  - Provides details in the long description text box, such as "The customer's WTW program has been deregistered because s/he is Cal-Learn eligible; the customer should be referred to Cal-Learn by the EW."
- Sets a Task for ten (10) calendar days to verify customer has been referred to Cal-Learn.

Note: If the customer has not been referred to Cal-Learn after ten (10) calendar days, the ESS will e-mail the Supervising Employment Services Specialist I (SESS I) following the policy for Privacy and Security of Personally Identifiable Information (PII).

Reminder phone call

Work Experience (WEX) customers will use the WEX 7 – WEX Scheduling Appointment Script form to call other WTW customers at least **24 hours** prior to their O/A to remind them of their scheduled appointment.

The WEX 7 form is found in the TAD Catalog, Employment Services.

Rescheduled O/A

When a customer requests to reschedule the O/A appointment, the ESS ensures the appointment:

- Is within five (5) calendar days, if possible, from the original scheduled appointment date, and
- Does not conflict with the customer's work or school schedule.

Child Care presentation at WTW orientation

At the WTW Orientation, the Child Care (CC) EW gives an overview of the Stage One CC program and obtains a CalWORKs Stage One CC Request Form and Payment Rules (CCP 7) from all customers.

Note: If a customer must start a WTW activity immediately and needs CC to participate, the customer will be seen by a CC EW the same day.

Conducting Orientation

Introduction

This section contains information regarding conducting Orientation.

Overview

Orientation is usually conducted as a group presentation. The motivational material is presented in a manner that is designed to generate interest in employment and enthusiasm among the customers through a standardized PowerPoint presentation to ensure all customers receive the same information and message.

Group Orientation sessions are scheduled once daily at all district offices, and are immediately followed by an Appraisal.

Note: An Employment Services Specialist (ESS) may conduct an individual Orientation/Appraisal (O/A) for a customer who is unable to attend the group presentation.

Orientation room

All district offices will assign a Transitional Assistance Department Welfare-to-Work (TAD WTW) staff to oversee the Orientation Room. The Orientation Room will be the assigned room where all Orientations will be held.

The Orientation Room will be stocked with informational materials, including:

- Current job bulletins and job leads,
- Child care flyers,
- Drug abuse services,
- Domestic abuse services,
- Mental Health services,
- Health Care Options (HCO) information, and
- Any other applicable information.

EBT

Electronic Benefit Transfer (EBT) card information must be presented at O/A. Customers must be informed that supportive service payments (i.e.: transportation reimbursements, and Cal-Learn bonuses) will be issued on their EBT card if the Payee on the Payment Request is the same as the Payee on the active California Work Opportunities and Responsibility to Kids (CalWORKs) program.

This information will be recorded on their EBT account information under the "**Cash**" amount.

If the customer does not have an EBT card or is not the payee on the CalWORKs case they will receive a warrant.

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Conducting the Orientation

The structure of the Orientation presentation is standardized, and the minimum requirements are that the ESS will:

Step	Action
1	Ensure: • The required materials are prepared, • Print class list from C-IV, • All equipment is functioning properly, and • The room is ready prior to the time the customers report for Orientation.
2	Ensure all customers sign in on the C-IV Class List. **Note:** Daily Orientation class lists **must** be kept in the district office for three (3) months for Program Integrity Division (PID) verification purposes.
3	Introduce the TAD WTW staff members who are present.
4	Explain the County's "Work First" philosophy and promote it throughout the PowerPoint presentation.
5	Distribute and provide information to the customer from the following: • WTW Guidebook (WTW/CW 168), and • WTW Plan– Rights and Responsibilities (WTW 1). **Note:** A new WTW 1 must be signed by the customer each time s/he completes Orientation/Appraisal (O/A).
6	Explain CalWORKs requirements including: • Time limits, • Hours of participation, • Available activities, and • The consequences of refusing to participate.
7	Provide information about the WTW program by marketing the benefits of participation including: • Job Search Opportunities, • How earnings affect benefits and family income, • Domestic Violence services, • Mental Health services, and • Substance Abuse services.
8	Explain supportive services that are available, including: • Child Care (CC), • Transportation, and • Ancillary. **Note:** Time must be allocated during the Orientation for an overview of the Stage One CC program. See the CC policy handbook for additional information.
9	Answer questions as needed and address customers' concerns including: • Assessing urgent needs, and • Making necessary referrals to other services to address barriers to employment.
10	Forward the signed WTW 1 to the ESS assigned to complete the Appraisal interview.

Conducting Appraisal

Introduction

This section contains information regarding the Appraisal interview.

Overview

Appraisal is an individual interview with the customer to discuss his/her needs and concerns, employment opportunities, civil rights information, and assignment to the appropriate combination of Welfare-to-Work (WTW) activities to meet WTW requirements.

Missed O/A appointment

The following are the steps for the Employment Service Specialist (ESS) when a customer misses the scheduled Orientation/Appraisal (O/A) appointment.

Step	Action
1	Call the customer at all available phone numbers to resolve participation problems prior to initiating non-compliance procedures.
2	Update the following pages in C-IV: • **Customer Activity Detail** page for the **Status** and the **Status Reason** for the O/A activity, and • **Activity Progress Detail** page for '0' hours of attendance.
3	Initiate noncompliance, by the end of the business day or first thing the following morning, following non-compliance procedures outlined in WTW Policy Handbook (WTWPHB) Chapter 18 – Noncompliance, if the customer does not reschedule O/A.
4	Journal all actions taken.

Completing the Appraisal page information in C-IV

The ESS will complete the appraisal pages in the C-IV system based on the customer's responses to the following:

- Employment and work history,
- Degrees earned (including highest grade completed and driver's license information),
- Self-Initiated Program (SIP) information,
- Skills,
- Strengths, and
- Customer needs.

See C-IV User Guide, Appraisal for additional information.

<u>**Note**</u>**:** Each parent on a case will be seen separately because of confidentiality requirements and possible domestic violence issues.

Work Registration code in C-IV

In order to accurately count time on aid, the work registration code must be current in the C-IV system. The chart below explains the process an ESS follows when entering the work registration code on the **Work Registration** page in C-IV.

If the customer is…	Then the ESS…
Voluntary,	Adds a voluntary WTW work registration code.
Mandatory,	Adds a mandatory WTW work registration code.
Exempt	See WTWPHB Chapter 3 – Exemptions for additional information.

Continued on next page

Conducting Appraisal, Continued

Appraisal appointment process

The following are the steps for an ESS when a customer comes into the office for his/her Appraisal appointment.

Step	Action
1	Meets with the customer at the scheduled appointment time.
2	Asks the customer if s/he requires any auxiliary aide such as Braille materials or audiocassettes. **Note**: Arrangements for an interpreter will be made by the ESS in advance (see ORHB, Chapter C, for additional information).
3	Advises the customer of the advantages of working: • Reviews the customer's work history and skills, • Need for supportive services, and • Refers the customer to immediate job openings that match his/her work history and skills.
4	Offers a Learning Needs Screening to the customer and obtains signature on the: • Waiver of CalWORKs Learning Disabilities Screening and/or Evaluation (WTW 17), or • Permission to Release Learning Disabilities Information (WTW 20).
5	Explains available WTW activities, and schedules the customer to participate in an activity(ies) for the required weekly/monthly hours of participation as soon as possible to ensure seamless service.
6	Explains all sections and obtains/verifies the customer's signature on the following forms: • WTW Plan – Rights and Responsibilities (WTW 1), and • WTW Plan – Activity Assignment (WTW 2). **Note**: A new WTW 1 must be signed by the customer each time s/he completes an O/A.
7	Completes a Service Arrangement in C-IV, and authorizes/issues supportive services to the customer. See WTWPHB Chapter 8 – Supportive Services for additional information.
8	Images all signed appropriate documents into the C-IV system and returns originals to customer.
9	Updates the following pages in C-IV: • **Customer Activity Status Detail** page for the status and status reason code for the O/A activity and Learning Disability Screening (LDS) and/or Evaluation, and • **Activity Progress Detail** page for actual hours of attendance in C-IV. **Note**: See the C-IV User Guide, (O/A) Adding and Closing for additional information.
10	Journals all actions taken.

Allowable activities following Appraisal

Following Appraisal, non-exempt customers are enrolled in the appropriate combination of WTW activities that meet work participation requirements. See WTWPHB Chapter 14 – Participation Requirements/WTW Activities for additional information.

Note: If the customer is identified as possibly having learning disabilities, see the LD section in this chapter.

Learning Disabilities Screening

Introduction	This section contains information regarding Learning Disabilities Screening (LDS) at Appraisal.
Learning disabilities screening	LDS is the first step towards identifying individuals with suspected learning disabilities. The screening tool is administered at the initial Appraisal. All customers who receive a score that indicates a possible learning disability are referred for further evaluation. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 12 – Assessment and Learning Disabilities for additional information.
Screening tool	The Learning Needs Screening Tool (WTW 18 & WTW 19) is administered at the initial Appraisal.
SIPs	Individuals identified as Self-Initiated Program (SIP) customers are screened for learning disabilities. If the customer screens positive for a potential learning disability, and the SIP is enrolled in a Community College, the Employment Services Specialist (ESS) refers him/her to the Disabled Students Programs and Services (DSPS) at the Community College where they are enrolled to conduct the learning disabilities evaluation.
16/17 year olds	16/17 year olds referred to the Transitional Assistance Department (TAD) WTW are to be screened for Learning Disabilities. It is recommended the parent be on hand to at least help answer the health-related questions since the teen may not be aware of his/her full health history. If the teen screens positive for a potential learning disability, the ESS refers the teen to his/her school counselor to conduct the LD Evaluation (LDE), if the teen is enrolled in school. If not, the ESS refers the teen for LDS.
Substance abuse	If a customer self-identifies as having a substance abuse problem, s/he should be encouraged/scheduled to participate in a substance abuse activity for three months prior to being scheduled for a LDE.
Enrolling the customer	A customer is enrolled in LDS each office as a concurrent activity with Appraisal. If the customer has already been screened for learning disabilities, it is not required to enroll him/her again. If the customer has been offered LDS and previously declined by signing the Waiver for CalWORKs Learning Disabilities Screening and/or Evaluation (WTW 17), the ESS does not need to offer it again (but the customer may request LDS at any time). See the C-IV User Guide for necessary computer entries.

Job Readiness As First Activity

Introduction

This section contains information regarding Job Readiness as a first activity.

Determining Job Readiness as first activity

California Work Opportunity and Responsibility to Kids (CalWORKs) regulations specify that Job Readiness is generally the first activity to assign customers after Orientation/Appraisal (O/A). Exceptions to this requirement include cases in which the Employment Services Specialist (ESS) determines that Job Readiness will not be beneficial for the customer. Some customers with learning disabilities may fall under this exception.

The ESS will evaluate the customer for all Job Readiness activities when determining the most appropriate activity after O/A. See WTW Policy Handbook (WTWPHB) Chapter 9 – Job Readiness Activities and form Transitional Assistance Department (TAD) WTW 120 Job Readiness Activities for additional information.

Job Readiness for customers with a verified learning disability

In determining whether Job Readiness is beneficial for a customer with a verified learning disability, the ESS considers all of the following factors:

- Employability skills of the customer,
- Availability of demand occupations in the local area that match the customer's level of skills,
- Effect that the learning disability may have had on the customer's work history (I.e., numerous short-term, low-wage jobs), and
- Customer's awareness of the types of jobs and job setting in which s/he can likely obtain and retain employment.

Job Readiness determined not beneficial for a customer with a verified learning disability

When an ESS determines that Job Readiness will not be beneficial for a customer with a verified learning disability, the ESS advises the customer of:

- Reasons for this determination, and
- Refers the customer to Assessment and LDE, if not already initiated.

Customers may always choose to participate in Job Services, even if the County has determined that Job Services is not likely to be beneficial. See WTW Policy Handbook (WTWPHB) Chapter 9 – Job Readiness Activities for additional information.

Job Readiness as a first activity

When the decision is made to enroll a customer with a potential or verified learning disability in Job Readiness as the first activity, the ESS:

- Journals s/he feels Job Readiness will be beneficial for the customer.
- Notifies/discusses with the Job Readiness Facilitator (before the customer is enrolled) if the customer requires any accommodations or modifications in order for Job Readiness to be beneficial.

Reappraisal

Introduction	This section contains information regarding reappraisal.
Description of reappraisal	The reappraisal evaluates whether there are extenuating circumstances that prevent the customer from obtaining employment within the local labor market area. The Employment Services Specialist (ESS) conducts a reappraisal of any customer who does not obtain unsubsidized employment upon completion of all activities in his/her Welfare-to-Work Plan – Activity Assignment (WTW 2).
Extenuating circumstances for not obtaining unsubsidized employment	The ESS may determine extenuating circumstances exist if: • Information obtained from Employment Development Department (EDD) or the Labor Market Analyst indicates that employment is not available for this customer, or • The customer does not have access to employment in his/her chosen field because s/he does not meet the requirements for employment.
Actions to take when extenuating circumstances exist	If the ESS determines extenuating circumstances exist, the customer is assigned to additional activities consistent with the reappraisal.
Actions to take if extenuating circumstances do not exist	If extenuating circumstances do not exist, the customer must participate for the required minimum hours in activities that are limited to the following: • Unsubsidized employment • Self-employment • Work Experience (WEX) • Job skills training directly related to employment • Education directly related to employment • Mental health, substance abuse, and/or domestic violence services. The customer is required to participate in these activities until the County reverses the determination that extenuating circumstances do not exist.

RESERVED

FOR

FUTURE USE

CHAPTER 6

Domestic Violence/Substance Abuse/Mental Health Services

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Table of Contents, Continued

SECTION B **Substance Abuse Services,** continued

SECTION C **Mental Health Services**

Chapter 6

Domestic Violence/Substance Abuse/Mental Health Services Chapter Overview

Introduction

This chapter explains referral procedures and case management for Domestic Violence (DV), Substance Abuse, and Mental Health services, and gives an overview of these services.

Offering services

Any time the Employment Services Specialist (ESS) believes a customer could benefit from DV, Substance Abuse or Mental Health services, the ESS offers the customer the opportunity to receive an evaluation by a DV, Substance Abuse or Mental Health service provider. If the evaluation reveals a need for ongoing services, the services are incorporated into the customer's Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2). These customers may not meet the Work Participation Rate (WPR), but regulations require these services to be offered and given to customers as necessary. This helps the customer and WTW because these issues need to be resolved for customers to become self-sufficient. The ESS will follow the contracted Service Provider's recommended participation hours for each customer with management approval as required beyond three months.

The ESS must provide information regarding the availability of DV services during the development of the WTW 2 to assist individuals to escape from or stop future DV. This information must be provided both verbally and in writing, using the Domestic Violence (DV 900) brochure.

Hours of participation

DV, Substance Abuse, and Mental Health services are allowable activities. In some situations, the hours the customer spends in DV, Substance Abuse and Mental Health services can count as federal activity hours. This is explained later in this chapter. If the service provider recommends fewer hours than the required 85/128/150 per month, the ESS will have the customer participate the number of hours recommended by the provider.

Dual diagnosis

In cases where a dual diagnosis is made after referral to one type of service, the ESS will complete a new WTW 2.

Example: Gilbert was initially referred to a contracted Mental Health service provider. During counseling, a Substance Abuse problem was discovered as well and Gilbert was referred to a contracted Substance Abuse service provider. The ESS:

Step	Action
1	Opens the correct Substance Abuse activity.
2	Ensures a Release of Information (ABCDM 228) is completed/signed/dated for the new activity/provider, and has Gilbert complete a new WTW 2 activity assignment showing all concurrent activities.
3	Completes the Complaint and Grievance procedure form (HS 39). • This form is not imaged into C-IV. The ESS Journals that a copy was given to the customer to give to the contracted service provider or the form was faxed to the service provider. The service provider is required to keep a copy of this form in the customer's case folder.
4	Authorizes any necessary supportive services, which includes creating a need/service arrangement(s).
5	Journals all actions taken.

In this chapter

This chapter contains the following sections:

Forms summary

The table below summarizes various forms used in conjunction with Domestic Violence (DV)/Substance Abuse/Mental Health services.

Form	Title	Location
ABCDM 228	Applicant's Authorization for Release of Information	C-IV
CW 61	Medical Report	
DV 900	Domestic Abuse Information Notice	Forms Distribution Unit (FDU)
DV 901	San Bernardino County Domestic Abuse Hot Line Numbers (shoe card)	
WTW 77	Memo to Service Providers	TAD online Forms Catalog/WTW
WTW 711.8	Program Progress Report	
HS 711.56	Program Services Referral (All services)	
WTW 733.4	Attendance and Progress Report	
HS 39	Complaint and Grievance Procedure	
PLAN 102 CIV	Progress and Attendance Report	C-IV
WTW 2	Activity Assignment	
PS 02	Personally Identifiable Information (PII) Email Attachment Form	TAD online Forms Catalog/WTW

Section A

Domestic Violence Services

Overview

Introduction

This section contains information about the Domestic Violence (DV) services available to assist Welfare-to-Work (WTW) customers in reaching self-sufficiency. This section explains how and when to make a referral to DV services, discusses case management and computer entries, and gives an overview of the services offered by contracted DV Service providers.

References

The following references apply to this section:

- Eligibility and Assistance Standards (EAS) 42-710.65
- EAS 42-713.22
- EAS 42-713.41
- EAS 42-715
- All County Information Notice (ACIN) I-02-06
- ACIN I-52-08

Background

DV is the use of intentional emotional, psychological, sexual, or physical force by one family member or intimate partner to control another. It can be a barrier to employment and participation in WTW activities for the DV victim.

Information regarding DV and the availability of DV services is made available to every customer during the development of the WTW Plan Activity Assignment (WTW 2).

Contents

This section contains the following topics:

Intent of WTW Domestic Violence Policy

Introduction

This section contains information regarding the Welfare-to-Work (WTW) Domestic Violence (DV) policy, participation hours and how the WTW Plan Activity Assignment (WTW 2) can be tailored for the DV victim.

Policy statement

WTW DV policies and procedures are meant to ensure:

- Customers who are past or present victims of DV are not placed at further risk or unfairly penalized by WTW requirements and procedures.
- Program requirements are not created or applied in such a way as to encourage a victim to remain with the perpetrator.
- Participation in WTW activities is encouraged, to the full extent of the customer's abilities, to enable the customer to obtain unsubsidized employment and move toward self-sufficiency, DV counseling and treatment programs may be included in her WTW 2.

DV services for men

The WTW program does not have any contracted DV service providers for men. If a man identifies himself as a DV victim, the ESS can refer him to one of the County's contracted Department of Behavioral Health (DBH) service providers.

Confidentiality and safety for domestic abuse customers

DV information shared with DV service providers MUST be kept confidential for safety purposes. **All forms** (Attendance and Progress Report (WTW 733.4), Memo to Service Providers (WTW 77), etc. **shared** with DV service providers will ***only contain*** the following:

- Customer's ***case number***,
- ***First name,*** and
- ***Year of birth.***

Participation hours

It is preferred customers in DV services satisfy the weekly participation requirement; however, a victim may participate less hours per week if the DV service provider verifies the customer:

- Cannot participate in concurrent activities,
- Is participating in DV services less than the required weekly hours, and
- Is not able to participate the required weekly hours.

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WTW 2

The WTW 2 for California Work Opportunity and Responsibility to Kids (CalWORKs) customers who have been identified as victims of DV shall clearly indicate when it is necessary to keep the customer's mailing address, place of residence, and/or workplace location confidential. The Plan should:

- Be agreed to by the customer.
- Not place the customer at greater risk.
- Be developed with the health and safety of the customer and her children as the primary considerations.
- Consider the following:
  - The degree to which DV is a barrier to obtaining employment.
  - Legal obligations or issues related to the DV.
  - Special cultural or religious needs.
  - Other services available to the victim and her children (e.g., Mental Health and Substance Abuse services).
  - The need to be excused from certain program requirements (e.g., participating less than 20/30/35 hours per week, 85/128/150 hours per month).
  - Appropriate protection for victims who are in immediate danger.

Identifying Domestic Violence Victims

Introduction

This section provides information regarding the types of Domestic Violence (DV), definitions of domestic relationships, who to refer to services, and what to do about a suspected DV situation.

Definition of DV

DV is assaultive or coercive behavior occurring within a domestic relationship.

Methods/Types of DV

The motivation behind DV is to control another person. The method(s) used to achieve control include, but are not limited to:

- Physical acts that result in, or threaten to result in, physical injury
- Sexual abuse
- Sexual activity involving a child in the home
- Threats of, or attempts at, physical or sexual abuse
- Being forced to participate in nonconsensual sexual acts or activities
- Psychological abuse
- Attacks on another's self-esteem
- Isolation from family and friends
- Complete control of finances; economic control
- Sabotage of work or training efforts
- Neglect or deprivation of medical care
- Stalking

Domestic relationships

Domestic relationships are defined as relationships between individuals who:

- Are currently married or were married
- Have lived together or are living together
- Have dated or are dating
- Were in, or are currently in, a sexual relationship
- Are related by blood, adoption, marriage, or former marriage
- Were engaged or are engaged to be married
- Have children in common

Note: Domestic relationships include the minor children of any person listed above.

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Who to refer to DV services

The Employment Services Specialist (ESS) offers a DV service referral to any customer who identifies herself as a victim of DV.

- When a customer states that she is a victim of DV, she is said to have *self-identified.*
- A verbal statement by the victim of past or present abuse is sufficient evidence to substantiate DV.
- If the ESS finds the victim "not credible," there must be Journal entries stating an independent reasonable basis for the finding.
- If the customer declares DV on any Transitional Assistance Department (TAD) document or to the Eligibility Worker (EW), notification from the EW may serve as documentation.
- The ESS is required to provide written material on the availability of DV services during the development of the WTW Plan Activity Assignment (WTW 2). The DV 900 is used for this purpose.
- DV services are voluntary. The victim is not penalized for failure to take advantage of these services.

Offering DV services

Once a customer has self-identified herself as a victim of DV, the ESS offers to arrange a risk evaluation with the nearest contracted DV service provider. If possible, the risk evaluation should be completed within the hour at the TAD WTW office.

When offering a risk evaluation, the ESS explains:

- DV services are available.
- All reports of DV remain confidential.
- DV referrals and services are voluntary.
- Certain WTW participation requirements may be waived for those participating in DV services.

Case Flag

The **Domestic Violence Case Flag** must be set in C-IV on WTW cases when a customer:

- Self identifies or discloses domestic violence.
- Declares Domestic Abuse during:
  - Appraisal, or
  - Any communication with the ESS.
- Is living in a domestic violence shelter,
- Appears to have been abused.

Note: If the customer is a non-citizen, the **Domestic Violence Case Flag** is not used. The ESS will select the **Victim of Human Trafficking or Other Serious Crime Case Flag.**

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Suspected DV

Self-identification is WTWs usual method of identifying victims of DV. However, whenever an ESS suspects a customer may be a victim of DV, she is encouraged to interview the customer in a private area where self-identification may be more likely to occur.

- Information regarding the availability of contracted DV services may be offered during this interview.
- The ESS should converse with the customer in a tactful, reassuring way without directly asking if she is a victim of DV.
- The ESS must be cognizant of the fact that children who overhear a victim's self-identification might inform the batterer.

Services for Domestic Violence Perpetrators

Introduction

This section provides information regarding services available for Domestic Violence (DV) perpetrators.

Programs for DV perpetrators

Success rates in programs for DV perpetrators have been shown to be significantly lower than success rates for victims. For this reason, current DV services focus on DV victims.

- Perpetrators who request assistance can be given the general information number of area DV service providers; the provider can then refer them to the nearest program for perpetrators.
- Many DV perpetrators who have been incarcerated participate in court-ordered programs. Customers in this situation are allowed to complete their court-ordered activity, but they are not said to be in a DV activity.
- At no time is the perpetrator asked to substantiate a victim's claim of DV, nor is he told that the victim has self-identified.

Child and Elder Abuse

Introduction

This section provides information regarding child and/or elder abuse, and how the Employment Services Specialist (ESS) is mandated to report these situations.

Child and elder abuse referrals

All Welfare-to-Work (WTW) employees are mandated reporters of child and elder abuse as indicated in California Penal Code Sections 11166 and Welfare and Institutions Code Section 15632. The employee is required to report any knowledge, observance, or reasonable suspicion of child or elder abuse.

- Reporting is achieved by contacting the nearest office of the Department of Aging and Adult Services (DAAS) or Children and Family Services (CFS).
- A victim's self-identification of Domestic Abuse is not in itself evidence of child or elder abuse. Referral to Domestic Abuse services is always appropriate when a customer self-identifies. Reporting child or elder abuse is appropriate if the ESS has knowledge of, observes, or reasonably suspects abuse or neglect.

Note: Reporting child or elder abuse or neglect must occur whenever necessary, whether or not a suspected Domestic Abuse victim has self-identified. The ESS makes a report to the DAAS or CFS if he/she suspects abuse or if someone in the family self-identifies.

Child abuse hotline

Suspected child abuse or neglect is reported to CFS in San Bernardino County by calling the child abuse hotline:

- In the San Bernardino area: (909) 384-9233
- From other areas: (800) 827-8724

Elder abuse hotline

Suspected elder abuse or neglect is reported to DAAS in San Bernardino County by calling the elder abuse hotline: (877) 565-2020.

Referring Customers to Domestic Violence Services

Introduction

This section provides information regarding referring customers to contracted Domestic Violence (DV) services, and reverse referrals.

How to refer to DV services

When a customer is in need of an evaluation by a DV service provider, the Employment Services Specialist (ESS) calls the nearest contracted provider. An immediate face-to-face evaluation is preferred, and most providers are able to send an outreach worker to the Transitional Assistance Department (TAD) Welfare-to-Work (WTW) office within the hour. However, the customer and provider may make other arrangements if an immediate face-to-face evaluation is not feasible.

The ESS follows the steps below to refer a customer to DV services after she self-identifies:

Step	Action
1	Give the DV brochure (DV 900) to the customer.
2	Interview the DV victim to determine ability to participate. • If the customer agrees to speak to a DV service provider, go to Step 3. • If the customer refuses to speak with a DV service provider at this time, go to Step 10. **<u>Note</u>:** DV victims are sometimes at greater risk if the perpetrator finds out they are seeking help. For this reason, some victims may be reluctant to seek help.
3	Complete and have the customer sign the Applicant's Authorization for Release of Information (ABCDM 228).
4	Call the DV service provider to schedule an evaluation for the customer. If the evaluation will take place at the WTW office, arrange a private area for a face-to-face evaluation by the provider.
5	Enroll the customer into the correct contracted DV activity in C-IV and sign the WTW Plan Activity Assignment (WTW 2) to include DV services.

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How to refer to Domestic Violence services **(continued)**

Step	Action
6	Complete Sections 1 and 2 of the Program Service Referral (HS 711.56); the provider completes Section 3, gives a copy to the customer, and faxes the HS 711.56 back to the ESS within five working days of the evaluation. All forms (attendance and progress, memo to service provider, etc.) shared with DV Service Providers for DV victims will ***ONLY*** include the following information for confidentiality and safety purposes: • Customer's **case number**, • **First name**, and • **Year of birth**.
7	Schedule a return appointment to review the HS 711.56 with the customer.
8	Leave the customer active in other activity(ies) if she can continue those activities pending results of the DV evaluation.
9	Review the provider's recommendations on the HS 711.56 with the customer at the return appointment.
10	Complete the following based on the results of the DV evaluation: • End the activity(ies) and place in Good Cause status for DV if the customer is refusing DV services at this time but the contracted DV provider states the customer is a victim, she just cannot participate at this time. (Go to Step 11.) • Keep the customer in DV services if it is a stand-alone activity and/or a concurrent activity if the customer can participate. (Go to Step 13.) **Note:** For instances where the customer refuses an evaluation by the DV service provider, the ESS evaluates the customer's situation to see whether a period of Good Cause would be the best option at this time. If it is, go to the next step. If not, the ESS determines what WTW activity would be next for the customer. The customer can be offered DV services again at any time.
11	Add the status of Good Cause for the customer with the status reason of "Domestic Violence". The CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock stop while the customer is in Good Cause for DV. **Note:** See the Good Cause Domestic Violence Determination section of this chapter for important, additional information.

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How to refer to Domestic Abuse services (continued)

Step	Action
12	Review Good Cause status monthly to determine if the victim is ready to participate in DV services or other WTW activities. • If she is not ready, extend the Good Cause status end date, with Supervising Employment Services Specialist I (SESS I) approval. • When she is ready to participate in DV services, contact the provider for assistance as outlined on the previous page. • Journal the monthly determination.
13	Complete the following if the provider recommends participation in DV services as a stand-alone activity, or if the customer can participate in another activity(ies) while in DV services: • Complete an Individual Assessment if the customer has not previously been assessed (see Chapter 12 – Assessment). • Have the customer sign a new WTW 2 that includes the DV services, and another activity(ies) if appropriate. • Authorize supportive services that will enable the customer to successfully participate in the DV activity. **Note:** If a customer is in a stand-alone DV activity, both the CalWORKs 48-Month Time Limit and WTW 24-Month Time Clock will tick because she is considered participating in a WTW activity.
14	Complete Journal entries to cover all actions. Journal entries **must** state: Short Description: **WTW DV;** Long Description: example; either DV service provider recommended customer participate in DV services only, or customer refused DV services at this time, placed customer in Good Cause DV, will review case next month, no DV issues documented or provided, whatever applies. It is crucial that ESS complete thorough Journal entries and review these cases each month; this includes the WTW 24-Month Time Clock.

Note: The customer's CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock will not tick while the customer is in Good Cause DV. See the Good Cause Domestic Violence Waiver Determination section in this handbook section.

Other Good Cause, code 408 on the **Cash Aid Time Limit Month Detail** page ticks the CalWORKs 48-Month Time Limit. The ESS may need to use this code if the customer states she is going to provide information regarding her DV issue.

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Maintaining confidentiality

A copy of the HS 711.56 is given to the customer unless she believes it is too risky to have it in her possession.

If the …	Then …
ESS and DV provider fax the HS 711.56 back and forth,	• The form should not be left at the fax machine, • Confidentially **MUST** be maintained, and • The ESS and DV service provider will only use the customer's: – Case number, – First name, and – Year of birth.
Customer hand delivers the HS 711.56 back and forth from her ESS to the DV provider,	The form can contain all information.

On forms and correspondence, the DV risk evaluator is referred to as the **"Employment Evaluator."**

Notice procedures

A customer who self-identifies as a victim of DV is given the opportunity to decide how she would like to receive correspondence and communication in order to preserve his or her confidentiality and safety. Case files must include documentation of any need for alternative notice requirements such as:

- Telephone calls,
- Alternate mailing addresses, or
- Hand Delivery

A written statement signed by the individual indicating the chosen method must be imaged.

The customer can choose to participate in the Safe At Home Program, explained later in this section.

The Safe at Home Program is for victims of DV or stalking who have escaped or are escaping an abusive environment and need to avoid further victimization. This confidential address program provides a no-cost mail forwarding service that helps keep the victim's address confidential.

The Journal entry must indicate the need for alternative notice procedures and the method used to notify the customer.

The ESS and Eligibility Worker (EW) must notify each other if the customer requests alternate arrangements. If the alternate arrangements change, it is the customer's responsibility to notify the ESS or EW.

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Reverse referrals

At times, CalWORKs customers may seek out DV services. Contracted DV providers need to confirm the CalWORKs eligibility of these customers for case management and billing purposes. To accomplish this, contracted DV providers may initiate reverse referrals to WTW. The process is explained below.

Stage	Description
1	The Contracted DV Service Provider: • Informs the ESS the customer is attending DV services to address her barriers to employment • Has the **customer** fax the Release of Information form (ABCDM 228) to the ESS. • Completes Sections 2 and 3 of the HS 711.56 and has the **customer** fax the form to the ESS. – The customer has the option to hand carry all forms back and forth from the ESS to the contracted DV service provider. ✓ If the customer chooses to hand carry forms to/from the ESS and DV provider, forms can contain all information.
2	The ESS: Reviews the HS 711.56 and information in the computer system and if the customer is: • Not eligible for CalWORKs DV services: – Notifies the service provider within five working days via the HS 711.56. The ESS will only use the **customer's first name, year of birth** when notifying the DV service provider. – No further action is required. • Eligible for CalWORKs DV services: – The ESS must notify the provider within five working days via the HS 711.56. • Completes an Individual Assessment if the customer has not been previously assessed, and has the customer sign a WTW 2 which includes the DV services. • Provides the customer with a Complaint and Grievance procedure form (HS 39) and/or faxes the HS 39 to the contracted DV provider. • Provides and has the customer complete the Applicants Authorization for Release of Information form (ABCDM 228). • Enrolls the customer into the DV contracted activity. • Authorizes the supportive services that will enable the customer to successfully participate in DV services.

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Reverse referrals (continued)

Stage	Description
3	The Contracted DV Service Provider sends monthly progress reports to the ESS until the customer completes the DV activity or stops attending: • Use only the customer's **case number, first name, and year of birth** on the monthly progress report. – If the customer is hand delivering the monthly progress reports to her ESS all information can be included on the report.
4	The ESS: • Completes Journal entries to document all actions taken. • Forwards the form to the appropriate person/place to be imaged into C-IV.

Note: If the customer tells the ESS she is receiving DV services, or is staying in a DV shelter, and the provider is contracted, the ESS will initiate a referral to the contracted provider. If the provider is **not** contracted, the ESS will follow the instructions for approving non-contracted services found later in this section.

If a customer is safety net/timed out, she is still eligible to DV services.

Customer Communication and Correspondence

Customer correspondence

The Employment Services Specialist (ESS) will provide Domestic Violence (DV) customers the opportunity to decide how she will receive communications and correspondence from the county. The customer's case file must include documentation of any need for alternative notice requirements such as telephone calls, alternate mailing addresses, Safe at Home or hand delivery.

Case files must have imaged documentation, including a written statement signed by the customer indicating the chosen.

The ESS will state the chosen method in a Journal entry.

Customer communication

Customer communication is very important for the protection and safety of women in a DV situation. The ESS and DV service providers will follow the bullets below:

- The ESS will provide a completed referral to the customer to hand carry to the DV service provider or the ESS may fax the completed referral to the contracted DV service provider using only the customer's case number, first name, and year of birth.
- DV service providers can send weekly/monthly Program Progress Reports directly to the ESS using only the customer's case number, first name, and year of birth, or give completed Reports to customer to give to her ESS, which can include all customer information.
- The ESS will inform the customer it is her sole responsibility to ensure Program Progress Reports and other related information are completed and signed by the DV service provider and returned to the ESS within the set timeframe.

Note: The ESS will accept documentation from customers via US Mail, fax or hand delivery. Customers may opt to fax items from the DV agency.

Domestic Violence Evaluation Results

Introduction

This section provides information regarding recommendations contracted Domestic Violence (DV) service providers could make when a customer has been referred to them via the Program Service Referral (HS 711.56).

Overview

Evaluation by contracted DV service providers result in six possible recommendations as listed on the HS 711.56:

1. The customer does not need DV services at this time.
2. The customer declines DV services at this time.
3. Good Cause Non-Participation from Welfare-to-Work (WTW) activities is recommended.
4. The customer is referred to a more intensive level of care.
5. The customer may participate in WTW activities concurrently with DV services.
6. The customer may participate in DV services only.

Each of these recommendations is discussed in this section.

If the HS 711.56 will be faxed back and forth between the Employment Services Specialist (ESS) and DV service provider, the form may only contain the customer's **case number**, **first name**, and **year of birth**. If the customer chooses to hand deliver the forms, it can contain all information.

Contracted DV service providers

Enrollment in a DV service provider activity does not stop the customer's WTW 24-Month Time Clock or CalWORKs 48-Month Time Limit. The definition of Good Cause DV is that the DV must prevent the customer from participating in WTW activity(ies). Since she is enrolled at a DV service provider, the DV is not preventing her from participating in a WTW activity because the DV is her WTW activity.

No DV services

If the customer declines or does not need DV services, the ESS evaluates the customer for Good Cause DV. If Good Cause DV is not indicated, the customer is assigned to appropriate WTW activities.

If the customer is assigned to WTW activities and does not participate as required, the ESS considers whether being a victim of DV contributed to the participation problem before initiating Noncompliance.

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Good Cause DV, and good cause other

The contracted DV service provider may recommend Good Cause for DV from WTW activities if, for example, the customer agrees to a risk evaluation but declines DV services at this time. The ESS places the customer in Good Cause DV status for the time recommended by the contracted service provider.

The ESS will place the customer in Good Cause DV status for as long as the DV prevents the victim from obtaining employment or participating in WTW activities. The ESS will create a Journal entry for Good Cause DV. See the Good Cause Domestic Violence Waiver Determination in this section for important/required information.

The ESS will not use the status of Good Cause other (Code 408 – Other Good Cause on the **Cash Aid Time Limit Month Detail** page) for DV victims if customers have documentation of the DV or if the contracted DV provider states the customer has DV issues that prevent her from participating in WTW activities.

Good Cause DV stops both the CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock while Good Cause Other only stops the WTW 24-Month Time Clock. The ESS will review Good Cause status' every month.

Note: The ESS must have Supervising Employment Services Specialist I (SESS I) approval every 30 days for any good cause over 30 days with the exception of good cause, second parent.

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Referred to a more intensive level of care

This option (referred to a more intensive level of care) does not apply to DV services unless the customer is referred to a program unrelated to DV.

Example: Harriet self-identifies and is evaluated by the DV service provider. The DV service provider determines that Harriet does not need DV services, but recommends referral to the Department of Behavioral Health (DBH) for a Mental Health evaluation due to behaviors observed during the risk evaluation.

Concurrent DV services

If the contracted DV service provider recommends DV services as a concurrent activity, the ESS consults the schedule provided on the HS 711.56 and assigns other WTW activities around the DV services.

- The ESS completes an Individual Assessment (see Chapter 12 – Assessment) if the customer has not already completed an Assessment activity.
- The customer signs a WTW Plan Activity Assignment (WTW 2) that includes the DV services.
- The customer remains in active status in the C-IV system with two or more open activities.
- If possible, the individual satisfies weekly participation requirements and participates at least 20 of the required 20/30/35 hours per week, 85/128/150 hours per month in a Federal activity; Federal activities are explained further in the WTW Activities chapter of this handbook.
- The remaining hours may be in DV services.
- If the customer is not able to participate for the full hours, the ESS assigns DV services and other appropriate WTW activities for as many hours as recommended by the DV service provider.

Note: Recommendations made by the provider and all decisions regarding the DV activity must be documented in the Journal (see the “Domestic Violence Journal entries” block in this handbook section).

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DV services only

If the contracted DV service provider recommends DV services only:

- The ESS completes an Individual Assessment if the customer has not already completed an Assessment activity.
- The customer signs a new WTW 2, if necessary, and a WTW 2 that includes the DV services.
- The customer remains in active status, even if the individual participates less than 20/30/35 hours per week, 85/128/150 hours per month in DV services.
- The ESS enrolls the customer into the appropriate DV contracted activity.
  - The CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock will tick because the customer is enrolled in a DV activity.
- The provider notifies the ESS if/when the customer is able to participate in additional activities and/or completes or stops attending the program.
- The ESS documents the decisions made by the provider in the Journal.

Note: If the DV contracted service provider approves the services only activity beyond 90 days on the HS 711.56, Employment Services Manager (ESM) approval is required.

Good Cause Domestic Violence Waiver Determination

Introduction

This section contains information regarding the Good Cause Domestic Violence (DV) waiver determination process and time limit reviews.

State regulations regarding DV

State regulations state Welfare-to-Work (WTW) requirements may be waived for an individual who is a victim of DV on a case-by-case basis, only for as long as domestic abuse prevents the individual from obtaining employment or participating in WTW activities.

When an individual has been aided as an adult for 48 months, aid may continue for that adult when the individual is a victim of DV and the county has determined that good cause exists for waiving the CalWORKs 48-Month Time Limit, and the WTW 24-Month Time Clock.

If a customer has good cause for DV, the CalWORKs 48-Month Time Limit and WTW 24-Month Time Clock will not tick. The Employment Services Specialist (ESS) must update the **Cash Aid Time Lime Month List** page in C-IV.

DV service provider determines good cause

If a contracted DV service provider determines a customer has good cause for DV because the customer cannot participate at all at the time, however, the customer does not wish to participate or cannot participate at this time. The ESS will provide the CalWORKs Time Limit Exemption Determination (CW 2186B) to approve the DV exemption (waiver) and use the end date provided by the contracted DV service provider. The customer could be beaten, distraught, or scared to receive assistance at this time. She may want to relocate or stay with relatives for a while.

If a contracted DV service provider determines a customer has Good Cause for DV, however, the customer does not wish to participate in the DV service provider activity at the time, both the CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock will not tick.

Note: This does not happen very often; customers usually accept DV services offered by contracted providers.

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DV good cause, time clock information

If the contracted DV service provider determines the customer can only participate in a stand-alone DV activity, both the CalWORKs and WTW clocks will tick because the customer is considered enrolled in a WTW activity.

The ESS will complete the following:

If the customer is…	Then…
Enrolled in a stand-alone activity,	Enter the activity in C-IV.

• In Good Cause for DV because she cannot participate at this time as determined by the DV service provider, and
• She **<u>is not</u> safety net (timed out)**,
	• Add the Exemption Type of Good Cause with the status reason of **402 – 18/24 Month Limit** on the **Cash Aid Time Limit Month List** page.
	  – This waives the customer participation and stops both clocks.
	• Send the customer the CW 2186B to approve the DV exemption.
	  – Use the end date recommended by the contracted DV provider.
	• Journal all actions taken.

• In Good Cause for DV because she cannot participate at this time as determined by the DV service provider, and
• She **is safety net (timed out)**,
	• Add the Exemption Type of Good Cause with the status reason of **402 – 18/24 Month Limit** on the **Cash Aid Time Limit Month List** page.
	  – This waives the customer participation and stops both clocks.
	• Send the customer the CW 2186B to approve the DV exemption.
	  – Use the end date recommended by the contracted DV provider.
	• Complete a Personally Identifiable Information (PII) Email Attachment Form (PS 02) located in the TAD forms catalog under WTW if the customer is timed out.
	  – This provides information the QRU needs to add months to the customers CalWORKs Time Limit.
	• This form is used to communicate DV information to QRU.
	  – A sample PS 02 is also located in the TAD forms catalog/ WTW. Under: **Other Information/Action Requested** on the PS 02 enter appropriate information.
	  – Send an e-mail to the **Time Limit Review** inbox, as High Importance!
	  – Enter **WTW DV** in the Subject line of the e-mail.
	  – CC your supervisor.
	• Journal all actions taken.

Continued on next page

Journal entries for Good Cause DV

Journal entries must state:

- Short Description: **WTW DV**,
- Long Description: (example) DV provider recommends Good Cause DV.

Thorough Journal entries are crucial. **Always** enter the short description as **WTW DV** for WTW Good Cause DV customers.

Safety net/ timed out customers

If a safety net/timed out customer, an Eligibility Worker (EW), or the Quality Review Unit (QRU) requests a review for Good Cause for a Domestic Violence Waiver determination, the ESS is required to review the case and take action within three business days.

If there is no ESS assigned to the case, QRU or the EW will e-mail the Supervising Employment Service Specialist Is (SESS Is), and the Employment Services Manager (ESM) in the appropriate district office. The SESS I will assign the case to an available ESS within the office.

Note: The ESS only determines the exemption and completes the CW 2186B; QRU determines CalWORKs extenders (adds time back to the CalWORKs 48-Month Time Limit).

Good Cause for DV exemptions and extenders

Good Cause for DV exemptions and extenders are similar but different:

- Exemptions are used when the customer has not reached her CalWORKs 48-Month Time Limit.
  - This requires the use of a CalWORKs Time Limit Exemption Request (CW 2186A) or the CalWORKs Time Limit Exemption Determination (CW 2186B) to approve or deny the exemption.
- Extenders are used when the customer has already reached or surpasses her CalWORKs 48-Month Time Limit.
  - This requires the use of a CalWORKs 48-Month Time Limit Extender Request (CW 2190A) or the CalWORKs 48-Month Time Limit Extender Determination Denial (CW 2190B) to deny the extender.

Continued on next page

Good cause domestic violence waiver review

If the ESS receives a call from an EW or QRU staff requesting a case review for Good Cause DV because the customer wants time added back to her CalWORKs 48-Month Time Limit, the ESS is required to review the case. This also applies to safety net/timed out customers. The ESS will:

Step	Action
1	Review the case to determine if the customer ever reported DV by reviewing Journal entries for any DV entries that may have been created for the entire time the customer was on aid. • Another ESS may have missed this information or not placed the customer in Good Cause DV when it should have been provided.

Continued on next page

Good cause domestic violence waiver review (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Call the customer to discuss the DV issue, and:
<table>
<tr><th>If the customer ...</th><th>Then ...</th></tr>
<tr><td>Was in a stand-alone DV activity,</td><td>• Those months count against the CalWORKs and WTW time clocks.
• Send the customer a CW 2186B to deny the exemption request if the customer has not reached her CalWORKs 48-Month Time Limit.
– If this was an extender request, not an exemption request, notify QRU so they may deny the extender request with the CW 2190B.
• Journal all actions taken.</td></tr>
<tr><td>• Is claiming DV and the ESS finds no documentation in C-IV, and
• Has no documentation of any DV from any other source,</td><td>• Tell the customer the County has DV contracted service providers that can assist her regardless of whether she has timed out of CalWORKs or not.
– If the ESS calls the customer but gets no answer, leave a message.
• Schedule the customer an appointment to come into the office to sign a WTW 2 for a DV activity.
– If a phone message was left for the customer and no return phone call was received within one day, schedule an appointment.
• Send the customer an appointment letter (ADM 101).
– If she does not show, her request is denied, and the 2186B is sent to deny the request.
– If the customer is CalWORKs safety net/timed out, notify QRU of the no show denial within 24 hours of the no show appointment as the CW 2190B is time sensitive.
– If she shows, have her sign a WTW 2 for a DV activity.
– If she is not timed out, then QRU does not need to be notified, go to step 4.
– If customer is timed out, then QRU must be notified so they may take appropriate action to adjust the CalWORKs 48-Month Time Limit, go to step 4.
• Journal all actions taken.</td></tr>
<tr><td>Is currently in a DV shelter in another county,
<u>Note</u>: This does not give the customer an automatic Good Cause for DV. The Good Cause DV is only given when the DV prevents the customer from participating in a WTW activity.</td><td>• Obtain an Applicants Authorization for Release of Information (ABCDM 228) before contacting the DV shelter.
• Obtain the information from the DV shelter.
• Mail the customer the CW 2186B.
• Journal all actions taken.</td></tr>
</table>
</td></tr>
</table>

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Good cause domestic violence waiver review (continued)

Step	Action
3	• Complete a Personally Identifiable Information (PII) Email Attachment Form (PS 02) located in the TAD forms catalog under WTW. – A sample PS 02 is also located in the TAD forms catalog/ WTW. – Under: **Other Information/Action Requested** on the PS 02, enter, "The customer has nothing in the case file to indicate Good Cause for Domestic Violence, and she did not show for her appointment", or "The customer had Good Cause DV for the months of 3/2012 to 8/2012, documentation imaged into C-IV." • Send an e-mail to the **Time Limit Review** inbox, as High Importance!, with: – **WTW DV** in the Subject line of the e-mail, and – Supervisor cc'd.
4	Journal all actions taken.

Note: If the customer refuses to be evaluated by a DV provider but has documentation of the abuse, the ESS will give her Good Cause DV for the months that prevented her from participating in a WTW activity. The ESS should encourage the customer to talk to one of our professional DV contracted service providers so she can get the help she needs.

QRU and the good cause domestic violence extender

The QRU determines CalWORKs extenders. Extenders are only for those individuals who are timed out of CalWORKs. QRU will take the following actions when an exemption (waiver) for Good Cause Domestic Violence has been authorized by the ESS:

- Send a notice to the customer regarding the approval of the Good Cause Domestic Violence extender,
- Document the determination in the case Journal,
- Add the customer to the case, and
- Notify the EW of action taken.

Exemption determination time frame

The county must inform the customer, in writing, of the result of the exemption determination within 15 calendar days from the date of receipt of the request. The 15-day time limit may be extended if the completion of the determination is delayed because of circumstances beyond the control of the County.

Examples of delays beyond the control of the County include:

- Customer's inability to provide necessary verification, and
- Delay of a physician to provide necessary information.

Note: Any delay in making the exemption determination must be specifically documented in the case Journal, as appropriate.

Case Management for Domestic Violence Victims

Introduction

This section provides information concerning aspects of case management for Domestic Violence (DV) victims. This section covers confidentiality for victims, length of the activity, progress and attendance, court dates, notification of the provider when the customer is no longer California Work Opportunity and Responsibility to Kids (CalWORKs) eligible, and relocation assistance.

Ensuring confidentiality

To guarantee the privacy and protection of every customer, Welfare-to-Work (WTW) staff must ensure customer confidentiality at all times.

- Conversations about DV must be held in private, and never in the presence of the perpetrator.
- Information must be provided in a non-threatening manner.
- When confirming personal information, such as a customer's address, Social Security number or phone number, the Employment Services Specialist (ESS) asks the customer for the information, rather than telling the customer what information has been entered into C-IV.
- The ESS arranges his/her workstation in such a way that customers cannot view or gain access to information about other customers.
- Information about DV victims and their child(ren) is not released to any outside party (**except for the service provider**), other governmental agency, or any employee who is not directly involved in the case, unless the information is required to be disclosed by law or the release was authorized in writing by the customer.
- The Journal entry includes only information which pertains to a customer's progress toward her goals and the provider's recommendations. It does not include specific details about the circumstances of the DV.
- The Release of Information form allows the provider and the ESS to exchange relevant information. When requesting information about a victim's participation in services, the ESS understands that the confidentiality and integrity of the provider/customer relationship must be preserved.
- To maintain confidentiality, the ESS and contracted DV service provider will only use the **<u>customer's case number</u>**, **<u>first name</u>**, and **<u>year of birth</u>**.

Length of activity

DV services are available to the customer for as long as necessary.

- The DV provider estimates how long the customer will need Domestic Abuse services as part of the initial evaluation of the customer, and provides feedback to the ESS on the Program Service Referral (HS 711.56). Changes are also reported on the HS 711.56.
- Victims of DV with a status of Good Cause DV will not have time ticked on her CalWORKs 48-Month Time Limit or the WTW 24-Month Time Clock while they are in Good Cause status for DV.
  - If customers participate in DV services as a stand-alone activity, both clocks will tick.

<u>Note</u>: Employment is encouraged as one way to escape financial dependence on the perpetrator and/or public assistance.

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Progress and attendance

As part of the initial DV evaluation, the provider estimates the length of treatment and gives a weekly schedule to the ESS. Progress and attendance is evaluated monthly.

- If the customer completes or stops attending DV services, the provider informs the ESS within five working days.
- The WTW 733.4 is completed by the provider and routed to the ESS between the first and fifth calendar day of each month.
- Evaluation of progress and attendance for the DV victim is limited to the customer's progress toward his/her goal and the provider's recommendations for service.
- Schedule changes and weekly schedules are reported on the HS 711.56 (weekly).
- Monthly progress and attendance reports are not required for customers who are in Good Cause status. Good Cause status must be reviewed monthly to verify the Good Cause status.

Note: A customer should not be in Good Cause status over 30 days. Supervising Employment Services Specialist (SESS I) approval is needed to continue Good Cause beyond 30 days, except for Good Cause, 2nd parent status. Good Cause, 2nd parent status **does not** need SESS I approval.

Court dates

If a DV victim has court dates related to DV (for example, filing restraining orders), this time counts as part of her DV services activity.

Notifying the provider when a customer loses eligibility

The ESS **must** notify a contracted DV service provider via the Memo to Service Providers (WTW 77) whenever a customer:

- Is dropped from DV services before completing the program, or
- Becomes ineligible for CalWORKs DV services.

Note: The ESS will only identify the DV customer on the WTW 77 by **case number**, **first name**, and **year of birth**.

Relocation assistance

The WTW does not provide relocation assistance for customers in a DV situation. If a customer requests relocation assistance, she should be referred to the nearest contracted DV service provider. Most contracted providers offer Household Establishment Assistance, which can include referrals to affordable housing, assistance with moving, furniture, food, clothing and household goods.

The Homeless Assistance Eligibility Worker (EW) at the customer's local Transitional Assistance Department (TAD) office may also be able to offer assistance.

Journal Entries for Domestic Violence

Introduction

This section provides information regarding Journal entries for Domestic Violence (DV) situations.

Purpose of the Journal

The Journal provides a summary of actions taken and/or issues discussed. The Journal should not include the Employment Services Specialist (ESS) personal opinions, but instead should reflect facts and observations.

When completing a Journal entry, ESSs should keep in mind that Journal entries are viewable by other workers dealing with the same customer. The Journal should give anyone looking at the case a clear and concise picture of what is happening with the customer. Journal entries should:

- Record information not documented elsewhere in the case.
- Support case management decisions.
- Remind the ESS of actions needed or taken.
- Provide a coherent record for case review and audit.
- Record alternative notice method requested by a DV customer.

Domestic Abuse Journal entries

Journal entries are limited to facts and are recorded as accurately as possible. DV, mental health, and substance abuse issues all present challenges for the worker when attempting to complete an accurate Journal entry and still maintain the utmost confidentiality for the customer.

Journal entries are not to include specific details about the circumstances of the DV, substance abuse, mental health treatment or information regarding disabilities. Journal entries should never name the reported abuser. Always refer to him/her as the reported abuser or batterer.

Example 1

Situation: Susan was a no show for Orientation; after several attempts to reschedule, she completed the activity. During Appraisal Susan confided to the ESS the reason she was unable to attend was because she was a victim of DV. Susan claimed her companion follows her everywhere she goes and she is afraid for her life. The ESS offered to have a DV provider come to the office to talk to Susan and she agreed. A representative from the nearest DV contracted service provider met with Susan in a private office. Susan accepted help from the DV provider and was enrolled in a contracted DV activity.

Journal entry: Susan completed Orientation and Appraisal. Susan self-identified as a victim of DV. A DV outreach worker met with Susan at the Welfare-to-Work (WTW) office. Program Service Referral (HS 711.56), Complaint and Grievance Procedure (HS 39), Release of Information form (ABCDM 228) were hand-delivered to provider. Susan accepted shelter and/or counseling services and was placed in a contracted DV activity.

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Example 2

Situation: Kelley was 30 minutes late for the second day of Job Club and was counseled about her attendance. At that time the ESS noticed the customer had several bruises on her arm. The following day when she arrived for Job Club Kelley had a large burn on the side of her face. The ESS suspected Kelley is a victim of DV and suggests a referral to a DV contracted service provider. Kelley claimed she was clumsy and caused the injuries herself. Kelley did not complete her activity. The ESS offered Kelley a referral to Mental Health services but she refused. After several attempts to help the customer remove barriers to participation, the ESS initiated noncompliance.

Journal entry: Kelley was a no show for days 4 and 5 of Job Club. The ESS suspects that Kelley has barriers at home that are preventing her from participating; however, she is refusing any assistance. Offered Kelley a referral to Domestic Violence (DV) and Mental Health services but she refused. After several attempts to help the customer remove barriers to participation, noncompliance was initiated. Closed activity, updated status and mailed NA 840.

Time Limit Review Actions for Domestic Violence Victims

Introduction

This section provides information regarding California Work Opportunity and Responsibility to Kids (CalWORKs) time limits for DV victims, how time limits are affected by participation in DV services, and time limit review actions.

Time limits

Victims of Domestic Abuse are not subject to the CalWORKs 48-Month Time Limit or the Welfare-to-Work 24 Month Time Limits for any months they are placed in Good Cause status for Domestic Abuse, nor for any months in which Domestic Abuse services are recommended and used as a stand-alone activity. Journal entries should clearly indicate the customer's circumstances.

Quality Review Unit (QRU) for TOA

The Quality Review Unit (QRU) is responsible for completing Time on Aid (TOA) reviews:

- Intake,
- CalWORKs 42-month,
- CalWORKs 48-month, and
- Customer request.

QRU responsibilities

The QRU is responsible for the following tasks associated with Time Limit tracking:

- Contact other county/state contacts regarding TOA if questionable at time of review.
- TOA contact for other counties and states.
  - Answer questions regarding time limit information in the State Welfare Data Tracking Implementation Project (WDTIP) system from other counties and states.
- Complete TOA reviews for:
  - New and Additional Person applications,
  - Limited Re-Evaluations (RE),
  - TANF 58th month,
  - CalWORKs 42-month, and
  - CalWORKs 48-month.
- Make corrections to county data in C-IV and State WDTIP Tracking Recipients Across California (TRAC) Systems, if necessary.
- Make Journal entries to indicate review completed TAD 60 imaged in C-IV.
- Set Tasks for anticipated 48th month of aid within next six months.

Continued on next page

Time Limit Review Actions for Domestic Violence Victims,
Continued

QRU responsibilities, continued

- Complete the following at discontinuance of timed-out adult(s):
  - Review aid code for transfer to Safety Net aid code,
  - Review for correct cash aid payment amount,
  - Review CalFresh for correct benefit amount,
  - Review for 3N Medi-Cal,
  - Create Recovery account for overpayment, if necessary, and
  - Save and Accept EDBC(s) to discontinue timed-out adult.
- Make Journal entries for last month/year that cash aid was paid for an adult discontinued for reaching the CalWORKs 48-month limit.
- Complete reviews for:
  - Customer requests, and
  - State Appeals Hearing requests.
- Send appropriate Notice of Action (NOA) if not generated by C-IV.

Noncompliance for Domestic Violence Victims

Introduction	This section provides information regarding how noncompliance is handled for victims of Domestic Violence (DV), and how a victim can cure a sanction.
Noncompliance	If the Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) includes DV services and the victim fails to participate in this activity, the activity assignment is changed to the next appropriate WTW activity. Noncompliance is not initiated for failure to attend or make progress in DV services.
Curing a sanction	If a sanctioned customer states that she was unable to participate as required at the time of the sanction due to DV, the Employment Services Specialist (ESS) sends a letter inviting the customer to cure her sanction. If the customer responds to the letter, DV services may be explained and offered. If the customer does not respond to the letter, no further action is required. **Note:** A sanctioned customer who needs DV services may cure the sanction by participating in DV services, regardless of the reason she was sanctioned.

Domestic Violence Service Providers

Introduction

This section provides information regarding Domestic Violence (DV) service providers, what type of services they offer, how to work with non-contracted providers, and how the provider's evaluation affects the customer's participation in Welfare-to-Work (WTW) activities.

Contracted providers

The Transitional Assistance Department (TAD) contracts with various DV providers to provide DV services to California Work Opportunity and Responsibility to Kids (CalWORKs) customers. These providers are located throughout the County. A list of contracted DV service providers is located on-line under TAD, Tools. Contract information is indicated for specific services and activities offered by these contracted providers in the Resource Databank (RDB).

DV service provider risk evaluation

When a victim chooses DV services, the DV service provider begins with a risk evaluation. The evaluation includes:
- Safety of the victim and children
- Shelter/living arrangements
- Services needed
- Financial situation
- Employment status

DV services offered

DV service providers offer services including, but not limited to:
- Initial evaluation of victim's needs
- 24-hour hotlines
- Printed information such as cards and brochures
- Shelter/relocation assistance
- Counseling
- Support groups
- Life skills and parenting classes
- School enrollment assistance
- Children's programs
- Employment referrals
- Legal assistance
- Immigration assistance
- Court support

<u>Note</u>: DV victims are not required to live in the shelter to use the services offered by contracted DV service providers.

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How the provider's evaluation affects the customer's participation

When the customer self-identifies as a victim of DV, the Employment Services Specialist (ESS) follows instructions outlined in this section to offer DV services through the nearest contracted provider. The following examples show how the provider's evaluation affects the customer's participation in WTW activities. The customer may also choose not to accept the provider's services; in that situation, the ESS must determine whether the customer's situation warrants a period of Good Cause status.

Example 1: Noreen is evaluated by the contracted DV service provider. The provider recommends that Noreen participate exclusively in DV services for 18 hours per week for at least 30 days. Noreen's ESS places her in a DV contracted activity for 30 days.

At the end of 30 days, the DV service provider evaluates Noreen's ability to participate and recommends that Noreen participate in DV services concurrently with another activity. Noreen's ESS places her in the next appropriate activity concurrently with DV services.

Example 2: Maria is evaluated by the DV service provider. She works part-time and is able to continue working while participating in DV services. She signs a WTW Plan Activity Assignment (WTW 2) WTW 2 to include 30 hours Unsubsidized Employment and two hours DV services.

Example 3: Beatrice self-identifies but refuses to be evaluated by the DV provider. The ESS determines Beatrice is not able to participate at this time and places her in Good Cause for DV for 30 days.

At the end of 30 days, Beatrice states that DV is no longer a barrier, but she provides a CW 61 verifying incapacity. Her ESS exempts her for the incapacity time frame.

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DV services with a non-contracted provider

When the ESS learns a customer has been attending DV services with a non-contracted agency, the DV service may be included as an approved activity in the customer's WTW 2, but the agency will not be reimbursed by TAD WTW for services provided to the customer.

Non-contracted provider referrals

New DV service referrals are only made to *contracted* providers. Services with non-contracted providers may be approved on a case-by-case basis in the situations shown below.

If the customer is…	Then the…
• Already participating successfully with a non-contracted provider, **and** • The provider or program is licensed or certified,	Customer may continue with the non-contracted provider for DV services.
Not already participating in a program, but asks to be referred to a non-contracted provider,	ESS refers the customer to a contracted provider for DV services.

Provider responsibilities

When a customer is in DV services with a non-contracted provider, using only the **customer's case number, first name, and year of birth**. The provider must:

- Document and report the customer's attendance and progress to the ESS every month, and
- Agree there will not be any cost reimbursement from TAD WTW for DV services provided to the customer.

Continued on next page

How to approve non-contracted services

The ESS follows the steps below to approve non-contracted DV services:

Step	Action
1	Has the customer: • Sign the Applicant's Authorization for Release of Information (ABCDM 228), and • Hand delivers the form to the provider. If the customer refuses to sign a release of information, it is her responsibility to provide necessary documentation to the ESS.
2	Completes Sections 1 and 2 of the Program Services Referral (HS 711.56) and has the customer hand deliver the form to the provider (if the provider is willing to use the form). A provider who does not want to use the HS 711.56 may use her agency's evaluation form(s).
3	Schedules a return appointment to review the provider's recommendations with the customer.
4	Enrolls the customer into the appropriate non-contracted Domestic Abuse activity. The non-contracted provider and associated services and activities may need to be added to the Resource Databank.
5	Leaves the customer active in other activity(ies) if she can continue those WTW activities.
6	Completes the following at the return appointment: • Completes an Individual Assessment if the customer has not previously completed an Assessment activity. • Has the customer sign a WTW 2 that includes Domestic Abuse service. • Authorizes supportive services that will enable the customer to successfully participate in the Domestic Abuse activity.
7	Reviews progress and attendance monthly using the Attendance and Progress Report (WTW 733.4) or the provider's standard progress and attendance form(s).
8	Completes Journal entries explaining every step of the process.
9	Images all completed forms.

Note: Do not send new referrals to non-contracted providers. New referrals should only be sent to ***contracted*** Domestic Abuse service providers.

Victim Notification

Introduction

This section provides information regarding the victim notification system available in San Bernardino County.

San Bernardino County V.I.N.E.

San Bernardino County has a 24-hour automated notification system called Victim Information and Notification Everyday (V.I.N.E.). The system phones victims or others when an inmate of a San Bernardino County jail is to be released.

Crime victims, including Domestic Violence (DV) victims whose perpetrators are incarcerated, can use the V.I.N.E. system in two ways:

1. Anyone can register with the V.I.N.E. system if they wish to be notified when an inmate is to be released. They call the system at (800) 247-0551 to register. V.I.N.E. will call them.
2. Anyone can check the status of an inmate at any time by calling (800) 247-0551.

Tracking inmates in other counties or states

San Bernardino County V.I.N.E. tracks inmates of San Bernardino County facilities only. Inmates in other counties and states are not tracked by V.I.N.E. unless their county or state has purchased the system. To find out if another county or state has V.I.N.E., the interested party should call customer service at (800) 865-4314.

Safe at Home California Confidential Address Program

Introduction

This section provides information regarding Safe at Home, a confidential address program available in California.

Overview

The Safe at Home California Confidential Address Program helps victims of Domestic Violence (DV) or stalking who have escaped or are escaping an abusive environment to avoid further victimization. This confidential address program provides a no-cost mail forwarding service that helps keep the victim's address confidential.

How the Safe at Home Program works

Upon enrollment in the Safe at Home Program, each certified customer is assigned a confidential Post Office (P.O.) address to use in place of a home address.

Each customer receives an official authorization identification (ID) card containing a substitute address for use in business or public transactions requiring a residence or mailing address. State and local agencies are required to accept the Safe At Home address when the customer presents his or her authorization card.

The Safe at Home Program is not a witness protection program. It is simply a mail forwarding service offered as a precautionary measure for use with the victim's overall health and safety plan.

Eligibility

In order to qualify for the Safe at Home Program, applicants must enroll and provide specified information regarding being a victim of DV or stalking to the local agency operating the program.

The application process includes a requirement that the applicants meet with a Safe at Home victims' assistance counselor and receive orientation information about the program.

Ensuring security

San Bernardino County must use every safeguard to ensure that cases identified as Safe at Home customers are kept secure. Such safeguards include:

- Not maintaining the actual residence address in any computer/automated system.
- Continuing to use the Safe at Home P.O. address on all computer-generated documents/mailings.
- Noting in the Journal that the customer participates in the Safe at Home Program.

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Safe at Home California Confidential Address Program,
Continued

Enrolling agencies

The following are the Safe at Home enrolling agencies located in San Bernardino County:

Agency	Area	Phone
National Domestic Violence Assoc.	All	(800) 799-7233
House of Ruth www.houseofruthinc.org	All	24 hour Hotline: (877) 988-5559
Desert Sanctuary "Haley House"	Barstow	24 hour Hotline: (800) 982-2221 Phone: (760) 256-3441
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (Barstow)	Barstow	(760) 256-4802
Morongo Basin Unity Home, Inc.	Joshua Tree	24 hour Hotline: (760) 366-9663
Option House	San Bernardino	Hotline: (909) 381-3471
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (Joshua Tree)	Joshua Tree	(760) 366-5740
Family Assistance Program www.hddvp.org	Victorville	24 hour Hotline: (760) 949-4359 Phone: (760) 843-0701
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (Victorville, Adelanto, Hesperia, Big Bear, Morongo)	Victorville	(760) 552-6944
Victor Valley Domestic Violence Program "A Better Way" www.abetterwaydomesticviolence.org	Victorville	24 hour Hotline: (760) 955-8723 Phone: (760) 955-8010
Doves of Big Bear Valley Inc. (DOVES) www.doves-stop-violence.org	Big Bear Lake	24 hour Hotline: (800) 851-7601 Phone: (909) 866-1546
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (Fontana, Bloomington, Rialto)	Fontana	(909) 356-3414
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (Rancho Cucamonga, Alta Loma Upland, Ontario, Montclair, Etiwanda)	Rancho Cucamonga	(909) 945-4241
San Bernardino County District Attorney's Office Victim/Witness Assistance Center (San Bernardino, Highland, Loma Linda, Colton, Muscoy)	San Bernardino	(909) 387-6540

Section B

Substance Abuse Services

Overview

Introduction

This section provides information regarding Substance Abuse services available to assist California Work Opportunity and Responsibility to Kids (CalWORKs) customers in reaching self-sufficiency.

References

The following references apply to this section:

- Eligibility and Assistance Standards (EAS) 42-711.57
- EAS 42-716.6
- All County Letter (ACL) 04-41

Background

Substance Abuse services are used to:

- Determine if a Substance Abuse problem exists, and
- Provide treatment services at the level of care required to remove Substance Abuse as a barrier to employment.

Contents

This section contains the following topics:

Identifying the Need for Substance Abuse Services

Introduction

This section provides information regarding who is eligible for Substance Abuse services, signs of a potential abuse problem, using the Simple Screening Tool, and the Substance Abuse services offered.

Eligibility criteria

The following individuals are eligible to receive California Work Opportunity and Responsibility to Kids (CalWORKs) Substance Abuse services:

- CalWORKs customers.
- An Assistant Unit (AU) family member whose Substance Abuse problem interferes with the CalWORKs customer's ability to obtain employment or participate in Welfare-to-Work (WTW) activities.
- CalWORKs applicants, pending approval of cash aid.

Temporary absence from the home

When a CalWORKs customer agrees to be hospitalized to receive treatment for Substance Abuse problems in order to accept or maintain employment or participate in other WTW activities, s/he may be eligible for cash aid for the duration of the hospital stay. Hospitalization includes medical hospitals, psychiatric care facilities, and Substance Abuse treatment facilities.

Signs of a potential Substance Abuse problem

Signs of a potential Substance Abuse problem include, but are not limited to:

- Self-identification
- Unclear, slurred, incoherent, or too rapid speech
- Observable signs: tracks, sores, cigarette burns, nicotine stains, tremors, overall appearance, drug or alcohol odor
- DUI history
- Involvement in drug court
- Mood swings
- Prior treatment history
- Financial problems, unpaid bills, misuse of funds
- Chronic instability

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ESS actions upon learning of potential Substance Abuse

If there is a concern that a Substance Abuse problem impairs the customer's ability to obtain or retain employment, the Employment Services Specialist (ESS) discusses it with the customer. The ESS explains Substance Abuse services.

- If the customer refuses Substance Abuse services, s/he continues the current activity or is assigned to the next appropriate WTW activity(ies).
- If the customer wants and needs Substance Abuse services, the ESS refers him or her to a contracted service provider.
- If the customer is already in a court-ordered Substance Abuse program, s/he may continue in the program. If the program is not with a contracted provider, see "Approving Substance Abuse Services with Non-Contract Providers" later in this section.

Referral to Children and Family Services

A customer's self-disclosure of Substance Abuse is not in itself evidence of child abuse or neglect.

- Referral to Substance Abuse services is always appropriate when a customer self-identifies as having a Substance Abuse problem.
- Referral to Children and Family Services (CFS) is appropriate if the ESS has knowledge of, observes or reasonably suspects child abuse.
- Employees can make referrals to CFS by calling the San Bernardino County Child Abuse Hotline at **(800) 827-8724.**

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Substance Abuse services offered

The purpose of Substance Abuse services is to overcome Substance Abuse barriers to obtaining and retaining employment. Contracted providers offer Substance Abuse services including, but not limited to:

- Substance Abuse evaluation
- Development of a treatment plan
- Counseling
- Treatment (Residential and Outpatient)
- Progress reports to the ESS
- Opportunities for service to the community
- Treatment for family members, if the Substance Abuse problem interferes with the customer’s ability to participate in WTW activities
- Any other appropriate services

Services contracted providers do not provide

The following services are not included as contracted services under the Transitional Assistance Department’s (TAD’s) Memorandum of Understanding (MOU) with Alcohol and Drug Services (ADS), but may be included as approved activities in a customer’s WTW Plan – Activity Assignment (WTW 2):

- Methadone treatment (can be paid by Medi-Cal)
- Drug testing that is not part of a contracted treatment program
- Court-ordered Driving Under the Influence (DUI) programs

Background of Substance Abuse Services

Introduction

This section provides information regarding contracted providers that are available for Substance Abuse services, and the role that the Alcohol and Drug Services (ADS) Program plays in providing Substance Abuse services to California Work Opportunity and Responsibility to Kids (CalWORKs) customers.

Substance Abuse service providers

Contracted Substance Abuse service providers and the areas they serve are included in the Resource Databank (RDB) in the C-IV system. New referrals are made to contracted providers. Referral procedures are explained later in this section.

Customers may wish to continue with the same provider if they are already in a Substance Abuse program before the Employment Services Specialist (ESS) is aware of the need for Substance Abuse services. Procedures for dealing with non-contracted providers are explained later in this section.

Alcohol and Drug Services (ADS)

Alcohol and Drug Services (ADS) is a division of the San Bernardino County Department of Behavioral Health (DBH). ADS oversees alcohol and drug treatment for CalWORKs customers and provides reports to the state and to the Transitional Assistance Department (TAD) Administration.

ADS contact information

Copies of Substance Abuse referral forms must be faxed to ADS at:

ATTN: Paul Terrazas
Department of Behavioral Health (DBH)
ADS Administration
Phone: (909) 873-4427
Fax: (909) 421-9466

Referring Customers to Contracted Substance Abuse Providers

Introduction

This section provides information regarding referring California Work Opportunity and Responsibility to Kids (CalWORKs) customers to contracted Substance Abuse service providers for treatment.

How to refer to Substance Abuse services

The Employment Services Specialist (ESS) follows the steps below to refer a customer to Substance Abuse services with a contracted service provider:

Step	Action
1	Discusses Substance Abuse services with the customer. • If s/he agrees to a referral, go to Step 2. • If s/he does not agree to a referral, assign to the next appropriate Welfare-to-Work (WTW) activity(ies).
2	Completes the C-IV Release of Information (ABCDM 228) and Sections 1 and 2 of the Program Services Referral (HS 711.56).
3	• Searches for contracted Substance Abuse service providers in C-IV. • Calls the closest contracted provider to schedule an evaluation.
4	Leaves the customer active in other WTW activity(ies) if s/he can continue those activities pending results of the Substance Abuse evaluation.
5	Enrolls the customer into the correct contracted Substance Abuse activity in C-IV and has the customer sign a WTW Plan – Activity Assignment (WTW 2) to include the Substance Abuse activity.
6	Distributes forms as follows: • **Customer:** Receives copies of the HS 711.56 and the ABCDM 228. • **Provider:** Faxes all referral forms. • **ADS:** Faxes all referral forms to **Paul Terrazas at (909) 421-9466**. Documents not produced by and saved in C-IV need to be imaged according to office protocol.
7	Reviews the provider's recommendations on the HS 711.56; provider should be completing Section 3 and returning the form to the ESS within five (5) working days of the evaluation.
8	Reviews the case based on the results of the Substance Abuse evaluation, and: • Ends activity and place in Good Cause status, or • Keeps in Substance Abuse services, and/or • Places in other WTW activity(ies).
9	Completes the following when the provider recommends Substance Abuse services, and: • Completes an Individual Assessment if the customer has not previously completed an Assessment activity. • Has the customer sign a new WTW 2 that include Substance Abuse services. • Authorizes supportive services to enable the customer to successfully participate in Substance Abuse services.
10	Completes a Journal entry to document all actions.
11	Images documents per office protocol.
12	Journal all actions taken.

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Referring Customers to Contracted Substance Abuse Providers, Continued

Reverse referrals

CalWORKs customers may seek out Substance Abuse services themselves. Contracted Substance Abuse providers need to confirm the CalWORKs eligibility of these customers for case management and billing purposes. To accomplish this, contracted Substance Abuse providers may initiate reverse referrals to WTW. The process is explained below.

Stage	Who does it	Description
1	Contracted provider	Informs the ESS the customer is attending Substance Abuse services to address his/her barriers to employment and self-sufficiency.
2	Contracted provider	Faxes the ABCDM 228 to the ESS.
3	Contracted provider	Completes Sections 2 and 3 of the HS 711.56 and faxes the form to the ESS and to Alcohol and Drug Services (ADS).
4	ESS	• Reviews the HS 711.56 and information in the computer system and: • If the customer is not eligible for CalWORKs Substance Abuse services, notifies the service provider within five (5) working days via the HS 711.56. No further action is required. • If the customer is eligible for CalWORKs Substance Abuse services, the ESS must notify the provider within five (5) working days via the HS 711.56. Go to Stage 5.
5	ESS	• Completes an Individual Assessment if the customer has not been previously assessed. • Has the customer sign a WTW 2 that include the Substance Abuse services. • Enrolls the customer into the Substance Abuse contracted activity. • Authorizes the supportive services that will enable the person to successfully participate in Substance Abuse services.
6	Contracted provider	Sends monthly progress reports to the ESS until the customer completes the Substance Abuse services.
7	ESS	Completes a Journal entry to document all actions.
8	ESS	Forwards all completed forms to the appropriate person/place to be imaged.

Approving Substance Abuse Services with Non-Contracted Providers

Introduction

This section provides information regarding non-contracted Substance Abuse providers.

Information regarding non-contracted providers

New Substance Abuse service referrals are only made to contracted providers. Services with non-contracted providers may be approved on a case-by-case basis in the situations shown here.

<table>
<tr><th>If the customer is…</th><th>Then the…</th></tr>
<tr><td>Already participating successfully with a non-contracted provider, and
The provider or program is licensed or certified,</td><td rowspan="2">Customer may continue with the non-contracted provider for Substance Abuse services.</td></tr>
<tr><td>Court-ordered to participate with a non-contracted provider,</td></tr>
<tr><td>Not already participating in a program, but asks to be referred to a non-contracted provider,</td><td>Employment Services Specialist (ESS) refers the customer to a contracted provider for Substance Abuse services.</td></tr>
</table>

Provider responsibilities

When a customer is in Substance Abuse services with a non-contracted provider, the provider must:

- Document and report the customer's attendance and progress to the ESS every month.
- Agree there will not be any cost reimbursement from the Transitional Assistance Department (TAD) Welfare-to-Work (WTW) program for Substance Abuse services provided to the customer.

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How to approve non-contracted services

The ESS follows the steps below to approve non-contracted Substance Abuse services:

Step	Action
1	Has the customer sign the Applicant's Authorization for Release of Information (ABCDM 228) and has the customer hand deliver the form to the provider. If the customer refuses to sign a Release of Information, it is his or her responsibility to provide necessary documentation to the ESS.
2	Completes Sections 1 and 2 of the Program Services Referral (HS 711.56) and faxes the form to the provider, if the provider is willing to use this form. A provider who does not want to use the HS 711.56 may use his/her agency's evaluation form(s).
3	Schedules a return appointment to review the provider's recommendations with the customer.
4	Leaves the customer active in other WTW activity(ies), if the customer can continue these activities.
5	Follows the steps below at the return appointment: • Completes an Individual Assessment if the customer has not previously completed an Assessment activity. • Has the customer sign a WTW Plan – Activity Assignment (WTW 2) that include the Substance Abuse service. • Authorizes the supportive services that will enable the customer to successfully participate in the Substance Abuse activity.
6	Enrolls the customer into the appropriate non-contracted Substance Abuse activity. The non-contracted provider and associated services and activities may need to be added to the Resource Databank (RDB).
7	Reviews progress and attendance monthly using the Attendance and Progress Report (WTW 733.4) or the non-contracted provider's standard progress and attendance form(s).
8	Completes Journal entries to document all actions.
9	Images all completed forms.

Substance Abuse Evaluation Results

Introduction

This section provides information regarding the possible recommendations the contracted Substance Abuse service provider will make after a customer has been referred for Substance Abuse services.

Overview

Evaluation by Substance Abuse service providers results in six possible recommendations as listed on the Program Services Referral (HS 711.56):

1. The customer does not need Substance Abuse services at this time.
2. The customer declines Substance Abuse services at this time.
3. Good Cause Non-Participation from Welfare-to-Work (WTW) activities is recommended.
4. The customer is referred to a more intensive level of care.
5. Participation in WTW activities concurrently with Substance Abuse services.
6. Substance Abuse services only.

Each of these recommendations is discussed in this section. The Employment Services Specialist (ESS) assigns the customer as recommended by the Substance Abuse service provider, unless there is a disagreement. Disagreements are discussed later in this section.

WTW 2

A customer's WTW Plan – Activity Assignment (WTW 2) is developed based on the results of the contracted Substance Abuse provider's evaluation and recommendations.

No Substance Abuse services

If the customer declines or does not need Substance Abuse services, the ESS assigns the customer to the next appropriate WTW activity.

- If the customer does not participate in the assigned activities, the ESS initiates noncompliance.
- If the customer responds to noncompliance notice(s), the ESS offers Substance Abuse services again.

Good Cause

If the contracted Substance Abuse service provider recommends Good Cause from WTW activities, the ESS evaluates the customer for possible Good Cause status. The ESS:

- Normally places the customer in Good Cause status based on the recommendation from the provider. (If the ESS and provider do not agree, see "Disagreements" block later in this chapter.)
- Completes a Journal entry explaining referral results.
- Reviews the Good Cause status monthly. The California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit **does not** stop while the customer is in a Good Cause status due to Substance Abuse issues.

Note: Supervising Employment Services Specialist I (SESS I) approval is required every 30 days.

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Referred to a more intensive level of care

If a **contracted** provider recommends a more intensive level of care:

- The provider establishes care for the customer.
- The provider writes the name and telephone number of the care provider on the HS 711.56, which is returned to the ESS.
  The ESS obtains a new, signed Release of Information (ABCDM 228) from the customer so that the new provider may discuss relevant case information with the ESS.
- The ESS forwards the ABCDM 228 and HS 711.56 to the new provider.
- In some cases, the customer may be able to participate in WTW activities concurrently with the Substance Abuse service.
- The ESS completes and has the customer sign a WTW 2 to change the location and schedule of the Substance Abuse service.

If a **non-contracted** Substance Abuse service provider recommends a more intensive level of care:

- The ESS determines the next appropriate action.
- The ESS may consult the Substance Abuse service provider for recommendations.

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Concurrent Substance Abuse services

If the provider recommends Substance Abuse services as a concurrent activity, the ESS consults the schedule provided on the HS 711.56. Substance Abuse services should be available during flexible hours to allow participation in WTW activities.

- The ESS schedules the customer for Assessment if the customer has not already completed an Assessment activity.
- The customer signs a WTW 2 that include the Substance Abuse services.
- The customer is in an active status in the C-IV system.
- If possible, the customer satisfies the 20/30/35 hour, 87/130/152 monthly requirement in a Federal activity; Federal activities are explained further in Chapter 14, WTW Activities.
  - **Example of participation hours:** The Service Provider determines a customer (Single Custodial Parent with a child under six years of age) needs 8 hours/week of Substance Abuse treatment, the customer would then need to participate 20 hours in a Federal (core) activity to meet Federal requirements.
- If the customer is not able to participate for the full required hours, the ESS assigns Substance Abuse services and other appropriate WTW activity(ies) for as many hours as recommended by the Substance Abuse service provider.

Substance Abuse services only

If the contracted service provider recommends Substance Abuse services only:

- Substance Abuse services are allowable as a stand-alone activity for up to three (3) months. (See “Length of Activity” later in this section.) The ESS must obtain Employment Services Manager (ESM) approval after three (3) months of a stand-alone Substance Abuse activity.
- The ESS completes an Individual Assessment (see Chapter 12 – Assessment) if the customer has not already completed an Assessment activity.
- The customer signs a WTW 2 that includes the Substance Abuse service.
- The customer is in active status even if the provider recommends and the individual participates less than 20/30/35 hours per week, 87/130/152 monthly hours in Substance Abuse services.
- Document the decision of the service provider decision in the Journal.

Case Management for Substance Abuse Services

Introduction

This section provides information regarding case management for Substance Abuse services. This section includes information about confidentiality, disagreements, length of activity, progress/attendance, noncompliance, time limits and notification of provider when the customer loses eligibility for services.

Ensuring confidentiality

The C-IV Applicant's Authorization for Release of Information (ABCDM 228) is signed and forwarded to the provider as part of the referral to Substance Abuse services.

- The Release of Information allows the contracted provider, Alcohol and Drug Services (ADS) and the Employment Services Specialist (ESS) to exchange relevant information.
- When requesting information about a customer's attendance or progress, the ESS understands the confidentiality and integrity of the provider/ customer relationship is to be preserved.

To guarantee the privacy and protection of every customer, Welfare-to-Work (WTW) staff must ensure customer confidentiality at all times.

- When confirming personal information, such as a customer's address, Social Security number or phone number, the ESS asks the customer for the information, rather than telling the customer what information has been entered into the C-IV system.
- The ESS ensures customers cannot view or gain access to information about other customers.
- Personal information about a customer is never released without his/her written consent.
- The Journal entry includes only that information which pertains to a customer's progress toward his/her goals and the provider's recommendations.

Disagreements

If the ESS does not agree with the Substance Abuse service provider's recommendation, the ESS calls the clinician and attempts to resolve the situation. If the clinician and the ESS cannot agree, the Supervising Employment Services Specialist I (SESS I) and Clinic Supervisor resolve the situation.

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Length of activity

Substance Abuse services can be a stand-alone activity for up to three months.

- Before the end of the three months, the ESS consults with the Substance Abuse service provider to see if further treatment is necessary.
- The customer may not continue Substance Abuse services as a stand-alone activity unless:
  - He/she is in a residential treatment program or an intensive day treatment program that requires him/her to stay at the program site for a minimum of three hours a day, three days a week, or is otherwise unable to participate in other activities.
- The customer may continue Substance Abuse services as a concurrent activity as long as necessary, up to the California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit.

Note: The ESS must obtain Employment Services Manager (ESM) approval for the customer to continue after three months of a stand-alone Substance Abuse activity.

Evaluation, progress and attendance

As part of the initial Substance Abuse evaluation, the provider estimates the length of treatment and gives a weekly schedule to the ESS. Progress and attendance are then evaluated monthly by the ESS,

- Attendance and Progress Reports (WTW 733.4) are filled out by the clinician and provided to the ESS between the first (1^{st}) and fifth (5^{th}) calendar day of each month.
- If the customer completes or stops attending Substance Abuse services, the clinician informs the ESS within five (5) working days.
- Non-contracted providers may use the WTW 733.4, or they may use their agency's standard progress and attendance report. The ESS must obtain verification of attendance from the non-contracted provider by the 5^{th} of the month.
- Progress and attendance reports are provided to the ESS by the provider for as long as the customer is in concurrent or stand-alone Substance Abuse services activities.

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Noncompliance

When Substance Abuse services are part of the WTW Plan Activity Assignment (WTW 2), the customer is obligated to participate in them. If the customer fails to comply, the ESS consults the provider to determine cause.

- If, in consultation with the provider, the ESS determines that the customer has failed to comply without Good Cause, Noncompliance is initiated.
- If the customer responds to Noncompliance notice(s), the ESS offers Substance Abuse services again.
- If the customer has not complied with participation requirements for an activity other than Substance Abuse, the ESS must determine if the Substance Abuse problem caused or substantially contributed to his/her failure to comply. The ESS must consult the Substance Abuse service provider when making this determination.

Curing a sanction

A sanctioned customer who needs Substance Abuse services may cure the sanction by participating in Substance Abuse services, regardless of the reason for which s/he was sanctioned.

Time limits

The CalWORKs 48-Month Time Limit applies to customers who participate in Substance Abuse services or are placed in Good Cause status for Substance Abuse issues.

Notifying the provider when a customer loses eligibility

The ESS **must** notify a contracted Substance Abuse service provider via the Memo to Service Providers (WTW 77) whenever a customer:

- Is dropped from Substance Abuse services before completing the program, **or**
- Becomes ineligible for CalWORKs Substance Abuse services.

Journal Entries for Substance Abuse

Introduction

This section provides information regarding Journal entries for Substance Abuse situations.

Purpose of the Journal

The Journal provides a summary of actions taken and/or issues discussed. The Journal should not include the Employment Services Specialist's (ESS) personal opinion, but instead should reflect facts and observations.

When completing a Journal entry, the ESS should keep in mind that Journal entries are viewable by other workers dealing with the same customer. The Journal should give anyone looking at the case a clear and concise picture of what's happening with the customer. Journal entries should:

- Record information not documented elsewhere in the case.
- Support case management decisions.
- Remind the ESS of actions needed or taken.
- Provide a coherent record for case review and audit.

Substance Abuse Journal entries

Substance Abuse presents some challenges for the ESS when attempting to complete an accurate Journal entry and still maintain the utmost confidentiality for the customer.

Examples of Journal entries for Substance Abuse are provided below.

Example 1

Situation: Job Services facilitator feels Tim is uninterested and inattentive during Job Club. While counseling Tim, the ESS suspects s/he smells alcohol and thinks Tim is intoxicated. The ESS offers Tim a referral to Substance Abuse provider but Tim denies he has a drinking problem and refuses to accept the referral. Tim stopped attending the job services activity and noncompliance was initiated.

Journal entry: Tim failed to complete job services activity. The ESS suspects barriers, but Tim said he has no problems and declined referral. Activity closed and noncompliance initiated.

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Example 2

Situation: Joanne completed Orientation and during Appraisal told her ESS that she has a drinking problem and smokes marijuana daily. Joanne did not feel that she could pass a drug test or become successfully employed and she said she would be unable to attend job club because she is starting a court-ordered substance abuse program. Verification of program provided. ESS explained that although Welfare-to-Work (WTW) cannot pay fines, the court-ordered program can be her assigned activity and Joanne agreed.

Journal entry: Joanne completed Orientation/Appraisal (O/A), all forms completed. Joanne self-identified as a substance abuser and provided verification of court-ordered Program Service Referral (HS 711.56) and the, Release of Information (ABCDM 228) form faxed to provider. C-IV system updated and WTW 2 signed for substance abuse activity. Individual Assessment completed, customer goals updated and WTW Plan – Activity Assignment (WTW 2) signed.

Substance Abuse Participation Examples

Introduction

This section provides information regarding different Substance Abuse participation situations that may occur, and explains how the Employment Services Specialist (ESS) responds to those situations.

Example 1

At Appraisal, Todd shows a court order that obligates him to be at a Substance Abuse treatment center for 30 hours per week for six months. The ESS consults with the treatment center after obtaining a release from Todd, and it is determined that he is participating in the required activities; the treatment center also confirms that this is the only activity Todd can participate in at this time.

The ESS completes an individual assessment with Todd (see Chapter 12 – Assessment).

Todd signs a Welfare-to-Work Plan – Activity Assignment (WTW 2) for 30 hours per week of Substance Abuse services for six months. Employment Services Manager (ESM) approval is required and can be obtained prior to signing the WTW 2 since it is known this activity will exceed three months. Once Todd completes his Substance Abuse program in six months, he will sign a new WTW 2 for the next appropriate WTW activity, unless he qualifies for an exemption.

Example 2

Michelle is attending Job Services, but her ESS suspects a Substance Abuse problem is interfering with her progress. During an appointment, Michelle acknowledges the problem to her ESS and expresses interest in attending Substance Abuse services.

The ESS calls the nearest contracted Substance Abuse service provider to schedule Michelle's initial appointment, and places Michelle in Substance Abuse Services with a review date of five business days after the appointment. The ESS gives copies of the referral forms to Michelle, the Alcohol and Drug Services (ADS) Coordinator, and the Substance Abuse service provider. Forms not generated by/saved in C-IV are imaged into the case.

The ESS receives the Program Services Referral (HS 711.56) from the provider, showing that Michelle did not show for her appointment.

The ESS contacts Michelle and offers her a second opportunity to participate in Substance Abuse services. Michelle states she will participate. The ESS schedules a second appointment, and extends the activity review date until five days after the second appointment.

Michelle shows for the appointment. The provider recommends Michelle participate in stand-alone Substance Abuse services for 24 hours per week for 12 weeks. Michelle signs a WTW 2 for Substance Abuse services.

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Substance Abuse Participation Examples, Continued

Example 3

Pat's ESS suspects a Substance Abuse problem and provides information on Substance Abuse services. Pat refuses Substance Abuse services. Her ESS assigns Pat to Job Services, but Pat stops attending. Pat does not respond to telephone calls from her ESS to determine why she has stopped attending and to offer Substance Abuse services again.

Since Pat refuses Substance Abuse services and is not participating as required in her WTW activity, the ESS initiates Noncompliance.

Example 4

The Substance Abuse service provider recommends Cory participate five hours per week of Substance Abuse services, but he can also participate in other WTW activities for up to 30 hours a week.

Cory signs a WTW 2 that includes 20 hours of unpaid Work Experience (WEX), five hours of vocational training, and five hours of Substance Abuse services.

Perinatal Treatment Programs

Introduction

This section contains information concerning perinatal treatment programs offering specialized services to California Work Opportunity and Responsibility to Kids (CalWORKs) customers, what services they offer, and who can be referred.

Overview

Perinatal treatment clinics in San Bernardino County provide specialized drug and alcohol treatment services to pregnant women and parenting women and men. Perinatal treatment programs may be appropriate for some Welfare-to-Work (WTW) customers.

Services offered

Services offered by the perinatal treatment clinics include, but are not limited to:

- Intensive case management for the whole family
- Prenatal care
- Licensed, on-site child care (including care for children with special needs)
- Counseling
- Support groups
- Classes on parenting, nutrition, sobriety, and anger management
- Transportation to and from treatment in the clinic's van

Who to refer to perinatal treatment clinics

The Employment Services Specialist (ESS) refers pregnant/parenting customers directly to a perinatal treatment clinic if they are in need of Substance Abuse services.

Contracted providers may refer parenting women and men to perinatal treatment programs if the contracted provider feels they need these intensive services.

Contracted perinatal treatment clinics

Contracted perinatal treatment clinics and the areas they serve are included in the Resource Databank (RDB) in C-IV. The ESS may refer customers to these providers for the perinatal treatment program or for general Substance Abuse services.

Areas not served by perinatal treatment clinics

Areas not served by perinatal treatment clinics should refer pregnant customers to the nearest contracted provider for Substance Abuse services.

Section C

Mental Health Services

Overview

Introduction

This section explains how and when to make a referral to Mental Health services, discusses case management and computer entries, and gives an overview of the services offered by the Department of Behavioral Health (DBH).

Reference

The following references apply to this section:

- Eligibility and Assistance Standards (EAS) 42-711.56
- EAS 42-716.5
- All County Letter (ACL) 04-41

Background

The primary purpose of Mental Health services are to determine if a Mental Health barrier exists and to provide treatment at the level of care required to remove this as a barrier to employment.

- The San Bernardino County DBH contracts with the Transitional Assistance Department (TAD) to provide necessary Mental Health services to California Work Opportunity and Responsibility to Kids (CalWORKs) customers at its DBH/CalWORKs clinics.
- Non-contracted Mental Health service providers may be used on a case-by-case basis.

Contents

This section contains the following topics:

Identifying the Need for Mental Health Services

Introduction

This section provides information concerning the Department of Behavioral Health (DBH), Mental Health services available to California Work Opportunity and Responsibility to Kids (CalWORKs) customers, the eligibility criteria, confidentiality issues, when to make a Mental Health referral, and provides information about observable behaviors.

Purpose of Mental Health services

The purpose of Mental Health services is to overcome Mental Health barriers to obtaining and retaining employment.

Mental Health services offered

DBH/CalWORKs clinics evaluate customers and provide needed Mental Health services including, but not limited to:

- Mental Health evaluation
- Development of a treatment plan
- Counseling
- Referral to Substance Abuse or Domestic Abuse programs, if necessary
- Psychoeducational classes

Eligibility criteria

The following customers are eligible to receive CalWORKs Mental Health services:

- CalWORKs customers
- Assistance Unit (AU) family members whose Mental Health problem interferes with the CalWORKs customer's ability to obtain employment or participate in Welfare-to-Work (WTW) activities
- CalWORKs applicants, pending approval of cash aid

Temporary absence from the home

When a CalWORKs customer agrees to be hospitalized to receive treatment for Mental Health issues in order to accept or maintain employment or participate in other WTW activities, s/he may be eligible for cash aid for the duration of the hospital stay. Hospitalization includes medical hospitals, psychiatric care facilities, and Substance Abuse treatment facilities.

Mental Health evaluation

The Mental Health evaluation includes:

- The extent to which the customer is currently capable of employment.
- Under what working and treatment conditions the customer is capable of employment.
- Prior diagnoses, assessments, or evaluations the customer provides.

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Mental Health service provider

The contracted provider for Mental Health services is the San Bernardino DBH/CalWORKs. Clinics are operated by DBH.

Confidentiality

The C-IV Applicant's Authorization for Release of Information (ABCDM 228) is signed and forwarded to the provider as part of the referral to Mental Health services.

- The Release allows DBH and the Employment Services Specialist (ESS) to exchange relevant information on a need-to-know basis.
- The ESS understands that the confidentiality and integrity of the provider/customer relationship is to be preserved when reviewing an individual's participation in Mental Health services.
- The ESS does not expect to receive full details of the Mental Health treatment plan from DBH.
- The Journal entry includes only information which pertains to a customer's progress toward his/her goals and the provider's recommendations.

Referral process for self-disclosure

A customer's self-disclosure of a Mental Health problem is not in itself evidence of child abuse or neglect.

- Referral to Mental Health services is always appropriate when a customer self-identifies as having a Mental Health problem.
- Referral to Children and Family Services (CFS) is appropriate if the ESS has knowledge of, observes, or reasonably suspects child abuse.
- Employees can make referrals to the CFS by calling the San Bernardino County Child Abuse Hotline at **(800) 827-8724.**

Exempt customers

Customers who are exempt from WTW activities due to a signed statement by a physician or licensed psychologist are not required to participate in Mental Health services. They can; however, participate in Mental Health services as an exempt volunteer. Exempt volunteers are not subject to minimum hourly participation requirements, and may receive supportive services.

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When to make a Mental Health services referral	A Mental Health services referral is made when there is a concern a mental disability impairs a customer's ability to obtain and retain employment. The ESS completes a referral when the customer: • Informs the ESS of a Mental Health problem. • Requests Mental Health services. • Displays observable behaviors as listed in the next block of information.
Observable behaviors	The ESS refers customers to Mental Health services upon observing behaviors such as: • Social withdrawal • Violent or inappropriate outbursts • False or bizarre beliefs • Depression • Anxiety • Disorientation or confusion • Crying spells

Referring Customers to Contracted Mental Health Providers

Introduction

This section provides information regarding referring customers to contracted providers for Mental Health services, and also covers reverse referrals.

How to refer to Mental Health services

The Employment Services Specialist (ESS) follows the steps below to refer a customer to Mental Health services with a contracted provider:

Step	Action
1	Discuss Mental Health services with the customer, and if s/he: • Agrees to a referral, go to Step 2. • Does not agree to a referral, assign to the next appropriate Welfare-to-Work (WTW) activity(ies).
2	• Complete the C-IV Applicant's Authorization for Release of Information, • Locate the nearest Department of Behavioral Health DBH clinic in the Resource Databank (RDB), and • Contact them to schedule an evaluation.
3	• Enroll the customer into the correct contracted Mental Health activity in the C-IV system, and • Have the customer sign the WTW Plan – Activity Assignment (WTW 2) to include the Mental Health activity.
4	Leave the customer active in current activities, if possible.
5	Complete Sections 1 and 2 of the Program Services Referral (HS 711.56).
6	Distribute forms as follows: • Customer**:** Give copies of the HS 711.56 and the Release of Information (ABCDM 228). • DBH: Fax the HS 711.56, and the ABCDM 228. Any forms not generated by/saved in C-IV will need to be imaged according to office protocol.
7	Complete Section 3 of the HS 711.56 and returns it to the ESS within five (5) working days of the evaluation.
8	Review the provider's recommendations.
9	Review the results of the Mental Health evaluation, and: • End activity and place in Good Cause for Mental Health, or • Keep in Mental Health services, and/or • Place in other WTW activity(ies).
10	Review the form and when DBH recommends participation in Mental Health services, the ESS will: • Complete an Individual Assessment if the customer has not previously completed an Assessment activity. • Have the customer sign a new WTW 2 that includes the Mental Health services. • Authorize supportive services that will enable the customer to successfully participate in the Mental Health services.
12	Complete Journal entries to cover all actions.

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Reverse referrals

CalWORKs customers may seek out Mental Health services. Contracted Mental Health providers need to confirm the CalWORKs eligibility of these customers for case management and billing purposes. To accomplish this, contracted Mental Health providers may initiate reverse referrals to the WTW. The process is explained below.

Stage	Who does it	Description
1	Contracted provider	Informs the ESS the customer is attending Mental Health services to address his/her barriers to employment and self-sufficiency.
2	Contracted provider	Faxes/gives the release of information to the ESS.
3	Contracted provider	Completes Sections 2 and 3 of the HS 711.56 and faxes/gives the form to the ESS.
4	ESS	Reviews the HS 711.56 and information in the computer system and: • If the customer is not eligible for CalWORKs Mental Health services, notifies the service provider within five (5) working days via the HS 711.56. No further action is required. • If the customer is eligible for CalWORKs Mental Health services, the ESS must notify the provider within five (5) working days via the HS 711.56. Go to Stage 5.
5	ESS	• Completes an Individual Assessment if the customer has not been previously assessed. • Has the customer sign a WTW 2 that includes the Mental Health services. • Enrolls the customer into the Mental Health contracted activity. • Authorizes supportive services that will enable the person to successfully participate in Mental Health services.
6	Contracted provider	Sends monthly progress reports to the ESS until the customer completes the Mental Health services or stops attending.
7	ESS	Completes Journal entries to cover all actions.
8	ESS	Forwards forms to the appropriate person/place to be imaged into C-IV.

Approving Mental Health Services with Non-Contracted Providers

Introduction

This section provides information regarding non-contracted Mental Health providers, criteria for approval of a non-contracted program, and how to approve non-contracted services.

Information regarding non-contracted providers

New Mental Health referrals are only made to contracted providers. Services with non-contracted providers may be approved by a Supervising Employment Services Specialist (SESS I) on a case-by-case basis as shown here.

If the customer is…	Then the…
• Already participating successfully with a non-contracted provider, **and** • The program is administered by state-licensed or certified clinicians,	Customer may continue with the non-contracted provider for Mental Health services.
Not already participating in a program, but asks to be referred to a non-contracted provider,	Employment Services Specialist (ESS) refers the customer to a contracted provider for Mental Health services.

Provider responsibilities

When a customer is in Mental Health Services with a non-contracted provider:

- The provider must document the customer's attendance and progress and report it to the ESS on a monthly basis.
- The provider must agree that there will not be any cost reimbursement from the Transitional Assistance Department (TAD) Welfare-to-Work (WTW) program for Mental Health services provided to the customer.

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Approving Mental Health Services with Non-Contracted Providers, Continued

How to approve non-contracted services

The ESS follows the steps below to approve non-contracted Mental Health services:

Step	Action
1	Has the customer sign the Applicant's Authorization for Release of Information (ABCDM 228) and has the customer hand deliver the form to the provider. If the customer refuses to sign a Release of Information, it is his or her responsibility to provide necessary documentation to the ESS.
2	Completes Sections 1 and 2 of the Program Services Referral (HS 711.56) and faxes the form to the provider (if the provider is willing to use this form). A non-contracted provider who does not want to use the HS 711.56 may use his/her agency's evaluation form(s).
3	Schedules a return appointment to review the provider's recommendations with the customer.
4	Leaves the customer in current WTW activities, if s/he is able to continue those activities.
5	Reviews information at the return appointment: • Completes an Individual Assessment (see Chapter 12 – Assessment) if the customer has not previously completed an Assessment activity. • Has the customer sign a WTW Plan – Activity Assignment (WTW 2) that includes the Mental Health service. Authorizes the supportive services that will enable the customer to successfully participate in the Mental Health activity.
6	Enrolls the customer into the appropriate non-contracted Mental Health activity in C-IV. The non-contracted provider and associated services and activities may need to be added to the Resource Databank (RDB).
7	Reviews progress and attendance monthly using the Attendance and Progress Report (WTW 733.4) or the non-contracted provider's standard progress and attendance form(s).
8	Completes a journal entry stating how many hours of mental health services the customer is recommended to attend and why.
9	Images all completed forms.

Mental Health Evaluation Results

Introduction

This section provides information regarding the possible results the Employment Services Specialist (ESS) will see when a Mental Health provider returns the evaluation form.

Overview

A Mental Health evaluation results in six possible recommendations as listed on the Program Services Referral (HS 711.56):

1. The customer does not need Mental Health services at this time.
2. The customer declines Mental Health services at this time.
3. Good Cause from Welfare-to-Work (WTW) activities is recommended.
4. The customer is referred to a more intensive level of care.
5. Participation in WTW activities concurrently with Mental Health services.
6. Mental Health services only.

Each of these recommendations is discussed in this section. The ESS assigns the customer as recommended by the provider, unless there is a disagreement. (See “Disagreements block” under Case Management for Mental Health Services.)

No Mental Health services

If the customer declines or does not need Mental Health services, the ESS places the customer in the next appropriate WTW activity.

- If the customer does not participate in the assigned activities, the ESS initiates Noncompliance.
- If the customer responds to noncompliance notice(s), the ESS offers Mental Health services again.

Good Cause

If the contracted Mental Health service provider recommends Good Cause from WTW activities, the ESS evaluates the customer for possible Good Cause status. The ESS:

- Normally places the customer in Good Cause status based on the provider’s recommendation. If the ESS and clinician do not agree, see “Disagreements block” under Case Management for Mental Health Services.
- Completes a Journal entry explaining referral results.
- Reviews the Good Cause status monthly.

<u>Note</u>: Supervising Employment Services Specialist I (SESS I) approval is required every 30 days while the customer is in Good Cause status.

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Referred to a more intensive level of care

If a **contracted** provider recommends a more intensive level of care:

- The provider establishes care for the customer.
- The provider writes the name and telephone number of the care provider on the HS 711.56, which is returned to the ESS.
- The ESS obtains a new, signed Release of Information (ABCDM 228) from the customer so that the new provider may discuss relevant case information with the ESS.
- The ESS forwards the ABCDM 228 and HS 711.56 to the new provider.
- In some cases, the customer may be able to participate in WTW activities concurrently with the Mental Health activity.
- The ESS completes and has the customer sign a WTW Plan – Activity Assignment (WTW 2) to change the location and schedule of the Mental Health activity.

If a **non-contracted** Mental Health service provider recommends a more intensive level of care:

- The ESS determines the next appropriate action.
- The ESS may consult the Mental Health service provider for recommendations.
- Complete an ABCDM 228.
- If the non-contracted provider is not in C-IV, the ESS requests the Resource Databank (RDB) maintainer in his/her office to input the provider into C-IV.
- The ESS enters the activity into C-IV, and completes a Journal entry.

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Mental Health Evaluation Results, Continued

Concurrent Mental Health services

If the provider recommends Mental Health services as a concurrent activity, the ESS consults the schedule provided on the HS 711.56. Mental Health services should be available during flexible hours to allow participation in other WTW activities.

- The ESS schedules the customer for Assessment if the customer has not already completed an Assessment activity.
- The customer signs a WTW 2 that includes Mental Health services.
- If possible, the customer satisfies the 20/30/35 hour weekly, 85/128/150 hour monthly requirement per the contracted Service Provider's recommendation.
  Example of participation hours: The Service Provider determines a customer (Single Custodial Parent with all children over six) needs eight hours/week of Mental Health services, but he/she can also participate in other WTW activities up to 30 hours a week, 128 hours per month. The customer signs a WTW 2 that includes 20 hours of unpaid Work Experience (WEX), and two hours of vocational training, and eight hours of Mental Health Services.
- If the customer is not able to participate for the full required hours, the ESS assigns other appropriate WTW activity(ies) for as many hours as recommended by the Mental Health service provider.
- The ESS creates a Journal entry documenting the recommendation of the Mental Health service provider.

Mental Health services only

If the contracted service provider recommends Mental Health services only:

- Mental Health services are available to the customer as part of the WTW 2 for as long as necessary; the contracted provider notifies the ESS when the customer is ready to participate in concurrent activities.
- The ESS obtains the Employment Services Manager (ESM) approval after three months of a stand-alone Mental Health activity.
- The ESS completes an Individual Assessment if the customer has not already completed an Assessment activity.
- The customer signs a WTW 2 for Mental Health services, based on the service provider recommendations.
- The customer is in active status in the C-IV system even if the individual participates less than 20/30/35 hours per week in Mental Health services.

Journal Entries for Mental Health Services

Introduction

This section provides information regarding completing Journal entries for customers receiving Mental Health services.

Purpose of the journal

The Journal provides a summary of actions taken and/or issues discussed. The Journal should not include the Employment Services Specialist's (ESS's) personal opinions, but instead should reflect facts and observations.

When completing a Journal entry, the ESS should keep in mind that Journal entries are viewable by other workers dealing with the same customer. The Journal should give anyone looking at the case a clear and concise picture of what's happening with the customer. Journal entries should:

- Record information not documented elsewhere in the case.
- Support case management decisions.
- Remind the ESS of actions needed or taken.
- Provide a coherent record for case review and audit.

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Mental Health services Journal entries

Mental Health Services present some challenges for the ESS when attempting to complete an accurate Journal entry and still maintain the utmost confidentiality for the customer. Examples of Journal entries for Mental Health services are below.

Example 1
Situation: Susie in for cause determination appointment. She explained that she has not been job searching because her daughter has recently been in trouble and has been expelled from school. Susie said she feels as if she cannot leave her daughter alone during the day. She thinks her daughter is using drugs but she cannot talk to her. Susie asked if she could have a referral to counseling for herself and possibly for her daughter. This instance of noncompliance is ended.

Journal entry: Susie in for cause determination appointment. She asked for a referral to counseling services for herself and her daughter, who had recently been expelled from school. Good Cause found for not completing job search. Susie already completed Assessment during Job Club, so updated customer's goals in the C-IV system, completed Release of Information form and WTW Plan – Activity Assignment (WTW 2) for counseling services. The Program Service Referral (HS 711.56) and the Release of Information (ABCDM 228) are faxed to the Department of Behavioral Health (DBH). Set return appointment to discuss referral results and complete a WTW 2.

Example 2
Situation: Barbara completed Orientation; during Appraisal she stated she is suffering from depression and anxiety symptoms, which included weekly panic attacks that prevent her from maintaining employment. She tries to attend Al-Anon sessions but finds it very difficult sitting in a group. ESS talked to Barbara about enrolling in a Mental Health activity, and she agreed.

Journal entry: Barbara completed Orientation and Appraisal, all forms completed. Barbara self-identified as having Mental Health issues and requested a referral to DBH. Completed Individual Assessment, signed WTW 2 for DBH services. The HS 711.56 and the ABCDM 228 are faxed to DBH. Set return appointment to discuss referral results and complete WTW 2.

Case Management for Mental Health Services

Introduction

This section provides information regarding various case management issues for customers involved in Mental Health services.

WTW 2

The WTW Plan – Activity Assignment (WTW 2) for customers with mental or emotional issues must include appropriate employment accommodations or restrictions, supportive services, and treatment requirements. The Plan is developed based on the results of the contracted provider's recommendations.

Disagreements

If the Employment Services Specialist (ESS) does not agree with the provider's recommendation, the ESS calls the clinician and attempts to resolve the situation. If the clinician and the ESS cannot agree, the Supervising Employment Services Specialist I (SESS I) and Clinic Supervisor resolve the situation.

Length of activity

Mental Health services are available to the customer as part of the WTW 2 for as long as necessary, up to the California Work Opportunity and Responsibility for Kids (CalWORKs) 48-Month Time Limit.

- Participation in work activities is encouraged as soon as possible to help the customer become self-sufficient before the end of his/her time limit.
- The provider estimates how long the customer will need Mental Health services as part of the initial evaluation of the customer and provides feedback to the ESS.

Note: The ESS obtains the Employment Services Manager (ESM) approval after three (3) months of a stand-alone Mental Health activity.

Progress and attendance

The provider estimates length of treatment and provides a weekly schedule as part of the initial Mental Health evaluation. The provider reports monthly progress and attendance to the ESS.

- Progress Reports are completed by the clinician and provided to the ESS between the first (1st) and fifth (5th) calendar day of each month.
- If the customer completes or stops attending Mental Health Services, the clinician informs the ESS within five (5) working days.
- The form used to report progress and attendance is the Attendance and Progress Report (WTW 733.4).
- Non-contracted providers may use the WTW 733.4 to report progress and attendance to the ESS, or they may use their agency's standard progress and attendance report.
- Progress and attendance reports are provided to the ESS for as long as the customer is in concurrent or stand-alone Mental Health services.

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Case Management for Mental Health Services, Continued

SSI	If the ESS determines the customer is unemployable due to Mental Health barriers based on the Department of Behavioral Health (DBH) report, the customer is referred to the Supplemental Security Income (SSI) advocate for assistance in applying for SSI.
Exemption	If the provider diagnoses the customer with an incapacity that indicates exemption, a licensed psychologist completes a CW 61 to verify the exemption.
Noncompliance	When Mental Health services are part of the WTW 2, the customer is obligated to participate in them. However, if the customer fails to comply with Mental Health services, the ESS does the following before initiating noncompliance: • Consults with the provider to determine if there is good cause for failure to comply, and • Takes into consideration whether the Mental Health problem caused or substantially contributed to the failure to comply.
Curing a sanction	A sanctioned customer may cure the sanction by participating in Mental Health services, regardless of the reason s/he was sanctioned.
Notifying the provider when a customer loses eligibility	The ESS **must** notify the Department of Behavioral Health (DBH) via the Memo to Service Providers (WTW 77) whenever a customer: • Is dropped from Mental Health services before completing the program, **or** • Becomes ineligible for CalWORKs Mental Health services.

WELFARE-TO-WORK POLICY HANDBOOK

CHAPTER 7

Self-Initiated Program (SIP)

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SECTION D **SIP Participation and Monitoring**

Chapter 7

Self-Initiated Programs (SIPs)

Chapter Overview

Introduction

This chapter provides information that will assist the Employment Services Specialist (ESS) in evaluating and monitoring Self-Initiated Programs (SIPs).

SIP definition

A Welfare-to-Work (WTW) customer qualifies for SIP status when he/she:

- Has **applied** for and been **accepted** to an undergraduate degree or certificate program prior to Orientation/Appraisal (O/A), or
- Is **enrolled** and **attending** an undergraduate degree or certificate program prior to O/A.

Education and training programs not treated as SIPs

The information provided in this chapter does not apply to the California Work Opportunity and Responsibility to Kids (CalWORKs) customers who are enrolled in:

- Education Directly Related to Employment:
  - Adult Basic Education (ABE),
  - General Educational Development (GED) Certificate,
  - English-as-a-Second Language (ESL), or
  - High School Diploma (HSD).
- Vocational Education and Training Contracted Service Providers (a list of providers is located on the TAD Website/Tools/WTW Tools/WTW Contracted Vocational Education Provider List).
- State Department of Vocational Rehabilitation education and training
- Education and Training programs arranged through one of the Employment Resource Centers and funded through the Workforce Investment Act (WIA)
- Apprenticeship Programs
- Job Skills Training Directly Related to Employment – excluding SIPs assigned to this activity

See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 16 – Education and Training for additional information.

In this chapter

This chapter contains the following sections:

Continued on next page

Forms summary

The table below summarizes various forms used in conjunction with SIPs.

Form #	Title	Location
ABCDM 228	Applicant's Authorization for Release of Information	C-IV
ADM 102 CIV	Appointment Letter	C-IV
WTW 227	CalWORKs/TANF Verification	TAD Forms Catalog, WTW
WTW 735	Education/Training Progress Report	TAD Forms Catalog, WTW
WTW 735.1	SIP Appointment Notice	TAD Forms Catalog, WTW
WTW 735.2 WTW 735.2 (SP)	Attendance Report	Forms and Distribution (FDU), and TAD Forms Catalog, WTW
WTW 735.5	Education/Training Progress Report Cover Letter	TAD Forms Catalog, WTW
WTW 738	Community College Enrollment Hours Verification Report	TAD Forms Catalog, WTW
WTW 738.1	Educational Provider Unsupervised Study/Homework Time Expectations	TAD Forms Catalog, WTW
WTW 77	Memo to Service Providers	TAD Forms Catalog, WTW
WTW 772.4	SIP Approval Checklist	TAD Forms Catalog, WTW
WTW 772.4A	SIP Individual Education Plan	TAD Forms Catalog, WTW
NA Back 9	Your Hearing Rights	C-IV
NA 119 CIV	SIP Denial Notice	C-IV
NA 823	Approval/Denial of Ancillary NOA	C-IV
WTW 1	Welfare-to-Work Plan Rights and Responsibility	C-IV
WTW 2	Welfare-to-Work Plan Activity Assignment	C-IV
WTW 8	Student Financial Aid Statement	TAD Forms Catalog, WTW
WTW 17	Waiver of CalWORKs Learning Disabilities Screening and/or Evaluation	TAD Forms Catalog, WTW

Section A

SIP Evaluation Process

Overview

Introduction

This section provides information regarding the Self-Initiated Program (SIP) evaluation process.

Contents

This section contains the following topics:

General SIP Participation Information

Introduction

This section provides information regarding general participation information for customers in approved Self-Initiated Programs (SIPs).

Reference

The following references apply to this information:

- Eligibility and Assistance Standards (EAS) 42-711.11
- EAS 42-711.54
- EAS 42-711.557

Monthly/Weekly participation requirements

The table below provides participation requirements for mandatory California Work Opportunity and Responsibility to Kids (CalWORKs) customers.

If household consists of…	Then the customer must participate in Welfare-to-Work (WTW) activities…
A single custodial parent with a child under six years old,	• 85 hours per month/20 hours per week, and • All hours must be in a core activity in order to meet the Federal Work Participation Rate (WPR).
• An adult in a single-parent family with all children 6 and older, or • A two-parent family in which one parent is **Work-Eligible Individual (WEI) excluded** from participation,	• 128 hours per month/30 hours per week, and • 85 hours per month/20 hours per week of the above hours must be in core activities in order to meet Federal WPR.
A two-parent family in which both parents are WEIs,	• 150 hours per month/35 hours a week. • Both parents may contribute the 35-hour requirement. • One parent must participate in core activities for a minimum of 128 hours per month/30 hours per week of the above hours in order to meet Federal WPR.

<u>**Note**</u>**:** Customers in SIPs only need to meet the overall participation requirement (20/30/35 hours per week, 85/128/150 hours per month). They are **not** required to meet Federal work requirements but should be encouraged to do so as long as it meets the best interests of the customer. This is determined on a case-by-case basis.

See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Welfare-to-Work (WTW) Activities for additional information regarding State and Federal participation requirements.

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Two-parent SIP participation requirements

Two-parent households may share the 35 hour weekly/150 monthly participation requirement, if one parent is in a SIP. The SIP parent needs to participate 30 core hours (128 hours per month) in order to meet the Federal Work Participation Rate (WPR) and the other parent can participate in 5 hours per week (22 hours per month) of another core activity. This would meet the Federal requirements for the first 12 months (if the customer has 12 month of Vocational Education left).

If both parents are SIPs, both must participate 30 hours per week/150 hours per month each in his/her individual SIP activities.

Sequence of activities

If time allows prior to the start date of a customer's approved SIP, he/she will attend the regular sequence of WTW activities until the SIP begins.

When a customer is assigned to Job Readiness either prior to the SIP start date or concurrently with the SIP, he/she is not required to accept a job that would interfere with his/her SIP schedule.

Customers attending a four-year college or university

Customers attending a four-year college or university are eligible for SIP evaluation.

- California Work Opportunity and Responsibility to Kids (CalWORKs) offices do not exist at four-year universities as they do on community college campuses; therefore, it may be more difficult for the Employment Services Specialist (ESS) and/or the customer to get any necessary information from the school. However, monthly attendance verification is a requirement for all unpaid WTW activities.
- Customers attending four-year schools may be able to complete a Bachelor's Degree while participating in the WTW program.

SIPs and the teaching credential program

When a customer is attending a Bachelor's Degree program and he/she transfers to a California regular classroom teaching credential program, the credential program may be approved as part of the SIP. The customer's intent to transfer must be documented on his/her Individual Education Plan (WTW 772.4A).

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SIPs and Assessment

Customers do not have to complete an Assessment activity prior to having their SIP evaluated/approved.

A SIP customer will be required to attend and complete an Assessment activity if he/she is participating in:

- Concurrent activities to satisfy the weekly/monthly participation requirement, including employment activities.
- The regular sequence of WTW activities while waiting for the SIP to begin.

Note: Customers meeting the weekly/monthly participation requirement solely through his/her SIP are not required to complete an assessment.

SIPs and time limits

The following time limits apply to SIPs:

- Approved SIP programs may continue until the customer reaches his/her CalWORKs 48-Month Time Limit.
- The first 12 cumulative months of a SIP count towards Federal and State WPR.
  - Although C-IV now tracks a customer's time spent in a Vocational Education activity, the ESS and the Program Integrity Division (PID), for WPR verification purposes, will need to continue to review the case and manually count the months the customer has participated in a SIP or Vocational Education activity to ensure accuracy.
  - Historical SIP data could not be converted for Voc Ed time limit tracking purposes.
- SIPs extending beyond the 12 month Vocational Education limit will be coded under:
  - Job Skills Training Directly Related to Employment activity (for customers with a High School Diploma (HSD) or equivalent).
  - Education Directly Related to Employment (for customers without a HSD or equivalent).

Exempt volunteers

Exempt volunteers follow the same steps for SIP evaluation and approval as mandatory customers. However, they do not have to meet weekly/monthly participation requirements. Exempt volunteers are only required to participate the hours that are agreed upon on their WTW 2.

See WTWPHB Chapter 3 – Exemptions for additional information.

Full-time enrollment

The ESS should encourage, but **cannot** require, full-time enrollment in the approved SIP.

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Participation during school breaks	During quarter, semester and summer breaks, mandatory customers must continue to participate in approved WTW activities to meet required hours of participation. Excused absence hours cannot be used over school breaks.
Study/ Homework time	Study/homework time is the time required outside the regular class period to complete assignments. Supervised and unsupervised study time may count towards the weekly/monthly participation requirement. See the SIP Study/Homework Time section in this chapter for additional information.

Orientation/Appraisal (O/A) Appointment

Introduction

This section contains information regarding the Orientation/Appraisal (O/A) appointment, Self-Initiated Program (SIP) date of discovery and actions related to O/A.

SIP discovery date

The Employment Services Specialist (ESS) may discover an individual is enrolled in a SIP at or prior to the O/A appointment. On the date the ESS discovers a customer is enrolled in a SIP, he/she schedules an appointment for the customer to provide information regarding the SIP.

When the date of SIP discovery occurs…	Then the ESS…
Prior to the O/A appointment,	• Schedules an O/A appointment **immediately** for applicant customers choosing to volunteer, and/or • Schedules an individual O/A if the regularly scheduled group O/A would interfere with the customer's SIP schedule.
At the O/A appointment,	Schedules a SIP Appointment Notice (WTW 735.1) to occur **within** ten calendar days. If the educational provider is unable to provide the SIP with an appointment within the ten day timeframe, the ESS will complete a thorough Journal entry and schedule the customer for an appointment following the appointment with the educational provider. **<u>Note</u>:** The SIP evaluation appointment may be conducted immediately following the O/A appointment if the customer provides all necessary information/documentation.

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O/A appointment

At the O/A appointment, the ESS ensures the customer completes all O/A requirements found in Welfare-to-Work Policy Handbook (WTWPHB) Chapter 4 – Orientation, Appraisal, and Reappraisal. Additionally, the ESS enters known SIP information into the C-IV system with **Status** of **Pending** and **Status Reason** of **Waiting for Verification**, on the **SIP Status Detail** page. See C-IV User Guide, SIP for additional information.

SIP determination is based on the originally scheduled O/A date. If a customer is scheduled for O/A and fails to show, then reports enrollment in an education program after the originally scheduled O/A date, he/she would not be considered a SIP.

Sanctioned customers

Customers who have been sanctioned for over 12-months can cure their sanction by completing an O/A. However, these customers would not be eligible to participate in a SIP unless they were enrolled in the education program prior to their originally scheduled O/A.

Exempt volunteers

Exempt volunteers do not qualify for a SIP unless the exemption began prior to the completed O/A.

Breaks in aid

Customers who attend O/A following a break in aid of at least one month must be evaluated for SIP participation. This includes instances when the customer was not in a SIP during his/her previous time on aid.

Inter-County Transfers

Introduction

This section provides information regarding how to handle a Self-Initiated Program (SIP) that has been approved in another county.

Approved SIPs in other counties

When a customer is attending an education or training program that was approved as a SIP in another county, the Employment Services Specialist (ESS) requests documentation regarding the SIP from the other county or from the customer. The chart below explains the process.

If…	Then the…
The customer made satisfactory progress in his/her SIP in the other county,	SIP may be approved as a Welfare-to-Work (WTW) activity in San Bernardino County.
The customer did not make satisfactory progress in his/her SIP in the other county,	SIP will not be approved in San Bernardino County. **Note**: If the lack of progress was due to a suspected learning disability, the customer must be offered a learning disability screening and/or evaluation.
SIP documentation is not available from the customer or the other county,	ESS evaluates the education or training program as a new SIP.

Scheduling the SIP Evaluation Appointment

Introduction

This section provides information to assist the Employment Services Specialist (ESS) in preparing for the Self-Initiated Program (SIP) evaluation appointment.

Scheduling the appointment

If the customer does not have all necessary information/documentation with him/her at the Orientation/Appraisal (O/A) appointment, the ESS schedules a SIP evaluation appointment to take place within ten calendar days and follows the steps below. If the educational provider is unable to provide the SIP customer with an appointment within the ten day timeframe, the ESS will complete a thorough Journal entry and schedule the customer for an appointment following the appointment with the educational provider. The ESS will:

Step	Action
1	Schedule the appointment, via the SIP Appointment Notice (WTW 735.1), to take place within ten calendar days. Advise the customer to bring the following to the SIP evaluation appointment: • A completed Progress Report (WTW 735) for each class • Graduation requirements from the school's catalog • Current class schedule or other verification of enrollment • Transcripts of grade reports for all completed course work • Individual Education Plan (IEP) (WTW 772.4A) completed by the California Work Opportunity and Responsibility to Kids (CalWORKs) Coordinator or Education Counselor – The ESS may complete the IEP if the customer signs the form and attaches transcripts and graduation requirements. – The IEP should include all courses required for completion of the SIP, including core courses, electives, and completed course work. **<u>Note</u>:** The ESS will assist the customer with obtaining school information available via the school's website.
2	Send the Memo to Service Providers (WTW 77) to the CalWORKs Coordinator. See Section A, Community College Contact Information.
3	Ask the customer to: • Contact the campus CalWORKs Coordinator to arrange participation in concurrent campus-based activities (if enrolled at a community college) and if the customer needs additional hours to meet participation requirements. – Complete and have the customer sign the Applicant's Authorization for Release of Information (ABCDM 228), allowing for information exchange between WTW and the school. • Bring verification of his/her participation in community service or employment, if any, to the SIP evaluation appointment, if enrolled at any other school.

Continued on next page

Scheduling the appointment (continued)

Step	Action
4	Have the customer sign a WTW Plan Activity Assignment (WTW 2) for Job Readiness, Job Search, and/or Assessment for the first start date following the SIP appointment. Inform the customer he/she will be assigned and required to attend Job Readiness, Job Search, and/or Assessment if he/she: • Fails to attend the SIP evaluation appointment, or • Does not provide the required SIP documentation.

Note: An assessment will be needed for any concurrent activity (example for breaks, work study, employment, etc.). The ESS should assign an assessment activity prior to the SIP appointment.

Community College Contacts Information

Introduction

This section provides contact information for California Work Opportunity and Responsibility to Kids (CalWORKs) staff at all the local community colleges.

Campus CalWORKs contact information

Contact information for the local community college CalWORKs offices is listed below.

College	CalWORKs Coordinator	CalWORKs Counselor	Phone/Fax #
Barstow College 2700 Barstow Road Barstow, CA 92311	Joann Garcia	Michelle Lopez	(760) 252-2411 Ext. 7374
Chaffey College Rancho Campus 5885 Haven Ave, AD-190 Rancho Cucamonga, CA 91737 Fontana Campus 16855 Merrill Ave, Fontana, CA 92335 Chino Campus 5897 College Park Ave Chino, CA 91710	Kathy Dutton (Director)	Leticia Mowrey, Full Time Support Michelle Newsome Maria Rios Victoria Pappas	Rancho Campus: (909) 652-6049 Fontana Campus: (909) 652-7485 Chino Campus: (909) 652-7653 Fax: (909) 652-6047
Copper Mountain College 6162 Rotary Way Joshua Tree, CA 92252	Laura Nankervas	Laura Nankervas	(760) 366-3791 Ext. 4247
Crafton Hills College 11711 Sand Canyon Road Yucaipa, CA 92399	Rejoice Chavira	Manika Singh	Phone: (909) 389-3456 (909) 389-3239 Fax: (909) 389-3621
Mt. San Antonio College 1100 N. Grand Ave Walnut, CA 91789	Carolyn Keys	Sylvia Turcios Jennifer Flores	Phone: (909) 274-4755 Fax: (909) 274-2113

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Community College Contacts Information, Continued

Campus CalWORKs contact information (continued)

College	CalWORKs Coordinator	CalWORKs Counselor	Phone #
San Bernardino Valley College 701 S. Mount Vernon Ave San Bernardino, CA 92410	Shalita Tillman	Leslie Gregory	Phone: (909) 384-4429 Fax: (909) 885-4758
Victor Valley College 18422 Bear Valley Road Victorville, CA 92395	Sheree Caldwell	Melanie Dub-Price Jacquelyn Stahkle	Phone: (760) 245-4271 Ext. 2361 Ext. 2205 Fax: (760) 843-6747
Riverside Community College District Riverside City College 4800 Magnolia Ave Riverside, CA 92506 Moreno Valley College 16130 Lasselle Street Moreno Valley, CA 92551 Norco College 2001 3rd Street Norco, CA 92860	Annie Pattison Carol Wolke	Anne Pattison	Phone: (951) 222-8648 Fax: (951) 222-8544

SIP Concurrent Activities

Introduction

This section provides information regarding activities and study/homework time hours that may be used in conjunction with the approved Self-Initiated Program (SIP) to satisfy weekly/monthly participation requirement.

Approved concurrent activities

An individual whose education or training program is approved as a SIP may satisfy the weekly/monthly participation requirement through a combination of the following approved activities:

- Unsubsidized employment
- Subsidized public or private sector employment
- Unpaid Work Experience (WEX) or Community Service
- On-the-Job Training (OJT)
- College Work Study – a form of Subsidized Employment
- Job Readiness
- Job Skills Training Directly Related to Employment (customers with a High School Diploma (HSD) or equivalent).
- Education Directly Related to Employment (customers without a HSD or equivalent)

Note: All activities require monthly attendance verification due between the first and fifth calendar day of each month.

Community college disability programs and services

Approved SIPs attending community college programs may be able to receive a learning disability evaluation and any necessary accommodations through the Disability Programs and Services department on campus; check with the campus California Work Opportunity and Responsibility for Kids (CalWORKs) office for further information.

Continued on next page

Summary of campus-based activities

The following chart provides a summary of campus-based activities that may count towards the weekly/monthly participation requirement with monthly verification of attendance from the school.

Activity Examples	What Can Be Counted
Classroom	Scheduled hours required for each class, including associated lab hours
Tutorial Labs	Time spent in the tutoring or learning center
Basic Skills Classes	Remedial math/reading/writing classes recommended by an instructor or counselor
Special Education (Learning Disabilities)	Hours spent in special classes for customers with diagnosed learning disabilities
Internships/Cooperative Education/Externships/ Work Experience	Specific assignments that provide work experience in the individual's career path (Includes preparation time, e.g., sterilizing equipment and preparing patients' charts)
Distance Learning	Scheduled hours for required courses (E.g., tele-courses and online courses)
Supplemental Instruction	Mandatory/recommended seminars
Job Seeking Skills	Classes covering specific employment topics, including: • Resumes and Cover Letters • Applications & Interview Preparation • Job Search Skills
Life Management Skills Classes	Classes covering such topics as: • Money Management • Parenting Skills • Stress Management • Time Management **Note**: Located in select district offices, see Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Activities for more information.
Job Readiness Skills	Classes covering such topics as: • Work Ethics and Attitudes • Customer Service • Dependability (Attendance and Punctuality) • Interpersonal Communications
Business Skills	Classes covering such topics as: • Basic Keyboarding • Computer Literacy

Note: All of the campus-based activities require monthly attendance verification. See the SIP Attendance in section D of this chapter for additional information.

SIP Study/Homework Time

Introduction

This section provides information regarding study/homework time information for customers in approved Self-Initiated Programs (SIPs).

Study/ homework time

Study time or homework time (study/homework time) is the time required outside of the regular class period to complete assignments.

Supervised and unsupervised study/homework time may count towards the weekly/monthly participation requirement when combined with the following educational activities:

- Vocational Education and Training
  - Core activity for up to 12 months
- Job Skills Training Directly Related to Employment (customers with High School Diploma (HSD) or equivalent)
  - Core activity when combined with 20/30 hours in a different core activity
- Education Directly Related to Employment (customers without HSD or equivalent)
  - Core activity when combined with 20/30 hours in a different core activity

Note: Total supervised and unsupervised study/homework time hours cannot exceed the hours required or advised by the educational provider.

Unsupervised study/ homework time verification

Verification for unsupervised study/homework time must include a written statement from the educational program indicating the amount of study/homework time required (i.e., school/provider catalog of recommended unsupervised study time hours or a written statement from the instructor, counselor, authorized administrative staff, or educational program administrator).

The ESS **must** review the Work Participation Rate (WPR) **WPRVerifications** folder of hssserver235 to ensure the school has an Educational Provider Expectations of Study/ Homework Time (WTW 738.1) form on file. See the “Accessing the WPR Verification Folder” block in this chapter for instructions for accessing the WPR Verifications folder.

Unsupervised study/ homework time for labs, internships and clinical courses

Labs, internships and clinical courses are not eligible to study/homework time unless the customer provides documentation from the educational provider that specifically states the course requires students to study or perform schoolwork outside of normally scheduled hours. The documentation must also include how much study/homework time is required for the course.

Continued on next page

Unsupervised study/ homework time for physical education classes

Customers who are enrolled in a physical education course are eligible to receive study/homework time only if the course setting is in a lecture or classroom environment. Courses that mainly consist of physical fitness activities are not eligible to study time unless the customer provides documentation from the educational provider that specifically states the course requires students to study or perform school work outside of normally scheduled hours. The documentation must also include how much study/homework time is required for the course.

Accessing the WPR Verification Folder

School/provider study/homework time expectations in the form of the imaged ESP 738.1 will be listed in alphabetical order and placed in the subfolder named **WPR Study Homework Time verification - 2009 and ongoing** in the **WPR Verification Folder** on the **HSSserver235** by PDD.

The ESS can access the **WPR Verification Folder** by following the steps below:

Step	Action
1	Go to the Desktop and right-click on the **Computer** icon.
2	Select **Map Network Drive**. The **Map Network Drive** window will appear.
3	Type **\\hssserver235\WPRVerifications\WPR Study Homework Time verification - 2009 and ongoing** in the Folder field**.** Keep the drive letter as the default.
4	Click the **Finish** button.

Note: If an error message appears when the **Finish** button is clicked, the ESS will go back and make sure the entry in the **Folder** field is correct, including spaces and capitalization. If an error message continues to appear, the ESS will notify the SESS I to ensure the ESS has access to the folder.

Continued on next page

Unsupervised study/ homework time education program verification

After access to the **WPR Verification Folder** is obtained, the ESS will search the folder for the school/provider's study/homework time verification and then follow the chart below.

If the ESS…	Then he/she will…
Finds the needed verification from the school/provider,	• Document this in a Journal entry, and • Add study/homework hours in the comments section on the **Customer Activity Detail** page. Only scheduled hours will be entered in the **Scheduled Hours Per Week for this Activity** section.
Does not find the required documentation needed to count study/homework time,	• Request the information via the Educational Provider Unsupervised Study/Homework Time Expectations (WTW 738.1) to be completed, signed and dated by the school/provider, • Give the completed WTW 738.1 to his/her SESS I to review and send new verification to PDD, mail code #0079, Attention Welfare-to-Work (WTW) Program Specialist (PS) – The PS will save the WTW 738.1 in the **WPR Verification Folder**, and • Journal actions taken.

Unsupervised study/ homework time education program verification (continued)

Documentation for unsupervised study/homework time must be on-file **BEFORE** the ESS can **count hours of participation** for study/homework time.

The information contained on the WTW 738.1 imaged into the **WPR Verification Folder** is considered valid until the educational provider informs the county of any changes.

For additional information on the **WPR Verification Folder** see Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Participation Requirements/WTW Activities.

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Supervised study/ homework time verification

Verification for supervised study/homework time (i.e. labs and tutorials) must include:

- Written statement from the educational program indicating the amount of study/homework time required, **and**
- Monthly Verification of actual hours in a time sheet format including:
  - Name of customer
  - Supervised study time hours
  - School/provider name
  - Name and telephone number of person verifying hours
  - Signature, and dated by the education program person verifying hours
  - Imaged attendance verification into C-IV

Total study/homework time hours cannot exceed the hours required or advised by the educational provider.

The SIP customer may use the Attendance Report (WTW 735.2) to verify supervised study time hours. The WTW 735.2 and Forms and Procedures (F&P) guide are available online under TAD Forms Catalog, WTW.

The ESS will image documentation on school/provider study/homework expectations and attendance in C-IV. See the SIP Attendance in section D in this chapter for additional information.

Continued on next page

Counting study/ homework time hours examples

See the table below for examples of study/homework time verification and how to count the time.

If the study time is…	And the verification is…	Then…
Unsupervised,	Written statement from the educational program advising the amount of study time is 30 minutes for each one hour of class time,	Allow 30 minutes for each hour of **verified class** time. **Note**: If the education program advises less than one hour for unsupervised study time, count the time stated by the program.
	Written statement from the educational program advising the amount of study time is two hours for each hour of class time,	Allow one hour for each hour of **verified class** time. **Note**: If the education program advises more than one hour for unsupervised study time, count a **maximum of one hour for each hour of class time.**
Supervised study time,	Written statement from the educational program advising the amount of study time is two hours for each hour of class time. Monthly supervised study time attendance verification of hours due between the first and fifth calendar day of each month.	Allow the actual hours of **verified study** time. **Note**: Supervised study time is not related to a recommended or specified number of hours for each class.

Note: Documentation for study/homework time must be in the **WPRVerification Folder** **before** the ESS can count hours of participation towards the SIP customer's weekly/monthly participation requirement.

Refer to the "Unsupervised study/homework time education program verification" block in this section for specific information.

Continued on next page

Entering study time hours in C-IV

Study/homework time must be added to the hours of attendance entered on the **Activity Progress Detail** page in C-IV.

Example: A customer attends his/her SIP/Voc Ed activity three days a week, Mondays, Wednesdays, and Fridays for four hours and an additional four (4) hours of **supervised** study time on the same days; the ESS will enter eight (8) hours for each day the customer ***attended*** his/her supervised study time for the SIP/Voc Ed activity.

Only class time hours will be entered in the **Scheduled Hours per Week for this Activity** section of the **Customer Activity Detail** page in C-IV. Study time hours **must** be included in the **Additional Comments** section of the **Customer Activity Detail** page and on the **Additional Comments** section of the WTW 2. See the "Assignment and Services" block in the WTW 2 F&P guide for additional information.

Study/ Homework time examples

Examples of determining study/homework time hours are below.

Example 1:

Lisa's 12-month lifetime limit for SIP/Voc Ed ends and the ESS enrolls her into Job Skills Training Directly Related to Employment or Education Directly Related to Employment (whichever applies) for five hours per week. The educational provider's statement on file requires that one hour of study/homework time is required for each one hour of class time. Therefore, unsupervised study/homework time equates to five hours per week.

This means the ESS will count 10 hours per week in the Job Skills Training Directly Related to Employment or Education Directly Related to Employment activity. In order for the SIP to meet Federal WPR, this customer needs to participate 20 additional hours in a subsequent core activity for her educational activity to count as a core activity.

Example 2:

Same as situation stated above, however, Lisa agrees to volunteer at her child's school. Her goal is to be an elementary school teacher.

The Work Experience (WEX)/Community Service Calculation (WTW 15 outside of C-IV located in the TAD WTW Forms catalog) comes out to 8 hours; the ESS deems (counts) 20 hours for the WEX or Community Service activity, and 10 hours in Job Skills Training Directly Related to Employment (5 for the class and 5 for study/homework time). This customer has 30 hours of core participation, meeting Federal requirements (for a Single Custodial Parent with all children over six years old).

Note: SIP participants are **not** required to meet core hours but should be encouraged to do so as long as it meets the best interests of the customers. They are required to meet participation requirements of 20/30/35 hours per week, 85/128/150 hours per month, whichever applies.

SIP Employment

Introduction

This section provides information regarding what to do during the evaluation process when the potential Self-Initiated Program (SIP) customer is also employed.

SIPs and concurrent employment

When the customer is attending a SIP and is also employed, the Employment Services Specialist (ESS) verifies the hours of employment.

If the customer is participating in employment, and he/she is…	Then the…
Not meeting the required weekly/ monthly participation requirements through employment hours alone,	ESS must evaluate the education/training for a SIP and if appropriate, approve it as a Welfare-to-Work (WTW) activity.
Meeting the required weekly/monthly participation requirements through the employment hours alone,	Customer may choose to use the employment as a stand-alone activity, or as a concurrent activity to the SIP.

Note: If the customer chooses to use employment as a stand-alone activity, and later loses that employment, a SIP evaluation cannot take place at that time. The education/training could, however, be evaluated as a Vocational Education and Training, or Job Skills Training Directly Related to Employment following an Assessment.

When the customer chooses to use employment as stand-alone activity

A customer may choose to use employment as his/her stand-alone activity, and choose **not** to have his/her education/training evaluated as a SIP, only if he/she is meeting the required weekly/monthly participation requirement. If the customer is meeting, he/she is:

- Required to provide a written statement (HSS 48 located in the TAD WTW forms catalog) that he/she does not want the education/training evaluated or approved as a WTW activity.
- Not required to comply with SIP approval requirements.

Note: The NA 119 SIP Denial Notice is not given to the customer when he/she requests that his/her education/training program not be evaluated as a SIP activity. The ESS will create a Journal entry stating the customer did not want to use this activity as a SIP.

Stand-alone employment

When a customer who initially chose to waive a SIP evaluation and use employment as a stand-alone activity loses the employment for a good cause reason, the customer must complete an Assessment for evaluation of a Vocational Education or Job Skills Training Directly Related to Employment. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 16 – Education and Training for additional information.

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Assessment for concurrent employment activities

If a SIP participant is employed and his/her employment activity is concurrent with the SIP activity, an assessment **must** be completed.

Customers who work, attend school and are unable to complete an assessment during normal business hours may do so over their next school break. Customers will not be required to miss work or school in order to complete an assessment.

Concurrent employment activity

When a customer uses concurrent employment to meet weekly/monthly participation requirements, he/she must earn at least the federal or state minimum wage, whichever is applicable for the type of employment activity. See WTWPHB Chapter 15 – Employment Activities for additional information.

Examples of applicable Federal minimum wage

Examples of the applicable federal minimum wage are:

- Mike's community college Work Study employment pays Federal minimum wage of $7.25 an hour. Mike may count his hours of employment towards the weekly/monthly participation requirement; even though he earns less than the state minimum wage.
- Jean earns $5.00 an hour babysitting for her sister. She baby-sits for 20 hours per week, earning $100.00. Jean earns less than state minimum wage therefore her total earnings would be divided by the Federal minimum wage. $433.00 – 40% self-employment disregard = $259.80 / $7.25 = 35.83 hours / 4.33 weeks = 8.28 hours (8 hours per week).

See Chapter 15 – Employment Activities of this handbook for additional information.

Employment during school breaks

A customer who becomes employed during a school break may reduce or terminate the employment hours when school resumes if the employer cannot accommodate his/her class schedule.

Conducting the SIP Evaluation

Introduction

This section provides the Employment Services Specialist (ESS) with information regarding conducting the Self-Initiated Program (SIP) evaluation appointment.

How to conduct the SIP evaluation

At the SIP evaluation appointment, the ESS reviews the documentation provided by the customer, determines if the SIP meets the approval criteria outlined in the next section of this chapter, and completes the SIP Approval Checklist (WTW 772.4). The ESS follows the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Verify the customer has signed the Applicant's Authorization for Release of Information (ABCDM 228), allowing for information exchange between the Transitional Assistance Department Welfare-to-Work (TAD WTW) program and the school.

<u>Note</u>: The school may also require the customer to complete their version of a Release of Information form for communication purposes, which is acceptable by TAD WTW when received by fax or mail.</td></tr>
<tr><td>2</td><td>Use the WTW 772.4, Part I, to complete a preliminary evaluation of the education/training program. If the SIP appears to be approvable, verify the mandatory customer is attending classroom, laboratory, internship, and approved concurrent activities to meet the weekly/monthly participation requirement.

<u>Note</u>: All classes the customer is attending at the time of the SIP evaluation appointment may count toward the weekly/monthly participation requirement.</td></tr>
<tr><td>3</td><td>Assist the customer, if necessary, in meeting the weekly/monthly participation requirement.
For customers attending a community college, the campus California Work Opportunity and Responsibility to Kids (CalWORKs) staff may be able to arrange concurrent activities.
If the customer does not attend community college, or if the campus cannot arrange concurrent activities, the ESS may assist the customer.
<u>Note</u>: Concurrent activities will require an assessment. This may mean additional time is needed before the ESS is able to approve the SIP.</td></tr>
<tr><td>4</td><td>Using the approval criteria listed in section B and the WTW 772.4 complete the final SIP evaluation.

<table><tr><th>If the SIP…</th><th>Then follow SIP…</th></tr><tr><td>Meets all approval criteria,</td><td>Approval procedures in Section B of this chapter.</td></tr><tr><td>Meets all approval criteria except that SIP is not likely to lead to self-supporting employment,</td><td>Denial and "unapproved" SIP procedures in Section C of this chapter.</td></tr><tr><td>Does not meet one or more of the other approval criteria,</td><td>Denial procedures in Section C of this chapter.</td></tr></table></td></tr>
</table>

Section B

SIP Approval Information

Overview

Introduction

This section contains information regarding the Self-Initiated Program (SIP) approval process.

Contents

This section contains the following topics:

SIP Approval Criteria

Introduction

This section provides information regarding conditions for Self-Initiated Program (SIP) approval, provides a list of approved education/training programs, and information and examples about various situations.

Approval conditions

A customer's SIP is approvable as a Welfare-to-Work (WTW) activity when **all** conditions referenced below and on the next page are met.

Ref.	Approval Conditions
A	The customer is enrolled in an undergraduate degree or certificate program or a California regular classroom teaching credential program on the date of the Orientation/Appraisal (O/A) appointment or on the date he/she fails to attend an O/A appointment with good cause. "Enrolled" means an individual has applied for and been accepted into a degree or certificate program and continues to meet all enrollment conditions.
B	The customer is making satisfactory progress in the SIP. Satisfactory progress means fulfilling all conditions imposed by the school offering the program in order to maintain current enrollment status which may include, but is not limited to: • Performance, • Monthly attendance, and • Completion time frames based on the standards of the institution and/or program.
C	The customer is attending the SIP and any necessary concurrent activities for weekly/monthly participation requirements.
D	The customer does not have a Bachelor's Degree. **<u>Exception</u>:** A SIP may be approved as a WTW activity when a customer is pursuing a California regular classroom teaching credential at a college or university that has an approved teacher credential preparation program.

Continued on next page

Approval conditions (continued)

Ref.	Approval Conditions
E	Degree or certificate programs offered by a private post-secondary training provider must be: • Approved or exempted by the: – Department of Consumer Affairs, and/or – Bureau for Private Postsecondary and Vocational Education (BPPVE) at https://app.dca.ca.gov/bppe/default.asp.), or – Accredited by the Western Association of Schools and Colleges (WASC). (This information can be obtained from the school or through WASC's web site at www.wascweb.org.)
F	The SIP is likely to lead to self-supporting employment for the customer. This means: • The customer does not have a criminal conviction or other significant barrier to employment that would permanently preclude his/her employment in the SIP field, and • The program is included in the List of Approved Education and Training Programs (later in this section), or • The customer demonstrates the program will lead to his/her self-supporting employment; this is explained later in this section.

Calculating total class time hours

To calculate the number of hours per week that a customer is attending class(es), the ESS will:

Step	Action
1	Add all minutes spent in class(es) within a week (Mon – Sun).
2	Divide the total minutes in class by 60.
3	Round to the nearest whole number.

Note: The website http://www.miraclesalad.com/webtools/timesheet.php contains a helpful calculator that assists in finding a customer's total number of class time hours. ESSs may use this calculator to quickly and accurately determine total class time. If the ESS chooses to use this website calculator, he/she must image the calculation results into C-IV.

Calculating total class time hours example

The following is an example of calculating total class time hours.

Jane's class schedule is as follows:

- Chem 101: Mon, Wed, Fri, 8:00am – 9:20pm (240 minutes)
- Chem 101 Lab: Mon, Wed, 10:00am – 10:50am (100 minutes)
- Eng 110: Tues, Thurs 2:00p, – 3:50 (220 minutes)

240 + 100 + 220 = 560 minutes / 60 = 9.33 = **9 hours per week**

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2013-2014 list of approved education/ training programs

This list has been developed with the assistance of local education providers and, per regulation, is revised annually. The following undergraduate degree and/or certificate programs have been determined to lead to employment in San Bernardino County.

Programs (A-R)	
Accounting	Geographic Information Systems (GIS)
Administration of Justice	
Agriculture/Natural Resources	Graphic Design
Airframe Technician/Power Plant Technician	Green Technology • Building Performance Analyst (BPI) • Home Energy Raters • Solar Thermal Installer & Technician • Renewable Energy • Weatherization Technician
Automotive Technology	
Business • Administration/Office Technologies • Education • Finance • Information/Management Systems • Management • Sales/Marketing	Home Health Aide
	Housekeeping
	Human Services
	Janitorial Training
Child Care/Child Development	Landscape Technology
Computer Information Systems	Liberal Arts/Studies (Education/Teaching)
Computer Integrated Design/Drafting/Graphics	Maintenance and Repair
Computer Science	Machinist Technology
Construction Laborer	Medical Assistant
Computer Science	Medical Records Technician
Construction Laborer	Nursing
Correctional Science	Nursing Assistant
Criminal Justice	Paralegal
Culinary Food Services	Paramedic
Customer Service	Pharmacy Technician
Dental Assistant	Phlebotomy
Dietetic Technician	Plumbing
Education Technology	Police Science
Electrician	Psychiatric Technician
Electronics Technology	Radiologic Technology
Emergency Medical Technician (EMT)	Real Estate/Appraiser/Assessor
	Respiratory Therapy
Engineering	Restaurant Management
Forklift Operation	Retail Merchandising/Occupations
Food Preparation	

Continued on next page

2013-2014 list of approved education/ training programs (continued)

Programs (S-W)	
Security Guard	Truck Driving
Sociology	Veterinary Assistant/Technician
Speech-Language Pathology Assistant	Warehouse Logistics
	Water Technology
Teacher	Welding
Teacher Assistant	

Distance learning/online courses

At times, customers may be attending distance learning or online education/training programs offered through out-of-state schools or colleges. These programs may be approvable as SIPs as long as the school is accredited by the appropriate agency, the education/training program meets all approval conditions, **and the educational provider can provide required monthly attendance, end of term progress and required documentation**. The customer must provide verification of the hours the online class is equivalent to in a classroom setting in order for the ESS to determine hours in the activity.

Note: Class units cannot be used to determine actual hours.

Definition of Hybrid and Online courses

The following are definition of Hybrid and Online courses:

- **Hybrid courses**: Courses that combine classroom-based face-to-face instruction with computer-based instruction in a virtual learning environment.
  - To qualify as a hybrid course, 30%-70% of the course content must be delivered online.
- **Online courses**: Courses in which instruction is conducted solely through the use of computer software in a virtual learning environment.
  - In order for a course to be considered an online class, 100% of the content must be delivered online, although faculty may require on-site exams.

When a SIP is not likely to lead to self-supporting employment

When a customer is attending school and has made satisfactory progress in a SIP that meets all approval conditions listed in this section, except reference “F”, the customer may continue to attend the unapproved SIP until the next school break.

Unapproved SIP is explained in further detail in the SIP Denial Information section of this handbook chapter. An unapproved SIP may be approved as Vocational Education Training or Job Skills Training Directly Related to Employment activity. See Welfare-to-Work Policy Handbook Chapter 16 – Education and Training for additional information.

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When a SIP is not on the approved program list

When an education or training program is not included in the List of Approved Education and Training Programs, the customer is notified via the SIP Denial Notice (NA 119) that he/she may submit, within ten working days of the date the SIP is denied, documentation to demonstrate that the SIP will lead to his/her employment. Acceptable documentation includes:

- An employer's signed statement the customer will be hired by the employer when he/she completes the SIP, **or**
- Three recent classified advertisements to recruit employees at a skill level the customer can achieve through the SIP, **or**
- A statement from a school district, community college, university, or Economic Development Department (EDD) office stating the SIP will lead to self-supporting employment for the customer.

Liberal Arts/ Liberal Studies program

A Liberal Arts or Liberal Studies degree program may be approved as a SIP when the ESS determines the degree will lead to employment in an occupation that is consistent with the customer's educational goal.

Example of Liberal Arts/ Liberal Studies degree

The example below provides information regarding a Liberal Arts/Liberal Studies degree.

Jane is pursuing an Associate degree in Liberal Studies at Chaffey College. Her employment goal is to become a teacher.

- Upon completion of an Associate degree in Liberal Studies, Jane will transfer to a Bachelor's degree program that will lead to her future employment as a teacher.
- The Liberal Studies programs are included in the List of Approved Education and Training Programs, with the long-term goal of teaching.
- The Liberal Studies program may be approved as a SIP through completion of the Associate degree at Chaffey College.

Science degree

A Science Degree Program may be approved as a SIP when the Employment Services Specialist (ESS) determines the degree will lead to employment in an occupation consistent with the customer's educational goal, (e.g., nursing, respiratory therapy, dietetic technician, gerontology, dental assistant). Refer to the school's catalog.

Continued on next page

Example of science degree

The example below provides information regarding a Science Degree.

Kelly is pursuing an Associate degree in Science at Victor Valley College. Her employment goal is to become a nurse, but she has not actually been accepted into the nursing program at the time of SIP evaluation/approval.

- Upon completion of her Associate degree in Science, Kelly will qualify for acceptance into the nursing program at Victor Valley College.
- A science program is included in the List of Approved Education and Training Programs, with the long-term goal of nursing.
- The science/nursing program may be approved as Kelly's SIP.
- The SIP may include Kelly's transition into the actual nursing program; as long as Kelly continues to progress in her SIP, she may continue in her program until completion, or until she reaches her 48-month time limit on aid, whichever occurs first.

Teens in SIPs

In most cases, the only allowable activity for teens participating in a Transitional Assistance Department Welfare-to-Work (TAD WTW) program is a General Educational Development (GED) certificate or High School Diploma (HSD) program. (See WTWPHB Chapter 23 – Teen Participation Requirements for further information.)

SIPs may be evaluated/approved for teens under the following exceptions. The teen:

- Is 19-years-old and enrolled in a SIP at the time of O/A.
- Already in a HSD program or equivalent.
- Is attending a SIP concurrently with a HSD/GED program.

Teen SIPs extending beyond the 12 cumulative months will be coded under the Education Directly Related to Employment activity if they do not possess a HSD or equivalent.

Entering classes into C-IV and on the WTW 2

When a customer is enrolled in classes that do not have the same daily schedule, the ESS will enter each class's individual schedule into the **Additional Comments** section of the **Customer Activity Detail** page in C-IV and in the **Additional Comments** section on the Welfare-to-Work Plan Activity Assignment (WTW 2). This includes the class name or code, days and the times during the day that the class is in session (Example: "CHEM 100: Mon, Wed 8:00-9:50; Fri 8:00-11:50).

Approval Procedures

Introduction

This section provides information regarding the procedures the Employment Services Specialist (ESS) follows when approving a customer's Self-Initiated Program (SIP).

Pre-approval review

To ensure proper reporting and to receive credit towards the Work Participation Rate (WPR), the ESS will complete **a thorough review of the customer's 12-month Vocational Education (Voc Ed) time limit** by reviewing the customer's:

- **Voc Ed Track Summary** page in C-IV, located on the Task navigation bar, under **WPR**
- Voc Ed activity(ies), located on the **Customer Activities List** page
- Journal entries

To determine which activity to enroll the customer in, the ESS follows the chart below.

If the customer…	Then the ESS…
Has **not** exhausted his/her 12-month time limit,	• Completes the **SIP Detail** page. • Approves the SIP and opens a **Voc Ed** activity through the **SIP Detail** page, so C-IV can track the 12-month Voc Ed time limit. – Continues to treat the case as a SIP and completes all SIP documentation. – Encourages the customer to participate in 20/30/35 weekly, 85/128/150 monthly hours of a core activity.
Has exhausted his/her 12-month time limit,	• Completes the **SIP Detail** page. • Approves the SIP and opens Job Skills Training Directly Related to Employment or Education Directly Related to Employment through the **SIP Detail** page. – Continues to treat the case as a SIP and completes all SIP documentation. – Encourages the customer to participate in 20/30/35 weekly, 85/128/150 monthly hours of a core activity.

Note: The ESS must continue to manually track a customer's time because C-IV cannot track months prior to 2009 in a SIP/Voc Ed activity.

Continued on next page

Approval actions

On the day the ESS approves an education/training program as a SIP, he/she takes the following actions:

Step	Action
1	Complete the SIP information previously entered into the C-IV system; add the new status of “Approved” with **Status Reason** of “Meets SIP Criteria” on the **School Status History** section of the **SIP Detail** page.
2	Add the appropriate activity for the customer through the **Customer Activity** section of the **SIP Detail** page, either: • Voc/Ed Training (for customers who have not exhausted their 12-month Voc/Ed time limit), or • Job Skills Training or Education Directly Related to Employment (for customers who have exhausted their 12-month Voc/Ed time limit).
3	Make the **Begin Date** of the activity either the customer’s beginning date of aid, or the date that the customer began attending school, whichever is later. This will allow reimbursement for any necessary supportive service expenses made prior to the SIP approval. See the SIP Reimbursement (Camacho v. Allenby) section for more information. **Note**: The customer will need to submit an attendance report that covers the period going back to the begin date of the activity if the begin date is prior to the SIP approval date.
4	Complete and have the customer sign the Welfare-to-Work Plan Activity Assignment (WTW 2) for the current school term. • The WTW 2 must show the title of the program and the school (e.g., “AA in Social Work at Crafton Hills College” or “Child Development Certificate at Copper Mountain College”). • The customer must sign a new WTW 2 whenever the SIP location or schedule changes, such as at the start and end date of each new quarter/semester/module. • The WTW 2 should include any necessary concurrent activities. See the WTW 2 – Forms and Procedures (F&P) guide for additional information located under TAD Forms Catalog, WTW. **Note**: Customers participating in concurrent activities in order to satisfy the weekly/monthly participation requirements must complete an Assessment. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 12 – Assessment and Learning Disabilities for additional information.

Continued on next page

Approval actions (continued)

Step	Action
5	Authorize necessary supportive services if they are not otherwise available. To determine the availability of other sources of supportive services, the ESS has the customer complete and sign the Student Financial Aid Statement (WTW 8). **Note:** The ESS **will not** complete any part of WTW 8 on the customer's behalf. The ESS will discuss the customer's options with him/her. The customer will then complete the form based on their informed decision.
6	Explain customer reporting requirements: • Attendance Report (WTW 735.2) for monthly verification, • Education/Training Progress Report (WTW 735) or end of term progress verification (i.e., grade reports or transcripts).
7	Journal all actions taken. See Journal Template, SIP Approval.

Note: Vocational Education, Job Skills Training Directly Related to Employment or Education Directly Related to Employment must be entered by the Resource Databank (RDB) Maintainer via the TAD RDB 102, if the provider is not currently in the RDB.

Notifying college CalWORKs office of SIP approval

When a SIP has been approved for a customer attending an education/ training program at a community college, the ESS notifies the campus CalWORKs office the SIP has been approved by faxing the Memo to Service Providers (WTW 77) and the signed WTW 2 to the CalWORKs office. See Section A in this chapter for the Community College Contact Information.

Delay in SIP start date

A SIP may be approved as an activity when a customer is enrolled in, but has not started to attend the SIP at the time of the Orientation/Appraisal (O/A) appointment.

If there is sufficient time prior to the start date of the SIP, the customer must participate in the regular sequence of WTW activities, including Job Readiness and Assessment, until the SIP begins.

Continued on next page

Examples of delay in SIP start date

The examples below provide information regarding delays in the SIP start date.

When Mary attends Orientation and Appraisal (O/A) in April, she is enrolled/accepted in an education/training program that will not begin until September. Her SIP is approved, but she completes Job Readiness and Assessment, signs a WTW 2 in May, and participates in Work Experience (WEX) until her SIP begins in September.

Same situation as above, but Mary fails to attend her Job Readiness activity as assigned and goes into noncompliance and is subsequently sanctioned prior to her SIP activity begin date. The ESS will close the SIP status. The SIP Denial Notice (NA 119 CIV) is not necessary. Mary returns to cure her sanction with her educational activity. The ESS will assign the Sanction Cure activity as a Voc Ed activity. She will no longer be eligible to SIP status because she was sanctioned before her SIP activity begin date.

Supportive Services and Financial Aid

Introduction

This section provides information regarding supportive services available to an approved Self-Initiated Program (SIP), how supportive services are affected by financial aid, and information on the Student Financial Aid Statement (WTW 8) form.

Tuition

When a customer is referred to a Welfare-to-Work (WTW) contracted provider, tuition fees are included as part of the contracted cost of the education/training activity.

Tuition and school fees in the nature of tuition **cannot** be approved as CalWORKs ancillary expenses. An ancillary voucher will not be completed for tuition costs or school fees in the nature of tuition associated with:

- Non-contracted education or training
- Approved or unapproved SIPs.
- Education or training that has been denied as a SIP and approved as a Post-Assessment activity.

Availability of supportive services

Supportive services cannot be denied because the customer receives financial aid. Mandatory customers and exempt volunteers may receive supportive services (transportation, ancillary, Child Care) for the approved SIP and all approved concurrent activities.

Note: Ancillary funds are not used to pay tuition expenses, nor are they used to reimburse fees and expenses.

WTW 8

The Employment Services Specialist (ESS) must have the customer complete and sign the Student Financial Aid Statement (WTW 8), Part A, to designate whether his/her financial aid will be used to cover Child Care, transportation and/or ancillary. Customers may request to amend the WTW 8 at any time; Part B is used for amendments.

For information on completing the WTW 8, see Forms and Procedures (F&P) guide in the TAD Forms Catalog, WTW.

Note: The ESS **will not** complete any part of WTW 8 on the customer's behalf. The ESS will discuss the customer's options with him/her. The customer will then complete the form based on his/her informed decision.

Using financial aid to pay for supportive services

A customer's use of his/her financial aid to pay for supportive services is **voluntary**. Supportive services are available to any customer who:

- Does not receive financial aid, or
- States financial aid is not available, regardless of whether the customer has received or will receive financial aid.

Continued on next page

Avoiding duplication of services

Customers may be attending education/training programs where they could receive *specific* financial help. For instance, community colleges have programs (e.g., California Work Opportunity and Responsibility to Kids (CalWORKs), Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE)) that may be able to help with certain supportive services. If the customer has received reimbursement or used advances from another source (i.e. EOPS or CARE) the county does **NOT** duplicate the supportive services. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services of this for additional information.

Communication between WTW and programs that offer assistance to students is essential to ensure that supportive services are not being duplicated. The community college CalWORKs Coordinator can help facilitate information exchange to avoid duplication of supportive services. See the Community College Contacts Information in Section A of this chapter for additional information.

Note: If a customer received financial aid for a specific ancillary expense but utilized it for other ancillary expenses, the County will assist with the needed ancillary items.

Financial aid – Victor Valley College

If the customer is attending Victor Valley College, the ESS will access the financial aid award information by having the customer log into his/her Web Advisor account by clicking on: http://webadvisor.vvc.edu/. Information obtained from the customer's web advisor account will be specific to his/her financial aid grant. ESS staff may also access general financial aid information at: www.vvc.edu/offices/financial-aid/dpss.shtml.

Note: Other colleges and universities may have similar websites. Check the educational provider's webpage for additional information.

Issuing supportive services

Customers participating in SIP activities are eligible to receive supportive services, such as books, pens, pencils, paper, notebooks and lab materials. To ensure the customer's success and participation in his/her SIP, the ESS will issue supportive services in a timely manner.

The customer's class syllabus is not necessary to verify required course books. The ESS may access the community college's online bookstore to verify book requirements specific to the customer's school schedule.

For steps on issuing supportive services, see WTWPHB Chapter 8 – Supportive Services for additional information.

Continued on next page

Elective courses and supportive services

WTW **must** assist with supportive services for elective courses if the:

- Elective course(s) count toward the approved degree or certificate program,
- Class(es) are recommended by the campus CalWORKs Coordinator or an education counselor, and
- Class(es) are listed on the WTW 2.

Approved online/hybrid courses and supportive services

Customers in an approved WTW activity for an online/hybrid course are eligible for supportive services including transportation, ancillary expenses, and Child Care, including:

- Transportation needed for attending in-person examinations,
- Ancillary needed for books or software required by the online/hybrid course, and
- Child Care needed for an online/hybrid course that must be taken during a specific day(s) and time(s) and there is no able and available member of the assistance unit to provide care during this time.

Note: Online/Hybrid courses are approvable as part of a SIP or Vocational Education and Training as long **as they are through a school or college that will verify time and attendance**, and all approval conditions are met.

SIP Reimbursement (Camacho v. Allenby)

The ESS must reimburse SIP customers for all supportive services retroactively to the beginning date of aid, prior to signing the WTW Plan Activity Assignment (WTW 2) when the following conditions are met:

- The SIP requests reimbursement.
- The expense is determined eligible.
- The expense was incurred after the beginning date of aid.
- The expense was necessary for participating during the academic period or term in which the SIP is approved.
- The expense was an unreimbursed out of pocket cost.

The ESS will not reimburse SIP supportive services that were ***incurred*** prior to the beginning date of aid, even if the expenses were paid after the beginning date of aid.

See WTWPHB Chapter 8 – Supportive Services for additional information.

Reasonable ancillary requests

Although supportive services are to be made available to every customer when necessary to participate in his/her approved SIP, ESSs and/or their supervisors must consider what is a reasonable request.

Continued on next page

Example of an ancillary request that is not reasonable

The following example contains information regarding an ancillary request that is not reasonable.

Cheryl is attending an approved SIP at the local community college and tells her ESS she needs a computer in order to complete her required course work. The purchase of a computer would not be reasonable; Cheryl could use the computer lab at the college in order to complete her course work.

Denial of supportive services

When a customer's request for supportive services is denied, the ESS must issue the appropriate denial Notice of Action (NOA). See WTWPHB Chapter 8 – Supportive Services.

Community Colleges – Aid Verification

Introduction	This section contains information regarding Community College verification.
Community Colleges and aid verification requests	As part of Community Colleges' program funding, California Work Opportunity and Responsibility to Kids (CalWORKs) Coordinators/ Counselors are required to obtain verification of a customer's CalWORKs/Welfare-to-Work (WTW) eligibility each quarter/semester he/she participates in educational activities.
WTW 227 – CalWORKs/ TANF Verification	The California Work Opportunity and Responsibility to Kids (CalWORKs)/Temporary Assistance for Needy Families (TANF) Verification (WTW 227) is used by all Community Colleges when initiating a request for verification of a customer's CalWORKs/WTW eligibility and status. **Note:** The WTW 227 and Forms and Procedures (F&P) guide can be found in the TAD Forms Catalog, WTW.
TAD WTW responsibilities	The assigned County TAD WTW Staff Representative, Heather Andrews, is responsible for completing the WTW 227 for all Community Colleges. ESSs will interoffice mail all WTW 227s received in the district offices to Heather Andrews, S.B. TAD 01, mail code #0080.

Section C

SIP Denial Information

Overview

Introduction

This section provides information regarding Self-Initiated Program (SIP denials.

Contents

This section contains the following topics:

Denial Reasons

Introduction

This section provides information regarding reasons that can and cannot be used to deny a customer's Self-Initiated Program (SIP).

Reasons for SIP denial

A customer's education/training activity may be denied as a SIP for one or more of the reasons referenced below.

Ref.	Reasons for Denial
A	The SIP is not an undergraduate degree or certificate program.
B	The customer is not making satisfactory progress. Satisfactory progress means fulfilling all conditions imposed by the school/institution offering the program in order to maintain current enrollment status.
C	The Employment Services Specialist (ESS) determines the SIP will not lead to self-supporting employment for the customer because: • The customer has a significant barrier to employment that will permanently preclude his/her employment in the SIP field; and/or • The SIP is not on the List of Approved Education and Training Programs, and the customer does not demonstrate that the SIP will lead to his/her self-supporting employment.
D	The customer already has a Bachelor's Degree and he/she is not enrolled in a California regular classroom teaching credential program.
E	The customer refuses to comply with weekly participation requirement.
F	The customer is not enrolled/accepted in the SIP on the date of the Orientation/Appraisal (O/A) appointment or on the date he/she failed to attend the O/A appointment without good cause.
G	The customer is attending a degree or certificate program at a private post-secondary school and the program does not meet approval, exemption or accreditation requirements.
H	The customer does not attend the SIP evaluation appointment or he/she does not provide all required SIP documentation.

Note: A customer's SIP cannot be denied because he/she already possesses the skills needed to obtain employment.

Denial Procedures

Introduction

This section provides information regarding the procedures the Employment Services Specialist (ESS) must follow to deny a customer's Self-Initiated Program (SIP).

Procedures

On the same day the ESS denies an education/training program as a SIP, the ESS takes the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Ask the Supervising Employment Services Specialist I (SESS I) to review the supporting documentation, and sign the SIP Approval Checklist (WTW 772.4) to support the denial decision.</td></tr>
<tr><td>2</td><td>Give or mail the SIP Denial Notice (NA 119), along with the Hearing Rights (NA Back 9) to the customer.</td></tr>
<tr><td>3</td><td>Take the appropriate action indicated below:
<table>
<tr><th>If the SIP is denied…</th><th>And the customer…</th><th>Then…</th></tr>
<tr><td rowspan="2">Because it will not lead to the customer's employment,</td><td>Provides additional documentation to demonstrate that the SIP will lead to his/her employment,</td><td>Stop here. Approve the program as a SIP; follow SIP approval procedures in Section B of this chapter.</td></tr>
<tr><td>Does not provide additional documentation to demonstrate that the SIP will lead to his/her employment,</td><td>Stop here. Allow the program as an "unapproved SIP" until the end of the current term; follow procedures outlined later in this section.</td></tr>
<tr><td>For any other reason,</td><td>Does not provide additional documentation to demonstrate that the SIP will lead to his/her employment,</td><td>Go to Step 4.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Update the School Status History section on the SIP Detail page.</td></tr>
<tr><td>5</td><td>Complete the Journal entry for all actions taken and document the reason the SIP was denied.</td></tr>
<tr><td>6</td><td>Notify the campus California Work Opportunity and Responsibility for Kids (CalWORKs) office (for those customers enrolled in the SIP at a community college) that the SIP has been denied by faxing the Memo to Service Providers (WTW 77). See Community College Contact Information in Section A of this chapter.</td></tr>
<tr><td>7</td><td>Complete and have the customer sign the WTW Plan Activity Assignment (WTW 2) for the next appropriate activity.

If the customer refuses to sign the WTW 2 for the next appropriate activity, the ESS will initiate noncompliance procedures.
An education/training program denied as a SIP may be approved as a Vocational Education training, or Job Skills Training Directly Related to Employment. See WTWPHB Chapter 16 – Education and Training for additional information.
</td></tr>
</table>

When the SIP Does Not Lead to Employment

Introduction

This section provides information regarding procedures for Self-Initiated Programs (SIPs) that do not lead to employment; these programs are denied but then referred to and handled as "unapproved" SIPs.

"Unapproved" SIP has not started

When a SIP is denied because the Employment Services Specialist (ESS) determines it will not lead to the customer's employment, and the education/training program has **not** started, the ESS assigns the customer to the regular sequence of Welfare-to-Work (WTW) activities.

"Unapproved" SIP has started

When a SIP is denied because the ESS determines it will not lead to the customer's employment, and the education/training program has already started, the education/training program may be approved as an activity until the end of the current school term as long as the customer is attending and making satisfactory progress in the program.

Procedures for "unapproved" SIP

The ESS follows the procedures below to place the customer in an "unapproved" SIP until the end of the current school term/semester/ quarter/module.

Step	Action
1	Enroll the mandatory customer into the education/training activity and any necessary concurrent activities to satisfy the weekly/ monthly participation requirement.
2	Complete and have the customer sign the WTW Plan Activity Assignment (WTW 2); the end date of the unapproved SIP is the end of the current school term/semester/quarter/module.
3	Authorize any necessary supportive services; unapproved SIPs must still utilize the Student Financial Aid Statement (WTW 8) located in the TAD WTW Forms Catalog.
4	Complete a thorough Journal entry including the reason(s) for SIP denial, "unapproved" SIP status, and end date of unapproved SIP.
5	Notify the campus CalWORKs office (if appropriate) the SIP has been approved until the end of the current term by faxing the Memo to Service Providers (WTW 77) and the WTW 2 to the school. See Section A, Community College Contact Information. **Note:** The ESS must ensure the Release of Information (E/S) (ABCDM 228) has been received and imaged into C-IV.
6	Journal all actions taken.

End of school term

At the end of the school term, the customer must either participate in the regular sequence of WTW activities **or** transfer to an education/training program that is approvable as a SIP.

Section D

SIP Participation and Monitoring

Overview

Introduction

This section provides information regarding participation and monitoring requirements for an on-going Self-Initiated Program (SIP).

Contents

This section contains the following topics:

SIP Attendance

Introduction

This section provides information regarding attendance requirements for customers in an approved Self-Initiated Program (SIP).

SIP attendance

Attendance in a SIP must be **verified monthly**. Customers participating in a SIP receive credit for actual attendance as a Vocational Education, Job Skills Training or Education Directly Related to Employment activity; unless it is a verified excused absence or approved Holiday. The Employment Services Specialist (ESS) is required to obtain attendance verification and review the total monthly hours of participation. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Welfare-to-Work (WTW) Activities for additional information about Holidays and excused absences.

Attendance Report (WTW 735.2)

The customer must provide monthly verification of attendance from the Community College/Service Provider as indicated on the Attendance Report (WTW 735.2). The customer may choose another form of verification as long as it contains the following information:

- Customer Name
- CalWORKs case number
- Name of school
- School address and phone number
- Classes attended
- Days and hours of attendance
- Instructor/Provider/Staff signature and date
- Customer's signature and date

The Instructor/Provider/Staff signature is not required if a Community College submits other acceptable verification or the Community College Enrollment Hours Verification Report (WTW 738) located in the TAD WTW Forms Catalog.

Note: WTW 735.2 forms are centrally mailed to customers once a month and can also be found in the TAD Forms Catalog, WTW and through the Forms Distribution Unit (FDU).

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Verifying Attendance

SIP attendance must be verified monthly. The Attendance Report (WTW 735.2), the Progress and Attendance Report (Plan 102 C-IV), or the Attendance and Progress Report (733.4) are used to verify attendance for customers attending any non-contracted education activity.

The customer will return the form between the first and fifth calendar day of the month following the month of attendance. The customer may use other verification in place of the WTW 735.2, such as:

- Classroom timesheets
- Attendance records
- Current class schedule that lists the classes enrolled in on campus and/or online and an attendance sheet completed and signed by the participant
  - It must list the class name/class # and the time spent for each class
- CalWORKs campus coordinator or case managers verification of hours

For attendance verification other than the WTW 735.2, the following information **must** be included (as specified in the Cover Letter):

- Customer Name
- CalWORKs Case Number
- Customer phone number
- Customer's Date of Birth
- Employment Specialist's Name
- Name of School
- Address and Phone Number of School
- Classes Attended
- Days and Hours of Attendance
- Professor/Provider Signature and Date
- Customer's Signature and Date

Attendance must be updated monthly in the C-IV system (see C-IV User Guide, Activity Attendance).

Note: The ESS can use a printout from the web advisor or college blackboard for online courses as long as the printout contains all required information to verify attendance.

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Examples of excused absences

Some examples of excused absences include, but are not limited to:

- Medical problem (serious illness or hospitalization of customer, customer's child, spouse, or other close relative)
- Legal issue (jury duty, court date, incarceration, etc.)
- Family crisis (death in family, Domestic Abuse issue, etc.)
- Supportive service issue (lack of child care, transportation)
- CalWORKs required meeting
- Job Interview

The customer must provide documentation supporting excusal of the absence, and the ESS images and Journals the receipt of this documentation.

Assistance from the campus CalWORKs Coordinator

Community Colleges work collaboratively with the Transitional Assistance Department (TAD) WTW program in assisting SIP customers in obtaining necessary documentation. If a customer is attending a Community College program and reports he/she is having trouble getting attendance verification from a particular instructor, the campus California Work Opportunity and Responsibility to Kids (CalWORKs) Coordinator has access to the student's records and may assist the ESS and student in obtaining this information.

Community College Enrollment Hours Verification Report (WTW 738)

Community Colleges may complete and send the WTW 738 the ESS between the first and fifth calendar day of each month. The Community College may choose another form of verification as long as it contains:

- Customer Name
- Name of school
- School address and phone number
- Classes enrolled
- Days and hours of class
- Total monthly hours
- CalWORKs Coordinator or authorized College Staff Member name and signature

The ESS must use the WTW 738 along with the WTW 735.2 to verify hours of attendance for SIPs.

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C-IV attendance

The ESS will enter monthly attendance for all activities in the C-IV system using documented verification.

- If the customer is in a Vocational Education (Voc Ed) activity for his/her SIP, the customers attendance must be entered under his/her Voc Ed activity so C-IV will tick the Voc Ed 12-month time clock.
- If no attendance is entered, a month of Voc Ed will not be ticked in the C-IV system.

Voc Ed time clock

If the ESS does not want a month in Voc Ed to count towards the customer's 12-month time clock because the customer met Federal Work Participation Rate (WPR) with another activity, he/she can have her/his Supervising Employment Services Specialist (SESS I) untick the month on the Voc Ed Track Detail page. See C-IV User Guide – Activity Attendance.

See C-IV User Guide, Activity Attendance – Customer Activities List page for additional information.

Holidays and Excused Absences

Introduction

This section contains information regarding holidays and excused absences for customers participating in Self-Initiated Program (SIP) activities.

Holidays and excused absences

Customers attending a SIP may be excused for a short absence. Customers who are frequently absent should be counseled by the Employment Services Specialist (ESS) and encouraged to find ways to handle such problems.

The customer is allowed to use ten holidays and 80 hours of excused absences per year, with a limit of 16 hours of excused absences in a month. The ten holidays are:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday (President's Day)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In order to count an excused absence as actual hours of participation, the customer must have been scheduled to participate in the education/training program on the day(s) of the absence.

Note: Customers who participate on a holiday are not eligible for excused absence hours on top of their actual hours of participation.

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Coding of holidays and excused absences in unpaid activities

The ESS will code holidays and excused absences in education/training activities in C-IV as follows:

Step	Action
1	Enter holiday and excused absence hours for activities on the **Activity Progress Detail** page under **Activity Progress History**.
2	Enter whether holiday or excused absence under comments section (for example: May 28th was Memorial Day holiday, eight (8) hours of participation entered).
3	Create a Journal entry documenting the reason for the excused absence or holiday.
4	Image any documentation received from the customer.

The ESS will code in C-IV only the excused absence/holiday hours the customer was scheduled to participate in the activity on the day of the absence. **Study/homework hours will not be coded for the day the excused absence occurred.**

Note: C-IV tracks holiday and excused absence hours.

Verification of absences in unpaid activities

The ESS must obtain verification of absences in unpaid activities and Journal all information relating to absences.

Excusable absences include, but are not limited to:

- A family crisis, such as the death, serious illness or death of a spouse, parent, or child; three-day limit without Supervising Employment Services Specialist I (SESS I) approval.
- Inclement weather or other act of nature that precludes travel to the activity.
- A breakdown in childcare or transportation arrangements and alternative arrangements are not immediately available.
- Legal issue (jury duty, court date, incarceration, etc.).
- California Work Opportunity and Responsibility to Kids (CalWORKs) required meeting.
- Job Interview.

Vacations

Customers in Welfare-to-Work (WTW) do not receive excused absences for vacation time.

Mandatory customers are required to participate in WTW for the required number of hours per week/month.

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Semester breaks

Customers must be scheduled for another activity during semester breaks. Do not use semester breaks as excused absences. These hours may need to be used for other excused absences during the year.

Refer to Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Participation Requirements, Welfare-to-Work Activities for more information regarding semester breaks.

SIP Progress

Introduction

This section provides information regarding reviewing a customer's Self-Initiated Program (SIP) progress and taking appropriate action as a result of the review.

Progress review

Customers enrolled and participating in a SIP are required to submit proof of satisfactory progress at the end of the term/semester/quarter/module. The customer must provide grades or the completed Progress Report (WTW 735) for each required course from the previous term before his/her SIP can be approved for the next term.

Satisfactory progress

Satisfactory progress is defined as fulfilling all conditions imposed by the school/institution offering the program in order to maintain current academic enrollment status.

For Welfare-to-Work (WTW) purposes, the requirements also include **monthly attendance verification** as proof of satisfactory progress for meeting weekly/monthly participation requirements. Attendance, academic performance and completion timeframes are included in the criteria for satisfactory progress.

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End-of-term review

The Employment Services Specialist (ESS) will request verification of progress in addition to the monthly attendance report before approving the next school term or when an end-of term SIP review is due. The ESS takes the following actions.

Step	Action
1	Sends an Appointment Letter (ADM 102 CIV) and request: • Progress reports, grades or transcripts for each required course from the previous term. • Class schedule for the next quarter, module or semester. • Verification of enrollment in campus-based concurrent activities for the next school term, if appropriate.
2	Reviews the grades or transcripts the customer provides to determine if he/she maintained satisfactory progress in as fulfilling all conditions imposed by the school/institution offering the program in order to maintain current academic enrollment status for the required courses.
3	Takes appropriate action based on review of the progress reports to: • Approve continued participation in the SIP. – Have the customer sign a WTW Plan Activity Assignment (WTW 2) if the SIP location or schedule of classes change, – Arrange participation in concurrent activities, and/or – Re-assess the customer's supportive service needs, • Evaluate for good cause/exemption, if appropriate. • Initiate noncompliance, if appropriate.
4	Updates Activity Review Date.
5	Completes a Journal entry covering the specifics of the review.

When a SIP fails to make satisfactory progress

Mandatory SIP customers who fail or refuse to comply with WTW program requirements in assigned activities, and whose failure to make satisfactory progress is **not** due to a medical problem or a learning disability, are subject to noncompliance and sanction actions. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 18 – Noncompliance for additional information.

Repeating failed classes

ESSs will not include a class that a customer has failed in a previous school term, and is now retaking, as an approved WTW activity, unless there is documented verification the customer has a learning disability or good cause can be established.

Customers are not eligible to supportive services for classes are not included on their WTW 2.

Continued on next page

When the customer declines the learning disability screening/ evaluation

Customers who decline a learning disability screening or evaluation:

- Must read (with the ESS) and sign the Waiver of Learning Disability Screening and/or Evaluation Form (WTW 17).
- Are expected to comply with all participation requirements, including the requirement to make satisfactory progress.

Verified disability

When lack of progress is due to a verified learning or other disability, the ESS allows for any reasonable accommodations recommended by the Learning Disability Evaluator, the community college Disability Programs and Services Evaluator/Counselor, or other qualified person.

Change or Interruption of SIP

Introduction

This section provides information regarding how the customer changing programs or schools affects Self-Initiated Program (SIP) participation and discusses good cause interruptions of the SIP.

Changing programs and/or schools

The education or training program determines continued SIP approval. When a customer transfers into the same program at a different school, SIP approval may continue.

Example 1: Sue was an approved SIP for a Child Care Certificate at Chaffey College. She moved to Victorville and is continuing in a Child Care Certificate program at Victor Valley College, SIP approval may continue.

Example 2: Mark was approved for a certificate program in auto body. Half way through his auto body program, he decided to instead pursue an electronics certificate. When a customer transfers into a different program at the same or a different school, SIP approval will end.

Post-assessment activity

When a customer transfers to a different education/training program, the Employment Services Specialist (ESS) may refer the customer to an Assessment. If the Assessment results indicate that the new program will help the customer obtain or retain employment, the ESS may approve the new program as a Post-Assessment activity.

Customers planning to transfer to a four-year college or university

When a customer is attending a SIP at a community college, his/her SIP is approved for that program ***only***. The customer may be planning to transfer to a four-year college or university to continue his/her education, but SIP approval ends when he/she completes the approved community college program. The customer can participate in a post-assessment vocational education activity after completing his/her SIP approved program.

<u>**Note**</u>**:** The Community College systems will be renaming/revising many of their Associate of Arts/Associate of Science (AA/AS) titled degrees to Associate of Arts-Transfer/Associate of Science-Transfer (AA-T/AS-T). The addition of the “T” in the title indicates it is a transfer appropriate degree to a school in the California State University system. These degrees can be approved as SIPs. SIP approval ends when the customer completes the approved community college program.

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Good cause interruption

An individual whose approved SIP is interrupted for good cause reasons may resume participation in the same program.

- The ESS actively assists the customer to remove barriers that are preventing his/her participation in the SIP.
- If the customer resumes participation in the SIP, the ESS creates the appropriate activity through the **Customer Activity** section on the **SIP Detail** page (Vocational Education, Job Skills Training Directly Related to Employment, or Education Directly Related to Employment) for the customer.

See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 18 – Noncompliance for additional information.

Updating the SIP status

The **School Status History** section of the **SIP Detail** page in C-IV must be updated when a SIP is approved, closed, completed or denied. See C-IV User Guide -Self-Initiated Program (SIP) – Editing.

SIP Completion

Introduction

This section provides information regarding what the Employment Services Specialist (ESS) does when the customer successfully completes his/her Self-Initiated Program (SIP).

Actions to take upon SIP completion

The ESS will schedule an appointment to meet with the customer prior to the completion of the customer's SIP. At this appointment, the ESS takes the following actions to conclude the SIP:

Step	Action
1	Update the **Degrees** and **Skills** pages for the new certificate or degree the customer has earned.
2	Update the **School Status History** section on the **SIP Detail** page.
3	Issue a Notice of Action (NOA) to terminate supportive services.
4	Enroll the customer immediately into the next appropriate activity to ensure seamless service.
5	Complete and have the customer sign a new WTW Plan Activity Assignment (WTW 2).
6	Request a copy of the customer's degree or certificate when it is available.
7	Journal all actions taken.

CHAPTER 8

Supportive Services

Table of Contents

Continued on next page

SECTION D **Child Care**

SECTION E **State Funded Vehicle Programs**

Chapter Overview

Introduction

State statute and regulations require the Welfare-to-Work (WTW) program to provide California Work Opportunity and Responsibilities to Kids (CalWORKs) customers with supportive services that are necessary for a customer to obtain or retain employment or to participate in other assigned WTW activities. If necessary supportive services are not available, the customer has good cause for not participating in the assigned CalWORKs activity.

Contents

This chapter contains the following topics:

Forms summary

The table below summarizes various forms referenced in this chapter.

Form #	Title	Location
DL 937	Verification for Reduced Fee Identification Card	Forms Distribution Unit (FDU)
DPSS 278 G/S	Vendor Service Order and Claim for Payment Voucher	Available through the Office Assistant (O/A)
WTW 2	WTW Plan – Activity Assignment	C-IV
WTW 751.1	Return Travel Claim	TAD Forms Catalog/WTW
WTW 753A	Travel Assistance Claim	TAD Forms Catalog/WTW
WTW 753A Sample	Travel Assistance Claim SAMPLE	TAD Forms Catalog/WTW
WTW 753CC	Travel Assistance Claim for Child Care	TAD Forms Catalog/WTW
G-845	Document Verification Request	TAD Forms Catalog/CalWORKs
NA 820	Approval of Transportation NOA	C-IV
NA 821	Denial of Transportation NOA	C-IV
NA 822	Change of Transportation NOA	C-IV
NA 823	Approval/Denial of Ancillary NOA	C-IV
PLAN 102 C-IV	Progress & Attendance	C-IV
W-9	Request For Taxpayer ID Number and Certification	Available through the O/A, or http://www.irs.gov/Forms-&-Pubs

General Information

Introduction

This section contains information regarding the types of supportive services available, duplication of supportive services, Notices of Action (NOAs), computing the notice period, and time frames.

Reference

The reference used in this chapter is Eligibility and Assistance Standards (EAS) 42-750.

Types of supportive services

The Transitional Assistance Department (TAD) Welfare-to-Work (WTW) program provides the following supportive services to California Work Opportunities and Responsibility to Kids (CalWORKs) customers:

- Ancillary expenses
- Child Care
- Transportation

<u>Note</u>: See WTW Policy Handbook (WTWPHB) Chapter 6 – Domestic Abuse/Substance Abuse/Mental Health for special needs referrals. See WTWPHB Chapter12 – Assessment/Learning Disabilities for learning disabilities evaluation information.

Advancement of supportive services

Advancements of supportive services will be issued to customers when needed to participate in a WTW activity.

Example: Joe is scheduled to begin General Education Development (GED) classes on 8/26/13 and is in the office on 8/22/13 to sign a WTW Plan - Activity Agreement (WTW 2) for this activity. He has a car and mileage reimbursement is the least costly form of transportation. Joe requests two gas cards in advance to get to/from his activity. He also provides verification of a required text book needed for the first day of class. The Employment Services Specialist (ESS):

- Creates a Need and Service Arrangement,
- Enters the start date of the Service Arrangement as 8/22/13, and
- Issues Joe an advancement for his required textbook and two gas cards.

<u>Note</u>: The ESS will need to exercise caution and judgment when issuing advancements for activities that have a future begin date. Only the minimum required amount of supportive services will be issued for customers to participate in approved WTW activities.

Supportive service pick-up times

Customers are allowed to pick-up supportive services any time the district office is open for business.

<u>Note</u>: If a customer needs supportive services before or after office hours, the ESS will make arrangements with the Supervising Office Assistant (SOA) for the customer to pick up his/her negotiable.

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Duplication of supportive services

If a customer is receiving reimbursement or advances from another source (i.e., his/her employer) the county **does NOT duplicate the supportive services**. The ESS will:

- Utilize all supportive services to pay for books and school supplies needed for customers to successfully participate in WTW activities.
- Not reimburse the customer for an expense incurred if there is documentation indicating the funds received from other sources were earmarked or restricted for use for such expenses (e.g., books).

Community Colleges have programs (e.g., CalWORKs, Extended Opportunity Program and Services (EOPS), Cooperative Agencies Resources and Education (CARE)) that may be able to help with certain supportive services. Communication between the agencies is essential to ensure supportive services are not being duplicated. The Community College CalWORKs Coordinator can help facilitate information exchange in this area (see WTWPHB Chapter - 16 Education and Training for a listing of CalWORKs coordinators).

Note: The ESS must verify there is a completed/signed/dated Release of Information (ABCDM 228) imaged.

Example of duplication of supportive services

The following is an example of duplication of supportive services:

Paul and Anne are both attending the same WTW activity(ies). Both parents use the same vehicle to attend their activity(ies) and have the same scheduled days and hours of attendance.

The ESS will **not** approve supportive services for both parents as this would be a duplication of supportive services because both individuals are:

- Participating in the same activity,
- On the same schedule,
- Going to the same location, and
- Using the same vehicle as their form of transportation.

It is only necessary to make payments for transportation services to **one** of the individuals as the other participant would have his/her necessary transportation services covered by riding with the first participant. In these instances, the ESS and/or customer may choose which parent will receive supportive services for the case.

Supportive services issued to attend O/A

Customers requesting supportive services in order to attend Orientation/Appraisal (O/A) will be issued supportive services based on the least costly form of transportation (See the Transportation section later in this handbook).

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SIP supportive services

The ESS must reimburse Self-Initiated Program (SIP) customers for all supportive services retroactively to the beginning date of aid when the following conditions are met:

- The SIP customer requests reimbursement.
- The expense is determined eligible.
- The expense was incurred after the beginning date of aid.
- The expense was necessary for participating during the academic period or term in which the SIP is approved.
- The expense was an unreimbursed out of pocket cost.

The ESS will not reimburse SIP supportive services that were ***incurred*** prior to the beginning date of aid, even if the expenses were paid after the beginning date of aid.

Note: For individuals who **do not qualify** for a SIP but are allowed to continue in an educational program until the beginning of the next educational semester or quarter break, the ESS will not reimburse or pay for supportive services until the date a WTW 2 plan is signed.

Examples of SIP supportive services

Example 1: Jeanine begins participation in an educational program on 9/2/13. She applies for and is granted aid on 10/1/13. The customer's education program is approved as a SIP on October 15, 2008. Jeanine started taking the bus to school on 9/2/13. She is eligible for bus pass reimbursement back to 10/1/13, the beginning date of aid. Jeanine is given the bus pass reimbursement rate.

Example 2: The same customer in example 1 above paid for books for her educational program out of her own pocket on 9/5/13. The ESS **would not** reimburse the customer for books because this expense was **incurred prior** to the beginning date of aid.

Approved on-line courses and supportive services

Customers in an approved WTW activity for an on-line course are eligible for supportive services including transportation, ancillary expenses, and Child Care for example:

- Transportation needed for attending in-person examinations,
- Ancillary needed for books or software required by the on-line course, and
- Child Care needed for an on-line course that must be taken during a specific day(s) and time(s) and there is no able and available member of the assistance unit to provide care during this time.

Note: On-line courses are approvable as part of a SIP or Vocational Education and Training program as long as they are provided through a school or college that will verify time and attendance, and all approval conditions are met.

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Reimbursements under $10.00

Reimbursement amounts for Travel Claims under $10.00 are issued through the C-IV system. If a voucher needs to be issued to a vendor for under $10.00, use Imprest Funds for payment (issue the payment to the customer to pay the vendor). Do not issue vouchers under $10.00.

Reimbursements for discontinued cases

If the customer's whole case is discontinued and he/she is owed an amount under $10.00, the Authorized Issuance Office Assistant (AIOA) completes a Journal entry and uses Imprest Funds to give the customer the payment when he/she reapplies.

Notice of Action (NOA)

The primary document used to authorize CalWORKs supportive services is the Notice of Action (NOA).

The ESS mails a timely NOA to the customer affected when a WTW action results in a(n):

- Approval
- Change
- Denial

Timely NOA requirement

A timely NOA is required when a supportive service request is approved, changed, and/or denied. The customer must receive the NOA at least 10 calendar days prior to the effective date of the change. This includes situations where a supportive service request is partially approved and denied (i.e., denial of a book for an unapproved course/program). The ESS uses one of the NOA forms (available in C-IV) listed below to approve, deny and/or change supportive services:

- NA 820 - Approval of Transportation NOA
- NA 821 - Denial of Transportation NOA
- NA 822 - Change of Transportation NOA
- NA 823 - Approval/Denial of Ancillary NOA

Denying supportive services

The ESS will deny supportive services if participation/attendance verification is not provided.

Computing the notice period

In computing the notice period, the 10 day period does not include the date of the mailing, or the date that the action is to take effect.

For example, if the effective date of the action is August 1st, the notice must be mailed no later than July 21st.

See Cut-Off Schedule on-line in the C-IV User Guide, Work Flow Management for a list of "10-day Manual NOA" dates.

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Travel Claim time frames

The ESS submits Travel Claim (WTW 753A) forms to the Office Assistant (OA):

- Within 10 calendar days of receipt, or
- By the end of the month for claims with less than 10 calendar days left in the month.

The ESS ensures there is a date stamp on the customer's Travel Claim form. If the form has not been date stamped the ESS date stamps the form.

Note: An OA should have date stamped the form when it was received in the office, per TAD Office Procedures Handbook (TOPHB).

The ESS must obtain Employment Services Manager (ESM) approval to pay Travel Claims over 60 days from the last day of the Report month.

Example: A January Travel Claim would be over 60 days and need ESM approval after April 1st because the 60 days begin February 1st.

Example of claims with less than ten (10) calendar days

The following is an example of a Travel Claim received with less than ten calendar days left in the month:

An ESS receives a Travel Claim on 3/22/13; he/she is required to submit the claim to the OA by 3/29/13.

OA and SOA time frames

The OA and Supervising Office Assistant (SOA) will have the following timeframes for processing Travel Claims and ancillary payments:

- The OA will have three calendar days to process after receipt from the ESS.
- The SOA will have three calendar days to process after receipt from the OA.

SESS I, ESM, RM and DD timeframes for Travel Claims or ancillary payments

The Supervising Employment Services Specialist (SESS I), ESM, Regional Manager (RM), and WTW Deputy Director (DD) now have timeframes for processing Travel Claims and ancillary payments. The turnaround times after receipt are as follows:

- SESS I: 48 hours
- ESM: 24 hours
- RM or DD: 48 hours

Customers picking up negotiables

The ESS will notify the designated district issuance in-box if a customer is in the office to pick-up the following negotiables:

- Gas card(s),
- Bus pass,
- Bus tickets, and/or
- Ancillary voucher(s).

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WTW 511

The Authorization to Release Negotiable Instruments (WTW 511 (E/S)) allows for the release of travel negotiables to the customer's spouse or adult member of his/her Assistance Unit (AU) in the event that the customer's schedule prevents him/her from personally picking up negotiables.

When the ESS, along with the customer, determines a WTW 511 is necessary the ESS:

Step	Action
1	Completes a Needs page and a Service Arrangement in C-IV to authorize transportation and, in the Service Arrangement Detail page: • Adds the appropriate activity(ies), • Completes all required fields in the Arrangement Details, Service Description, and Status History sections, and • Enters the following in the Comments section: – Amount of valuables approved per issuance. – Date the WTW 511 (E/S) was completed/imaged into the case file and the **full name** of the person who the customer has authorized to pick up on his/her behalf.
2	Sends an e-mail to the designated district office Issuance Inbox.
3	Images the WTW 511 (E/S) into C-IV.
4	Indexes the document through the Indexing Worksheet under: • Document Category = Employment and Training, • Document Type = Supportive Services, and • Includes "**WTW 511**" in the **Notes** section (See the Forms and Procedures (F&P) for the WTW 511 (E/S) for additional information.
5	Journals all actions taken.

Note: The WTW 511 is valid for one year from the date it is signed by the customer. ESSs must create a new **Service Arrangement** and NOA for issuances beyond five months, as an Arrangement Period in C-IV cannot be more than five months in the future.

Supportive service pick-up times

Customers are allowed to pick-up supportive services any time the district office is open for business. If a customer needs supportive services before or after office hours, the ESS:

- Will make arrangements with the Supervising Office Assistant (SOA) for the customer to pick up his/her negotiable, or
- May have the customer complete a WTW 511 (E/S).

SECTION A

Transportation

Overview

Introduction

This section contains information regarding transportation supportive services.

Contents

This section contains the following topics:

Transportation

Introduction

This section contains information regarding transportation services that are available to customers to cover the cost of transportation to and from an approved Welfare-to-Work (WTW) activity, including transportation to and from a Child Care provider.

Transportation services include:

- Public transportation
- Reimbursement
- Advances
- Miscellaneous services

The Employment Services Specialist (ESS) issues a bus pass or gas card to customers so they can attend their approved WTW activity.

General guidelines

Payment for transportation is made using the following guidelines:

- Payment is based on the ***least costly form of transportation*** that would not preclude participation in WTW activities.
- If public transportation is available and the customer chooses to take public transportation, the customer is issued bus tickets or a bus pass even if it's more than two hours round trip.
- If public transportation is available but the customer chooses to use his/her own vehicle, the customer is reimbursed at the least costly form of transportation.
- If public transportation is not available and the customer drives a vehicle to his/her WTW activity, the customer is reimbursed at the rate of 38.1 cents per mile.
- Payment is allowed to and from the **actual** location where the customer is **attending** an approved activity.
- Parking is reimbursed at actual cost. The customer submits receipts for this purpose except in cases where parking meters are used. If the customer does not have a receipt, a written declaration from the customer indicating the amount paid is used to verify the expense.
- Traffic and parking citations are not paid or reimbursed.

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Reimbursement under $10	Travel reimbursement amounts under $10.00 are issued through the C-IV system via the Electronic Benefit Transfer (EBT) card (if the customer is the payee on the case) or warrant.
Transportation within three-county region	Transportation assistance is available for transportation services within the three-county region consisting of San Bernardino, Riverside and Los Angeles Counties. Transportation assistance for destinations outside this three-county region is provided only on a case-by-case basis with prior approval from the Employment Services Manager (ESM).
Taxi fares, light rail system, car/vanpools	Transportation assistance is not limited to bus passes, gas cards and mileage reimbursement. Customers may also receive assistance with light rail systems, car/vanpools, or taxi fares, as long as it is the **least costly form of transportation reimbursement**. **Example:** Suzie receives a bus pass to get to work because she does not have a car. She gets off work at 11:00pm and no buses run that late. Due to the late hour, Suzie must take a taxi home. She provides documentation of her work schedule and the taxi fares. The ESS issues Suzie a reimbursement for the taxi fares, and also provides monthly bus passes while Suzie is participating in her assigned WTW activity.
Homeless customers	Homeless customers utilizing the Transitional Assistance Department (TAD) district office address will be issued a bus pass or the bus pass rate if they own a car; whichever is the **least costly form of transportation reimbursement** from the TAD district office**.**
Self-employment	A self-employed customer who maintains a place of employment outside of the home would be eligible for supportive services for transportation to and from home and the place of employment. However, he/she would not be eligible to the cost of transportation for running errands related to the business, or delivering products sold.

Travel Assistance Claim (WTW 753A)

Introduction

This section contains information regarding Travel Assistance Claim (WTW 753 A) reimbursements.

WTW 753A approval

When an Employment Services Specialist (ESS) determines a customer needs transportation assistance in the form of reimbursement to participate in an activity, the ESS will have the customer complete a WTW 753A, and:

Stage	Description
1	ESS will: • Complete the contract Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) with activity location(s) and hours of participation, including the Supportive Services block for Transportation (check boxes for Bus Pass, Mileage, Parking or Other). See Forms and Procedures (F&P) guide for the WTW 2 located on-line under TAD, WTW forms. • Create a Need for transportation. • Create a Service Arrangement for Transportation - Other, which populates the Transportation Approval Letter (NA 820). • Explain to the customer: – How to accurately complete the Travel Assistance Claim (WTW 753A) form. – When the form is due (between the first and fifth day of each month). • Provide the customer a supply of WTW 753A forms to submit monthly. • Provide the customer a SAMPLE WTW 753A form, if needed. • Obtain approval via e-mail from the Supervising Employment Services Specialist (SESS I), Employment Services Manager (ESM), Regional Manager (RM) or Deputy Director (DD) if the monthly reimbursement amount on the completed Travel Claim exceeds the ESS authorization level (prior to any advancements). The e-mail must include the: – Case number (Personally Identifiable Information (PII) rules must be followed), – Amount of the Service Arrangement, and – Activity the customer is attending. ✓ The amount needing SESS I, ESM, RM and/or DD approval is the amount prior to any deductions of advances received in the month. • Create a Journal entry.
2	SESS I, ESM, RM, and/or DD will create a **Journal** entry approving the reimbursement amount. **Example**: **<u>Short Description</u>**: Transportation Approval; **<u>Long Description</u>**: Travel Claim reimbursement authorized for month of 12/13. • Be specific so clerical can easily identify what is being approved and for which month.

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Completed WTW 753A

When the ESS receives the completed WTW 753A, the ESS and Authorized Issuance Office Assistant (AIOA) will follow the table below:

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>ESS reviews the WTW 753A for accuracy, and:
<table><tr><th>If the customer has …</th><th>Then the ESS …</th></tr><tr><td>Completed the form correctly,</td><td>Continues to Stage 2.</td></tr><tr><td>Not completed the form correctly,</td><td>Returns the WTW 753A to the customer using the Returned Travel Claim (WTW 751.1) form.</td></tr></table></td></tr>
<tr><td>2</td><td>ESS:
Approves the Travel Claim and sends the WTW 753A to the AIOA for processing, and
Complete a Journal entry.
<u>Note</u>: The ESS must obtain authorization/approval based on authorization limits.</td></tr>
<tr><td>3</td><td>AIOA:
Verifies the approval hard copy and/or e-mail is imaged under Employment and Training/Supportive Services,
Reviews/verifies the calculations made by the ESS on the Travel Claim, and:
<table><tr><th>If the Travel Claim is…</th><th>Then…</th></tr><tr><td>Correct,</td><td>Processes the Travel Claim,
Forwards the Travel Claim to the Supervising Office Assistant (SOA) for review and approval,
Images the Travel Claim into C-IV, and
Completes a Journal entry.</td></tr><tr><td>Incorrect,</td><td>Completes a Supportive Services Bounce Sheet (TAD 613),
Forwards the Travel Claim and completed TAD 613 to the ESS, and
Completes a Journal entry stating the Travel Claim and TAD 613 were forwarded to the ESS for action.
<u>Note</u>: The Travel Claim and TAD 613 are not imaged into the customer's case file (See F&P for the TAD 613). The Travel Claim will be imaged when final.</td></tr></table></td></tr>
<tr><td>4</td><td>SOA approves the payment request within three calendar days of receipt from the AIOA.</td></tr>
</table>

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Authorization levels for Travel Claims

The chart below provides authorization levels for Travel Claim reimbursements. The SESS I, ESM, RM or DD will sign the Notice of Action (NOA) if required to authorize payment.

Amount	Authorization Levels
$0 - $300.00	Employment Services Specialist (ESS)
$300.01 - $500.00	SESS I
$500.01 - $750.00	• SESS I, and • ESM.
$750.01 and above	• SESS I, • ESM, and • RM or DD.

Note: If a SESS I or ESM is not available, authorization can be obtained from an Eligibility Worker Supervisor (EWS I) or District Manager (DM).

Travel Claim reimbursement for restored CalWORKs cases

Customers who have their California Work Opportunity and Responsibility to Kids (CalWORKs) benefits restored back to the date of discontinuance may be eligible for transportation assistance for the period of time the case was closed. The customer must:

- Provide verification of participation, and
- Submit a WTW 753A.

Example: A customer was discontinued from CalWORKs for being over income on 9/1. Three months later, the case was restored back to 9/1. If the customer requests a travel reimbursement for the three months, the ESS will request the above verification, and approve transportation assistance, as appropriate.

Note: ESM approval is required if the Travel Claim is over 60 days.

Transportation: Mileage Reimbursement Rate

Introduction

This section contains information regarding the mileage reimbursement rate.

Mileage reimbursement rate

A customer may receive transportation services based on the established mileage rate. The mileage rate is 38.1 cents per mile, effective 2/1/13.

The transportation mileage rate is determined by the least costly form of transportation to and from the approved activity.

When to use the mileage reimbursement rate

The transportation mileage reimbursement rate may be used when:

- Public transportation is not available.
- Public transportation requires traveling more than two hours round trip, including the time it takes the customer to walk to the bus stop. However, if the customer chooses to utilize public transportation that takes more than two hours round trip to participate in his/her activity, the ESS will issue the appropriate public transportation type.
- Customer takes child(ren) to Child Care before the approved activity.
- Mileage reimbursement is determined to be the least costly form of transportation.

Mileage rate versus public transportation rate

If the customer wants to use his/her own vehicle even though public transportation is available and he/she would not have to travel more than two hours round trip, including the time it takes the customer to walk to the bus stop, s/he is reimbursed at the least costly form of transportation reimbursement.

See block titled “Example of multiple activites and a combination of mileage and public transportation rates” in this section.

Continued on next page

Determining the least costly form of transportation

To determine the least costly form of transportation, the ESS will:

- Need to review and image Google maps, bus maps, or other search engines **once** during the service arrangement period if the hours/location of the customers activity(ies) **do(es) not** change.
- Use the **time of day** the customer would be taking public transportation to get to his/her activity to determine if it would take more than two hours to his/her destination.
- Review each customer's situation on a **case-by-case basis**.
- Use the least costly form of transportation.
- Image all pertinent documentation, i.e. Google map, public transportation information, etc. into Supportive Services.
- **Journal** actions taken and reasons actions were taken.

Example 1: Sam lives in Redlands and is participating in his employment activity in Rancho Cucamonga. He needs to be to work by 7:00am. The ESS:

- Utilizes Omnitrans trip planner to determine there is no available route through the Google Transit Map.
- Determines Sam would be reimbursed at the mileage reimbursement rate since there is no bus route to his activity.
- Images documentation from Google Transit Maps into Supportive Services.
- **Journals** action taken and reasons actions were taken.

Example 2: Sue lives in Fontana, and is employed in Rialto, and her hours/days of employment vary during the month. She states she could take the bus on some days but not others, because the bus doesn't run at the times she needs to be at work. The ESS:

- Utilizes Omnitrans trip planner to determine through the Google Transit Map if bus service is available and discovers bus service is available on some days but not others, because the bus doesn't run at the times Sue needs to be at work.
- Evaluates the case and determines it would be appropriate to give Sue the mileage reimbursement rate because she must use her vehicle to attend her activity.
- Images documentation from Google Transit Maps into Supportive Services.
- **Journals** action taken and reason actions were taken.

Example 3: Fred works three (3) miles from his home and there is a bus route that is available at the days/times he needs to go to work. The ESS determines Fred could take the bus because the bus would get him to and from his approved activity at the appropriate time, and it would not take him two hours round trip on the bus. Fred utilized his car to get to and from work. The ESS:

- Computes and compares the difference between the monthly bus pass rate ($75.00 a month) in Fred's area, and the current mileage reimbursement rate of 38.1 cents for his six (6) mile round trip for 20 days during the month at $45.72.
- Determines that the most appropriate reimbursement for Fred would be mileage at $45.72 since it is the least costly form of transportation.
- Images appropriate bus route information into Supportive Services.
- **Journals** action taken and justification for the determination.

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Example of self-employed customer receiving mileage reimbursement

The following is an example of a customer who is self-employed and receives mileage reimbursement.

Elizabeth lives in Big Bear and is self employed as a hair stylist, working for a beauty salon in Victorville. She commutes one way 48.1 miles = 96.2 miles round trip (RT) in her car. Elizabeth turned in her January Travel Claim WTW 753A, Record of Self Employment or Tips - TAD SAR 7 SUPP (E/S), and pay receipts from her employer. On her WTW 753A she reports that she commuted to work 18 days.

Elizabeth's Employment Services Specialist (ESS) checks and prints Google maps and determines public transportation would take over two hours so mileage will be used to authorize Elizabeth's Travel Claim reimbursement. The ESS will:

Step	Action
1	Add a Need for Transportation - Other.
2	Create a Service Arrangement • In **Service Type Description** section enters *96.2 RT x 18 days = 1731.6 x .381 = $659.34* • Enter *659.34* into the **Total** box
3	Populate the NA 820, check all appropriate boxes, and fill in the lines that state: • "The most we can pay is $*659.34* for a total of *1731.6* miles per *month*." • "your car's mileage" (on right side of NA 820) – *.381* rate – X *18 days* per *month* – X *96.2 RT* miles – = $*659.34*
4	Save and mail NA 820 locally.
5	Complete the **County Only** section of the WTW 753 A, notating the rate, days, and mileage used to authorize the Travel Claim amount (96.2 RT x 18 days = 1731.6 x .381 = $659.34)
6	Obtain SESS I signatures since the amount is over $300.01.
7	Follow Travel Claim processing policy for submittal to clerical.
8	**Journal** all actions taken.

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Example of multiple activities and a combination of mileage and public transportation rates

The following is an example of multiple activities and eligibility for a combination of mileage and public transportation.

Ryan lives in Rancho, is participating in Vocational Education at Riverside Community College, and is also participating in Community Service at his local church. Ryan drives his own car and commutes 19.7 miles one way, 39.4 miles RT to his Vocational Education activity and 6 miles one way, 12 miles RT to his Community Service site.

Ryan turned in his February WTW 753A and attendance for both activities. He has completed 11 days at his Vocational Education activity and 12 days at his Community Service activity.

His ESS researches and prints out Google maps for both activities, taking into account the days of the week and time of day he will be attending his activities. His ESS determines that mileage would be most appropriate for his Vocational Education activity because it will take him more than two hours to reach his destination on Public Transportation. His ESS also determines that the Public Transportation rate would be most appropriate for Ryan's Community Service activity as it is within walking distance of 22 minutes from his home.

To authorize Ryan's Public Transportation rate for his Community Service activity the ESS will:

Step	Action
1	Add a **Need** for **Transportation** – **Other** in C-IV.
2	Combine both activities onto <u>**one**</u> Service Arrangement. • In **Service Type Description** section enter: – $4.50 per day up to $55.00 per month max for public transportation, <u>**and**</u> – *39.4 RT* x *11 days* = 433.4 x .381 = $165.13 for mileage. • In **Total** box enter *220.13* ($55.00 + $165.13).
3	Complete the NA 820 and fill in the lines as follows: • "The most we can pay is $<u>*165.13*</u> for a total of <u>*433.4*</u> miles per <u>*month*</u>." • "your car's mileage" (on right side of NA 820) – <u>*.381*</u> rate – X <u>*11 days*</u> per <u>*month*</u> – X <u>*39.4 RT*</u> miles – = $<u>*165.13*</u> • "The County has approved $ <u>*4.50*</u> per <u>*day*</u> based on public transportation." • "public transportation" (on right side of NA 820) – $55.00 rate – X 4.50 per day – = $55.00
4	Save and mail the NA 820 locally.
5	Complete the **County Only** section of the WTW 753A, notating the daily rate and monthly rate being authorized.
6	Follow Travel Claim processing policy for submittal to clerical.
7	**Journal** all actions taken.

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Example – private mileage versus public transportation

The following is an example of a customer receiving private mileage versus public transportation for commuting locally.

Anthony drives his own car and he is participating in Community Service at his local Boys and Girls Club which is located 2 miles RT from his home. He turned in his March Travel Claim and Attendance and he attended his Community Service 22 days. Anthony's ESS reviews Google maps. Using the calculation 22 days x 2 miles RT = 44 x .381 = $16.76, he determines that it is less costly to give Anthony mileage than the public transportation rate. To authorize the public transportation reimbursement the ESS will:

Step	Action
1	Add a **Need** for **Transportation** – **Other** in C-IV.
2	Create a Service Arrangement. • In **Service Type Description** section enter *2 miles RT x 22 days = 44 x .381 = $16.76.* • In **Total** box enter *16.76*.
3	Populate the NA 820 and check all appropriate boxes and fill in the lines that state: • "The most we can pay is $*16.76* for a total of *44* miles per *month*." • "Other" (on right side of NA 820) – *.381 mileage* rate – X *22 days* per *month* – X *2 RT* miles – = $*16.76*
4	Save and mail the NA 820 locally.
5	Complete the **County Only** section of the WTW 753A, notating the rate, days, and mileage used to authorize the Travel Claim amount (2 RT x 22 days = 44 x .381 = $16.76).
6	Follow Travel Claim processing policy for submittal to clerical.
7	**Journal** all actions taken.

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Example of multiple locations

The following is an example of a customer participating in In Home Supportive Services (IHSS) with multiple locations.

Ronald is an IHSS provider with two clients residing at different locations.

Ronald's first client is visited every Monday, Wednesday, and Friday and is located 27 miles round trip (RT) from his home. Ronald's second client is visited every Tuesday and Thursday and is located 32 RT miles from his home. Ryan drives his own car to his client's homes.

Ronald turned in his pay verification and WTW 753A for the month of January. He worked 13 days for his first client and 10 days for his second client. Using Google maps, the ESS determines mileage will be most appropriate for Ronald's transportation reimbursement.

To authorize Ronald's transportation reimbursement the ESS will:

Step	Action
1	Add a **Need** for **Transportation** – **Other** in C-IV.
2	Create a Service Arrangement. • In **Service Type Description** section enter: – *27 miles RT x 13 days = 351 x .381 = $133.73* – *32 miles RT x 10 days = 320 x .381 = $121.92* – *$133.73 + 121.92 = $255.65* • In **Total** box enter *255.65*.
3	Populate one NA 820, check all appropriate boxes, and fill in the lines that state: • "The most we can pay is $*255.65* for a total of *671* miles per *month*." (on left side of NA 820) • "your car's mileage" (on right side of NA 820) – *.381 mileage* rate – X *13 days* per *month* – X *27 RT* miles – = $133.73 • "Other: Mileage" (on right side of NA 820) – *.381 mileage* rate – X *320 miles* per *month* – = $121.92
4	Save and mail the NA 820 locally.
5	Complete the **County Only** section of the WTW 753A, notating the rate, days, and mileage used to authorize the Travel Claim amount (27 RT x 13 days = 351 x .381 = $133.73, 32 RT x 10 days = 320 x .381 = $121.92, 133.73 + 121.92 = $255.65).
6	Follow Travel Claim processing policy for submittal to clerical.
7	**Journal** all actions taken.

Public Transportation

Introduction

This section contains information regarding public transportation, transit agencies, contracts with public transit agencies, what to do if a customer loses a bus pass/ticket, and examples of using the public transportation rate.

Determining public transportation

When the Employment Services Specialist (ESS) determines the type of public transportation service a customer needs in order to participate in his/her Welfare-to-Work (WTW) activities, he/she does the following:

Step	Action
1	Enters the activity into C-IV.
2	Completes a **Needs** page and a **Service Arrangement** for **Transportation** – **Other** (both a **Need** and a **Service Arrangement** for **Public Transportation** is also required), which populates the appropriate transportation Notice of Action (NOA), for a maximum of five months or to the end of the activity, whichever is shorter.
3	Obtains approval via e-mail from the Supervising Employment Services Specialist (SESS I), Employment Services Manager (ESM), and/or Deputy Director (DD), if necessary (see the "Authorization levels for Travel Claims" block in this section).
4	Images the approval e-mail to the case under Employment and Training/Supportive Services using ImageNow virtual printer. See C-IV User Guide Image Now (Virtual) Printer for specific information.
5	Completes a **Journal** entry.

Note: The same procedures apply if the customer needs to bring his/her child(ren) to an appointment.

Public transit issuance

When a customer requests supportive services for public transit, the ESS will determine the appropriate issuance according to the following table:

If the customer…	Then the ESS will issue the…
Did not participate for the entire month,	**Daily public transit rate** for the area to a maximum of the public transportation monthly rate.
Continues to participate in activity on a monthly basis,	Monthly bus pass rate.
Is a Victor Valley Transit customer,	**31-day – County Adult rate pass**.

Note: The ESS will always approve the least expensive reimbursement rate.

Continued on next page

Transit agencies in San Bernardino County

There are several transit agencies in San Bernardino County that provide public transportation. They are:

- Omnitrans
- Victor Valley Transit
- Morongo Basin Transit Authority
- Transdev
- MARTA

Other transit agencies

In addition, there are other agencies that may provide public transportation to WTW customers.

- Foothill Transit (The ESS will need to issue imprest cash for this transportation provider because Omnitrans does not provide services in the Montclair area)
- Metrolink
- Riverside Transit Authority

Transit agencies general information

Most transit agencies operate their routes on a fixed schedule. Schedules can be obtained by calling the local transit agency in your area.

Bus fares differ from agency to agency. Some agencies provide reduced fares or free services to:

- Disabled citizens
- Senior citizens
- Students enrolled in K – 12
- Individuals enrolled in local colleges

Contact the local transit agency for additional services available in your area.

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Public Transportation, Continued

Contracts with transit agencies

The Transitional Assistance (TAD) has arranged with several agencies to provide bus passes or tickets to customers. The table below provides general information on the transit agencies with TAD contracts. This information is also available in the C-IV system under **Resource Databank**.

<u>Note</u>: Operation hours, costs and areas served are subject to change. The ESS should contact the local transit agency for the most up-to-date information.

Agency Name	Operation Hours	Type	Cost	Service Area
Omnitrans 909-379-7100	**Weekdays:** 4 am – 10:30 pm **Saturdays:** 6 am – 8 pm **Sundays:** 8 am – 6:30 pm	Daily pass	$4.50	San Bernardino Valley
		Monthly pass	$55.00 (good for 30 consecutive days of use from the first day used)	
		Student pass	$41.00	
Victor Valley Transit Authority 760-948-4021	**Weekdays:** 5:30 am – 10:00 pm **Saturdays:** 5:30 am – 8 pm	Daily bus ticket	$3.50	Victor Valley Sub area
		31 day pass – suburban Adult	$50.00	
		31 day pass – suburban Student	$40.00	
		31 day pass – County Adult	$75.00	
		31 day pass – County Student	$65.00	
		County Adult day pass	$5.50	
		County Student day pass	$4.50	
		$5.00 cash value		
		$10.00 cash value		
		$20.00 cash value		

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Agency Name	Operation Hours	Type	Cost	Service Area
Morongo Basin Transit Authority (MBTA) 1-800-794-6282	• Weekday service runs for approximately 15½ hours a day. • Saturday service runs for approximately 14¾ hrs.	Monthly pass (good for 30 days of unlimited use within the same month)	$30.00 Adult monthly $20.00 Student monthly	Morongo Basin Sub area
Transdev 760-255-3330	**Weekdays:** 6 am – 6 pm **Saturdays:** 9 am – 6 pm	Daily token	$1.10	Barstow area and surrounding communities
		Monthly bus pass (good only in month issued)	$38.00	
		Needles Bus Pass	$28.50	
Mountain Area Regional Transit Authority (MARTA) 909-878-5200	**Weekdays:** 6:35 am – 6:30 pm **Saturdays:** 6:35 am – 6:30 pm **Sundays:** 8:45 am – 6:30 pm	10-Ride Pass	$8.50	San Bernardino Mountains and/to City of San Bernardino – service available through the Redlands TAD office
		Dial a Ride	$20.00 $40.00	
		Adult Fixed Route and Off-the-Mountain (OTM)	$15.00	
		Student	$7.50	

Note: Bus pass amounts in C-IV must match the actual bus pass amount to issue through C-IV.

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Example – bus pass

The following is an example of completing an Approval of Transportation NOA (NA 820) for a customer who is receiving a bus pass because he rides the bus.

Tony lives in Fontana and receives a bus pass to participate in his Community Service activity. He turned in his attendance and a Travel Assistance Claim (WTW 753A). His ESS will complete the following:

Step	Action
1	Add a **Need** for **Transportation** – **Other** in C-IV.
2	Create a Service Arrangement. • In **Service Type Description** section enter *$4.50 per day up to $55.00 per month max.* • In the **Total** box enter *55.00*.
3	Enter “public transportation” (on right side of NA 820) • $55.00 rate • X $4.50 per day • = $55.00 **<u>Note</u>:** The blank boxes are left blank because the $55.00 total is the amount for a monthly bus pass in this area.
4	Save and mail the NA 820 locally.
5	Notate on the WTW 753A that customer receives a monthly bus pass.
6	Follow Travel Claim processing policy for submittal to clerical.
7	**Journal** all actions taken.

Lost or stolen bus passes

Lost or stolen bus passes may be replaced one time in a fiscal year with ESS approval. The customer must write a written Declaration (HSS 48 (E/S)) indicating the loss of the bus pass. Should the customer lose additional bus passes during the current fiscal year Employment Services Manager (ESM) approval is required for replacement issuance.

The ESS has the written HSS 48 (E/S) imaged into the C-IV system and completes a Journal entry.

Transportation: Gas Cards

Introduction

This section contains information regarding the countywide electronic gas card program. The electronic debit card enables customers to purchase gasoline at Arco or Valero service stations throughout Southern California.

Note: The **Redlands** and **San Bernardino 02** offices will use Valero gas cards for **mountain area residents only**. All other offices will use Arco gas cards**.**

Gas card information

Each card is used until the total dollar amount has been depleted. Depleted cards are discarded. There is no service charge to the customer on gas cards. The customer receives the full amount of a card for gas.

Gas card denominations

Electronic debit cards are available in $15.00 and $25.00 increments. Employment Services Specialists (ESSs) will use $25 gas cards when applicable rather than $15 gas cards, due to limited supply and cost to the County for the $15 denomination cards.

The ESS will:

- Supplement with $15 gas cards when the advance is outside the $25 range. A separate Service Arrangement (SA) is needed for each gas card denomination.
- Use $15 gas cards for cases that are eligible to a reimbursement amount less than $25.

Gas card advances

Gas cards must be advanced to customers up to the maximum monthly reimbursement amount when necessary and desired by the customer. Customers are not required to use personal funds to pay for transportation services to attend an authorized Welfare-to-Work (WTW) activity. If the customer lives on a bus route, the advance should not exceed the cost of a bus pass.

Gas card advancement limit

The Authorized Issuance Office Assistant (AIOA) will not advance more than 10 gas cards **per issuance,** regardless of the total number of gas cards listed per month on the Service Arrangement, without Employment Services Manager (ESM) approval.

Note: The ESS is responsible for obtaining ESM approval/authorization. If the ESM is approving more than 10 gas cards per issuance, the comments section of the Service Arrangement needs to specify this fact.

Travel Assistance Claim

The customer must submit a completed Travel Assistance Claim (WTW 753A) form every month after the first month of participation to receive reimbursement for transportation expenses.

A completed Travel Claim is not required to receive an advancement of supportive services; however, monthly time and attendance is required.

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Reimbursement

The ESS explains to the customer:

- How to complete the Travel Assistance Claim form (WTW 753A) form,
- When to turn the form in, and
- If the Travel Claim is for more than what the customer was advanced, the County reimburses the customer for the difference within 10 working days after submitting the claim form.

Lost or stolen cards

Lost or stolen gas cards may be replaced one time in a fiscal year with ESS approval. The customer writes a written declaration indicating the loss of the gas card. Should the customer lose additional gas cards during the current fiscal year, Employment Services Manager (ESM) approval is required for replacement issuance.

The ESS images the written declaration (HSS 48 (E/S) 05/03) and completes a Journal entry.

ESS authorization

When an ESS determines a customer needs gas, or it is necessary to revise/extend a transportation plan, the ESS:

Step	Action
1	Completes a **Needs** page and a **Service Arrangement** in C-IV to authorize transportation, which populates the appropriate transportation NOA.
2	Obtains SESS I or ESM approval, via e-mail, if required (see the “Authorization levels for Travel Claims” block in this section).
3	Sends e-mail to the designated district office Issuance Inbox.
4	Completes the appropriate C-IV entries for gas card issuance (See the C-IV User Guide for assistance).
5	Explains to the customer that: • Only the number of gas cards needed will be issued. – Up to the maximum monthly reimbursement amount. • He/she must submit a completed Travel Assistance Claim (WTW 753A) form every month (by no later than the fifth day of the month) for reimbursement of transportation expenses. The ESS will subtract the amount of advanced gas cards from the total amount of the Travel Assistance Claim, and the Office Assistant (OA) will review.

Continued on next page

ESS authorization (continued)

Step	Action
6	Explains the following gas card procedures to the customer: • Follow the instructions provided at the pump for card activation. • Enter the four-digit Personal Identification Number (PIN) located on the lower right side of the front of each card
7	Requests customer wait in the lobby until called by the OA to pick up the issuance.
8	Sends an e-mail to the designated district office Issuance Inbox.
9	Completes a **Journal** entry.

Note: Be sure to select the appropriate gas card (i.e. Arco or Valero) from the drop down menu in C-IV.

Arco card problems

If a customer has a problem with an Arco gas card, the ESM can designate someone within the office to call Arco's toll free number at 1-888-294-2726 between 5 AM and 5 PM Pacific Standard time. The toll free number provides information on card activation and use. The customer may also call the toll free number listed on the back of the card if he/she has a problem with the gas card.

Valero card problems

If a customer has a problem with a Valero gas card, the ESM can designate someone within the office to call Valero's toll free number listed on the back of the gas card. The toll free number provides information on card activation and use. The customer may also call the toll free number listed on the back of the card if he/she has a problem with the gas card.

Transportation Advance

Introduction

This section contains information regarding transportation advances for customers; including Cash advance guidelines and authorization levels, the Travel Claim form, and examples.

Transportation cash issuances

Whenever possible, alternatives to Cash advances should be exhausted before an Imprest Cash advance is authorized. Alternatives include, but are not limited to:

- Public Transportation
- Gas cards
- Travel reimbursement
- Vouchers
- Car or van pools

Cash advance guidelines

In general, a customer may be issued a Cash advance when:

- He/she is unable to obtain bus tickets, bus passes or Metrolink passes,
- He/she does not own a vehicle, or
- The vendor does not accept a voucher.

Note: The Employment Services Specialist (ESS) must obtain a receipt from the customer for cash issuances.

Authorization levels for transportation Imprest Cash

Authorization levels for transportation Imprest Cash advances are:

Cash Amount	Authorization Level
$0 - $50	Supervising Employment Services Specialist (SESS I)
$50.01 - $100	• SESS I, and • Employment Services Manager (ESM).
$100 .01 +	• SESS I, • ESM, and • Regional Manager (RM) or Deputy Director (DD).

Note: If a SESS I or ESM is not available, authorization can be obtained from an Eligibility Worker Supervisor (EWS I) or District Manager (DM).

Obtaining approval to issue imprest cash

In order for an ESS to issue a transportation Imprest Cash advance, he/she will:

- Obtain approval from the SESS I, ESM, and RM or DD via e-mail, and
- Image the approval e-mail into the case via ImageNow virtual printer.

Note: See C-IV User Guide, Image Now (Virtual) Printer, for specific information.

Due date for Travel Claims

Customers are to submit a Travel Claim (WTW 753A) form at the beginning of each month (no later than the fifth day of the month) following the month a transportation advance is issued.

Note: The ESS will need ESM approval to pay Travel Claims over 60 days from the last day of the Report month.

Example: A January WTW 753A would be over 60 days and need ESM approval after April first because the 60 day count starts on February first.

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Examples

The following chart provides ***examples*** of various types of transportation advances customers may receive.

If the customer…	And…	Then the customer is…
Uses his/her vehicle to travel to work,	The distance is too far to use public transportation, because using public transportation would take the customer two or more hours round trip to get from home to his/her activity on time,	• Advanced gas cards (not to exceed the maximum monthly reimbursement amount). • Required to submit a completed WTW 753A every month after the first month of participation and every month thereafter to receive reimbursement for transportation expenses. • Reimbursed at the mileage rate of 38.1 cents per mile because public transportation would take the customer more than two hours round trip.
Lives in Fontana,	Takes public transportation to work. Public transportation is his/her only means of transportation,	Advanced a monthly bus pass, even if it takes them more than two hours round trip and the customer chooses to participate.
Lives in Redlands,	Uses his/her own vehicle to drive to an approved activity in Redlands, and public transportation is **not** available,	Reimbursed at the mileage rate of 38.1 cents per mile.
Uses his/her vehicle to travel to Job Club/Job Search,	Public transportation is available in his/her area,	Advanced gas cards at the local public transportation rate (least costly form of transportation).
Lives in Big Bear	Public transportation is available, and the customer is in an approved WTW activity in Big Bear,	Advanced a MARTA bus pass – fixed route 30 ride adult pass.

Note: Customers receiving transportation advances may also be eligible for transportation reimbursement (see transportation reimbursement, this section).

Transportation Reimbursement

Introduction

This section contains information regarding transportation reimbursement. A customer may be reimbursed for transportation expenses incurred while participating in an approved activity.

Reimbursement rate

The customer is reimbursed for each day he/she participates in a Welfare-to-Work (WTW) activity. He/she is reimbursed at either:

- The public transportation rate (see public transportation rates section), or
- The mileage reimbursement rate of 38.1 cents per mile.

Note: If the customer is reimbursed at the **mileage rate**, the Employment Services Specialist (ESS) will use Map Quest, Google maps or another Internet travel site to verify mileage.

Reimbursement from transportation advances

A customer may be reimbursed the difference between a transportation advance and the total amount approved on the Travel Claim (WTW 753A) form.

Travel Claim submission

The customer submits a completed WTW 753A every month after the first month of participation, and every month thereafter to receive reimbursement for transportation expenses.

Reimbursement under $10.00

Travel reimbursement amounts under $10.00 are issued through the C-IV system.

Reimbursement for parking

Parking that causes the customer to incur an expense, including parking meters and coin lots, is reimbursed if the parking expense was necessary for the customer to participate in an activity.

Reimbursement for carpool/ vanpool fees

When a customer uses carpool/vanpool services as her/his means of transportation, s/he will be reimbursed at the carpool/vanpool rates paid for the month. However, the least costly form of transportation policy still applies.

EBT

Supportive service payments (i.e. transportation reimbursements) will be issued on the customer's Electronic Benefit Transfer (EBT) card if the Payee on the Payment Request is the same as the Payee on the active California Work Opportunity and Responsibility to Kids (CalWORKs) program.

This information will be recorded on the customer's Electronic Benefit Transfer (EBT) account information under the "**Cash**" amount.

If the customer does not have an EBT card or is not the payee on the CalWORKs case, he/she will receive a warrant.

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Verification of parking

The ESS verifies the expense of a parking meter or a lost parking lot receipt by use of a written declaration from the customer indicating the amount paid. The customer must verify the parking expense before being reimbursed. The chart below lists the expense and verification required.

Item	Verification
Parking Lot	Receipt
Parking Meter	Customer’s sworn statement, HSS 48 (E/S)
Lost Receipt	

Reimbursing examples

The following are examples of reimbursing the customer.

If the customer…	And…	Then the customer is reimbursed…
Uses his/her vehicle to travel to work, and public transportation is: • Available, and • Would not take more than two hours round trip,	Is unable to come into the office because of his/her work schedule,	At the least costly form of transportation, which could be either mileage, daily public transportation rate, or public monthly transportation rate, whichever is less.
Uses his/her vehicle to travel to work, and public transportation is • Not available, or • Available and would take more than two hours round trip,	Reimbursement has been determined at the mileage rate of 38.1 cents per mile, and customer has been advanced $90.00 in gas cards,	The difference between the amount given in gas cards and the total amount listed on the WTW 753A.
Takes public transportation to work,	Is unable to come into the office because of his work schedule,	At either the daily public transportation rate or the public monthly transportation rate, whichever is less.
Lives in Yucca Valley,	Uses his/her vehicle to attend training in Palm Springs,	At the mileage rate of 38.1 cents per mile, ten calendar days after s/he completes and turns in the WTW 753A.
Lives in Victorville and carpools to San Bernardino to work,	Pays a set bi-weekly amount of $45 for carpool fees,	At the set carpool fees when s/he completes and submits the WTW 735A.

Note: The customer is reimbursed at either the mileage reimbursement rate of 38.1 cents per mile if he/she drives a car, or the public transportation rate (either monthly or daily rate), **whichever is less.**

Child Care Transportation

Introduction

This section contains information regarding Child Care transportation, Employment Services Specialist's (ESS's) responsibility, customer's responsibility, reimbursement rates and bus passes for children.

Transportation and child care rates

Most Child Care providers include transportation to and from school, or between two Child Care providers as part of their Child Care rate. In this situation, transportation is fully covered by the Child Care payment and subject to Regional Market Rates (RMR). If the cost exceeds the RMR, parents would pay the difference between the RMR and the actual Child Care cost.

The Welfare-to-Work (WTW) program is required to reimburse transportation costs for the customer's child(ren) if the transportation cost is not included in the Child Care rate, and the customer requires this service in order to participate in his/her Welfare-to-Work (WTW) activity.

Transportation services for children

The customer is reimbursed for transportation services for his/her child(ren) if:

- The customer is participating in an approved activity, and
- This service is not included in the Child Care provider's fee, and
- The child(ren) is under 13 years of age, or
- Is over 13 years of age and is incapable of self-care, and/or
- A child(ren) is under court supervision and needs care while the customer is attending his/her WTW activity.

Note: Verification of the child's emotional, mental, or physical incapacity (from a physician, psychiatrist, psychologist) or court order must be provided.

Customer declaration

The customer is responsible for completing a written declaration indicating the amount paid, and the name of the person who transports his/her child(ren) to/from a Child Care provider. The ESS images the verification and completes a Journal entry.

Continued on next page

Child Care Transportation, Continued

Reimbursement rate

The ESS reimburses the customer for Child Care transportation at the mileage reimbursement rate of 38.1 cents per mile.

The customer completes a Travel Assistance Claim for Child Care (WTW 753CC) for each child's transportation costs. The chart below gives examples and explains the rate to be reimbursed.

If the customer has…	Then the…
More than one child transported to the same Child Care provider,	Reimbursement rate is one set rate, per mile, per trip, not per child.
More than one child transported: • To different Child Care providers, or • At different times,	Customer completes a WTW 753CC for each child's transportation costs.
A child(ren) with two different Child Care providers,	Customer lists all Child Care providers' names on the WTW 753CC form under: ***Child Care Provider(s)***

Note: The customer is only reimbursed for the child's transportation when the customer is participating in an approved activity. The ESS completes a Journal entry and has the verification information received imaged into C-IV.

Child bus pass

If a customer's child(ren) needs a bus pass from his/her school to get to a Child Care facility, the ESS informs the customer schools provide free bus passes for low-income children. The ESS refers the customer to the child's school to apply for a free bus pass(es).

If the school does not provide a free bus pass for the child so the customer can participate in his/her activity, the ESS issues a voucher to the school for a bus pass.

Extracurricular activities

The WTW program does not provide transportation reimbursement for extracurricular activities.

Child Care Transportation Reimbursement

Introduction

This section contains information regarding Child Care transportation reimbursement, the Child Care Travel Claim Form (WTW 753CC), and how to complete the form.

ESS responsibilities for WTW 753CC

When an Employment Services Specialist (ESS) determines a customer needs transportation assistance for Child Care in the form of reimbursement to participate in an activity, the ESS completes the following:

Step	Action
1	Completes a **Needs** page and a **Service Arrangement** in C-IV to authorize transportation, which populates the appropriate transportation Notice of Action (NOA); note on the NOA that it is for Child Care transportation.
2	Obtains Supervising Employment Services Specialist (SESS I), Employment Services Manager (ESM) and/or Welfare-to-Work (WTW) Deputy Director (DD) or Regional Manager (RM) approval if required. See the "Authorization levels for Travel Claims" block in this section.
3	Sends an e-mail to the designated district office Issuance Inbox.
4	Gives the customer the WTW 753CC.
5	Reviews the procedures for completing the WTW 753CC with customer. **Note:** The customer must complete a separate WTW 753CC for each child if the child(ren) are going to different day cares or at different times. The WTW 753CC is completed and submitted by the customer each and every month Child Care transportation services are requested.
6	Explains to the customer it takes approximately 10 days to receive a reimbursement.
7	Creates a **Journal** entry.

Advances

If the customer requests an advance for Child Care transportation ***in order to participate*** in his/her activity, the ESS can authorize an advance ***up to*** **the maximum monthly reimbursement amount**.

If the customer's friend or relative is picking the child(ren) up from school and taking him/her to a day care facility, and the customer requests an advance to give the friend or relative gas money, the ESS may issue gas cards (as necessary, up to the maximum monthly reimbursement amount).

Note: The advance of up to the maximum monthly reimbursement amount is not per child. The maximum an ESS can authorize is up to the maximum monthly reimbursement amount per participating WTW customer.

Continued on next page

Transportation reimbursement request

If a customer requests transportation reimbursement because the transportation cost is not included in the CC provider's total fee, the customer will complete the WTW 753CC for reimbursement.

When Travel Claims are due

Customers must submit Travel Claims between the first and fifth calendar day of each month following the month in which the Child Care transportation advance was issued.

Note: The ESS will need Employment Services Manager (ESM) approval to pay Travel claims over 60 days from the last day of the Report month.

Example: A January Travel Claim would be over 60 days and need ESM approval after April 1st because the 60 day count starts on February 1st.

Customer returns the WTW 753CC

When the customer returns the completed the WTW 753CC, the ESS completes the following:

Step	Action
1	Ensures the Travel Claim form has been date stamped into the office.
2	Reviews the Travel Claim form to ensure it is correct against: • Time and Attendance Sheet (if in training), or • Employment search log, or • Customer's employment schedule, and • Child's attendance at the day care center.
3	Completes reimbursement rate for each date claimed.
4	Signs and dates the Travel Claim form.
5	Submits the Travel Claim form to the Office Assistant (OA) for processing (same procedures as the WTW 753A, except the OA notes that the reimbursement is for Child Care transportation).
6	Completes a **Journal** entry.

SECTION B

Ancillary

Overview

Introduction

This section contains information regarding ancillary services.

Contents

This section contains the following topics:

Ancillary Services

Introduction

This section contains information regarding ancillary services. Supportive services other than Child Care and transportation are referred to as ancillary services or miscellaneous support item.

Purpose of ancillary services

Ancillary services are available to assist the customer with various support services needed to start, continue in, or complete an approved activity (e.g., Job Readiness, Job Search, Work Experience (WEX)/Community Service, training and employment activities).

Ancillary services for the learning disabled

Ancillary services may be used to provide reasonable accommodations for disabled individuals, e.g., tape recorders, calculators.

Food Worker Certification

If a customer needs a Food Worker certification card for employment, training, or to complete an approved activity, the Employment Services Specialist (ESS) informs the customer:

- To visit www.sbcounty.gov/dehs and click on the Food Worker Training link to receive the certified Food Worker training and card.
  - This is an automated process and they do not except county vouchers.
  - The site will request a credit card.
- The cost is $22.00.
  - If the customer has already taken the test and provides the receipt, the ESS will reimburse the customer.
- Call 1-800-442-2283 for general information regarding the certified Food Worker card.
- Training is available in English, Spanish, and Mandarin.

Note: The ESS will advance the $22.00 to the customer if he/she needs an advance to pay for the certification.

Replacement USCIS immigration documents

If a customer is employed, or has a verifiable job offer and needs a replacement immigration document, the ESS will look for a copy of the G-845 USCIS Document Verification Request form in the customer's case file under imaged documents.

If a copy of the G-845 is…	Then the ESS…
Not on file,	• Completes the top portion of the G-845. • Gives the original G-845 to the customer to take (or mail) to the USCIS.
Obtained but proves to be unacceptable by the employer,	Creates a Services Arrangement for a "rush" warrant issuance to the U.S. Citizenship and Immigration Services (P.O. Box 54870, Los Angeles, CA 90054-0870) to obtain a replacement immigration document.

Continued on next page

Car registration fees

If a customer requests reimbursement to pay for his/her car registration fees in order to continue to fully participate in his/her employment, education, training or WEX/community service activity, the ESS will approve ancillary in the form of a **reimbursement payment.** Proof of payment showing the amount paid **must** be attached to the reimbursement approval Notice of Action (NOA). For additional information regarding reimbursement instructions see the "Reimbursement for ancillary expenses" block in the Ancillary: Vouchers section of this chapter.

Note: The vehicle must be registered in the customer's name.

How ancillary payments are issued

Imprest Cash is used for ancillary payments as follows:

- Any payment to a vendor under $10.00.
- Over $10.00 if the vendor does not accept a voucher.
- When necessary and desired by the customer so the customer need not use personal funds to pay for necessary supportive services.

Ancillary NOA

The NA 823 Approval of Ancillary NOA is used to approve or deny all requests for ancillary services (i.e. denial of a book for an unapproved course/program). This NOA is available in the C-IV system.

Note: The NA 823 is completed and handed to the customer or mailed to the customer within ten working days of the action taken.

Ancillary authorization levels

The chart below provides authorization levels for ancillary services not related to transportation.

Amount	Authorization Levels
$0 - $300.00	ESS
$300.01 - $500.00	Supervising Employment Services Specialist (SESS I)
$500.01 – $750.00	• SESS I, and • Employment Services Manager (ESM).
$750.01 and above	• SESS I, • ESM, and • Regional Manager (RM) or Deputy Director (DD).

Note: If a SESS I or ESM is not available, authorization can be obtained from an Eligibility Worker Supervisor (EWS I) or District Manager (DM).

Continued on next page

Examples of authorization limits

The following are examples of authorization levels needed for ancillary expenditures:

If a customer…	Then the…
Needs work boots for employment and the cost is $50.00,	ESS can authorize the ancillary expenditure.
Needs several tools for his job and the cost is $750.00,	SESS I and ESM must authorize the ancillary expenditure.
Had tools stolen and he needs $1,500.00 for a new set or he will lose his job,	SESS I, ESM, RM or DD approval are required because the cost is over $750.01.

Verification

The ESS has the customer **provide verification** from his/her employer for any job related expenses. If the customer is unable to provide the necessary verification it is the ESS's responsibility to make attempts to obtain verification. Verbal verification from an employer is acceptable, if necessary.

The ESS will Journal all actions taken.

EBT

Ancillary reimbursements are issued on the customer's Electronic Benefit Transfer (EBT) card if the Payee on the Payment Request is the same as the Payee on the active CalWORKs program C-IV will default to EBT.

This information will be recorded on the customer's EBT account information under "Cash" amount.

If the customer does not have an EBT card or is not the payee on the CalWORKs case they will receive a warrant.

Continued on next page

Allowable ancillary expenses

Below are ***examples*** of some items that may be covered as ancillary expenses:

Type	Guidance
Alarm Clock	If needed for any approved activity so the customer can get to his/her activity on time.
Birth Certificates	This cost can be allowed only if required as a condition of employment or training and cannot be obtained from another social agency (e.g., TAD eligibility).
Books	If required for training or employment.
Car Registration	This cost can be allowed if the customer needs to continue to fully participate in his/her employment, education, training or WEX/community service activity.
Clothing	If needed for training, employment, WEX/Community Service, Job Search or Job Readiness. Customers participating 30 hours or more per week may require more articles of clothing than someone who is participating less hours per week. Refer to ancillary authorization levels in this chapter.
Driver's License, California I.D. Card, and/or DMV Printout	These costs are allowed only if required as a condition of training or employment. Only the standard fee is allowed. Welfare-to-Work customers pay the DMV reduced fee for California I.D. cards because the applicant meets income requirements from a public assistance program. The reduced fee is currently $7.00. Use the required DMV form (DL 937) to request a California I.D. This form is available through the Forms Distribution Unit (FDU). Advise customers the form must be presented to the DMV within sixty (60) days of the date on the form along with the seven dollar ($7.00) payment. All other ID card requirements still apply. DO NOT PROVIDE BLANK FORMS TO THE PUBLIC. **Note:** Penalties and/or court fines are not allowable items.
Fingerprinting	When needed for training or employment.
Food Worker Certification	If required for employment, training or to complete an approved activity.
Grooming/ Personal Care	Any grooming or personal care item needed for a job interview, employment, Job Readiness, Job Search or WEX/Community Service.
Medical Forms/Verifications	These costs are allowed only if they cannot be paid by another program. The customer needs to provide proof for a medical exemption. This would include a reimbursement for the cost if the customer can provide verification of the expense, and he/she is not able to obtain the medical verification from his/her doctor at no cost.
Prescription Lenses/Frames	If required for training or employment. These costs are allowed only if they cannot be paid by another program. **Note:** This **does not** cover/include an eye exam.
Replacement Immigration Document	If a customer is employed, or has a verifiable job offer and needs a replacement immigration document, the ESS will look for a copy of the G-845 USCIS Document Verification Request form in the customer's case file under imaged documents.
Safety Equipment	If required for training or employment.
Student Body Cards	If purchased for the purpose of obtaining discounts at the school bookstore and determined by the ESS to be cost-effective.
Tools	If required for training or employment.
Uniforms	If required for training or employment.
Work Shoes	If required for training, WEX/Community Service, Job Readiness, Job Search or employment.

Continued on next page

Excluded items

Do not use Ancillary Services to pay for:

- Firearms
- Auto insurance
- Life insurance
- Health insurance
- Dental insurance
- Traffic tickets, penalties and/or court fines

Bursar's Office fees at Mt. SAC

Mount San Antonio College (Mt. SAC) Bursar's Office does not accept voucher payments. The ESS must complete a Service Arrangement in C-IV to request a warrant issuance for Mt. SAC Bursar's Office.

Service Arrangements for Mt. SAC Bursar's Office are for the ancillary requests listed below:

- Materials, and
- Parking.

For instructions regarding how to issue a warrant for Mt. SAC, refer to the **Mount San Antonio College Bursar's Warrant Issuance** section in this chapter.

Note: Ancillary requests for textbooks should be paid to Mt. SAC Bookstore. See the "Voucher Process for ESS" block in the Ancillary: Vouchers section of this chapter.

Dropped classes

If a customer receives payment for a textbook and later drops the class that required that book, the customer may still be eligible to receive a voucher or reimbursement for ancillary expense if he/she:

- Is currently making satisfactory progress in the schooling activity,
- Enrolls in the class again, and
- Signs a new Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2).

Example: Scott meets with his ESS to inquire about obtaining a book voucher for a class he dropped the prior semester due to his new employment conflicting with his class times. He provides verification of satisfactory progress in his schooling activity, meeting participation requirements, and required textbook cost. The ESS will:

- Review the verification provided by the customer,
- Approve the book voucher, and
- **Journal** all case actions in C-IV.

NA 823 – Authorize or deny ancillary services

The NA 823, Notice of Action (NOA), is used to authorize or deny ancillary services to CalWORKs customers. This NOA is located in the C-IV system.

Ancillary: Vouchers

Introduction

Customers, as authorized by the Employment Services Specialist (ESS), can make purchases via the voucher method from local vendors who accept these vouchers. This section contains information regarding vouchers for ancillary payments, and the voucher process.

Vouchers

A voucher (HS 278 G/S) is used whenever possible to purchase items from local vendors. A voucher is similar to a purchase order; it is used to purchase goods/services.

TAD RDB 102

The Resource Databank (RDB) Resource Request – Resource or School (TAD RDB 102) form is used by the ESS or Supervising Employment Services Specialist I (SESS I) to request Resource or School information be added, updated or corrected in the Resource Data Bank (RDB) by the appropriate RDB Maintainer.

Supervising Office Assistants (SOAs) are responsible for adding all non-contracted Welfare-to-Work (WTW) resource/provider information, services, and activities into the RDB per instructions on the TAD RDB 102 form.

Providers also include vendors who will accept county vouchers.

Searching the RDB

Prior to submitting a TAD RDB 102, the ESS SESS I must complete a thorough search of the RDB. Verify that **Maximum Distance From Address** is set to **All** prior to completing the search so a thorough search may be conducted.

If the required Resource cannot be found, the ESS or SESS I will submit a TAD RDB 102 to the appropriate RDB Maintainer to add the Resource to the RDB (See the Forms and Procedures (F&P) Guide for the TAD RDB 102.

Getting started

When the ESS determines a customer needs ancillary services in order to participate in the assigned activity, the ESS follows the steps listed in the chart below.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Complete the Approval/Denial of Ancillary NOA (NA 823) located in the C-IV system.</td></tr>
<tr><td>2</td><td>Obtain approval via e-mail from the SESS I, Employment Services Manager (ESM), Regional Manager (RM) and/or Deputy Director (DD) for approval, based on ancillary authorization levels.</td></tr>
<tr><td>3</td><td>E-mail the designated district office Inbox.</td></tr>
<tr><td>4</td><td>Perform a search in the C-IV Resource Databank (RDB) for vendors who accept vouchers, and:
<table><tr><th>If the vendor is:</th><th>Then the ESS will:</th></tr><tr><td>In the RDB,</td><td>Process the voucher payment.</td></tr><tr><td>Not in the RDB, but will accept a county voucher,</td><td>E-mail the completed TAD RDB 102 to RDB Maintainer to have the vendor added into RDB.</td></tr></table></td></tr>
</table>

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Vouchers for Victor Valley College

When completing a Service Arrangement in C-IV to approve ancillary services for Victor Valley College, the ESS **must** select the following RDB provider ID numbers:

- **899020562** for the bookstore, or
- **195037537** for all other ancillary services.

Voucher process for ESS

The ESS is responsible for explaining the voucher process to the customer.

The following chart describes the voucher process:

Stage	Description
1	The ESS instructs the customer on: • What items they are authorized to shop for, • The voucher process, **and** • Which vendors accept vouchers. **Note:** Approved vendors are located in the C-IV system under **Resource Databank**.
2	The customer: • Shops for the authorized items. • Selects the items, and does the following: – Brings the items to the customer service counter, – Explains that he/she wishes to purchase these items through the use of a voucher, and – Requests written cost verification (pre-receipt) specifying the items he/she has selected, and the exact cost, including tax. • Brings the written cost verification verifying the items selected and their exact costs including: – The name of the vendor – Signed and dated by vendor's authorized representative. • Returns the vendor's written cost verification (pre-receipt) verifying the items selected and their costs to his/her ESS.
3	Once written cost verification is obtained, the ESS: • Completes the **Needs** page, Service Arrangement, and Notice of Action (NOA) in C-IV, and forwards to the Office Assistant (OA), • Forwards the written cost verification from the vendor with a Service Arrangement to the Office Assistant to complete a voucher, • E-mails the designated district office Issuance Inbox.
4	The ESS completes a **Journal** entry.
5	The customer: • Returns to the vendor with the voucher "in hand," • Takes the voucher back to the customer service counter, and • Presents the voucher to the vendor's authorized representative in exchange for the items previously selected and listed on the front of the voucher.
6	The customer receives the items, and signs the voucher in the section designated, *Receipt of the Above Item(s) is Hereby Acknowledged.*

Note: Check the C-IV User Guide for instructions regarding how to complete a voucher and Service Arrangement.

Continued on next page

Reimbursement for ancillary expenses

If the customer purchases the ancillary expense and is eligible to be reimbursed, the ESS takes the following actions:

Step	Action
1	Informs the customer that original receipts/invoices are necessary for reimbursement. **<u>Note</u>:** Whenever possible, receipts/invoices should indicate item(s) purchased.
2	Completes the NA 823 located in C-IV.
3	Submits original receipts/invoices to the designated Office Assistant (OA) to initiate payment.
4	**Journals** all action taken.

<u>Note</u>: If a voucher needs to be issued to a vendor for under $10.00, use Imprest Funds for payment (issue the payment to the customer to pay the vendor).

Ancillary: Cash Issuance

Introduction

This section contains information regarding Cash issuance for ancillary services and required signatures.

Ancillary Cash issuances

When a voucher cannot be issued, the customer is issued a Cash advance from Imprest Funds.

In general, Cash advances over $1,000.00 are not approved. However, special requests are forwarded to the Deputy Director (DD) for consideration.

Vouchers should be issued instead of cash whenever possible, if the amount is over $10.00.

Note: The Employment Services Specialist (ESS) must obtain a receipt from the customer for Cash issuances.

Required signatures

Below is a summary of signatures required for Imprest Cash advance payments.

Amount	Approval
$0 - $50.00	Supervising Employment Services Specialist (SESS I)
$50.01 - $100.00	• SESS I, and • Employment Services Manager (ESM).
$100.01 +	• SESS I, • ESM, and • Regional Manager (RM) or DD.

Note: If a SESS I or ESM is not available, authorization can be obtained from an Eligibility Worker Supervisor (EWS I) or District Manager (DM).

Examples

The following are examples of authorization levels needed for Imprest Cash advances:

If a customer needs…	Then the…
An auto repair tool kit for employment and the cost is $50.00,	Notice of Action (NOA) is approved by the SESS I.
A set of tools for employment and the cost is $590.00,	SESS I, ESM and RM or DD approval is required on the NOA because the amount is over $100.01.

SECTION C

Warrants

Overview

Introduction

This section contains information regarding warrant issuance.

Contents

This section contains the following topic:

Manual Warrant Issuance

Introduction

This section contains information regarding the manual issuance of warrants for a vendor payment when the C-IV system is "down/inaccessible."

When to complete a manual issuance

A manual issuance for a vendor payment is to be completed when C-IV is "down/inaccessible" which may occur during scheduled maintenance periods or rare unforeseen outages.

Form used to complete a manual issuance

The C-IV 1 - C-IV Manual Issuance Authorization form is the only form used to authorize the issuance of any warrant when C-IV is unavailable due to valid "down time." Instructions for using this form are contained in the Forms & Procedures (F&P) guide located on-line in the Transitional Assistance Department (TAD) forms catalog under Operations & Reference.

For additional information regarding manual issuance see the Operations & Reference Handbook (ORHB) Chapter U – Manual Processes.

Mount San Antonio College Bursar’s Warrant Issuance

Introduction

Mount San Antonio College (Mt. SAC) Bursar’s Office does not accept voucher payments. The Employment Services Specialist (ESS) must complete a Service Arrangement in C-IV to request a warrant issuance for Mt. SAC Bursar’s Office.

ESS – warrant issuance

The ESS will complete the following actions to request a warrant issuance for Mt. SAC Bursar’s Office:

Step	Action
1	Inform the customer that the original verification, such as a receipt/invoice and/or school schedule, is necessary for advance payment to Mt. SAC Bursar’s Office. **<u>Note</u>:** Whenever possible, receipt/invoice and/or school schedule should indicate item(s) or fees requested for payment. See WTWPHB Chapter 7 – Self-Initiated Programs (SIPs) or WTWPHB Chapter 16 – Education and Training for additional information.
2	Complete the **Needs** page, **Service Arrangement Detail** page, and Notice of Action (NOA) once the customer submits verification for advanced payment to Mt. SAC Bursar’s Office. **<u>Note</u>:** See the WTW C-IV User Guide for **Service Arrangements – Ancillary Mount San Antonio College Bursar’s Office**.
3	Explain to the customer the process for obtaining and delivering the Mt. SAC Bursar’s Office warrant which includes: • Contacting the ESS within four work days after the initial appointment, • Picking up the warrant at specific time periods, • Informing the customer warrants will be maintained in the district office for 15 working days. Warrants not picked up by the 15th working day will be returned to HS Auditing, • Seeing the Authorized Issuance Office Assistant (AIOA) to pick up the warrant, • Presenting a picture ID, • Signing the No Address Warrant Register, and • Taking the warrant to Mt. SAC Bursar’s Office.
4	**Immediately** forward to the AIOA: • The written cost verification from the customer, • A copy of the Service Arrangement, and • A copy of the NOA. **<u>Important</u>:** The AIOA will contact the ESS when the warrant is received. The ESS researches the case number and sends the customer name, case number, and amount of the warrant to the AIOA via e-mail attachment. Staff must adhere to the Personally Identifiable Information (PII) policy.
5	Complete a **Journal** entry.

Replacing Warrants

Introduction

This section provides information regarding procedures to replace a lost, stolen, or destroyed customer or service provider/vendor warrant.

Policy

A warrant is considered lost if the customer or service provider has not received it within five working days. The customer/provider may sign the Stop/Release Payment Declaration (HS 50A) five working days after the warrant was mailed.

If the warrant was lost, stolen or destroyed other than in the mail, the customer/provider may sign the HS 50A immediately.

Lost, stolen or destroyed customer warrants

When a customer notifies the district office a supportive service warrant has been lost, stolen, destroyed or not received, the Employment Services Specialist (ESS) will:

Step	Action
1	Complete Section I of the HS 50A,
2	Have the customer complete Section II of the HS 50A.
3	Forward the completed HS 50A to Human Services (HS) Auditing.

Customer replacement warrants will be issued by auditing within five working days after the HS 50A is signed, even if it is determined that the warrant was not lost, stolen, or destroyed.

Lost, stolen or destroyed service provider warrants

If a service provider/vendor notifies an ESS a warrant has been lost, stolen, destroyed or not received, the ESS will:

Step	Action
1	Complete Section I of the HS 50A,
2	Have the customer complete Section II of the HS 50A.
3	Forward the completed HS 50A to Human Services (HS) Auditing.

Auditing will issue the replacement warrant to the provider/vendor.

Original warrant received after Stop Payment

If the customer/provider receives the original warrant, the ESS or AIOA will contact Auditing to determine if the Stop Payment can be halted, and:

If the Stop Payment...	Then the...
• Can be halted, and • A replacement warrant has not been issued,	Customer/provider can cash the warrant.
• Cannot be halted, or • A replacement warrant has been issued,	ESS will advise the customer/provider to return the original warrant.

Non-receipt of warrant from another county

When the customer lives in San Bernardino County and reports non-receipt of a warrant issued by another county, the ESS will instruct the customer to contact his/her Eligibility Worker (EW) immediately.

SECTION D

Child Care

Overview

Introduction

This section contains information regarding Child Care.

Contents

This section contains the following topic:

Child Care Eligibility

Introduction

This section contains basic information regarding the Child Care program. For additional information see the Child Care Policy Handbook (CCPHB).

Reference

The reference used in this chapter is Eligibility and Assistance Standards (EAS) 47-200.

Eligible children

Child Care referrals are available to customers with children:

- Under 13 years of age,
- Over 13 years of age and incapable of self-care, and/or
- Under court order and need care while customer is attending his/her activity.

Verification of child's disability

The customer is required to submit written verification, from a physician, psychiatrist, psychologist, or a court order, in order to receive Child Care services for children under each of the following conditions:

- Emotionally incapacitated
- Mentally incapacitated
- Physically incapacitated
- Court order (for children 13 years and older)

CalWORKs Child Care Request Form and Payment Rules (CCP 7)

Introduction

This section contains information regarding the CalWORKs Child Care Request Form and Payment Rules (CCP 7).

Request for CC

Parent(s) may request Child Care (CC) services with a:

- Verbal request,
- Written request, or
- In office request at:
  - Reception, or
  - Welfare-to-Work (WTW) Orientation, and/or
  - WTW Appointment.

Stage One CC applications may be completed through a phone interview or a face-to-face interview.

CCP 7

If there is an **active/pending CC case**, the CalWORKs Child Care Request Form and Payment Rules (CCP 7) is not required when a Parent:

- Changes a Provider, or
- Signs a WTW 2.

SECTION E

State Funded Vehicle Programs

Overview

Overview This section contains information regarding State funded vehicle assistance.

In this section This section contains the following topics:

State Funded: Vehicle Repair Consumer Assistance Program (CAP)

Introduction

This section contains information regarding the State Funded Vehicle Repair Assistance through the Consumer Assistance Program (CAP).

Overview

CAP is administered by the Bureau of Automotive Repair (BAR) and is designed to help improve California's air quality. CAP offers consumers up to $500 in financial assistance towards certain emissions-related repairs.

Eligibility requirements

Vehicle owners who meet certain eligibility requirements may receive up to $500 in emissions-related repairs performed at licensed Smog Check Test and Repair stations holding valid STAR certification and operating under an agreement with the BAR:

- The vehicle must:
  - Have failed its "biennial" (every other year) Smog Check inspection as required by the Department of Motor Vehicles (DMV) (aborted, manual mode, and training mode tests do not qualify).
  - Not have a tampered emissions control system.
  - Be currently registered with the DMV with a valid, unexpired registration sticker **or** have all fees paid to the DMV and not have a registration that has been expired more than 120 days.
  - Not have lapsed for more than 120 days during the two consecutive years preceding the current registration expiration date.
  - Not be undergoing a transfer of ownership, initial registration, or re-registration in California.
  - Not be registered to a business, fleet, or non-profit organization.
- The vehicle owner must:
  - Be the registered owner with title issued in his/her name.
  - Have a household income that is less than or equal to 225% of the federal poverty level, as published in the Federal Register by the United States Department of Health and Human Services.
  - Not have previously received assistance for the same vehicle through CAP.

Note: Financial assistance is based on the availability of funds.

Special State programs

Individuals may be referred to these special State programs:

- Vehicle Repair Assistance through CAP
- Repair Assistance Program
- Vehicle Retirement Program
- Repair Cost Waiver Program
- Smog Check Economic Hardship Extension

Continued on next page

State Funded: Vehicle Repair Consumer Assistance Program (CAP), Continued

Approval process

After the vehicle owner's application is processed, he/she will be mailed a determination letter. In general, CAP applications are processed within 30 days from the date of receipt.

If approved, the applicant must pay the total cost of testing and diagnosing the emissions-related failure as co-payment for participating in the Repair Assistance option. The co-payment is paid directly to the station that performs the state subsidized emissions-related repair work under agreement with BAR.

Note: The State does not have authority to reimburse consumers.

Completing the State application form

A special State application form must be completed and submitted to the State to determine eligibility for each of its vehicle repair programs.

The ESS may assist the customer in completing the forms properly.

Incomplete applications are the most common reason for delays in getting approval. These problems include the customer's failure to:

- Sign the application form,
- Complete all applicable parts of the application form,
- Check the box indicating which program is being applied for, and
- Submit all required documents with the application.

Application forms

State application forms for vehicle repair programs, including complete application instructions, are available at www.smogcheck.ca.gov.

State information

Additional information regarding State vehicle repair programs may be obtained at the following State numbers:

State Information	Phone Number
Consumer Affairs Hotline	1-800-952-5210
Referee Scheduling Center	1-800-622-7733
State Referee Center Appointments	1-800-622-7733
Consumer Assistance Program	1-866-272-9642

Web locations

Information regarding State vehicle repair programs is also available on the Internet at:

- www.cdss.ca.gov
- www.smogcheck.ca.gov
- www.asktheref.org

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State Funded: Vehicle Repair Consumer Assistance Program (CAP), Continued

Funding

Whether the State funded program pays for repair of a vehicle depends on the cost and if the application is approved. The chart below explains who is responsible for paying the costs.

If…	And the State…	Then…
The cost of emissions-related repairs is **less** than $500,	Approves the application,	• The State pays all costs up to $500.00. • The customer is responsible for all costs that exceed $500.00.
	Denies the application,	The customer is responsible for all costs incurred.
The cost emissions-related repairs is **more** than $500,	Approves the application,	• The State pays the first $500.00. • The customer is responsible for all costs that exceed $500.00.
	Denies the application,	The customer is responsible for all costs incurred.

When a vehicle fails a second smog test

After emissions-related repairs have been made, the vehicle does not pass a second smog test, a customer may apply for the State's:

- Repair Cost Waiver program, or
- Vehicle Retirement program.

State Funded: Vehicle Retirement Consumer Assistance Program (CAP)

Introduction

This section contains information regarding the State Funded Vehicle Retirement program through the Consumer Assistance Program (CAP).

Overview

CAP is administered by the Bureau of Automotive Repair (BAR) and is designed to help improve California's air quality. CAP offers eligible vehicle owners $1,000 or $1,500 to retire their vehicle. This program takes the vehicle off the road permanently.

Eligibility

Vehicle owners who meet the following eligibility requirements may receive up to $1,000 or $1,500 to retire their vehicle:

Option	Requirements
1	• The vehicle must: – Have failed its most recent Smog Check inspection (aborted, manual mode, and training mode tests do not qualify). – Not be undergoing an initial registration or re-registration in California. – Must not be undergoing a transfer of ownership. – Not be registered to a business, fleet, or non-profit organization. – Not be a dismantled or a total loss salvaged vehicle that has not been re-registered with the Department of Motor Vehicles (DMV). – Be a passenger vehicle, truck, Sports Utility Vehicle (SUV), or van with a gross vehicle weight rating of 10,000 pounds or less. – Be currently registered with the DMV with a valid, unexpired registration sticker OR have all fees paid to the DMV and not have a registration that has been expired more than 120 days. – Have been registered in California for two consecutive years preceding the current registration expiration date and the registration must not have lapsed for more than 120 days during those two years. • The vehicle owner: – Must be the registered owner of the vehicle with vehicle title issued in your name. – May only retire one vehicle as a sole owner OR two vehicles as a joint owner through CAP within a twelve month period. **Note**: The Smog Check failure must not be due solely to an ignition timing adjustment, a failed gas cap functional test, or a tampered emissions control system where the tampered system is the cause for failing the Smog Check inspection.

Continued on next page

Eligibility (continued)

Option	Requirements
2	• Vehicles not exempt from the Smog Check Program must have successfully completed a Smog Check inspection (pass or fail) within 180 days prior to the date of application (aborted, manual mode, and training mode tests do not qualify. • Vehicles that hold a salvage title must be registered at the time of application. • The vehicle must: – Not be undergoing an initial registration or re-registration in California. – Not be registered to a business, fleet, or non-profit organization. – Not be a dismantled or a total loss salvaged vehicle that has not been re-registered with the DMV. – Be a passenger vehicle, truck, SUV, or van with a gross vehicle weight rating of 10,000 pounds or less. – Be currently registered with the DMV with a valid, unexpired registration sticker OR have all fees paid to the DMV and not have a registration that has been expired more than 120 days. – Have been registered in California for two consecutive years preceding the current registration expiration date and the registration must not have lapsed for more than 120 days during those two years. • The vehicle owner: – Must be the registered owner of the vehicle with vehicle title issued in your name. – Have a household income that is less than or equal to two hundred twenty-five percent (225%) of the federal poverty level, as published in the Federal Register by the United States Department of Health and Human Services. – May only retire one vehicle as a sole owner OR two vehicles as a joint owner through CAP within a twelve month period.

Continued on next page

State Funded: Vehicle Retirement Consumer Assistance Program (CAP), Continued

Approval process

After the vehicle owner's application is processed, he/she will be mailed a determination letter. In general, CAP applications are processed within 30 days from the date of receipt.

If approved, the applicant will receive a Letter of Eligibility which will provide specific instructions on how to successfully retire his/her vehicle through CAP. Included will be a list of auto dismantlers authorized by BAR to retire the vehicle.

Procedure

The vehicle owner must complete and file the State application form with all required documents. If the application is approved, the owner does the following:

- Makes an appointment with the specified dismantler.
- Drives the vehicle to the dismantler at the appointed time prior to the expiration date indicated on the Letter of Eligibility, taking all required documentation.

If the dismantler qualifies the vehicle, he/she will immediately issue a check made out to the registered owner(s).

State Funded: Repair Cost Waiver Program

Introduction

This section contains information regarding the State funded Repair Cost Waiver Program.

When $650.00 or more in emissions-related repairs have already been completed by a licensed smog repair station and the vehicle still does not pass a smog check, the State of California may allow the vehicle owner to be granted a waiver that allows the vehicle to pass the smog test without additional needed repairs.

Note: Under this program, the State does not pay any further costs.

What the program does

The Repair Cost Waiver Program is useful when:

- A vehicle failed its required smog check, and
- The owner made necessary repairs to the emissions system, but
- The vehicle failed the subsequent smog check.

For eligible Transitional Assistance Department (TAD) customers, this program could ensure his/her ability to get to and from employment.

Eligibility

The following eligibility criteria applies to the Repair Cost Waiver Program:

- The registered owner received a registration renewal notice from the Department of Motor Vehicles (DMV), requiring a smog check.
- $650.00 in emissions-related repairs have been performed at a licensed Smog Check station.
- The smog check was performed and the vehicle failed twice, prior to and after the repairs were made.

When a vehicle is not eligible

A vehicle is **not** eligible under the Repair Cost Waiver Program if:

- Any emissions control system components have been modified or disconnected, or are missing,
- The vehicle has received a Repair Cost Waiver in the past (waivers are limited to one per vehicle, per registered owner).
- The vehicle is undergoing change of ownership or initial registration in California.

Note: To be eligible, the vehicle must be going through its biennial smog cycle (registration renewal).

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Restrictions

Specific restrictions apply to the Repair Cost Waiver Program. These restrictions are:

- At the end of the two-year period, the vehicle cannot be re-registered without passing a smog check.
- If the vehicle is sold any time during the two-year period, it must pass a smog check before it can be registered to the new owner.
- The waiver program can be used only once for any vehicle; therefore, a new owner cannot qualify for the waiver program.

A vehicle owner meeting all the above restrictions should:

- Call **1-800-622-7733 for** an appointment at the nearest State Referee Center.
- Drive the vehicle to the designated Center at the appointed time in order to complete the waiver approval process.

Note: The Referee will charge a fee for the smog check inspections and services performed.

Questions and answers

Below are answers to some questions, which may arise when a customer seeks a Car Repair Cost Waiver.

Question	Answer
What if my car has not been registered for some time?	Request the following from your local DMV office: • A 1-day moving permit, or • A 30-day extension.
What if my car can't be driven until after it's been repaired?	You may not be able to participate in this program. The State Referee Center must see the vehicle in order to approve the application.
What if not all the repairs are exhaust emissions-related (e.g., tires, windows)?	Repairs that are not emissions related are not covered.
What if the vehicle is not registered in my name?	You probably will not be eligible for any of these special State programs. You have to provide proof of ownership. The registered owner must be the one to apply.

State Funded: Car Insurance

Introduction

The purpose of the California Low Cost Automobile Insurance Program (CLCA) is to provide low cost liability-only automobile insurance to good drivers who demonstrate financial need. The program is administered by the California Automobile Assigned Risk Plan (CAARP) and policies are written by California Licensed Insurance Companies.

Eligibility

In order to qualify for CLCA, the applicant must:

- Be at least 19 years of age.
- Have been continuously licensed driver for the past three years.
- Qualify as a good driver.
- Have a vehicle currently valued at $20,000 or less.
- Meet the income eligibility requirements.
- A policyholder may not purchase or maintain an automobile liability policy other than the CLCA.

Good driver criteria

An applicant for CLCA must qualify as a good driver, according to the following criteria:

- No more than one at-fault property damage only accident or more than one point for a moving violation in the past three years
- No at-fault accidents involving bodily injury or death on a driving record within the previous three years
- No felony or misdemeanor convictions for a violation of the Vehicle Code on his/her vehicle record

Income eligibility requirements

Eligibility for CLCA is based on the household's gross income. CLCA Income Eligibility Requirements are as follows:

Household size	Total income less than
1 Person	$29,425
2 People	$39,825
3 People	$50,225
4 People	$60,625
5 People	$71,025
6 People	$81,425
7 People	$97,825
8 People	$102,225
9 People	$112,625
10 People	$123,025

Household definition

For CLCA eligibility purposes, a "household" is all persons who occupy a housing unit and who are related by blood, marriage, adoption or guardianship (i.e. members of one family). If more than one family is living in the same housing unit they constitute different families, even though they reside at the same address.

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State Funded: Car Insurance, Continued

Annual premium

Annual car insurance premiums under CLCA vary by county, ranging from $213 to $472. Discounts are available if the consumer has been a licensed driver with three years of good driving history.

Coverage

Coverage under the basic liability policy limits are:

- 10,000 bodily injury or death per person
- $20,000 bodily injury or death per accident
- $3,000 property damage liability per accident

Fees

The California Insurance Code 11624.5 prohibits producers from charging any fess when submitting an application through the CLCA insurance program. The customer will not be charged:

- Broker fees,
- Paperwork fees, or
- Motor vehicle report fees.

How to apply for program

To apply for CLCA, the customer must:

- Complete the CLCA eligibility questionnaire online at: https://www.mylowcostauto.com/, and
- Contact CAARP's Customer Service Department at 1 - (866) 602-8861.

CHAPTER 9

Job Readiness Activities

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Chapter 9

Job Readiness Activities

Overview

Introduction

San Bernardino County provides customers the opportunity to obtain employment as soon as possible by offering a full range of Job Readiness activities consistent with the customer's needs in pursuing his/her employment goals.

Forms

The table below contains information on forms listed in this chapter.

Form	Title	Location
WTW/CalWORKs 229G	Authorization for Use of Photograph/Videotape and Release of Information	TAD Forms Catalog, WTW
WTW/CalWORKs 229G SP		
WTW 732.1	Job Readiness Guidelines	TAD Forms Catalog, WTW
WTW 732.1 SP		
WTW 753 A	Travel Assistance Claim	TAD Forms Catalog, WTW
TAD WTW 819	Attendance Tracking	TAD Forms Catalog, WTW
PLAN 108 CIV	Employer Contact Verification	C-IV
PLAN 108 CIV SAMPLE	Employer Contact Verification Sample	TAD Forms Catalog, WTW
TAD WTW 40	Job Readiness Workshop "Work Opportunity Book"	FDU
TAD WTW SP 40		
TAD WTW 41	Master Application	TAD Forms Catalog, WTW
TAD WTW 42	Speed Search Checklist	FDU
TAD WTW 42 SP		
TAD WTW 43	Volunteer Services Site Development Informational Flyer	FDU
TAD WTW 43 SP		
WTW 2	Welfare-to-Work Plan – Activity Assignment	C-IV

In this chapter

This chapter covers the following topics:

Job Readiness Activities

Introduction	This section contains information regarding Job Readiness activities, who is required to participate, who is excluded and length of the activity. Job Readiness activities are normally the first activities for customers after Orientation/Appraisal (O/A). These program activities enhance customers' abilities to get a job and are directly related to employment.
Reference	References used in this chapter are Eligibility Assistance Standards (EAS) 42-711.

Types of job readiness activities	Job Readiness activities include, but are not limited to the following:
	• Job Readiness
	  – Job Club
	  – Job Counseling
	• Job Search
	  – Accelerated Speed Search
	  – Job Counseling
	  – Job Placement
	• O/A
	• Assessment

Evaluating customer for Job Readiness activity	Job Readiness may or may not be the most appropriate first activity out of O/A. All customers will be evaluated to determine if Job Readiness activities are the most appropriate first activity after O/A for each customer.

Individual job search pending job readiness	The Employment Services Specialist (ESS) will:
	• Assign customers to individual job search pending the beginning of Job Readiness, if appropriate.
	• Use good judgment and consideration for
	  – Time left in the month,
	  – Case/customer specifics, and
	  – Other circumstances.
	• Attempt to maximize the customer's chances of meeting Work Participation Rate (WPR) for that month.
	  – See the Limits on Counting Job Readiness activities section of this chapter when considering this option.

Supportive services for job readiness	Supportive services may be paid upon proof of a customer's assigned Job Readiness activities.

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Employment while in job readiness

Employment at any time during the Job Readiness activity is considered a successful completion of the activity.

Individuals that may be excluded from Job Readiness

An individual is not required to participate in Job Readiness activities if:

- The Job Readiness schedule interferes with unsubsidized employment.
- The Job Readiness schedule interferes with participation in an approved Self-Initiated Program (SIP), self-enrolled contracted services, or pre-enrolled Adult Basic Education (ABE), General Educational Development (GED) Certificate, English-as-a-Second Language (ESL).
- The customer is a teen parent required to participate in Cal-Learn. Special rules apply to these teens; see WTW Policy Handbook (WTWPHB) Chapter 24 – Cal-Learn Teen Parents for additional information.
- The individual is a teenager who has not yet earned a High School Diploma or equivalent. The weekly work participation requirement does not apply. See WTWPHB Chapter 23 – Teen Participation Requirements for additional information.
- The customer has been granted good cause or an exemption. See WTWPHB Chapter 3 – Exemptions and Chapter 18 – Noncompliance for additional information.
- The customer has a verified learning disability and the ESS determines Job Readiness will not be beneficial for the customer and the customer chooses not to participate in this activity. (See WTWPHB Chapter 12 – Assessment/Learning Disabilities for additional information on learning disabilities).

Note: The California Work Opportunity and Responsibility to Kids (CalWORKs) applicant or medically exempt customer may voluntarily participate at any time, and the "volunteer box" must be checked on the WTW 2. Teens cannot volunteer if Job Readiness activities will interfere with their required GED/High School Diploma program.

Length of job readiness

Job Readiness activities normally vary in length. California currently qualifies as a Needy State due to the high unemployment rate, therefore customers can participate in Job Readiness activities for up to 12 weeks during the preceding 12-month period and the activity can count for WPR purposes.

- Initial scheduling for Job Readiness activities is limited to no more than four (4) consecutive weeks (of the 12 week limit) in a Job Readiness activity if they are using these hours to meet WPR.
- Customers, who have used 12 weeks of Job Readiness in the preceding 12 months, will be encouraged to Job Search to find permanent unsubsidized employment; however, additional Job Search hours will not count toward WPR.

Note: Although stand alone Job Readiness activities are limited to 12 weeks in a preceding 12-month period, customers may continue to seek employment throughout their participation in other WTW activities.

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Reasons to shorten a job readiness activity

The ESS may shorten the period of Job Readiness activities if:

- The customer and the ESS agree further activities will not be beneficial.
- The ESS determines the customer will not benefit because s/he suffers from an emotional or mental disability that limits or precludes his/her participation.

Learning-disabled customer

If a customer has a verified learning disability, prior to beginning Job Readiness, the ESS will inform the customer orally and in the written contract that:

- The Job Readiness period may be shortened, and
- The process for shortening the Job Readiness period to accommodate the requirement for fewer hours of participation.

Shortening the activity

When a customer has difficulty processing classroom material, it may be appropriate to shorten the Job Readiness activity. After a customer notifies the ESS of difficulty processing classroom material, the ESS determines whether to shorten the Job Readiness activity. To shorten the length of the Job Readiness activity, the ESS takes the following steps:

Step	Action
1	Notifies the Job Readiness and/or Job Search facilitator or ESS Case Manager.
2	Meets with the customer to discuss the reasons for shortening the Job Readiness activity.
3	Refers the customer to Assessment and a learning disability evaluation, if not already initiated.
4	Determines the next appropriate WTW activity.
5	Completes a detailed Journal entry of all actions taken.

Limits On Counting Job Readiness Activities

Introduction

This section contains information regarding limits on counting job readiness activities for the four-consecutive week and twelve-week time limits.

Job readiness time limits

Job Readiness activities are limited to no more than four (4) consecutive weeks and up to 12 weeks total in the preceding 12-month period. The preceding 12-month period is the current month and the 11 previous months.

The C-IV system calculates the total number of weeks utilized as a Job Readiness activity for every customer. See the Attendance Policy section in this chapter for additional information.

Note: The C-IV system is currently tracking six (6) weeks of job search only. The Employment Services Specialist (ESS) is responsible for determining if the customer has used the remaining six (6) weeks of the Job Readiness activity in the preceding 12-month period.

Journaling job readiness 12 weeks time limit

The ESS must create a Journal entry every time s/he enrolls a customer in a Job Readiness activity which will be counted towards the 12 week limit. The ESS will enter the following information in the Journal entry:

- Short description: “Job Readiness 12 week limit review”
- Long description: “Customer has used a total of (enter number of weeks already used) out of the 12 week limit in the preceding 12-month period, which ends on (enter the date when the current 12 month period ends)”.

Note: The preceding 12 month period is the current month and the 11 previous months.

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Twelve-week limit conversion of hours

Any time spent in Job Readiness activities for less than four consecutive weeks at a time can be converted into an hourly equivalent in a preceding 12-month period. The 12 week limit is equivalent to:

- 240 hours for 20 hours per week of required participation, or
- 360 hours for 30 hours per week of required participation

Example: A single custodial parent with child over six (6) is participating in 20 hours of Work Study and 12 hours of Job Skills Training Directly Related to Employment. During school breaks for two to three weeks at a time the customer could be scheduled for Job Readiness for 30 hours per week/130 hours per month, and the Job Readiness hours count as a seamless activity to meet WPR over the preceding 12 month period.

The ability to count hourly participation can stretch the weeks of participation to the 12-week limit.

Four consecutive week limit

Job Readiness is limited to no more than four consecutive weeks per year to count toward the Work Participation Rate (WPR) requirement.

One or more hours a week of attendance in a Job Readiness activity counts as one week of participation towards the four (4)-consecutive week total and cannot be converted to hours. A week starts on Monday and ends on Sunday. The remaining eight (8) weeks toward the twelve (12)-week limit can be converted to hours as long as they are **not** used for more than four (4) consecutive weeks at a time.

Example: A single-parent customer with a child over six (6) years old has completed four (4) weeks of Job Readiness and is not employed. She has a total of 240 hours of Job Search left for the 12 month limit.

In this example, the ESS would follow the stage/description chart below to maximize the remaining Job Search hours.

Stage	Description
1	The ESS meets with the customer to sign a WTW 2 for: • 25 hours per week/109 hours per month of WEX, and • 7 hours per week/31 hours per month, for 3 weeks of Job Skills Training Directly Related to Employment.
2	At the end of the three (3) weeks of Job Skills Training Related to Employment, the ESS determines the customer would benefit from participating in Job Search as a concurrent activity. The customer signs a new WTW 2 for: • 25 hours per week/109 hours per month of WEX, and • 7 hours of Job Search per week/31 hours per month for 4 weeks. • The customer will have 212 hours of Job Search remaining out of the 12 week limit.

Note: The ESS will determine a different concurrent activity for this customer since Job Search cannot be used for more than four (4) consecutive weeks.

Attendance Policy

Introduction

This section contains information regarding the attendance policy for Job Readiness.

Verified documentation of Job Readiness and/or Job Search

The Employment Services Specialist (ESS) will journal the time allocated for activities that are counted under Job Readiness and Job Search by entering **actual hours** on the Activity Progress Detail page.

The ESS will follow the table below to determine the type of verification required for Job Search/Job Search related activities.

Documentation	Description	Is it imaged?
Employer Contact Verification (Plan 108 CIV) MapQuest printout	• Number of job contacts with the total actual hours of participation – Job Interview, – Taking test, and – Drug testing for a specific job classification. • Time spent online in the district office searching for: – Job vacancies, – Submitting resumes, and – Completing applications. • Reasonable transportation time between job interviews, – Not including the first interview, or – From the last one of the day.	Yes
Attendance Tracking form (TAD WTW 819)	• Time spent in a district office participating in Job Search related activities (not captured on Plan 108 CIV). • Taking tests to qualify for specialized certificates.	Yes

Note: Forms and Procedures (F&P) guide for the PLAN 108 CIV is available on-line under TAD WTW Forms.

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Journaling Job Search contacts

The ESS must create a Journal entry for all job contacts using the Employer Contact Verification (PLAN 108 CIV) form and district maintained Job Search logs, i.e.; customer made (#) business contacts for a total of (#) hours.

Short description Journal entry "Job Search Contacts."

Program Integrity Division (PID) will be looking for this type of Journal entry when they review cases, and will use the district maintained Job Search logs, PLAN 108 CIV, and imaged Travel Claim form (WTW 753 A) for supporting verification.

Holidays and excused absences

The customer is allowed to use ten (10) holidays, and ten (10) excused absence days per year; with a limit of two (2) excused absences in a month. The ten (10) holidays are:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday (President's Day)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In order to count an excused absence as actual hours of participation, the individual must have been scheduled to participate in Job Readiness and/or Job Search activities for the period of the absence reported as participation.

The ESS will:

- Enter holiday and excused absence hours on the Activity Progress Detail page under Activity Progress Summary,
- Enter whether holiday or excused absence under comments section (for example: May 28th was Memorial Day holiday, seven (7) hours of participation entered),
- Image the verification of the excused absence, if provided, and
- Create a Journal entry documenting the excuse.

Job Readiness

Introduction

This section contains information regarding Job Readiness.

Definition

Job Readiness is a group training session in which customers learn job-seeking skills.

Topics covered in Job Readiness

The following is a list of topics covered in Job Readiness. The Job Readiness Workshop includes use of the Job Readiness Workshop (TAD WTW 40) "Work Opportunity Book" for training in:

Training	Activity
Job search skills	• Completing job application • Telephone techniques • Resumes • Locating potential employers
Job interviewing skills	• Interview etiquette • Common questions • Appearance • Videotaped mock interview practice **<u>Note</u>:** The customer must sign the Authorization for Use of Photograph/Videotape and Release of Information (WTW/CalWORKs 229G) prior to videotape and/or photography.
Job development skills	• Networking • Approaching employers • Job Developer leads • Enrollment in Cal-JOBS
Job retention skills	• Good worker traits • Employer expectations • Getting along with supervisors and co-workers • Dispute resolution • Contingency planning for child care and transportation
Personal competencies	• Enhancing self-esteem, self-image and self-confidence • Developing self-discipline and self-reliance
Budgeting	• Eliminate the misconception of losing benefits due to employment through an interactive California Work Opportunity and Responsibility to Kids (CalWORKs) budget presentation facilitated by an Eligibility Worker (EW).

Job Search

Introduction	This section contains information regarding Job Search.
What is included in job search	Job Search is monitored daily by the Job Readiness facilitator and/or the Employment Services Specialist (ESS). Job Search typically follows Job Readiness, and is an organized method of seeking work that includes: • Access to telephones, internet, fax and copy machines in a supervised environment. • Resume preparation assistance. • Transitional Assistance Department Welfare-to-Work program (TAD/WTW) job leads and referral to employers. • Access to Job Placement Specialists (JPS), ESS and a Workforce Development Department (WDD) ESS. • Instruction for self-directed job search techniques. • Encouragement, assistance and motivational support from TAD WTW staff.
Preparing customers for Job Search	Customers must have the following documents prior to starting the Job Search activity: • A copy of the Employer Contact Verification Sample (PLAN 108 SAMPLE), • Completed Master Application (TAD WTW 41), and • Updated resume. **<u>Note</u>:** The PLAN 108 CIV SAMPLE is available in English and Spanish on-line under the TAD WTW Forms.
Individual job search	A customer may be enrolled in an individual Job Search activity when the ESS determines it an appropriate activity and the customer would benefit from: • Coming into the office for Job Search check in **once a week**, • One-on-one interaction with owning ESS, and/or • Making up hours of participation in a concurrent or stand alone activity to meet the Work Participation Rate (WPR). The owning ESS is responsible for monitoring and reviewing Job Search contacts for accuracy. **<u>Note</u>:** For additional information refer to the map title Limits on Counting Job Readiness Activities in this chapter.
Evaluating job search contacts	When documenting actual hours of participation in Job Search, the following factors should be considered when evaluating Job Search contacts: • Type of contact, • Amount of time spent with the potential employer, and • Relevant circumstances. See the Attendance Policy section in this chapter for additional information.

Speed Search

Introduction

This section contains information regarding Speed Search.

What is included in Speed Search

Speed Search is an accelerated Job Search activity which includes one (1) day of quick preparation offered on Mondays and Wednesdays at each district for:

- Reviewing interview skills,
- Revising resumes,
- Registering customers into the County of San Bernardino Workforce Investment Network (CSBWIN) system,
- Explaining Job Search requirements,
- Issuing ancillary payments and supportive services, if appropriate and
- Scheduling weekly appointments to verify job contacts.

Note: The Employment Services Specialist (ESS) will schedule Speed Search customers for the district's group Assessment during the first three days of Job Search, if appropriate.

Scheduling Job Readiness as a two week Speed Search and other unpaid activities

The ESS may initially schedule a Speed Search (two weeks of Job Search) for customers meeting the following criteria:

- Employment experience within the last nine (9) months, and
- Three (3) months of continuous employment experience, or
- Completed participation in Job Readiness within the prior six (6) months, and
- Motivated to participate in a Speed Search to test the job market.

Scheduling the customer for only two weeks may effectively use Job Readiness hours as a seamless activity to meet the Work Participation Rate (WPR) and assist in quickly engaging customers in the following unpaid activities if unsubsidized or subsidized employment is not immediately possible:

- Community Service (Volunteer Service), **or**
- Unpaid Work Experience (WEX), **combined with**
- Education Directly Related to Employment,
- Job Skills Training Directly Related to Employment, or
- Vocational Education

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ESS responsibilities regarding Speed Search

The ESS will explain Speed Search requirements to the customer requiring the completion of all required items on the Speed Search Checklist (TAD WTW 42) prior to the customer beginning the activity. If the customer does not complete the checklist on the TAD WTW 42, make satisfactory progress and/or fail to show for the activity, s/he will be referred to the Job Readiness workshop to follow the normal WTW flow and/or subject to the noncompliance process, if appropriate. The ESS will give the scheduled customer the following:

- TAD WTW 42 for items to bring for Job Search,
- Employer Contact Verification Sample (PLAN 108 CIV SAMPLE)
- Master Application (TAD WTW 41), and
- Interview dress code requirements including ancillary information for requesting interview clothing, if necessary.

Job Counseling and Job Placement Assistance

Introduction

This section contains information regarding job counseling and job placement assistance.

Definition of job counseling

Job counseling consists of honest, tactful and effective feedback to the customer from the facilitator, the Employment Services Specialist (ESS), the Job Placement Specialist (JPS), and other Transitional Assistance Department Welfare-to-Work (TAD WTW) staff. TAD WTW staff act to motivate and encourage customers during their job search by providing customer feedback for:

- Career ideas and options,
  - Career ladders, and
  - Job market information,
- Professional appearance,
- Interviewing skills, and
- Job search strategies.

Job search resources

TAD WTW offers job leads and resource room access to assist customers in job search. All customers can be offered these services, which include use of the resource room and access to a wide variety of employment information. Resource rooms differ in content by district but usually include:

- Internet Direct access to JPSs
- Internet access
- Resume preparation assistance
- Use of telephones, fax and copy machine in a supervised setting.

Note: TAD WTW employer websites are available at: http://hssnet/tad/ on the TAD website under Tools.

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What is job placement assistance

The TAD has contracted with the Department of Workforce Development (WDD) to provide job development, job referrals, job fairs (i.e. TAD Open House events), and job placement services for California Work Opportunity and Responsibility to Kids (CalWORKs) customers. WDD's mission is to help people help themselves by providing employment services and placement assistance to enhance the economic success and quality of life in San Bernardino County.

The TAD ESS/JPS:

- Conveys, at every opportunity with the customer, the benefits of employment and current employment opportunities in the community.
- Counsels the customer on job-seeking skills and employer expectations.
- Makes every attempt and uses all available resources including opportunities available through the Employer Services Unit to refer the customer to employment opportunities that match the customer's:
  - Interests,
  - Skills, and
  - Abilities,

San Bernardino County TAD WTW acts as a link between businesses and job seekers; both are our clients. Job leads are compiled and listed on the Internet at www.csb-win.org, and are represented by the JPSs. Employer name and contact information called *suppressed information* is withheld from the Internet, and customers must be personally pre-screened by a Job Placement Specialist before being referred. See WTWPHB Chapter 11 - Business Services, Job Placement, and Job Match for additional information.

Volunteer Services Site Development for Community Service

Introduction

This section contains information regarding Volunteer Services Site Development.

Volunteer Services Site Development philosophy

Transitional Assistance Department Welfare-to-Work (TAD WTW) customers along with San Bernardino County residents are facing a dire statewide economic crisis resulting in a rising unemployment rate within San Bernardino County.

Volunteer Services Site Development is a strategy to increase engagement during an economic time when seamless transition into unsubsidized employment may be delayed. Job Search customers have the opportunity to develop their own Community Service site while in a Job Search activity.

Note: If a customer develops their own Community Service site TAD does not have to have a Memorandum of Understanding (MOU) with the site. Click on the hyperlink below for a list of Work Experience (WEX)/Community Service sites with a current MOU with the County are located on the TAD website under WTW Tools: http://hssnet/tad/Tools/esp_tools.asp.

Marketing Volunteer Services Site Development

Employment Services Specialist (ESS) staff will market Volunteer Service activity by giving each Job Readiness customer a Volunteer Services Site Development Informational flyer (TAD WTW 43) for the purpose of:

- Dispelling the negative connotation associated with using the term "community service" as an alternative sentencing technique used by the judicial system,
- Promoting the opportunity for customers to:
  - Upgrade their employment skills,
  - Add to their resume by minimizing gaps in employment, and
  - Serving the community, and
- Empowering the customer to develop their own Community Service site.

Volunteer Services Site Development as an added component of Job Search

Volunteer Services Site Development is an added component to Job Search. This is an organized method for customer documentation of Volunteer Services contacts listed separately on the Employer Contact Verification (PLAN 108 CIV). Customers are monitored daily by the Job Readiness facilitator and by the ESS as to progress for developing a site. Contacts and outcomes would be recorded on a daily basis, similar to job search documentation. See the Attendance Policy section in this chapter for additional information.

Continued on next page

Volunteer Services Site Development for Community Service,
Continued

What is included in Volunteer Services Site Development

Volunteer Services Site Development is an organized method of seeking a Community Services site that includes:

- Access to telephones, internet, fax and copy machines in a supervised environment.
- Resume preparation assistance.
- Volunteer Services Site Development Informational Flyer (TAD WTW 43) with websites for non-profit agencies with volunteer programs and a phone script for cold calls to non-profit agencies.
- Instruction for self-directed Volunteer Services Site Development techniques, and resources.
- Encouragement, assistance and motivational support from TAD WTW staff.

CHAPTER 10

Tax Credits

Table of Contents

Tax Credits

Overview

Introduction

The Tax Relief and Health Care Act of 2006 merged the Work Opportunity Tax Credit (WOTC) and Welfare-to-Work Tax Credit (WTWTC) to streamline the eligibility determination process. However, the former WTWTC amount was much higher and is still available through the consolidated WOTC for the long-term family assistance recipient target group.

The Small Business and Work Opportunity Act of 2007 extended the consolidated Work Opportunity Tax Credit (WOTC) Program. The WOTC has two purposes:

- To promote the hiring of individuals who qualify as a member of a target group, and
- To provide a federal tax credit to employers who hire these individuals.

The Employer tax credit is: WOTC tax credit.

The Individual tax credits are: Earned Income Credit (EIC) and Advanced Earned Income Credit (AEIC).

Chapter purpose

The purpose of this chapter is to provide the Employment Services Specialist (ESS) with information about the WOTC and EIC/AEIC.

In this chapter

The following topics are included in this chapter.

Continued on next page

Forms summary

The table below summarizes various forms referenced in this chapter.

Form #	Title	Location
DE 8721	Work Opportunity Tax Credit Information Sheet	http://www.edd.ca.gov/wotcform.htm
DE 8722	Work Opportunity Tax Credit Employer Guide	http://www.edd.ca.gov/wotcform.htm
DE 8725	Individual Characteristics Form – Work Opportunity Tax Credit (ETA 9061)	http://www.edd.ca.gov/wotcform.htm
DE 8737	Pre-Screening Notice and Certification Request for the Work Opportunity Credit IRS 8850	http://www.edd.ca.gov/wotcform.htm
DE 8737A	Instruction for Form DE 8737 IRS 8850	http://www.edd.ca.gov/wotcform.htm
ETA 9062	Conditional Certification, Work Opportunity Tax Credit	http://www.irs.gov/formspubs
Form 8812	Child Tax Credit form	http://www.irs.gov/formspubs
PUB 428 (E/S)	Earned Income Credit – It's Your Money Claim It & Save It!	http://www.dss.cahwnet.gov/cdssweb/PG167.htm#pub
PUB 429 (E/S)	Earned Income Credit – It's Your Money You Earned It – Now Claim It and Save It!	http://www.dss.cahwnet.gov/cdssweb/PG167.htm#pub
W-5	Earned Income Credit Advance Payment Certificate	http://www.irs.gov/formspubs/

Federal Tax Credits - General Information

Introduction

The federal tax credit, the Work Opportunity Tax Credit (WOTC), is available to employers who hire individuals who belong to certain targeted groups.

Reference

The references used for this chapter are:

http://www.irs.gov/
http://www.edd.ca.gov
http://www.doleta.gov/business/incentives/opptax/

Purpose of tax credits

The purpose of this tax credit is to encourage employers to hire individuals who consistently have the most difficulty in obtaining employment.

Informing notice

The Conditional Certification, WOTC (ETA 9062) informs employers a customer appears to be eligible for the WOTC Tax Credit.

Who should get an ETA 9062

The Employment Services Specialist (ESS) shall give the ETA 9062 to all customers.

When to issue the ETA 9062

The ESS shall give the ETA 9062 to customers when they:

- Attend Appraisal
- Apply for a job
- Go to a job interview

Customer option

Customers are not required to give the ETA 9062 to prospective employers.

Staff Responsibilities

Introduction

This section contains information regarding staff responsibilities for the Work Opportunity Tax Credit (WOTC).

ESS responsibility

All customers in the Welfare-to-Work (WTW) program qualify for the WOTC as a member of a targeted tax group. The Employment Services Specialist (ESS) or other designated staff shall take the following actions.

Step	ES Action
1	Complete #1 through #13, and the "Note to Employer" box of the Conditional Certification, Work Opportunity Tax Credit (ETA 9062). Have the customer sign his/her name in box #14. If the customer is under 18, his/her parent or guardian must sign the ETA 9062.
2	Give the customer the original ETA 9062, located at http://www.doleta.gov/business/incentives/opptax/.
3	Image a copy of the ETA 9062 into the C-IV system.
4	Give the customer a blank Pre-Screening Notice and Certification Request for the WOTC (DE 8737) form with Instructions Information for Form 8737 (DE 8737A), located at http://www.edd.ca.gov/wotcform.htm.
5	Explain how the WOTC can improve the customer's chances of getting a job.
6	Recommend to the customer that s/he should give the ETA 9062 (after it has been completed by the ESS and signed by the customer) and Form DE 8737 to a potential employer at the time s/he applies for or is interviewed for a job.

Employer form

If the customer does not bring the forms to the employer, employers can request certification for the WOTC. The ESS can get the forms for the employer at: http://www.edd.ca.gov/wotcform.htm.

Employer information and forms

Complete employer tax credit information and forms can be found at: http://www.edd.ca.gov/wotcform.htm. Information found at this site is listed below:

- DE 8737
- Pre-Screening Notice
- DE 8725 (ETA 9061)
- WOTC Information Sheet
- Employer Guide

Supporting Documentation

Introduction

This section contains information regarding supporting documentation for the Work Opportunity Tax Credit (WOTC).

Examples of documentation

Evidence supporting an individual's apparent eligibility for the WOTC Tax Credit includes the following types of documentation.

Targeted Group	Eligibility Factors	Supporting Documentation
California Work Opportunity and Responsibility to Kids (CalWORKs) Recipients	CalWORKs Status	• CalWORKs Benefit History • Case Number/Identifier • Signed statement from Eligibility Worker (EW) or Employment Services Specialist (ESS)
Ex-felon	Ex-felon Status	• Parole Officer's Name • Parole Officer's Statement • Social Service Agency Records • Correctional Institution Records • Court Records, Extracts, Contact
CalFresh Recipients	Age	• Birth Certificate • Driver's License • School Identification Card • Work Permit
	CalFresh Status	• CalFresh Benefit Documentation • Case Number/Identifier • Signed statement from authorized individual
Social Security Income (SSI) Recipients	SSI Status	• SSI Record or Authorization Contact • SSI Contact • Evidence of SSI Issuance
Veterans	Veteran Status	• DD-214 • Reserve Unit Contacts • Discharge Papers
Vocational Rehabilitation Clients	Vocational Rehabilitation Referral	• Vocational Rehabilitation Agency Contact • Social Services Agency Contact • Veteran's Administration Contact

Federal Tax Credits - Employer Information

Introduction

This section contains information regarding employer information on federal tax credits.

Amount of tax credit

The actual amount of an employer's tax credit depends on several factors, including:

- Employer's tax rate,
- Target group of the hired individual,
- Amount of wages earned, and
- Length of job retention.

On-the-Job Training

Although wages paid to an employee during On-the-Job Training (OJT) cannot be used to qualify the employer for the Work Opportunity Tax Credit (WOTC), the time an employee spends in OJT can count towards the employer's minimum retention requirement.

Certification process

When a customer gives the Conditional Certification, WOTC (ETA 9062) and Pre-Screening Notice and Certification Request for the WOTC (Form DE 8737 (IRS 8850) to a potential employer, the employer should follow the certification process outlined below to obtain the WOTC.

Stage	Description
1	The employer completes the "Employer Declaration" section of the ETA 9062.
2	The customer and employer complete the Form DE 8737 (IRS 8850) on or before the date the customer is offered employment.
3	The employer mails the signed Form DE 8737 (IRS 8850) and DE 8725 (ETA 9061) or ETA 9062 to: Employment Development Department WOTC Center 1880 Sierra Gardens Dr., Suite 100 Roseville, CA 95661-2912 Form DE 8737 (IRS 8850) must be postmarked no later than 28 calendar days after the customer's start date of employment.
4	The Economic Development Department (EDD) returns documentation to the employer that certifies the customer is a member of a targeted group.

Note: The ETA 9062 is used before someone is hired, and the DE 8725 (ETA 9061) is used after someone is hired, if the employer did not receive the ETA 9062 form.

Work Opportunity Tax Credit (WOTC) Targeted Groups

Introduction

This section contains information regarding the Work Opportunity Tax Credit (WOTC) target groups.

WOTC target groups

The following chart describes the WOTC eligible target groups in San Bernardino County. The Employment Services Specialist (ESS) shall enter the appropriate code in Block 12 of the Conditional Certification, WOTC (ETA 9062), if applicable.

Code	Target Group
A	An individual who is a member of a family that received California Work Opportunity and Responsibility to Kids (CalWORKs) for any nine-month period during the last 18 months.
B	A qualified veteran who is a member of a family that received CalFresh for at least three months during the 15-month period ending on the date of hire and who: • Served on active duty for more than 180 days, or • Was discharged for a service-connected disability, and • Did not have any day of extended active duty during the 60-day period ending on the date of hire. Disabled veteran who: • Is entitled to compensation for a service-connected disability, and • Have a hiring date which is not more than one year after having been discharged or released from active duty, or • Have aggregate periods of unemployment during the one-year period ending on the hiring date that equal or exceed six months.
C	An individual who: • Has been convicted of a felony, and • Has a hire date not more than one year after the date s/he was convicted or was released from prison.
D	A Designated Community Resident (formerly High-Risk Youth) who: • Attained age 18 but not 40 on the hiring date, and • His/Her primary residence is within an Empowerment Zone (EZ), a Renewal Community (RC), or a Rural Renewal County (RRC).

Continued on next page

Work Opportunity Tax Credit (WOTC) Targeted Groups,
Continued

WOTC target groups (continued)

Code	Target Group
E	An individual who: • Has a physical or mental disability which is a substantial barrier to employment, and • Is referred to the employer after completing or while receiving rehabilitative services approved by a state or the Department of Veteran Affairs.
F	An individual who: • Attained age 16 but not 18 on the hiring date qualifies as a summer youth, and • His/Her primary residence is within an EZ, RC, or RRC.
G	An individual who: • Is age 18 but not yet 40 on the date of hire, and • Is the member of a family: – Receiving CalFresh for the six-month period ending on the date of hire, or – Receiving CalFresh for at least three months of the five-month period ending on the date of hire.
H	An individual who received Social Security Insurance (SSI) benefits for any month ending within the 60-day period ending on the date of hire.
I	A long-term family assistance recipient who is a member of a family that: • Received CalWORKs for at least 18 consecutive months ending on the date of hire; or • Received CalWORKs for a total of at least 18 months, whether or not consecutive, after 8/5/97; or • Became ineligible for Temporary Assistance for Needy Families (TANF) due to time limits under federal or state welfare reform after 8/5/97 and the individual is hired within two years after TANF eligibility expired (i.e. Safety Net customers).

Who doesn't qualify

Employers may not claim a tax credit for:

- Wages paid to relatives, or
- Wages paid through federally subsidized On-the-Job Training (OJT).

Comparison of Consolidated WOTC Targeted Groups

Introduction

This section contains information regarding the comparison of the consolidated Work Opportunity Tax Credit (WOTC) targeted groups.

Comparison

The following table compares the consolidated WOTC targeted groups. See pages 10-7 and 10-8 for WOTC target group codes.

Item…	Target Groups A through H…	Target Group I
Effective Dates	Is available for new hires that begin work any time between January 1, 2007 and before September 1, 2014.	Is available for new hires that begin work any time between January 1, 2007 and before September 1, 2014.
Certification	Must be certified within 28 days of hire	Must be certified within 28 days of hire
Maximum Tax Credit	Can be up to $6,000 per new hire. **Note**: Target Group F can be up to $3,000 per new hire	Can be up to $10,000 per new hire.
Retention Period	Employers may receive: • 40% of qualified first year wages for those employed 400 or more hours. • 25% of qualified first year wages for those employed less than 400 hours but at least 120 hours.	Employers may receive: • 40% of qualified first year wages. • 50% of qualified second year wages.
Qualified Wages	Wages are capped at $6,000. **Note**: Wages for disabled veterans is capped at $12,000.	Wages are capped at $10,000 for each of the two years.
Target Groups	Certain: • California Work Opportunity and Responsibility to Kids (CalWORKs) recipients • Ex-felons (within one year of conviction or release) • Social Security Insurance (SSI) recipients • Veterans of the Armed Forces • Disabled persons • CalFresh recipients • Vocational Rehabilitation referrals	Certain: CalWORKs long-term family assistance recipients

Qualified wages

Qualified wages include tax-exempt amounts received under:

- Accident and health plans, and
- Educational and dependent assistance programs.

ETA 9062 Completion Instructions

Introduction

This section contains information regarding the completion of the Conditional Certification, Work Opportunity Tax Credit (WOTC) (ETA 9062).

ETA-9062 instructions

When completing the ETA 9062, the Employment Services Specialist (ESS) or other designated staff should refer to the instructions included when you print the ETA 9062 and to the special instructions included in the following chart.

Box	Required Entry
1. Initiating Agency Code	Enter “DSS 036” as the code. Check (x) “participating agency.”
2. Control No.	Enter the customer’s Social Security Number (SSN). Check (x) “participating agency.”
6. State Workforce Agency’s Name and Address	Employment Development Department (EDD) WOTC Center 1880 Sierra Gardens Dr., Suite 100 Roseville, CA 95661-2912
12. Target Group Code	Enter the appropriate WOTC target code from the chart on pages 10-6 and 10-7, if applicable.
NOTE TO EMPLOYER: box - expiration date	Enter the month, day, year when the certification expires (e.g., 45 days Summer Youth Target Group Only).

Earned Income Credit

Introduction

This section contains information regarding the Earned Income Credit (EIC).

EIC definition

The EIC is a special tax benefit for working people who earn low or moderate incomes. It has several important purposes:

- To reduce the tax burden on these workers,
- To supplement wages, and
- To provide a work incentive.

Workers who qualify for the EIC and file a federal tax return can get back some or all of the federal income tax taken out of their pay during the year. They may also get extra cash back from the Internal Revenue Service (IRS). Even workers whose earnings are too small to owe income tax can get the EIC. The EIC offsets any additional taxes workers may owe, such as payroll taxes.

Single or married people who worked full-time or part-time at some point in the year can qualify for the EIC, depending on their income, see below.

- $12,590 (or $14,590 for married workers) if there is no qualifying child, and the worker and spouse are between age 25 and 64 before the end of the year.
- $33,241 ($35,241 if married filing jointly) if there is one qualifying child.
- $37,783 ($39,783 if married filing jointly) if there is more than one qualifying child.

Who is eligible for the credit

For EIC credit, customers must meet the following criteria:

- Must have earned income (taxable and/or nontaxable)
- Must have a Social Security number that is valid for work
- Must be a U. S. citizen or resident for the whole year
- Cannot be a qualifying child of another person
- Investment income cannot be more than $2,900
- Filing Status cannot be "Married Filing Separately"
- Cannot claim foreign earned income exclusion (Form 2555 or 2555 EZ)
- See page 1 of IRS Publication 596 for more information

EIC eligibility checklist

An EIC eligibility checklist is found in IRS Pub 596.

EIC general information

EIC general information is posted in the lobbies of every Transitional Assistance Department (TAD) district office through the following posters:

- "It's Your Money Claim It & Save It !" [Pub 428 (E/S)], and
- "It's Your Money You Earned It – Now claim It and Save It!" [Pub 429 (E/S)].

Continued on next page

Ways to have tax credit computed

There are several ways to have the EIC figured for taxpayer returns:

- Taxpayers can figure out the EIC themselves
- IRS will figure the EIC (See instructions in Pub 596)
- Use the services of a tax professional
- Get assistance from a Volunteer Income Tax Assistance (VITA) site or similar organization. To find the closest VITA site, call the IRS at 1-800-829-1040.

Earned income

Earned income includes:

- Wages, tips and salaries
- Union strike benefits
- Long-term disability benefits received prior to minimum retirement age
- Earnings from self-employment (Net-profit Less IRC 164(f) deduction)
- Nontaxable earned income (Line 4 of EIC Worksheet)
- Form W-2, blocks 13 and 14
- Salary deferrals (Example: 401K) plan or the Federal Thrift Saving Plan)
- Combat zone excluded pay (Box 13, code Q, Form W-2)

Nontaxable earned income

Examples of nontaxable income are:

- Basic quarters and subsistence allowance
- In-kind basic quarters and subsistence for the U.S. Military (Box 3, code Q, Form W-2)
- The value of meals or lodging provided by an employer for the convenience of the employer
- Housing allowance or rental value of a parsonage for the clergy
- Excludable dependant care benefit (Line 18, Form 2441 or schedule 2)
- Salary reductions such as under cafeteria plans
- Anything else of value you get from someone for service performed even if it is not taxable
- Excludable adoption benefits
- Excludable educational assistance benefits

Continued on next page

Excluded taxable earned income

Taxable income does not include the following:

- Interest and dividends
- Social Security and railroad retirement benefits
- Welfare benefits
- Workfare benefits
- Pensions or annuities
- Veteran's benefits
- Worker's compensation benefits
- Alimony
- Child support
- Unemployment compensation (Insurance)
- Taxable scholarship or fellowship
- Grants that are not reported on Form W-2

Excluded nontaxable earned income

Nontaxable earned income does not include the following:

- Variable housing allowance for the military
- Earning for work performed while an inmate at a penal institution

Qualifying Child

Introduction

This section contains information regarding qualifying children and income guidelines for the Earned Income Credit (EIC).

Test for qualifying child

Use the following chart to test for a qualifying child:

Item	Qualifying Child
Relationship	• Son • Daughter • Adopted Child • Grandchild • Stepchild • Eligible Foster Child • Brothers • Sisters • Stepbrothers • Stepsisters • Foster children who are placed with the worker by an authorized government or private placement agency
Age	• Under 19 at the end of the year, or • Full time student under 24 at the end of the year, or • Permanently and totally disabled at any age
Residency	• More than ½ year, or • All year for an eligible Foster Child

Continued on next page

Qualifying Child, Continued

EIC maximum credit

The maximum EIC credit is as follows:

- $428 - No qualifying children
- $2,853 - One qualifying child
- $4,716 - Two or more qualifying children

Claiming the credit

In order to claim EIC, a federal tax return must be filed. Below are the forms that must be used.

- Form 1040A, or
- Form 1040, and
- Schedule EIC with qualifying children.
- Form 1040 EZ - only for workers who were not raising a "qualifying child" in their home in 2006 can file any tax form – including the 1040EZ. These workers write "EIC" (or the dollar amount of their credit) on the Earned Income Credit line of the tax form. They do **not** file Schedule EIC.

Advanced Earned Income Credit (AEIC)

Advanced Earned Income Credit (AEIC)

The Advanced Earned Income Credit (AEIC) can be taken throughout the year if the individual expects to be eligible for Earned Income Tax Credit (EITC) and has a qualifying child. Instead of getting the EITC all at once, customers can choose to receive the AEIC payments in their paycheck, thus increasing "take-home" pay.

The Employment Services Specialist (ESS) will give the W-5 to the customer, who will complete the form and give to his/her employer. The annual AEIC must be renewed each tax year.

W-5 for AEIC

The W-5 is the form used to receive advanced EIC. The completed form is filed with the employer. The Advanced EIC, W-5 is available at http://www.irs.gov/formspubs.

Example not using/using AEIC

See the example below for the advantage of using the AEIC. The example is for a single person with one child, claiming two allowances earning $8.00 @ 40 hours = $320 gross weekly pay.

Not using AEIC	Using AEIC
$320.00 Gross weekly earnings - 20.00 Taxes - 22.95 Social Security $ 44.95 Total deduction $275.05 Net Pay	$320.00 Gross weekly earnings - 22.00 Taxes - 22.95 Social Security $ 44.95 Total deduction + 21.00 AEITC (estimated) $296.05 Net Pay

Benefit of AEIC to employers

The AEIC benefits employers in the following ways:

- Assists in worker retention
- Minimal additional paperwork
- Increases income for employees at *no extra cost* to the employer
- Lowers federal tax deposits

Continued on next page

Workers not eligible to use AEIC

Some workers who are eligible for the EITC are not allowed to get AEIC payments, including:

- Workers without qualifying children
- Workers who get paid day by day
- Workers with no Social Security and Medicare taxes withheld from their pay
- Self-employed workers, who cannot advance the EITC to themselves

Workers who should not use AEIC

The following workers should not use AEIC payment option:

- Workers who hold two or more job simultaneously
- Workers with a working spouse, unless both spouses take advance payments during the year, if both spouses work
- Workers who receive a large increase in their earned income during the year

Child Tax Credit (CTC)

Introduction

This section contains information regarding the Child Tax Credit (CTC).

Child tax credit

The CTC is a federal tax credit worth up to $1,000 in 2006 for each qualifying child under age 17 claimed on the worker's tax return. While the CTC has been in effect since 1998, Congress changed the credit in 2001 to make it available to millions more low- and moderate- income working families and provided many families a larger CTC than they could have received in the past. This "CTC" is refundable, meaning some families can get the credit even if they owe no income tax. Eligible families can receive the CTC refund in a check from the Internal Revenue Service (IRS).

Who can claim the CTC credit

To be eligible for the CTC refund, a single or married worker must:

- Have a qualifying child under age 17 at the end of the calendar year in which the tax year begins;
- Have taxable earned income above $11,300; and
- Have either a Social Security Number (SSN) or an Individual Taxpayer Identification Number (ITIN). ITINs are issued by the IRS to individuals who are unable to obtain a Social Security number. Immigrant workers with either type of number may be able to claim the CTC refund.

Qualifying children must be a U.S. citizen or a resident alien; SSN or ITIN for parents and children is required.

There is no limit on investment income.

Note: For a list of qualifying child relationships, see page 10-13 under the Item/Relationship-Qualifying Child column.

Working families – CTC refund and the EITC

Most low-wage working families that qualify for the CTC refund will also be eligible for the Earned Income Tax Credit (EITC). For many families that qualify for both credits, the EITC will be larger, but the CTC will still provide a significant income boost.

A child may not be claimed for the CTC if the child provides over one-half of his/her own support.

A non-custodial parent who is allowed to claim his/her child as a dependent by a divorce or separation agreement is the parent entitled to claim the child for CTC.

Residency of child

Qualifying children must live with the worker in the United States for more than half the year.

Exception: A non-custodial parent who is permitted by a divorce or separation agreement to claim the child as a dependent.

Continued on next page

Sources of earned income

Sources of earned income are:

- Wages, salary, tips
- Earnings from self-employment
- Union strike benefits
- Employer-paid disability
- Military combat pay (tax filer can choose to count for EITC, must count for CTC)

CTC forms

Workers must file a federal income tax return Form 1040 or 1040A, but not the 1040EZ.

Form 8812 “Additional Child Tax Credit” is used to find out if the family qualifies for a CTC refund and, if so, the amount of the refund. This form must be attached to the tax return for a family to receive the CTC refund. Form 8812 is located at: http://www.irs.gov/formspubs.

Where to Find Additional Information

Introduction	This section contains information regarding where to find additional information on Earned Income Credit (EIC).
IRS website	The Internal Revenue Service (IRS) website may be found at www.irs.gov.
PUB 428 (E/S) and PUB 429 (E/S)	For general EIC information, see PUB 428 (E/S) and PUB 429 (E/S). To download a copy of each publication, go to http://www.dss.cahwnet.gov/cdssweb/PG167.htm#pub
EIC Publication 596	For complete Earned Income Tax Credit (EITC) information, see IRS PUB 596. To download the entire publication, go to http://www.irs.gov/.
24 hour toll-free assistance	For additional information, call the 24 hour toll-free assistance line at 1-800-829-1040.
Informational items for employers	Information for employers can be found on the IRS website at www.irs.gov. Notice 1015, *Have You Told Your Employees About the EIC?* Explains the requirements for employers to notify their employees about the EITC. Notice 797, *Possible Federal Tax Refund Due to the EIC,* is a payroll stuffer, which employers may use to notify their employees about the EIC. Publication 962, *The Tax Break for Hard Working People,* is a payroll stuffer about the EIC. Paper copies may be ordered by calling 1-800-829-3676.

CHAPTER 11

Business Services, Job Placement, and Job Match

Table of Contents

Business Services, Job Placement, and Job Match

Overview

Introduction

The Transitional Assistance Department (TAD) has contracted with the Economic Development Agency (EDA) to provide job development, job referrals, and job placement services for California Work Opportunity and Responsibility to Kids (CalWORKs) customers. EDA's mission is to help people help themselves by providing employment services and placement assistance to enhance the economic success and quality of life in San Bernardino County.

The TAD Employment Services Specialist (ESS)/Job Placement Specialist (JPS) conveys at every opportunity with the customer, the benefits of employment and current employment opportunities in the community. The ESS/JPS also counsels the customer on job-seeking skills and employer expectations. The ESS/JPS makes every attempt and uses all available resources to refer the customer to employment opportunities that match the customer's interests, skills, and abilities.

Forms

The table below contains information on forms listed in this chapter.

Form	Title	Location
WTW 835	JPS Monthly Job Referral Report	TAD Forms Catalog

In this chapter

This chapter includes the following topics:

Definitions

Introduction

This section contains information regarding definitions of terms within the Economic Development Agency (EDA).

Definitions

Customized Training – Training through an employer that is provided to a currently employed customer to upgrade his/her skills in order to qualify for a higher-wage position. Training or curriculum that provides specific skills needed by an employer. The employer must contribute at least 50% of the cost of training in cash or in-kind services.

EDA - The umbrella agency of the County that provides economic development services, workforce development services (through the Workforce Development Department, WDD), community development and housing services, and redevelopment activities.

Job Development - The process to initiate employer contacts, in person or via phone or mail, in order to identify current job openings and develop an ongoing relationship between EDA and the employer to enhance customers' access to job opportunities and business' success in the local economy. Job Development services are provided by Business Resource Specialists (Job Developers).

Job Fair - A formal event where a number of employers with current hiring needs are given the opportunity to meet with job seekers.

Job Match - The system used by Transitional Assistance Department (TAD) staff and EDA staff to match customers to jobs. This system can be access through the Workforce Development Department (WDD) website at www.csb-win.org. Enter through the WDD website to get to EDA Job Match system.

On-the-Job Training (OJT) - Training with an employer that is provided to a paid job seeker while engaged in productive work. OJT provides customers with the basic skills and knowledge to perform the job while the employer receives reimbursement of a percentage of the customer's wages during the typical training period of six (6) months or less.

Employer Services Unit (ESU) Functions

Introduction

This section contains information regarding the, Employer Services Unit (ESU) functions.

ESU functions

The ESU provides job development and/or job placement services.

There are two primary functions within the ESU.

1. **Business Resource Specialist/Job Developer** initiates employer contacts in person or via phone or mail, in order to identify current job openings and develop an ongoing relationship between Workforce Development Department (WDD) and the employer to enhance applicants' access to job opportunities and business's success in the local economy.

2. **TAD Job Placement Specialist (JPS)** evaluates customer qualifications against employer requirements, referring qualified customers to employment opportunities and facilitating the hiring of an applicant. The ES in this unit counsel applicants, conduct trainings, identify resources and make appropriate referrals. The Employment Services Specialist (ESS) assigned to this unit are called **Job Placement Specialist (JPS)**.

Business Resource Specialist (BRS) Functions

Introduction

This section contains information regarding the Business Resource Specialist (BRS) functions.

BRS functions

BRSs spend most of their time in the community, speaking to employers and offering Workforce Development Department (WDD) services. The functions include:

- Initiate contacts with the business community to identify a cross-section of available job opportunities (including non-traditional work), in order to facilitate matching job seekers with employers, advertise job openings to California Work Opportunity and Responsibility to Kids (CalWORKs) offices via the Economic Development Agency (EDA) Job Match System, and other means as determined appropriate by Transitional Assistance Department (TAD) and EDA.
- Plan, organize, and work cooperatively with community-based organizations and businesses to provide Job Fairs and mass recruitments for businesses with multiple job openings, and to arrange customized hiring recruitments. Notify TAD districts of these recruitment opportunities. EDA will consult with TAD on specialized recruitments for identified hard-to-serve customers.
- Participate in meetings with business organizations, such as the Chamber of Commerce and the various Industry Associations, in order to promote hiring of participants.
- Explain availability of tax credit incentives to employers who hire members of targeted groups, including customers, and assist with completion of applicable paperwork. Certify eligibility of employers for available tax credits.
- Market On-the-Job Training (OJT)/Customized Training opportunities to local employers, based on available funding; ensure interested employers meet OJT/Customized Training requirements; and negotiate OJT/Customized Training contracts. Complete OJT/Customized Training plans with employers to identify the skills to be acquired by customers and measures of success; forward copies of training plans to the TAD ESS. Receive and forward OJT/Customized Training progress and attendance reports to the TAD ESS.
- Submit job information for entry into EDA Job Match System for use by TAD Employment Services Specialist (ESS) to assist customers in meeting employment goals.
- Circulate information regarding current job orders to TAD ESS to generate referrals for open employment opportunities, and explain the process for referring participants to these jobs.
- Provide monthly reports of employment opportunities to TAD.

Job Fairs

Introduction

This section contains information regarding Job Fairs held by Economic Development Agency (EDA).

Job Fairs

Job Fairs will be held by the EDA at various locations throughout the County. They will be held at times to accommodate peak hiring seasons. EDA will invite employers to the Job Fairs who are currently hiring for positions California Work Opportunity and Responsibility to Kids (CalWORKs) customer typically qualify.

Job Fair process

The Transitional Assistance Department Welfare-to-Work (TAD WTW) district office staff and EDA will follow the steps below, after TAD Management and EDA agree upon dates/times of all Job Fairs.

Stage	Description
1	EDA provides flyers to appropriate TAD WTW district offices announcing Job Fairs.
2	TAD WTW district offices inform their customers of the upcoming Job Fair by: • Placing flyers in lobby areas. • Informing all customers of the upcoming Job Fairs if the customer is in the office.
3	TAD WTW staff will assist at Job Fairs, at the request of EDA.

Legislative Research Unit (LRU)

The Legislative Research Unit (LRU) will create a listing, at TAD Managements request, of all customers within the zip code areas of the proposed Job Fair sites. LRU will distribute the list to TAD Management, who will have the listing along with the Job Fair flyer mailed out to all customers in the area.

Job Fair results

EDA will create a listing of Job Fair Employer Attendance to TAD Management.

The Business Resource Specialist will follow-up with all businesses participating in a Job Fair in an attempt to obtain specific information on CalWORKs customers hired as a result of the Job Fair. This list is due to TAD Management no later than 60 days following the date of the Job Fair.

Customized Training

Introduction	This section contains information regarding Customized Training provided by the Economic Development Agency (EDA).
Customized training	Customized Training is provided by EDA through an employer. The currently employed customer upgrades his/her skills in order to qualify for a higher-wage position. Training or curriculum providing specific skills needed by an employer is required. The employer must contribute at least 50% of the cost of training in cash or in-kind services. Copies of the Customized Training contract will be forwarded within ten days of signing to the Transitional Assistance Department Employment Services Specialist (TAD ESS) assigned to the case, the Welfare-to-Work (WTW) Deputy Director, and the Human Services (HS) Contract Units.
Referring process	If a WTW customer wants to upgrade his/her skills at their current place of employment, the ESS will: • Collect all customer information • Collect all employer information • Forward information to EDA through the Business Resource Specialist (BRS). EDA will contact the employer to see if they would be interested in the Customized Training program.
Customized Training development	Customized Training is developed by EDA between EDA and an employer. The Customized Training program is obtained through a BRS and is developed in consideration of the skills, knowledge, education, and work experience already possessed by the customer, and the availability of funds.
Customized Training contract	Customized Training contracts will be initiated by EDA and the employer, and will be sent to the appropriate ESS and WTW customer. Only TAD approved template contracts for Customized Training will be used to contract with employers.

On-the-Job Training (OJT)

Introduction

This section contains information regarding On-the-Job Training (OJT).

Overview

OJT is defined as training with an employer provided to a paid job-seeker while engaged in productive work in a job that:

- Provides knowledge or skills essential to the full and adequate performance of the job; and
- Provides reimbursement to the employer of up to 50 percent of the wage rate of the job-seeker for the extraordinary costs of providing the training and additional supervision related to the training; and
- Is limited to the appropriate time for the job-seeker to be trained, taking into account the content of the training, the prior work experience of the job-seeker, and the job-seeker's individual employment plan.

Note: Refer to Employment Activities Chapter in this handbook for more information on OJT.

OJT development

OJT offers financial incentives to private and public sector employers to hire and train customers.

The OJT placement is obtained through a Business Resource Specialist (BRS) and is developed in consideration of the skills, knowledge, education, and work experience already possessed by the customer, and the availability of funds.

Employer contracts

It is the responsibility of the Employer Services Unit (ESU) to enter into contracts with employers who are interested in developing OJT positions for Transitional Assistance Department (TAD) customers.

OJT contract process

The Workforce Development Department (WDD) negotiates the length of OJT contracts with employers on an individual basis.

- OJT is intended to provide the customer with the skills and knowledge needed to perform the job and compete with fellow workers. OJT is not intended to last until the customer is one hundred percent proficient in the occupation.
- As a general rule, private sector OJT positions do not exceed three (3) months.
- OJT positions should pay a minimum of $7.50 per hour.

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ESU responsibilities for OJT

Within ten days after the OJT contract is signed, the WDD forwards a copy of the OJT contract to:

- The TAD Employment Services Specialist (ESS)
- Human Services (HS) Administration, Contracts Unit (for contract monitoring)
- HS Administration, Fiscal Unit.

Requirements for employers

To enter into an OJT contract, an employer must first meet the following requirements as determined by the WDD BRS:

- The employer must be a legitimate employer with full-time employees, conducting business at an appropriate work site, and must provide the following documentation:
  - Federal and State tax ID
  - Valid business license
  - Current workers compensation policy
  - Current general liability insurance policy
  - Proof of internal grievance procedure. In the absence of an internal procedure, the WDD grievance procedure will be used. The Business Resource Specialist is responsible for providing the employer with a copy of WDD grievance procedures.
- The employer must not be involved in a current labor dispute and must not have a history of frequent layoffs.
  - The employer must not utilize OJT to displace currently employed workers or to reduce the hours of those employed workers below their normal schedule.
  - An OJT position may not replace a worker who is currently on layoff or for a position that denies a current worker promotional opportunities.
  - An OJT contract cannot be written with an employer that has relocated, in whole or in part, within the last 120 days if such relocation resulted in the loss of employment for any worker at the original location. However, the employer may enter an OJT contract if:
    - The employer has offered affected employees an opportunity to transfer with the company.
    - The employer has provided adequate alternative employment opportunities to displaced workers.
    - The Business Resource Specialist determines OJT is not being used to displace former employees.

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Requirements for employers (continued**)**

- An employer that has had three or more job seekers in OJT within a one-year period and has failed to retain at least 50 percent of their OJT customers may be barred from future OJT contracts.
  - If a BRS, ESS or monitor determines an employer with a current OJT contract or requesting OJT job seeker should be barred based on the above criteria, the BRS:
    - Contacts the employer to determine the circumstances of the termination. No action is required if an employer can demonstrate the lower retention rate was due to factors beyond the employer's control (e.g. voluntarily separated or terminated for cause).
    - Forwards to the WDD Director for action, the name and any supporting documentation, of an employer who is barred from future OJT contracts because the employer cannot substantiate the lower retention rate or there are no extenuating circumstances. The ban will remain in effect until lifted by the WDD Director.

Referrals to OJT, or Customized Training

A customer is referred to OJT when the following have been completed:

- The Employment Resource Specialist (ERS) consults with the customer's case manager regarding the feasibility of OJT for the customer.
- The case manager reviews the customer's assessment results to determine suitability of OJT.
- The case manager reviews the customer's case to evaluate the appropriateness of OJT. If necessary, OJT is added to the Individual Employment Plan.
- The ERS reviews the customer's prior education and experience during the interview process.

Job Placement Specialists (JPS)

Introduction

This section contains information on Job Placement Specialists (JPS). JPSs prescreen customers referred to job orders.

JPS job duties

The JPS job duties includes:

Research local sources (local newspaper, CalJOBs, Career Builder, PennySaverUSA.com, Monster, America's Job Bank, company internet sites, etc.) for job openings suitable for California Work Opportunity and Responsibility to Kids (CalWORKs) customers and provide results of research to the Employment Services Specialist (ESS) in the office. This can be done via e-mail or printed flyers to post.

Meet with customers who request job referrals to:

- Explain the referral process,
- Identify the customer's experience, job skills, abilities and interests,
- Review and provide feedback on the customer's master application or resume. Ensure that the experience, job skills, abilities and interests identified during the interview are listed on the master application or resume,
- Provide customers with referrals to job orders listed in the Workforce Development Department (WDD) job match system and local openings identified in Step 1 that match the customers experience, job skills, abilities and interests,
- Explain employer expectations,
- Address appropriate interview questions, answers, attire, etc.
- Address any significant barriers to employment.

If a customer has identified specific job orders on the WDD Job Match System:

- Access the suppressed information,
- Ensure that the customer meets the employer's requirements, and
- Provide the referral for the customer. If a customer requests referrals for which s/he is not qualified, provide alternative appropriate referrals as available.

Assist customers with on-line applications.

Coach customers on how to address previous employment and background issues with employers.

Attend Job Club each week to explain the services provided by the Job Placement Specialist, registration on the WDD job match system, and the screening process for referrals to job openings.

Work closely with WDD Business Resource Specialists servicing the local area to provide input on the types of jobs CalWORKs customers are qualified for and seeking. Assist WDD with local job fairs and other events, as requested.

Build Relationships with local temporary agencies to access jobs for CalWORKs customers.

Complete the WTW 835 JPS Monthly Job Referral Report.

<u>Note</u>: All Welfare-to-Work (WTW) customers must be registered in the WDD system. See "Registering for Job Match" block in this section of the WTWPHB.

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Feedback

The JPS provides feedback to the customer and/or Employment Services Specialist (ESS) after the prescreening interview.

- If the customer is a no-show for a scheduled appointment with the ERS, the ESS can be notified if appropriate.
- The ESS shares relevant feedback with the customer, offering encouragement and, if necessary, suggestions for improvement.

Job development information

If the JPS learns of open jobs in the community that are not reflected in EDA leads, s/he may inform the Employer Services Unit (ESU), so that the Business Resource Specialist (BRS) may contact the employer.

Interacting with employers

If the ESS or JPS has questions about an EDA Job Order, s/he should direct questions to the BRS, and the BRS contacts the employer if necessary.

Job Placement Specialist examples

Some examples of Job Placement Specialist methods are given below.

- ESS Steve checks job orders daily. Although several of his customers are in training or educational programs, he regularly mails a flyer to all his customers that list open job titles. He includes the flyer with every notice he sends to customers. His telephone number and an invitation to inquire about open jobs appear on the flyer.

- ESS Lucille calls qualified customers every time an entry-level County position opens, even if they are already employed somewhere else. She knows that many of the customers who get the position will no longer need assistance from our agency.

- ESS Cheryl keeps a JOBS folder on the side of her desk. While she is talking to customers at her desk, she hands the folder to her customers and encourages them to look for opportunities that interest them. She helps them make an appointment with the Employment Resource Specialist (ERS) if they are interested in any of the positions. She counsels them and checks their application before the ERS interview.

Scheduling prescreening interviews

The TAD JPS dedicates most of his/her time to prescreening job seekers and referring them to open jobs. Each office has a procedure in place for customers or their ESSs to make prescreening appointments with the TAD JPS.

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Generic application

When a customer is interested in a WDD job order the ESS makes sure the customer has completed a generic application or resume. The ESS reviews the application or resume for completeness before the customer meets with the JPS.

Without a completed generic application or resume, the JPS is unable to prescreen an applicant for an EDA job order.

Job Services

Customers in Job Services activities see the JPS at least once during the Job Services activity. Most customers can be referred to at least one open job.

The JPS may make presentations in Job Club or Job Search workshops to talk about current job openings.

Providing feedback

The JPS prescreens a customer when s/he is interested in a specific job order(s). An ESS may request the JPS interview a customer to provide feedback to the customer and/or ESS about the customer's interview performance.

Finding Job Orders

Introduction

This section contains information regarding finding Job Orders on the Workforce Development Department's (WDD) website.

Job orders

Job orders are continually posted on WDD's website. The Business Resource Specialist (BRS) has the ability and responsibility for entering and updating job orders on the computerized system.

- Employment Services Specialists (ESSs) are expected to research it daily for new job orders.
- The address of WDD's website is: http://www.csb-win.org/

Suppressed information

Employer information, such as the business's name and address, is suppressed and not posted on the website. This suppressed information is accessible by the BRS in each WDD Employment Resource Center office. The BRS releases suppressed information to job seekers after they are determined to be qualified during the prescreening interview.

Employer information is considered confidential and should not be reprinted.

Workforce Development Department (WDD) Website

Introduction

This section contains information regarding the Workforce Development Department's (WDD) website.

WDD's website

The WDD website (http://www.csb-win.org/) provides:

- Job Seeker Services
- Employment Information
- Business Resources

It also contains information on:

- Economic Development Agency (EDA)

Additions to the website are made as deemed appropriate.

Job seekers services

Job seekers can register personal information and job skills on the Applicant Registration page on the website (http://www.csb-win.org/) under San Bernardino Local Job Opportunities. The information is confidential and is used to match job skills to available job openings.

Any time a job matching the job seeker's skills is identified the customer is contacted regarding the position prior to information being shared with the employer.

Registration remains in the database for 90 days before becoming inactive. Accounts can be updated as personal information changes.

Job Seekers information on the WDD website includes:

- Careers
- Education and Training
- Eligible Training Provider List (ETPL)
- Locations and Contacts
- Labor Market Information
- Workforce Opportunities
- Employment Assistance

Labor Market Information

Introduction	This section contains information regarding the Economic Development Agency's (EDA) Labor Market Information (LMI).
LMI	LMI is gathered by the EDA to provide industry trends and occupational information. http://www.csb-win.org/, click on Labor Market Information under "Job Seekers" LMI can supply job seekers and Business Resource Specialists (BRSs) easy access to occupational wages, outlook training information, employment by industry, and labor force data. LMI also provides information about job duties, working conditions, employment outlook, wages, benefits, entrance requirements and training.
Occupation Outlook Report	The Occupational Outlook Report (http://www.csb-win.org/labormarket.asp) provides a variety of information on existing jobs. It features: • Occupational employment projections • A survey of local employers regarding the local wages • Labor availability • Working conditions • Hiring requirements • Skill requirements • Training provider information • Occupational outlook reports on selected occupations **Note:** Individuals making career decisions and who are searching for an occupation where they can acquire skills and training on the job should refer to the Occupational Outlook Report.

Job Match

Introduction

This section contains information regarding the Economic Development Agency (EDA) Job Match system available through the Workforce Development Department (WDD) website.

WDD Job Match

When a job seeker registers in the WDD Job Match website, his/her skills are matched with available job opportunities. The more skills entered in the Job Match system, the greater the chances of being matched up with a job order. The employer is often looking for experience and skills that will benefit his/her business.

The Employment Services Specialist (ESS) or Job Placement Specialist (JPS) can register customers at http://www.csb-win.org/ Customers can register at the site as well.

Job Matching is the endeavor by the ESS to refer the customer to employment opportunities that match the customer's interests, skills, abilities and previous work experience.

Note: The ESS must ensure every Welfare-to-Work (WTW) customer ***is registered*** in the WDD system.

Registering for job match

To register in the WDD Job Match system, the customer will go to:

1. http://www.csb-win.org/
2. Select San Bernardino Local Job Opportunities under Employment
3. Register with WDD

The job seeker enters personal information and job skills on the Applicant Registration Form. The information is confidential and is used by WDD, Employment Services Unit (ESU) staff to match skills to available job openings. The Social Security Number serves as the user identification number. When a job seeker's skills are matched with a job, the job seeker is contacted regarding the position prior to information being shared with the employer. The registration remains in the database for 90 days before becoming inactive. The account can be updated as personal information changes.

Job skills

The ESS helps the customer make a detailed examination of his/her job skills. This includes the type of the skill, the ability, knowledge, or personal traits that contribute to the skills, background and specific experiences that demonstrate the skills.

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Job order referrals

The ESS checks the WDD website daily for job orders that match a customer's skills, abilities and interests. The ESS can search the WDD website by:

- Job Location
- Job title
- Employment type
- Benefits
- Terms

If a match is found, the ESS refers the customer, with the job order number(s), to the JPS for prescreening. If a referral is made the JPS will print a referral letter to the employer from the WDD website.

Customers with no work history

All customers, including customers with no work history, are asked to set a goal to obtain employment.

Deviating from an exact Job Match

The fact that a customer sets a specific preliminary employment goal or has experience and skills in a certain area does not mean the ESS cannot inform him/her of other employment opportunities. Even if an exact Job Match is not possible immediately, the customer is given as much information as is necessary to secure employment.

Examples

Some examples of Job Matching are given below.

- ESS Dina is informed of a mass screening being coordinated by the JPS. She contacts the customers on her caseload who have telephone numbers and mails the information to the customers on the list who do not have telephone numbers.
- Sally is looking for an entry-level clerical job. She does not have a work history, but her ESS helps her to register on the WDD website and includes skills that are transferable to entry level clerical. When a clerical job lead is posted that does not require experience, Sally's name appears on the list generated by Job Match. The ESS contacts Sally to help her make a screening appointment with the JPS.

WELFARE-TO-WORK POLICY HANDBOOK

CHAPTER 12

Assessment and Learning Disabilities

Table of Contents

Chapter 12

Assessment and Learning Disabilities

Overview

Introduction

Assessment and/or Learning Disabilities Evaluation Assessment are used to help a customer develop a Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) and successfully complete WTW activities.

In this chapter

This chapter contains the following sections:

Forms summary

The table below summarizes various forms referenced in this Chapter. All forms are available within the C-IV system or from the forms link in the on-line WTW Policy Handbook (WTWPHB) on the Human Services (HS) website: http://hssnet/handbooks/WTWPHB/.

Form #	Title
Plan 109 CIV	Referral to Activity
WTW 17	Waiver of California Work Opportunity and Responsibility to Kids (CalWORKs) Learning Disabilities Screening and/or Evaluation
WTW 18	Learning Needs Screening
WTW 19	Learning Needs Screening – Client Copy
WTW 20	Permission to Release Learning Disabilities Information

Section A

Assessment

Overview

Introduction

Assessment is an activity in which the customer, the Assessment Proctor, and the Employment Services Specialist (ESS) work together to assess the customer's skills, needs, abilities, and interests in order to develop his/her goals and Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2). The Assessment activity is administered during the first three days of Job Search, but also may be scheduled as needed. In most instances, Assessment should be completed prior to the development of a customer's WTW 2.

Reference

The following references apply to this section:

- Eligibility and Assistance Standards (EAS) 42-711.55
- All County Letter (ACL) 01-32

In this section

This section includes the following topics:

Requirements of Assessment

Introduction

This section provides information regarding the requirements of Assessment, including when to refer customers to Assessment, what is an individual Assessment, who is excluded from Assessment, when re-assessment is necessary, what elements are included in Assessment, and the responsibilities of those involved.

When to refer to Assessment

A customer attends Assessment during the first three days of Job Search but will also be referred to the Assessment activity when one of the following situations occurs:

- The customer will be assigned to a concurrent activity.
- An employed customer is referred to a California Work Opportunity and Responsibility to Kids (CalWORKs) service provider.
- The Employment Services Specialist (ESS) decides that Job Services will not be required as the first activity because it would not be beneficial to the customer.
- The ESS decides to shorten Job Services because it is not likely to lead to the customer's employment.

Note: There will be four hours allotted to Assessment in the Customer Activity Detail page and Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2).

Individual assessment

An individual assessment includes all elements of a group assessment. The ESS may conduct an Assessment individually, using the testing instruments listed on 12-5. The test must also include the elements listed in the "Elements of Assessment" block in this section.

The ESS completes an individual assessment when he/she determines the customer is unable to attend the group assessment or needs to be referred to Mental Health, Substance Abuse, or Domestic Abuse services to expedite these services to the customer. An individual assessment is completed to avoid delaying referrals to these activities.

An individual assessment can also be given to part-time employees, or at any other time the ESS deems necessary and/or appropriate.

Note: If the customer needs immediate intervention, the ESS can refer the customer to Mental Health, Substance Abuse, or Domestic Abuse services without an assessment and schedule an assessment (either individual or group) no later than 30 days from the date of referral.

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Assessment for referral to special services

A customer is assessed when the ESS determines that the customer needs to be referred to Mental Health, Substance Abuse, or Domestic Abuse services for an Evaluation. The ESS may conduct this Assessment individually.

Exclusion from Assessment

An Assessment is **not** required when the customer is:

- Enrolled in a Self-Initiated Programs (SIPs) unless the Assessment is necessary to assign a SIP customer to concurrent activities, including employment, to meet the minimum participation hours of 20/30/35 per week, 85/128/150 per month.
- Teens without a high school diploma or equivalent. These teens are only required to participate in activities to complete their high school diploma or General Educational Development (GED).
- Customers employed 30/35 hours per week, 128/150 per month, unless the customer will be participating in concurrent activities.

Re-Assessment

A customer only needs to be assessed once. If a customer has completed an Assessment, signed a WTW 2 and is actively participating, then it is not necessary to re-assess him/her. If a customer re-applies for CalWORKs and has not completed Assessment within the last year, then he/she should be scheduled for another Assessment before signing a WTW 2.

Elements of Assessment

Assessment must include the elements listed below:

- The customer's work history and an inventory of his/her employment skills, knowledge and abilities.
- The customer's educational history and present educational competency (grade) level.
- The customer's needs, including the need for supportive services in order to obtain the greatest benefit from employment and training services.
- Local labor market information.
- An evaluation of the chances for employment given the current skills of the customer and the local labor market conditions.
- Physical limitations or mental conditions that limit the customer's ability for employment or participation in WTW activities.
- Identification of available resources to complete the WTW 2.

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Individual responsibilities in Assessment

Everyone involved in Assessment works together to develop and agree on a WTW 2 that will enable the customer to achieve his/her ultimate goal of self-sufficiency. The responsibilities of each individual are outlined in the table below:

Who	Responsibilities
ESS	• Identifies customers to refer to Assessment. • Uses his/her personal knowledge of the customer as well as information gained from the Assessment and the Appraisal to help the customer develop goals and complete a WTW 2. • Completes individual Assessments with customers, when necessary.
Assessment Proctor	• Prepares for and conducts Assessment tests. • Corrects and scores tests when appropriate. • Enters Assessment results into the C-IV system.
Customer	• Takes tests. • Works with the ESS to develop and agree on goals, activities and a WTW 2.

Testing Instruments

Introduction

This section introduces and explains the testing instruments used in the Assessment process.

Testing instruments used

The testing instruments used in Assessment are the:

- Adult Basic Learning Examination (ABLE) Screening Battery, and the
- Career Occupational Preference System (COPSystem)

ABLE Screening Battery

The ABLE is a battery of tests designed to measure the level of adult functional reading and mathematics ability.

COPSystem

The COPSystem is a group of three testing instruments used to measure an individual's interests, abilities, and values towards work. The table below lists the three testing instruments and their functions.

Instrument	Function
COPSystem	The COPS Interest Inventory consists of activities related to occupations. Customers indicate a degree of like or dislike of job activities.
Career Ability Placement Survey **(CAPS)**	The CAPS instrument measures abilities in mechanical reasoning, spatial relations, verbal reasoning, numerical ability, language usage, word knowledge, perceptual speed and accuracy, and manual speed and dexterity.
Career Orientation Placement and Evaluation Survey **(COPES)**	The COPES instrument measures personal values that reflect major dimensions representing vocational values and motivation.

Note: The COPSystem Comprehensive Career Guide must be given to every customer who completes a CAPS, COPS, COPES assessment; this is a requirement of copyright regulations.

The guide/booklet is ordered through the Forms Distribution Unit (FDU).

- Form Number: COPSCCG
- Form Name: COPS Comprehensive Career Guide

County contracted providers

Learning Disability Evaluations (LDEs) conducted by county contracted providers provide information similar to what is measured by the ABLE and COPSystem. The LDE report can be used in lieu of the ABLE and the COPSystem as an acceptable assessment testing instrument to help develop a Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2).

Currently, Foster's Assessment Center and Testing Service is the county contracted provider for Learning Disability Evaluations. See the Learning Disabilities section of this chapter for referral process.

Assessment Procedures

Introduction

This section provides information regarding Assessment procedures. The responsibilities of the Employment Services Specialist (ESS) and the Assessment Proctor before, during, and after Assessment are detailed in this section.

Enrolling the customer

The customer is usually enrolled in Assessment as a concurrent activity to Job Services. The ESS ensures that both activities are opened in the C-IV system and that both are noted on the Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2).

Note: If the customer is not attending the Assessment activity during Job Services, the ESS enters the activity in the C-IV system, completes a WTW 2 for the Assessment activity and has the customer sign the form.

Prior to Assessment

The Assessment Proctor takes the following actions to prepare for Assessment testing:

Step	Action
1	Prints the class list the day of testing and uses it as a sign in sheet.
2	Ensures that the room is ready and that enough testing materials are available for all customers scheduled.

During Assessment

The Assessment Proctor takes the following actions when conducting Assessment:

Step	Action
1	Explains the purpose of Assessment at the beginning of the session and gives: • The agenda for the testing period, • Housekeeping information (location of restrooms, drinking fountain, etc.), and • An explanation of testing materials.
2	Encourages all customers to do their best, making sure they know the results of the Assessment are used to help them know themselves better and to help establish realistic goals and a WTW 2.
3	Looks at the practice exercises for each customer (if applicable) to ensure understanding.
4	Checks during the timed tests to make sure each customer is: • Beginning on the correct page, • Marking answers in designated areas, and • Stopping when told to do so.

Continued on next page

Assessment Proctor's actions after Assessment

The Assessment Proctor completes the following actions within three working days of Assessment:

Step	Action
1	Corrects and scores tests when appropriate.
2	Enters test scores and completes a Journal entry covering Assessment results.
3	Forwards the test results to the customer's ESS.

ESS actions after Assessment

The ESS takes the following actions after a customer has completed Assessment:

Step	Action
1	Closes the Assessment activity in the C-IV system as a successful completion.
2	• Reviews Assessment and Journal entry completed by the Assessment Proctor. • Updates skills and needs. • Completes Journal entry with results.
3	Analyzes results, and determines appropriate employment goal(s), and steps needed to reach the goal of self-sufficiency, considering: • Customer's employment history, • Education level, • Criminal background, if applicable, • Job market, • Available activities, and • Resources available to reach goal.
4	Accesses California's job market information on the Employment Development Department's (EDD) website at: http://www.labormarketinfo.edd.ca.gov/?PAGEID=3
5	Completes Journal entry with recommendations and any additional information that will help in developing the customer's goals and WTW 2.
6	Schedules a timely appointment to go over the Assessment results with the customer and enters the customer's goals and completes a WTW 2. **Note:** This appointment must take place as soon as possible to provide seamless services.

Third Party Assessment

Introduction

This section introduces the Third Party Assessment and explains the procedure the Employment Services Specialist (ESS) is to follow when a Third Party Assessment is required.

Description

If a customer disagrees with the results of the Assessment and the resulting goals and Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) developed from the Assessment results, the ESS arranges for the customer to receive an independent Assessment conducted by an impartial third party.

- The results of this Assessment, which shall be binding upon the County and the customer, will be used to develop the appropriate plan for the customer.
- No Third Party Assessment will be made by a party having any financial or other interest in the result of the assessment.
- No state hearing will be granted regarding an Assessment used to develop a WTW 2 until an independent Third Party Assessment has been performed.

Procedure

When the ESS determines the need for a Third Party Assessment, he/she will notify the Supervising Employment Services Specialist I (SESS I) who then contacts the appropriate Program Specialist (PS) in the Program Development Division (PDD) for instructions.

Section B

Learning Disabilities

Overview

Introduction

This section provides information regarding Learning Disabilities and covers screening and evaluating for Learning Disabilities, Accommodations, and other policies related to Learning Disabilities.

Reference

The following references apply to this section:

- All County Letter (ACL) 01-70
- ACL 02-13
- ACL 02-35
- ACL 02-64
- ACL 02-88
- ACL 04-48
- All County Information Notice (ACIN) 1-16-02

In this section

This section contains the following topics:

Learning Disabilities General Information

Introduction

This section provides general information about learning disabilities, including the definition and indicators of learning disabilities and information about customers with Limited-English Proficiency (LEP) and suspected learning disabilities.

Definition of learning disabilities

Learning disabilities are defined as a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning or mathematical abilities.

These disorders are intrinsic to the individual and presumed to be due to central nervous system dysfunction. Even though a learning disability may occur concurrently with other handicapping conditions (e.g., sensory or mental impairment), or environmental retardation, social and/or emotional disturbance influence (e.g., cultural differences, insufficient/inappropriate instruction, psychogenic factors), it is not the direct result of those conditions or influences.

These disorders interfere with the customer's ability to obtain or retain employment or enter and participate in the California Work Opportunity and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) program.

Learning disability requirements

To comply with federal civil rights laws, the following requirements are in effect regarding learning disabilities:

- Mandatory Screening of all CalWORKs customers for learning disabilities.
- Use of a recommended Learning Disabilities Screening (LDS) tool.
- Mandatory inclusion of Learning Disabilities Evaluations when developing a Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2).
- Determining the appropriateness of job services as a first activity for customers with verified Learning Disabilities.
- Allowing fewer hours of participation in WTW activities when Good Cause exists based on a determination that a condition or other circumstance temporarily prevents, or significantly impairs, a customer's ability to be regularly employed or participate in WTW activities.
- Sharing the results from Learning Disabilities Evaluations (LDE) on Inter-County Transfers (ICTs).

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Indicators of learning disabilities

Learning disabilities may be indicated for customers who:

- Have a positive rating for potential learning disabilities based on the LDS tool,
- Were previously identified as having learning problems (e.g., K-12 special education), or
- Are suspected of having a learning disability, even though the results from the LDS did not indicate a potential learning disability.

Learning disabilities services

The Transitional Assistance Department (TAD) WTW program must provide services to customers having, or suspected of having, a learning disability. All new CalWORKs customers are screened for Learning Disabilities by the time of the Assessment activity. Referrals for further evaluations and diagnosis are to be recommended to those customers who have a positive rating for a suspected learning disability based on their responses to the Screening tool.

Screening tools language availability

Currently, the existing LDS tools are validated only in English and can only be used for customers whose primary language is English. As validated Screening tools in other languages become available, they will be made available to the County. Employment Services Specialists (ESSs) must not attempt to translate an English-language Screening tool for Learning Disabilities into other languages.

LEP with suspected learning disability

If an ESS suspects that a LEP customer has a learning disability, he/she refers the customer directly to the appropriate contracted provider for a LDE.

Learning Disabilities Screening

Introduction

This section provides information about the Learning Disabilities Screening (LDS) process.

Screening for learning disabilities

Screening is the first step towards identifying individuals with suspected learning disabilities. The LDS is offered/administered to all customers at the initial Appraisal. Customers who receive a score that indicates a possible learning disability may be referred for further evaluation.

Customers to be screened

All new Welfare-to-Work (WTW) customers must be screened for potential learning disabilities no later than Assessment.

Any existing customers who have not previously been screened must be offered a Screening for potential learning disabilities. The LDS can be offered when a customer:

- Attends an appointment to sign a contract for his/her next activity.
- Meets with his/her Employment Services Specialist (ESS) for a monthly review or exemption review appointment.
- Self-identifies as having a suspected learning disability and requests a Screening.
- Comes into the office for cause determination, compliance, or to cure a sanction.
- Fails to maintain satisfactory progress in his/her activity, including employment.

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LDE Screening for LEP customers

If an ESS suspects that a Limited English Proficient (LEP) customer has a learning disability, he/she refers the customer directly to the appropriate contracted provider for a Learning Disabilities Evaluation (LDE).

Until validated Screening tools in other languages are available, bilingual ESSs may use the following sample questions to assist in determining if a LEP customer has a potential learning disability and needs to be referred for a LDE:

- Do you have difficulty following instructions or directions either verbally or in writing?
- Did you experience problems learning in your native language, both spoken and written, while growing up, as compared to other children of the same age? If the response is yes, did the problems continue throughout your childhood?
- What was easy for you to learn, and conversely, what was difficult to learn? If the customer indicates long-term learning difficulties in his/her native language, then this is an indication of a potential learning disability that needs to be explored further.

Based on the responses to the above questions the ESS may offer a LDE referral to the customer.

In recognition of the difficulty in determining if a customer has a potential learning disability, the ESS can allow customers who request a LDE to bypass LDS and go directly to the LDE.

LDEs for teens

16/17-year-olds referred to WTW are screened for learning disabilities. It is recommended that the parent be on hand to at least help answer the health-related questions since the teen may not be aware of his/her full health history. If the teen screens positive for a potential learning disability, the ESS refers the teen to a LDE.

Teens under 18 who are screened as having potential learning disabilities should be referred to a public school for a LDE. Public schools are required by State law to provide assessments for special education services, which may include LDE, at no charge, to children under age 18 and students up to age 21.

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Enrolling the customer

Each customer is enrolled in the LDS activity to track the completion of the activity. If the customer has already been screened by WTW for learning disabilities, it is not required to enroll him/her again. The ESS checks the customer's activity history to determine if the customer has previously been offered, or has previously completed, a LDS.

Note: A customer can decline a LDS. See the Customer Declines Learning Disability Screening/Evaluation section in this chapter for more information.

Conducting Learning Disabilities Screening

An individualized oral LDS is administered to the customer. The ESS takes the following steps when conducting the LDS:

Step	Action
1	Gives the customer the Learning Needs Screening-Client Copy (WTW 19) so he/she can read the questions silently as the ESS reads them aloud.
2	Reads aloud to the customer the statement on form WTW 18 coversheet, Section 2, before proceeding to the Learning Needs Screening questions.
3	Asks the customer the background questions on WTW 18, page 2.
4	• Asks the customer the questions on WTW 18, page 3, and scores each section as indicated on the WTW 18. • If the customer's score is twelve (12) or more, refers him/her for further Evaluation.
5	Asks the customer the supplemental health-related questions on WTW 18, page 4.

Customer with learning disability

If the customer is assessed to have a learning disability the ESS takes the following steps:

Step	Action
1	Discusses the appropriate WTW activity(ies) and reasonable accommodations needed to help the customer be successful in his/her WTW activity(ies).
2	Completes a new WTW 2 to reflect appropriate WTW activities and necessary reasonable accommodations needed based on mutual agreement with the customer.

Note: Currently, the existing LDS tools are validated only in English and can only be used for customers whose primary language is English. As validated Screening tools in other languages become available, they will be made available to the County.

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Learning Disabilities Screening, Continued

Supervisors approval for LDE if score is less than 12

Since no Screening tool is 100 percent accurate, the ESS observes the customer for other indications of potential Learning Disabilities, particularly if the results of the LDS tool do not indicate the presence of a potential learning disability.

If the ESS observes other indications of a potential learning disability, even though the score on the Screening tool is less than 12, the ESS must have his/her supervisor's approval prior to referring the customer to the LDE.

The supervisor signs the Referral to Activity (Plan 109 CIV) form to indicate approval.

Learning disability Screenings for SIPs

Customers whose Self-Initiated Programs (SIPs) have been approved are screened for learning disabilities. Approved SIPs attending community colleges may be able to receive an LDE and any necessary accommodations through the Disabled Students Program on campus; check with the campus CalWORKs office for further information or assistance.

Customer Declines Learning Disability Screening/Evaluation

Introduction

This section contains information regarding what to do if the customer declines the Learning Disabilities Screening (LDS).

Declined Screening/ Evaluation

Customers may decline the LDS. The County must not sanction a customer solely on the basis of his/her refusal to be screened or evaluated. Instead, when a customer is hesitant or declines, the Employment Services Specialist (ESS) offers an explanation of the following:

- The right to have or decline a LDS.
- The benefits of a Learning Disability Evaluation (LDE) (e.g., the right to ask for reasonable accommodations if a learning disability is verified).
- The consequences for not meeting participation requirements.

Information for a customer who declines the Screening/ Evaluation

The ESS informs the customer who declines the Screening that:

- His/her Welfare-to-Work Plan Activity Assignment (WTW 2). will not reflect any accommodations for Learning Disabilities; and
- He/she may ask for a Learning Disabilities Screening/Evaluation at a later time. If, at a later time, a learning disability is identified, the WTW 2 will be modified to provide appropriate services and accommodations associated with the learning disability.

ESS actions

If the customer declines the Learning Disabilities Screening, the ESS takes the following actions:

Step	Action
1	Gives the customer a copy of the Waiver of California Work Opportunity and Responsibility to Kids (CalWORKs) LDS (WTW 17).
2	Reads the WTW 17 aloud to the customer while the customer reads along silently.
3	Asks the customer to sign the form and gives him/her a copy of the signed form.
4	Closes the LDS activity in the C-IV system with the appropriate status and status reasons.
5	Completes a Journal entry.

Customer refuses to sign the WTW 17

A customer's refusal to sign a WTW 17 is equivalent to a signed Waiver when the refusal is documented by the ESS in the Journal.

No Potential Learning Disabilities

Introduction

This section provides information about what happens when the Learning Disabilities Screening (LDS) indicates there are no potential learning disabilities.

No potential learning disabilities indicated

If the results of the LDS and/or observations indicate that a customer does not have a potential learning disability, the Employment Services Specialist (ESS) takes the following actions:

Step	Action
1	Closes the LDS activity in the C-IV system with the appropriate **Status** and **Status Reason**.
2	Assigns the customer to the next appropriate activity.
3	Completes a Journal entry documenting that LDS is complete and no potential learning disabilities are indicated.

Potential Learning Disabilities

Introduction

This section provides information about what happens when the Learning Disabilities Screening (LDS) indicates that there are potential learning disabilities.

Customers with potential learning disabilities

Customers with potential learning disabilities are offered a referral to a Learning Disabilities Evaluation (LDE). The referral for LDE takes place immediately after the LDS indicates a potential learning disability. Schedule the customer for the next available LDE.

Addressing other issues

If the customer exhibits health, mental health, substance abuse or other issues in addition to the potential learning disability, these issues should be addressed prior to addressing the potential learning disability. It could be that these other issues are contributing to, or are the cause of, the learning difficulties experienced by the customer.

If a learning problem continues to exist after other issues have been dealt with, the customer should then be referred to a LDE.

Customer declines Evaluation

If a customer screens positive for a potential learning disability but declines to be referred to an Evaluation, the Employment Services Specialist (ESS) explains the benefits of a LDE to the customer. If he/she still declines the LDE, the ESS takes the following actions:

Step	Action
1	Gives the customer a copy of the Waiver of California Work Opportunity and Responsibility to Kids (CalWORKs) LDE (WTW 17).
2	Reads the WTW 17 aloud to the customer while the customer reads along silently.
3	Asks the customer to sign the form and gives him/her a copy of the signed form.
4	Closes the LDS activity in the C-IV system with the appropriate status and status reasons.
5	Assigns the customer to the next appropriate activity.
6	Completes a Journal entry documenting that potential learning disabilities are indicated, but the customer declined to be evaluated.

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Referral procedures for LDE

If a customer screens positive for a potential learning disability and agrees to the LDE, the ESS takes the following actions:

Step	Action
1	Schedules the customer for the next available LDE with the appropriate contracted provider. LDE schedules are available at: http://hssnet/tad/ on the TAD website under Tools.
2	Completes and has the customer sign a Permission to Release Learning Disabilities Information (WTW 20).
3	• Enrolls the customer in the appropriate LDE activity, and • Sets the review date for the day of the Evaluation.
4	Completes Referral to Activity (Plan 109 CIV) with the appointment date/time and location. The Comments section contains Screening results and score and primary language, if not English. The ESS then: • Faxes the Plan 109 CIV, LDS (WTW 18) and WTW 20 to the appropriate contracted provider. • Gives a copy of the completed Plan 109 CIV form to the: – Customer, for reference – Supervising Office Assistant (SOA), for tracking purposes **Note:** Normally, the ESS would not sign (approve) the Plan 109 CIV until after the provider completes the provider section and returns the form to the ESS. Because the LDE is a very short-term activity, the ESS and Supervising Employment Services Specialist (SESS I) will sign (approve) the form prior to faxing it to the provider.
5	Completes and has the customer sign the Welfare-to-Work Plan Activity Assignment (WTW 2) for the Evaluation activity.
6	Authorizes necessary supportive services and issues the appropriate Notice of Action (NOA).
7	Sets a Reminder for the first day of participation in order to follow up on the customer's attendance.
8	Sets a calendar control to attend the exit interview, if possible.
9	Completes a Journal entry documenting all actions.

Permission to release learning disabilities information

Customers must sign a WTW 20, in order for an ESS to obtain or release a written LDE.

The ESS provides a copy of the WTW 20 to the LDE provider granting the provider permission to release information to WTW.

Learning Disabilities Evaluation

Introduction	This section provides information about the Learning Disabilities Evaluation (LDE), and about the contracted provider(s) that provide this service to the Transitional Assistance Department Welfare-to-Work (TAD WTW) program.
Learning Disabilities Evaluation (LDE)	A LDE is the process of determining whether a California Work Opportunity and Responsibility to Kids (CalWORKs) customer has learning disabilities and/or other co-existing disorders. This Evaluation is performed by a professional whose training qualifies him/her to determine whether the customer is unable to successfully complete or benefit from an activity. TAD WTW contracts with provider(s) qualified to administer these Evaluation services.
Information about the Evaluation	The LDE is scheduled over two consecutive days, from 9:00 a.m. to 3:00 p.m., with a one-hour break for lunch from 12:00 noon to 1:00 p.m. The maximum number of LDE referrals is eight for any scheduled appointment date.
Previous records of LDEs	Customers are requested to provide any records of previous LDEs at the time of the current Evaluation, attendance in special education, or medical condition(s). The Employment Services Specialist (ESS) assists the customer in obtaining this information if he/she appears to have problems obtaining it on his/her own. • The ESS may examine a prior LDE the customer provides and has the option to accept all or part of the Evaluation and provide the necessary accommodations, as recommended. • The ESS may also refer the customer to another LDE to obtain either a second opinion or additional information. • If the customer is referred to another LDE, with the customer's written consent, the ESS will forward the records to the Learning Disabilities Evaluator for consideration.
LDE time frame	The Provider submits a LDE Report to TAD WTW on each customer referred, no later than ten working days from the date the LDE is completed.

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Evaluation report

The Evaluation report includes the following information:

- Basic or Core Information:
  - Relevant vocational/education background history
  - General aptitude/cognitive level
  - Other issues; e.g., current/past physical/mental problems
  - Areas of strength
  - Areas of deficit
  - Range of recommended accommodations/assistive technology for the customer's WTW Plan Activity Assignment (WTW 2).
  - Summary (including severity of disability, areas of potential impact, rationale for Learning Disabilities determination/diagnosis, and recommendations for additional services, as appropriate)
- The Evaluator's report should also include:
  - Identification of local resources available to assist the customer
  - Documentation of accommodations/assistive technology needs for other purposes (e.g., driver's license exam, General Educational Development (GED) exam
  - Discussion of customer's short/long term employment goals and general/specific vocational recommendations

Evaluator responsibility

The Evaluator reviews the Evaluation results with the customer. For customers diagnosed as learning disabled, the provider will offer recommendations on employment, training and local resources available to the customer.

In addition to providing the written Evaluation, the Evaluator must also provide the customer with written documentation that he/she can present to employer(s), schools, etc., as verification of his/her learning disability and need for reasonable accommodations and/or services.

Accommodations for GED

The contracted Evaluator provides written documentation if reasonable accommodations are needed for taking a GED test.

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Backup copies of LDE

Each month, the learning disabilities contracted Provider(s) electronically forwards backup copies of completed Evaluations to the Human Service (HS) Program Development Division (PDD). The Evaluations are then posted in a folder on a share drive.

For confidentiality purposes, access to these Evaluations is limited. Requests for copies of a LDE must be made to the Supervising Office Assistant (SOA), or to the appropriate Program Specialist (PS).

Incomplete Evaluation

The customer must complete the LDE before the Evaluation can be written. If the customer fails to complete the Evaluation, the Evaluator contacts the customer to reschedule the appointment. If the Evaluator is unable to reschedule the appointment with the customer, he/she will notify TAD WTW and the ESS will take the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Reschedules the customer for missed sessions.</td></tr>
<tr><td>2</td><td>Uses the table below to determine action to take based on whether or not the customer attends the Evaluation:
<table>
<tr><th>If the customer…</th><th>Then the ESS…</th></tr>
<tr><td>Completes the Evaluation,</td><td>Reviews the completed Evaluation and follows correct procedures.</td></tr>
<tr><td>Fails to show for the rescheduled appointment,</td><td>Closes the Evaluation activity in the C-IV system with the appropriate status and status reason.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Assigns the customer to the next WTW activity.</td></tr>
</table>

Note: Noncompliance is not initiated for failure to attend/complete the LDE.

When the evaluation is not complete or Waiver not signed

If the customer does not complete the evaluation, the ESS has the customer sign the Waiver of CalWORKs Learning Disabilities Screening (LDS) and/or Evaluation form (WTW 17, WTW 18). An incomplete Evaluation is considered the same as a declined Evaluation. A customer's refusal to sign the a WTW 17 or WTW 18 in this situation is equivalent to a signed Waiver when documented in the Journal.

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Completed Evaluation – no learning disabilities

When the LDE is received, the ESS reviews the Evaluation to determine if there are any learning disabilities. If there are *no* learning disabilities, the ESS takes the following actions:

Step	Action
1	Closes the LDE activity with the correct status and status reasons.
2	Develops/resumes the WTW 2.
3	Assigns the customer to the next appropriate activity.
4	Completes a Journal entry documenting the results of the LDE, including reading and math scores.

Completed Evaluation – learning disabilities

When the LDE is received, the ESS reviews the Evaluation to determine if there are any Learning Disabilities. If the Evaluation establishes that the customer has a learning disability, the ESS takes the following actions:

Step	Action
1	Closes the Evaluation activity with the appropriate status and status reason.
2	Ensures that Assessment tests are administered and results are integrated into the WTW 2.
3	Discusses the appropriate WTW activities and reasonable accommodations with the customer.
4	Adds Special Need Flag in C-IV.
5	Develops or modifies the WTW 2 to reflect appropriate WTW activities and necessary reasonable accommodations based on mutual agreement.
6	Completes a Journal entry documenting the results of the LDE, including reading and math scores.

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When the customer disagrees with a LDE

Explaining to a customer that he/she has a learning disability requires patience and tact. There are several courses of action to take when a customer disagrees with the finding of a learning disability.

- Explain the benefits of identifying the learning disability (e.g., eligible to receive appropriate services and accommodations/assistive technology).
- Contact the Evaluator to review findings and include the customer in the discussion so he/she has the opportunity to ask questions.

If these efforts are not successful:

- Document the facts in the Journal and inform the customer of his/her right to file for a hearing.
- Explain that the customer will be:
  - Required to begin/resume his/her WTW assignment without benefit of services/accommodations for the learning disability, and should fail to make satisfactory progress in the assigned activity, he/she will not have good cause based on the learning disability, and
  - Subject to noncompliance and sanction requirements.

Co-existing conditions

If the Evaluation indicates that the customer may have a physical, mental, developmental or behavioral condition, with or without a co-existing learning disability, the ESS takes the following actions:

Step	Action
1	Refers the customer for Evaluation and treatment of the other conditions, as appropriate.
2	Develops a WTW 2 and provides appropriate accommodations for verified disabilities.
3	Adds Special Need Flag.
4	Completes a Journal entry documenting the results of the LDE.

Accommodations for Customers with Learning Disabilities

Introduction

This section discusses reasonable accommodations for customers diagnosed with learning disabilities.

Reasonable accommodations

Reasonable accommodations are modifications and adjustments that make it possible for a qualified individual with a disability to apply for or perform the essential functions of a job or to participate in assigned Welfare-to-Work (WTW) activities.

When a customer is identified with learning disabilities, the Employment Services Specialist (ESS) and the customer review the written Learning Disability Evaluation (LDE) and discuss the types of jobs or other WTW activities that might best match the customer's skills while working around his/her limitations. The written Evaluation includes a range of reasonable accommodations for the customer.

Special Needs flag

The Language/Disability/Special Need Flag must be added to a customer's case for customers who require a special need. If the LDE identifies that the customer needs reasonable accommodations a Special Needs flag identifier must be set. Instructions for adding case flags are located in the C-IV User Guide, under All Programs.

Journal entries and case flag notes must be completed to provide details of any accommodations, auxiliary aids and/or services required by customers who require a special accommodation.

Determining accommodations

In determining which, if any, accommodations are needed to successfully perform a job or WTW activity, the customer's abilities and limitations must be considered relative to the specific requirements of the job or activity.

It is also helpful to identify successful strategies the customer has used in the past at school and or in other work settings that could be applied to new activities.

Comparable services

A customer with learning disabilities is provided with an opportunity to participate in activities through the provision of services that are comparable to those provided to a non-disabled customer.

A customer cannot be denied access to an activity because of learning disabilities. For example, education or training cannot be eliminated as an assigned activity simply because a customer has learning disabilities.

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Reduced hours of participation

Reduced hours of participation can be used as a reasonable accommodation for customers in an educational program.

- First try to backfill with other activities that:
  - Support the customer's employment goals, and
  - Are consistent with his/her disability Evaluation and Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) such as:
    - ✓ Remedial training,
    - ✓ Literacy tutoring, and
    - ✓ Study time for customers who are in non-Self-Initiated Program (SIP).
- When there are no appropriate backfill activities, then Good Cause can be determined for allowing fewer hours of participation.

Disclosure of a disability

The choice of whether to disclose a disability is up to the customer, and the customer is not required to disclose a disability unless he/she wants to request an accommodation.

Self-advocacy

For many customers, self-advocacy may be uncomfortable and could be problematic when it comes to looking for a job or handling difficulties on the job.

To self-advocate successfully, a customer needs to know:

- His/her rights under the law
- Facts about his/her disability
- Essential and marginal job functions of the job he/she is interested in
- Potential accommodations that would allow performance of the essential job functions
- Ways to approach employers that encourage positive results
- Free resources that can assist an employee and/or the employer in developing a reasonable accommodation

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Accommodation Example 1

Julie has been diagnosed with a reading disorder learning disability that affects her ability to read efficiently and recall comprehensive information. One recommendation is that, because her oral vocabulary and auditory listening skills are strengths, books and materials on audiotape, readers and or computer text reader should be provided. Julie also has difficulties with time management.

Specific accommodations associated with the above actions that will need to be considered in an implementation plan include:

- Provide verbal instructions and have fellow employees explain important office communications,
- Allow extra time for reading and performing difficult tasks,
- Use software, such as spell check, that enhances accuracy of performance,
- Have a "buddy" who checks work and provides clarification of task instructions,
- Use a personal organizer,
- Set aside time at the end of each day to make a plan for the following day,
- Use a "to do" list, prioritizing each item, with estimates of time needed for each task,
- Work in a non-distracting environment, and
- Have daily "check-in" times with a colleague to stay on track.

Accommodation Example 2

Tom was diagnosed with weaknesses in working memory and low average verbal and non-verbal skills. He also had weaknesses in phonemic processing which affects his reading and spelling. He is currently enrolled in classes at his local community college; however, because of his chronic pattern of failing grades, he was at the point of being dismissed. With the following accommodations, Tom is able to stay in school and be successful. Those accommodations included:

- Reinstating him as a student in good standing with the support of the campus Disabled Students Program,
- Taking a class through the Disabled Students Program which focuses on developing auditory discrimination skills,
- Using a spell checker and word processor,
- Note-taking assistance in his classes,
- Tutoring, and
- Extended time for examinations.

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Accessible formats for forms

The Waiver of California Work Opportunity and Responsibility to Kids (CalWORKs) Learning Disabilities Screening and/or Evaluation (WTW 17), the Learning Needs Screening (WTW 18), and the Permission to Release Learning Disabilities Information (WTW 20) forms have been translated into other languages and are also available in "accessible formats" for customers who are visually impaired and/or have a Learning Disability.

Americans with Disabilities Act (ADA)

Under the Americans with Disabilities Act (ADA), State and local governments have a responsibility to make communications, oral and written, accessible to employees and the general public, including individuals with disabilities. Accessible formats include large print, Braille, audiocassette, and floppy disk. Customers who are blind, visually impaired, or who have Learning Disabilities most frequently use these formats.

Form requests

All District requests for special forms should be coordinated through the appropriate Program Specialist (PS) in the Program Development Division (PDD).

Other Policies Relating to Learning Disabilities

Introduction

This section provides information regarding other policies relating to learning disabilities; these include the handling of Inter-County Transfers (ICTs), exemptions due to learning disabilities, and sanctioned customers with confirmed learning disabilities.

Inter-County Transfers

When a customer with an identified learning disability moves from one county to another the Employment Services Specialist (ESS), with the customer's completed Permission to Release Learning Disabilities Information (WTW 20) form, forwards a copy of the written Learning Disability Evaluation (LDE) to the receiving county.

Upon receipt of the written Evaluation, the receiving county develops a Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) and determines appropriate activities, services and accommodations, using information from the written LDE and information obtained through discussions with the customer.

Exemption from participation due to severe learning disabilities

Generally, customers with learning disabilities are able to meet WTW participation requirements when the learning disabilities are properly identified and necessary accommodations and/or assistive technologies are provided.

However, some customers have learning disabilities (alone or in combination with other disabilities) that are so severe that they significantly impair the customer's ability to be regularly employed or participate in WTW activities. In such instances, the ESS exempts the individuals from participation requirements on a case-by-case basis if a health care professional provides verification of the impairment(s).

Licensed Clinical Social Workers and Licensed Marriage and Family Therapists are qualified to provide verification of a learning disability exemption if they are licensed by the state and are specialized in diagnosing and treating learning disabilities.

Sanctioned customers with learning disabilities

If a learning disabilities is confirmed for a customer attempting to cure his/her sanction, the ESS will determine whether the learning disability was a contributing factor to the initial noncompliance. If so, the ESS will rescind the sanction.

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Chapter 14

Activities and Participation Requirements

Overview

Introduction

This chapter contains information regarding participation requirements and activities for the Welfare-to-Work (WTW) program.

Reference

The following reference is applicable to the information under this topic:

- Eligibility and Assistance Standards (EAS) 42-711
- EAS 42-714
- EAS 42-716
- All County Letter (ACL) #12-69
- ACL #13-01
- ACL #13-02
- ACL #13-14
- ACL #13-52
- ACL #13-59
- ACL #13-68
- ACL #15-09

Continued on next page

Forms summary

The table below summarizes various forms referenced in this Chapter:

Form #	Title	Location
NAR 1	No Address Recipient Responsibilities	• TAD Forms Catalog/CalWORKs, and • Forms Distribution Unit (FDU)
WTW 1	Rights and Responsibilities	C-IV
WTW 2	Welfare-to-Work Plan-Activity Assignment	C-IV
CCP 7 CCRC	CalWORKs Stage One Child Care Request Form and Payment Rules (for Child Care Resource Center)	• TAD Forms Catalog/WTW, and • FDU
CCP 7 PUSD	CalWORKs Stage One Child Care Request Form and Payment Rules (for Pomona Unified School District)	• TAD Forms Catalog/WTW, and • FDU
WTW 15	Unpaid Work Experience (WEX)/Community Service Hours Worksheet	TAD Forms Catalog/WTW
Plan 109 CIV	Referral to Activity	C-IV
WTW/CW 168	WTW Guidebook	• TAD Forms Catalog/WTW, and • FDU
ABCDM 228	Release of Information	C-IV
HS 711.56	Program Service Referral	• TAD Forms Catalog/WTW, and • FDU
WTW 735.2	Attendance Form	TAD Forms Catalog/WTW
WTW 772.4 A	Individual Education Plan	TAD Forms Catalog/WTW

Terms

Introduction

This section contains information regarding terms used for Welfare-to-Work (WTW) activities.

Core (Federal) activities

Core (Federal) activities are activities that count toward the Federal and State Work Participation Rate (WPR).

Non-core activities that *count as core* (Federal) activities

There are three non-core activities that can count as core activities when the core requirement has been met (20/30 hours per week, 85/128 per month):

- Job Skills Training Directly Related to Employment – Can include customers enrolled in Adult Basic Education (ABE) or English as a Second Language (ESL).
- Education Directly Related to Employment – For customers **who have not received** a High School Diploma (HSD) or equivalent (customers enrolled in ABE, ESL, General Educational Development (GED) or any other education activity related to employment).
- Satisfactory attendance at secondary school or in a course of study leading to a GED. (Cal-Learn customers only.)

Federal work participation requirements

Federal work participation requirements are the **core** hours required by the Federal government (20/30/35 weekly, 85/128/150 monthly), unless exempt from participation; the required Federal **core** hours are:

- 20 hours a week, 85 hours per month for a single custodial parent with a child under six years old.
- 30 hours a week,128 hours per month for a:
  - Single custodial parent with a child over six years old, and
  - Two-parent household with one parent **excluded** from participation (All Family).
- 35 hours a week, 150 hours per month for a two parent Work-Eligible Individual (WEI) household, even if one parent is in **exempt** status.

State work participation requirements

State work participation requirements now match Federal participation hours of 20/30/35 weekly, 85/128/150 monthly as defined in the “Federal work participation requirements” block above.

Continued on next page

Terms, Continued

Federal work activities

Federal work activities are comprised of core activities as defined in the "Core (Federal) activities" block in this section. These activities meet Federal WPR.

On-the-Job Training (OJT)

On-the-Job Training (OJT) is training with an employer provided to a paid job seeker while engaged in production work. OJT provides customers with the basic skills and knowledge to perform the job while the employer receives reimbursement of a percentage of the customer's wages during the typical training period of six months or less.

Work Participation Rate (WPR)

The WPR is used to measure the percentage of all-family and two-parent family cases with verifiable documentation in the case record that supports meeting WTW program requirements for the minimum required hours per week/month.

- Fifty percent of all-parent families must participate 20/30 hours per week, 85/128 hours per month, and
- Ninety percent of two-parent families must participate 35 hours per week/150 hours per month (both parents can contribute toward meeting the 35/150 hour requirement).

Work-Eligible Individual (WEI)

A WEI is defined as an adult (or minor head-of-household) receiving Transitional Assistance to Needy Families (TANF) assistance or a non-recipient parent living with a child who is receiving assistance.

All WEIs are included in the WPR calculation.

California Work Opportunity and Responsibility to Kids (CalWORKs) aid codes do not determine WTW weekly/monthly participation requirements. The Employment Services Specialist (ESS) must look at who is considered to be a WEI. The CalWORKs aid code may state CAT 30 (all families) for eligibility purposes; however, this does not mean the case is classified as a single custodial parent for WPR purposes.

Excluded from WPR

The following customers are ***excluded*** by regulations and **do not count** in WPR:

- Ineligible noncitizens.
- Minor parent who is not the head-of-household.
- Parent providing care for a disabled family member living in the home when the need for such care is medically documented.
- Recipients of:
  - Cash Assistance Program for Immigrants (CAPI),
  - Supplemental Security Income (SSI), or
  - Supplemental Security Disability Insurance (SSDI).
- Unaided caretaker relatives.
- Safety Net, Fleeing Felon and Long Term Sanction with a K1 or 3F aid code.

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WEI status indicator

The ESS can click on the arrow adjacent to the customer name hyperlink in the CalWORKs section of the **Case Summary** page in C-IV to verify the customer's WEI status.

The section will expand and indicate whether the customer is a WEI. C-IV determines a customer's WEI status. If the ESS believes there is an error in C-IV's determination, he/she must follow the chain of command to confirm the customer's WEI status.

Single custodial parent

A single custodial parent is a parent of a minor child living in the household (aided or unaided) and the **only parent** and/or minor child head of household living in the home.

Note: If one parent is a WEI and the other parent is a WEI who is **excluded**, the case ***is not*** considered a single custodial parent case because there are two-parents in the home. It is considered an All Families case.

Two-parent family

A two-parent family is a family with **two WEIs**, natural, adoptive parents or a step-parent of the same minor child living in the home.

Overall rate (All Families) Federal WPR

The overall rate (All Families) Federal WPR category is a family that includes:

- A single custodial parent, or
- A two-parent family with one parent who is WEI **excluded**.
  - See the "Excluded from WPR" block in this section for a list of exclusions.

This category is not considered a two-parent family or a single custodial parent; it is an **All Families** case.

Federal WPR requires:

- 20 hours per week/85 hours per month for a single custodial parent Assistance Unit (AU) with a child under 6 years. All hours must be core activities, or
- 30 hours per week/128 hours per month for an AU with one WEI (all 30 hours in a core activity(ies), or 20 hours in a core activity(ies) and 10 additional hours in a noncore activity that can count as core (i.e., Job Skills Training or Education Directly Related to Employment) to meet federal WPR.

Definitions of Welfare-to-Work Activities

Introduction

A general definition of each Welfare-to-Work (WTW) activity is provided in this section.

Orientation

Orientation is an information and motivational session in which the Employment Services Specialist (ESS) discusses the benefits of employment and provides current job opening information. The ESS explains the WTW requirements and services available during the orientation. **This is a required WTW activity.**

Orientation is coded on the WTW Plan Activity Assignment (WTW 2) under "Other activities necessary to assist an individual in obtaining employment."

This is a State and Federal activity.

This activity will count toward Federal or State Work Participation Rate (WPR).

Appraisal

Appraisal is an evaluation of the customer's employment history, skills, strengths, need for supportive services and potential barriers. This evaluation gathers information that will assist in identifying the appropriate WTW activities and services that will lead to the customer's self-sufficiency. **This is a required WTW activity.**

Appraisal is coded on the WTW 2 under "Other activities necessary to assist an individual in obtaining employment."

This is a State and Federal activity.

This activity will count toward Federal or State WPR.

Assessment

Assessment is an activity in which the customer and ESS work together to assess the customer's skills, needs and interests, and is required to develop a WTW 2. An individual's plan to gain employment will be documented within the C-IV System. **This is a required WTW activity.**

Assessment is coded on the WTW 2 under "Other activities necessary to assist an individual in obtaining employment."

This is a State and Federal activity.

This activity will count toward Federal or State WPR.

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Unsubsidized Employment

Unsubsidized Employment is employment in which the employer pays the customer's full wage.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

Subsidized Employment

Subsidized Employment is employment in which the WTW customer's employer is partially or fully reimbursed for wages and/or training costs. Subsidized Employment is designed to encourage employers to hire individuals who might otherwise not qualify or be hired for the job.

There are two types of Subsidized Employment:

- Subsidized Private Sector Employment: The employer is in the private sector.
- Subsidized Public Sector Employment: The employer is in the public sector (state, county, city, etc.).

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

Unpaid Work Experience (WEX)

Unpaid Work Experience (WEX) is an unpaid WTW training activity, which takes place in the public or private non-profit sector under the close supervision of the activity provider. It is intended to:

- Provide customers with basic job skills,
- Enhance existing job skills in a position related to the customer's experience, and/or
- Provide job experience that will lead to unsubsidized employment.

When assigning customers to an unpaid WEX activity, use the Unpaid Work Experience (WEX)/Community Service Hours Worksheet (WTW 15) to determine the maximum number of hours for which the customers may participate in these activities.

The WTW 15 is located in the Transitional Assistance Department (TAD) Forms Catalog/WTW.

WEX/Community Service Hours can be deemed (counted) up to 20/30 hours per week, 85/128 hours per month. For information regarding deeming (counting) WEX/Community Service hours, see Welfare-to-Work Policy Handbook (WTWPHB) Chapter 17 – WEX/Community Service.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

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Job Readiness

Job Readiness activities provide the customer with training to learn job seeking and interviewing skills, to understand employer expectations, and to learn skills designed to enhance the capacity to move toward self-sufficiency.

Job Readiness as a stand-alone activity is limited to four consecutive weeks and 12 weeks total for the preceding 12-month time period.

This is a core Federal and State activity and may count toward Federal and State WPR during those 12 weeks.

After the 12-week limit this activity <u>will not</u> count toward Federal WPR. This activity can be used as a State (non-core) activity. See WTWPHB Chapter 9 – Job Readiness for additional information.

Community Service

Community Service is a WTW training activity performed in the public or private nonprofit sector under the close supervision of the activity provider, and provides customers with basic job skills that can lead to employment while meeting a community need.

When assigning customers to community service, use the WTW 15 to determine the maximum number of hours for which the customers may participate in these activities.

WEX/Community Service Hours can be deemed (counted) up to 20/30 hours per week, 85/128 hours per month. For information on deeming (counting) WEX/Community Service hours, see WTWPHB Chapter 17 – WEX/Community Service.

The WTW 15 can be found in TAD online forms catalog, WTW.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

On-the-Job Training (OJT)

On-the-Job Training (OJT) is employment in which the customer is engaged in productive work that provides knowledge or skills essential to the full and adequate performance of the job. Wages are partially paid by agencies and programs, such as the Workforce Development Department (WDD) and TAD, during a specified training period.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

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Vocational Education and Training

Vocational Education and Training includes, but is not limited to:

- Education at a college,
- Adult school,
- Vocational school,
- Regional Occupational Program (ROP) leading to employment,
- Self-Initiated Programs (SIPs), and
- English as a Second Language (ESL).

More schools and colleges are offering hybrid online courses in addition to traditional classroom-based instruction. Hybrid online courses and distance learning programs are approvable as a Vocational Education and Training activity **as long as the school or college will verify time and attendance** and all approval conditions are met.

Study/homework time can be counted towards hours of Vocational Education and Training if the Educational Provider's expectations are on file.

This is a Federal activity up to 12 cumulative (lifetime) months and counts toward Federal WPR.

This activity can be used as a State no core activity requirement activity.

Providing Child Care for a Customer in Community Service

WTW does not use the "Providing Child Care for a Customer in Community Service" activity category. If a customer is providing Child Care for a Customer in Community Service, this is categorized as a Self-Employment activity.

This activity counts toward Federal and State WPR.

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Job skills training directly related to employment

Job skills training directly related to employment is training a customer needs to obtain and or maintain a job. This activity can include Adult Basic Education (ABE) and ESL instruction. This activity can also be used for general training that prepares an individual for employment.

Example: An adult in a single-parent Assistance Unit (AU) with all children over six years of age does not meet WTW exemption criteria and must participate. The customer is working part-time, 20 hours per week, 85 hours per month, as a Sales Representative and wishes to attend a marketing class 12 hours per week, 52 hours per month. Combining 20 hours per week, 85 hours per month of unsubsidized employment (core) and 12 hours per week, 52 hours per month of job skills training directly related to employment (non-core that may count as core) meets both Federal and State WPR.

Educational providers are offering courses in addition to traditional classroom-based instruction. Hybrid online courses and distance learning programs are approvable as job skills training directly related to employment activity **as long as the school or college will verify time and attendance** and all approval conditions are met.

Study/homework time can be counted towards hours for job skills training directly related to employment if the Educational Provider's expectations are on file.

This activity counts toward Federal and State WPR when combined with 20/30 hours per week, 85/128 hours per month of another core activity.

Education directly related to employment

Education directly related to employment is High School Diploma (HSD) or General Educational Development (GED) instruction for those customers who **<u>have not</u>** yet received his/her HSD or GED. This activity may also include ABE and ESL. See WTWPHB Chapter 16 – Education and Training for additional information.

Educational providers are offering courses in addition to traditional classroom-based instruction. Hybrid online courses and distance learning programs are approvable as an education directly related to employment activity **as long as the school or college will verify time and attendance** and all approval conditions are met.

Study/homework time can be counted towards hours for education directly related to employment if the Educational Provider's expectations are on file.

This activity counts toward Federal and State WPR when combined with 20/30 hours per week, 85/128 hours per month of core activities.

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Work Study

Work Study is employment through the school or college where the customer is enrolled for vocational training or an educational activity.

- Income from college Work Study is exempt as income in the California Work Opportunity and Responsibility to Kids (CalWORKs) grant computation.
- Work-Study hours may be combined with other WTW activities such as Vocational Education and Training. Work Study is a form of subsidized employment.
- Work Study is coded as **Subsidized-Public** or **Subsidized-Private** under the **Category** section on the **Employment Detail** page in C-IV.

This activity counts toward Federal and State WPR.

Self-Employment

Self-Employment is defined as employment when the customer is in business for him/herself, not as an employee of another, and has earnings that are at least equivalent to the Federal minimum wage ($7.25) for the number of hours he/she participates in this activity.

The ESS will use income after the 40% or actual deduction; see WTWPHB Chapter 15 – Employment, and the Self-Employment Reference Guide (TAD 255) for additional information.

This activity counts toward Federal and State WPR.

Family Stabilization Program

The Family Stabilization (FS) Program is:

- A component of the CalWORKs Program that provides intensive case management (daily/weekly contact) and services to customers who meet certain criteria.
- Designed to ensure a basic level of stability within a family prior to, or concurrently with, participation in WTW activities.
- Designed to increase customer success in light of the flexible WTW 24-Month Time Clock through more intensive case management and the assignment of customers to additional activities or barrier removal services necessary to ultimately achieve self-sufficiency.
- Provided at any point in the WTW Program as long as the Assistance Unit (AU) contains an eligible adult with time remaining on his/her WTW 24-Month Time Clock.
  - FS participation will stop a customer's WTW 24-Month Time Clock for a cumulative total of six months, however, the customer's CalWORKs 48-Month Time Limit clock will not stop.

This is a non-core activity.

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Mental Health Services

Mental Health Services are provided through a Memorandum of Understanding (MOU) between TAD and the San Bernardino County Department of Behavioral Health (DBH) or other providers. Services may include: Evaluation, identification of needs and level of treatment, mental health case management, treatment and rehabilitation services, identification of severe mental disabilities, and any other needed mental health services. This may be a stand-alone activity for three months. Exceptions may be made on a case-by-case basis with the approval of the Employment Services Manager (ESM).

This is a non-core activity.

Substance Abuse Services

Substance Abuse Services are provided through area providers who have a MOU with TAD or through other court-ordered licensed providers. Services may include: Evaluation, substance abuse treatment, individual and group counseling, employment counseling and volunteer work. This may be a stand-alone activity for three months. Exceptions may be made on a case-by-case basis, with the approval of the ESM.

This is a non-core activity.

Domestic Violence Services

Domestic Violence Services are available through area nonprofit providers who have a MOU with TAD. Services may include: Evaluation, risk assessment, shelter, counseling, employment counseling, group activities and volunteer work.

This is a non-core activity.

Core/Non-Core Activities

Introduction

This section contains information regarding core and non-core activities.

Core/Non-core activities

The table below identifies core, and non-core activities:

Core Activities	Non-Core Activities	Non-Core Activities that count as Core
• **Employment** – Unsubsidized, – Subsidized, – On-the-Job-Training (OJT), – Work Study, and – Self-employment. • **Work Experience (WEX)** (WEX/Community Service calculation required) – Subsidized – Unpaid • **Community Service** (WEX/Community Service calculation required) • **Vocational Education** (up to 12 months lifetime) • **Job Search and Job Readiness Assistance** (four weeks consecutive, 12 weeks total in the preceding 12 months.	• **Domestic Violence Services** • **Mental Health Services** • **Substance Abuse Services** • **Vocational Education past the 12 month lifetime limit** • **Family Stabilization (FS) Program** **<u>Note</u>:** Domestic Violence, Mental Health and/or Substance Abuse Services must be offered to customers if needed. Customers must be referred and enrolled to these activities if needed. These customers may not meet Work Participation Rate (WPR) but regulations require these services to be provided to customers as needed. This helps customers remove barriers to self-sufficiency.	• **Job Skills Directly Related to Employment** (can include Adult Basic Education (ABE) and English as a Second Language (ESL) instruction) • **Education Directly Related to Employment** (includes ABE, ESL, General Educational Development (GED) for customers who have ***<u>not received</u>*** a High School Diploma (HSD) or equivalent) • Satisfactory progress in a secondary school (used for Cal-Learn customers only) ABE – is listed on the Welfare-to-Work Plan Activity Assignment (WTW 2), but use **Job Skills Training Directly Related to Employment** or **Education Directly Related to Employment** activities. In order to meet Federal WPR, these activities **<u>must</u>** be combined with: • 20 core hours (for all families), or • 30 core hours (for a two-parent family).

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Vocational education and training activity time limits

The Employment Services Specialist (ESS) will refer to the chart below when a customer is enrolled in a Vocational Education and Training activity.

If the customer …	Then the ESS will …
Is meeting Federal WPR with another core activity (20/30/35 hours per week, 85/128/150 hours per month),	Change the customers activity to either: • Job Skills Directly Related to Employment, or • Education Directly Related to Employment (customer without a HSD or equivalent), whichever applies. **<u>Note</u>:** This **will not** tick the 12-month time clock for the customer's Vocational Education and Training activity.
Goes beyond the 12 month lifetime limit in his/her Vocational Education Activity,	Leave the customer in his/her Vocational Education Activity as a non-core activity requirement.

<u>Note</u>: The Vocational Education and Training 12-month time limit will be automatically tracked in C-IV. The ESS must continue to manually track a customer's time in Vocational Education because C-IV cannot track months prior to 2009 in a Self-Initiated Program (SIP)/Vocational Educational activity.

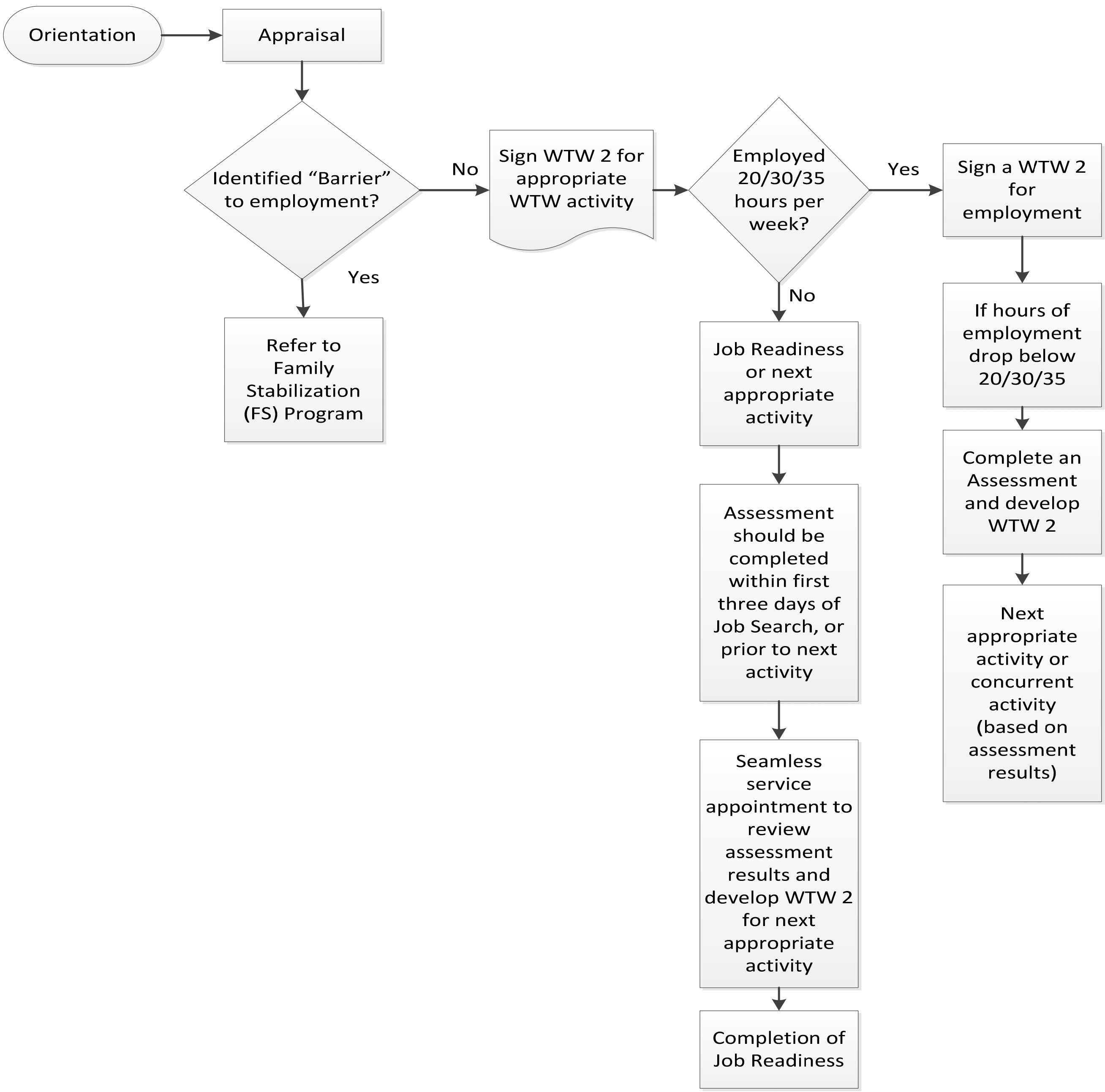
Activity Flow

Introduction

This section contains an overview of information regarding the basic activity flow for Welfare-to-Work (WTW).

WTW typical flow

The flow chart below describes the typical pattern a customer follows when the Welfare-to-Work Plan Activity Assignment (WTW 2) is signed.



Note: "Barrier" refers to a situation which may impair a customer's ability to participate in WTW activities. This may include, but is not limited to, a condition/situation that qualifies for a WTW exemption or a referral to FS (i.e., mental health, substance abuse or domestic violence.)

Participation Requirements

Introduction

This section contains information regarding Welfare-to-Work (WTW) participation requirements.

Participation requirements

WTW hourly participation requirements are determined by calculating the average participation hours per week during the month, rather than by a weekly minimum. Hours of participation for the state match federal hours of participation: 20/30/35 hours per week, 85/128/150 hours per month.

Household Composition	Weekly/Monthly Hours
Single custodial parent with a child under six years old	20 weekly/ 85 monthly
• Single custodial parent with no children under six years old, or • All families	30 weekly/ 128 monthly
Two-parent families, both Work-Eligible Individuals (WEIs)	35 weekly/ 150 monthly

4.33 calculation

Regulations require counties to utilize the 4.33 calculation to determine monthly participation hours. The Employment Services Specialist (ESS) will total the customer's hours in each activity, divide each sum by 4.33 to determine the number of weekly hours per month, and then round to the nearest whole number.

Note: The ESS will not begin the noncompliance process if a customer meets monthly hours of participation. See WTW Policy Handbook (WTWPHB) Chapter 18 – Noncompliance for additional information.

Example of 4.33 calculation

The following is an example of the 4.33 calculation:

Suzie is a single custodial parent, with a child over six years. She signed a Welfare-to-Work Plan Activity Assignment (WTW 2) to participate in community service for 20 hours per week and education directly related to employment for 10 hours per week. The ESS reviews her monthly attendance verification; it shows 86 hours in community service and 42 hours in education directly related to employment.

86 hours community service / 4.33 = 19.86
42 hours education directly related to employment / 4.33 = 9.69
19.86 core hours + 9.69 non-core hours = 29.55 hours rounded to 30 average weekly hours

Rounding principle

The rounding principle for calculating monthly hours of participation is to round to the nearest whole number after the customers total hours are calculated for each activity and divided by 4.33.

Example:

- 149.5 (total hours)/4.33 = 34.52 hours rounded to 35 hours per month.
- 149.1 (total hours)/4.33 = 34.43 hours rounded to 34 hours per month.

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Noncompliance

Noncompliance will be initiated for customers who fail or refuse to cooperate with engagement efforts. The noncompliance process remains the same for all active customers. See WTWPHB Chapter 18 – Noncompliance for additional information.

Customers with penalties are required to participate

Some customers have grants that have been reduced/penalized for various reasons. Adults who have been penalized for these reasons are still required to participate in Welfare-to-Work (WTW) activities as a condition of aid. These reasons include:

- Failure to provide proof of immunization,
- Failure to provide verification of child(ren)'s school attendance,
- Welfare fraud conviction after July 1, 1998, and
- Failure to cooperate with the District Attorney (DA).

Note: This is different from failure to assign support rights; those individuals are not required to participate in WTW activities.

Safety Net

Safety Net, California Work Opportunity and Responsibility to Kids (CalWORKs) timed out customers with an aid code of **K1 or 3F**, are no longer considered WEIs.

A WTW program should not be opened for these customers. If a WTW program is erroneously opened the ESS will:

- Deregister the case with the reason of Application Opened in Error.
- **Journal** all actions taken.

Note: The C-IV system determines aid codes for all customers.

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Exempt volunteer customers

Any person who is not required to participate in the WTW program because he/she is exempt may volunteer to participate without losing his/her exemption.

<u>Exception</u>: An exempt parent who is excluded due to caring for a disabled family member living in the home cannot voluntarily participate, because he/she is needed in the home to care for the disabled family member and is WEI excluded.

During the time a customer is an exempt volunteer, he/she is not subject to weekly/monthly participation requirements. The ESS ensures:

- The customer's WTW Program Status is **Active** while he/she is participating,
- Necessary supportive services are paid during this time,
- **Journal** clearly indicates this person is a volunteer and is not required to participate for the full number of hours because of the exemption,
- There is a signed WTW 2 on file,
- The Work Registration **Status Reason** is listed as **Exempt - Voluntary** in the C-IV system,
- All attendance is entered and tracked in C-IV.
- The case is monitored/reviewed monthly, with case actions documented in **Journal** entries, and
- The volunteer customer completes the entire WTW 2 process (Refer to Welfare-to-Work (WTW) Plan later in this chapter).

If a volunteer fails to participate in his/her assigned activity, he/she will be subject to noncompliance for volunteers and ineligible to supportive services. A Denial of Transportation Notice of Action (NOA) (NA 821) must be sent to the customer. When the reason for the exemption ends, the customer is subject to the normal weekly/monthly requirements.

<u>Note</u>: If an exempt volunteer is enrolled in a Job Readiness or Vocational Education activity, time in these activities counts toward his/her activity time limit. See Chapters 9 – Job Readiness Activities and Chapter 16 – Education and Training for additional information regarding these activities and activity time limits.

No address (homeless) customers

No address (homeless) customers are required to participate in WTW. The No Address Recipient Responsibilities (NAR 1) form is used to inform "no address" customers of their responsibilities and what they must do to continue to receive benefits.

Both Eligibility Workers (EWs) and ESSs may use this form. Two copies of the NAR 1 are completed and signed. The customer must sign and date the form certifying he/she understands his/her responsibilities as a "no address" customer and agrees to cooperate.

If the EW completes the NAR 1, there is no need for the ESS to complete the form. The NAR 1 is only required once for each no address (homeless) incident.

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Participation in excess of required hours, and WEX/ Community Service customers

Customers who **are not** participating in an unpaid Work Experience (WEX)/Community Service activity may volunteer to participate in WTW activities in excess of the 20/30/35 weekly, 85/128/150 monthly participation requirements.

If the customer is participating in an unpaid Work Experience (WEX)/Community Service Activity, the Unpaid Work Experience (WEX)/Community Service Hours Worksheet (WTW 15) must be completed to determine the maximum number of hours for which he/she may participate in these activities.

The WTW 15 is found in the Transitional Assistance Department (TAD) online forms catalog/WTW.

A WEX/Community Service customer **may not** volunteer to participate in additional unpaid WEX/Community Service hours beyond the calculation; he/she will need to participate in another activity if he/she so desires.

Note: For information on deeming (counting) hours of participation for a customer in a WEX/Community Service activity, see WTWPHB Chapter 17 – WEX/Community Service.

Substance Abuse, Mental Health Services

San Bernardino County prefers customers in Substance Abuse and Mental Health Service activities satisfy Federal participation requirements; however, they may participate less than 20/30/35 core hours per week if the Substance Abuse or Mental Health Service Provider verifies the customer cannot participate in concurrent activities at the time and the customer is actively participating in services. This activity may be a stand-alone activity for a maximum of three months.

The ESS must obtain Employment Services Manager (ESM) approval after three months of a stand-alone activity. See Chapter 6 – Domestic Violence/Substance Abuse/Mental Health Services for additional information.

Domestic violence

Customers may participate fewer hours per week if the Domestic Violence Provider verifies the customer cannot participate in concurrent activities at the time and the customer is actively participating in domestic violence services.

A customer who is a victim of domestic violence may have WTW requirements waived as long as the domestic violence prevents him/her from obtaining employment or participating in WTW activities. This is determined on a case-by-case basis. See WTWPHB Chapter 6 – Domestic Violence/Substance Abuse/Mental Health Services for additional information.

Overview of the Welfare-to-Work Plan - Activity Assignment (WTW 2) Process

Introduction

This section contains information regarding the Welfare-to-Work Plan - Activity Assignment (WTW 2).

WTW Plan activity assignment (WTW 2)

The WTW 2 is a plan that contains current Welfare-to-Work (WTW) activity(ies), supportive service information, and a participant's certification section. The WTW 2 is available in the C-IV system. The Employment Services Specialist (ESS) will use the electronic version of the WTW 2, **not a handwritten copy or a revision of the printed/signed form**, each time the customer's hours of participation or activity(ies) change. A new WTW 2 is completed and signed :

- Every time the customer completes one activity and/or begins another activity, and
- When there are changes to current activities (such as schedule, hours, or location changes).

Note: An ESS may have to complete a manual WTW 2 that is handwritten in instances when C-IV is unavailable.

Sample WTW 2s

Samples of completed WTW 2s are available on the Transitional Assistance Department (TAD) website, under Tools/WTW Tools.

WTW Plan

The WTW Plan includes the Rights and Responsibilities (WTW 1), WTW 2 and the Welfare-to-Work (WTW) Program Guidebook (WTW CW 168). The ESS must provide the WTW 1 and the WTW CW 168 forms each time a customer signs a new WTW 2.

WTW 2 basics

Any Work-Eligible Individual (WEI) who is required to participate or who volunteers to participate in Welfare-to-Work (WTW) activities enters into a written plan via the WTW 2. The WTW 2 includes the activities and services that will move the customer into activities needed for barrier removal and/or employment.

- The WTW 2 is developed after Orientation/Appraisal (O/A), assessment or individual assessment using the assessment results.
  - An individual assessment is needed before a referral is made to Domestic Violence, Substance Abuse, or Mental Health Service Providers.
    - ✓ Include learning disability screening and/or evaluation and necessary learning disability accommodations in the WTW 2, if applicable. See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 12 – Assessment for additional information.
- If the customer is in an in-house treatment facility, complete a WTW 2 as soon as possible.
- The ESS is responsible for interpretation of the assessment results, helping the customer with an employment goal, and suggestion of WTW activities needed to remove barriers and become self-sufficient.

Continued on next page

WTW 2 basics (continued)

- If the ESS and the customer are unable to agree on assessment results, a third party Assessment is conducted. See WTWPHB Chapter 12 – Assessment/Learning Disabilities for additional information.
- The customer has 30 calendar days from the beginning of his/her first training or education assignment under his/her initial WTW 2 to request a change or reassignment to another activity.
  - This 30-day grace period is available only once during the customer's time receiving California Work Opportunity Responsibility to Kids (CalWORKs) cash aid.
  - If the county agrees to the change, the customer must sign a new WTW 2.
- The customer has three working days to think about the terms of the WTW 2 after he/she signs it.
  - If the customer wants to change the terms of the WTW 2, he/she must tell the ESS within three working days.
  - If the customer does not tell the ESS within three working days, the WTW 2 is final.
- The customer agrees to and signs the WTW 2.
- Long-Term WTW Sanctioned, Safety Net, or Fleeing Felons with aid codes of K1 or 3F are no longer WEI. C-IV automatically determines aid codes and these cases will not have an open WTW program.

Note: State regulations require a WTW 2 be completed within 90 days from the beginning date of aid unless the customer is exempt or sanctioned.

Thorough comprehensive discussion

The ESS will complete the following thorough comprehensive discussion each time a customer signs a WTW 2:

- Counsel and guide each customer to what is most beneficial for him/her, in accordance with his/her assessment results.
- Discuss all options with the customer, including:
  - WTW regulations,
    - ✓ 20/30/35 hours per week, 85/128/150 per month
  - Review exemption criteria,
    - ✓ Include information on the birth to 23 month exemption, if applicable.
- Review customer's WTW 24-Month Time Clock and the CalWORKs 48-Month Time Limit (on the **Time Limit Summary** page in C-IV), and let him/her know how much time is left on his/her clock.
  - Develop a WTW 2 that benefits the customer while encouraging him/her to meet Federal Work Participation Rate (WPR), if it will be most beneficial; this will preserve time on the customer's WTW 24-Month Time Clock that he/she may need at a later date to remove any barriers that may arise.
    - ✓ In some circumstances, a customer may not meet Federal WPR. The customer only has to meet participation requirements, not Federal WPR, unless he/she has no time left on his/her WTW 24-Month Time Clock.
- **Journal** all actions taken.

Continued on next page

Completing the WTW 2 process

The ESS follows the steps below to complete the WTW 2 process:

Step	Action
1	Review the Assessment results, including learning disabilities screening and/or evaluation. See WTWPHB Chapter 12 – Assessment/Learning Disabilities for additional information.
2	Schedule the WTW 2 appointment with the customer no later than two weeks after Assessment is completed, ensuring seamless service.
3	Prepare for the WTW 2 appointment by reviewing the customer's case file and researching recommended employment field and activities needed to reach the employment/self-sufficiency goal for the customer. • The WTW 2 should agree with Assessment results. It is the ESS's responsibility to counsel and guide the customer to realistic goals and activities so the customer can become self-sufficient. • The ESS must ensure the customer is provided with all services needed to remove any barriers to participation, employment, and self-sufficiency.
4	Conduct the WTW 2 appointment: • Discuss appropriate WTW activities. • If a verified learning disability exists, discuss necessary learning disability accommodations. See the "Learning Disabilities" block in this chapter for additional information. • Come to an agreement with customer as to which WTW activity(ies) is needed to help the customer reach the goal of self-sufficiency. • Schedule the initial WTW activity to begin as soon as possible to ensure seamless services. • Complete the WTW 2. • Obtain the customer's signature. • Update the **Activity Agreements** List page in C-IV. – Enter the **Signature Date**, and – Enter **Yes** for the **WTW Clock** on the **Activity Agreement Detail** page. • Provide the customer a: – WTW 1, and – WTW CW 168. • Complete the **Need Detail** page in C-IV, **Category: Transportation** and **Type: Other**. Refer to C-IV User Guides regarding Need and Service Arrangements for additional information. • Approve Supportive Service advancements and/or payments. • Provide a completed Approval of Transportation Notice of Action (NA 820) to customer.
5	Image the WTW 2 in C-IV.
6	**Journal** all actions taken.

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CCP 7

The CalWORKs Stage One Child Care Request Form and Payment Rules (CCP 7) is used to establish the date Child Care (CC) services are requested. This determines the application date for Stage One requests. The CCP 7 is given to Parent(s) for the following purposes:

- To inform:
  - Of the availability of subsidized CC,
  - CC can only be reimbursed for up to 30 days prior to the date of request,
  - Of Provider TrustLine registration requirements, and
  - What to do if seeking CC for an 11 or 12 year old.
- To document customer requests for subsidized CC.

Note: A CCP 7 is not required when there is an **active/pending CC case** in C-IV**.**

Learning disabilities

All customers must be offered a screening and possible evaluation for learning disabilities. If the customer is assessed to have a learning disability the ESS completes the following:

Step	Action
1	Discuss the appropriate WTW activity and reasonable accommodations needed to help the customer be successful in his/her WTW activities.
2	Complete a new WTW 2 to reflect appropriate WTW activities and necessary reasonable accommodations needed based on a mutual agreement with the customer.
3	**Journal** all actions taken.

Unpaid WEX/ Community Service

Unpaid Work Experience (WEX)/Community Service may be included at some point in the WTW 2 process.

- Unpaid WEX/Community Service is used as a WTW activity as needed to move the customer to employment and self-sufficiency.
- The ESS determines if Unpaid WEX/Community Service is appropriate before or after other WTW activities such as education or vocational training.

Note: 19-year-old custodial parents without a High School Diploma (HSD)/General Educational Development (GED) who are not subject to Cal-Learn and WTW customers who are employed 20/30/35 or more hours per week, 85/128/150 hours per month, are not assigned to WEX.

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Overview of the Welfare-to-Work Plan - Activity Assignment (WTW 2) Process, Continued

Criminal background check

Customers who self-disclose their criminal convictions, other than minor traffic violations, shall be informed that employment requiring a Community Care License (CCL) also requires a criminal background check. Failure to pass the required background check will bar the customer from employment at facilities where a CCL is required. Customers:

- Shall be informed they probably will not pass the background check if they have a history of criminal convictions.
- Convicted of most misdemeanors and minor felonies may still obtain employment if the care facility seeks an exemption for the customer from the Caregiver Background Check Bureau.
- Convicted of more serious felonies may not be exempted.

This also applies to customers in WEX and Community Service.

WTW 2 development

If an ESS is aware an individual has a criminal history that will result in a denial of a background clearance and exemption, he/she will not proceed with a WTW 2 for an activity in a field that requires a background check.

The ESS and the customer will develop an employment goal(s) and appropriate WTW activity(ies) based on the customer's assessment results and background.

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Employed customers

If the ESS has a customer who is employed and needs to sign a WTW 2, the ESS will:

- Schedule an appointment for the employed customer to come into the office to sign a WTW 2. On the Appointment Letter (ADM 102 CIV) under comments the ESS will add:
  - "If you are working 20/30/35 hours a week; 85/128/150 hours per month and you cannot attend your scheduled appointment above, please call your ESS before your scheduled appointment date. For your convenience I can meet with you:
    - Before you go to work,
    - When you get off work,
    - At your scheduled lunch time, or
    - At your place of employment."
- Set a Task and calendar control for the scheduled appointment.
- Complete the C-IV **Employment Detail** page for the employment activity.
- Create a detailed **Journal** entry in C-IV regarding every action taken.

If the customer…	Then the ESS will…
Contacts the ESS and states he/she cannot meet with the ESS,	Mail the WTW 2 along with an Appointment Letter (ADM 102 CIV) to the customer to sign and return by the appointment date.
Does not return the WTW 2 within the allotted timeframe,	• Make contact by phone requesting the form, • Begin the noncompliance process if appropriate (See WTWPHB Chapter 18 - Noncompliance for additional information), and • **Journal** all actions taken including the outcome. **Note**: Do not begin the noncompliance process if there is documentation/ verification of the customer's employment hours and he/she is meeting participation requirements.

Completing a Welfare-to-Work Plan Activity Assignment (WTW 2)

Introduction

This section contains information regarding how to complete a Welfare-to-Work Plan - Activity Assignment (WTW 2).

F&P guide for the WTW 2

A Forms and Procedures (F&P) guide with detailed step-by-step instructions for the WTW 2 is located in the Transitional Assistance Department (TAD) WTW forms catalog on the TAD website.

Creating new WTW 2s for a change

A new WTW 2 must be completed when there has been a change, such as an increase or decrease in participation hours for an ongoing WTW activity. The start date on the WTW 2 will be the date of the change in hours for the activity.

An exception to the need for a new WTW 2 would be employment; employed customer hours are allowed to vary as long as the reported hours are with the same employer and the hours meet participation requirements of 20/30/35 hours per week, 85/128/150 per month, the Employment Services Specialist (ESS) will state 20+, 30+ or 35+ on the WTW 2 in the “Additional Comments” section.

First section

In the first section of the WTW 2, the ESS will check the appropriate box for:

- Mandatory participant, or
- Volunteer, and
- Self-Initiated Program (SIP), if applicable.

If the customer is...	Then the ESS will check...
A mandatory participant and in a SIP,	• Both the Mandatory and the SIP boxes in the first section. • Either the 20 (for single custodial parents and all families’ cases) or the 30 (two-parent families) box, whichever applies.
A volunteer and in a SIP,	• Both the Volunteer and SIP boxes in the first section. • Either the 20 (for single custodial parents and all families’ cases) or the 30 (two-parent families) box, whichever applies.
A SIP and uses his/her 12 months in a Vocational Education activity.	The SIP box in the first section as stated above (as long as the customer does not lose SIP status).

Note: If both parents in a two-parent household are SIP, they each (per State regulations) must complete 30 hours per week/128 hours per month to retain SIP status.

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Activities section

The ESS will fill out only **ONE** side of the activities section of the WTW 2 and complete the:

- Left side for plans meeting CalWORKs WTW 24-Month Time Clock (no core activity requirements) activities.
- Right side for plans meeting "Federal Work Activities/Core Activities".

Check the box next to the activity(ies) the customer will be participating in, and enter the total number of hours for each activity.

Federal work activities are comprised of core activities. These activities meet Federal Work Participation Rate (WPR) Requirements, and are listed under "Federal Work Activities/Core Activities**"** on the right side of the WTW 2.

Federal WPR requires:

- 35 hours per week/150 hours per month for an Assistance Unit (AU) comprised of two Work-Eligible Individuals (WEIs), 30 of which must meet core activities,
- 30 hours per week/128 hours per month for an AU with one WEI, 20 of which must meet core activities, or
- 20 hours per week/85 hours per month for a single custodial parent AU with a child under 6 years. All hours must be core activities.

Vocational Education: Enter the actual number of school hours; do not include study time hours. Study time hours will be included on the second page under "Additional Comments."

Work Experience (WEX) or Community Service customers: Enter the deemed (counted) hours of "20 or 30" (whichever applies) in the appropriate box under work experience or community service. Information for deemed hours will be included on the second page under "Additional Comments".

WTW 2s for community service will be completed for no more than six months from the date the WTW 2 is signed. **Example:** Customer signs WTW 2 for a Community Service activity on 12/1/14, the end date will be 5/31/15.

Employment: The hours on the WTW 2 for employed customers can vary as long as the reported hours are with the same employer, and the hours meet participation requirements (20/30/35 weekly, 85/128/150 monthly). The ESS enters 20+, 30+ or 35+ depending on the household composition. As long as the customer's employment hours do not fall below the participation requirements, the ESS will not need to complete a new WTW 2

WTW 2s for employment activities can have an end date that is one year from the last day of the month prior to the month in which the customer signed his/her WTW 2. **Example**: Customer signs WTW 2 for employment on 3/1/15, the end date will be 2/28/16.

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Activities section (continued)

The **Federal Work Activities/Non-Core Activities** section is completed when the customer is scheduled to participate in a Job skills training directly related to employment or an Education directly related to employment activity(ies). These activities will count as Federal core activities when the customer is also completing Federal core activities; 20 hours per week/85 hours per month for a single custodial parent/all families household or 30 hours per week/128 hours per month for a two-parent WEI household.

The "Satisfactory attendance in a secondary school or in a GED course" is used by teen parents whose only activity is school to receive a General Educational Development (GED) or High School Diploma (HSD).

Complete the **right** side of the WTW 2 under Federal Work Activities/Core Activities if the teen has not completed his/her HSD/GED and is a:

- Single minor parent and the head-of-household, or
- 16-18 year old child on his/her parent's case.

Total Hourly Requirements – left side

If the customer is scheduled to meet hours under the "Total Hourly Requirements" box – left side (WTW 24-Month Time Clock), the ESS will:

- Explain participation hours to the customer, and
- Have the customer initial and date this section of the form.

The last box, "At least ___ hours of my family's 35-hour requirement", is for two-parent families who are both participating in WTW activities. The ESS will enter the total number of hours the customer will be participating . If one parent in a two-parent household is participating, enter "35" hours in the space provided. Enter the total number of hours, include actual class hours and study time hours.

If a customer is in a **services only** activity (Example: DBH – substance abuse) or is an Family Stabilization (FS) exempt volunteer, the ESS will not check any boxes under **"Total Hourly Requirements"** because they do not apply to these individuals.

SIPs: For SIP customers, the ESS will include the SIP hours with study time hours and check the appropriate box. SIPs must meet the required monthly participation hours of 85/128/150. If both parents in a two-parent WEI household are SIPs, both parents must meet the 128 hour monthly requirement.

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Completing a Welfare-to-Work Plan Activity Assignment (WTW 2), Continued

Total Hourly Requirements – right side

If the customer is scheduled to meet hours under the "Total Hourly Requirements" (Federal Work Activities/Core Activities side), the ESS will:

- Explain participation hours to the customer, and
- Have the customer initial and date this section of the form.

The third box, "At least ___ hours of my family's 35-hour requirement of which ____ core hours meet my family's 30-core hour requirement", is for two-parent families who are both participating in WTW activities. The ESS will enter the correct number of hours for the customer who is participating in each of the blank spaces. If one parent in a two-parent family is participating, enter those hours in the spaces provided. Enter the total number of hours, include actual class hours and study time hours.

If the **second** parent (in the example above) is completing five hours per month to meet his/her family's 35 weekly/150 monthly requirement, the ESS will check the appropriate boxes: The first box "I understand...", and the fourth (4) box "At least "5" hours of my family's 35-hours requirement of which "5" core hours meet my family's 30-core hour requirement".

The ESS will not initiate noncompliance if customers meet monthly participation hours of 85/128/150; whichever applies for each individual customer.

The ESS will counsel the customer that because he/she did not meet federal core hours (per the WTW 2 plan he/she signed) but meets state hours, the noncompliance process will not be initiated. However, the customer's WTW 24-Month Time Clock will tick for the months he/she is meeting the state requirement. The customer must sign a new WTW 2 plan if the activity(ies) differ in the "CalWORKs 24-Month Time Clock" and the "Federal Work Activities Core Activities".

Note: The ESS will complete the right side of the WTW 2 for an exempt volunteer unless the customer is participating in FS, and then the ESS will complete the left side of the form.

Assignment and Services section

The Assignment and Services section, under "Activity, Location, Schedule, and Hours", is prepopulated from the activities page in C-IV. The ESS will:

- Review the prepopulated activity(ies) and verify the activity(ies) apply to the customer's situation.
- Complete all blank lines appropriately.
- Check and fully complete the fourth box.
  - List the activity(ies) in the blank spaces.
    - ✓ "Hours Per Week" for Vocational Education activities enter actual class time hours in school, do not include study time.
  - Enter Activity and Date Proof is Due lines, "by 5th of month" (this is all that will fit in the space provided).
  - For Employed customers, Date Proof is Due line would state "Semi-Annually with SAR 7 Report".

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Assignment and Services section (continued)

In the "Additional Comments" section, the ESS will add:

- Monthly hours of participation required:
  - 85/128/150 hrs per month (the ESS will type in the appropriate monthly hours of participation for each customer, i.e. 85 hrs per month).
- "Unexcused and/or unpaid absences can be made up in the same month".
- Comments for educational classes (i.e. class schedule).
- Unsupervised and/or supervised study time hours separately; Child Care (CC) needs this information in order to pay the CC service provider.
  - If the customer requires Child Care to study, the study time **must** be listed in the "Additional Comments" section of the WTW 2.
    If the customer does not need Child Care for study time, the ESS will write **"**CC not required for study time**"** in the "Additional Comments" section. **Example**: Class schedule: Mon-Wed-Fri Math 8:00am – 12:00pm, study time 1:00pm to 5:00pm on Wed-Thurs and Sat.
- Comments regarding a self-developed non-profit community service site including the following: "Self-developed non-profit community service site."
- Deemed Fair Labor Standards Act (FLSA) hours.

Note: The **Date Proof is Due** line must be completed because it ties into customer Monthly Time and Attendance Report requirements.

Customer Detail page and Activity Progress Detail page

The WTW 2 and the **Customer Activity Detail** page will not match because the customer will receive all authorized study/homework time on the **Activity Progress Detail** page, and the study/homework time hours needed will be listed on the WTW 2.

The Comments section of the **Customer Activity Detail** page in C-IV and the WTW 2 Additional Comments section need class schedule and study time, and the total number of both class time and study time entered.

Example 1: Mon. 8 hrs. Wed. 8 hrs. Fri. 8 hrs. (4 hrs. class time + 4 hrs. study time = 8 hrs. per day).

Add **Comments** when deeming hours for WEX or Community Service customers.

Example 2: In the **Comments** section of the **Customer Activity Detail** page in C-IV and the WTW 2 "Additional Comments" section, the ESS enters: "Customer required to participate 12 (enter WEX/Community Service calculation hours here) hrs./wk. but 20 hrs. deemed (counted) due to FLSA." Also include any other pertinent information.

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Completing a Welfare-to-Work Plan Activity Assignment (WTW 2), Continued

Examples of when to complete the WTW 2

The following are examples of when an ESS will complete a WTW 2 with a customer:

Example 1: A customer was granted a 12-month exemption from WTW participation due to a medical problem at the time he/she started receiving aid. The customer will not be required to sign a WTW 2 until his/her exemption ends. The ESS has information from the customer's doctor that the exemption is scheduled to end on June 15, 2016. Unless the customer can provide verification, the exemption should not extend beyond June 15, 2016 and the ESS must develop and have the customer sign a WTW 2.

Example 2: A customer has been receiving aid since 2013. The customer was participating in sufficient hours of unsubsidized employment to meet his/her work participation requirement prior to Assessment, so the customer does not need to sign a WTW 2. During the monthly monitoring of the customer's participation, on June 8, 2015, the ESS discovered the customer lost his/her job on May 27, 2015. Since the customer was still required to participate in WTW on May 27, 2015, but was not participating, the ESS must develop and have the customer sign a WTW 2.

Example 3: A customer has been participating in community service at Goodwill for 20 hours per week since January 1, 2015. The customer's child will be turning six years old and the ESS has already met with him/her to discuss the need to increase his/her participation hours to 30 hours per week/128 per month. The customer stated he/she would like to increase his/her community service hours at Goodwill to 30 hours per week, the current WTW 15 calculation allows for the increased hours. On March 1, 2015 the customer provides the ESS with a completed WTW 15 stating that as of March 1, 2015 her hours at Goodwill are now 30 hours per week. The ESS will complete a new WTW 2 showing the increased hours with a start date of March 1, 2015, and an end date of August 31, 2015.

Example 4: A customer has been participating in 10 hours of Employment and 20 hours of vocational education (including study time) since March 1, 2015. On March 5, 2015, the customer contacts the ESS and states that he/she chose to add an additional class to the school schedule. The class is a required class on the Individual Education Plan (IEP), and the ESS calculates the vocational education hours to now be 24 hours per week (including study time). The ESS completes a new WTW 2 showing the change in participation hours for the vocational education with a start date of March 5, 2015. The customer's employment start date on the WTW 2 will show March 1, 2015 because there was no change to the employment activity.

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Completing a Welfare-to-Work Plan Activity Assignment (WTW 2), Continued

Completing a WTW 2 plan for a teen or teen parent

When completing a WTW 2 for a teen or teen parent without a HSD or GED, the ESS will complete the right side of the WTW 2 because the teen's only activity in WTW will be to participate in an activity to receive his/her HSD or GED. The teen will meet the WPR by participating in any activity(ies) that meets school requirements.

In a two-parent case where one parent is Cal-Learn or a teen parent and the other parent is not Cal-Learn or a teen parent, a subsequent activity will be needed by the non-Cal-Learn or teen parent. The case will **not** meet WPR with the Cal-Learn or teen parent's activity alone.

Two-parent households are required to meet participation requirement of 35 hours per week, 150 monthly hours per month.

Employed customers and the WTW 2

The ESS can mail a completed WTW 2 to a customer if he/she is employed and cannot come into the office to sign the form. If the employed customer does not return the WTW 2, the ESS will call the customer and ask him/her to return it.

The ESS will:

- Not begin the noncompliance process if an employed customer does not return the WTW 2.
  - The **Journal** entry and current, verified/documented hours of employment showing that the customer is meeting participation requirements is sufficient verification.
  - There is no need to disrupt a customer's successful employment activity.
- Have the customer complete/sign a WTW 2 the next time he/she is in the office or at the next scheduled appointment.
- Complete the **Employment Detail** page in C-IV for the employment activity.

Changes to the Welfare-to-Work Plan - Activity Assignment (WTW 2)

Introduction

This section contains information regarding changes to the Welfare-to-Work Plan-Activity Assignment (WTW 2).

Requests for changes to activities and WTW 2

The customer has three working days from the time the WTW 2 is completed/signed to request changes be made.

The customer has 30 calendar days from the beginning of the initial/first activity, training or education assignment under a WTW 2 to request a change to his/her activity. A change of assignment due to customer request is available one time only per customer. The County must grant the change if:

- Another WTW activity is available,
- The other WTW activity is consistent with the customer's Assessment results,
- The other WTW activity will readily lead to Unsubsidized Employment and self-sufficiency, or
- The other WTW activity will assist the customer to remove barriers to WTW participation.

The signed WTW 2 cannot be changed or edited in C-IV once the form has been signed. This includes handwritten changes. If changes to the WTW 2 are needed, the Employment Services Specialist (ESS) must:

- Create a new form,
- Obtain the customer signature, and
- Image the form into C-IV.

Changes on the WTW 2

When activities on the WTW 2 change, the ESS takes the following actions:

Step	Action
1	Create the appropriate WTW 2 activity(ies) for the customer in C-IV.
2	Complete and have the customer sign the WTW 2 for the new activity(ies). • The WTW 2 includes any necessary concurrent activities. • The customer must sign a new WTW 2 whenever the location, hours, or schedule changes, such as at the beginning of each new school term/semester/module.
3	Ensure the Additional Comments, Supportive Services and Participant's Certification sections of the WTW 2 are completed.
4	• Authorize necessary supportive services for transportation, and • Complete Approval of Transportation Notice of Action (NA 820).
5	Explain attendance and progress verification requirements (e.g. Attendance Report (WTW 735.2) or other acceptable verification).
6	Image the WTW 2.
7	Complete a **Journal** entry.

Note: See the Forms and Procedures (F&P) guide for the WTW 2 located on-line under Transitional Assistance Department (TAD), WTW forms for additional information.

Mailing a Welfare-to-Work Plan - Activity Assignment (WTW 2)

Introduction

This section contains information about mailing a Welfare-to-Work Plan - Activity Assignment (WTW 2) for a customer to sign and return.

Option to mail a WTW 2

The Employment Services Specialist (ESS) will review and sign the WTW 2 with and in the presence of the customer whenever possible. This is to ensure the customer understands:

- His/her participation requirements for each activity,
- The supportive services available to him/her, and
- The participation effects on the Welfare-to-Work (WTW) 24-Month Time Clock.

There may be instances when the customer is unable to attend an appointment to sign a WTW 2 during regular business hours or getting to the office to sign a WTW 2 would be an extreme hardship. In these situations, mailing the WTW 2 to the customer to complete and return to a Transitional Assistance Department (TAD) office may be appropriate.

When to mail a WTW 2

A WTW 2 may be mailed to the customer to complete and return when he/she is:

- Employed full-time and works during regular business hours,
- Attending school full-time during regular business hours, or
- Living in a remote area and getting to the office would be an extreme hardship.

When NOT to mail a WTW 2

A WTW 2 will not be mailed to the customer when:

- The customer states he/she does not have transportation and does not live in a remote area,
- The ESS has a full schedule of appointments, or
- The ESS is going to be out of the office for an extended period of time.

Phone contact prior to mailing a WTW 2

The ESS will contact the customer by phone prior to mailing the WTW 2 and inform him/her of the due date for the WTW 2 to be completed and received by a TAD office. The ESS will explain that an appointment to sign a WTW 2 will be scheduled on the business day following the due date in case the mailed WTW 2 is not received timely. The customer will not need to attend the appointment if the mailed WTW 2 is received by a TAD office on or before the designated due date.

The ESS will also explain:

- Activity participation requirements,
- How to request and receive supportive services,
- When and how to submit proof of satisfactory progress in an assigned activity.
- Exemptions available to the customer (if applicable), and
- The impacts of participation on the WTW 24-Month Time Clock.

Continued on next page

Process when mailing a WTW 2

The ESS will take the following actions when mailing a WTW 2 to a customer:

Step	Action
1	Create the WTW 2 in C-IV. Delete the prepopulated dates next to the signature blocks on page four.
2	Print two copies of the WTW 2 and highlight the areas the customer is required to initial, sign and/or date.
3	Schedule an appointment for the customer in C-IV for one business day following the due date of the WTW 2. Include the following language, verbatim, in the **Appointment Letter Comments** section: *Attached to this appointment letter is your Welfare-to-Work Plan-Activity Assignment (WTW 2). This must be completed and received by a Transitional Assistance Department (TAD) office no later than* XX/XX/XXXX. *You will not need to attend the appointment above if the Activity Assignment is received by the due date. If it is not received by the due date, you will be required to attend the appointment to sign the Activity Assignment.* *This Activity Assignment contains the following information:* • *Your participant status (page 1).* • *The activity(ies) you will be participating in to meet your individual participation requirement (page 1 and 2).* • *When you must provide proof of satisfactory progress in your activity (page 2).* • *How we will assist you with supportive services (page 3).* • *Your rights (under Participant's Certification) (page 4).* *The second copy of the WTW 2 is for your records.* *Carefully review the entire Activity Assignment. Initial the highlighted areas and sign and date the bottom of page four. You may return the Activity Assignment by using the included postage paid envelope, or you may drop it off directly to a TAD office. Drop boxes are available for returns made outside of normal business hours.* *Please contact me at the phone number above if you have any questions. Thank you.*
4	Save the Appointment Letter (ADM 102 CIV) in C-IV and print the form locally.
5	Update the **Activity Review Date** to ten business days from the current date.
6	Set the following **Task**: • **Due Date:** Ten business days from the current date. • **Type:** Review • **Long Description:** WTW 2 due back from (customer name).

Continued on next page

Process when mailing a Error! Not a valid bookmark self-reference. **(continued)**

Step	Action
7	Mail two copies of the WTW 2 to the customer, and include the following documents: • The ADM 102 CIV, • Two copies of Attendance Reports (WTW 735.2) or Attendance and Progress Reports (WTW 735.4), whichever is applicable to the activity(ies), • Two Travel Assistance Claims (WTW 753 A), and • A Travel Assistance Claim Sample (WTW 753 A SAMPLE).
8	**Journal** all actions taken.

Customer returns the WTW 2 timely

The ESS will carefully review the completed WTW 2 when it is returned by the customer on or before the due date, and take the following actions based on the form's completeness:

If the WTW 2 is...	Then ...
Complete,	• Image the WTW 2 into the C-IV case record, • Update the **Signature Date** and the Welfare to Work **Clock** fields on the **Activity Agreement Detail page** to begin the 24-Month Time Clock (if appropriate), – The **Signature Date** is the date the customer signed and dated the WTW 2. • Update the **Activity Review Date**, • Clear the WTW 2 due date **Task**. • Journal all actions taken.
Incomplete,	• Image the incomplete WTW 2 into the C-IV case record, • Return the WTW 2 to the customer with a request to initial and/or sign the incomplete sections of the form and return it within ten business days, • Update the Activity **Review Date**, • Set a **Task** for the due date of the WTW 2, and • **Journal** all actions taken.

Customer does not return the WTW 2 timely

If the customer fails to return the WTW 2 on or before the designated due date, he/she will be required to attend his/her scheduled appointment to sign a WTW 2. The customer may be subject to noncompliance if he/she fails to attend the appointment without good cause.

Attendance

Introduction

This section contains information regarding entering attendance, attendance requirements and verification.

Entering attendance

The Employment Services Specialist (ESS) will enter documented/verified attendance on the **Activity Progress Detail** page in C-IV every month for all customers with an **“Active/Attending”** status.

The ESS must enter a zero (0) for any day in which attendance could not be verified and/or the customer did not participate. This applies to all activities **except** Employment and one-day activities. Employment hours will be entered on the **Employment Hours Detail** page in C-IV. See the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 15 – Employment for additional information.

Entering attendance for one day activities

The ESS is not required to enter a zero for attendance on the **Activity Progress Detail** page in C-IV before closing out the activity as “closed/no show” for one day activities, such as Orientation/Appraisal (O/A), or Assessment for customers in an **“Active/Referred”** status.

Example: ESS opens an O/A activity in C-IV for his customer, John Smith. The ESS is notified that the customer did not attend his O/A appointment. The ESS:

Step	Action
1	Reviews the customer’s **Customer Activity Detail** page in C-IV for the customer, which shows the status as “**Active”** and the status reason as **“Referred”** for O/A.
2	Updates the: • **Customer Activity Detail** page and adds a status of “Closed”, and • Status reason to **“**No Show**”.** – A zero is not required to be entered on the **Activity Progress Detail** page prior to adding the **“**Closed/No Show**”** status for this one-day activity.
3	Journals all actions taken. • The ESS will follow regular case management actions for customers who no show to an activity (e.g., attempt customer phone contact, initiate noncompliance, etc.).

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Attendance verification

Provider or third party verification of the customer's attendance in an activity is required each month; therefore, the Attendance Report (WTW 735.2) is automatically mailed out monthly.

Two copies of the WTW 735.2 form are mailed monthly to customers in the following activities:

- Self-Initiated Program (SIP)
- Vocational Education and Training,
- Job skills training directly related to employment, and
- Education directly related to employment customers.

The 735.2 is completed by the customer, signed by the service provider and is due to the ESS between the first and fifth calendar day of each month.

The customer may provide other verification of attendance, which must include at a minimum:

- Customer's name and identifying information (California Work Opportunity and Responsibility to Kids (CalWORKs) case number or customer phone number and date of birth)
- Name, location, and phone number of the school/institution
- Courses/classes attended
- Days and hours of attendance
- Instructor's signature and date signed
- Customer's signature and date signed

The WTW 735.2, or other approved report, will be sent by the ESS to other non-contracted providers, as needed, to obtain attendance verification.

Student attendance records from educational providers

Student attendance records received from educational providers that list multiple CalWORKs customers will be stored in the Transitional Assistance Department (TAD) folder labeled WPRVerifications on the \\hssserver235 shared drive (a subfolder listed under the college name) for review by Program Integrity Division (PID) Quality Review staff, when necessary.

Third-party verification of participation is required; however, these lists are not tied to an individual customer and, therefore, are not appropriate for imaging to a case.

- The list will be added to the WPRVerifications on the \\hssserver235 shared drive (a subfolder titled "WPR Study Homework Time Verification") by the designated ESS in each District office.
- If the list only contains a few names, the ESS will make copies, black out other student's names, and image a copy into each customer case record.

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WPRVerifications folder location

The WPRVerifications folder is located on the Human Service (HS) Intranet server at '\\hssserver235.'

TAD WTW staff and PID Quality Review staff are electronically mapped to the hssserver235 and have read only access to the WPRVerifications folder. Designated staff has additional security rights allowing them to add attendance and progress reports in the folder.

Note: Records containing multiple customer participation and attendance verification will not be imaged into the customer case record and will be placed in the online WPRVerifications folder.

Study/ homework time education program verification

School/provider study/homework time expectations will be in order of school/provider name and placed in the subfolder titled WPR Study Homework Time Verification 2009 and ongoing in the WPRVerifications folder on '\\hssserver235' by the Program Development Division (PDD).

The ESS will look in the WPRVerifications folder and follow the chart below:

If the ESS …	Then the ESS will …
Finds the needed verification from the school/provider,	• Document this in a **Journal** entry, and • Add study/homework hours on the **Activity Detail** page in C-IV. – Only scheduled hours will be entered in the **Scheduled Hours Per Week** for this activity.
Does not find the required documentation needed to count study/homework time,	• Request the information via the Educational Provider Unsupervised Study/Homework Time Expectations (WTW 738.1) to be completed, signed and dated by the school/provider. • Give the completed WTW 738.1 to his/her Supervising Employment Services Specialist (SESS I) to review, and • Send the new verification to PDD, mail code #0079, Attention Welfare-to-Work (WTW) Program Specialist (PS). – The PS will save the WTW 738.1 in the WPRVerifications folder. • **Journal** actions taken.

Documentation for study/homework time must be on file before the ESS can count hours of participation for study/homework time.

The information contained on the WTW 738.1 imaged in the WPRVerifications folder is considered valid until the educational provider informs the county of any changes.

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Educational service providers and TAD/WTW point of contacts

The following table lists the participating Educational Service Provider and the TAD/WTW points of contact receiving electronic attendance and/or progress reports:

Educational Service Provider	TAD/WTW Point of Contact
Chaffey College Workforce Preparation	Cathy Ramirez, ESS
San Bernardino Adult School	Anthony Bittner, ESS

Electronic attendance and progress report distribution

The following table outlines the process of how multiple attendance and progress reports are distributed:

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>The Educational Service Provider electronically sends attendance and/or progress reports to the TAD/WTW point of contact.</td></tr>
<tr><td>2</td><td>The TAD/WTW point of contact receives electronic verification of attendance and/or progress, and uses the following table to determine the next step:
<table><tr><th>When the Service Provider is…</th><th>Then the TAD/WTW Point of Contact…</th></tr><tr><td>Entered in the online WPRVerifications folder,</td><td>Takes no further action.</td></tr><tr><td>Not entered in the online WPRVerifications folder,</td><td>Copies the email attachment containing the verification to the online WPRVerifications folder.</td></tr></table></td></tr>
<tr><td>3</td><td>The TAD/WTW point of contact forwards electronic and/or printed copies of attendance and/or progress reports to ESS staff.</td></tr>
<tr><td>4</td><td>ESS staff uses the attendance and/or progress reports to enter attendance in C-IV.</td></tr>
<tr><td>5</td><td>PID Quality Review staff access the online WPRVerifications folder to verify customer attendance and progress as needed.</td></tr>
</table>

Note: Printed documents containing multiple attendance and progress reports will not be imaged into C-IV.

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TAD/WTW Point of contact duties for updating subfolders

Staff with write access to the WPRVerifications folder will complete the following steps when storing new attendance and progress reports:

Step	Action
1	Select the Educational Service Provider subfolder in the WPRVerifications on \\hssserver235 screen.
2	Select the Service Month subfolder.
3	Determine if the verification is entered, and: **If…** / **Then…** Entered, — No further action is required. Not entered, — • Copy the attachment from e-mail Inbox, and • Paste the attachment into service month subfolder.

TAD/WTW Point of contact with 'write' access

If a Provider does not have a subfolder within WPRVerifications, the TAD/WTW point of contact with write access will take action to establish a subfolder, as follows:

Step	Action
1	Review the online "WPRVerifications" folder to verify the Provider and service month do not exist. **<u>Note</u>:** Do not duplicate or delete subfolders for providers and service months.
2	Use the following table to determine the next step: **If the…** / **Then…** Provider is not in the online WPRVerifications folder,' — • Click on File/New Folder, and • Type the name of provider and indicate the following: – Progress report, or – Attendance report. Service month is not in the online WPRVerifications folder, — • Click on File/New/Folder in the selected Provider subfolder, and • Type in the service month and year (ex. July 2015).

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WPRVerifications folder access

TAD WTW staff and PID Quality Review staff have read only access to the online WPRVerifications folder. The following table lists the names of staff with write access to the WPRVerifications folder:

Write Access	TAD WTW Area
Cindy Haynes, ESS	Desert Area Primary
Lisa Roe, SESS I	Desert Area Backup
Brenda McCarthy, ESS	East Valley Primary
Tim Diggs SESS I	East Valley Backup
Melissa Saucedo, Office Assistant (OA)	West Valley Primary
Cathy Ramirez, ESS	West Valley Backup

ESS Journal responsibility

The ESS is responsible for indicating in a Journal entry the customer's attendance, progress reports and/or unsupervised study/homework time verifications are in the WPRVerifications folder. For PID Quality review purposes, the Journal entry must include the following:

- Attendance, progress report, and/or unsupervised study/homework time verifications are in the WPRVerifications folder, and
- Name of the subfolder.

Note: Documents printed from the online WPRVerifications folder, and used to enter attendance in C-IV must be shredded after use.

Reviewing WPRverifications subfolders

WTW staff complete the steps below to review reports in the online WPRVerifications folder:

Step	Action
1	Double click on **My Computer**.
2	Double click on WPRVerifications folder on \\hssserver235.
3	Click on the subfolder.
4	Choose the appropriate report/verification.

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Informing customers to make up hours for an unexcused or unpaid absence

ESSs will inform all customers when explaining and discussing the Welfare-to-Work Plan-Activity Assignment (WTW 2) of the following:

- He/she may make up hours during the same month as the unexcused and/or unpaid absence occurred, and
- The total monthly hours of required participation listed under the **Additional Comments** box on the WTW 2:
  - **35 hours per week, 150 hours per month** for two Work-Eligible Individuals (WEIs) in the home, or
  - **130 hours per week, 28 hours per month** for one WEI in the home, or
  - **20 hours per week,** 8**5 hours per month** for single custodial parent with a child under six years of age.

Note: See the Forms and Procedures (F&P) guide for the WTW 2 for additional information.

Informing customers to make up hours for holidays

The ESS will inform all customers when explaining and discussing the WTW 2 that they may make up hours for holidays in the same week/month the holiday occurred.

The ESS will follow the table below to determine actions needed to document how the customer will make up the hours for holidays:

If the customer chooses to make up hours for a holiday during the same…	Then the ESS will…
Week the holiday occurred,	• Enter the adjusted schedule for the week the customer will be making up the hours in the **Comments** section of the **Customer Activity Detail** page, and • **Journal** the adjusted schedule the customer will have during the week he/she will make up the hours.
Month as the holiday occurred,	**Journal** the customer has agreed to make up hours throughout the month.

Note: The ESS will review the case to determine if excused absence hours can be used for holidays when the customer is not able to make up the time.

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Holiday time and Vocational Education

A customer attending a Vocational Education activity will not be able to make up holiday hours by increasing hours of participation in his/her assigned activity since the class schedule is set in advance. The table below outlines the actions taken by the ESS when there is a holiday:

If customer is scheduled to attend class on a holiday…	Then the ESS will…
Recognized by the State,	Use holiday hours for the class time only.
Not recognized by the State,	• Use an excused absence for the class hours only, if the customer has not used his/her 16 hours of excused absences in the month, or • Ask the customer to volunteer to make up hours by participating in another core activity.

Providing verification of monthly activities

The ESS will begin non-compliance on a customer for not reporting or providing verification of monthly activities because such documentation is required as proof of satisfactory progress in any assigned program activity.

The ESS will make every effort to assist the customer in obtaining needed verification, including using third party sources of information when available, as hours that are not verified cannot be counted for WPR purposes.

The ESS must have a Release of Information (ABCDM 228) signed before contacting the customer's service provider.

The customer may be sanctioned if he/she does not respond to ESS appointment requests to discuss his/her WTW 2 and activity status.

Non-contracted provider verification

If an ESS cannot get attendance verification from a customer for a non-contracted service provider, the ESS will contact the service provider and request the information.

The ESS must have a ABCDM 228 signed before contacting the customer's non-contracted service provider.

Holidays and Excused Absences for Unpaid Activities

Introduction

This section contains information regarding holidays and excused absences for unpaid activities.

Holidays in unpaid activities

Closures due to holidays recognized by the service provider for unpaid customers in activities will be counted as hours of participation. The customer is allowed to use 10 holidays and 80 hours of excused absences per year, with a limit of 16 hours of excused absences in a month. The ten holidays are:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday (President's Day)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In order to count a holiday as actual hours of participation, the individual must have been scheduled to participate in an allowable unpaid activity for the period of the absence reported as participation.

Note: Customers who participate on a holiday are not eligible for excused absence hours in addition to their actual hours of participation.

Coding holidays and excused absences in unpaid activities

The ESS will code holidays and excused absences in unpaid activities in C-IV as follows:

- Enter holiday and excused absence hours for unpaid activities on the **Activity Progress Detail** page under **Activity Progress History**,
  - Enter whether holiday or excused absence under comments section (for example: May 28th was Memorial Day holiday, eight hours of participation entered),
- Create a **Journal** entry documenting the reason for the excused absence or holiday, and
- Image any documentation received from the customer.

Note: C-IV tracks holiday and excused absence hours on the Excused Absence List page.

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Holidays and Excused Absences for Unpaid Activities,
Continued

Excused absences in unpaid activities

When a customer is in an unpaid activity, there may be reasons a short absence from an assigned Welfare-to-Work (WTW) activity may be excused. Customers who are frequently absent should be counseled by the Employment Services Specialist (ESS) and encouraged to find ways to handle such problems. The ESS must obtain verification of absences in unpaid activities and Journal all information relating to absences.

Excusable absences include, but are not limited to:

- A family crisis, such as the death or illness of a spouse, parent or child; three day limit without Supervising Employment Services Specialist I (SESS I) approval.
- Inclement weather or other act of nature that precludes travel to the activity.
- A breakdown in Child Care (CC) or transportation arrangements and alternative arrangements are not immediately available.
- A California Work Opportunity and Responsibility to Kids (CalWORKs) appointment.
- A job interview.

In order to count an excused absence as actual hours of participation, the individual must have been scheduled to participate in an allowable unpaid activity for the period of the absence reported as participation.

Vacation time

Customers in WTW do not receive excused absences for vacation time.

Mandatory customers are required to participate in WTW activities for the required number of hours per week/month.

Semester Breaks or Planned Work Shut Downs

Introduction

This section contains information regarding semester breaks and planned work shut downs.

Semester breaks or planned work shut downs

Customers should be scheduled for another activity during semester breaks or planned work shut downs. Do not use semester breaks or planned work shut down as excused absences. These hours may need to be used for other excused absences throughout the year.

The Employment Service Specialist (ESS) can obtain verification of semester breaks from the college website and Journal where the information is located; i.e., verification of spring/winter break and/or intersession break was obtained from Chaffey College website.

Below are websites to obtain local college academic schedules:

- Barstow College: http://www.barstow.edu
- Cal State San Bernardino: http://csusb.edu
- Chaffey College: http://www.chaffey.edu
- Copper Mountain: http://www.cmccd.edu
- Crafton Hills: http://www.craftonhills.edu
- Mt. San Antonio College http://www.mtsac.edu
- Riverside College: http://www.rcc.edu
- San Bernardino Valley College: http://www.valleycollege.edu
- Víctor Valley Community College: http://www.vvc.edu

Note: Summer vacation is not considered a short-term holiday or semester break. Customers on summer vacation from an unpaid activity must participate in another activity to meet participation requirements.

CHAPTER 15

Employment

Table of Contents

INTERIM INSTRUCTION NOTICE #15-017 ERRATA

JULY 16, 2015

SUBJECT: Expanded Subsidized Employment (ESE)

DISTRIBUTION: CalFresh, CalWORKs, Welfare-to-Work (WTW)

FILE: CFPHB – In Front of Chapter 8
CWPHB – In Front of Chapter 7
WTWPHB – In Front of Chapter 15

OBSOLETE: June 30, 2016

Overview

This Interim Instruction Notice (IIN) Errata provides updated information and instructions regarding the implementation of the Expanded Subsidized Employment (ESE) Program. ESE is an employment activity obtained through contracted provider Citadel Community Development Corporation (CCDC) for Transitional Assistance Department (TAD) Welfare-to-Work (WTW) customers.

ESE offers California Work Opportunity and Responsibility to Kids (CalWORKs) customers the opportunity to gain employment experience, improve work skills, maintain current work history, become self-sufficient and contribute to the economic stability of San Bernardino County.

ESE consists of Subsidized Employment (Public Sector) positions arranged by CCDC for TAD WTW customers. CCDC and the County of San Bernardino are promoting job retention and encourage the employer to offer permanent employment to the customer.

Timeframe

CCDC will provide ESE services to a maximum of 300 customers from 4/8/15 through 6/30/16.

Forms

The following forms are referenced in this IIN and are available in the C-IV Template Repository and/or the TAD Forms Catalog, WTW:

Form Number	Form Title
ABCDM 228	Release of Information
ADM 107	Appointment Letter
HS 39	Compliant and Grievance Procedure
TAD 104 (E/S)	Employment & Income Verification
WTW 717	WEX Application
WTW 2	Welfare-to-Work Plan - Activity Assignment
WTW 77	Memo to Service Providers
WTW 114.3	WTW Subsidized Employment Referral Form

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Length of ESE assignment

The maximum ESE assignment will not exceed six months per customer.

Once the customer completes the ESE activity his/her eligibility to the ESE program is ended.

The goal of ESE is for the customer to be hired by the employer into an unsubsidized employment activity at the end of the six month subsidized employment.

Eligibility criteria

A customer will be considered eligible for an ESE position if he/she has:

- An active CalWORKs and WTW program.
- At least six months remaining on his/her CalWORKs 48-Month Time Clock.
- General knowledge of the expectations associated with the work place, including:
  - Accepting responsibility for his/her work and actions,
  - Accepting supervision,
  - Adhering to work place requirements,
  - Attendance,
  - Appropriate dress/grooming,
  - Positive attitude,
  - Dealing with co-workers appropriately, and
  - Punctuality.

Referring customers to ESE ESS

If the Employment Services Specialist (ESS) determines a customer meets the ESE eligibility criteria, he/she will send an e-mail to the ESE ESS with the customer's name and case number, following the Privacy and Security of Personally Identifiable Information (PII) policy. A list of ESE ESSs is included in the "ESE ESS" block in this IIN.

Completed WTW 717 and resumé

When discussing ESE with the customer, the ESS will ensure that the customer has an updated/completed WTW 717 and resumé, which includes:

- Education, license(s), or degree(s),
  - If none, write N/A, and
- Previous work experience,
  - If none write "No Work History" on WTW 717.

<u>Note</u>: Citadel needs to know this customer has no work history, and a resumé was not applicable.

WTW 717s and resumés must be reviewed and approved by the ESS before being provided to the WEX ESS for processing.

The WTW 717 **<u>must</u>** be completed in its entirety. All WTW 717s and resumés must be scanned via the office copier scanner and then e-mailed to CCDC. Staff will not scan using a desktop scanner.

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ESE ESS

A list of ESE ESS staff who will refer ESE eligible customers to CCDC is provided below:

District Office	ESE ESS
Adelanto	Gale Graab
Barstow	Olivia Chavira
Colton	Roberta Padilla
Del Rosa	Danielle Nunez
Fontana	Victoria Allen
Hesperia	Betzabeth Gonzalez
Needles	Terri Trueheart
Ontario	Lori Gore
Rancho	Juliet Keehan
Redlands	Irma Flores
Rialto	Yelena Ruiz
San Bernardino (01)	Irma Flores
San Bernardino (02)	Melissa Valdez
Victorville	Michelle Ramirez
Yucaipa	Gilda Meza De Clarke
Yucca Valley/29 Palms	Carol Mora

ESE ESS responsibilities

ESE ESS responsibilities include:

- Acting as a liaison between ESSs and CCDC to refer customers for employment.
- Keeping the lines of communication open with CCDC.
- Providing counseling and job coaching as needed to improve the customer's job retention.
- Keeping CCDC informed of any issues that may affect the customer's participation in the ESE employment activity, i.e., the customer moves, his/her cash aid is discontinued, etc.
- Notifying CCDC via the WTW 77 when a customer is discontinued from aid.
- Contacting CCDC if there are any issues or questions regarding the customer.
- Journaling all actions taken.

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CCDC responsibilities

CCDC responsibilities include:

- Explaining the ESE employment activity to the customer.
- Keeping the ESE ESS informed of the referred customer's status, including whether he/she attends a CCDC appointment.
  – If CCDC receives a referral from an ESE ESS and does not hear from the customer or is unable to reach the customer within two business days, CCDC will contact the ESE ESS.
- Completing the TAD 104.
- Providing all necessary supervision, training, instruction, materials, equipment and supplies.
- Providing Workers' Compensation and State Disability Insurance (SDI).
- Covering all costs associated with background checks, fingerprinting, drug screening, physical, etc.
- Treating the ESE CalWORKs customer the same as a regular employee.
- Notifying ESE ESS within three business days when an ESE CalWORKs customer terminates employment, with the reason for termination.

Referring a CALWORKs customer to CCDC

Only an authorized ESE ESS may refer a customer to CCDC. The ESE ESS will take the following action to refer a customer to CCDC:

Step	Action
1	Ensure the customer has at least six months left on his/her CalWORKs 48-Month Time Clock.
2	Complete, print and provide a copy of the completed WTW 114.3 to the customer to retain for his/her record.
3	Ensure the customer has a(n): • Completed WTW 717, and • Updated resumé, if he/she has employment history.
4	E-mail copies of the following items (as attachments following PII procedures) to Annette Punimata, apunimata@citadeledc.org: • Completed WTW 114.3, • Completed WTW 717, • Resumé, if the customer has employment history, • Signed and dated HS 39, and • Completed, signed and dated ABCDM 228.
5	Complete the top portion of the TAD 104 form and give to the customer. • CCDC will complete the TAD 104 and return it to the assigned ESE ESS if the customer is hired.
6	Instruct the customer to take the following with him/her to his/her meeting with CCDC: • Photo identification • Social Security Card • Any certification and/or licenses (i.e. Forklift License, Certificate of Completion of Office Occupation Training, etc.).
7	Image all completed documents into C-IV.
8	**Journal** all actions taken.

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CalWORKs customer hired for ESE

When CCDC informs the ESE ESS the customer has been hired, the ESE ESS will contact the owning ESS to take the appropriate action as follows:

Step	Action
1	Complete the **Employment Detail** page in C-IV as follows: • Select **Category** = **Subsidized – Public** and **Type** = **Subsidized**. • Enter **Citadel Community Development Corporation** as the **Employer**. • Enter the **Service Provider's** address and contact information. • Enter appropriate **Job Title** under the **Job Information** section. • Complete all other sections as needed. • Click **Save and Return**.
2	Add the employment activity through the **Customer Activities List** page in C-IV as follows: • Click **Add Activity**. • Enter the following on the **Select Activity** page: – **Provider** = Citadel Community Development Corporation – **Category** = WPR – **Type** = WEX • Click **Search**. • **Select** Citadel Community Development Corp. **Note:** The **Maximum Distance From Address** may need to be set to **All** for an accurate search to be completed.
3	Complete the **Customer Activity Detail** page with the following information: • Input the appropriate **End Date** not to exceed six total months. • Enter **Scheduled Hours per Week**. • Input the actual employment site name and address in the **Additional Comments** section. **Note:** The ESE activity **cannot** be added from the **Employment Detail** page in C-IV. The **Employment Detail** and **Customer Activity Detail** pages **will not link**. Both records are required for ESE tracking purposes and will enable the ESS to track employment hours through the **Employment Detail** page.
4	Complete the WTW 2; be sure to input the actual site name and address in the **Additional Comments** section.
5	Generate and explain the WTW 2 to the customer (see F&P #14-068 for the WTW 2).
6	Ensure a signed ABCDM 228 is on file for CCDC.
7	Arrange for necessary supportive services and provide the customer with the appropriate Notices of Action (NOAs).
8	Image all pertinent information into C-IV.
9	**Journal** all actions taken.

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Entering employment hours

Monthly ESE hours cannot be tracked using the **Employment Hours Detail** page on the **Customer Activities List** page in C-IV. The employment record and activity cannot be linked in C-IV. The ESS will:

Step	Action
1	Enter a zero for each day on the **Activity Progress Detail** page in C-IV on a monthly basis until the activity end date.
2	Update the **Hours** and **Hourly Wage** in the **Status Information** section on the **Employment Detail** page in C-IV.

A screen shot of the **Status Information** section in C-IV is provided below:

Status Information

■	Status	Hours/Week	Hourly Wage	Begin Date	End Date
☐	Active	40	9.00	04/15/2015	

ESE income

ESE income is earned income and must be:

- Reported on the Semi-Annual Eligibility Status Report (SAR 7) and at Re-Evaluation/Recertification (RE/RC).
  – Verification of income (pay stubs, leave and earnings statements or other credible forms of proof) must be included.
- Counted if the specific amount and date received is known with reasonable certainty within the month or Semi-Annual Reporting (SAR) Payment Period.

ESE hours cause case to be over income

Before discontinuing a CalWORKs case for being over income limits, the Eligibility Worker (EW) and ESS must determine whether an Assistance Unit (AU) member is in a subsidized employment activity by reviewing the **Employment List** page in C-IV to identify if the employer is CCDC.

If the only employer is CCDC, the EW and ESS will follow the chart below:

Stage	Description
1	The EW sends an e-mail to the ESS asking for a reduction in the customer's CCDC hours to keep the case within the CalWORKs income limits.
2	The ESE ESS: • Contacts the customer and CCDC to reduce the employment hours, or • Closes the ESE activity in instances when the customer cannot work a minimum of 20 hours per week as it would cause the case to be over the CalWORKs income limits.
3	The ESE ESS e-mails the EW the adjusted ESE employment information.
4	The EW: • Uses the reduced ESE hours to reasonably anticipate income, or • Discontinues the case if it is still over income.
5	The EW and the ESS **Journal** all actions taken.

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Completion of ESE activity

CCDC will notify the ESE ESS within three days when a customer successfully completes an ESE subsidized employment activity. The ESE ESS will contact the owning ESS to take appropriate action. Upon notification, the owning ESS will take action as follows:

Step	Action
1	• Contact the customer to schedule an appointment to sign the WTW 2 prior to his/her employment end date, and • Mail an ADM 107 informing the customer of the required appointment.
2	Take all necessary follow up action to end the ESE activity.
3	Enroll the customer in his/her next appropriate activity.
4	**Journal** all actions taken.

Termination of ESE activity

CCDC will notify the ESE ESS within three days when a customer is terminated from ESE subsidized employment activity, including the reason for early termination (if applicable). The ESE ESS will contact the owning ESS to take appropriate action as follows:

Step	Action
1	• Call the CalWORKs customer to determine possible Good Cause, and • Initiate noncompliance if no Good Cause is determined.
2	Take all necessary follow up action to end the activity.
3	• Discontinue corresponding supportive services, and • Mail the Denial of Transportation NOA (NA 821).
4	Enroll the customer in his/her next appropriate activity, if applicable.
5	**Journal** all actions taken.

WTW 24-Month Time Clock

Customers participating in ESE with an active WTW 24-Month Time Clock will have their time counted based on whether or not they meet Federal Work Participation Rate (WPR) requirements for their household.

Example: Single parent customer with all children over the age of six, required to complete 30 hours per week/128 hours per month. Customer is an ESE participant and provides verification that he/she worked a total of 115 hours in the review month. That averages to 26.55 hours per week, rounded to 27; customer did not meet Federal WPR in the review month. Therefore, the customer's WTW 24-Month Time Clock will tick for that review month.

Continued on next page

ESE Provider

Citadel Community Development Corporation (CCDC) is the contracted ESE provider. The ESE ESS will refer pre-screened customers utilizing the WTW 114.3.

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available (not all-inclusive)
Citadel Community Development Corporation 937 S Via Lata, Ste. 500 Colton, CA 92324 **Phone** (909) 992-0929 **Referral Hours/Days** Mon. - Fri. 8:00 am - 5:00 pm Closed for lunch 12:00 pm - 1:00 pm	**18+**	Annette Punimata Program Director apunimata@citadeledc.org	Entire San Bernardino County	• Clerical • Customer Service • General Labor • Reception • Retail • Sales • Security • Warehouse

Questions

Managers with questions regarding this IIN may contact Megan Peck, Program Specialist I (PS I) at (909) 383-9748 or via e-mail at mpeck@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-034

JULY 1, 2015

SUBJECT: CalWORKs Youth Employment Program (CYEP)

DISTRIBUTION: Welfare-to-Work, CalWORKs, and CalFresh

FILE: WTWPHB – In Front of Chapter 15
CWPHB – In Front of Chapter 7
CFPHB – In Front of Chapter 8

OBSOLETE: July 31, 2016

Overview

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation and continuation of the California Work Opportunity and Responsibility to Kids (CalWORKs) Youth Employment Program (CYEP). CYEP is a subsidized employment activity obtained through the Workforce Development Department (WDD) for Transitional Assistance Department (TAD) Welfare-to-Work (WTW) youth ages 16 through 24 years (eligibility ends the date the CalWORKs youth turns 25).

CYEP offers CalWORKs youth the opportunity to gain employment experience, improve work skills, maintain current work history, become self-sufficient and contribute to the economic stability of San Bernardino County.

Timeframe

CYEP is effective 7/1/15 through 6/30/16.

Forms

The following forms are referenced in this IIN and are available in the TAD Forms Catalog, WTW:

Form Number	Form Title
WTW 2	Welfare-to-Work Plan - Activity Assignment
TAD 104	Employment & Income Verification
WTW 114.2	CYEP - WTW Referral Form
WTW 77	Memo to Service Providers

CYEP flyer for CalWORKs youth

The Program Development Division (PDD) will mail a CYEP flyer (#15-177) to all CalWORKs youth ages 16 through 24 years informing them to contact their Employment Services Specialist (ESS) or Customer Service Center (CSC) if they are interested in participating in CYEP, the week of 7/6/15.

Continued on next page

Notification when slots are filled	WDD will communicate to the TAD WTW Regional Manager (RM) or back-up when slots for each Service Provider are filled.
RDB	The PDD Contracts Unit has added the appropriate CYEP activities to the Resource Databank (RDB). The ESS will utilize those CYEP activity(ies) within C-IV. Additional slots may not be added to the RDB. Once all slots are filled, the RDB will not allow the ESS to add the activity in C-IV.
Length of CYEP assignment	The maximum CYEP assignment for each CalWORKs youth through the duration of the program (7/1/15 to 6/30/16) is six total months or a total of 485 hours worked, **whichever is reached first**. This allows more CalWORKs youth the opportunity to participate in the program. If a CalWORKs youth completes the six-month or 485 hours worked maximum with one CYEP Service Provider, his/her eligibility to the program is ended. CYEP assignments to more than one CYEP Service Provider will only be allowed when one assignment ends prior to the six-month maximum and the CalWORKs youth has not worked over 485 hours. The CalWORKs youth would then be eligible for the remainder of the six-month period or until he/she has worked 485 total hours, whichever comes first, with another CYEP Service Provider. **Example**: The CalWORKs youth completes a three-month CYEP assignment with one CYEP Service Provider and that assignment has ended. He/she worked 250 hours during this period. The CalWORKs youth would be eligible for another three-month CYEP assignment with another CYEP Service Provider, for a maximum of 235 hours.
Six month or 485 worked hours maximum	CalWORKs youth **<u>who have not</u>** reached their six month or 485 worked hours maximum may be referred back to CYEP for the new 7/1/15 to 6/30/16 contract timeframe (See the “CalWORKs youth who previously participated in CYEP” block in this IIN for more information).

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Eligibility criteria

A CalWORKs youth will be considered eligible for a CYEP Employment position if he/she is age 16 through 24 years (eligibility ends the date the CalWORKs youth turns 25), and he/she has:

- An active CalWORKs and WTW program.
- At least three months remaining on his/her CalWORKs 48-Month Time Limit, if applicable.
- General knowledge of the expectations associated with the work place, including:
  - Attendance,
  - Punctuality,
  - Adhering to work place requirements,
  - Appropriate dress/grooming,
  - Accepting supervision,
  - Dealing with co-workers appropriately, and
  - Accepting responsibility for his/her work and actions.

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18 and 19 year old teen graduates

An 18 or 19 year old teen discontinued from CalWORKs due to having obtained a High School Diploma (HSD) or its equivalent **is not** eligible for CYEP. If the teen's CalWORKs case is discontinued, his/her CYEP Employment activity will be discontinued effective the date of CalWORKs discontinuance.

Example: Bob is an 18-year-old teen aided on his parent's CalWORKs case. He is participating in CYEP and will obtain his high school diploma on 6/1/15. Bob's CalWORKs is set to discontinue on 6/1/15 due to having obtained his HSD. The ESS will:

- Contact Bob to notify him of his 6/1/15 CYEP discontinuance date,
- Notify WDD and the contracted CYEP Service Provider via the Memo to Service Providers (WTW 77) that the CalWORKs youth is no longer eligible for CalWORKs funded services,
- Discontinue supportive services,
- Deregister the WTW program, and
- **Journal** all actions taken.

CalWORKs youth who are not required to participate in WTW

CalWORKs youth who are not required to participate in WTW do not have to attend Orientation/Appraisal. The ESS will:

- Review the WTW Rights and Responsibilities (WTW 1) with the CalWORKs youth, and
- Make every attempt to obtain the CalWORKs youth and parent/caretaker signatures on all forms (if under 18 years of age), however, this is not required.

Note: If the CalWORKs youth has an open CalWORKs case but not an open WTW Program, the ESS will open a WTW Program for the CalWORKs youth with:

- **Work Registration** = **Mandatory**, and
- **Program Status** = **Active – Enrolled** (See the "CalWORKs youth hired for CYEP employment" block for more information).

Continued on next page

Referring a CalWORKs youth to the CYEP ESS

If an Eligibility Worker (EW) or ESS determines a CalWORKs youth meets CYEP eligibility criteria, he/she will send an e-mail to the CYEP ESS with appropriate information, following the Policy for Privacy and Security of Personally Identifiable Information (PII), to refer the CalWORKs youth for CYEP employment. A list of CYEP ESSs is included in the "CYEP ESS" block in this IIN.

Matching a CalWORKs youth with a CYEP position

After discussing CYEP with the CalWORKs youth, the ESS will match the CalWORKs youth with a CYEP position by:

- Identifying and evaluating the CalWORKs youth's:
  - Employment goals,
  - Interests,
  - Skills,
  - Abilities,
  - Previous work experience, and
  - Education, licenses, or degrees, if applicable.
- Reviewing the CYEP – WTW Referral Form (WTW 114.2) for a list of available positions and locations based on the evaluation.

CYEP ESS

A list of CYEP ESS staff who will refer CYEP eligible CalWORKs youth to CYEP Service Providers is provided below:

District Office	CYEP ESS
Adelanto	Gale Graab
Barstow	Olivia Chavira
Colton	Roberta Padilla
Del Rosa	Danielle Nunez
Fontana (09)	Victoria Allen
Hesperia	Cathy Hollis
Needles	Terri Trueheart
Ontario	Lori Gore
Rancho	Julia Keehan
Redlands	Gerardo Garcia
Rialto	Yelena Ruiz
San Bernardino (01)	Irma Flores
San Bernardino (02)	Melissa Valdez
Victorville	Michelle Ramirez
Yucaipa	Gilda Meza De Clarke
Yucca/29 Palms	Carol Mora

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CYEP ESS responsibilities

CYEP ESS responsibilities include:

- Acting as a liaison between ESSs and CYEP Service Providers to refer CalWORKs youth for employment,
- Ensuring there is open communication with CYEP Service Providers,
- Providing counseling and job coaching as needed to improve the CalWORKs youth's job retention,
- Keeping the CYEP Service Provider informed of any issues that may affect the CalWORKs youth's participation in the CYEP employment activity (i.e., the CalWORKs youth moves, his/her cash aid is discontinued, etc.),
- Notifying WDD via the Memo to Service Providers (WTW 77) whenever a CalWORKs youth is no longer eligible for CalWORKs funded services, and
- Contacting the CYEP Service Provider if there are any issues or questions regarding the CalWORKs youth.

CYEP Service Provider responsibilities

CYEP Service Provider responsibilities include:

- Explaining the CYEP activity to the CalWORKs youth and parent, if applicable,
- Keeping the CYEP ESS informed of the referred CalWORKs youth's status, including whether he/she attends a CYEP Service Provider orientation,
  - If the CYEP Service Provider receives a referral from an ESS and does not hear from the CalWORKs youth within two business days, the CYEP Service Provider will call the CYEP ESS,
- Completing the Employment and Income Verification (TAD 104) form,
- Providing all necessary supervision, training, instruction, materials, equipment and supplies,
- Providing Workers' Compensation and State Disability Insurance (SDI),
- Covering all costs associated with background checks, fingerprinting, drug screening, physical, etc.,
- Treating the CYEP CalWORKs youth the same as a regular status employee, and
- Notifying WDD within three business days when a CYEP CalWORKs youth terminates employment and the reason for termination.

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Referring a CalWORKs youth to a CYEP Service Provider

Only an authorized CYEP ESS may refer a CalWORKs youth to one of the contracted CYEP Service Providers, as follows:

Step	Action
1	Ensure the youth is a CalWORKs customer between the ages of 16 to 24 years.
2	Ensure the CalWORKs youth has at least three months left on his/her CalWORKs 48-Month Time Clock, if applicable.
3	• Complete the WTW 114.2, and • Circle the correct Service Provider name and address for the CalWORKs youth (See Forms and Procedures (F&P) Guide for the WTW 114.2).
4	• Complete a Release of Information (ABCDM 228), and • Have it signed and dated by the CalWORKs youth.
5	• Print, and • Provide a copy of the completed WTW 114.2 to the CalWORKs youth to hand carry to the appropriate CYEP Service Provider.
6	E-mail a copy of the completed WTW 114.2 as an attachment with appropriate information, following the Policy for Privacy and Security of PII, to the contact person(s) listed on the Service Provider List (see “CYEP Service Provider” block in this IIN).
7	Provide the CalWORKs youth a copy of the TAD 104, after ensuring the top portion of the form is complete. • The Service Provider will complete the form and return to the assigned CYEP ESS if the CalWORKs youth is hired.
8	Image all pertinent information into C-IV.
9	**Journal** all actions taken.

Note: A list of CYEP Service Providers with contact information is available in the “CYEP Service Provider” block in this IIN.

Continued on next page

CalWORKs youth hired for CYEP employment

When the CYEP Service Provider informs the CYEP ESS the CalWORKs youth has been hired, the CYEP ESS will contact the owning ESS to take appropriate action, as follows:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the case to determine if the CalWORKs youth has an open WTW program, and:
<table>
<tr><th>If there is...</th><th>Then...</th></tr>
<tr><td>An active WTW program,</td><td>Add the CYEP employment activity.</td></tr>
<tr><td>No active WTW program,</td><td>Open a WTW program for the CalWORKs youth with the:
Work Registration = Mandatory, and
Program Status = Active - Enrolled.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Complete the Employment Detail page in C-IV as follows:

Select Category = Subsidized – Public and Type = Subsidized,
Enter Workforce Development Department as the Employer,
Enter the Service Provider’s address and contact information (See “CYEP Service Providers” block),
Enter appropriate Job Title under the Job Information section,
Complete all other sections as needed, and
Click Save and Return.
</td></tr>
<tr><td>3</td><td>
Add the employment activity through the Customer Activities List page in C-IV as follows:

On the Select Activity page select the following:

✓ Provider = Workforce Development Department
✓ Category = WPR
✓ Type = WEX
✓ Start Date = 07/01/2015
✓ Maximum Distance From Address = All

The ESS must ensure to select the CYEP activity with a start date of 07/01/2015 (the Start Date may be modified on the Customer Activity Detail page after the activity is selected).
The C-IV CYEP activity End Dates may not be edited to extend the activity end date beyond 6/30/16. The length of assignment for a CYEP youth is not to exceed six total months.

Input the actual employment site name and address in the Additional Comments section of the:

Customer Activity Detail page, and
WTW 2.

<u>Note</u>: The CYEP activity <u>cannot</u> be added from the Employment Detail page in C-IV. The Employment Detail and Customer Activity Detail pages <u>will not link</u>. Both records are required for CYEP tracking purposes and will enable the ESS to track employment hours through the Employment Detail page.</td></tr>
<tr><td>4</td><td>
Generate and explain the WTW 2 to the CalWORKs youth (See F&P for the WTW 2).
Ensure a signed ABCDM 228 is on file for the CYEP Service Provider.
</td></tr>
<tr><td>5</td><td>Arrange for necessary supportive services and provide the CalWORKs youth with the appropriate Notices of Action (NOAs).</td></tr>
<tr><td>6</td><td>Image all pertinent information into C-IV.</td></tr>
<tr><td>7</td><td>Journal all actions taken.</td></tr>
</table>

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CalWORKs youth who previously participated in CYEP

The CYEP Service Provider may continue to employ a CYEP CalWORKs youth beyond 6/30/15 (prior round of CYEP) if the youth **has not reached** his/her six month or 485 worked hours maximum. The owning ESS will take the following steps for CalWORKs youth continuing CYEP:

Step	Action
1	• Add the new Employment activity in C-IV: – On the **Select Activity** page, select the following: ✓ **Provider** = Workforce Development Department ✓ **Category** = **WPR** ✓ **Type** = **WEX** ✓ The CYEP activity **End Dates** may not be edited to extend the activity end date beyond 6/30/14 or 6/30/15. The length of assignment for a CalWORKs youth is not to exceed six total months. • Input the actual employment site name and address **Additional Comments** section of the: – **Customer Activity Detail** page, and – On the WTW 2. **Note:** The CYEP activity **cannot** be added from the **Employment Detail** page in C-IV. No changes or updates are required on the **Employment Detail** page in C-IV as the CalWORKs youth will remain employed by the same CYEP Service Provider.
2	Generate and explain the WTW 2 to the CalWORKs youth and parent, if parent is present.
3	Authorize supportive services and provide the CalWORKs youth with the appropriate NOAs.
4	Image all pertinent information into C-IV.
5	Journal all actions taken.

Note: A new TAD 104 or WTW 114.2 is not required if the CalWORKs youth will remain employed by the same contracted CYEP Service Provider.

Example: Youth in CYEP beyond 6/30/15

The following is an example of a CalWORKs youth participating in CYEP beyond 6/30/15:

Stacy is hired for CYEP employment effective 5/1/15. The ESS will:

Step	Action
1	Add two CYEP activities in C-IV: • One activity from 5/1/15 through 6/30/15, and • Another from 7/1/15 through 10/31/15, not to exceed six total months.
2	Generate and explain the two WTW 2s: • One from 5/1/15 through 6/30/15, and • The other from 7/1/15 through 10/31/15.
3	Authorize supportive services.
4	Image all pertinent information into C-IV.
5	Journal all actions taken.

Note: The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth completes or is terminated from a CYEP subsidized employment activity, including the reason for termination. The CYEP ESS will contact the owning ESS to take appropriate action.

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Entering employment hours

Monthly CYEP hours cannot be tracked using the **Employment Hours Detail** page on the **Customer Activities List** page in C-IV. The employment record and activity cannot be linked in C-IV. The ESS will:

Step	Action
1	Enter a zero for each day on the **Activity Progress Detail** page in C-IV on a monthly basis until the activity end date.
2	Update the **Hours** and **Hourly Wage** in the **Status Information** section on the **Employment Detail** page in C-IV when reviewing a CYEP employment case (See WTWPHB Chapter 15 - Employment). A screen shot of the Status Information section in C-IV is provided below: 

CYEP income

CYEP income is earned income and must be:

- Reported on the SAR 7 Eligibility Status Report and at Re-Evaluation/ Recertification (RE/RC).
  - Verification in the form of pay stubs, leave and earnings statements, or other credible forms of proof must be included.
- Counted if the specific amount and date received is known with reasonable certainty within the month or Semi-Annual Reporting (SAR) Payment Period.

Note: CYEP income earned by CalWORKs youth between the ages of 16 and 17 years is **exempt** from the CalWORKs and CalFresh budget (See the Income Treatment and Verification Charts in the CalWORKs and CalFresh Policy Handbooks).

CYEP hours cause case to be over income

Before discontinuing a CalWORKs case for being over income limits, the EW and ESS must verify if an Assistance Unit (AU) member is in a CYEP activity by reviewing the **Employment List** page in C-IV to determine if the CalWORKs youth's employer is WDD. If the employer is WDD only, then the EW and ESS will follow the chart below:

Stage	Description
1	The EW sends an email to the ESS asking for a reduction in the CalWORKs youth's CYEP hours to keep the case within the CalWORKs income limits.
2	The ESS: • Contacts the CalWORKs youth and CYEP Service Provider to reduce the CYEP hours, or • Closes the CYEP activity as appropriate, and – The CYEP activity would be closed in instances where the CalWORKs youth cannot work a minimum of 20 hours a week as it would cause the case to be over the CalWORKs income limits. • Generates and explains the new WTW 2 to the CalWORKs youth and parent, if parent is present. • E-mails the EW the adjusted CYEP information.
3	The EW: • Uses the reduced CYEP hours to reasonably anticipate income, or • Discontinues the case if it is still over income.
4	The EW and ESS **Journal** all actions taken.

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Completion of CYEP Employment activity

The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth completes a CYEP subsidized employment activity. The CYEP ESS will contact the owning ESS to take appropriate action, as follows:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Call the CalWORKs youth to notify him/her of employment end, and:
<table><tr><th>If the CalWORKs youth is…</th><th>Then…</th></tr><tr><td>A mandatory WTW participant,</td><td>• Mail him/her an Appointment Letter (ADM 107) to discuss and sign a new WTW 2 prior to employment end, and
• Go to Step 2.</td></tr><tr><td>Not a mandatory WTW participant,</td><td>Deregister the WTW program upon completion of employment.</td></tr></table></td></tr>
<tr><td>2</td><td>Take all necessary follow up action to end the activity.</td></tr>
<tr><td>3</td><td>Enroll the CalWORKs youth in his/her next appropriate activity.</td></tr>
<tr><td>4</td><td>Journal all actions taken.</td></tr>
</table>

Termination of CYEP employment activity

The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth is terminated from a CYEP subsidized employment activity, including the reason for early termination, and the CYEP ESS will contact the owning ESS to take the following action:

Step	Action
1	• Call the CalWORKs youth to determine possible Good Cause, and • Initiate noncompliance if no Good Cause is determined, if applicable.
2	Take all necessary follow up action to end the activity.
3	Discontinue corresponding supportive services.
4	Enroll the CalWORKs youth in his/her next appropriate activity, if applicable.
5	**Journal** all actions taken.

CalWORKs youth complaint and grievance

Customers may file a complaint or grievance if they believe they have been discriminated against, there has been a violation of any laws or regulations, or if they have a problem regarding services received.

The ESS will provide and explain the Complaint and Grievance Procedure (HS 39) form to CalWORKs youth participating with a CYEP Service Provider, and will inform him/her of his/her right to file a complaint or grievance.

WTW monthly Time Clock

CalWORKs youth participating in CYEP with an active WTW Time Clock will have their time counted based on whether or not they meet Federal Work Participation Rate (WPR) requirements for their household.

CalWORKs youth currently on their parents' CalWORKs case will not have their WTW Time Clock activated.

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CYEP Service Providers

The CYEP ESS will refer pre-screened CalWORKs youth to one of the contracted CYEP Service Providers listed in the following table (only an **authorized CYEP ESS** may make a referral):

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Career Institute 11837 Navajo Rd. Apple Valley, CA 92308 **Phone** (760) 792-1609 **Referral Hours/Days** Mon - Fri 7:00 am - 3:00 pm	**18-24**	Dennis Killion Dgkillion65@gmail.com	• Adelanto • Apple Valley • Hesperia • Phelan • Victorville	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 2700 Barstow Rd. Barstow, CA 92311 **Phone** (760) 577-8269 **Referral Hours/Days** Tues - Thurs. 9:00 am - 4:00 pm	**18-24**	Melissa Matteson mmatteson@cinow.org	Barstow	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 572 Knickerbocker Rd., Big Bear, CA 92315 **Phone** (909) 866-2624 **Referral Hours/Days** Mon, Tue, & Thurs 9:00 am - 5:00 pm	**18-24**	Lisa Mc Cutcheon lmccutcheon@cinow.org	Big Bear	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 16633 Lemon St. Hesperia, CA 92345 **Phone** (760) 964-3864 **Referral Hours/Days** Mon - Fri 8:00 am - 5:00 pm	**18-24**	Werner Vonderheide Dubsr9@gmail.com	• Adelanto • Apple Valley • Hesperia • Phelan • Victorville	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute Saddleback Ctr. (Above 7-11) 300 S. State Hwy 173 Lake Arrowhead, CA 92321 **Phone** (909) 744-8083 **Referral Hours/Days** Mon - Wed 8:00 am - 4:00 pm	**18-24**	Natasha Lewis nlewis@cinow.org	• Lake Arrowhead • Crestline • Running Springs	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 10722 Arrow Route Suite 808 Rancho Cucamonga, CA 91730 **Phone** (909) 481-0270 **Referral Hours/Days** Mon - Thurs 8:30 am - 4:30 pm	**18-24**	LouAnne White careerInstitute@rocketmail.com	• Rancho Cucamonga • Ontario • Chino • Alta Loma	• Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail

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CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Chino Valley Unified School District 15650 Pipeline Ave. Chino Hills, CA 91709 **Phone** (909) 628-1201 Ext: 5353 (909) 322-8101 Cell (909) 548-6065 Fax **Referral Hours/Days** Mon - Thurs 7:30 am - 4:00 pm Fri 8:00 am - 1:00 pm	**16-24**	Cathy Toole Cathy_Toole@chino.k12.ca.us	• Chino • Chino Hills • Montclair • Ontario	• Animal Care • Automotive • Cosmetology • Health Services • Hospitality • Manufacturing • Office/Clerical • Restaurant • Retail
Colton, Redlands, Yucaipa ROP (CRYROP) 1214 Indiana Court Redlands, CA 92374 **Phone** (909) 793-3115 Ext: 502 **Referral Hours/Days** Mon. - Fri. 9:00 am - 1:00 pm	**16-24**	Christopher Bailey Christopher_bailey@cry-rop.org	• Bloomington • Colton • Highland • East Highland • Fontana • Grand Terrace • Loma Linda • Redlands • Yucaipa	• Child Care • Office/Clerical • Parks/Recreation • Public Agency • Retail • Facilities Management
First Institute Training & Management, Inc. (FITM) 14755 Foothill Blvd. Suite M Fontana, CA 92335 **Phone** (909) 829-1643 (773) 344-7435 **Referral Hours/Days** Mon - Thurs 8:30 am - 5:00 pm	**16-24**	Ariel Nievas anievas@firstinstitute.com	• Bloomington • Chino • Colton • Fontana • Ontario • Montclair • Rancho Cucamonga • Rialto	• Assistant (community based, government law offices, etc.) • Cashier • Clerical • Commercial Lettering • Customer Service • Design • Digital Printing • Graphic Design • Maintenance/ Janitorial • Marketing • Medical Office • Parks & Recreation • Receptionist • Teacher Aide • Warehouse/ Packer • Washing Cars Washing/Ironing

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CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
First Institute Training & Management, Inc. (FITM) 57725 Twentynine Palms Hwy Yucca Valley,CA 92335 Phone (909) 829-1643 (773) 344-7435 Referral Hours/Days Mon - Thurs 8:30 am - 5:00 pm	16-24	Ariel Nievas anievas@firstinstitute.com	Yucca Valley	• Assistant (community based, government law offices, etc.) • Cashier • Clerical • Commercial Lettering • Customer Service • Design • Digital Printing • Graphic Design • Maintenance/ • Janitorial • Marketing • Medical Office • Parks & Recreation • Receptionist • Teacher Aide • Warehouse/ Packer • Washing Cars Washing/Ironing
Goodwill Industries Southern California 16934 Bear Valley Rd. Victorville, CA 92395 Phone (760) 780-4970 Ext: 4872 (760) 686-1161 (Cell) Referral Hours/Days Mon - Fri 8:30 am - 4:30 pm	16-24	Tyler Swanson Program Coordinator tswanson@goodwillsocal.org Sabreena Smith Youth Career Advisor sabrina.smith@goodwillsocal.org	• Adelanto • Apple Valley • Hesperia • Lucerne Valley • Phelan • Victorville	• Crew Member • Custodial • Medical Office • Office Assistant • Tire Technician • Retail Associate
MHS Needles Center for Change 300 H Street Needles, CA 92363 Phone (760) 326-4590 Referral Hours/Days Mon - Fri 8:00 am - 5:00 pm	16-24	Ashley Wren awren@mhsinc.org Patti Munson Program Manager pmunson@mhsinc.org	Needles	• Bakery • Chamber of Commerce • City Positions • Clerical • Customer Service • Doctors' Offices Teacher Aide • Food Service • Hardware • Hospital • Newspaper • Parks & Recreation • Plumbing • Warehouse Work

Continued on next page

CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Operation New Hope 8520 Archibald Ave. Ste. A. Rancho Cucamonga, CA 91730 Phone (909) 527-3894 (951) 906-0134 Referral Hours/Days Mon - Fri 8:00 am - 4:00 pm	**17-24**	Martinez Sellers msellers@onhcares.com	• Highland • San Bernardino City • West End San Bernardino County	• Automotive, • Clerical • Community outreach • Customer Service/Retail • Government • Hospitality • Warehouse
Provisional Accelerated Learning (PAL) Center 2450 Blake St. San Bernardino, CA 92407 Phone (909) 887-7002 Ext: 123 Referral Hours/Days Mon - Thurs 7:00 am - 5:30 pm	**18-24**	Jacqueline White Youth Program Director marie8351@aol.com	• Colton • Fontana • Highland • Redlands • Rialto • San Bernardino	• Animal Hospital • Construction • Computer Skills • Custodial/ • Janitorial • Landscaping & Gardening • Medical • Office Skills/Clerical • Parks & Rec. • Recreation Aide • Retail • Teacher Aide

Questions

Managers with questions regarding this IIN may contact Stephanie Maldonado, Program Specialist (PS) I, in PDD at (909) 383-9708 or via county e-mail at smaldonado@hss.sbcounty.gov.

Chapter 15

Employment

Overview

Introduction

This chapter contains information regarding employment activities for customers in the Welfare-to-Work (WTW) program.

References

The following references apply to material in this chapter:

- All County Information Notice (ACIN) 1-98-06
- All County Letter (ACL) 13-14
- ACL 14-27
- ACL 14-51E
- Eligibility and Assistance Standards (EAS) 42-701(e)(1)
- EAS 42-701(s)(2)
- EAS 42-711.552
- EAS 42-721.3

Forms summary

The table below summarizes various forms referenced in this chapter.

Form	Title	Location
ABCDM 228	Applicants Authorization For Release of Information	C-IV
SAR 7	Eligibility Status Report	C-IV
TAD SAR 7 SUPP (E/S)	Record of Self-Employment or Tips	TAD Forms Catalog/CalWORKs
TAD 104 (E/S)	Employment & Income Verification	TAD Forms Catalog/WTW
TAD 730 (E/S)	Work Pays in So Many Ways – Job Retention	TAD Forms Catalog/WTW
TAD WTW 411.1	Job Retention Brochure	TAD Forms Catalog/WTW
WTW 1	Rights and Responsibilities	C-IV
WTW 2	WTW Plan-Activity Assignment	C-IV
WTW 753A	Travel Assistance Claim	TAD Forms Catalog/WTW

Types of Employment Activities

Introduction

This section contains information regarding descriptions of various employment activities available to customers in the Welfare-to-Work (WTW) program.

Definitions

WTW customers may be involved in a number of different employment activities as defined below.

Apprenticeship: Employer sponsored training that may take up to four years to develop marketable skills in high demand by employers and industries while receiving compensation. Students practice their trade under the supervision of a journeyperson and attend classes as scheduled by the program.

Customized training: Job training based on the specific need of a business. The business works with the Workforce Development Department (WDD) to set up the specific training and contributes to the cost of the training.

Employer-based training: Job training that may be conducted to meet identified employment needs within an industry or to support general economic development activities directed at increasing employment opportunities.

On-the-Job Training (OJT): Employment that offers financial incentives to private sector employers to hire and train customers. OJT is a type of subsidized employment obtained through the Economic Development Agency (EDA) and is developed in consideration of the skills, knowledge, education and work experience already possessed by the customer.

Self-employment: Employment by means of earning a living where the customer is in business for him/herself and not as an employee of another.

Subsidized employment: Employment where the WTW customer's employer is partially or wholly reimbursed for wages and/or training costs (i.e. paid Work Experience (WEX)).

Unsubsidized employment: Employment with an employer who is not reimbursed for any portion of the customer's wages.

Work Study: Employment through the school/college where the customer is enrolled for vocational training or education and making satisfactory progress. Work Study is a type of subsidized employment where a college uses California Work Opportunity and Responsibility to Kids (CalWORKs) or Federal funds to pay the customer's wages.

Federal core employment activities

Federal core employment activities are defined as:

- Unsubsidized employment
- Subsidized public or private sector employment
- Paid WEX
- OJT
- Work Study

Customer Reports Employment

Introduction

This section provides information regarding the actions that must be taken when a customer reports employment.

Customer reports employment

When a customer reports employment, the Employment Services Specialist (ESS) takes the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Enter the employment information into the Employment Detail page in C-IV. Refer to C-IV User Guide > WTW > Employment for instructions regarding how to add the employment information and activity.</td></tr>
<tr><td>2</td><td>Obtain and enter the following employment information into the Employment Detail page:

Category
On the Job Training (OJT), Subsidized – Public, Subsidized – Private, Unsubsidized
Type
Employer (name of the employer)
Occupational Code (from the drop down box)(optional)
Address (where customer is/will be primarily working)
Contact (supervisor's name and contact phone number)
Job Title
Date Hired
The date the customer was offered the employment position.
Responsible Worker (from the drop down box)
Status and Status Reason
Weekly Hours
Hourly Wage
Begin Date
The date the customer actually begins working.
Verified (from the drop down box)

<u>Note</u>: The ESS will enter the customer's current supervisor's name and contact phone number under Contact to help with any future employer contact.</td></tr>
<tr><td>3</td><td>Determine if the employment hours are sufficient to meet the customer's 20/30/35 weekly, 85/128/150 monthly participation requirement, and whether or not an Assessment is needed:
<table>
<tr><th>If the customer has...</th><th>Then ...</th></tr>
<tr><td>Completed Assessment,</td><td>Create a Welfare-to-Work Plan-Activity Assignment (WTW 2) for Employment and concurrent activity for enough hours to meet participation requirements.</td></tr>
<tr><td>Not completed Assessment,</td><td>Create a WTW 2 for Employment and Assessment, and
Schedule a return appointment to review Assessment results and sign a new WTW 2 with concurrent activity.</td></tr>
</table></td></tr>
</table>

Continued on next page

Customer reports employment (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Inform the customer that initial employment verification is due within 20 calendar days from the date the WTW 2 is signed and/or mailed. The verification must include the employer’s name and address, the customer’s wage, and:

<table>
<tr><th>If the employment is...</th><th>Then the customer must submit verification...</th></tr>
<tr><td>New to the customer,</td><td>Of two consecutive weeks of hours worked.
If the customer is unable to submit exactly two consecutive weeks of hours worked, or submits verification of hours worked that covers more than two consecutive weeks, he/she must submit verification of hours worked covering a full calendar month (the first through the last day of the month).</td></tr>
<tr><td>Ongoing for the customer but new to the county,</td><td>For hours worked covering a full calendar month (the first through the last day of the month).</td></tr>
</table>

<u>Note</u>: The customer may be given additional time, not to exceed 30 days, to provide the needed verification.</td></tr>
<tr><td>5</td><td>Have the customer sign a WTW 2 for the employment activity(ies) and any necessary concurrent activities.
Input “Semi-Annually” under the “Date proof is due” field for the employment activity on the WTW 2.</td></tr>
<tr><td>6</td><td>Have the customer sign an Applicants Authorization for Release of Information (ABCDM 228) form to contact the employer.</td></tr>
<tr><td>7</td><td>Have the customer sign an Employment and Income Verification (TAD 104 (E/S)).
Image the TAD 104 (E/S) into the case record.
Provide the now imaged TAD 104 (E/S) to the customer with instructions to have his/her employer complete and sign.
Inform the customer the TAD 104 (E/S) is due within 20 calendar days.</td></tr>
<tr><td>8</td><td>Inform the customer he/she is required to report all earnings to Eligibility via the Customer Service Center (CSC), as required by California Work Opportunity and Responsibility to Kids (CalWORKs) Semi-Annual Reporting (SAR) regulations.</td></tr>
<tr><td>9</td><td>Review the customer’s level of Income Reporting Threshold (IRT) under the New IRT Calculation tab on the CalWORKs EDBC Summary page in C-IV.
When the wage and hours reported calculates out to a dollar amount over any of the IRT levels (called tiers in C-IV), inform the Master Assignment Queue (MAQ) via a Task and e-mail. See the “Income Reporting Threshold” section later in this chapter for further information.</td></tr>
</table>

Continued on next page

Customer reports employment (continued)

Step	Action
10	Set the following two **Tasks**: • **Program(s):** Welfare to Work – **Due Date**: 20 calendar days from the current date. – **Type**: Review – **Long Description**: Ensure the customer submits initial employment verification. • **Program(s):** CalWORKs – **Due Date**: Next Semi-Annual Eligibility Status Report (SAR 7) and/or Re-Evaluation (RE). – **Type**: Employment – **Long Description**: Eligibility review case for income from employment reported to WTW. (Identify the type of employment reported, i.e. WEX employment, self-employment, and commission only etc…and the date of employment.)
11	**Journal** all actions taken.

Note: The customer **does not** need to provide employment verification prior to signing a WTW 2 for employment.

Issuing supportive services for new employments

Supportive services must be available to customers who sign a WTW 2 for an employment activity, including customers who have not yet submitted verification of employment.

The ESS must exercise caution regarding how much in supportive service advancements is provided. For example, an ESS will not advance an entire month's worth of transportation assistance to a customer who has yet to submit any type of verification from his/her employment. Instead, the ESS should advance an amount that will not cause any disruption in the customer's employment over a short term. This will allow the customer time to acquire verification. Once the customer submits employment verification, further advancements can be made.

Two or more employments

When the customer has two or more employment activities, the ESS will open an employment activity for each current employment.

Example: If a customer has two jobs, one at McDonalds and one at Wal-Mart, the ESS will open an employment activity for each employment.

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Customer does not know employment hours, or hours will vary

When a customer does not know what his/her hours of employment will be, or if the hours vary from week to week, the customer is to estimate the minimum number of hours he/she expects to work per week. If the hours do not meet the participation requirement (20/30/35 hours a week, 85/128/150 per month), the ESS will schedule the customer to participate in a concurrent activity. The employment activity hours will be adjusted, if needed, once verification of employment is submitted.

Employed through an employment/ temporary agency

If the customer is employed through an employment/temporary agency, the agency is considered to be the employer. However, the address of the temporary employer is the site where the customer is working.

Note: The "Additional Comments" section on the activity page in C-IV and on the WTW 2 will be used to distinguish between any changing job site assignments. A thorough **Journal** entry must also be completed, explaining the circumstances behind the multiple site locations.

Commission employment

Customers who are employed on a commission only basis will be required to provide verification of actual hours worked each month in order to determine participation hours. Types of verification used to verify actual hours include:

- Pay stubs and/or a statement from the employer with:
  - Number of hours worked,
  - Amount paid,
  - Pay dates, and
  - Dates hours worked.
- TAD 104 (E/S).

Other required ESS actions

In addition to recording employment information, the ESS will ensure the customer:

- Completes a WTW Orientation/Appraisal (O/A), if necessary.
- Completes an Assessment activity, if concurrent activity is required in order to meet participation requirements.
- Is authorized/issued supportive services needed to participate successfully in his/her required activity(ies), such as a gas card, bus pass, ancillary for work clothes, Child Care (CC), etc.

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Participation requirements

The following are participation requirements for the WTW program based on household composition:

Household Composition	Weekly/Monthly Hours
Single custodial parent with a child under six years old	**20 weekly/85 monthly**
• Single custodial parent with no children under six years old, ***or*** • All Families (Two-parent household where one parent is an excluded Work-Eligible Individual (WEI))	**30 weekly/128 monthly**
Two-parent household where both parents are WEI	**35 weekly/150 monthly**

Note: A single custodial parent is the parent of a minor child living in the household (aided or unaided), and the parent is the only parent and/or minor child head of household living in the home.

Case management for employed customers

In order to meet participation requirements (20/30/35 hours per week, 85/128/150 hours per month), the ESS will complete case management actions as follows:

If the customer reports employment…	Then the ESS will…
In person,	Complete all paperwork and actions the same day the employment is reported.
By phone,	Obtain all employment information so the employment can be entered in C-IV, and either: • Set an appointment to meet with the customer within five working days to complete paperwork and case management actions, **or** • Mail necessary paperwork if the customer is not able to attend an appointment due to his/her employment schedule, and inform the customer of the following: – Due date for the WTW 2 to be signed and returned (10 business days) to a Transitional Assistance Department (TAD) office. – Appointment to sign a WTW 2 will be scheduled on the business day following the due date, in case the mailed WTW 2 is not received timely. **Note**: The customer will not need to attend the appointment if the mailed WTW 2 is received by a TAD office on or before the designated due date (See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Participation Requirements, Welfare-to-Work (WTW) Activities for additional information).

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WTW 2 for employment

Ongoing employment activities will have an end date one year from the last day of the month prior to the month in which the customer signed his/her WTW 2. The ESS will set a **Task** 30 days prior to the employment end date to schedule the customer an appointment to sign a new WTW 2.

Note : Customers who have less than one year on aid remaining or have seasonal/temporary employment will have an employment activity end date consisting with aid/employment end.

Example 1: James signed a WTW 2 for employment on 4/30/15. His employment activity end date is 3/31/16. The ESS will set a **Task** for 3/1/16 to schedule the customer an appointment to sign a new WTW 2. On 3/21/16 James meets with his ESS and signs new WTW 2 for employment from 4/1/16 through 3/31/17. The ESS will set a **Task** for 3/1/17, 30 days prior to the end date of the new WTW 2, to schedule the customer an appointment to sign a new WTW 2.

The "Date proof is due" field on the second page of the WTW 2 will be "Semi-Annually" for employment activities.

The hours on the WTW 2 for employed customers can vary as long as the reported hours are with the same employer and do not drop below the customer's participation requirements (20/30/35 hours per week, 85/128/150 hours per month).

Example 2: Jane is a single custodial parent with a child under six. The ESS enters on the WTW 2 under **"Hours per week:"** 20+**.** The ESS will not need to complete a new WTW 2 for a concurrent activity as long as Jane's employment hours do not fall below 20 hours per week/85 hours per month.

Journal entries

The ESS will complete a **Journal** entry with employment and other pertinent information. The **Journal** entry will contain:

- **Short Description**:
  - WTW – (customer's name) new employment reported XX/XX/XX
- **Long Description**:
  - Name and address of employer
  - Employment start date
  - Weekly hours
  - Hourly wage
  - Information about any required concurrent activities
  - Information about activities/paperwork/ESS actions required and/or completed
  - IRT was reviewed and employment was determined over/under IRT.
  - Task set for MAQ to review for new employment at next SAR 7/Re-evaluation (RE).

Verification of Employment

Introduction

This section provides information regarding verification of employment.

Verification of new employment

Customers will be given 20 calendar days from the date the Welfare-to-Work Plan - Activity Assignment (WTW 2) is signed to provide initial verification of employment. Acceptable employment verification includes:

- Pay stubs and/or a statement from the employer with:
  - Number of hours worked,
  - Amount paid,
  - Pay dates, and
  - Dates hours worked.
- Employment and Income Verification form TAD 104 (E/S).

The Employment Services Specialist (ESS) may contact the employer if the customer is having difficulty obtaining verification. A TAD 104 (E/S) or an Applicants Authorization For Release of Information (ABCDM 228) must be signed by the customer and imaged into C-IV prior to contacting the employer.

Note: The customer may be given more time, not to exceed 30 days, to provide additional needed verification.

Verification and projection of new employment hours

Monthly hours of participation in **new** employment activities may be projected to the next Semi-Annual Eligibility Status Report (SAR 7) or Re-evaluation (RE) month **only** when the verification contains **exactly two consecutive weeks of employment hours.** For **new** employment, two consecutive weeks are allowed to cross over from one month to the next. If hours outside of the two consecutive weeks are reported, the ESS must obtain actual employment hours for a **full calendar month** (the first of the month through the last day of the month).

Computing average weekly hours

When the customer submits exactly two consecutive weeks of employment hours, the ESS will multiply the number of total hours worked over the two consecutive weeks by 2.17 to find the monthly hours of employment, and then divide the monthly hours by 4.33 to find the average weekly hours.

When the customer submits a full calendar month (the first of the month through the last day of the month) of employment hours, the ESS will divide the total monthly hours by 4.33 to determine the average weekly hours.

Verifying hours based on earnings and wage

When the verification the customer submits does not have the total number of hours worked, the ESS may take the gross amount of earnings and divide it by the listed wage to determine the hours worked.

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Verification of employment with SAR 7/RE

The ESSs will use the employment verification provided with the SAR 7/RE to verify hours of employment continue to meet participation requirements, and:

If ...	Then the ESS will...
Only one paystub with less than two consecutive weeks of employment is received,	Request employment verification covering the full calendar month (first of the month through the last day of the month).
Exactly two consecutive weeks of employment hours are received,	Multiply the total hours worked by 2.17 to find the monthly hours of employment.
A full months of employment verification is received,	Divide the total monthly hours by 4.33.

Rounding principle

The rounding principle for calculating monthly hours of participation is to round to the nearest whole number after the customer's total employment hours are calculated and divided by 4.33.

Example 1: 149.5 (total monthly hours)/**4.33 = 34.52** hours per month rounded to 35 hours a week.

Example 2: 149.1 (total monthly hours)/**4.33 = 34.43** hours per month rounded to 34 hours a week.

Customer's hours do not meet participation requirements

When a customer's reported employment hours (either via two consecutive weeks or a full calendar month) is not sufficient to meet his/her participation requirements, the ESS will enroll the customer in a concurrent activity as soon as possible. The customer is not allowed a "grace period" to increase his/her employment hours.

The customer will be required to participate in concurrent activities until he/she submits verification of employment hours for a full calendar month (from the first day of the month through the last day of the month) that meets his/her participation requirement.

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Employment Hours Detail page C-IV

The ESS will use the **Employment Hours Detail** page in C-IV to enter **Total Monthly Hours** of employment ***only*** when the hours of employment have been verified.

Example 1: Customer submits a full calendar month (the first of the month through the last day of the month) of employment verification for May. The ESS will enter the **Total Monthly Hours** for May in the **Employment Hours Detail** page.

Example 2: The ESS reviews the employment hours using the verification submitted with the 10/15 SAR 7/RE and will enter the **Total Monthly Hours** for 12/15 in the SAR 7/RE payment period on the **Employment Hours Detail** page.

The ESS will complete the following steps to update the **Employment Hours Detail** page in C-IV:

Step	Action
1	Click **Empl. Services - Case Summary**,
2	Click **Employment** on the task bar,
3	Click the appropriate Employer hyperlink,
4	Click **View Progress**,
5	Select the correct review month from drop down menu,
6	Click **Edit**,
7	Enter **Total Monthly Hours**,
8	Click **Save**,
9	Click **Close**, and
10	Click **Edit** and **Add** updated **Hours/Week** and **Hourly Wage** under the **Status Information** section on the **Employment Detail** page, if applicable.

Using the Kiosk

When a customer uses a Kiosk located in a Transitional Assistance Department (TAD) district office to image verification, all associated workers are notified of the imaged documentation. All workers are required to review their Imaging **Workflow** queue on a daily basis at 10 am and 2 pm, at a minimum. Each worker will review all documentation and take action as needed based on the type of verification imaged via the Kiosk.

Part-Time Employed Customers

Introduction

This section provides information regarding participation requirements and how the Employment Services Specialist (ESS) will assist customers who are only employed on a part-time basis.

When the customer is employed less than 20/30/35 hours per week, 85/128/150 per month

When a customer reports employment of less than 20/30/35 hours per week, 85/128/150 hours per month, a concurrent activity is required. The ESS will immediately schedule the customer for an appropriate concurrent activity; there is no "grace period" for the customer to try and add additional hours at his/her current place of employment. Customers must complete an Assessment activity before entering concurrent activities; see Chapter 12 – Assessment/Learning Disabilities in this handbook for further information.

Examples of concurrent activities

Two examples of concurrent activities are described below:

Example 1: A customer works 10 hours each weekend as a security guard. He is enrolled in Job Search 22 hours per week and Assessment, in order to meet his participation requirement of 30 hours a week/128 hours a month. He will complete an Assessment activity during Job Search. If he does not find a second or different job by the end of Job Search, he will be ready for enrollment in a concurrent activity.

Example 2: A customer works four hours each weekday (20 hours per week) as a receptionist and cannot attend Job Search. She needs a concurrent activity to meet her participation requirement of 30 hours a week/128 hours a month and wants to attend vocational training to improve her job skills. She must attend Assessment before her ESS can determine if vocational training is an appropriate Welfare-to-Work (WTW) activity for her. After Assessment, it is determined that vocational education is an appropriate concurrent activity for the customer. A Welfare-to-Work Plan – Activity Assignment (WTW 2) is developed that includes enrollment in a short-term certificate course in clerical/office skills 12 hours a week as her concurrent activity. Together, these activities allow her to meet participation requirements of 30 hours a week/128 hours a month.

Noncompliance for customers who are employed part-time

When a customer who is employed part-time fails or refuses, without good cause, to enroll in a concurrent activity, the ESS will follow the noncompliance procedures outlined in Chapter 18 - Noncompliance in this handbook.

Noncompliance is also appropriate if the customer begins attending a concurrent activity, but then fails to progress or stops attending, without good cause.

The ESS will help the customer to avoid noncompliance by explaining to the customer, at every contact, what is expected of him/her, and how he/she can benefit from full participation. The customer should also fully understand the consequences of nonparticipation.

Self-Employed Customers

Introduction

This section provides information regarding customers who are self-employed.

Characteristics of a self-employed customer

A self-employed customer will:

- Work for him/herself with direct control over work or services provided
- Set and collect the fees that are charged for the work or services
- Keep a written business record of hours worked, business expenses and fees that are collected
- Show earnings that are at least equivalent to the Federal minimum wage
- File State and Federal income tax returns

Types of self-employment

Self-employment income is generated by an individual who is in business for him/herself, such as (but not limited to):

- Farmers
- Babysitters
- Housekeepers
- Hairdressers
- Sales (Tupperware, Avon, Amway, etc.)
- Lawn service
- Handy man services
- Rental/roomer/boarder income
- Panhandling
- Recycling

Identifying self-employment

The following table contains examples of the types of employment that qualify as self-employment (the information in the table is not inclusive of all examples):

Self-employment	Not self-employment
Child or elder care providers working in: • Their own home, or • Someone else's home. **Example:** Mary is Rhonda's neighbor and has been looking for someone to care for her two-year-old child while she is at work. They agree that Rhonda will provide care Monday through Friday 8:00 am-5:00 pm for $25.00 per day.	• Child or elder care providers working in a center owned and operated by another party. • Home care giver for whom Federal Insurance Contributions Act (FICA) taxes are paid by the party paying for care. **Example:** Jackie is the owner of a Licensed family day care operated out of her home. Fran has been hired by Jackie as a Child Care (CC) assistant and will be working Monday, Wednesday and Friday from 6:00 am – 6:00 pm, and is paid cash in the amount of $108 each week.

Continued on next page

Identifying self-employment (continued)

<table>
<tr><th>Self-employment</th><th>Not self-employment</th></tr>
<tr><td>Housekeepers who:
• Solicit their own jobs, and
• Typically work for a variety of private parties or businesses.

Example: Beth finds Lorna's name on a board at church offering house cleaning services. Beth and Lorna agree that Lorna will clean Beth's home twice per month for $80 per service.</td><td>Housekeepers employed by:
• Hotels,
• Motels,
• Maid services, or
• Institutions

Example: Monica is employed through MM Housekeeping and provides services to various clients arranged by MM Housekeeping. MM Housekeeping provides Monica with the list of clients and locations weekly and pays her $50 per client for whom she provides services.</td></tr>
<tr><td>Salespeople who purchase products for resale (examples include Tupperware, Mary Kay, Avon, Amway) or raw materials for manufacture of products for sale, such as a crafter.

Example: Bobbi creates various crafts and jewelry items. Bobbi sells them on the weekends at the local swap meet for cash.</td><td>Salespeople employed by businesses such as department stores and car dealerships.

Example: Betty is a sales person at the jewelry counter. She is paid commission for the items she sells. The owner of the jewelry store sets Betty's work schedule and has determined the amount of commission (percentage) she earns per item.</td></tr>
<tr><td>People who do "odd jobs" or are considered a "handy man".

Example: Fred occasionally does yard work and various handy man jobs for his friends and neighbors. Fred and his clients make arrangements for the jobs he is to complete and negotiate the cost of the services provided.</td><td rowspan="2">People employed by temporary agencies or people employed by another party on a regular basis and paid "under the table".

Example 1: Marcus accepts various jobs that are assigned to him on a daily basis through a local temp agency.

Example 2: Frank is a mechanic and works at XYZ Automotive and is paid a flat rate of $300 cash per week.</td></tr>
<tr><td>People who are day laborers.

Example: John accepts various day laborer jobs that he obtains by soliciting his services at locations known to seek out day laborers.</td></tr>
</table>

Child Care (CC) as employment

If the customer does not meet participation requirements with his/her CC employment, he/she will be enrolled in a concurrent activity(ies).
CC that is reimbursed by the County is considered self-employment.

Continued on next page

Determining self-employment as an appropriate activity

The Employment Services Specialist (ESS) must review the sustainability of a customer's self-employment plan. Each customer's plan is determined on a case-by-case basis through assessment.

When determining self-employment is the most appropriate Welfare-to-Work (WTW) activity for the customer, the ESS must:

- Consider the likelihood the customer's self-employment plan will generate minimum wage.
- Develop a Welfare-to-Work Plan - Activity Assignment (WTW 2) based on the assessment of the customer's skills and needs. The assessment must also include a review of labor market information, and:

If the self-employment...	Then the self-employment...
Is not supported by the labor market,	• Will not be included in the WTW 2, and • An assessment is required.
Generates sufficient hours to meet participation requirements based on the minimum wage calculation,	• Will be included in the WTW 2, and • An assessment is not required.

Verification of new self-employment

A self-employed customer will be given 30 days to submit verification for a full calendar months' worth of income. Verification may include such forms as receipts for work performed or a statement of income received (i.e. Record of Self-Employment or Tips (TAD SAR 7 SUPP (E/S)).

Self-employed transportation

A self-employed customer is not eligible to reimbursement for the cost of transportation for delivering products sold or running errands related to his/her business. The ESS will follow the table below when approving/ denying transportation for self-employment:

If a self-employed customer maintains business...	Then transportation is...
Outside his/her home,	Approved for travel to and from their home and place of business.
Inside his/her home,	Denied.

How self-employment is entered in C-IV

The ESS will complete the **Employment Detail** page in C-IV for customers who are self-employed in the same manner as regular employment customers, with the exception of the following fields:

- **Category** - Self-employment
- **Type** - Self-employment
- **Employer** - Self-employed or the customer's business name
- **Hourly Wage** - $7.25 (Federal minimum wage)

Note: To ensure that all staff is determining employment the same way, the ESS will communicate with the Eligibility Worker (EW) when concluding whether a customer's employment meets self-employment criteria.

Continued on next page

Determining hours of employment for self-employed customers

For all self-employed customers, the countable hours are determined by dividing the net earnings (gross earnings minus actual expenses or the 40% deduction) by the Federal minimum wage of $7.25 per hour. The total monthly hours are then divided by 4.33 to determine average weekly hours for determining hours of employment.

Example:	Gross earnings	$1,400.00	
	40% deduction	– 560.00	
	Net earnings	$ 840.00 ÷ $7.25 =	115.86 hours per month

115.86 hours per month ÷ 4.33 = 26.75 = (27) average weekly hours, rounded to the nearest whole number

If the ESS is projecting new self-employment, the ESS will use the 40% standard deduction. To project ongoing self-employment, the ESS will use what the EW used to calculate Eligibility Determination Benefit Calculation (EDBC), either the 40% standard deduction or actual expenses.

Income tax

Self-employed customers must file State and Federal income tax returns, and complete the 1040 "long form", including:

- Schedule C (Profit or Loss from Business), and Schedule SE (Self-Employment Tax). This is required if the annual net earnings from self-employment are $400 or more. The tax rate for the Self-Employment Tax is approximately 15%.

Self-employed customers should set aside 30% of their income each month for taxes. They may also need the help of a professional tax preparer, since returns can be very complicated for self-employment.

Business license for self-employed customers

Each California city and/or county has licensing requirements for people doing business within its limits. Self-employed customers should be counseled about these requirements and directed to city/county offices for further information.

The customer's lack of a business license does not mean WTW will not acknowledge the customer's self-employment income or approve a self-employment activity.

City/county websites contain information about business licenses. The ESS and or customer may:

- Consult a helpful area on the State of California website "CalGOLD Business Permits Made Simple"; this site is accessed via the following links: http://www.calgold.ca.gov/, or
- Go to our county website at: http://www.sbcounty.gov/cob/.

If/when the customer(s) does obtain the proper licenses and/or permits, the ESS will image the document into the customer's case record.

Projecting Hours of Employment

Introduction

This section provides information regarding the projection of employment hours based on the Semi-Annual Eligibility Status Report (SAR 7) and Re-evaluation (RE) reporting cycle.

Definitions

The following are definitions of terms associated with projecting hours of employment:

Re-evaluation (RE): A review of all eligibility factors which is completed annually from the month of application and subsequent REs.

Semi-Annual Reporting (SAR) – California Work Opportunities and Responsibilities to Kids (CalWORKs)/CalFresh reporting system. Customers are required to submit a SAR 7 form once per year (in the sixth month after the Beginning Date of Aid (BDA) month).

SAR 7 – The report completed by the customer to report what happened in the SAR Data Month, what has happened since the RE was completed, and what is expected to happen in the next SAR Payment Period.

SAR Data Month – The month for which the customer reports all information necessary to determine eligibility and benefit allotment. The SAR Data Month is the fifth month of the semi-annual period.

SAR Submit Month – The Month in which the SAR 7 is to be submitted to the County. This is the month after the SAR Data Month and is the sixth month of the semi-annual period.

SAR Payment Period – The period for which benefits are issued. The SAR Payment Period is a six-month period that includes the BDA, the month following the SAR Submit Month, or the month following the RE.

Temporary Assistance for Needy Families (TANF) Reauthorization – Reauthorization by Congress in 2005 that included several changes to the original TANF program enacted in 1997. Congress has passed multiple extensions of this reauthorization, the most recent being in 10/13.

Continued on next page

Projecting hours of employment

TANF Reauthorization allows *only hours of employment* to be projected for six months using the pay stubs or most recent employment and pay verification submitted with the SAR 7/RE or received after ESS contacted the employer directly.

Customers must submit a SAR 7 once a year in the sixth month of the SAR Payment Period. They are then required to complete an RE one year after the BDA. A SAR 7 is not completed at the RE. Projections for employment will be based on the employment verification submitted with the SAR 7 and at the annual RE. No other activities are allowed to be projected.

To determine the customer's SAR 7 and RE due months, the Employment Services Specialist (ESS) will go to the **Case Summary** page in C-IV and look for the **RE Due Month** and **SAR Due Month** in the CalWORKs block.

Note: The ESS must ensure either a current signed Applicant's Authorization for Release of Information (ABCDM 228) or an Employment and Income Verification (TAD 104 (E/S) form is on file before contacting a customer's employer.

Examples of projecting hours for new employment

The following are examples of projecting hours for *new* employments.

Example 1: Jane is a single custodial parent with two children, ages seven and three. She signed a WTW 2 for a new employment on 2/1. Jane submitted her first pay stub on 2/24. The pay stub covers the time period of 2/8 to 2/21 and shows that Jane worked a total of 45 hours. The ESS determines the time period covers exactly two consecutive weeks. The ESS also calculates the monthly hours to be 97.65 (45 x 2.17), and the weekly hours to be 23 (97.65/4.33 = 22.55). The ESS finds Jane is meeting her participation requirement with her employment hours and projects her hours until her next SAR 7/RE due month.

Example 2: James is a in a two-parent case. Both parents are Work-Eligible Individuals (WEIs). The other parent is currently exempt for caring for a child age birth to 23 months. James reports new employment and signs a WTW 2 on 2/25. He submits his first pay stub on 3/11. The pay stub covers the period of 2/27 to 3/4 and shows James worked 37.5 hours. The ESS determines the pay stub covers less than two consecutive weeks (seven days). The ESS will need to obtain a full calendar month (from the first day of the month through the last day of the month) of employment hours in order to project James' hours of employment to the next SAR 7/RE due month.

Continued on next page

Reviews for projected employments

When employment hours have been projected and the customer is meeting his/her participation requirement solely with the employment hours, the ESS will review these cases semi-annually with the SAR 7/RE:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Set the Activity Review Date in C-IV for the 10th of the month following the SAR 7/RE due month.</td></tr>
<tr><td>2</td><td>Continue to evaluate any employment verification that is submitted to ensure the customer is continuing to meet his/her participation requirements and that there has not been a change, and:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The total number of hours worked is not included on the employment verification(s) submitted with the SAR 7 or at the RE,</td><td>The ESS will need to obtain verification of actual hours worked during the Data Month in order to project.
If actual hours are received, then verification can only be for that month (the first of the month through the last day of the month), no cross over pay periods can be used.</td></tr>
<tr><td>A customer reports a change in his/her employment hours,</td><td>Projection ends and new employment verification is required showing the change in hours. Weekly hours will be recalculated for participation requirements.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Sight verify employment verification submitted with the travel claim to ensure the customer is meeting participation requirements assigned in his/her Welfare-to-Work Plan – Activity Assignment (WTW 2), and:
<table>
<tr><th>If the ESS receives verification that the customer is…</th><th>Then the ESS will…</th></tr>
<tr><td>No longer meeting his/her participation requirements outlined on the WTW 2,</td><td>Attempt to contact the customer to obtain clarification,
Schedule an appointment for the customer to sign a new WTW 2 for a concurrent activity or request that the customer submit verification of actual hours showing that he/she is meeting participation requirements,
Begin counting months toward the customer’s WTW 24-Month Time Clock the first of the month following the date verification was received indicating the customer did not meet Federal participation requirements, if applicable, and
Journal all actions taken.
<u>Note:</u> Once actual hours of employment have been received, projection will end.</td></tr>
<tr><td>Meeting his/her participation requirements outlined on the WTW 2,</td><td>Journal all actions taken.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Continue to review the WTW 24-Month Time Clock each month after the activation date of the clock and update Time Limit pages in C-IV.</td></tr>
</table>

<u>Note</u>: Projection is NOT applicable to paid Work Experience (WEX), as employment hours are received monthly, and ESSs are required to complete monthly reviews because actual hours are received each month.

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Example of customer submitting pay verification that no longer meets participation

The following is an example of a customer submitting pay verification that no longer meets projected employment hours.

The ESS has projected employment hours of 20 hours per week/85 hours per month for the customer. The customer submits pay verification with his monthly travel reimbursement request. The ESS reviews the documentation provided. The documentation reviewed does not match the current projected hours of 20 hours per week/ 85 hours per month as stated on the WTW 2. The ESS contacts the customer by phone, sends an appointment letter to sign a new WTW 2 for a concurrent activity and Journals that hours provided with the travel reimbursement request does not match the current WTW 2 along with all other actions taken.

Employment reviews based on the SAR 7/RE period

The ESS will complete an employment review on cases with employment activities by the 10th of the month following the SAR 7/RE due month. Projections based on verification of hours submitted with the SAR 7/RE will begin the month following the SAR 7/RE due month and continue through the next five months.

Example of an employment review based on the SAR period

The following is an example of an employment review during the SAR period.

The customer's SAR 7 submit month is November. The customer submits employment verification for the month of October with the SAR 7. The Eligibility Worker (EW) processes the SAR 7 and establishes the next payment period for the next six months (December through May). The ESS reviews the employment hours using the verification submitted with the SAR 7 by December 10th, and will project these hours from December through May. The ESS will update the hours on the **Employment Hours Detail** page and set the employment **Activity Review Date** in C-IV to June 10th.

Determining hours of employment - SAR 7/RE

The ESS will determine hours of employment based on information received with the SAR 7/RE. Weekly hours of participation are determined by dividing the full month's employment hours from verification submitted with the SAR 7/RE by 4.33. The pay periods on the verification may cross over from month to month when projecting using the SAR 7/RE.

Actual hours worked not included with SAR 7/RE

When the number of hours worked **is not** included on the employment verification(s) submitted with the SAR 7/RE, the ESS must obtain verification of actual hours worked during the Data Month in order to project through to the next SAR 7/RE.

The amount of income listed in the C-IV Eligibility Determination Benefit Calculation (EDBC) cannot be used to determine hours worked.

Once actual hours are received, the verification can only be for that month (from the first day of the month through the last day of the month). No cross over pay period hours can be used.

Note: Any time the ESS receives actual hours of participation during the certification period, he/she may no longer project hours until next SAR 7/RE.

Continued on next page

Projecting Hours of Employment, Continued

Calculating employment hours from verification submitted with the SAR 7/RE

When calculating hours from verification submitted with the SAR 7/RE, the ESS will take the following actions:

Step	Action
1	Add all employment hours from verification submitted with the SAR 7/RE, ensuring that hours are anticipated by the customer for the new payment period.
2	Divide the hours by 4.33 (the average number weeks in a month) to find the weekly hours.
3	Update the **Employment Hours Detail** page in C-IV. Refer to **C-IV User Guide** > **WTW** > **Entering hours of Employment** for a step action guide to entering verified hours of employment.
4	**Journal** all actions taken.

Note: In order to project *new* employment hours, the ESS must have exactly two consecutive weeks of employment verification.

Changes in employment hours

The ESS will take the following actions when there is a change in a customer's employment hours based on verification submitted at the SAR 7/RE, Kiosk, or other form of receipt:

If the customer's hours have…	Then ...
• Increased, and the customer is meeting participation requirements, or • Decreased, but the customer is still meeting participation requirements,	• Update the appropriate **Employment** and **Activities** pages in C-IV, • Create an updated service arrangement for transportation assistance, and • **Journal** all actions taken.
• Increased, and the customer is not meeting participation requirements, or • Decreased, and the customer is no longer meeting participation requirements,	• Update the appropriate **Employment** and **Activities** pages in C-IV, • Contact the customer to find out why hours decreased, if applicable, • Schedule an appointment for the customer to sign a WTW 2 for a concurrent activity, and • **Journal** all actions taken.

Note: Noncompliance will **not** be initiated when there is a decrease in employment hours.

Using the Kiosk

When a customer uses a Kiosk located in a Transitional Assistance Department (TAD) district office to image verification, all associated workers are notified of the imaged documentation. All workers are required to review their Imaging **Workflow** queue on a daily basis at 10 am and 2 pm, at a minimum. Each worker will review all documentation and take appropriate action as needed based on the type of verification imaged via the Kiosk.

Monitoring Employed Customers

Introduction

This section provides information regarding monitoring employed customers.

How often monitoring is required

After the customer has reported employment, the Employment Services Specialist (ESS) will monitor the customer's case information on a semi-annual basis and review the income verification (pay stubs) provided with the customer's Semi-Annual Eligibility Status Report (SAR 7), and Re-evaluation (RE).

Reviewing employment information in C-IV

Once the customer has reported employment on his/her SAR 7/RE, the ESS will review C-IV for:

- Employment information reported to the Eligibility Worker (EW),
- **Journal** entries completed by the EW,
- Eligibility Determination and Benefit Calculation (EDBC), and
- Imaged pay stubs to project hours of employment for the Semi-Annual Reporting (SAR) period.

Case reviews for employed customers

The ESS will review employed cases **semi-annually**, the month **after** the SAR 7 Submit Month and at RE. The ESS will Journal and set Tasks for the 10th of the month after the customer's SAR 7 and RE due dates.

The ESS will review C-IV for:

- All **Journal** entries.
- Hours listed on pay verification provided with SAR 7/RE.
  <u>Note</u>: Staff is required to notify other programs whenever there is any type of reported change in employment.
- Cases to check for any reported increase or decrease in hours and earned income. If projected hours have changed:
  - Review the case and the changes,
  - Re-calculate the projected hours of employment,
  - Have the customer sign a new Welfare-to-Work Plan-Activity Assignment (WTW 2), if appropriate, and
  - **Journal** all actions taken.

<u>Note</u>: The ESS is required to review a customer's case monthly if he/she is enrolled in concurrent activities with employment.

WTW 24-Month Time Clock

The ESS must review the Welfare-to-Work (WTW) 24-Month Time Clock monthly after the activation date, and update **Time Limit** pages in C-IV. In many instances C-IV will auto populate the customer's WTW Time Limit status based on data in C-IV.

Refer to Chapter 19 – 24-Month Time Clock in this handbook for specific instructions about updating the WTW 24-Month Time Clock.

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Journal entries

The ESS will complete a thorough Journal entry for all actions taken when monitoring an employed customer's case:

- **Journal-Short Description** will contain a brief, precise introduction to what the **Journal** entry contains (Example; WTW-Employment Review, or WTW-Customer in office reporting employment).
- **Journal-Long Description** will contain a descriptive narration of all actions taken, including but not limited to the following:
  - Who, what, when, where, why and how of the case.
  - Case management decisions.
  - Clear and concise record of case actions taken by the ESS and the customer.
  - Length of time the customer spent in office with ESS.

Travel claims for employed customers

Customers requesting monthly supportive services such as reimbursement for travel need to provide employment verification; verification will be sight verified and **Journaled**. The chart below explains the process the ESS will follow:

If the customer is…	Then…
Meeting his/her participation requirements as stated on the WTW 2,	• Review and approve the travel claim. • Create a **Journal** entry stating the following: – Travel claim was sight verified, – Customer is meeting his/her participation requirements as stated on the WTW 2, and – No changes were reported, if applicable, or list what changes were reported and actions taken.
Not meeting his/her participation requirements as stated on the WTW 2,	• Call the customer to ask why he/she is not meeting participation requirements, and – Ask the customer for additional documentation, if needed (once actual verification is received projection stops, and actual verification must be received until the next SAR 7 or RE), or – Send the customer an appointment letter if he/she needs to be assigned to a concurrent activity to meet participation requirements. • Review and approve the travel claim, as appropriate. • Create a thorough **Journal** entry.

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Customer's full-time earnings are not enough to make him/her self-sufficient

Some customers may consistently work full-time, but still not earn enough to become self-sufficient. In such cases, the ESS will refer the customer to better-paying jobs based on the customer's qualifications and experience.

Even when the customer is meeting participation requirements with employment alone, the customer may voluntarily participate in additional activities. The ESS will encourage the customer to take advantage of other activity(ies) (e.g., education or training) that may help him/her be able to earn more by advancing or changing jobs.

The ESS will ensure that:

- The customer be assessed prior to attending additional activities, and that he/she signs a WTW 2 that incorporates all activities.
- Noncompliance not be initiated if the customer chooses to end participation in the concurrent activity while still meeting requirements with his/her employment.
- Supportive services are available for all activities included in the customer's WTW 2.

Customer is promoted or changes jobs

When a customer is promoted to a new position at his/her current place of employment, or becomes employed with a different employer, the ESS will:

Step	Action
1	Complete the **Employment Detail** page in C-IV with the new employment,
2	Close out the prior employment, if applicable.
3	Open new employment activity in C-IV,
4	Generate a new WTW 2 to reflect any changes in location, schedule or activity start time,
5	Update supportive services as needed.
6	**Journal** all actions taken.

Note: The ESS must review the Child Care (CC) case within 10 days if employment and/or hours change. Failure to act on the change may result in an error in the CC case, as a new CC certificate may be required.

When a customer loses his/her job

As soon as the ESS knows the customer is no longer employed, he/she will:

Step	Action
1	Attempt phone contact with customer. If customer is not available by phone, set an appointment to meet with the customer within ten calendar days to enroll him/her into the next appropriate activity.
2	Close the current employment activity.
3	Send a Notice of Action (NOA) to end supportive services, with ten-day notice.
4	Review the CC case (within 10 days). Failure to act on the change may result in an error in the CC case.

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Customer’s hours drop

When a customer is no longer working enough hours to meet participation requirements (20/30/35 hours per week, 85/128/150 hours per month), the ESS must enroll the customer in concurrent activities. The ESS will first call the customer and, if unable to contact the customer by phone, he/she will set an appointment to meet with the customer. The appointment is scheduled to be completed within 10 calendar days. This must take place as soon as possible in order to meet work participation requirements.

Noncompliance may be initiated when the ESS has knowledge the customer failed or refused, without good cause, to continue his/her employment at the same level of earnings. See Chapter 18 – Noncompliance in this handbook for additional information.

The ESS will not complete a new WTW 2 as long as the customer’s hours of employment do not fall below the hours needed to meet Federal participation requirements.

The ESS will review the CC case (within 10 days) if employment hours change, because the ESS needs to authorize the appropriate CC services.

Note: All verified hours of employment must be entered on the C-IV **Employment Hours Detail** page, and the ESS must **Journal** all case actions. Refer to **C-IV User Guide** > **WTW** > **Entering hours of Employment** for instructions about entering verified hours of employment.

Customer discontinued from CalWORKs due to employment over-income

When a customer is discontinued from the California Work Opportunity and Responsibility to Kids (CalWORKs) program due to employment over-income (earned income), the ESS will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Contact the customer to inquire if he/she wants to participate in Job Retention Services, and:
<table><tr><th>If the customer...</th><th>Then...</th></tr><tr><td>Wants to participate,</td><td>Provide or mail customer the Job Retention Services (TAD WTW 411.1) and the Work Pays in So Many Ways (TAD 730 (E/S)) brochures.</td></tr><tr><td>Does not want to participate</td><td>Discontinue the WTW.</td></tr></table>
<u>Note</u>: See Chapter 20 - Job Retention Services for specific information regarding Job Retention.</td></tr>
<tr><td>2</td><td>Review and transfer the case to Stage Two Child Care.</td></tr>
<tr><td>3</td><td>Journal all actions taken.</td></tr>
</table>

Income Reporting Threshold (IRT)

Introduction

This section provides information regarding the Income Reporting Threshold (IRT).

IRT basics

The IRT is the level of income a California Work Opportunities and Responsibility to Kids (CalWORKs) and/or CalFresh customer must report to an Eligibility Worker (EW) between reporting periods. Benefits may be decreased or discontinued based on what is reported.

Required mid-period report

CalWORKs customers are required to report mid-period if their income exceeds their current IRT level.

IRT determination

The EW is responsible for comparing the customer's income with the IRT levels. The Employment Services Specialist (ESS) can also determine a customer's IRT levels by reviewing the most recent CalWORKs **Eligibility Determination Benefit Calculation (EDBC) Summary** page in C-IV.

The table below provides steps for navigating to the **CalWORKs EDBC Summary** page:

Step	Action
1	• Click **Eligibility** on the **Global Navigation** bar**,** • Select **Customer Information** from the drop down menu.
3	Click **EDBC Results** on the **Task Navigation** bar.
4	Select the most recently ran **CalWORKs EDBC** hyperlink that does not have an **End Month** entered.
5	Scroll down to the **New IRT Calculation** block. The lowest dollar amount *that has not already been surpassed* is the customer's current IRT.

IRT Chart

ESSs will use the chart below to determine IRT based on:

- Assistance Unit (AU) size,
- Maximum Earned Income Limit, and
- Non-Exempt Maximum Aid Payment (MAP) levels.

AU size	Maximum Earned Income Limit, Non-Exempt
0	$227
1	$888
2	$1,308
3	$1,566
4	$1,824
5	$2,044
6	$2,268
7	$2,466
8	$2,670
9	$2,868
10 or more	$3062

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Verification of employment and IRT

When a customer submits verification of employment (new or existing), the ESS will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Calculate the monthly income using the submitted verification, and:
<table>
<tr><th>If the verification covers...</th><th>Then ...</th></tr>
<tr><td>Exactly two weeks' worth of employment (for new employment only),</td><td>Multiply the gross earnings by 2.17.</td></tr>
<tr><td>A full calendar month, first to the last day of the month (for new or existing employment),</td><td>Use the gross amount of earnings stated on the verification.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Go to the customer's most recent CalWORKs EDBC Summary page in C-IV.</td></tr>
<tr><td>3</td><td>Compare the dollar amounts in the New IRT Calculation block to the monthly earned income from employment, and:
<table>
<tr><th>If the monthly…</th><th>Then…</th></tr>
<tr><td>Earned income from employment exceeds the family's Non-Exempt MAP IRT level,</td><td>Set the following Task for CalWORKs:
Due Date – Five business days from the current date
Type – Income Change
Long Description – Customer has reported earnings that exceed IRT. Please review verification imaged on (current date).
E-mail the Task to the Master Assignment Queue (MAQ) assigned to the CalWORKs program.
Image the verification.</td></tr>
<tr><td>Earned income does not exceed the family's Non-Exempt MAP IRT level,</td><td>Do not image the verification.
Sight verify to ensure customer is meeting participation requirements stated on his/her current WTW 2.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Journal all actions taken.</td></tr>
</table>

Continued on next page

Using the Kiosk

When a customer uses a Kiosk located in a Transitional Assistance Department (TAD) district office to image verification, all associated workers are notified of the imaged documentation. All workers are required to review their Imaging **Workflow** queue on a daily basis at 10 am and 2 pm, at a minimum. Each worker will review all documentation and take appropriate action as needed based on the type of verification imaged via the Kiosk.

Examples of IRT

The examples below provide information regarding employed customers and their IRT levels.

Example 1: Sue reports her hours of employment for the month of November increased from 20 hours to 30 hours per week. She is paid $12.00 hour.

The ESS:

- Calculates the income and hours of participation from the verification provided.
- Reviews the **New IRT Calculation** block located on the **CalWORKs EDBC Summary** page in C-IV.
- Determines whether or not the new monthly income will exceed the family's current lowest IRT amount.
- Sets a **Task** and e-mails the Eligibility Worker (EW)/MAQ regarding this information.
- Images the verification Sue provided.
- Creates a thorough **Journal** entry.

Example 2: Sam reports his hours of employment for the month of December have changed from 20 to 25 hours per week. He is paid $9.00 an hour and his pay increased weekly by $45 dollars.

The ESS:

- Calculates income and hours from the verification provided.
- Reviews the **New IRT Calculation** block located on the **CalWORKs EDBC Summary** page in C-IV.
- Determines that the family IRT level has not been surpassed.
- Determines he does not need to contact the EW/MAQ as the family's IRT level has not been exceeded.
- Does not image income verification provided.
- Creates a thorough **Journal** entry.

EW responsibility

The EW must immediately notify the ESS via e-mail when a customer reports **any** change in employment (i.e. increase, decrease in wages or change of employer).

Ending Employment

Introduction

This section provides information regarding ending employment activities.

Notice of employment termination

The Employment Services Specialist (ESS) will take immediate action upon receiving notice that a customer is no longer employed so the customer can begin participating in another Welfare-to-Work (WTW) activity as soon as possible. Notification of the termination of employment can come from the following sources:

- Customer
- Employer
- Eligibility Worker (EW)

Note: The ESS will not notify the EW when the customer reports employment loss/termination, unless proof that the customer received his/her final pay is received by the ESS. Employment loss/termination is not a mandatory mid-period report. It is the customer's responsibility to report his/her loss of income as it will increase their grant amount.

Closing an employment activity

When the ESS discovers that a customer is no longer employed, the following actions will be taken:

Step	Action
1	Attempt to contact the customer by phone to schedule an appointment within five business days to sign a new WTW Plan Activity Assignment (WTW 2). If the attempt at phone contact is unsuccessful, proceed in scheduling and mailing the customer an appointment letter in C-IV.
2	Close both the employment and the activity in C-IV.
3	Mail a Denial of Transportation (NA 821) to the customer, terminating supportive services.
5	Discontinue the Child Care (CC) Program, (See Child Care Policy Handbook (CCPHB) Chapter 5 – Discontinuances and Transfers for additional information).
6	**Journal** all actions taken.

Noncompliance initiation for quitting a job

Noncompliance may be initiated for quitting a job only when the ESS has verification the customer voluntarily quit his/her position and no good cause was established. Good cause reasons include, but are not limited to:

- Being the recipient of harassment or a hostile working environment,
- Employment location is an excessive distance from his/her residence, or
- Work schedule conflicts with a General Education Development (GED) certificate/High School Diploma (HSD) program schedule (teen and teen parents only).

The ESS will not initiate noncompliance when a customer is laid off or reaches the end of temporary employment. The ESS will schedule an appointment for the customer to sign a WTW 2 for a different activity.

Work Study

Introduction

This section provides information regarding customers enrolled in Work Study.

Characteristics of Work Study

Work Study is employment through the school/college where the customer is enrolled and making satisfactory progress. Work Study is a type of subsidized employment where a college uses California Work Opportunity and Responsibility to Kids (CalWORKs) or Federal funds to pay the customer's wage.

Entering Work Study Employment in C-IV

The Employment Services Specialist (ESS) will complete the **Employment Detail** page in C-IV for customers who are participating in Work Study **through** their school/college. The ESS will create the Work Study activity by clicking the **Save and Add Activity** button on the **Employment Detail** page.

For detailed instructions regarding entering Work Study employment, see the Employment – Adding employment section under WTW in the C-IV User Guide.

Note: If the customer is participating in Federal Work Study, his/her hourly wage will be less than State minimum wage. The Federal wage will be entered on the C-IV **Employment Status Detail** page.

Campus CalWORKs coordinator's role

If needed, the ESS will obtain information about the customer's Work Study employment from the campus CalWORKs Coordinator.

Contact information for the CalWORKs Coordinators is located in Chapter 7 - Self-Initiated Program (SIP) and/or Chapter 16 - Education and Training of this handbook.

Work Study as a concurrent activity

Work Study is often the best concurrent activity for customers who are in a Self-Initiated Program (SIP) or post-assessment vocational programs.

Not only does Work Study help Welfare-to-Work (WTW) meet participation requirements, it helps the customer earn a wage while gaining work experience and transferable skills; the Work Study assignment often relates to the customer's field of study.

On-the-Job Training (OJT)

Introduction

This section provides information regarding On-the-Job Training (OJT).

Definition and characteristics of OJT

OJT is training provided to a customer after he/she has been hired by an employer and is earning a wage. OJT training incentives reimburse up to 50% of wages paid over a set training period for eligible new hires. The goal of OJT is the continued long-term employment of the customer with the employer.

Typical characteristics of OJT are:

- The Workforce Development Department (WDD) Employer Services Unit arranges OJT positions.
- Most customers referred to an OJT position have already completed Orientation and Appraisal, Job Readiness and Assessment.
- OJT provides a customer with the knowledge and skills essential to the full and adequate performance of the job; OJT is not intended to last until the customer is totally proficient in the occupation.
- OJT positions generally will not exceed six months in duration.
- During the OJT period, the customer is considered an employee of the company/agency and receives wages from the employer.

How OJT positions are created

The WDD Employer Services Unit enters into contracts with employers who are interested in developing OJT positions. WDD negotiates the length of each contract on an individual basis. The contract specifies the OJT employer is responsible for:

- Providing all necessary instruction and training.
- Providing Workers' Compensation and State Disability Insurance (SDI).
- Treating the OJT customer as a regular employee.

How to find out about available OJT positions

OJT positions are posted on the WDD website. The WDD Job Placement Specialist (JPS) will assist the customer and/or ESS in investigating OJT opportunities.

How OJT employment is entered in C-IV

The ESS will complete the **Employment Detail** page in C-IV for customers who are participating in OJT. The ESS will create the OJT activity by clicking the **Save and Add Activity** button on the **Employment Detail** page.

For detailed instructions regarding entering OJT employment, see the Employment – Adding employment section under WTW in the C-IV User Guide.

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Pre-enrolled OJT

If a customer is pre-enrolled and/or already participating in an OJT assignment through WDD at the time he/she is required to participate in the WTW program, the following chart explains what the ESS will do and how the customer's participation is affected:

The ESS will:	The customer is not required to attend:
Conduct an individual Orientation and Appraisal around the customer's OJT schedule.	Job Readiness as the first activity following Orientation and Appraisal.
• Complete the Applicant's Authorization for Release of Information (ABCDM 228) and has the customer sign and date. • Request a copy of the WDD Assessment report and any other pertinent information from the WDD case manager.	An Assessment activity through WTW.
Develop the customer's WTW 2 based on the information received and enroll the customer in the OJT activity.	

Matching a customer with an OJT position

A customer will be considered suitable for an OJT position if he/she has:

- The basic job skills required by the employer.
- A positive attitude.
- Completed an Assessment activity and the results are compatible with the OJT position.
- No significant prior experience and/or training in the occupational area for which OJT is being considered, or lacks recent employment experience in the occupation.
- General knowledge of the expectations associated with the work place, including: attendance, punctuality, adhering to work place requirements, appropriate dress/grooming, accepting supervision, dealing with co-workers appropriately, and accepting responsibility for work and actions.
- The supportive services available allowing him/her to participate with no restrictions.

Continued on next page

On-the-Job Training (OJT), Continued

Referring a customer to an OJT position

WDD JPSs can assist customers in applying for OJT positions. Job Placement staff will also arrange for the customer to interview with the eligible employer. The ESS will take the following actions to refer a qualified customer to an OJT position:

Step	Action
1	Verify the customer has been approved for cash aid.
2	Ensure the customer and the position are a “match” by checking all items listed in the “Matching a customer with an OJT position” block.
3	Schedule an appointment for the customer to meet with the JPS.
4	**Journal** all actions taken.

WDD Employer Services Unit responsibilities

WDD Employer Services Unit staff are responsible for keeping the ESS informed about the customer’s:

- Appointment to an OJT position with a qualified employer.
- Success or failure in beginning the OJT activity.
- Attendance/progress in the OJT activity.
- Failure to continue meeting participation requirements.

ESS responsibilities

The ESS is responsible for completing and following up actions when a customer has been placed in an OJT position, including:

- Completing a WTW 2 to include the OJT activity.
- Entering the employment and OJT activity in C-IV.
- Arranging for necessary supportive services.
- Reviewing progress/attendance reports to ensure the customer continues to meet participation requirements and input attendance information.
- Providing counseling and job coaching to improve the customer’s job retention.
- Keeping the WDD Employer Services Unit informed of any issues that may affect the customer’s participation in the OJT activity (i.e., the customer moves, his/her cash aid is discontinued, etc.).
- Completing a thorough Journal entry documenting all actions.

Employer contact

All communication regarding a customer’s participation in an OJT activity will be directed to the WDD Employer Services Unit. The ESS will not contact the OJT employer directly.

Completion or termination of OJT

The WDD Employer Services Unit will notify the ESS when a customer completes or is terminated from an OJT assignment. The notification will include the reason for early termination of an OJT assignment, if applicable. Upon notification, the ESS will:

Step	Action
1	Take all necessary follow up action to end the activity.
2	Discontinue corresponding supportive services.
3	Enroll the customer in his/her next activity, and
4	Complete a thorough **Journal** entry

Apprenticeship

Introduction	This section provides information about apprenticeship opportunities.
Benefits of apprenticeship	Apprenticeships offer Welfare-to-Work (WTW) customers an avenue to self-sufficiency. Apprenticeship programs may take up to four years of training; students earn money while they learn, practicing their trade under the supervision of a journeyperson and attending classes as scheduled by the program. Apprenticeship programs: • Develop highly trained workers with marketable skills for high demand occupations. • Create a cost-effective pool of employees with desired skills. • Offer an opportunity to obtain high wage jobs. • Offer fringe benefits such as vacation pay, health and dental insurance, pensions, etc.
Division of Apprenticeship Standards (DAS)	The Division of Apprenticeship Standards (DAS) creates opportunities for Californians to gain employable lifetime skills and provides employers with a highly skilled and experienced workforce while strengthening California's economy. The California Department of Social Services (CDSS) identified apprenticeship programs as a valuable work opportunity that may result in additional WTW customers meeting the Work Participation Rate (WPR) and becoming self-sufficient.
How to find out about apprenticeship positions	The Employment Services Specialist (ESS) can access the DAS database, which provides information regarding available apprenticeship programs by craft and County, at www.dir.ca.gov/databases/das/aigstart.asp. The listing of registered program sponsors on the website does not necessarily signify they are taking applications for apprenticeship. Program sponsors determine individually when they will take applications. The ESS will: • Contact program sponsors to check on open application periods, and • Assist customers in finding appropriate sponsors based on their requirements.

CHAPTER 16

Education and Training

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Chapter 16

Education and Training

Chapter Overview

Introduction

Education and training may be included as approved activities in a customer's Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) whenever the results of an Assessment indicate that the customer would benefit from, and agrees to an educational activity.

References

The following references pertain to this Chapter:

- Eligibility and Assistance Standards (EAS) 42-714.3(h)
- EAS 42-716.111(k)(l)(m)
- EAS 42-716.2

ABE, GED, ESLs are not considered SIPs

Customers who are enrolled in Adult Basic Education (ABE), General Educational Development (GED), English-as-a-Second Language (ESL) programs at the time of Appraisal are not considered SIPs; these activities may be included in the customer's WTW 2 under certain conditions explained later in this chapter.

Policies and procedures for Self-Initiated Education and Training Programs (SIPs) are discussed in Chapter 7 of this Handbook.

Teen participation

Participation requirements for teens who do not have a GED or equivalent, and who are not eligible to participate in the Cal-Learn program, are discussed in the Teen Participation Chapter. Cal-Learn participation requirements are discussed in that chapter of this Handbook.

Continued on next page

In this chapter

This Chapter contains the following sections:

Forms summary

The table below summarizes various forms referenced in this chapter. All forms are available within the C-IV system or from the forms link at the on-line Welfare-to-Work Policy Handbook (WTWPHB) in the Human Services (HS) website.

Form #	Title
ABCDM 228	Applicant's Authorization for Release of Information
WTW 77	Memo to Service Providers
WTW 735	Education/Training Progress Report
WTW 735.2	Attendance Report
WTW 772.4 A	Individual Education Plan
PLAN 102 CIV	Progress and Attendance
WTW 1	Rights and Responsibilities
WTW 2	WTW Plan Activity Assignment
PLAN 109 CIV	Referral to Activity

Section A

Education/Training General Information

Overview

Introduction

This section provides general information about education and training activities.

In this section

This section includes the following topics:

Definitions

Introduction

This section provides definitions for terms commonly associated with education and training activities.

Education Directly Related to Employment

The Education Directly Related to Employment activity is for customers **who have not** received a High School Diploma (HSD) or its equivalent. It includes courses designed to provide skills and trainings for specific occupations or work settings. Education/courses that are assigned to the Education Directly Related to Employment activity include:

- **English-as-a-Second Language (ESL)** - ESL instruction is designed for customers whose primary language is not English. ESL is intended to enhance a customer's reading, writing, speaking, and vocabulary skills in the English language.
- **Adult Basic Education (ABE)** - ABE is remedial instruction that is designed to help customers enhance **both** their reading and math skills. To be successful in ABE, a customer's reading **and** math proficiencies on the Adult Basic Learning Examination (ABLE) test must be at least at a third grade level and below a ninth grade level.
- **General Educational Development (GED)** - GED instruction is intended to help customers obtain an equivalency certificate. To be successful in a GED program, a customer's math and reading proficiencies on the Adult Basic Learning Examination (ABLE) test should be at a ninth grade level.
- **Vocational Education/Training** – Vocational Education programs exceeding 12 months.

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Job Skills Training Directly Related to Employment

The Job Skills Training Directly Related to Employment activity is for customers who have received a HSD or its equivalent. It includes training and education necessary for customers to obtain employment, advance, and/or adapt to a changing work environment. Training and education courses that are assigned to the Job Skills Directly Related to Employment activity include:

- **Welfare-to-Work (WTW) In-House Job Skills Training Directly Related to Employment** – Curriculum designed to assist customers with job skills.
- **Literacy** - Remedial instruction that is designed for customers whose reading score on the ABLE test is below a third grade proficiency level.
- **ESL** instruction is designed for customers whose primary language is not English. ESL is intended to enhance a customer's reading, writing, speaking, and vocabulary skills in the English language.
- **ABE** is remedial instruction that is designed to help customers enhance both their reading and math skills. To be successful in ABE, a customer's reading and math proficiencies on the ABLE test must be at least at a third grade level and below a ninth grade level.
- **Vocational Education/Training** – Vocational Education/Training programs exceeding 12 months.

Hybrid and Online classes

The following are definitions of Hybrid and Online courses:

- **Hybrid courses** - Courses that combine classroom-based face-to-face instruction with computer-based instruction in a virtual learning environment.
  - To qualify as a hybrid course, 30%-70% of the course content must be delivered online.
- **Online Course** - Courses in which instruction is conducted solely through the use of computer software in a virtual learning environment.
  - To qualify as an online course, 100% of the content must be delivered online, although faculty may require on-site exams.

Vocational Education/ Training

Vocational Education/Training must meet all of the following requirements:

- Education or training at a college, adult school, vocational school or Regional Occupational Program (ROP) that leads to employment,
- Be on the List of Approved Education Training Programs for San Bernardino County (this list can be found in this chapter, section titled "2013-2014 List of Approved Education/Training Programs"), and
- A program that leads to a degree/certificate.

Note: When an education or training program is not included in the List of Approved Education and Training Programs, Employment Services Manager (ESM) approval is necessary prior to signing a WTW 2.

Approved Education and Training Programs

2013-2014 list of approved education/ training programs

This list has been developed with the assistance of local education providers and, per regulation, is revised annually. The following undergraduate degree and/or certificate programs have been determined to lead to employment in San Bernardino County.

Programs (A – R)	
Accounting	Geographic Information Systems (GIS)
Administration of Justice	
Agriculture/Natural Resources	Graphic Design
Airframe Technician/Power Plant Technician	Green Technology • Building Performance Analyst (BPI) • Home Energy Raters • Solar Thermal Installer & Technician • Renewable Energy • Weatherization Technician
Automotive Technology	
Business • Administration/Office Technologies • Education • Finance • Information/Management Systems • Management • Sales/Marketing	Home Health Aide
	Housekeeping
	Human Services
	Janitorial Training
Child Care/Child Development	Landscape Technology
Computer Information Systems	Liberal Arts/Studies (Education/Teaching)
Computer Integrated Design/Drafting/Graphics	Maintenance and Repair
Computer Science	Machinist Technology
Construction Laborer	Medical Assistant
Correctional Science	Medical Records Technician
Criminal Justice	Nursing
Culinary Food Services	Nursing Assistant
Customer Service	Paralegal
Dental Assistant	Paramedic
Dietetic Technician	Pharmacy Technician
Education Technology	Phlebotomy
Electrician	Plumbing
Electronics Technology	Police Science
Emergency Medical Technician (EMT)	Psychiatric Technician
Engineering	Radiologic Technology
Forklift Operation	Real Estate/Appraiser/Assessor
	Respiratory Therapy
Food Preparation	Restaurant Management
	Retail Merchandising/Occupations

Continued on next page

Approved Education and Training Programs, Continued

2013-2014 list of approved education/ training programs (continued)

Programs (S-W)	
Security Guard	Truck Driving
Sociology	Veterinary Assistant/Technician
Speech-Language Pathology Assistant	Warehouse Logistics
	Water Technology
Teacher	Welding
Teacher Assistant	

Authorization for Release of Information

When a customer is enrolled in an education or training program, a signed Applicant's Authorization for Release of Information (ABCDM 228) must be imaged in C-IV before the ESS may exchange any information about the customer with the educational provider.

Education Directly Related to Employment

Introduction

The Education Directly Related to Employment activity includes courses designed to provide skills and trainings for specific occupations or work settings.

Education directly related to employment

The Education Directly Related to Employment activity is only for customers who **do not** have a High School Diploma or its equivalent and who are participating in:

- Adult Basic Education (ABE),
- English-as-a-Second Language (ESL),
- General Educational Development (GED), and
- Vocational Education/Training extending beyond 12 months.

Note: These activities are not considered Self-Initiated Programs (SIPs).

Counting hours

Education Directly Related to Employment activities count towards the Federal Work Participation Rate (WPR) if combined with 20/30 hours of a core activity.

See Chapter 14 – Participation Requirements, Welfare-to-Work (WTW) Activities for additional information on core/non-core activities.

Attendance

Attendance requirements are the same as all Education and Training activities. See Attendance Policy in this Chapter.

Participation

Participation requirements are the same as all Education and Training activities aside from the following:

Exception: The Employment Services Specialist (ESS) will count up to two months of participation for customers who regularly attend and participate in Education Directly Related to Employment (ESL, ABE, or GED **only**) but who do not make satisfactory progress. During these two months, the ESS must work with the customer to improve his/her progress.

See the **Results of progress evaluation** block in the General Information section in this Chapter.

Job Skills Training Directly Related to Employment

Introduction

The Job Skills Training Directly Related to Employment activity includes training and education for job skills required by an employer to provide a customer with the ability to obtain employment or to advance or adapt to a changing work environment includes customized training for employment.

Job skills directly related to employment

The Job Skills Training Directly Related to Employment activity includes customers who are participating in:

- In-House Life Management Skills provided by the Department of Behavioral Health (DBH),
- In-House Job Skills, such as resume and typing tutorials,
- Literacy programs to prepare an individual for employment,
- English-as-a-Second Language (ESL),
- Adult Basic Education (ABE),
- Vocational education and training beyond 12 months, and
- Bachelor degree programs beyond the 12 months of allowable Vocational Education.

Note: These activities are not considered Self-Initiated Programs (SIPs).

Counting hours

Job Skills Training Directly Related to Employment activities count towards the Federal Work Participation Rate (WPR) if combined with 20/30 hours of a core activity.

Life Management Skills training

Life Management Skills (LMS) training facilitated by DBH:

- Is provided in designated Transitional Assistance Department (TAD) district offices to assist customers with job skills and basic life skills.
- Meets the requirements of a Job Skills Training Directly Related to Employment activity.
- Is a separate activity from In-House Job Skills Training.

Note: If a customer is enrolled in both Life Management Skills provided by DBH and In-House Job Skills, he/she will need to be enrolled in both activities in C-IV.

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Referrals to Life Management Skills

When an Employment Services Specialist (ESS) determines a customer would benefit from a Life Management Skills (LMS) class, he/she follows the chart below to refer customers to LMS provided by DBH.

Step	Action
1	Add the Job Skills Training Related to Employment activity by entering: • **DBH** as the provider on the Select Activity Page, • **Category:** WPR, • **Type:** Job Skills Training – Empl, and • Select the appropriate District Office.
2	Complete Welfare-to-Work Plan Activity Assignment (WTW 2) specifying number of hours needed per week (1 to 12).
3	Give the customer an Attendance and Progress Report (WTW 733.4) with a due date of between the first and fifth calendar days of each month.
4	Complete the Program Services Referral (HS 711.56) specifying in the Comments section "Life Management Skills" (LMS) and the number of hours the customer will be attending per week.
5	Complete an Applicants Authorization for Release of Information (ABCDM 228).
6	Give the customer a Complaint and Grievance Procedure (HS 39) form to hand to the facilitator.
7	Instruct the customer to attend the LMS activity at the assigned location. **Note:** This is an open entry/exit activity. Customers may attend throughout the week on a self-established schedule that meets participation requirements.

Attendance

Attendance requirements are the same for all Education and Training activities.

- The WTW 733.4 form is completed for LMS Training by DBH staff.
- Customers are responsible to submit this form to his/her ESS between the first and fifth calendar day of each month.

Note: See Attendance Policy in this Chapter.

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Life Management Skills times and locations

LMS training is available at the locations listed below. Check the Resource Data Bank (RDB) in C-IV for a specific office's LMS training schedule.

Locations
Colton TAD/WTW – 19
Hesperia TAD/WTW – 08
Needles Needles Center for Change 300 H St. Needles, CA 92363 (760) 326-4590 fax (760) 326-3154
Rancho TAD/WTW – 25
Redlands TAD/WTW – 04
Victorville TAD/WTW – 18
Yucaipa TAD/WTW – 24

Participation

See Participation Requirements in this Chapter.

Limited-English-Proficient Customers

Introduction

This section provides information regarding customers whose primary language is other than English.

Assigning customers to ESL

When the results of an Assessment determine it is necessary and appropriate for a Limited-English-Proficient (LEP) customer to participate in English-as-a-Second Language (ESL) to remove barriers to his/her employment, the Employment Services Specialist (ESS) must assign the customer to ESL.

How ESL counts towards federal work participation

ESL is a non-core activity and may be combined with at least 20/30 hours per week of a core activity to meet Federal participation requirements.

ESL and concurrent activities

The ESS must determine whether ESL alone, or in combination with other appropriate WTW activities, is the most effective approach for assisting an LEP customer to acquire sufficient English language and literacy skills that will enhance his/her ability to find self-supporting employment.

Appropriate activity assignment

Assignments of LEP customers to WTW activities must be based on an Assessment. When determining appropriate activities for the LEP customer, the ESS should consider the following:

- The appropriate assignment for LEP customers who lack basic job skills may be concurrent enrollment in ESL and a skills training program.
- Regardless of which activity(ies) a mandatory LEP customer is enrolled in, he/she must satisfy the applicable WTW 20/30/35 hour weekly, 85/128/150 hour monthly participation requirement.

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Translated forms

In an effort to provide better customer service to LEP customers, the California Department of Social Services (CDSS) provides translated forms and notices. San Bernardino County has forms available and can provide them to customers who request written materials in languages such as:

- Armenian
- Korean
- Lao
- Spanish
- Cambodian
- Chinese
- Russian
- Vietnamese

In addition, the C-IV system contains a number of forms and notices in both English and Spanish.

Publication 13

Your Rights Under California Welfare Programs (PUB 13) is a brochure describing the rights of persons applying for, receiving, or who have received public assistance in California.

A supply of English, Spanish, and (in some offices) Vietnamese brochures must be stocked in each office lobby area. Every receptionist must keep a “master” for all other languages. This publication is available in large print and is available on audiotape, upon request.

The PUB 13 brochure is available through Human Services (HS) Forms Distribution Unit (FDU) in English, Spanish and Vietnamese.

ORHB

Refer to the Operations and Reference Handbook (ORHB), Chapter C, for further information on serving LEP customers.

PDD assistance

Employment Services Managers (ESMs) can contact the appropriate Program Specialist (PS) in the Program Development Division (PDD) for assistance with forms or notices in languages other than English.

Learning Disabilities

Introduction

This section provides information regarding Learning Disabilities and how they may affect a customer's participation in education and/or training activities. Further information regarding Learning Disabilities may be found in the Assessment/Learning Disabilities chapter of this Handbook.

Screening for Learning Disabilities

The Employment Services Specialist (ESS) takes necessary steps to arrange a screening for a potential Learning Disability if he/she or an education/ training collaborator suspects the customer may have a Learning Disability, or when the customer:

- Requests a screening or self-identifies as having a suspected Learning Disability.
- Fails to maintain satisfactory progress in an education or training activity.
- Is in noncompliance or is sanctioned for failing or refusing to participate in an education or training activity.

Customer declines screening

When a customer declines a Learning Disability screening:

- His/her Welfare-to-Work (WTW) activities and services will not be modified to accommodate any suspected Learning Disability.
- He/she reads (with the ESS) and signs the Waiver of Learning Disability Screening and/or Evaluation Form (WTW 17).
- He/she may request or be offered a Learning Disability screening at a later time.

Diagnosed disability

When a customer has a diagnosed Learning Disability, a new WTW 2 is modified to reflect necessary, reasonable accommodations based on the mutual agreement of the customer and the ESS.

The ESS must add a Special Needs Flag in C-IV to any customer's case that requires special needs accommodations.

Third party Learning Disability Evaluation

If a customer has completed a third party Learning Disability Evaluation (LDE) from a community college or the Department of Vocational Rehabilitation, he/she can provide proof of the results to his/her ESS. This information must be documented, imaged, and a thorough Journal entry must be completed. See Assessment and Learning Disabilities chapter in this Handbook.

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Examples

The following examples show how the results of the LDE affect the customer's participation in education/training activities. When the LDE recommends:

1. More time is needed to complete training; the ESS and the customer will sign a new WTW 2 to extend the original end date agreed to in the current WTW 2 to allow additional time to complete the training program. The ESS updates the Journal and the activity accordingly.
2. Remedial classes and tutoring, the hours of attendance in the remedial classes and tutoring count toward participation requirements.
3. School attendance should be no more than 3 hours a day, the ESS creates a new WTW 2, and the customer attends school for 15 hours a week and Work Experience (WEX) for 15 hours a week (for a single custodial parent with no child(ren) under age 6).
4. School attendance is to be no more than 20 hours a week and the customer cannot participate in any concurrent activities, the ESS will grant Good Cause for the remaining hours, and will update the Journal accordingly.

Note: When a customer signs a new WTW 2, the ESS will give the customer the Attendance Report (WTW 735.2), Cover Letter (WTW 735.5), and explain how to complete the form.

Department of Vocational Rehabilitation

Introduction

This section provides information regarding customers enrolled in education or training through the Department of Vocational Rehabilitation. This section also contains Department of Vocational Rehabilitation referral information.

Pre-enrolled customers

When a customer is enrolled in a Department of Vocational Rehabilitation education or training program at the time he/she attends a Welfare-to-Work (WTW) Orientation/Appraisal (O/A):

- The program is not considered a Self-Initiated Program (SIP) and does not have to meet SIP approval criteria.
- The customer must provide verification of enrollment in the training or education program.
- The customer does not attend Job Services as a first activity following O/A if it conflicts with the Department of Vocational Rehabilitation program schedule.
- The customer's WTW Plan Activity Assignment (WTW 2) may be developed based on the Department of Rehabilitation Assessment recommendations.

Referrals to Department of Rehabilitation

Customers may only be referred to the Department of Vocational Rehabilitation when the referral is recommended by a Learning Disability Evaluation (LDE).

- No formal arrangement for referral exists between WTW and the Department of Vocational Rehabilitation; however, the Employment Services Specialist (ESS) may assist the customer in arranging an appointment.
- The ESS has the customer complete and sign the Applicant’s Authorization for Release of Information (ABCDM 228), so that necessary information can be exchanged between the two agencies.

For the nearest Department of Vocational Rehabilitation visit their website at: www.rehab.cahwnet.gov.

Participation Requirements

Introduction

This section provides information regarding the participation requirements for those customers involved in education/training programs.

Satisfactory participation

Customers enrolled in activities must comply with certain standards for participation. Satisfactory participation in an education or training activity includes regular attendance and satisfactory progress as determined by the educational provider.

Customers attending Education Directly Related to Employment

For customers who regularly attend and participate in Education Directly Related to Employment (English-as-a Second Language (ESL), Adult Basic Education (ABE), or General Educational Development (GED) **only**) but who do **not** make satisfactory progress, the Employment Services Specialist (ESS) will:

- Count up to two months of participation, and
- Work with the customer to improve his/her progress during those two months.

Note: See the "Results of progress evaluation" block later in this section.

Online/hybrid courses

Hours spent attending online/hybrid courses can count towards participation requirements **as long as the courses are administered through a school or college that will verify time and attendance**, and all approval conditions are met. The customer will need to provide verification of the hours that the on-line class is equivalent to in a classroom setting in order for the ESS to determine hours in the activity.

Calculating total class time hours

To calculate the number of hours per week that a customer is attending class(es), the ESS will:

Step	Action
1	Add all minutes spent in class(es) within a week.
2	Divide the total minutes in class by 60.
3	Round to the nearest whole number.
4	Journal all actions taken.

Note: The website http://www.miraclesalad.com/webtools/timesheet.php contains a helpful calculator that assists in finding a customer's total number of class time hours. ESSs may use this calculator to quickly and accurately determine total class time. If the ESS chooses to use this website calculator, he/she must image the calculation results in C-IV.

Continued on next page

Participation Requirements, Continued

Calculating total class time hours example

The following is an example of calculating total class time hours.

Jane's class schedule is as follows:

- Chem 101: Mon, Wed, Fri, 8:00am – 9:20pm (240 minutes)
- Chem 101 Lab: Mon, Wed, 10:00am – 10:50am (100 minutes)
- Eng 110: Tues, Thurs 2:00p, – 3:50 (220 minutes)

240 + 100 + 220 = 560 minutes / 60 = 9.33 = **9 hours per week**

Weekly/monthy participation requirements

The table below provides participation requirements for mandatory California Work Opportunity and Responsibility to Kids (CalWORKs) customers.

If household consists of…	Then the customer must participate in Welfare-to-Work (WTW) activities…
A single custodial parent with a child under six years old,	• 85 hours per month/20 hours per week. • All hours must be in a core activity in order to meet Federal work requirements.
• An adult in a single-parent family with all children 6 and older, or • A two-parent family in which one parent is **Work-Eligible Individual (WEI) excluded** from participation,	• 128 hours per month/30 hours per week. • 85 hours per month/20 hours per week of the above hours must be in core activities in order to meet Federal participation requirements.
A two-parent family in which both parents are WEIs,	• 150 hours per month/35 hours a week. • Both parents may contribute the 35-hour requirement. • One parent must participate in core activities for a minimum of 128 hours per month/30 hours per week of the above hours in order to meet Federal participation requirements.

Note: Customers are permitted to utilize noncore activities to meet the participation requirements above as long as the activities coincide with their assessment results and there is time remaining on their WTW 24-Month Time Clock.

Continued on next page

Federal WPR

Hours spent in Vocational Education and Training activities past the 12-month cumulative core activity time limit will not count towards the Federal Work Participation Rate (WPR). To meet Federal WPR the customer would need to complete one of the following:

- Job Skills Training Directly Related to Employment or Education Directly Related to Employment activity, and
- 20 hours of a Federal core activity for a single parent or all families case, or
- 30 hours of a Federal core activity for a two-parent family.

Note: See Chapter 14, Participation Requirements, WTW Activities for additional information. Customers are not required to meet Federal WPR unless his/her WTW 24-Month Time Clock has expired.

Learning Disabilities

An LDE may recommend that a customer who has a diagnosed Learning Disability participate fewer hours than the State required 20/30/35 hours per week; 85/128/150 hours per month – a common accommodation for customers involved in an education program.

- If possible, the ESS should backfill with other activities that support the customer's employment goals and are consistent with the LDE; remedial classes and/or tutoring are possible activities.
- If the backfill option is not feasible, the ESS may determine good cause for allowing fewer hours of weekly participation.

Exempt volunteers

Any customer who is eligible for an exemption may volunteer to participate in WTW activities. An exempt customer:

- May volunteer to participate in approvable WTW activities that are deemed appropriate based on his/her assessment results.
- Does not lose his/her reason for exemption by participating in WTW activities.
- Is provided necessary supportive services.
- Is placed in an "Active-Enrolled" WTW status with a "Yes" on the **Volunteer** indicator on the Work Registration Detail Page in the C-IV system.

Note: Attendance must be entered in C-IV for volunteers. See C-IV User Guide, Activity Attendance, for information.

Activity availability

To help San Bernardino County meet the WPR, it is imperative that customers transition from one activity to the next as quickly as possible. If the start date of the desired education/training activity is not available within a reasonable time frame, refer the customer to the next appropriate activity. For example, a period of job search (if customer has not used the 12-week limit during the preceding 12-months) or Community Service, if appropriate.

Continued on next page

Length of education or training program

Customers can participate in education/training activities if the education/ training program is needed for them to be employable. Only the first 12 cumulative months of the education/training activity during the customer's time on aid is counted towards the Federal WPR.

Any month in which Vocational Education/Training is combined with 20/30 hours of a core activity **will not** count towards the 12-month cumulative core activity time limit. During the monthly case review, the ESS must include in their Journal entry whether or not the month in review is countable towards the 12-month cumulative core activity time limit.

Continued on next page

Length of education or training program (continued)

All Vocational Education/Training programs beyond 12 months will require the ESS to change the customer's activity to Education Directly Related to Employment or Job Skills Training Directly Related to Employment following the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the customer's 12 month cumulative Vocational Education/Training time limit in C-IV.</td></tr>
<tr><td>2</td><td>Has the customer used his/her Vocational Education/Training time limit?
<table><tr><th>If customer…</th><th>Then the ESS will…</th></tr><tr><td>Has <u>not</u> used his/her 12 cumulative months of Vocational Education/Training for Federal WPR,</td><td>Have the customer continue in the Vocational Education/ Training activity.</td></tr><tr><td>Has used his/her 12 cumulative months of Vocational Education/Training and the activity no longer counts towards Federal WPR,</td><td>Have a comprehensive discussion with customer regarding the WTW 24-Month Time Clock and his/her participation requirements.
Close the customer's Vocational Education/Training activity
Open the customer's activity as:
Education Directly Related to Employment, or
Job Skills Directly Related to Employment,
Enroll the customer in a concurrent activity to meet participation requirements, and
Have the customer sign a new WTW 2.</td></tr></table></td></tr>
<tr><td>3</td><td>Update the Activity Review Date.</td></tr>
<tr><td>4</td><td>Journals all actions taken.</td></tr>
</table>

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Education/ training and WEX or Community Service

When Work Experience (WEX) or Community Service is used as a core activity in combination with an education/training activity, the ESS must use the Work Experience/Community Hours Worksheet (WTW 15 located in the TAD WTW forms catalog) to determine the maximum allowable hours the customer can be assigned.

If the WEX/Community Service calculation is below 20/30 hours per week, refer to the Calculating and Deeming (Counting) Unpaid Work Experience (WEX)/Community Service Hours section in Chapter 17 of this Handbook.

Attendance Policy

Introduction

This section provides information regarding the Welfare-to-Work program (WTW) attendance policy for education and training activities.

Attendance policy statement

Attendance must be verified monthly. The Employment Services Specialist (ESS) is required to obtain attendance verification between the first and fifth calendar day of each month and review the total monthly hours of participation.

When reviewing the case to verify attendance, the ESS will determine the appropriate action by using the chart below:

If attendance is…	Then the ESS will…
Not received by the fifth calendar day of the month,	• Attempt phone contact with the customer. • Initiate the Noncompliance process. See Chapter 18, Noncompliance, in this Handbook. • Journal actions taken.
Received by the fifth calendar day of the month and meets participation requirements,	• Enter attendance in the Activity Progress Detail page in C-IV. • Image the attendance verification. • Journal actions taken.
Received by the fifth calendar day of the month and does not meet participation requirements,	• Enter attendance in the Activity Progress Detail page in C-IV. • Attempt phone contact to find if the customer had an excused absence and/or identify any other ways to assist the customer in meeting participation requirements. • Initiate the Noncompliance process. • Image the attendance verification. • Journal actions taken.

Attendance and the Voc Ed time clock

The ESS will enter monthly attendance for all Vocational Education (Voc Ed) activities in the C-IV system using documented verification.

If attendance is…	Then the C-IV system will…
Entered in the Voc Ed activity,	**Count** the month of attendance in the 12-month time limit clock.
Not entered in Voc Ed activity,	**Not count** the month in the 12-month time limit clock.

Note: If the ESS does not want a month in Voc Ed to count towards the customer's 12-month time clock because the customer met Work Participation Rate (WPR) with another activity, he/she can have her/his Supervising Employment Services Specialist I (SESS I) untick the month on the Voc Ed Track Detail page. See C-IV User Guide-Activity Attendance.

Continued on next page

Verifying attendance

Attendance must be verified monthly. The Attendance Report (WTW 735.2), the Progress and Attendance Report (PLAN 102 C-IV), or the Attendance and Progress Report (733.4) are used to verify attendance for customers attending any non-contracted education activity.

The customer will return the form between the first and fifth calendar day of the following month. The customer may use other verification in place of the WTW 735.2, such as:

- Classroom timesheets
- Attendance records
- Current class schedule that lists the classes enrolled in on campus and/or online and an attendance sheet completed and signed by the participant
  - This verification must list each class name and number, and the time spent in each class
- CalWORKs campus coordinator or case managers can verify hours

For attendance verification other than the WTW 735.2, the following information **must** be included (as specified in the Cover Letter):

- Customer Name
- CalWORKs Case Number
- Customer phone number
- Customer's Date of Birth
- Employment Specialist's Name
- Name of School
- Address and Phone Number of School
- Classes Attended
- Days and Hours of Attendance
- Professor/Provider Signature and Date
- Customer's Signature and Date

Attendance must be updated monthly in the C-IV system (see C-IV User Guide, Activity Attendance).

Note: ESS can use a printout from the web advisor or college blackboard for on-line/hybrid courses as long as the printout contains all the required information to verify attendance.

Continued on next page

Examples of excused absences

Good Cause is explained in detail in the Noncompliance chapter of this Handbook. Some examples of excused absences include, but are not limited to:

- Medical problem (serious illness or hospitalization of customer, customer's child, spouse, or other close relative)
- Legal issue (jury duty, court date, incarceration, etc.)
- Family crisis (death in family, Domestic Abuse issue, etc.)
- Supportive service issue (lack of child care, transportation)
- CalWORKs required meeting
- Job Interview

The ESS requires the customer provide documentation supporting excusal of the absence (such as the Request for Good Cause Determination (WTW 27), page 5 of 5 of the NA 840), images, and Journals the receipt of this documentation.

Study/Homework Time

Introductions

This section provides information regarding study/homework time for customers in Education and Training activities.

Study/ homework time

Study or homework time (study/homework time) is the time required outside of the regular class period to complete assignments.

Supervised and unsupervised study/homework time may count towards the weekly/monthly participation requirement when combined with the following educational activities for in-person and/or on-line curriculum:

- Vocational Education and Training
  - Core activity for up to 12 months.
- Job Skills Training Directly Related to Employment
  - Core activity when combined with 20/30 weekly, 85/128 monthly hours in a different core activity.
- Education Directly Related to Employment (use only when no High School Diploma or equivalent)
  - Core activity when combined with 20/30 weekly, 85/128 monthly hours in a different core activity.

Note: Total supervised and unsupervised study/homework time hours cannot exceed the hours required or advised by the educational provider.

Unsupervised study/ homework time verification

Verification for unsupervised study/homework time must include a written statement from the educational program indicating the amount of study/homework time required (i.e. school/provider catalog of recommended unsupervised study time hours or a written statement from the instructor, counselor, authorized administrative staff, or educational program administrator).

The ESS **must** review the Work Participation Rate (WPR) **WPRVerifications** folder of hssserver235 to ensure the school already has an Educational Provider Expectations of Study/ Homework Time (WTW 738.1) on file.

See the block titled **Accessing the WPR Verification Folder** in this chapter.

Unsupervised study/ homework time for labs, internships and clinical courses

Labs, internships and clinical courses are not eligible to study/homework time unless the customer provides documentation from the educational provider that specifically states the course requires students to study or perform school work outside of normally scheduled hours. The documentation must also include how much study/homework time is required for the course.

Continued on next page

Unsupervised study/ homework time for physical education classes

Customers who are enrolled in a physical education course are eligible to receive study/homework time only if the course setting is in a lecture or classroom environment. Courses that consist mainly of physical fitness activities are not eligible to study time unless the customer provides documentation from the educational provider that specifically states the course requires students to study or perform school work outside of normally scheduled hours. The documentation must also include how much study/homework time is required for the course.

Accessing the WPR Verification Folder

School/provider study/homework time expectations in the form of the imaged ESP 738.1 will be listed in alphabetical order and placed in the subfolder named **Study/Homework Time** in the **WPR Verification Folder** on the **HSSserver235** by PDD.

The ESS can access the **WPR Verification Folder** by following the steps below:

Step	Action
1	Go to the Desktop and right-click on the **Computer** icon.
2	Select **Map Network Drive**. The **Map Network Drive** window will appear.
3	In the field titled **Folder**, type in **\\hssserver235\WPRVerifications\WPR Study Homework Time verification - 2009 and ongoing.** Keep the drive letter as the default.
4	Click the **Finish** button.
5	The subfolder containing the study/homework time verifications will appear automatically and will be saved under Network Location in the users Computer drive for future access.

Note: If an error message appears upon clicking on the **Finish** button, the ESS will go back and make sure the entry in the **Folder** field is correct, including spaces and capitalization. If an error message continues to appear, the ESS will notify the SESS I to ensure the ESS has access to the folder.

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Unsupervised study/ homework time education program verification

After access to the **WPR Verification Folder** is obtained, the ESS will search the folder for the school/provider's study/homework time verification and then follow the chart below.

If the ESS…	Then the ESS will…
Finds the needed verification from the school/provider,	• Document this in a Journal entry, and • Add study/homework hours on the **Customer Activity Detail** page. Only scheduled hours will be entered in the **Scheduled Hours Per Week for this Activity** section.
Does not find the required documentation needed to count study/homework time,	• Request the information via the Educational Provider Unsupervised Study/Homework Time Expectations (WTW 738.1) to be completed, signed and dated by the school/provider, • Give the completed WTW 738.1 to his/her SESS I to review and send new verification to PDD, mail code #0079, Attention Welfare-to-Work (WTW) Program Specialist (PS) – The PS will save the WTW 738.1 in the **WPR Verification Folder**, and • Journal actions taken.

Unsupervised study/ homework time education program verification (continued)

Documentation for unsupervised study/homework time must be on-file **BEFORE** the ESS can **count hours of participation** for study/homework time.

The information contained on the WTW 738.1 imaged into the **WPR Verification Folder** is considered valid until the educational provider informs the county of any changes.

For additional information on the **WPR Verification Folder** see WTWPHB Chapter 14 – Participation Requirements, WTW Activities.

Continued on next page

Supervised study/ homework time verification

Verification for supervised study/homework time (i.e. labs and tutorials) must include:

- Written statement from the educational program indicating the amount of study/homework time required, **and**
- Monthly Verification of actual hours in a time sheet format including:
  - Name of customer
  - Supervised study time hours,
  - School/provider name
  - Name and telephone number of person verifying hours
  - Signature, and date by the education program person verifying hours
  - Imaged attendance verification into C-IV

Total study/homework time hours cannot exceed the hours required or advised by the educational provider.

The customer may use the Attendance Report (WTW 735.2) to verify supervised study time hours. The WTW 735.2 and Forms and Procedures (F&P) guide are available on-line under TAD WTW Forms Catalog.

The ESS will image documentation on school/provider study/homework expectations and attendance in C-IV.

Continued on next page

Counting study/ homework time hours examples

See the table below for examples of study/homework time verification and how to count the time.

If the study time is…	And the verification is…	Then…
Unsupervised,	Written statement from the educational program advising the amount of study time is 30 minutes for each one hour of class time,	Allow 30 minutes for each hour of **verified class** time. **Note:** If the education program advises less than one hour for unsupervised study time, count the time stated by the program.
	Written statement from the educational program advising the amount of study time is two hours for each hour of class time,	Allow one hour for each hour of **verified class** time. **Note:** If the education program advises more than one hour for unsupervised study time, count a **maximum of one hour for each hour of class time.**
Supervised study time,	Written statement from the educational program advising the amount of study time is two hours for each hour of class time.	Allow the actual hours of **verified study** time. **Note:** Supervised study time is not related to a recommended or specified number of hours for each class.
	Monthly supervised study time attendance verification of hours due between the first and fifth calendar day of each month.	

Note: Documentation for study/homework time must be in the **WPRVerification Folder** **before** the ESS can count hours of participation towards the customer's weekly/monthly participation requirement.

Refer to the Unsupervised study/homework time education program verification section in this chapter for specific information.

Entering study time hours in C-IV

Study/homework time must be added to the hours of attendance entered on the **Activity Progress Detail** page.

Example: A customer attends his/her Voc Ed activity three days a week, Mondays, Wednesdays, and Fridays for four hours and an additional four hours of **supervised** study time on the same days; the ESS will enter eight hours for each day the customer ***attended*** his/her Voc Ed activity and the supervised study time.

Only class time hours will be entered in the “Scheduled Hours per Week for this Activity” section of the **Customer Activity Detail** page in C-IV. Study time hours must be included in the “Additional Comments” section of the **Customer Activity Detail** page and on the “Additional Comments” section of the WTW 2. See the “Assignment and Services section” block in the WTW 2 Forms and Procedures (F&P) guide for additional information.

Study/ Homework time examples

Examples for study/homework time are listed below:

Example 1:

Lisa’s 12-month lifetime limit for Voc Ed ends and the ESS enrolls her into Job Skills Training Directly Related to Employment or Education Directly Related to Employment (whichever applies) for five hours per week. The educational provider’s statement on file requires that one hour of study/homework time is required for each one hour of class time. Therefore, unsupervised study/homework time equates to five hours per week.

This means the ESS will count 10 hours per week in the Job Skills Training Directly Related to Employment or Education Directly Related to Employment activity. In order for the Job Skills Training Directly Related to Employment or Education Directly Related to Employment activity to meet Federal WPR, this customer needs to participate 20 additional hours in a subsequent core activity for her educational activity to count as a core activity.

Example 2:

Same as situation stated above; however, Lisa agrees to volunteer at her child’s school. Her goal is to be an elementary school teacher.

The Work Experience (WEX)/Community Service Calculation (WTW 15 outside of C-IV located in the TAD WTW Forms catalog) comes out to 8 hours; the ESS deems (counts) 20 hours for the WEX or Community Service activity, and 10 hours in Job Skills Training Directly Related to Employment (5 for the class and 5 for study/homework time). This customer has 30 hours of core participation, meeting Federal requirements (for a Single Custodial Parent with all children over six years old).

Holidays and Excused Absences

Introduction

This section contains information regarding holidays and excused absences for customers participating in Education/Training activities.

Holidays and excused absences

Customers attending an education/training program may be excused for a short absence. Customers who are frequently absent should be counseled by the Employment Services Specialist (ESS) and encouraged to find ways to handle such problems.

The customer is allowed to use ten (10) holidays, and 80 hours of excused absences per year; with a limit of 16 hours of excused absences in a month. The ten (10) holidays are:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday (President's Day)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In order to count an excused absence as actual hours of participation, the customer must have been scheduled to participate in the education/training program on the day(s) of the absence(s).

<u>Note</u>: Customers who participate on a holiday are not eligible for excused absence hours in addition to their actual hours of participation.

The ESS will code Holidays and excused absences in education/training activities as follows:

- Enter holiday and excused absence hours for activities on the **Activity Progress Detail** page under **Activity Progress History**,
  - Enter whether holiday or excused absence under comments section (for example: May 28th was Memorial Day holiday, eight (8) hours of participation entered), and
- Create a Journal entry documenting the reason for the excused absence or holiday.
- Image any documentation received from the customer.

The ESS will code in C-IV only the excused absence/holiday hours the customer was scheduled to participate in the activity on the day of the absence. **Study/homework hours will not be coded for the holidays or the excused absences.**

<u>Note</u>: C-IV tracks holiday and excused absence hours.

Continued on next page

Holidays and Excused Absences, Continued

Verification of absences in unpaid activities

The ESS must obtain verification of absences in unpaid activities and Journal all information relating to absences.

Excusable absences include, but are not limited to:

- A family crisis, such as a death or serious illness of a spouse, parent, or child; three day limit without Supervising Employment Services Specialist I (SESS I) approval.
- Inclement weather or other act of nature that precludes travel to the activity.
- A breakdown in childcare or transportation arrangements and alternative arrangements are not immediately available.
- Legal issue (jury duty, court date, incarceration, etc.).
- California Work Opportunity and Responsibility to Kids (CalWORKs) required meeting.
- Job Interview.

Vacations

Customers in Welfare-to-Work (WTW) do not receive excused absences for vacation time.

Mandatory customers are required to participate in WTW for the required number of hours per week/month.

Semester breaks

Customers must be scheduled for another activity during semester breaks. Do not use semester breaks as excused absences. These hours may need to be used for other excused absences during the year.

Refer to Chapter 14 in this Handbook for more information regarding semester breaks.

Supportive Services and Financial Aid

Introduction

This section provides information regarding the supportive services available to customers enrolled in approved education and training activities, and how supportive services are affected by financial aid.

Types of supportive services

Customers are eligible to receive necessary supportive services that will enable them to successfully participate in, and complete, their approved education or training activities. Supportive services include:

- Child care
- Transportation
- Ancillary

Note: When a customer is referred to a Welfare-to-Work (WTW) contracted provider, most training-related ancillary expenses are included in the contracted cost of the training. The Employment Services Manager (ESM) may contact the designated Program Specialist (PS) in the Program Development Division (PDD) for clarification.

Tuition

When a customer is referred to a WTW contracted provider, tuition fees are included as part of the contracted cost of the education/training.

Tuition and school fees in the nature of tuition **cannot** be approved as CalWORKs ancillary expenses. An ancillary voucher will not be completed for tuition costs or school fees in the nature of tuition associated with:

- Non-contracted education or training
- Approved or unapproved Self-Initiated Programs (SIPs)
- Education or training that has been denied as a (SIP) and approved as a Post-Assessment activity

Required courses

Supportive services may only be authorized for those classes that are required for completion of the customer's approved education or training program, or recommended as a reasonable accommodation for persons with diagnosed learning or other disabilities.

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Financial aid

Customers are expected to apply for campus-based financial aid, including fee waivers, grants, and scholarships, whenever it is available to them. Customers are not required to apply for student loans to pay for their education or training expenses.

A customer's use of his/her financial aid to pay for supportive services is **voluntary**. Supportive services are available to any customer who:

- Does not receive financial aid, or
- States financial aid is not available, regardless of whether the customer has received or will receive financial aid.

Avoiding duplication of services

Customers may be attending education/training programs where they could receive *specific* financial help. For instance, community colleges have programs (e.g., CalWORKs, EOPS, CARE) that may be able to help with certain supportive services. If the customer has received reimbursement or used advances from another source (i.e. EOPS or CARE) the county does **NOT** duplicate the supportive services. See WTWPHB Chapter 8 – Supportive Services for additional information.

Communication between the agencies is essential to ensure that supportive services are not being duplicated. The community college CalWORKs Coordinator can help facilitate information exchange to avoid duplication of supportive services. See the Community College Contact Information in Section A of this chapter for additional information.

Note: If a customer received financial aid for a specific ancillary expense but uses it for other ancillary expenses, the county will assist with the needed ancillary items.

Issuing supportive services

Customers participating in education and training activities are eligible to receive supportive services, such as books, pens, pencils, paper, notebooks and lab materials. To ensure the customer's success and participation in his/her education and training, the ESS will issue supportive services in a timely manner.

The customer's class syllabus is not necessary to verify required course books. The ESS may access the community college's online bookstore to verify book requirements specific to the customer's school schedule.

For steps on issuing supportive services, see WTWPHB Chapter 8 – Supportive Services for additional information.

Progress Reviews

Introduction

This section provides information regarding progress reviews for customers who are participating in an approved education/training activity.

Progress review requirements

A customer's progress with a non-contracted education or training agency should be evaluated at least every three months and at the end-of-term review during scheduled instruction via the Education/Training Progress Report (WTW 735) or the collaborator's form.

Contracted providers must provide progress reports monthly.

Measuring progress

A customer's progress in a non-contracted education or training activity is determined by the educational provider standards. An educational provider's rating of:

- Excellent, Good, Fair, or Satisfactory progress is considered satisfactory progress.
- Poor, Unsatisfactory progress is considered unsatisfactory progress.

Progress evaluation appointment

The ESS should schedule a progress evaluation appointment whenever the:

- Progress report indicates a customer has not met progress requirements, or
- Educational provider notifies the ESS a customer is not able to benefit from the education or training program due to a suspected learning or other disability.

Results of the progress evaluation

Based on the results of the progress evaluation, a customer not making satisfactory progress may be:

- Offered a Learning Disabilities screening/evaluation
- Given the chance to remain in the current education/training program
- Transferred to a different education/training program
- Transferred to a new activity
- Placed in Noncompliance

Documentation

Progress evaluation determinations must be:

- Recorded via a Journal entry in the C-IV system,
- Monthly for contracted providers, and
- Every three months for customers attending activities with non-contracted providers.

Noncompliance

Introduction

This section provides information regarding noncompliance. Further information regarding noncompliance may be found in the noncompliance chapter of this Handbook.

Reasons for Noncompliance

Noncompliance procedures will be initiated when a customer:

- Fails to sign a WTW Plan Activity Assignment (WTW 2) for the next activity in his/her activity.
- Fails to make satisfactory progress in an education or training program and he/she:
  - Does not have a diagnosed Learning Disability and declines a Learning Disability screening, or
  - Does not have other good cause reasons.
- Is not attending the scheduled weekly/monthly hours for the education or training activity and the:
  - Employment Services Specialist (ESS) has not excused the absences, and
  - The customer declines a Learning Disability screening, or
  - He/she has already had a screening that did not indicate Learning Disabilities.
- Fails to provide attendance verification by the fifth calendar day of the month.

Good Cause

Customers may have good cause reasons, as defined in the noncompliance chapter of this Handbook, for not attending and/or making satisfactory progress in an education or training program. Customers who have a good cause reason will not be placed in a noncompliance status. A thorough Journal entry is required.

Compliance plan

The compliance plan for a customer who fails to comply with attendance or progress requirements for an education or training activity without good cause may require his/her satisfactory attendance and/or progress in the same education or training activity.

If the education or training is no longer an appropriate activity, and the ESS and the customer agree, the compliance plan will require satisfactory attendance and/or progress in a different activity.

End of Term Review

Introduction

The following section contains information regarding actions an Employment Services Specialist (ESS) must take when a customer completes his/her term in an educational activity.

End of Term Review

Prior to the completion of a customer's school term, the ESS will take the following actions:

Step	Action
1	Sends an Appointment Letter (ADM 102 CIV) and requests: • Progress reports, grades or transcripts for each required course from the previous term. • Class schedule for the next quarter, module or semester. • Verification of enrollment in campus-based concurrent activities for the next school term, if appropriate.
2	Reviews the grades or transcripts the customer provides to determine if he/she maintained satisfactory progress in as fulfilling all conditions imposed by the school/institution offering the program in order to maintain current academic enrollment status for the required courses.
3	Takes appropriate action based on review of the progress reports to: • Approve continued participation in the activity. – Have the customer sign a WTW Plan Activity Assignment (WTW 2) if the location of the activity or schedule of classes change, – Arrange participation in concurrent activities, and/or – Review the customer's supportive service needs, • Evaluate for good cause/exemption, if appropriate. • Initiate noncompliance, if appropriate.
4	Updates the **Activity Review Date**.
5	Journals all actions taken.

When a customer fails to make satisfactory progress

Mandatory customers who fail or refuse to comply with WTW program requirements in assigned activities, and whose failure to make satisfactory progress is **not** due to a medical problem or a learning disability, are subject to noncompliance and sanction actions. See WTWPHB Chapter 18 – Noncompliance for additional information.

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Repeating failed classes

The ESS will not include classes that a customer has failed in a previous school term, and is now reenrolled in, as part of the approved Welfare-to-Work (WTW) activity, unless there is documented verification the customer has a learning disability or good cause can be established. Customers may still continue to enroll in and attend previously failed classes while not having these classes count towards their participation hours.

Note: Customers are not eligible to supportive services for classes that are not included on their WTW 2.

Completion/Termination Actions

Introduction

The following section contains information regarding actions an Employment Services Specialist (ESS) must take when a customer stops attending an education or training activity.

When the customer stops participating

When an ESS learns a customer has stopped attending an education or training activity, the ESS takes the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Call the customer and determine if he/she has good cause.
<table>
<tr><th>If <u>no</u> good cause is found…</th><th>If good cause is found…</th></tr>
<tr><td>Continue to step 2</td><td>The ESS will work with the customer to determine the next appropriate activity/steps to take.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Close the activity with the appropriate status/status reason.</td></tr>
<tr><td>3</td><td>Issue Notice of Actions (NOAs) to terminate Supportive Services, if applicable.</td></tr>
<tr><td>4</td><td>Notify the education provider, via the WTW 77, the customer is dropped from an education or training program before he/she completes it.</td></tr>
<tr><td>5</td><td>Begin the noncompliance process. See Chapter 18, Noncompliance, in this Handbook.</td></tr>
<tr><td>6</td><td>Journal all actions taken.</td></tr>
</table>

Section B

Community Resources

Overview

Introduction

This section provides information regarding community resources that may be available to the customer for education/training services.

In this section

This section includes the following topics:

General Information

Introduction

This section provides general information regarding community resources for education and training services.

When to use community resources

Contracted education/training providers meeting the customer's needs may not be available. For that reason, Employment Services Specialists (ESSs) are encouraged to direct customers to education/training opportunities that may be available through various community resources.

Note: A PLAN 109 CIV is not used when customers are directed to agencies that do not contract with Welfare-to-Work (WTW).

Types of community resources

Community education and training resources include, but are not limited to:

- Library literacy programs
- Colleges and/or community colleges
- Regional Occupational Programs (ROP)
- Department of Vocational Rehabilitation
- Adult education programs with local school districts

Continued on next page

Introduction

This section provides information regarding customers who, at the time they attend Orientation/Appraisal (O/A), may already be enrolled in an Adult Basic Education (ABE), General Educational Development (GED), English as a Second Language (ESL) or Literacy program.

Note: These activities are not considered Self-Initiated Programs (SIPs).

Program approval

A pre-enrolled ABE, GED, ESL or Literacy program may be included in a customer's Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) when the customer needs the education to obtain or retain employment.

Participation requirements

Adult Education programs are considered non-core activities. Participation hours in these types of activities are usually combined with at least 20/30 hours per week of participation in core activities. Exceptions to core hourly requirements were noted earlier in this chapter under map title: Participation Requirements.

Confidentiality

When a customer is enrolled in any education program, a signed Authorization for Release of Information (ABCDM 228) must be on file before the Employment Services Specialist (ESS) may exchange any information about the customer with the agency.

Sequence of activities

Customers who are pre-enrolled in Adult Education programs need to attend a WTW Assessment in order to have the pre-enrolled activity included in their WTW 2; these customers may deviate from the usual sequence of activities.

Mandatory customers who do not attend Job Services as the first activity after O/A, and who are not meeting participation requirements through unsubsidized employment, must participate in Job Services concurrently with, or upon completion of, the approved ABE, GED, ESL or Literacy program.

Job Corps

Introduction

This section provides information regarding Job Corps as a community resource for customer searching for a suitable education/training program.

Job Corps

Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps people ages 16 through 24 improve the quality of their lives through career technical and academic training.

Inland Empire Job Corps provides academic and career training, courses in independent living, employability skills, and social skills. Job Corps offers residential and non-residential programs. An individual with children should apply for the non-residential program.

Job Corps is a non-contracted provider.

Age requirements

The customer must be 16 years old through 24 years old to meet the age requirement of Job Corps.

GED/high school diploma

If the customer does not have his/her General Educational Development (GED)/High School Diploma (HSD), Job Corps goal is to ensure every qualified student obtain his/her GED/high school diploma prior to leaving the center.

Career training

Job Corps career technical training includes the following vocational trades:

- Business Office Technology,
- Carpentry,
- Culinary Arts,
- Electrical,
- Health Occupations,
  - Certified Nursing Assistant (CNA)
  - Medical Assistant (MA)
  - Pharmacy Technician
- Landscape,
- Plumbing,
- Tile Setting, and
- Welding.

Continued on next page

Benefits

Job Corps offers the following benefits to each customer:

- Living allowance,
- Housing,
- Meals,
- Wellness Center,
- Graduate benefits,
- Career Training,
- Recreation, and
- Safe environment.

Orientation

Job Corps orientations are held at the location listed below at 1:00 p.m. on Tuesdays. No appointment is necessary. For more information contact an admissions counselor at (800) 733-5627.

Contact information

Inland Empire Job Corps contact information:

Location address:
3173 Kerry Street
San Bernardino CA 92427

Mailing address:
P.O. Box 9550
San Bernardino CA 92427

Phone number:
(800) 733-5627

Section C

GED Testing

Overview

Introduction

This section provides information regarding General Educational Development (GED) testing requirements and GED testing locations.

In this section

This section includes the following topics:

GED Testing Information

Introduction

This section provides information regarding General Educational Development (GED) testing. Customers who successfully complete GED testing will be awarded the California High School Equivalency Certificate.

GED web site

Information regarding GED testing is accessible through the State GED Office website at: http://www.cde.ca.gov/ta/tg/gd/.

Note: Special needs and bilingual testing information can be found on the GED website.

Test fees

Testing Center fees include state and national fees, plus the cost of materials, the cost of scoring the essay portion of the test, and some of the costs of test administration.

- Each testing site determines the fees to be charged for administering tests at that site. A list of GED test sites is provided later in this section.
- Ancillary funds may be used to pay for the test and certificate fees.

Testing requirements

An applicant for GED testing must show proof of California residency and be:

- 18 years old or older, or within 60 days of his/her 18th birthday, or
- Within 60 days of when the individual would have graduated from high school had he/she stayed in school, or
- 17 years old, have been out of school for at least 60 consecutive days, and present a written request for testing from the military, a prospective employer, or a post-secondary educational institution.

Continued on next page

Testing prior to 18 years old

Customers who pass the GED test at age 17 will not receive the certificate until their 18th birthday. Instead, the examinee will receive a letter of intent stating that the certificate is being held until he/she turns 18 years old.

Identification required to take the test

All GED candidates requesting to take the GED tests must document identity with valid identification when they appear at the test center, both at the time of registration and at the time of testing. Identification must be current and include the examinee's name, date of birth, photograph, address and signature. Acceptable identification includes:

- Driver's licenses issued by the Department of Motor Vehicles (DMV)
- Identification cards issued by the DMV, the military, post-secondary schools, or by the U.S. or foreign governments
- Passports issued by U.S. or foreign governments

Accom-modations for disabilities

Accommodations in testing are available for adults with documented physical disabilities as well as Learning Disabilities, attention-deficit/hyperactivity disorder, and emotional or psychological disabilities. Each request is considered on an individual basis. Accommodations may include:

- Audiocassette edition (with large-print reference copy)
- Large print edition
- Braille edition
- Extended time
- Use of a scribe
- Use of a talking calculator
- Supervised frequent breaks
- Use of a private room
- One-on-one testing at a health facility or candidate's home
- Vision-enhancing technologies
- Use of video equipment
- Sign-language interpreter
- Other accommodations as warranted by candidate's need

Procedure to request accom-modations

Customers with documented disabilities should contact their local testing center to request the appropriate testing accommodation request form. Once the disability is documented and accommodations are approved, the local GED Chief Examiner will arrange to conduct the testing using approved accommodations. The customer will not incur any additional charges for these accommodations.

Continued on next page

GED Testing Information, Continued

Scores

To earn a GED certificate, the applicant must achieve the following scores:

- A minimum score of 410 on each of the five subtests, and
- An average score of at least 450 on all tests in the battery.

Test results

The State GED Office sends the California High School Equivalency Certificate and an Official Report of test results directly to those who pass the test; this can take from six to eight weeks.

Retesting

Candidates may retest for the following reasons:

- Candidates who fail to attain the required minimum scores on any section of the GED test may retake that section.
- Candidates who have passed the GED Certification Test may retest if a higher score is required for employment or admission to a post-secondary institution.

Replacement certificates

The Educational Testing Center (ETC) handles all requests for duplicate GED records in California. For further information contact ETC at (866) 370-4740.

GED Testing Locations

Introduction

This section provides information regarding General Educational Development (GED) testing locations. As information may change frequently, the Employment Services Specialist (ESS) should check with the testing location for the most current information before referring a customer for testing.

<u>Note</u>: Dates and times of testing are determined by the education provider and are subject to change. The ESS should contact the provider directly to obtain the most current testing schedule.

Address / Phone	Cost	Schedule	Important Information
Chaffey Adult School 1802 E. 7th St. Ontario, CA 91764 Phone: (909) 391-5365 Fax: (909) 391-5291	Student - $130 entire series; $25 to retake any test Non-Student - $160 entire series; 35$ to retake any test Paid in advance Vouchers accepted GED prep classes available	Two per month. Check with the test center for exact schedule.	• Customer takes fee, cash or voucher, to school with Photo ID and Social Security Number to pre-register 2-3 weeks in advance of test date. Photo ID required (CA ID or Gov. ID) on test date as well. • Customer brings a signed release of information request if test results are to be released to instructor or ESS.
Chino Valley Adult School 12970 3rd St. Chino, CA 91710 Phone: (909) 628-1201 Fax: (909) 548-6016	$175 entire series $30 to retake any test Cash and check accepted.	Weekly: Tues.: 4:00 p.m. – 7:30 p.m. Wed.: 4:00 p.m. – 7:00 p.m. (Doors are locked at 5:00 p.m.) Thurs: 4:00 p.m.– 5:30 p.m. (Doors are locked at 5:00 p.m.) Can complete one or all five tests in one week.	• Must pre-register at least 24 hours in advance. • GED orientation required; contact the school for specifics. • Photo ID required – CDL, CA ID, passport, military ID.

Continued on next page

Introduction (continued)

Address / Phone	Cost	Schedule	Important Information
College of the Desert 43-500 Monterey Ave Palm Desert, CA 92260 (760) 346-8041 (760) 776-7318	$115 entire series must be paid in advance prior to testing date. $15 to retake each section GED prep classes available	2nd and 4th Tuesday, Wednesday and Thursday of the month (no testing on holidays, semester breaks 1:00 p.m. to 4:00 p.m.	• Must pre-register in the Central Annex, room 6 of the Palm Desert Campus. • Valid CA DL, CA ID, Tribal Government ID, passport or Green Card required. • GED Prep and Testing available in Spanish.
Fontana Adult School 10755 Oleander Ave. Fontana, CA 92337 Phone: (909) 357-5490, ext. 231 Fax: (909) 357-5556	$140 entire series. $25 to retake any test. Paid in advance, cash only; WTW vouchers will be accepted.	Tues/Thurs: 4:00 p.m.- 8:00 p.m. Contact the school for exact dates. Tests are administered in English and Spanish.	• Must be 18 • Prior enrollment in/completion of GED prep course strongly encouraged. • Must pre-register and bring valid CA Drivers License or CA ID Card and voucher at the time of pre-registration. • Registration is on a first come/first serve basis. • Customer must bring valid photo ID on the day of the test.
Hesperia Alternative Education Center-Hesperia Adult School 16527 Lemon St. Hesperia, CA 92345 Phone: (760) 244-1771, ext. 107 Fax: (760) 948-3508	$165 entire series. $50 to retake any test. Workshop also available for $75, offered on campus and online Vouchers or money orders accepted	Test given: Sat: 8:00 a.m. – 5:30 p.m., or Wed/Thurs from 9:00 a.m. – 3:00 p.m. both days Testing is scheduled for certain dates during the month; contact the school for further information.	• Pre-registration in person is required at least one week prior to test date. • Registration is on a first come, first service basis. • Customer takes fee and photo ID (CDL, CA ID, passport, military ID) to the school.

Continued on next page

Introduction (continued)

Address / Phone	Cost	Schedule	Important Information
Pomona Adult School 1515 W. Mission Blvd. Pomona, CA 91766 Phone: (909) 469-2333, Ext. 305 Fax: (909) 623-3841	$120 enrolled students $160 non students. $25-$40 to retake each test Must pay in advance Cash only	Every Month Contact School for exact date	• Customer must pre-register. • Registration is on a first come, first service basis. • English and Spanish given. • Customer must show a government issued photo ID to pre-register and on day of test (CDL, CA ID, passport, military ID). Also will need SSN and mother's maiden name. • Customer arrives by 8:45 a.m. on day of test with ID. • Prior to the test, test takers will be shown a 20-minute video on how to operate the calculator used during the test.
Riverside Adult School 6735 Magnolia Avenue Riverside, CA 92506 Phone: (951) 788-7185 Fax: (951) 328-2523	$235 entire series $25 to retake any test Cash only Must pay in advance	Test given one time per month, English or Spanish. No testing August.	• Test takers must pre-register at least one week prior to test. • Registration is on a first come, first serve basis. • Customers need photo ID (CDL, CA ID, passport) to pre-register and on day of test.

Continued on next page

Introduction (continued)

Address / Phone	Cost	Schedule	Important Information
San Bernardino Adult School 1200 N. "E" Street San Bernardino, CA Phone: (909) 388-6000 Fax: (909) 386-7306	$150 entire series. $40 to retake any test Paid in advance Cash, money order, charge card, or vouchers accepted	Test schedule varies; contact the school for specifics. Must take all five sections unless retesting.	• Customer must go to Adult School to register and pay for test in advance. • Customer takes a signed release of information request if results are to be released to instructor or ESS. • Photo ID (CDL, CA ID, passport or military ID) is required. • Must be 18 or 60 days prior to 18th birthday
Yucaipa Adult School 35948 Susan Street Yucaipa, CA 92399 Phone: (909) 790-8580 Fax: (909) 790-8584	$150 entire series – includes a California Certification/State Fee $35 retake any test Errors on the registration forms (bubbled) are assessed a $15 fee per error by GED Testing Service. Cash only	Test schedule varies; contact the school for specifics. Test is given in two separate sessions.	• Must be 18 • Customer must pre-register at least one day before test. • Registration is on a first come/first serve basis. • Must bring ID which includes the examinee's name, birth date, signature, photograph, and address. Accepted IDs include: current driver's license or DMV issued ID card, ID cards issued by the military or by the U.S. Government, counselor cards issued by a foreign government, passports issued by U.S. or foreign governments, ID cards issued by post-secondary schools, and tribal ID cards.

Section D

Welfare-to-Work (WTW) Contracted Providers

Overview

Introduction

This section provides information regarding Transitional Assistance Department (TAD) Welfare-to-Work (WTW) contracted providers and the education and/or training services they provide.

In this section

The following topics are covered in this section:

Contracted Education/Training Activities

Introduction

This section provides information regarding collaborators that contract to provide education or training services to California Work Opportunity and Responsibility to Kids (CalWORKs) customers.

WTW collaborators

Welfare-to-Work (WTW) contracts with certain providers, or collaborators, who receive CalWORKs funding to provide education and/or other services for CalWORKs customers. The contractual arrangement outlines the total hours, cost, benchmark performance requirements, and progress and attendance reporting requirements for the contracted service.

Contractor information in the Resource Databank

Depending upon available funding, WTW customers may be referred to WTW contracted services. A list of approved contracted services and providers is available on the Transitional Assistance Department (TAD) website under: TAD/tools/WTW Tools/WTW Contracted Vocational Education Provider List.

The Program Development Division (PDD) Contracts Unit maintains contracted service and activity information in the Resource Databank (RDB). Cost for each contracted service provider may be found in the RDB within the C-IV system.

Vocational Education liaison

The Vocational Education liaison is an Employment Services Specialist (ESS) assigned to collaborate between the contracted Vocational Education service providers and staff.

Stage	Description
1	ESS: • Informs his/her Supervising Employment Services Specialist I (SESS I) that there is an issue with a contracted Vocational Education service provider. • Provides: – Name of the service provider, – Issue(s) that have been identified, and – Names and case numbers of the customer(s) involved.
2	SESS I contacts the Employment Services Manager (ESM) to inform him/her of the issue(s).
3	ESM contacts the liaison to resolve the issue(s).
4	Liaison: • Investigates the issue(s). • Resolves the issue(s) (If unable to resolve he/she notifies the PDD Contracts Unit Program Specialist (PS)). • Notifies the ESM.
5	PS: • Reviews the contract. • Reviews the case(s) and Journal entries. • Contacts the contracted service provider. • Resolves the issue(s) or comes up with alternatives that would work for both TAD and the contracted service provider. • Provides feedback and available options to TAD Management.

Continued on next page

Ensuring correct enrollment

For tracking and payment purposes, a customer must be enrolled in the correct *contracted* activity in the C-IV system. If the correct activity is not in the RDB, the Employment Services Manager (ESM) will be notified. The ESM will contact the PDD Contracts Unit to research and add the provider/service/activity, as needed.

Attendance and progress reports

WTW contracted service providers are required to submit monthly attendance and progress reports to the WTW district office via the Attendance and Progress Report (WTW 733.4) or the Progress and Attendance Report (PLAN 102 CIV) between the first and fifth calendar day of each month.

If attendance and progress is not received timely, the ESS should contact the provider to request the report. If there are continued problems in receiving attendance and progress in a timely manner, it should be brought to the attention of the ESM. The ESM will then notify the designated Program Specialist.

Continued on next page

Progress evaluation

The table below explains procedures an ESS will follow when he/she receives progress evaluation information from a contracted provider. The ESS will:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the information.</td></tr>
<tr><td>2</td><td>Determine if the customer has made satisfactory progress based on the progress criteria specified in this section and takes the necessary follow-up actions, which may include:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The customer is meeting participation requirements,</td><td>Allow continued participation in the activity,</td></tr>
<tr><td>The customer is not meeting participation requirements,</td><td>• Contact the customer to determine if there is good cause for not meeting participation requirements,
• Offer the customer a Learning Disability screening and/or refer him/her to a Learning Disability Evaluation (LDE),
• Refer the customer to a different activity, or
• Initiate the Noncompliance process.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>Image the documentation.</td></tr>
<tr><td>4</td><td>Create a Journal entry detailing the results of the progress review.</td></tr>
</table>

Lack of progress

A contracted collaborator may terminate a customer from an education program if the customer is not progressing and meeting benchmark achievements. If, at any time during the customer’s enrollment, the customer is not making satisfactory progress in the education activity, the ESS may offer the customer a Learning Disability Screening or referral to a LDE, whichever is appropriate.

Continued on next page

Completion of contracted education activity

The contracted provider notifies the ESS and provides the customer with a Certificate of Completion when he/she completes a contracted education activity.

Upon notice of the completion of the contracted education activity, the ESS will:

- Image a copy of the customer's Certificate of Completion,
- Update the **Skills List** page in C-IV,
- Refer the customer to the next appropriate activity in his/her WTW 2.

Note: The ESS should have the customer sign a WTW 2 for his/her next activity prior to the completion of the contracted education activity to ensure seamless service.

When to notify the collaborator

The ESS **must** notify the contracted collaborator via the Memo to Service Providers (WTW 77) whenever a customer is:

- Dropped from a contracted activity prior to completion;
- Temporarily excused, but expected to resume participation in a contracted activity; or
- In Noncompliance with participation requirements for the contracted activity.

Preschool Services Department (PSD) Referral Process

Introduction

This section provides information regarding the process the Employment Services Specialist (ESS) follows to refer a customer to the Preschool Services Department.

Preschool Services Department

The Preschool Services Department (PSD) offers vocational training programs for California Work Opportunity and Responsibility to Kids (CalWORKs) parents of Head Start children. The ESS will follow the steps below to determine if a referral is appropriate for the customer:

Step	Action
1	Verify the CalWORKs customer is a parent of a child attending Head Start.
2	Is customer fully participating in Federal activities? • Yes, do not refer to PSD. • No, proceed to step 3.
3	Does customer possess a High School Diploma (HSD) or General Educational Development (GED)? • Yes, proceed to step 4. • No, do not refer to PSD (evaluate Education Directly Related to Employment for GED as next activity).
4	Does customer have a felony or misdemeanor? • Yes, do not refer to PSD. • No, proceed to step 5
5	Has customer used 12-month Vocational Education time limit? • Yes, evaluate using the program as Job Skills Training Directly Related to Employment; if activity is appropriate proceed to step 6 if not do not refer to PSD. • No, proceed to step 6.
6	Has customer completed Assessment? • Yes, proceed to step 7. • No, refer customer to Assessment and then proceed to step 7.
7	Review Assessment results; will the customer benefit from the PSD training program? • Yes, proceed to step 8. • No, do not refer to PSD.
8	Inform customer of participation requirements and attendance reporting.
9	If customer will benefit from PSD training program, complete the Vocational Education referral process for contracted providers on next page.
10	Contact Morena Garcia, Program Specialist II, by: • E-mail: Morena.Garcia@psd.sbcounty.gov, • Phone: (909) 383-2045 to schedule an intake interview, and • Fax: (909) 383-2027.

Referral Process

See **WTW Contracted Provider Referral Process** in this chapter for the referral process.

WTW Contracted Provider Referral Process

Introduction

This section contains information on whom to refer, who not to refer, the referral process for contracted providers, and clarification on referrals from providers.

Contracted providers

San Bernardino County contracts with specific providers for vocational education services for customers. The link below lists all Welfare-to-Work (WTW) contracted Vocation Education Providers List for San Bernardino County: http://hssnet/tad/Tools/docs/pdfs/VocationalEducationProviders.pdf

Note: San Bernardino County **does not** accept reverse referrals from education and training providers.

Referrals for contracted provider

The Employment Services Specialist (ESS) will refer only the best candidates to a contracted vocational education activity when it improves the customer's ability to obtain an unsubsidized employment position. The ESS will also inform the customer that he/she will be expected to actively Job Search once the Vocational Education activity is completed.

Due to limited resources and funding, it is critical that our most motivated and proven reliable customers are referred to contracted providers.

Individuals not to refer

Do not refer the customer if he/she:

- Does not have an "Active – Enrolled" WTW program status,
- Has previously been dropped from the same program,
- Does not have continuous participation and completion in prior WTW activities, and
- Have known or identified:
  - Participation/attendance issues,
  - Barriers in becoming employed in the occupational field, and/or
  - Felony convictions.

Continued on next page

Initiating a referral

When the ESS has determined that a referral to a WTW contracted provider is the best course of action for a customer, the ESS follows the steps in the chart below to make the referral.

Step	Action
1	Locate the correct contracted provider in C-IV.
2	Complete the Referral to Activity (PLAN 109 C-IV) as explained later in this section, but does ***NOT*** sign the form until after the collaborator completes the provider section and returns the form to WTW.
3	Complete and has the customer sign the Applicant's Authorization for Release of Information (ABCDM 228) to allow the ESS and collaborator to exchange information on a "need to know" basis.
4	Have the customer sign the Complaint and Grievance (HS 39).
5	Contact the contracted provider to schedule an intake appointment for the customer.
6	Forward the PLAN 109 C-IV, a copy of the ABCDM 228, and the HS 39 to the collaborator. **Note:** If the provider accepts the customer immediately, follow "customer accepted by collaborator" steps below. If not, go to step 7.
7	Schedule a return appointment as soon as possible to sign the WTW Plan Activity Assignment (WTW 2), if a return appointment is needed.
8	Journal all actions taken.

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Customer is accepted by contracted provider

The ESS takes the following actions when the customer has been accepted by the contracted provider:

Step	Action
1	Review the PLAN 109 C-IV and signs it to approve the training information supplied by the provider.
2	Obtain the necessary Employment Services Manager (ESM), Regional Manager (RM) and/or Deputy Director (DD signatures for the approval (refer to the “Approval for contracted activities” block later in this chapter for authorization levels). The completed/approved referral will be: • Faxed to the contracted provider • Imaged according to office protocol
3	Enroll the customer in the correct contracted education/training activity in the C-IV system.
4	Complete and has the customer sign the WTW 2.
5	Authorize necessary Supportive Services.
6	Journal all actions taken.

Customer not accepted by a contracted provider

If the customer is not accepted by the provider, or chooses to go to a different provider, the ESS updates the Journal and follows the process of initiating a referral to a different provider.

Referral to Activity Form

Introduction

This section provides information regarding the Referral to Activity form (PLAN 109 CIV).

Referral form

Welfare-to-Work (WTW) customers are referred to ***contracted*** service providers via the PLAN 109 CIV. Contracted service providers are paid only for services approved by an Employment Services Specialist (ESS) on the PLAN 109 CIV.

Form completion

The following chart shows who completes each section of the form, and explains what information is needed in each section.

Section	Who Completes	Information Needed
Customer Information	ESS	• Required information is self-explanatory. • Enter any additional information in the **Comments** area, such as the customer's intake appointment date/time.
Provider Information	ESS	Find information about the service provider and services by searching the Resource Databank in the C-IV system.
For County Use Only	ESS	ESS enters his/her name and worker ID.
Note: ESS faxes the form to the collaborator and gives a copy to the customer. ESS does **NOT** sign the form in the County Use Section until the collaborator has completed the Provider Section and returned the form to WTW.		
To Be Completed By the Contracted Service Provider	Contracted Service Provider	Provider shows whether customer has been accepted, provides details about the training and signs the form.
For County Use Only	ESS Supervising Employment Services Specialist I (SESS I) Employment Services Manager (ESM) Regional Manager (RM) Deputy Director (DD)	ESS reviews information supplied by the provider and signs in this section to authorize training. Depending upon cost of training, the SESS I, ESM, RM and/or DD signature area may also need to be completed.

Continued on next page

Approval for contracted activities

Cost of training for contracted activities will be referenced in the RDB. The following signature/approval is required for **all contracted services** in the County Use Section of the PLAN 109 CIV. The ESS will obtain the proper Supervisor or Management signature depending on the cost of training.

Amount	Approval
0 - $500.00	SESS I
$500.01 – $1,000.00	SESS I and ESM
$1,000.01 +	ESM

PLAN 109 CIV form distribution

The ESS ensures that a completed/signed/approved PLAN 109 CIV form is imaged into the C-IV system.

- The customer receives a copy of the PLAN 109 CIV form for reference when initially being referred to the contracted service provider; the customer's copy will show him/her when and where the Intake appointment will take place.
- A completed/signed/approved copy of the PLAN 109 CIV will be sent to the contracted service provider.

Complaint and Grievance Procedures

Introduction

This section provides information regarding the complaint and grievance procedures that are to be followed if/when a customer has a complaint about a contracted service provider.

Notification of right to file a complaint/ grievance

The Employment Services Specialist (ESS) advises all customers at the time they are referred to a Welfare-to-Work (WTW) contracted education or training of their right to file a complaint or grievance. The ESS provides the customer with the Complaint and Grievance form (HS 39) and forwards a copy to the service provider. In addition, contracted service providers provide each customer with a copy of the collaborator's internal complaint and grievance procedures upon enrollment into the program.

Complaints about contracted service providers

When a customer contacts his/her ESS with a complaint about the contracted service provider, the ESS encourages the customer to discuss the complaint with the contracted provider and follow the provider's complaint and grievance policy. An attempt should be made to resolve the complaint at the lowest level possible before taking follow up action.

Unresolved complaints

If the customer is unable to resolve the complaint with the contracted provider, and the WTW office (ESS and/or Supervising Employment Services Specialist I (SESSI)) is not able to help resolve the customer's complaint, the SESSI will inform the Employment Services Manager (ESM). The ESM will then notify the designated Program Specialist (PS) in the Program Development Division (PDD) Contracts Unit.

Section E

Community Colleges

Overview

Introduction

This section provides guidelines for referring Welfare-to-Work (WTW) customers to community colleges, and participation and progress requirements for customers who are enrolled in education and training at community colleges.

In this section

This section includes the following topics:

Referral Procedures

Introduction

This section provides information about the referral procedures to follow when referring a customer to a community college for education/training.

Tuition

Community College tuition fees for California Work Opportunity and Responsibility to Kids (CalWORKs) customers are usually waived through the Board of Governor's Grant (BOGG). Therefore, CalWORKs funding should not be authorized to pay tuition for CalWORKs customers.

Referral process

To refer a CalWORKs customer to a community college, the Employment Services Specialist (ESS) will follow the steps below:

Step	Action
1	Complete and have the customer sign the Applicant's Authorization for Release of Information Form (ABCDM 228). This form allows the ESS and the community college's CalWORKs Coordinator to exchange information on a "need to know" basis.
2	Contact the community college's CalWORKs Coordinator to discuss: • The start date • Weekly participation requirements • Length of the education or training program • Any suspected or diagnosed learning or other disability • Availability of fee waivers, financial aid grants, and scholarships • The customer's current level of education, skills, and abilities • Required prerequisites, including HSD or GED
3	Schedule an appointment for the customer to meet with the community college's CalWORKs Coordinator.
4	Authorize the necessary supportive services that will enable the customer to attend the scheduled appointment.
5	Complete the Memo to Service Providers (WTW 77). Include: • Name of the community college • Name and title of the CalWORKs Coordinator • Title of the education or training program

Continued on next page

Referral process (continued)

Step	Action
6	Give the customer a copy of the WTW 77, ABCDM 228, HS 39, Individual Education Plan (IEP 772.4A) and Assessment results to take to the community college's CalWORKs Coordinator.
7	Advise the customer to apply for any fee waivers, financial aid grants, and scholarships for which he/she may be eligible. **Note:** If the customer is attending Victor Valley College the ESS will use the customer provided financial aid, registration statement, and the website below to verify financial aid information. www.vvc.edu/offices/financial-aid/dpss.shtml
8	Schedule a return appointment for the customer to provide: • Proof of registration/enrollment • IEP 772.4A form completed by an education counselor • Completion/graduation requirements • Verification of any fee waivers or other financial aid he/she has applied for and/or received (e.g., the BOGG).
9	Journal all actions taken.

Continued on next page

Customer's return appointment

At the customer's return appointment, the ESS takes the following actions.

Step	Action
1	Complete and have the customer sign the WTW Plan Activity Assignment (WTW 2) for current term, notating the class schedule and study time in the comments section. The WTW 2 must show the title of the program and the school (e.g., "AA in Social Work at Crafton Hills College" or "Child Development Certificate at Copper Mountain College"). Then: • Enroll the customer into the appropriate Vocational Education/Training activity in the C-IV system. • Authorize necessary supportive services and issues the appropriate Notice of Actions (NOAs). • Image documents.
2	Explain attendance and progress requirements and provides the customer with additional copies of the Attendance Report (WTW 735.2).
3	Enter the following information in the Journal: • Name of the community college • Title of the education/training program, including degree or certificate program • Start date and expected completion date • Approved concurrent activities • Fee waivers, financial aid grants, and scholarships the customer applied for and/or received • Supportive service needs and authorizations
4	Sets review dates and reminders as necessary.
5	Journal all actions taken.

Community College CalWORKs Coordinators

Introduction

This section provides contact information for California Work Opportunity and Responsibility to Kids (CalWORKs) staff at all the local community colleges.

Campus CalWORKs contact information

Contact information for the local community college CalWORKs offices is listed below.

College	CalWORKs Coordinator	CalWORKs Counselor	Phone/Fax#
Barstow College 2700 Barstow Road Barstow, CA 92311	Joann Garcia	Michelle Lopez	(760) 252-2411 Ext. 7374
Chaffey College Rancho Campus 5885 Haven Ave, AD-190 Rancho Cucamonga, CA 91737 Fontana Campus 16855 Merrill Ave, Fontana, CA 92335 Chino Campus 5897 College Park Ave Chino, CA 91710	Kathy Dutton (Director)	Leticia Mowrey, Full Time Support Michelle Newsome Maria Rios Victoria Pappas	Rancho Campus: (909) 652-6049 Fontana Campus: (909) 652-7485 Chino Campus: (909) 652-7653 Fax: (909) 652-6047
Copper Mountain College 6162 Rotary Way Joshua Tree, CA 92252	Laura Nankervas	Laura Nankervas	(760) 366-3791 Ext. 4247
Crafton Hills College 11711 Sand Canyon Road Yucaipa, CA 92399	Rejoice Chavira	Manika Singh	Phone: (909) 389-3456 (909) 389-3239 Fax: (909) 389-3621
Mt. San Antonio College 1100 N. Grand Ave Walnut, CA 91789	Carolyn Keys	Sylvia Turcios Jennifer Flores	Phone: (909) 274-4755 Fax: (909) 274-2113

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Campus CalWORKs contact information (continued)

College	CalWORKs Coordinator	CalWORKs Counselor	Phone #
San Bernardino Valley College 701 S. Mount Vernon Ave San Bernardino, CA 92410	Shalita Tillman	Leslie Gregory	Phone: (909) 384-4429 Fax: (909) 885-4758
Victor Valley College 18422 Bear Valley Road Victorville, CA 92395	Sheree Caldwell	Melanie Dub-Price Jacquelyn Stahkle	Phone: (760) 245-4271 Ext. 2361 Ext. 2205 Fax: (760) 843-6747
Riverside Community College District Riverside City College 4800 Magnolia Ave Riverside, CA 92506 Moreno Valley College 16130 Lasselle Street Moreno Valley, CA 92551 Norco College 2001 3rd Street Norco, CA 92860	Annie Pattison Carol Wolke	Anne Pattison	Phone: (951) 222-8648 Fax: (951) 222-8544

Progress and Participation Requirements

Progress and attendance review

Attendance for customers who are enrolled in an undergraduate degree or certificate program at a community college must be reviewed monthly. Progress must be reviewed at mid quarter/semester and at the end of the term.

- Monthly attendance is tracked for each class via the Attendance Report (WTW 735.2), the school's form, or the customer can provider other documentation with all required information listed on the WTW 735.2 Cover Letter.
- Mid quarter/semester and end of term progress may be tracked through the Progress Report (WTW 735) or the school's form until the official grade report is available.

Attendance requirements

Attendance and participation requirements were explained earlier in the chapter. Attendance must be entered on the Activity Progress Detail Page in C-IV.

Required courses

Only those courses that are required for completion of the customer's education or training program or recommended by a Learning Disability Evaluation (LDE), community college Disabled Student Program counselor, or California Work Opportunity and Responsibility to Kids (CalWORKs) Coordinator may be used to satisfy weekly participation requirements.

A customer who is enrolled in an education or training program at a community college must provide the ESS with a copy of his/her class schedule at the beginning of each term. At that time, the Employment Service Specialist (ESS) completes and has the customer sign a new WTW 2 to reflect any changes in the customer's training location and/or schedule. The ESS will give the customer the WTW 735.2, Attendance Report, and explain how to complete the form and when to return the form. The new WTW 2 must be written for the current term and include any required concurrent activity.

Satisfactory progress

San Bernardino County defines satisfactory progress as fulfilling all conditions imposed by the school/institution offering the program in order to maintain current academic enrollment status.

For WTW purposes, the requirements also include **monthly attendance verification** as proof of satisfactory progress for meeting weekly/monthly participation requirements. Attendance, academic performance and completion timeframes are included in the criteria for satisfactory progress.

Continued on next page

Actions to take when the ESS receives progress report

The table below outlines actions to follow when the ESS receives a progress report:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the report.</td></tr>
<tr><td>2</td><td>Determine if the customer has made satisfactory progress.

Based on the results of the progress report the ESS will take the following action:

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The customer is making satisfactory progress,</td><td>Allow the customer to continue in their education/training program.</td></tr>
<tr><td>The customer is not making satisfactory progress,</td><td>Contact the customer to determine if there is good cause for not meeting participation requirements,
Offer the customer Offer the customer a Learning Disability screening and/or refer him/her to a Learning Disability Evaluation (LDE),
Refer the customer to a different activity,
Initiate the Noncompliance process.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>Image documentation.</td></tr>
<tr><td>4</td><td>Complete a Journal entry detailing the results of the progress review.</td></tr>
</table>

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Lack of progress/ unsatisfactory attendance

When a customer has not maintained satisfactory progress or attendance in an education or training program, and he/she has not been diagnosed with a Learning Disability, the ESS, with the customer's consent, arranges for a Learning Disability Screening.

- Learning Disability testing services may be available to community college students via the Disabled Students Program on campus. Talk with the CalWORKs Coordinator for guidance.
- If the customer has diagnosed learning or other disabilities, the community college campus has services and accommodations available; again, talk with the CalWORKs Coordinator for guidance.

Notification to provider

The ESS should notify the community college's CalWORKs Coordinator via the Memo to Service Providers (WTW 77) whenever a customer is:

- Dropped from an education or training program prior to completion; or
- In Noncompliance with participation requirements for an education or training program.

CHAPTER 17

Work Experience and Community Service Training

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Chapter 17

Work Experience and Community Service Training

Chapter Overview

Introduction

Work Experience (WEX) and Community Service are Welfare-to-Work (WTW) training activities taking place in the public or private non-profit sector. Customers train under close supervision, obtain work maturity skills, and gain or enhance existing job skills, all of which help lead to employment.

References

The following references apply to this Chapter:

- Eligibility and Assistance Standards (EAS) 42-701.2(c)(3)
- EAS 42-701.2(w)(3)
- EAS 42.716.111(d)
- EAS 42.716.111(j)
- EAS 42.716.4

Additional resources

Additional resources are available on the Transitional Assistance Department (TAD) website under Resources/TAD Training Materials:

- WTW At A Glance Job Aid/Unpaid WEX/Community Service Job Aid
- Unpaid WEX and Community Service Activities - PowerPoint

In this chapter

This chapter contains the following sections:

Continued on next page

Forms summary

The table below summarizes various forms referenced in this Chapter.

Form #	Title	Location
ABCDM 228	Applicant's Authorization for Release of Information	C-IV
PLAN 102 CIV	Progress and Attendance Report	C-IV
PLAN 111 CIV	Work Experience and/or Community Service Hours of Participation Notification	C-IV
WTW 2	WTW Plan Activity Assignment	C-IV
HS 39	Complaint and Grievance Procedure	On-line under TAD Forms, WTW
WEX 4	WEX Referral Checklist	On-line Under TAD Form, WTW
WTW 733.1	WEX/Community Service Training Site Request	On-line under TAD Forms, WTW
WTW 733.2	WEX/Community Service Referral Form	On-line under TAD Forms, WTW
WTW 733.4	Attendance and Progress Report	On-line under TAD Forms, WTW
WTW 733.5	WEX Training Plan	On-line under TAD Forms, WTW
WTW 733.7	WEX On-Site Visit Report	On-line under TAD Forms, WTW
WTW 15	Unpaid WEX/Community Service Hours Worksheet	On-line under TAD Forms, WTW
WTW 733.6	WEX/Community Service Site Supervisor's Handbook	Forms Distribution Unit (FDU)
WTW 21	Notice to Employees	Laminated copies available through PDD
DCW 1	Employee's Claim for Workers' Compensation Benefits	Available on-line at http://www.yorkrsg.com/images/resources/002.pdf

Section A

Work Experience

Overview

Purpose

This section provides information that assists the Employment Services Specialist (ESS) in implementing Work Experience (WEX) training policies and procedures.

In this section

This section includes the following topics:

Work Experience, General Information

Introduction

This section provides general information regarding unpaid Work Experience (WEX) training. This includes the definition, examples of training locations, and information regarding length of training.

Definition of unpaid WEX

Unpaid WEX is a Welfare-to-Work (WTW) training activity that takes place in the public or private non-profit sector under close supervision and is intended to help:

- Provide customers with basic job skills and work maturity skills.
- Enhance or improve existing job skills.
- Provide a service to the community that could lead to the customer's unsubsidized employment.

Unpaid WEX - core activity

Unpaid WEX is a core activity. As such, customers can participate in WEX for a certain amount of hours per week/month (as allowed by the WEX/Community Service Hours Calculation (WTW 15) explained in this section.

Examples of unpaid WEX activities

Unpaid WEX activities include, but are not limited to, unpaid training in:

- County departments and other government agencies
- Preschools, elementary and secondary schools
- Hospitals, convalescent homes or hospice programs (if non-profit)
- Public libraries
- Park and recreation districts

MOU requirement

To function as an unpaid WEX training provider, an agency or department **must** have a Memorandum of Understanding (MOU) with the Transitional Assistance Department (TAD). The MOU is defined and explained later in this section.

Unpaid WEX driving a county vehicle

Unpaid WEX are not permitted to drive any county vehicle. Only **subsidized** WEX are permitted to operate a county owned vehicle, as specified in their MOU with TAD.

County departments – revising MOUs

County departments can request to have their MOU revised to include the driving clause provision by contacting the Human Services (HS) Administrative Contracts Unit.

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Who may be referred to a unpaid WEX training

Any customer who has completed an Assessment activity may be referred to an unpaid WEX training. WEX training is included as an activity in *most* WTW Plan Activity Assignments (WTW 2).

Time frame for unpaid WEX referrals

If unpaid WEX is the next activity for a customer, it is important to transition the customer into the activity as soon as possible to help meet his/her participation requirement. If a WEX site is not available, the Employment Services Specialist (ESS) will refer the customer to the next suitable WTW activity until a WEX site is available.

Length of unpaid WEX training

Customers may be assigned to an unpaid WEX training site as long as the site provides basic job skills, enhances existing job skills in a position related to the participant's experience, or provides a needed community service that shall lead to unsubsidized employment.

Breaks in unpaid WEX

An unpaid WEX customer can make up hours to meet his/her monthly participation requirements (i.e., when a WEX site is closed during holiday periods or school breaks) by participating additional hours within the **same** month. The customer’s attendance report must verify the additional hours.

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Explanation of Terms: Memorandum of Understanding and Training Site Request

Introduction

This section provides information about two specific terms commonly associated with Work Experience (WEX): Memorandum of Understanding (MOU) and Training Site Request (TSR).

MOU definition

In order for a customer to be referred to a WEX training activity, the WEX training provider must have a MOU with the Transitional Assistance Department (TAD). A MOU is a contractual agreement between TAD and the WEX provider. The MOU outlines the responsibilities of both parties when WEX training is being provided; it also furnishes information to the provider about such things as insurance requirements, equal employment opportunity requirements, confidentiality issues, and compliance with laws and regulations.

- MOUs are established with parent departments or agencies.
- One MOU can generate numerous TSRs.

Developing new MOUs

If an Employment Services Specialist (ESS) wishes to establish a MOU with an agency or county department that does not currently have a MOU, the ESS will forward the following information to the designated TAD/Welfare-to-Work (WTW) Program Specialist (PS):

- Name of agency/department
- Type of agency (county, public or private non-profit)
- Name and title (manager, president, etc.) of the person authorized to sign/approve the MOU
- Complete address of agency/department
- Phone number of agency/department

TSR definition

A TSR (WTW 733.1) is a form completed by WEX/Community Service training sites. A TSR must be completed for each training classification (position) requested for unpaid and paid WEX/Community Service. WEX Coordinators use TSR information to identify and place customers in specific training sites. The TSR shows:

- Pertinent information about the site
- Type of training available and number of trainees requested
- Site contact information
- Description of the training activities
- Any necessary prerequisite skills or qualifications
- Any special requirements (e.g., background check, licenses, permits, physicals)

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Explanation of Terms: Memorandum of Understanding and Training Site Request, Continued

TSR development

When an MOU is in place, WEX Coordinators may develop as many TSRs with the provider as their district office requires and the provider is willing and able to accommodate.

WEX Coordinators will forward TSRs to the PDD WTW PS. The PS will enter TSR information into a spreadsheet in the TSR folder, found in the WEX Project folder on the WEX share drive.

Accessing WEX information

MOU and TSR information is available on-line. The WEX Coordinator may access the WEX Project folder by following this path: \\hssserver233\WEXProject\WEX_Project.

Any problems in accessing the WEX Project folder should be reported to the Human Services (HS) Help Desk. The WEX Project folder contains the following information:

- MOU log – County
- MOU log – PPNP (public/private non-profit)
- Site locations for WEX/Community Service placement
- TSRs
- WEX Coordinator phone list
- WEX/Community Service brochure (for MOU development/marketing purposes)
- WEX Checklist
- WEX/Community Service Statement of Confidentiality

Selecting an Appropriate Work Experience Site

Introduction

This section provides information to assist the Employment Services Specialist (ESS) in selecting an appropriate Work Experience (WEX) site for the customer.

Displacement

WEX training must comply with the displacement provisions described in the Operations and Reference Handbook (ORHB) Chapter C - Rights.

Training goals

WEX training must be consistent with the customer's goal to attain employment, and be effective in preparing the customer to obtain and maintain employment.

Limited-English proficiency

When an Assessment indicates WEX is an appropriate activity for a limited-English proficient customer, the ESS should consider assigning the customer to concurrent participation in English-as-a-Second Language (ESL) or Vocational ESL classes, which can assist to improve his/her English proficiency and improve his/her ability to find self-supporting employment.

Note: An ESL class would be entered on the WTW Plan Activity Assignment (WTW 2) and in the system as either a Vocational Education activity or Education Directly Related to Employment activity.

Pre-existing medical condition

When selecting a training site, the WEX Coordinator takes into consideration a customer's pre-existing medical condition. The WEX Coordinator does not refer a customer to a WEX site when the customer has a pre-existing medical condition that might limit his/her ability to participate in the type of training provided at that site.

Customer background

A customer is not referred to a WEX site when the WEX Coordinator is aware that his/her presence at the site may be detrimental to the well-being of the provider's customers. In addition, a number of sites require the customer pass a background check prior to placement.

Note: The site should not require anything (e.g., background check, drug test, etc.) of the potential WEX trainee that they would not require of a regular employee.

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Substance abuse/mental health problem

When a customer has a current substance abuse or mental health problem, he/she is not referred to a WEX training site, except that:

A customer who has a substance abuse or mental health problem may be referred to a WEX training activity when the customer is receiving treatment and WEX participation is recommended by the Department of Behavioral Health (DBH) or other contracted provider.

Protecting the confidentiality of the customer

The WEX Coordinator may not disclose to a WEX provider any knowledge of a customer's history of criminal convictions, substance abuse or mental health problems.

It is the WEX provider's responsibility to obtain this information directly from the customer during the referral interview, or from the results of a background check.

Participation Requirements for Work Experience Training

Introduction

This section provides information regarding participation requirements for Work Experience (WEX) training.

Participation requirements

WEX is one of the core activities that helps the County meet the Work Participation Rate (WPR). The customer participates in unpaid WEX for the amount of hours stated as calculated on the Unpaid Work Experience (WEX)/Community Service Hours Worksheet (WTW 15). The customer's hours of participation in WEX are limited by regulations requiring the use of a formula to determine maximum hours called the WEX/Community Service calculation page.

Example: When the WEX/Community Service calculation is determined as 14 hours, this customer would be required to participate in WEX/Community Service for 14 hours and the Employment Services Specialist (ESS) would deem (count) 20 hours of participation (as required by State and Federal regulations). This is an example for a customer who is a single custodial parent with a child under six years old.

<u>Note</u>: The ESS will not deem hours for Sanctioned and Safety Net customers. These customers must participate the actual required number of hours to meet participation requirements. Once a sanctioned customer cures his/her sanction, hours of participation will be deemed if the customer meets deeming requirements. A WTW 15 is not to be used for these customers.

Regulations

State regulations, referred to as the "Simplified CalFresh Program", necessitate the use of formulas (minimum wage calculations) to determine the maximum number of hours a customer can be required to participate in **unpaid** WEX training activities each month.

ESSs complete the Unpaid WEX/Community Service Hours Worksheet (WTW 15) located on the TAD forms website, under Employment Services to compute the number of hours to be assigned to a customer. Refer to the Forms and Procedures (F&P) guide also located on the TAD forms website.

Frequently asked questions

After the customer's WEX hours have been calculated, certain issues may arise. The following are answers to some "frequently asked questions":

- A customer ***<u>may not</u>*** "volunteer" to participate in unpaid WEX/Community Service training for more hours than the formula results allow; in other words, the formula shows the *maximum* number of hours a customer could be assigned to WEX each week. Concurrent activities may be needed to help the customer meet participation requirements.
- If the calculated hours happen to be *more* than the requirement of the customer on a weekly basis, the customer would not be required to participate in excess of the 20/35/35 hours required by the State.

Referral Procedures

Introduction

This section provides information regarding referring customers to unpaid Work Experience (WEX) positions.

Managing Work Experience/ Community Service caseloads

Due to varying office size, there may be differences in how district offices manage WEX cases. Most offices find it convenient to have an assigned WEX Coordinator who is very familiar with WEX procedures, while other offices may have WEX cases dispersed throughout the Employment Services Specialist (ESS) caseload. The WEX Coordinator typically:

- Arranges WEX placements,
- Carries the WEX case,
- Monitors customers while they are in the WEX activity,
- Completes site supervisor orientations,
- Completes site visits (explained later in this chapter), and
- Ensures WEX related injuries are dealt with appropriately.

Individual office policy determines when/if the case is to be transferred to a WEX Coordinator.

ESS responsibilities

When WEX training is the next appropriate activity, the ESS:

- Schedules an appointment for the customer to meet with the district WEX Coordinator.
- Reviews the customer's Assessment results and WTW Plan Activity Assignment (WTW 2) with the WEX Coordinator, identifying the customer's job skill(s) which will be developed and/or enhanced by WEX training.
- Checks the California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit (click Case Summary on the Local Navigation Bar, then Time Limit on the Task Navigation Bar) to ensure the customer has enough time left to make a WEX referral feasible, and
- Determines the maximum number of hours the customer can be required to participate in unpaid WEX training each week by utilizing the Unpaid WEX/Community Service Hours Worksheet (WTW 15), located on the TAD Website/Forms/Employment Services.
- Completes a WEX Referral Checklist (WEX 4) and forwards to the WEX Coordinator.

Note: Do not use the WEX/Community Service Hours Calculation located in C-IV because it currently does not correctly calculate hours of participation.

Continued on next page

WEX Coordinator responsibilities

When the customer attends his/her scheduled appointment, the WEX Coordinator takes the following actions.

Step	Action
1	Explain the objectives of the WEX training activity, including the following work maturity skills that are to be developed or enhanced at the WEX site: • Punctuality • Attendance • Appropriate dress and/or grooming • Positive interaction with supervisors and employees • Accepting guidance and criticism • Following directions and asking for clarification as needed • Completing assignments timely and accurately • Asking for additional assignments
2	Explain attendance and progress requirements.
3	Check to ensure there is a valid Memorandum of Understanding (MOU) on file for the desired WEX site, as explained earlier in this chapter.
4	Review the list of Training Site Requests (TSRs) for suitable training positions in the local area, as explained earlier in this chapter.
5	• Ask the customer if he has a pre-existing medical condition that may affect his/her ability to participate in WEX training. • Select an appropriate site based on information the customer provides regarding any pre-existing medical condition.
6	• Describe the type of training the customer will participate in at the WEX site. • Determine if the customer has the prerequisite skills required for the WEX activity (if any). • Ensure the customer can pass a background investigation if required for placement at the site.
7	Complete an Applicant's Authorization for Release of Information form (ABCDM 228) with the customer. • The original is imaged according to office protocol. • A copy is to be routed to the provider with the WEX Referral Form (WTW 733.2), and • An additional copy is given to the customer.

Continued on next page

WEX Coordinator responsibilities (continued)

Step	Action
8	Schedule an interview appointment for the customer to meet with the WEX training site supervisor within ten (10) working days.

9	Give the customer a WTW 733.2 to take to the interview, which includes:
	
	• Customer information in Section 1
	• WTW information in Section 2
	• Referral information in Section 3, including an expected start date that allows time for the customer to:
	  – Attend the return appointment with the WEX Coordinator,
	  – Sign the WTW 2, and
	  – Arrange necessary Supportive Services.

10	Schedule a return appointment to review the interview results with the customer and sign the WTW 2 if the customer is accepted at the site. This appointment is to take place within one (1) working day of the customer's interview with the WEX site supervisor.
11	Create a Journal entry with all actions taken.

Referral Results

Introduction

This section provides information concerning possible referral results after a customer has been referred to a Work Experience (WEX) position.

Interview results

The WEX training site supervisor notifies the WEX Coordinator of the customer's acceptance or rejection at the training site via the WEX Referral (WTW 733.2). The site supervisor may fax the form back to the Employment Services Specialist (ESS).

Customer does not attend the WEX interview

When a customer does not attend the interview with the WEX site supervisor, and does not request a reschedule of the interview, the ESS or WEX Coordinator follows up and initiates the noncompliance process if appropriate.

Noncompliance could be based on failure to sign the activity agreement; if the customer does not attend the WEX interview, and does not contact the ESS to reschedule.

Customer is not accepted at the WEX site

When a customer attends the WEX interview, but is not accepted at the WEX training site, the WEX Coordinator discusses with the customer the reasons he/she was not accepted. Based on this discussion, the WEX Coordinator takes the appropriate actions to:

- Refer the customer to a different WEX site,
- Refer the customer to a different activity,
- Determine the appropriateness of good cause nonparticipation,
- Determine if the customer qualifies for an exemption.

Continued on next page

Customer is accepted at the WEX site

When a customer is accepted at a WEX training site, the WEX Coordinator takes the following actions during the return appointment.

Step	Action
1	Complete and have the customer sign the WTW Plan Activity Assignment (WTW 2) to include all activities.
2	Complete the WEX Training Plan (WTW 733.5) with the customer.
3	Open the appropriate WEX activity in C-IV. **Note:** Since WEX requires an MOU for placement, services and activities will be maintained in the C-IV Resource Databank (RDB) by the Program Development Division (PDD), Contracts Unit.
4	Arrange concurrent activities (if necessary) and update C-IV accordingly.
5	Authorize necessary Supportive Services and issue appropriate Notices of Action (NOA). • Supportive Services include transportation and ancillary. • Ancillary funds may be used to cover the cost of drug testing, fingerprinting and other mandatory fees that the WEX provider does not pay.
6	Set a Task for the first day of participation in order to update the activity status in C-IV and follow up on the customer's attendance/participation.
7	Schedule a Supervisor Orientation with the WEX site supervisor when a customer is referred to a new WEX training site or there is a new WEX site supervisor at an existing training site. (Site orientations are explained later in this chapter.) Provide the WEX site supervisor with a packet of the following forms as needed: • Progress and Attendance Report (PLAN 102 CIV) or the Attendance and Progress Report (WTW 733.4). • Work Experience and Community Service Supervisor's Handbook (WTW 733.6). • Location of the Employee's Claim for Workers' Compensation Benefits form (DWC 1), http://www.yorkrsg.com/images/resources/002.pdf • WTW 21 – Notice to Employees
8	Schedule an On-Site Visit (OSV) with the training site supervisor within 45 days of the customer's start date.
9	Create a Journal entry.

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First day participation

On the scheduled start date of the WEX activity, the WEX Coordinator confirms the customer's attendance with the WEX site supervisor and takes any necessary follow-up action.

No-show on start date

When a customer does not attend a WEX training activity on the scheduled start date, and he/she does not request a reschedule of the start date, the WEX Coordinator will contact the customer to see why he/she did not show, and initiate the noncompliance process if appropriate.

Progress and Attendance

Introduction

The site supervisor monitors a customer's attendance and progress in a Work Experience (WEX) training activity via the Attendance and Progress Report (PLAN 102 CIV) or the Progress and Attendance Report (WTW 733.4) over the course of a month.

The Progress and Attendance Report should be submitted to the WEX Coordinator by the fifth (5th) of each month for the previous month.

The site supervisor may prefer to fax the report directly to the WEX Coordinator, or may give the report to the customer to be submitted along with the travel claim.

Progress

If the progress evaluation shows the customer is not making satisfactory progress in a WEX training activity, the WEX Coordinator will work with the site supervisor and the customer to attempt to resolve the issue(s). This could involve:

- Calling or meeting with the customer individually,
- Meeting jointly with the customer and the site supervisor, and/or
- Initiating the noncompliance process.

Attendance

The customer reports absences and tardiness to the WEX training site supervisor. The customer and/or the WEX Site Supervisor should also report extended or frequent absences to the WEX Coordinator. If the WTW 733.4 shows the customer is not attending the WEX training activity as required, the WEX Coordinator should again attempt to resolve the problem as suggested above. Noncompliance is an option whenever the customer has excessive unexcused absences.

Note: An excused absence may be defined as a:

- Medical problem (serious illness or hospitalization of customer, customer's child, spouse, or other close relative);
- Legal issue (jury duty, court date, incarceration, etc.);
- Family crisis (death in family, domestic abuse issue, etc.);
- Supportive service issue (lack of child care, transportation break down);
- Good cause reason as discussed in the Noncompliance chapter of this handbook.

The WEX Coordinator requires the customer supply documentation supporting excusal of the absence, Journals the receipt of this documentation, and images the documentation.

Noncompliance follow up

When noncompliance has been initiated and the Employment Services Specialist (ESS) determines a customer does not have good cause for failing to comply with WEX attendance and/or progress requirements, the ESS develops a compliance plan to require satisfactory progress and/or attendance at the same or a different WEX site. Follow noncompliance procedures outlined in the Noncompliance chapter of this Handbook.

Curing a sanction

To cure a sanction, the customer must satisfactorily participate in a WEX activity as outlined in the Noncompliance chapter of this Handbook. If a fitting WEX site is not immediately available, the customer will participate in the next appropriate WTW activity, according to the WTW 2, in order to cure the sanction as quickly as possible.

WEX review

The WEX Coordinator reviews the WEX training assignment as appropriate and necessary to ensure:

- The WEX training activity is continuing to provide the customer with skills that lead to unsubsidized employment, and
- The customer is making progress toward reaching the training goals specified in his/her Training Plan (WTW 733.5).

C-IV entries

During monthly case reviews when the customer's attendance/progress is reviewed, the ESS will:

- Update the review date of the activity on the Customer Activity Detail page.
- Enter attendance on the Activity Progress Detail page.
- Journal all actions taken.

Complaint and Grievance Procedures

Introduction

This section provides information regarding the complaint and grievance procedures that are to be followed if/when a customer has a complaint about a contracted provider and/or the provider's services.

Notification of right to file a complaint/ grievance

The Employment Services Specialist (ESS) advises all customers at the time they are referred to a Welfare-to-Work (WTW) contracted provider of their right to file a complaint or grievance. The ESS provides the customer with the Complaint and Grievance form (HS 39) and forwards a copy to the provider. In addition, contracted providers provide each customer with a copy of the provider's internal complaint and grievance procedures upon enrollment into the program.

Complaints about WEX site and/or WEX site's services

When a customer contacts his/her ESS with a complaint about the contracted provider and/or a complaint about the training services the customer is receiving, the ESS encourages the customer to discuss the complaint with the contracted provider. An attempt should be made to resolve the complaint at the lowest level possible before taking follow up action.

Unresolved complaints

If the customer is unable to resolve the complaint with the provider, and the WTW office (ESS and/or Supervising Employment Services Specialist I (SESS I) is not able to help resolve the customer's complaint, the designated Program Specialist (PS) in the Program Development Division (PDD) Contracts Unit will be notified.

Completion/Termination of Work Experience Activity

Introduction

This section provides information regarding the completion or termination of a Work Experience (WEX) activity.

Completion of a WEX activity

When a customer successfully completes a WEX training activity, the WEX Coordinator takes the following actions:

Step	Action
1	Close the activity as completed satisfactorily. **Note:** If a customer ends WEX participation due to employment, the activity is closed with status reason as "completed due to employment".
2	Issue Notices of Action (NOAs) to terminate Supportive Services as needed.
3	Create a Journal entry.
4	Return the case to the Employment Services Specialist (ESS) case manager or other designated ESS, if necessary, per district policy.

Assignment to subsequent activities

A customer who successfully completes a WEX training activity and is not employed for the required number of participation hours is referred to the next activity included in his/her WTW Plan Activity Assignment (WTW 2).

Job Readiness may or may not be the next appropriate activity following WEX training, depending on the extent of the individual's participation in Job Readiness during the WEX training activity.

Termination of a WEX activity

When a customer is dropped from WEX training prior to completing the activity, the WEX Coordinator takes the following actions:

Step	Action
1	Close the activity with the appropriate status reason.
2	Take the appropriate actions to: • Evaluate for good cause/exemption, • Assign the customer to a different activity, • Pursue the noncompliance process, or • Deregister the WTW program if the customer is no longer on aid.
3	Issue NOAs to terminate Supportive Services as needed.
4	Notify Child Care Eligibility Worker (EW), if appropriate.
5	Journal all actions taken.

Staff Responsibilities

Introduction

This section provides information regarding various staff responsibilities related to Work Experience (WEX).

WEX Coordinator

In addition to WEX-related case management, the WEX Coordinator is responsible for the following actions:

- Identifying potential new WEX providers and forwarding necessary information to the designated Program Specialist (PS).
- Conducting Site Supervisor Orientations and On-Site Visits (OSV), as described in this chapter.
- Informing the designated PS of customer injuries that occur at a WEX site and following up with the site to ensure injury procedures are followed.

Note: Site visits and site supervisor orientations are an important part of the WEX program. Each district office should recognize this and ensure the WEX Coordinator has time to devote to this part of the program.

SESS I responsibility

The Supervising Employment Specialist I (SESS I) is responsible for quality control of WEX activities through periodic WEX case reviews.

Program Specialist

The designated PS and/or support staff are responsible for:

- Following up with York Risk Services Group when unpaid WEX site injuries occur.
  - Subsidized WEX injuries follow current county department policy, which is the same as a regular county employee. The designated PS does not need to be notified in these instances.
- Maintaining unpaid WEX injury files containing all injury-related information, as the liaison between the County and York Risk Services Group.
- Completing input and maintaining Memorandum of Understanding (MOU) information.
- Attending quarterly meetings with the Supervising WEX Coordinator and WEX Employment Services Specialists (ESSs).

Work Experience Site Supervisor Orientation

Introduction

This section provides information regarding Work Experience (WEX) Site Supervisor Orientations.

When to conduct a site supervisor orientation

The WEX Coordinator conducts a Site Supervisor Orientation whenever a customer is referred to a WEX training site and:

- The site has not been used previously, and/or
- The WEX training site supervisor is new to WEX program procedures.

Where to hold the orientation

The WEX Coordinator should conduct the orientation at the training site, in person, whenever possible. This enables the WEX Coordinator to:

- Establish a bond with the Site Supervisor,
- Explain and demonstrate the various forms, and
- Thoroughly answer any questions.

If absolutely necessary, the orientation may be conducted by phone.

What to provide

At the Supervisor Orientation, the WEX Coordinator gives the site supervisor a packet of forms, including:

- His/her business card or contact information
- Additional Training Site Requests (WTW 733.1)
- Attendance and Progress Reports (PLAN 102 CIV or WTW 733.4)
- Work Experience and Community Service Supervisor's Handbook (WTW 733.6)
- A copy of the Employee’s Claim for Workers’ Compensation Benefits (DWC 1), and the site address http://www.yorkrsg.com/images/resources/002.pdf

Note: The Program Development Division (PDD) contracts unit provides a Notice to Employees (WTW 21) poster to all new and current contracted subsidized and unsubsidized WEX participants. If the site does not have a WTW 21 posted, the WEX Coordinator will provide the site with one to post at the work location.

Continued on next page

What to discuss

During the Supervisor Orientation, the WEX Coordinator provides the site supervisor with an overview of:

- The Transitional Assistance Department/Welfare-to-Work (TAD WTW) program
- Confidentiality issues
- Personably Identifiable Information (PII)
- The WEX and Community Service Supervisor's Handbook
- Training goals and desired skills and outcomes
- Attendance and progress requirements for the customer
- Site record keeping
- Appropriate disciplinary actions
- Instructions concerning training site injuries, procedures they are to follow if/when a customer is injured, and completion of the resulting State Compensation Insurance forms
  - If an injury occurs to a paid WEX at a County department, the site supervisor follows current policies for their department, just like a regular County employee, and contacts the WEX Coordinator.

What to emphasize

The WEX Coordinator emphasizes to the Site Supervisor the necessity of providing work maturity skills training that will enable the customer to obtain and retain future employment. Skills training includes, but is not limited to:

- Attendance and punctuality
- Appropriate dress and grooming
- Positive interaction with supervisor and staff
- Appropriate attitude/behavior
- Problem solving
- Conflict management
- Following instructions
- Assuming responsibility

On – Site Visits

Introduction

This section provides information regarding Work Experience (WEX) On-Site Visits (OSV).

Purpose

The purpose of the OSV is to ensure the training site supervisor understands the terms and conditions of the Memorandum of Understanding (MOU) as they apply to participation requirements and supervision.

Initial OSV

The WEX Coordinator conducts an initial OSV with the training site supervisor within 45 calendar days of the customer's start date.

The WEX Coordinator schedules the OSV at the time he/she receives verification that the customer has been accepted at the training site.

Preparation

The WEX Coordinator prepares for the OSV by:

- Verifying the appointment with the training site supervisor prior to the meeting.
- Completing the top portion of the OSV Report (WTW 733.7).
- Gathering information and forms needed for the OSV.

During the OSV

At the OSV, the WEX Coordinator:

- Discusses items on the WTW 733.7.
- Confirms the customer is receiving training in the areas listed on the Training Site Request (WTW 733.1) and the WEX Training Plan (WTW 733.5).
- Discusses any questions, problems or concerns from the training site supervisor.
- Confirms a Notice to Employees (WTW 21) poster is posted at the work location.
- Reminds the site supervisor to submit Attendance and Progress Reports (Plan 102 CIV, or WTW 733.4) by the fifth (5^{th}) of each month for the previous month.
- Verifies the site supervisor understands the procedures to follow when a customer is injured at the WEX site.

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Follow up action

Based on information obtained from the training site supervisor, the WEX Coordinator conducts a follow-up interview with the customer as needed.

The WEX Coordinator meets with the customer during the OSV, if feasible, or may contact the customer later by phone or via an appointment in the district office.

OSV report

After the OSV, the WEX Coordinator completes the WTW 733.7 and:

- Images the report according to office protocol.
- Sends or gives a copy to the customer, if desired.
- Journals all actions taken.

Section B
Subsidized Employment

Overview

Introduction

This section provides information regarding subsidized employment opportunities that may be available to some customers through the Welfare-to-Work (WTW) program.

In this section

This section contains the following topics:

Forms

The table below summarizes various forms used in Section B - Subsidized Employment.

Form #	Title	Location
Not applicable	Employee Personal Data	EMACS
Not applicable	Employment Status Notification	EMACS
Not applicable	Last Warrant Designation	EMACS
SSA-1945	Statement Concerning Your Employment in a Job Not Covered by Social Security	EMACS
W-4	W-4	EMACS
I-9	Employment Eligibility Verification	EMACS
HS 39	Complaint and Grievance Procedure	On-line under TAD Forms, WTW
TAD 2 TAD 2 SP	Right to Work	TAD Forms Catalog, WTW
TAD 3 TAD 3 SP	E-Verify	TAD Forms Catalog, WTW
WEX 6	Time and Attendance Report	TAD Forms Catalog, WTW
WTW 2 WTW 2 SP	Welfare-to-Work Plan Activity Assignment	C-IV

General Subsidized Employment Information

Introduction

This section provides general information regarding subsidized employment.

WEX worker

Welfare-to-Work (WTW) customers participating in unpaid Work Experience (WEX) and subsidized WEX are referred to as WEX workers.

Paid WEX is subsidized employment

Paid WEX is subsidized employment, and:

- Is considered training,
- Is not covered by Unemployment Insurance Benefits (UIB),
- Is paid at State minimum wage, and
- Hours are determined by the WEX Coordinator.

Characteristics of subsidized employment

In subsidized employment, the WEX worker's employer is partially or wholly reimbursed for the WEX worker's wages and/or training costs.

Though subsidized employment can take place in the private or public (state, county, city, etc.) sector, the current subsidized employment program offered through the WTW program takes place **only** at San Bernardino County work sites where a Memorandum of Understanding (MOU) for subsidized WEX exists. This list is located on the Transitional Assistance Department (TAD) website under Tools/WTW Tools/Subsidized WEX MOUs.

Subsidized WEX workers are paid via California Work Opportunity and Responsibility to Kids (CalWORKs) funding earmarked for this purpose.

WEX Coordinator role

The WEX Coordinator in each WTW office is responsible for enrolling WEX workers in the subsidized employment activity and monitoring them while they participate. If/when a County WEX site placement is most appropriate for the WEX worker; the unpaid WEX placement can be converted into subsidized employment as explained in the next section of this chapter.

Purpose of subsidized employment

Subsidized employment helps WTW meet the Federal Work Participation Rate (WPR). The purpose of subsidized employment is to enable the WEX worker to earn a wage while:

- Enhancing his/her job skills
- Improving his/her work maturity skills
- Preparing for unsubsidized employment.

Continued on next page

Hours of participation

If the site can accommodate it and the WEX worker's needs allow it, he/she may participate in the subsidized employment activity for up to the full 20/30/35 hours per week, 85/128/150 monthly that is required of him/her. If the site can offer a full-time (40 hours per week) position, the WEX worker may participate in subsidized employment the full 40 hours per week.

However, knowing the subsidized assignment is only temporary and the ultimate goal is for the WEX worker to obtain **unsubsidized** employment, the WEX Coordinator may choose to allow time to concurrently enroll the WEX worker in job search.

Length of activity

The subsidized employment activity is only temporary and the WEX Coordinator will stress this fact to the WEX worker. During the subsidized assignment, the WEX worker will be encouraged to apply for any County (or other) job openings that he/she qualifies for; the period of subsidized employment will assist the WEX worker in meeting experience requirements for unsubsidized positions.

The typical subsidized employment assignment is nine months in duration. The assignment may be extended for an additional three months with Employment Services Manager (ESM) approval, up to 12 months total, if the site continues to have the need, funding for subsidized employment continues to be available, and the WEX worker:

- Continues to benefit from the assignment;
- Will be more likely to obtain unsubsidized employment with the additional experience gained through extension of the subsidized assignment;
- Has sufficient time remaining on aid for the extension to be feasible;
- Has continually exhibited good attendance and performance;
- Has not had significant problems or issues at the site.

During the last six weeks of the WEX activity the customer will be required to spend time job searching for **unsubsidized** employment.

Note: If the WEX worker obtains unsubsidized employment at any time during his/her subsidized employment assignment, it is considered a successful completion of the subsidized employment activity. See the Completion or Termination of Subsidized Employment section of this chapter for further information.

Subsidized WEX work hours

Subsidized WEX staff can work more than eight hours per day without being paid overtime to make up time, provided the **total weekly** hours **do not** exceed 40 hours. This will help the customer meet his/her monthly participation requirement, and receive pay for hours worked.

Wages earned

WEX workers participating in subsidized employment (paid WEX) earn the equivalent of state minimum wage.

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Direct deposit

WEX workers participating in subsidized employment receive their earnings via direct deposit. To initiate direct deposit, the WEX worker may:

- Complete and sign a Direct Deposit Authorization form, and submit the form to the Human Services (HS) Personnel Payroll Specialist for processing, or
- Set up Direct Deposit through the Employee Management and Compensation System (EMACS) website: http://countyline.co.san-bernardino.ca.us/emacs/.

Subsidized WEX policy regarding operating motorized vehicles

Subsidized WEX customers may operate motorized equipment necessary to perform assigned job duties at the discretion of the subsidized site. The subsidized site will follow all current policies established for regular employees.

Subsidized WEX are permitted to operate a county owned vehicle, depending on the training site's MOU with TAD.

A list of current county departments with subsidized WEX MOUs who permit customers to operate County owned vehicles is located on the TAD website under Tools/WTW Tools/Subsidized WEX MOUs – **County Owned Vehicles**.

Per language in the MOUs, these departments "are required to follow the same County guidelines for authorizing or permitting a participant to operate a county owned vehicle as for a regular employee, including written documentation of the authorization or permission by the Department and completion of the County safe driver's course."

County departments can request to have their MOU revised to include this provision by contacting the HS Administrative Contracts Unit.

Note: **Unpaid** WEX **are not** permitted to operate any county vehicle.

Subsidized WEX MOU list

A list of all current county departments with subsidized WEX MOUs is located on the TAD website under Tools/WTW Tools/Subsidized WEX MOUs.

Unemployment Insurance Benefits

The Unemployment Appeals Board has determined that WEX workers are **not** entitled to Unemployment Insurance Benefits (UIB) when their temporary subsidized employment assignment ends.

Activity after completion of subsidized employment

Most WEX workers completing a subsidized employment assignment will be enrolled in job readiness (job club) or job search as their next activity, so the ESS will need to determine the appropriateness on a case-by-case basis. For additional information, see Chapter 9 – Job Services Activities.

WEX workers who have completed subsidized employment now have up to one year of recent work experience to assist in their efforts to find unsubsidized employment.

Subsidized Employment Process

Introduction

This section provides information regarding the process of transitioning Work Experience (WEX) workers from unpaid WEX to subsidized WEX.

WEX workers assigned to TAD offices

The Transitional Assistance Department (TAD) has developed an internal policy and procedure for unpaid and subsidized WEX workers and volunteers.

For specifics related to TAD WEX placements, see the Operations and Reference (O&R) Handbook, Chapter R – Office Management, WEX/ Volunteer Duties.

Subsidized employment begins with a WEX assignment

The path to subsidized employment begins with the customer being accepted for an unpaid WEX assignment.

To convert the unpaid WEX assignment to a subsidized employment assignment, the WEX worker **must** be participating in unpaid WEX with a San Bernardino County department that has a current WEX Memorandum of Understanding (MOU) with TAD.

WEX Coordinators will review the WEX Project shared drive under “WEX Project/MOU Log County” to view county departments who have a current subsidized employment MOU.

Transition time frame

WEX workers are no longer required to complete four (4) weeks of unpaid WEX prior to being transitioned to subsidized WEX. The WEX Coordinator will immediately transition the WEX worker once he/she receives clearance/ approval from the HS Personnel Payroll Specialist.

Pre-employment requirements

Prior to approval and placement in a subsidized WEX position, it is County policy that all WEX subsidized workers will be fingerprinted and clear a background check and physical through HS Personnel.

In addition, some County departments may require:

- Drug test
- Physical exam
- DOJ Clearance
- Tuberculosis (TB) test

WEX Coordinators will keep the WEX worker in unpaid WEX while waiting for clearance/approval from the HS Personnel Payroll Specialist for subsidized WEX.

Subsidized Employment Packet

Introduction

This section provides information regarding the subsidized employment packet; the Work Experience (WEX) Coordinator and WEX worker must complete in order to initiate the hiring process for subsidized employment.

Address requirement

Subsidized WEX workers must have a permanent address to use for the application packet. Employee Management and Compensation System (EMACS) payroll requires a permanent address in order to mail the WEX worker's paycheck.

What is included in the subsidized employment / new hire packet

The subsidized employment/new hire packet consists of the following forms:

- Employee Personal Data
- I-9, Employment Eligibility Verification
- Employment Status Notification
- Last Warrant Designation
- SSA-1945, Statement Concerning Your Employment in a Job Not Covered by Social Security
- W-4

Note: The WEX Coordinator will check to ensure the WEX worker has completed the forms accurately and in their entirety. Incomplete and incorrect packets will be returned by the Human Services (HS) Personnel Payroll Specialist and will slow down the hiring process.

Location of the required forms

WEX Coordinators can locate all forms on EMACS.
http://countyline.co.san-bernardino.ca.us/emacs/forms.asp

If there are any questions regarding forms, the WEX Coordinator should contact the HS Personnel Payroll Specialist.

Completing the Employee Personal Data form

The following chart explains the process for completing the Employee Personal Data form.

Stage	Description
1	The WEX worker completes all sections of the Employee Personal Data form in blue or black ink only. • The Employee ID and Rcd No. fields will not be known at this point, and will be left blank. • If the WEX worker does not have a driver's license, the Driver's License Data area will be left blank.
2	The HS Personnel Payroll Specialist signs in the designated area at the bottom of the form.

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Employment Eligibility Verification form (I-9)

The first page of the Employment Eligibility Verification (I-9) form is an instruction sheet. This page is given to the WEX worker to read before he/she completes the second page. The chart below explains the process for completing the second page.

Stage	Description
1	The WEX worker completes and signs Section 1.
2	The WEX Coordinator completes and signs Section 2. This requires a review of the documents that verify the WEX worker's identity and employment eligibility.
3	The WEX worker provides two forms of identification. **Names and spelling on all documentation used must match exactly.** The County cannot tell WEX workers which documents to provide, but examples of acceptable forms of identification are included on the third page of the I-9. Most WEX workers will provide: • California driver's license or California ID card (entered under the "List B" area), **and** • Social Security card (entered under the "List C" area).
4	The WEX Coordinator photocopies the front and back of each document used and includes the copies in the packet.
5	The WEX Coordinator leaves the date field in Section 2 blank. It is not necessary to complete Section 3.

Note: Social Security Card receipts and California Driver's License (CDL) receipts are not acceptable forms of documentation.

Required forms for I-9

The Right to Work (TAD 2) and E-Verify forms (TAD 3) in English and Spanish must be displayed where I-9s are reviewed and completed. Both forms are available in the Transitional Assistance Department (TAD) forms catalog under WTW.

Completing Form W-4

The WEX worker completes numbers 1 through 7 of Form W-4, then signs and dates the form. He/she does not complete numbers 8 through 10.

Page 2 of Form W-4 is a worksheet WEX workers may use to determine their deductions and adjustments, if necessary. Page 2 does not need to be submitted in the packet.

Completing the Employment Status Notification

To complete the Employment Status Notification form the WEX worker will:

- Use blue or black ink
- Print his/her first and last name in the designated field, and
- Sign and date the form

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Completing the SSA-1945	The WEX worker enters his/her name on the Statement Concerning Your Employment in a Job Not Covered by Social Security form (SSA-1945), then reads the form, signs and dates it at the bottom.
Completing the Last Warrant Designation form	The WEX worker completes the Last Warrant Designation form in blue or black ink. The second page of the form provides information about completing the first page. If the WEX worker makes a mistake on the form, he/she will need to complete a new form. **Note:** The Last Warrant Designation form will not be accepted with information that has been altered in any way.
Photocopying the packet	It is recommended that the WEX Coordinator photocopy all documents included in the packet and retain for future reference.
WEX Project share drive	The WEX Project share drive is located on the HSSServer035\WEXProject. The share drive has been developed as a means of communication between the WEX Coordinators, Supervising WEX Coordinator, Program Development Division (PDD) and HS Personnel. The WEX Coordinators will access the WEX share drive on a weekly basis for up to date information.
HS Personnel and the WEX Project share drive	Human Services (HS) Personnel will use the WEX Project share drive to update and maintain the following information: • Background and Physical Report – Report consisting of a customer's status in the background/live scan and physical processes. • Job Action Report (JAR) – Report consisting of new hires, their effective date for subsidized employment and department information.
PDD and the WEX Project share drive	PDD will use the WEX Project share drive to list the following information: • Current WEX forms • WEX Coordinator Phone List • Training Site Requests • Participating County departments and WEX opportunities • Participating community service and WEX providers

Background/Fingerprinting Process

Introduction

It is County policy that all Work Experience (WEX) workers referred for subsidized WEX **must** be fingerprinted for a background check through Human Services (HS) Personnel prior to being approved/placed in a subsidized WEX position. If the department allows it, the WEX worker will participate in unpaid WEX while waiting for background clearance from HS Personnel.

Fingerprinting process

The WEX Coordinator will follow the procedures below when initiating the fingerprinting process for a potential subsidized WEX through HS Personnel:

Stage	Description
1	WEX Coordinator e-mails a new hire request to HS Personnel Payroll Specialist with the following information: • Customer Name • Social Security Number (SSN) • Date of Birth (DOB) • Title/Classification of Position • WEX Site Location • Indicates if the WEX worker will complete his/her fingerprinting process at the Fontana, Morongo, Needles, San Bernardino or Victorville Sheriff's Department. **Note:** WEX Coordinator interoffice mails the new hire packet to HS Payroll Specialist, mail code #0525, within three (3) days of e-mailing the new hire request.

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Fingerprinting process (continued)

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>2</td><td>HS Personnel Payroll Specialist prepares the background check paperwork, and:

<table>
<tr><th>If the customer will complete the live scan at the...</th><th>Then...</th></tr>
<tr><td>Sheriff’s Department in San Bernardino,</td><td>WEX Coordinator informs the customer of HS Personnel’s schedule:

• Next day – Pick up is available Monday – Friday, 1:00 pm – 3:00 pm.
• Any day after – Pick up is available Monday – Friday, 8:00 am – 11:00 am or 1:00 pm – 3:00 pm.

<u>Note</u>: Do not send customers on Monday and Tuesday (payroll processing) during the first week of the pay period. Please refer to the EMACS calendar.</td></tr>
<tr><td>Sheriff’s Department in Fontana, Morongo, Needles, or Victorville,</td><td>• HS Personnel Payroll Specialist will FedEX the voucher to the WEX Coordinator.
• WEX Coordinator will schedule the appointment for the customer following procedures contained in the FedEX packet.</td></tr>
</table></td></tr>
<tr><td>3</td><td>HS Personnel Payroll Specialist will notify the WEX Coordinator if the customer cleared or did not clear his/her background live scan. Specifics regarding the background check will not be given to the WEX Coordinator. The HS Personnel Payroll Specialist will only confirm if the WEX worker has cleared/not cleared the background.

<u>Note</u>: Customers who do not successfully pass the background may participate in unpaid WEX.</td></tr>
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Fingerprinting process (continued)

Stage	Description
4	HS Personnel Payroll Specialist will: • Schedule customers who successfully clear the background/live scan for a physical at: – Arrowhead Regional Medical Center (ARMC) – Colton, or – Health and Wellness Center – Victorville. • E-mail the WEX Coordinator with the time and date of the appointment and any other pertinent information. • Notify the WEX Coordinator if the customer does not show for his/her appointment. • Reschedule the customer for an appointment when requested by the WEX Coordinator. • E-mail the WEX Coordinator of the customer's results and will fax the Medical Clearance Report stating if the customer has cleared or not cleared the physical.
5	WEX Coordinator will: • Transitions cleared WEX workers from unpaid WEX to subsidized WEX based on the new hire paperwork (JAR Report) received from the HS Personnel Payroll Specialist, or • Allow the WEX workers who did not clear the physical to continue in unpaid WEX, or transitions them to another activity.

Confidentiality regarding background results

Background results completed by HS Personnel are confidential. The WEX Coordinator will:

- Direct customers with questions concerning his/her background results to the Human Resources Officer (HRO) of Human Services. Human Resources contact information is available at:
  Human Resources/Contact Us / Employee Relations Division - http://countyline/hr/Directory.asp
- Not provide the customer with background documentation, including any confidential e-mails or related paperwork provided by HS Personnel, Human Resources or other reporting agencies.

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Background/Fingerprinting Process, Continued

Physical results with limitations and/or modifications

Customers with medical restrictions, limitations or requested modifications may be eligible for hire and placement in subsidized WEX after a formal review of accommodation requirements. This review is conducted by the Human Resources Department upon receipt of the restrictions from the Center for Employee Health and Wellness (CEHW), and **must** be completed prior to placement, as part of the background clearance.

To ensure the customer's safety and proper placement, the WEX Coordinator must contact the TAD Human Resources Officer (HRO) if they are made aware of the need for accommodations, or receive a notice of restrictions.

Human Resources contact information is available at:
Human Resources/Contact Us/Employee Relations Division - http://countyline/hr/Directory.asp

Work Experience Worker Begins Subsidized Employment

Introduction

This section provides information regarding what happens when the Work Experience (WEX) worker begins a subsidized employment assignment.

Confirming date of hire

When the WEX worker's background check has been cleared through Human Services (HS) Personnel and a date of hire for subsidized employment is confirmed through the new hire/Job Action Report (JAR), the WEX Coordinator will meet with the WEX worker to complete and sign a new Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) for the subsidized employment activity; the WTW 2 will include any concurrent activities. The WEX Coordinator will also discuss Supportive Service needs with the WEX worker and make adjustments as needed for the new activity.

Information for the WEX worker

While meeting with the WEX worker, the WEX Coordinator will ensure the WEX worker is aware of the following concerning his/her new subsidized employment activity:

- Subsidized employment is a temporary assignment.
- He/she is not eligible to any benefits (sick leave, vacation leave, holiday, etc.) and will only be paid for those hours actually works.
- He/she will not be eligible for unemployment benefits when the assignment is over.
- He/she should continue to search for unsubsidized employment.
- Though he/she has signed an WTW 2 for a specified amount of time in the subsidized employment activity, this time will be shortened if:
  - Funding for subsidized employment is no longer available
  - The site wishes to terminate the WEX worker's employment
  - The WEX worker's eligibility for California Work Opportunity and Responsibility for Kids (CalWORKs) ends
- The experience gained will be valuable in obtaining future employment, so it is important that he/she act responsibly and do his/her best.
- He/she should continue to use the WEX Coordinator as a resource should any problems occur on the job.

Projecting subsidized employment

The WEX Coordinator will not project hours of employment for subsidized employment customers because time and attendance is provided on the Time and Attendance Report (WEX 6) biweekly. The ESS will ensure customers are meeting participation requirements when reviewing and entering their biweekly attendance. If a subsidized employment (WEX) customer is not meeting weekly hours of employment as required in his/her signed WTW 2, the WEX Coordinator will:

- Contact the customer to counsel him/her regarding required participation requirements,
- See if the customer can make up hours, if needed, during the month,
- Journal all actions taken.

Continued on next page

Information for the site supervisor

The WEX Coordinator will communicate any change in the WEX worker's status to the site supervisor. The WEX Coordinator will:

- Explain the differences between unpaid WEX and subsidized employment.
- Encourage the supervisor to call the WEX Coordinator if he/she has any questions or problems with the WEX worker.
- Review the procedure for completing the WEX 6 explained further in the next section.
- Explain to the site supervisor that there is no need to complete a Work Performance Evaluation (WPE) for the subsidized employment WEX worker.
- Ensure the site supervisor understands that a site injury for the subsidized WEX worker is handled the same way as it is for a regular County employee. (See the Subsidized Employment Site Injuries section in this Chapter; the site supervisor does **not** follow the procedures used for unpaid WEX site injuries.)

C-IV updates

The following steps will be taken in the C-IV system when the WEX worker's subsidized employment hire date has been confirmed:

Step	Action
1	End the unpaid WEX activity with: • Status as closed with status reason as "completed due to employment". • Status reason as transfer to other activity. • Status date as the last date of the WEX assignment.
2	Complete the Employment Detail and Employment Status Detail pages for the subsidized employment; indicate the subsidy. (The employer is San Bernardino County.)
3	Use the "Save and Add Activity" option on the Employment Detail page to create the new employment activity.
4	Ensure the WEX worker is also enrolled in any additional activities in order to satisfy participation requirements.
5	Ensure the WEX worker has any supportive services needed to be successful at his/her assignment.
6	Journal all actions taken.

Monitoring Subsidized Employment

Introduction

This section provides information regarding monitoring the subsidized Work Experience (WEX) worker; it includes information about submitting the WEX worker's Time and Attendance Report (WEX 6), and eTime submission.

Actions to be taken on the WEX worker's start date

On the WEX worker's subsidized employment start date, the WEX Coordinator will verify the WEX worker has begun the activity as scheduled. The WEX Coordinator will take appropriate follow-up action:

- Update the activity status to "active" and the status reason to "attending" if the WEX worker attends as scheduled, or
- Initiate noncompliance if the WEX worker fails to begin the activity without good cause.

Ongoing case management

The WEX Coordinator continues to manage the WEX worker's case while he/she participates in the subsidized employment activity. Ongoing case management will occur at least monthly and will include:

- Updating the C-IV system and journaling.
- Counseling the WEX worker regarding any problems with attendance, progress and/or work performance.
- Discussing the WEX worker's need for supportive services, counseling, additional training, etc.
- Beginning noncompliance procedures if the WEX worker does not maintain satisfactory attendance or progress.

Time and Attendance, WEX 6

The WEX Coordinator will complete a WEX 6 form at the department in which he/she is working. Pertinent information for the WEX Coordinator (i.e., employee ID, batch ID, position number) may be found on the new hire spreadsheet. The WEX Coordinator oversees the WEX 6 submission for subsidized employment WEX workers. The WEX worker:

- Is paid only for those hours that he/she actually works.
- Completes the WEX 6 for each work day rather than summarizing for each week.
- Lists the day worked and code the number of hours worked.
- Does not code time off for illness, holiday, jury duty, etc., on the WEX 6.

The site supervisor must sign the WEX worker's WEX 6 to verify the days and hours worked.

The WEX Coordinator will:

- Use eTime to input all subsidized WEX Time and Attendance information from the WEX 6.
- Image the completed WEX 6 into C-IV every two weeks and index under WEX/Community Service forms.

Continued on next page

eTime submission

The WEX Coordinator will enter time and attendance for all of his/her WEX workers via eTime. The table below provides the WEX Coordinator's responsibilities in obtaining and reviewing the WEX 6, entering and submitting the subsidized WEX worker's attendance in eTime.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Reviews the faxed WEX 6 for completeness.
<table><tr><th>If the WEX 6 is…</th><th>Then the WEX Coordinator…</th></tr><tr><td>Complete,</td><td>Proceeds to Step 3.</td></tr><tr><td>Incomplete,</td><td>Contacts the WEX worker for correction and re-submission.</td></tr></table></td></tr>
<tr><td>2</td><td>Enters the information into eTime on behalf of the subsidized WEX worker.</td></tr>
<tr><td>3</td><td>Approves, denies and/or modifies the WEX worker's time in eTime by Wednesday, 2:00pm, Manager/Approver deadline.

<u>Note</u>: Timesheets cannot be approved until after the pay period end date.</td></tr>
<tr><td>4</td><td>Journals in C-IV approval of the WEX worker's time.</td></tr>
<tr><td>5</td><td>Images the completed WEX 6 into C-IV every two weeks and index under WEX/Community Service forms.</td></tr>
</table>

Adding/editing subsidized WEX workers in eTime

Subsidized WEX workers will be added/edited in eTime by completing the eTime Service Request Form located on the HS website.

The table below provides the process WEX Coordinator will follow when requesting a WEX worker be added/edited in eTime.

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>WEX Coordinator reviews the Job Action Report (JAR) / new hire list received from the Human Services (HS) Personnel Payroll Specialist.</td></tr>
<tr><td>2</td><td>Human Services (HS) Personnel Payroll Specialist e-mails the WEX Coordinator with the date the WEX worker is entered into the Employee Management and Compensation System (EMACS).</td></tr>
<tr><td>3</td><td>WEX Coordinator:
Accesses the eTime Service Request Form on the HS Intranet website,
Completes the eTime Service Request Form, and
Electronically submits the form.
<u>Note</u>: Do not submit an eTime Service Request Form without notification from the HS Personnel Payroll Specialist that the WEX worker has been entered into EMACS.</td></tr>
<tr><td>4</td><td>Information Technology and Support Division (ITSD) receives the request and enters the WEX worker into eTime within one (1) to two (2) days.</td></tr>
</table>

Subsidized Employment Site Injuries

Introduction

This section provides information regarding what must be done if/when a subsidized Work Experience (WEX) worker is injured at the work site.

How a subsidized employment injury is handled

If the WEX worker is injured at the work site *after* his/her subsidized employment date of hire, the injury is treated differently than it would be while he/she was participating in unpaid WEX.

Once the WEX worker has been hired, he/she is treated as a County employee. Site supervisors will follow County guidelines for handling site-related injuries. WEX Coordinators will refer to instructions found in the Human Services (HS) Personnel/Payroll Procedures for Supervisors Handbook, Part 1, Section 5: Occupational Injury and Illness. This Handbook may be found online at: http://hssnet/handbooks/PayrollHSSPersonnel/Default.htm.

Workers' Compensation

Subsidized WEX workers receive Workers' Compensation as an employer-paid benefit. Since they are paid on a work-only basis, Risk Management will prorate for salary based on paperwork they will request from the subsidized WEX worker.

How minor injuries are handled

The WEX worker reports minor injuries (cuts, scratches, bumps, bruises, splinters, paper cuts, etc.) to the site supervisor; and such injuries should be recorded on the office First Aid Record. No further action is required.

WEX worker receives a more substantial injury but declines medical attention

If the subsidized WEX worker receives a more substantial injury (for instance, falls and hurts his/her back), the WEX worker should report the injury to the site supervisor. If the WEX worker declines medical attention, the injury is recorded on the First Aid Record. The site supervisor also gives the WEX worker an Employee's Claim form; the WEX worker is not obligated to submit the form.

Continued on next page

When an injury requires medical attention

If the subsidized WEX worker receives an injury severe enough to require medical attention, the site supervisor:

- Gives the WEX worker an Employee's Claim form
- Follows department directives to:
  - Arrange for medical attention
  - Notify appropriate County personnel (i.e., HS Personnel)
  - Complete appropriate paperwork
- Notifies the WEX worker's Employment Services Specialist (ESS) as soon as possible. The ESS will then notify the Supervising WEX Coordinator and the Regional Manager.

Where to get assistance

If the WEX Coordinator has any questions concerning a WEX worker's subsidized employment site injury, he/she may contact the HS Return to Work Analysts at Human Resources at (909) 387-5566.

Complaint and Grievance Procedures

Introduction

This section provides information regarding the complaint and grievance procedures that are to be followed if/when a customer has a complaint about a contracted provider and/or the provider's services.

Notification of right to file a complaint/ grievance

The Employment Services Specialist (ESS) advises all customers at the time they are referred to a Welfare-to-Work (WTW) contracted provider of their right to file a complaint or grievance. The ESS provides the customer with the Complaint and Grievance form (HS 39) and forwards a copy to the provider. In addition, contracted providers provide each customer with a copy of the provider's internal complaint and grievance procedures upon enrollment into the program.

Complaints about WEX site and/or WEX site's services

When a customer contacts his/her ESS with a complaint about the contracted provider, and/or a complaint about the training services the customer is receiving, the ESS encourages the customer to discuss the complaint with the contracted provider. An attempt should be made to resolve the complaint at the lowest level possible before taking follow up action.

Unresolved complaints

If the customer is unable to resolve the complaint with the provider, and the WTW office (ESS and/or Supervising Employment Services Specialist I (SESS I) is not able to help resolve the customer's complaint, the designated Program Specialist (PS) in the Program Development Division (PDD) Contracts Unit will be notified.

Completion or Termination of Subsidized Employment

Introduction

This section provides information regarding the completion or termination of a Work Experience (WEX) worker's subsidized WEX activity. It also explains when a Separation Report is needed for the subsidized WEX worker, and when a Resignation Notice is required.

How a WEX worker successfully completes the activity

A subsidized WEX worker successfully completes a subsidized employment activity when he/she:

- Finds unsubsidized employment before the scheduled end date of the subsidized activity, or
- Maintains satisfactory attendance and progress throughout the scheduled length of the activity.

Completion due to unsubsidized employment

The goal of subsidized employment is to assist the WEX worker in finding unsubsidized employment. If the WEX worker achieves that goal before the scheduled end of the subsidized employment activity, it is considered a successful completion of the subsidized employment activity. The WEX Coordinator will take the following actions:

Step	Action
1	End the subsidized employment activity in the C-IV system showing status as "completed" and status reason as "completed due to employment".
2	Issue Notices of Action (NOAs) to terminate supportive services.
3	Ensure the WEX worker's final Time and Attendance (WEX 6) is submitted for time worked in subsidized employment during the last pay period.
4	Have the WEX worker sign a new Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2) to reflect the unsubsidized employment activity and any necessary concurrent activities.
5	Complete the Employment Detail page in C-IV with the new employment information.
6	Click the "Save and Add Activity" button on the Employment Detail page in order to create the employment activity.
7	Assist the WEX worker in arranging any necessary supportive services for the new activity.
8	Complete a Journal entry explaining all actions and add information regarding the new employment.

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Completion of activity

When the WEX worker completes the subsidized employment activity because he/she has reached the scheduled end date (up to one year from begin date), the WEX Coordinator will take the following actions:

Step	Action
1	End the subsidized employment activity in the C-IV system showing status as “completed” and status reason as “completed satisfactory”.
2	Issue NOAs to terminate supportive services.
3	Ensure that the customer’s final WEX 6 is submitted for time worked in subsidized employment during the last pay period.
4	Enroll the customer in his/her next activity; for most WEX workers, this will be Job Readiness (Job Club) and/or Job Search.
5	Have the customer sign a new WTW 2 to reflect the new activity.
6	Assist the customer in arranging any necessary supportive services for the new activity.
7	Complete a Journal entry explaining all actions.

Termination of subsidized employment

Subsidized WEX workers are not regular County employees and can be terminated from the assignment at any time. The subsidized WEX worker’s assignment may need to be terminated for any of the following reasons:

- Funding for subsidized employment is no longer available.
- The WEX worker is no longer eligible for California Work Opportunity and Responsibility to Kids (CalWORKs).
- The site requests termination of the WEX worker due to work-related issues (absenteeism, tardiness, not completing assigned work, etc.).
- The WEX worker qualifies for an exemption.
- Any other appropriate reason, as determined by the WEX Coordinator.

The WEX Coordinator will take the following actions to terminate the subsidized employment activity:

Step	Action
1	End the subsidized employment activity in the C-IV system showing status as “closed” and status reason as “interrupted”.
2	Issue NOAs to terminate supportive services.
3	Ensure the customer’s final WEX 6 is submitted for time worked in subsidized employment during the last pay period.
4	Take necessary follow up action, which may include: • Enrolling the customer in the next appropriate activity. • Initiating noncompliance. • Exempting/deregistering the WEX worker’s WTW program.
5	Complete a Journal entry explaining all actions.

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Completing a Separation Report

Human Services (HS) Personnel/Payroll requires a Separation Report whenever the subsidized employment WEX worker is no longer working for the County. The Separation Report is an EMACS form and can be found online at: http://countyline.co.san-bernardino.ca.us/emacs/.

The following table explains how the Separation Report will be completed:

Stage	Description
1	The WEX Coordinator will complete the information in Section A.
2	The subsidized WEX worker will complete the information in Section B, if possible. If he/she is unable or unwilling to complete this section, the WEX Coordinator will enter "SNA" (Signature Not Available) on the Employee Signature line.
3	The WEX Coordinator will complete the appropriate information in Section C.
4	The WEX Coordinator forwards the completed Separation Report via interoffice mail to HS Personnel-0525, attention HS Personnel Payroll Specialist.

Note: If the WEX Coordinator has any questions regarding the completion of the Separation Report, he/she will contact the Human Services (HS) Personnel Payroll Specialist.

Completing a Resignation Notice

If the subsidized WEX worker is transferring to another department within San Bernardino County, HS Personnel/Payroll requires he/she complete a Resignation Notice. The Resignation Notice is also an EMACS form and can be accessed online at the same location referenced in the previous block of information. The following table explains how the Resignation Notice will be completed.

Stage	Description
1	The subsidized WEX worker will complete the Resignation Notice.
2	The WEX Coordinator will direct any questions regarding the notice to the HS Personnel Payroll Specialist.
3	The WEX Coordinator will forward the completed Resignation Notice via interoffice mail to HS Personnel-0525, attention HS Personnel Payroll Specialist.

Section C

Community Service

Overview

Purpose

This section provides information that assists the Employment Services Specialist (ESS) in implementing Community Service training policies.

In this section

This section includes the following topics:

Community Service Participation Requirements

Introduction

This section provides information regarding the definition of Community Service and information about Community Service participation requirements.

Definition

Community Service is an unpaid Welfare-to-Work (WTW) training activity taking place in the public or private *non*-profit sector. Customers train under close supervision, learn work maturity skills, and gain or enhance existing job skills, all of which help lead them to employment.

Core activity

Community Service is a core activity. As such, customers can participate in Community Service for a certain amount of hours per week (as allowed by the Work Experience (WEX)/Community Service Hours Calculation explained in this section).

Community Service – 20 mile limit

Community Service activities are limited to within 20 miles of the customer's home address. The Employment Services Manager (ESM) or Deputy Director (DD) can approve exceptions to this policy on a case-by-case basis.

Remote customers

When a customer lives in a remote area where no other WTW activities are available, he/she can be required to participate in a Community Service activity if the Community Service activity is within 20 miles of the customer's home address. Remoteness is defined as round trip travel time which exceeds two hours (or two miles when walking is the only means of transportation), excluding the time/mileage required to take family members to school or caregiver.

Court-ordered Community Service

When a customer has been court-ordered to participate in Community Service, the Employment Services Specialist (ESS) will incorporate the activity into the customer's WTW Plan Activity Assignment (WTW 2). The customer must be assessed, and additional activities are scheduled as needed to allow the customer to meet participation requirements. If the court specifies how many hours per week the customer must participate, the customer will be allowed to comply with the court's directive.

Examples of Community Service training

Examples of Community Service include, but are not limited to, unpaid training in:

- Preschools, elementary, and secondary schools
- Hospitals, convalescent homes or hospice programs (if non-profit)
- Public libraries
- Park and recreation districts
- Faith-based programs
- Community outreach programs
- County departments and other government agencies

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Community Service Participation Requirements, Continued

Displacement provisions

Community Service training must comply with the displacement provisions. Displacement is discussed in the Operations and Reference Handbook (ORHB) Chapter C – Rights.

Training goals

When a customer is assigned to Community Service training, the Employment Services Specialist (ESS) works with the customer to determine which job skills and/or work maturity skills are to be developed or enhanced during the training activity.

Selecting a Community Service Site

Introduction

This section provides information regarding the different ways a Community Service site may be selected.

Customer develops own site

According to regulation, a customer has the option of **developing** his/her own Community Service site. The Employment Services Specialist (ESS) must review the information the customer supplies and may deny the customer's choice if it is inconsistent with the customer's Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2), or does not conform to regulations governing Community Service activities.

When a customer chooses to develop his/her own site, ESS involvement in site development will be minimal; he/she may suggest possible options for the customer, but it is up to the customer to make all arrangements and supply all necessary information to the ESS.

A customer's self-developed Community Service is a voluntary arrangement **between the provider and the customer**. A Memorandum of Understanding (MOU) is *not* required between the Community Service provider and the Transitional Assistance Department (TAD) for self-developed sites.

If the customer's site is more than 20 miles from his/her home, Employment Services Manager (ESM) approval is required.

Note: The ESS will provide the customer a Work Experience (WEX)/ Community Services Hours of Participation Notification (PLAN 111 CIV) for the Community Service site supervisor to complete.

Limit development time

If the customer chooses to develop his/her own site, he/she should be given a limited period of time to do so before the ESS steps in to assist by making a referral to an existing site. Allow the customer five (5) working days to develop his/her own site.

Placement assistance

If the customer is unwilling or unable to develop his/her own appropriate and approvable Community Service site, the ESS may be able to assist. The ESS may *refer* a customer needing Community Service to any site where a WEX/Community Service MOU already exists and is within 20 miles of the customer's home address, exceptions can be made on a case-by-case basis by the ESM or Deputy Director (DD).

- Refer to the Work Experience section of this chapter for further information regarding MOUs and Training Site Requests (TSRs).
- The referral process is explained in further detail in the section called "WTW Community Service Referrals".
- The office WEX Coordinator should be able to answer questions and/or assist with the Community Service referral process.

Community Service sites

A list of Community Service sites with current MOUs is located on the TAD Website under TAD/Tools/WTW Tools.

Approving the Customer's Site Selection

Introduction

This section provides information regarding procedures the Employment Services Specialist (ESS) follows when he/she is able to approve the customer's self-developed Community Service site selection.

Verifying a community service site is a non-profit organization

The ESS must verify a Community Service site **developed by the customer** is a non-profit organization prior to approving the activity. The ESS will follow the step/action chart below:

Step	Action
1	Review the potential Community Service site website, if available, to verify it is identified as a non-profit organization. If it shows as a non-profit organization, go to step 4.
2	Go to the State of California Franchise Tax Board's Exempt Organization List at: https://www.ftb.ca.gov/businesses/Exempt_organizations (select the "Exempt Organizations List" hyperlink") and search for the organization by name. If the organization is listed and does not have a suspended "FTB" or "SOS" status (last two columns), go to step 4.
3	Contact the potential Community Service site and request verification that it is a non-profit organization.
4	Image all verification received, including any website information.
5	Approve and enroll customer in activity. For further instructions, see "Procedures to enroll customer in approved community service activity" block, in this handbook section.
6	Create a Journal entry.

Note: If the Community Service site developed by the customer cannot be verified as a non-profit organization, the ESS will assist the customer in finding a different site.

Enrolling customers in an approved community service activity

When the ESS is able to approve the customer's Community Service site selection, the ESS will follow the step/action chart below to enroll the customer.

Step	Action
1	Determine the number of hours the customer is required to participate in the Community Service activity by utilizing the Unpaid Work Experience (WEX)/Community Service Hours Worksheet (WTW 15) located in the Transitional Assistance Department (TAD) Website, Forms, WTW.
2	Complete and have the customer sign the Applicant's Authorization for Release of Information (ABCDM 228).

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Enrolling customers in an approved community service activity (continued)

Step	Action
3	Request the following information, via PLAN 111 CIV available in C-IV, from the Community Service provider: • Site supervisor's name and phone number. • Address/location where the Community Service activity takes place. • Description of the training activities to be performed. • Customer's weekly schedule. • Start date of the activity.
4	Complete and have the customer sign the WTW 2, if necessary, to reflect any changes to the customer's goals. • **The ESS must enter on the WTW 2 under "Comments" that the customer has self-developed his/her own non-profit Community Service site.** – This confirms the Community Service site has been self-developed by the WTW customer. The Community Service site is responsible for completing all appropriate paperwork and supervision for the customer to voluntarily participate at their site, i.e. personnel paperwork for volunteers, background check, if required, and any other requirements of the site.
5	Enroll the customer into the appropriate Community Service activity. A customer's **self-developed** Community Service activity (where no MOU exists) ***will not*** be maintained in the C-IV Resource Databank (RDB) by the Program Development Division (PDD), Contracts Unit. The ESS will have the RDB maintainer in his/her office enter the Community Service activity, if needed. Refer to block "Verifying a community service site is a non-profit organization" in this handbook chapter for further information.
6	Authorize Supportive Services if needed and issue appropriate Notice of Action (NOA).
7	Explain attendance and progress and give the customer a supply of Attendance and Progress Reports (PLAN 102 CIV, or WTW 733.4) to be returned by the fifth of each month for the previous month.
8	Provide the site supervisor with the following forms: • ESS' business card or contact information. • PLAN 102 CIV, or WTW 733.4. • WEX and Community Service Supervisor's Handbook (WTW 733.6). • Employee's Claim for Workers' Compensation Benefits (DWC 1).
9	Set a reminder for the first day of participation to follow up on the customer's attendance and participation.
10	Create a Journal entry stating the customer has self-developed his/her own Community Service site and the ESS has approved/verified the site is a non-profit organization.

Community Service Referrals

Introduction

This section provides information concerning how Employment Services Specialists (ESS) can assist a customer in finding a Community Service assignment by making a referral to a site where a Memorandum of Understanding (MOU) already exists.

Procedure

When a customer needs Assistance in finding a Community Service site, the ESS may refer the customer to a site where a Work Experience (WEX)/Community Service MOU exists. The ESS takes the following actions (with WEX Coordinator assistance, as necessary and determined by individual offices).

Step	Action
1	Explain the objectives of the Community Service activity.
2	Explain attendance/progress requirements.
3	Use the Unpaid WEX/Community Service Hours Worksheet (WTW 15), located on the Transitional Assistance Department (TAD website under forms/WTW to determine allowable Community Service hours.)
4	Check the MOU logs in the WEX Project folder (\\hssserver035\WEXProject\WEX_Project) to see which agencies/departments currently have MOUs.
5	Review the spreadsheet of Training Site Requests (TSR), also in the WEX Project folder for suitable training positions in your area.
6	Describe the type of training the individual will participate in at the Community Service site. • Check with the customer about possible medical conditions that may affect his/her ability to participate at a particular site. • Determine if the customer has the prerequisite skills required for the Community Service activity. • Ensure that the customer can pass a background investigation if required for placement at the site.
7	Complete the Applicant's Authorization for Release of Information (ABCDM 228) with the customer.
8	Schedule an interview appointment for the customer to meet with the Community Service site supervisor within ten working days.
9	Give the customer a WEX/Community Service referral form (WTW 733.2) to take to the interview, which includes: • Customer information in Section 1. • Welfare-to-Work (WTW) information in Section 2. • Referral information in Section 3, including an expected start date that allows time for the customer to: - Return the interview results. - Sign the WTW Plan Activity Assignment (WTW 2). - Arrange for necessary Supportive Services.
10	Schedule a return appointment to review the interview results with the customer, and sign the WTW 2 if the customer is accepted. This appointment is to take place within one (1) working day of the customer's interview with the site supervisor.
11	Create a Journal entry.

Community Service Referral Results

Introduction

This section provides information concerning results that may occur when a customer is referred to an unpaid Community Service activity.

Interview results

The Community Service site supervisor notifies the Employment Services Specialist (ESS) of the customer's acceptance or rejection at the training site via the Work Experience (WEX)/Community Service Referral (WTW 733.2). It is easier if the site supervisor faxes the form back to the ESS.

Customer does not attend the interview

When a customer does not attend the interview with the Community Service site supervisor, and does not request a reschedule of the interview, the ESS follows up and initiates the noncompliance process if appropriate.

Noncompliance could be based on failure to sign the activity agreement; if the customer does not attend the Community Service interview, and does not contact the ESS to reschedule, it's likely the customer won't attend the return appointment either, and the return appointment is when the customer would sign the agreement.

Customer is not accepted at the Community Service site

When a customer in not accepted at a Community Service training site, the ESS discusses with the customer the reasons he/she was not accepted. Based on this discussion, the ESS takes the appropriate action to:

- Encourage the customer to develop his/her own Community Service site,
- Refer the customer to a different Community Service site,
- Refer the customer to a different activity,
- Determine the appropriateness of good cause nonparticipation,
- Determine if the customer is eligible for an exemption.

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Community Service Referral Results, Continued

Customer is accepted at the Community Service site

When a customer is accepted at a Community Service training site as the result of a referral made by the ESS, the ESS takes the following actions.

Step	Action
1	Complete and have the customer sign the WTW Plan Activity Assignment (WTW 2).
2	Open the correct Community Service activity in C-IV. (*Referrals* to Community Service sites should only be made to those sites having a WEX/Community Service MOU in place. Related activities will be maintained in the C-IV Resource Databank by the Program Development Division (PDD) Contracts Unit.
3	Arrange concurrent activities, as necessary, and update the computer system accordingly.
4	Authorize necessary Supportive Services.
5	Explain attendance and progress and give the customer a supply of Attendance and Progress Reports (PLAN 102 CIV, or WTW 733.4) to be returned by the fifth of each month for the previous month.
6	Provide the site supervisor with the following forms: • Copies of the PLAN 102 CIV, or WTW 733.4. • Employee's Claim for Workers' Compensation Benefits • (DWC 1) and the following link; http://www.yorkrsg.com/images/resources/002.pdf • Work Experience and Community Service Supervisor's Handbook (WTW 733.6).
7	Create a Journal entry.

Quarterly contact with site supervisors

The ESS will set a "**WEX/Community Service**" task to contact the community service site supervisor on a quarterly basis to verify the:

- Customer is currently participating in the activity, and
- Site supervisor signed the most recent attendance received by the ESS.

Non-compliance

If the ESS cannot verify the customer's participation and attendance with the site supervisor, at the initial or quarterly contact, he/she will start the noncompliance process. When the ESS determines the customer does not have good cause for failing to comply with Community Service progress and/or attendance requirements, customary noncompliance procedures are followed. Refer to the Noncompliance chapter of this handbook for complete information.

Monitoring Community Service Participation

Introduction

This section contains information regarding monitoring participation for customers in Community Service activities.

First day participation

On the scheduled start date of the Community Service activity, the Employment Services Specialist (ESS) confirms the customer's attendance with the site supervisor and completes the appropriate follow-up actions.

No show on start date

ESSs are to follow office policy for follow up when the customer does not attend the assigned activity on the first day. Noncompliance may be an option; noncompliance is explained in detail in the Noncompliance chapter of this Handbook.

Attendance/ progress

The site supervisor monitors a customer's attendance and progress in a Community Service training activity via the Attendance and Progress Report, Plan 102 CIV, or WTW 733.4 over the course of a month. The Progress and Attendance Report should be submitted to the ESS by the fifth of each month for the previous month. The site supervisor may prefer to fax the report directly to the ESS, or may give the report to the customer to be submitted along with the travel claim.

Every month, when the PLAN 102 CIV or WTW 733.4 is received in the office, the ESS will:

- Update the C-IV system regarding progress and attendance.
- Initiate noncompliance, if appropriate.
- Complete a Journal entry to document all actions.

First month contact with site supervisor

The ESS will contact the site supervisor the first month the WTW 733.4 is received to verify the:

- Customer is currently participating in the activity, and
- Site supervisor signed the most recent attendance received by the ESS.

After the first month of attendance has been verified with the site supervisor, the ESS will set a “**WEX/Community Service**” task to contact the site supervisor on a quarterly basis.

Example: Customer starts a community service activity at Goodwill on February 6th. The attendance for February is received by the ESS on March 2nd. The ESS will contact the site supervisor at Goodwill to verify the customer is still participating in the activity **and** the supervisor signed the WTW 733.4. The ESS will set a “**WEX/Community Service**” task to contact the site supervisor during the month of June.

Continued on next page

Ending the Activity

Introduction

This section provides information regarding ending the Community Service activity.

Termination

When a customer is dropped from Community Service training prior to completing the activity, the Employment Services Specialist (ESS) takes the following actions.

Step	Action
1	Close the activity, using the appropriate codes.
2	Take the appropriate action to: • Initiate noncompliance, • Assign the customer to a different activity, • Evaluate for exemption/good cause, or • Deregister the WTW program if the customer is no longer aided.
3	Issue the appropriate Notice of Action (NOA) to terminate Supportive Services as needed.
4	Create a Journal entry.

Activity completion

When a customer successfully completes a Community Service training activity, the ESS takes the following actions.

Step	Action
1	Close the activity in the C-IV system as completed satisfactorily. **Note:** If a customer ends Community Service participation due to employment, the activity is closed with status reason as “completed due to employment”.
2	Issue NOAs to terminate Supportive Services as needed.
3	Assign the customer to the next appropriate activity.
4	Create a Journal entry.

Subsequent activity

A customer who successfully completes a Community Service training activity is referred to the next appropriate activity included in his/her WTW Plan Activity Assignment (WTW 2).

Section D

Unpaid Work Experience/Community Service

Overview

Purpose

This section contains information regarding calculating and deeming (counting) hours of unpaid Work Experience (WEX)/Community Service.

In this section

This section includes the following topics:

Calculating and Deeming (Counting) Unpaid Work Experience /Community Service Hours

Introduction

This section contains information regarding calculating and deeming (counting) hours of unpaid Work Experience (WEX)/Community Service utilizing the Unpaid WEX/Community Service Hours Worksheet (WTW 15) on-line in the Transitional Assistance Department (TAD) forms catalog/ Welfare-to-Work.

<u>Note</u>: Do not use the Unpaid WEX/Community Service Worksheet in C-IV because the system does not populate the correct information.

FLSA

The Fair Labor Standards Act (FLSA) governs minimum wage laws. Federal Temporary Assistance for Needy Families (TANF) rules ***<u>require</u>*** deeming (counting) core hours when a customer participates in an unpaid WEX or Community Service activity.

Deeming hours of participation

Deeming (counting) hours of participation:

- ***<u>CAN ONLY</u>*** be used for an unpaid WEX or Community Service activity.
- **<u>DOES NOT</u>** apply to customers who are not receiving cash aid, i.e.: Sanctioned or Safety Net customers.
  - Actual hours must be reported for Sanctioned, Safety Net, drug felon, and fleeing felon customers.
  - Once the sanctioned customer cures his/her sanction, deeming of participation hours will be used by the Employment Services Specialist (ESS), if the customer meets deeming requirements.
    - ✓ Follow current policy when hours of participation change, i.e.: new WTW 2, WTW 15, PLAN 111 CIV, etc.

Combining WEX/ Community Service

Any WTW activity can be combined with an unpaid WEX/ Community Service activity to meet participation requirements.

Example: Combine unpaid WEX or Community Service with Vocational Education (VOC ED), Self-Initiated Program (SIP), Employment, Self-Employment, Job Skills Training Directly Related to Employment, etc.

Calculating maximum hours

To calculate maximum hours permitted under the FLSA, the CalWORKs and CalFresh benefits are combined and then divided by the State minimum wage.

This calculation is completed outside of C-IV via the Unpaid WEX/ Community Service Hours Worksheet (WTW 15) excel form located in the TAD forms catalog, WTW.

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Participation hours	The customer **<u>MUST</u>** participate the required number of calculated monthly hours in order to deem (count) core hours of participation. Hours **cannot** be deemed for sanctioned, safety net, or drug/fleeing felons.
Rounding principle	The rounding principle for calculating **monthly** hours of participation is to round to the nearest whole number. **Example:** 55.5 hours per month = 56 hours, 55.1 hours per month = 55 hours.
Unpaid WEX/ Community Service determination	The Unpaid WEX/Community Service Hours Worksheet (WTW 15) determines how many hours a customer can participate in a WEX or Community Service activity. The ESS will enter the appropriate weekly hours required for the customer, and complete all required sections of the form. See Forms and Procedures (F&P) guide located in the TAD forms catalog, WTW.
Additional hours	Customers who need additional hours beyond the WEX/Community Service calculation must satisfy those hours in another core or non-core activity to meet participation requirements.
Unpaid WEX/ Community Service Hours Worksheet (WTW 15)	The Unpaid WEX/Community Service Hours Worksheet (WTW 15) is located in the TAD forms catalog, WTW. Refer to the F&P guide for instructions on completing the WTW 15. This FLSA required calculation **<u>must be completed</u>**: • Before a customer is entered into an **unpaid** WEX or Community Service activity. • Whenever the customer's CalWORKs or benefits change. A change in the WEX/Community Service calculation could increase/ decrease the FLSA required hours of participation; therefore the ESS must complete a new calculation, create a new WTW 2, PLAN 111 CIV, and update the activity as appropriate. **<u>Note</u>:** The CalFresh and CalWORKs benefits on line 5 of the WTW 15 will include: Maximum Family Grant (MFG) children, penalized, safety net, drug/fleeing felon, and sanctioned customers.

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Supplemental benefits

To determine if any supplemental benefits have been issued, the ESS must:

- Check the Eligibility/Issuance History page to ensure there were no supplemental benefits issued in the month for CalWORKs or CalFresh when he/she is completing the WTW 15.
- Revise the WTW 15 to include supplemental benefit information, **if** the information is available in C-IV when the ESS is completing the calculation.
  - Include supplemental benefits for the month of issuance, in the month of issuance, for deeming purposes.

To review a case for supplemental benefits, the ESS will follow the step/ action chart below.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the Eligibility/Issuance History page in C-IV to determine if any supplemental benefits have been issued for the month in which you are completing the WEX/Community Service calculation, and:
<table>
<tr><th>If a supplemental benefit was …..</th><th>Then ….</th></tr>
<tr><td>Issued,</td><td>Add the amount of the CalWORKs and/or CalFresh supplements to the total amount stated on the WEX/Community Service calculation page (line 4 or 5 as determined).</td></tr>
<tr><td>Not issued,</td><td>Continue with the calculation process in C-IV on the WEX/Community Service calculation page.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Include supplemental issuances for the calculation month on the WTW 15.</td></tr>
</table>

<u>Note</u>: If a supplemental benefit was issued **after** the ESS completes the WTW 15, he/she will receive a Task to review the case. When an Eligibility Determination Benefit Calculation (EDBC) has been run on a case with an open WEX/Community Service activity the system generates a Task. The ESS must review, process, and clear the Task. Follow policy to complete a new WTW 15, if appropriate.

Continued on next page

PLAN 111 CIV

The ESS will need to generate the PLAN 111 CIV for his/her WEX/ Community Service customer. Required weekly and monthly hours will be included on this form. The ESS takes the following action:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Generate the PLAN 111 CIV while in the customer's case in C-IV.</td></tr>
<tr><td>2</td><td>Enter "Effective Month".</td></tr>
<tr><td>3</td><td>Enter "Required Weekly Hours" from the WTW 15.

Example: If the WTW 15 states 35, the ESS will enter "35 weekly/150 monthly" (150 / 4.33 = 34.64, rounded to the nearest whole number = 35).</td></tr>
<tr><td>4</td><td>Enter the "Required weekly number of hours of participation in unpaid WEX or Community Service".

Example: 15 hours is stated on the WTW 15, the ESS will enter "15 weekly/65 monthly" (15 x 4.33 = 64.95, rounded to the nearest whole number = 65).</td></tr>
<tr><td>5</td><td>Enter the "Required weekly hours in Other Activities" hours.

Example: The WTW 15 states 20 hours, the ESS will add "20 weekly/85monthly" (85 / 4.33 = 19.63, rounded to the nearest whole number = 20).</td></tr>
<tr><td>6</td><td>Save and Print Locally.</td></tr>
<tr><td>7</td><td>Give form to customer for site supervisor to complete.

<table>
<tr><th>If the …</th><th>Then …</th></tr>
<tr><td>ESS is referring the customer to a WEX/Community Service site,</td><td>Enter the Name, Location, Contact Person, and Phone Number information</td></tr>
<tr><td>Customer is searching for his/her own WEX/Community Service site,</td><td>Leave this information blank for the site supervisor to complete.</td></tr>
</table></td></tr>
<tr><td>8</td><td>Journal all actions taken.</td></tr>
</table>

Note: See C-IV User Guide – PLAN 111 CIV for additional information.

Continued on next page

Calculating and Deeming (Counting) Unpaid Work Experience /Community Service Hours, Continued

Deeming for single custodial parent households or all families

The ESS will deem **20 hours/85 monthly** for a single custodial parent household or an all families case, if the customer meets the required monthly hours of participation and is not a Sanctioned or Safety Net customer.

Example: The ESS determines (by completing the WTW 15) the customer must participate 14 hours weekly, (14 x 4.33 = 60.62, rounded to the nearest whole number = 61) 61 hours monthly. If this customer participates 61 hours in the month, the ESS can deem 20 hours of participation per week/85 monthly hours on the Activity Progress Detail page in C-IV.

Single custodial parents with all children over age six and customers in an all families case are required to participate in another activity to meet WPR.

Deeming for two-parent household

The ESS will deem **30 hours for a two-parent** household (only deem hours for one parent in the household), if the customer meets the required monthly hours of participation and is not a Sanctioned or Safety Net customer.

If both parents want to participate in a WEX/Community Service activity; the ESS will complete the WTW 15 for each customer and they would split the hours to meet monthly participation requirements.

Example: The ESS determines (by completing the WTW 15) the customer must participate 22 hours weekly, (22 x 4.33 = 95.26, rounded to the nearest whole number = 95) 95 hours monthly. If this customer participates 95 hours in the month, the ESS can deem 30 hours of participation per week/128 monthly hours on the Activity Progress Detail page in C-IV.

Two-parent households are required to participate 35 weekly/150 monthly hours to meet WPR.

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Attendance for deeming

The ESS will enter attendance for a WEX/Community Service activity by entering the total monthly **deemed** hours of participation divided by the number of work days in the month on the Activity Progress Detail page.

Actual hours of attendance must be entered if the customer did not meet deeming requirements.

Example: In April, a customer was required to participate 14 hours per week/61 per month in order to deem 85 hours per month. When the ESS receives the customer's attendance for the month of April, the hours of participation add up to 61 hours. The ESS can deem hours and will enter attendance as follows (85 ÷ 22 work days in April = **3.95 hours each work day,** to add up to 85 hours for the month of April).

Example of single custodial parent with a child under six

This example contains a single custodial parent with a child under six years old, which requires 20 weekly/85 monthly hours of participation to meet participation requirements.

The ESS determines (by completing the WTW 15) the customer is required to participate 14 hours per week/61 hours per month for the month of March.

14 x 4.33 = 60.62 rounded to the nearest whole number = 61 hours per month.

In this **example**, the ESS will follow the process below:

Stage	Description
1	The ESS reviews the Eligibility/Issuance page in C-IV and determines there were no supplemental benefits issued for the month in which the calculation is being determined.
2	The customer begins participating on March 2nd. She needs to participate in this activity 61 hours a month for the month of March. Her schedule is: Mon – Fri at a WEX site from 8am – 2pm, with ½ lunch. 5.5 x 11 days = 60.5 (rounded to the nearest whole number = 61).
3	The customer turns in verification of attendance on April 5th for March. She attended a total of 55 hours of the 61 hours required for the month of March for her WEX/Community Service activity, and she had no excused absences.

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Example of single custodial parent with a child under six, continued

Stage	Description
4	The ESS calculates 55 hours ÷ 4.33 = 12.70 per week; rounded to the nearest whole number = 13 hours per week on the PLAN 111 CIV form.
5	The ESS **cannot deem** WEX/Community Service hours for the month of March and will enter the actual hours attended in C-IV. This customer **did not** meet the required 61 hours for the month of March, and **did not** meet WPR.
6	The ESS follows the non-compliance process.
7	The ESS Journals all action taken.

Note: If this customer participated the required monthly hours, a total of 61 hours for March, the ESS could have deemed hours, and the customer would have met WPR requirements.

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Example of single custodial parent with all children over six years old

This example contains a single custodial parent with all children over six years, which requires 30 weekly/128 monthly hours of participation to meet participation requirements.

The ESS determines (by completing the WTW 15) the customer is required to participate 22 hours per week/95 hours per month for April.

22 x 4.33 = 95.26 rounded to the nearest whole number = 95 hours per month.

The customer in this example would need to be enrolled in an additional activity to meet his/her total monthly hours of required participation, which is 30 weekly/128 monthly hours.

In this **example**, the ESS will follow the process below:

Stage	Description
1	The ESS reviews the Eligibility/Issuance page in C-IV and determines supplemental benefits have been issued for the month of April (the month in which the customer will begin participation in a WEX/Community Service activity).
2	The ESS adds the CalWORKs and CalFresh supplemental benefits to the WTW 15, and to the PLAN 111 CIV page.
3	The ESS realizes that this customer's hours cannot be deemed because the customer is required to participate 22 hours per week/95 hours per month, and the ESS can only deem if the hours are below 20 hours per week.
4	The ESS enrolls the customer into a WEX/Community Service activity for 22 hours per week/95 hours per month, and a Voc Ed activity for 8 hours per week/35 hours per month to meet WPR.
5	The customer begins participating in both required activities on April 7th. This customer needs to participate a total of 128 hours for the month of April.
6	The ESS verifies the customer's hours for both activities equal 131 hours. This customer meets WPR for the month of April.
7	The ESS Journals all actions taken.

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Example of two-parent household

This example contains a two-parent household, which requires 35 weekly/150 monthly core hours of participation to meet participation requirements.

The ESS determines (by completing the WTW 15) the customer is required to participate 25 hours per week/109 hours per month to meet participation requirements.

25 x 4.33 = 108.25 rounded to the nearest whole number = 108 hours per month.

In this **example**, the ESS will follow the process below:

Stage	Description
1	The ESS reviews the Eligibility/Issuance page in C-IV and determines there are no supplemental benefits for the month in which the calculation is being determined.
2	This customer needs to participate in another activity to meet WPR, or the second parent will need to participate.
3	The second parent is enrolled in another activity for 7.5 hours per week/32 hours per month to meet the total monthly required hours of 150 for a two-parent household.
4	Both customers are scheduled to participate in their activities on June 8th. On July 3rd one of the customers turns in his verification. The verification states the customer participated in his WEX/ Community Service activity for a total of 109 hours for the month of June. The second parent did not participate for the month of June; however the ESS does not discover this until July 12th.
5	The ESS can deem 30 hours per week for a total of 128 hours for the month of June because the first parent participated in his WEX/Community Service activity for a total of 109 hours for the month of June, as required. **Note:** If both parents want to participate in a WEX/Community Service activity, the hours must be split between both parents. Hours are combined to meet the 150 hour monthly requirement. The ESS will complete a WTW 15 for each parent. The ESS can only deem hours for one parent.
6	This case **did not meet WPR** because the second parent **did not** participate. This household did not have the required 150 monthly hours for the month of June.
7	The ESS follows the noncompliance process for a two-parent household.
8	The ESS Journals all actions taken.

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Calculating and Deeming (Counting) Unpaid Work Experience /Community Service Hours, Continued

Job search for unsubsidized WEX/ community service

Hours of Job Search will vary for unsubsidized WEX/Community Service due to the deeming of activity hours.

The ESS will not reduce the required number of WEX/Community Service hours. The customer must participate the required number of hours in his/ her WEX/Community Service activity in order to deem hours.

Scheduling Job Search and the next appropriate activity

The ESS will schedule the customer for an appointment 30 days prior to the end of the customer's WEX/Community Service activity to schedule him/her for the next appropriate activity. At this time the ESS may complete two (2) new WTW 2s to:

- Add the appropriate number of hours in a Job Search activity for the last 30 days of the customer's current WEX/Community Service activity, and
- Schedule him/her for the next appropriate activity.

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Job Search and unsubsidized WEX/ Community Service activities

Follow the **examples** in the chart below to determine Job Search hours for a customer in an unsubsidized WEX/Community Service activity.

If the customer …	And the WTW 15 states …	Then the ESS will …
Is a single custodial parent with a child under six years old (which requires 20 weekly/85 monthly core hours of participation to meet participation requirements),	14 weekly hours/61 monthly hours are required and the customer participates 61 hours for the month,	• Deem 20 hours per week/85 monthly, and • Create a new WTW 2 requiring the customer to participate an additional **10** hours per week (for 4 weeks) in a Job Search activity, **30 days prior** to the end of his/her WEX/Community Service activity. **Note:** Noncompliance will not apply.
Is a single custodial parent with all children over six years old, (which requires 30 weekly/128 monthly core hours or participation to meet Federal WPR),	16 weekly hours/70 monthly hours are required and the customer participates 70 hours for the month,	• Deem 20 hours per week/85 monthly, and • Create a new WTW 2 requiring the customer to participate an additional **10** hours per week (for 4 weeks) in a Job Search activity, **30 days prior** to the end of his/her WEX/Community Service activity. **Note:** Noncompliance may apply.
A two-parent household where both parents are work eligible individuals, (which requires 35 weekly/150 monthly core hours of participation to meet participation requirements),	25 weekly hours/109 monthly hours are required and the customer participates 109 hours for the month,	• Deem 30 hours per week/128 monthly, and • Create a new WTW 2 requiring the customer to participate an additional **5** hours per week (for 4 weeks) in a Job Search activity, **30 days prior** to the end of his/her WEX/Community Service activity. **Note:** Noncompliance may apply.
A two-parent household where both parents are work eligible individuals (which requires 35 weekly/150 monthly core hours of participation to meet participation requirements),	35 weekly/150 monthly hours are required and the customer participates 150 hours for the month,	• Count the 35 weekly/150 monthly hours (cannot deem because they are already participating the required hours). • Encourage the customer to Job Search 2-5 hours per week before their WEX/Community Service activity ends. **Note:** The ESS cannot require the customer to Job Search because he/she is already meeting participation requirements**. Noncompliance will not apply.**

Note: If a customer does not participate the required number of monthly hours, the ESS cannot deem hours. The ESS will enter the actual number of participation hours on the Activity Progress Detail page.

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Job Search time clock

The Job Search time clock only counts ***IF*** this time is used to determine core hours of participation, also known as the federal WPR. Job Readiness activities may count as core hours of participation for no more than four consecutive weeks and up to 12 weeks total in the preceding 12-month period. The preceding 12-month period is the current month and the 11 previous months.

Example: A customer who is a single custodial parent with a child under six is participating 20 core hours/85 monthly hours in unsubsidized employment, Voc Ed or WEX, and also participating in six hours a month in Job Search, C-IV will not tick the Job Search time clock because this customer is meeting her participation requirement with her employment activity.

Noncompliance

The ESS will not initiate noncompliance if the customer is meeting monthly participation requirements.

No change in calculation

If there is no change in the CalWORKs or CalFresh benefits during the WTW monthly review the ESS will:

- ***NOT*** complete another WEX/Community Service calculation, and
- Journal all monthly review results.

WTW 2 – Welfare-to-Work Plan Activity Assignment

The WTW Plan Activity Agreement (WTW 2) will show:

- The full number of core hours (20/30 weekly – 85/128 monthly) required, and
- Comments will be used to explain the FLSA calculated number.

The ESS will note in the Comments section of the WTW 2, "Customer is only required to participate # (enter WEX/Community Service calculation hours here) hours per week but 20/30 weekly – 85/128 monthly (enter 20/85 for single custodial parent or all families, or 30/128 for two-parent families) hours are being deemed (counted) due to FLSA."

Note: Child Care will **ONLY** pay the actual number of hours of participation, **NOT** the deemed (counted) hours, based on the Comments on the WTW 2.

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Monthly case reviews

All WEX/Community Service cases must be reviewed every month to determine if any changes to the customer's benefits have occurred which may cause the WTW 15 to change.

A change in the WTW 15 could increase/decrease the FLSA required hours of participation; therefore the ESS must complete a new WTW 15, create a new WTW 2, and update the activity as appropriate.

Additional information regarding WEX/ Community Service calculation

For additional information and assistance in completing the WTW 15 or the WEX/Community Service process refer to:

- C-IV User Guide – PLAN 111 CIV
- F&P – WTW 15
- Job Aid - WEX/Community Service
- PowerPoint on Unpaid WEX/Community Service on-line under TAD/Resources/Training/TAD Training Material/PowerPoints/WEX and Community Service Activities
- Supervising Employment Services Specialist (SESS I)
- Knowledge Database (KD)

Section E

Interactive Process for Unpaid Work Experience (WEX)/ Community Service

Overview

Purpose

This section contains information regarding the **Interactive Process** for **unpaid** Work Experience (WEX)/Community Service customers referred to a **County Department**.

In this section

This section includes the following topics:

Interactive Process for Unpaid (WEX)/ Community Service Training Activity

Introduction

This section contains information regarding the **Interactive Process** required for all customers referred to a **County Department** for an **unpaid** Work Experience (WEX)/Community Service training activity.

County department MOU list

A list of County departments who have a current Memorandum of Understanding (MOU) with the Transitional Assistance Department (TAD) can be accessed through the TAD website/Tools/WTW Tools/County WEX/Community Services MOUs.

Employment Services Specialists (ESSs) will not refer any unpaid WEX to a County department unless the department has a current MOU with TAD.

Interactive Process

The **Interactive Process** is used to determine if customers have any work restrictions or need accommodations in order to place him/her at a County department. As part of this process, before placing a customer at a County department in an unpaid WEX/Community Service activity, the ESS will ask the following questions:

- "Do you understand the requirements of the job?"
- "Can you perform all the job duties required for this job?"
- "Can you perform each task as described with or without accommodation?"

DO NOT ask any disability-related questions. Required accommodations and/or job restrictions **do not** disqualify a customer from participating in a training activity. The ESS will follow the if/then chart below on the next page.

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Interactive Process, continued

If …	Then …
The customer has an Authorization to Release Medical Information (CW 61) or other medical documentation on file, limiting the number of hours he/she can participate, the individual must be exempt from participation, **Reminder:** A disabled individual is exempt from participation if the disability is: • Expected to last at least 30 calendar days, and • "The disability significantly impairs the individual's ability to be regularly employed or participate in WTW activities".	• Exempt the customer, or • Create a WTW 2 in C-IV to make the customer a volunteer, if the customer wishes to volunteer for up to the minimum weekly hours stated on the CW 61 or other medical documentation on file, and • Create a Journal entry; see "Journal entry" blocks in this section for specific instructions.
The customer discloses any work restrictions or accommodation needs, but does not have a current CW 61, or other medical documentation on file,	• Review with the customer what work restrictions or accommodation needs he/she requires, and provide the customer a CW 61, and • Discuss the work restriction or accommodation needed with the Supervising Employment Services Specialist I (SESS I) to see if the accommodation for the customer's request can be met. – Follow the regular chain-of-command process. – Determine the most appropriate activity while awaiting the CW 61 and/or response from the Supervising WEX Coordinator. • Create a Journal entry; see "Journal entry" blocks in this section for specific instructions.

Note: The **Interactive Process** is conducted **each time** there is a change in the customer's:

- Training site (if the training site is another **County department**),
- Job duties, and/or
- Job title.

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Interactive process example

This block contains an example of the Interactive Process:

During the Interactive Process to refer a customer to an unpaid WEX/Community Service training activity in a County department, the ESS determines (and the customer agrees) a clerical position would be a good placement. The ESS asks the following questions:

- “Do you understand the requirements of the job?”
- “Can you perform all the job duties required for this job?”
- ”Can you perform each task as described with or without accommodation?”

The customer states she can perform all clerical tasks as described without accommodations and she has no work restrictions. The ESS:

- Checks Journal entries for a CW 61 within the last 12 months, and/or any other information regarding a prior Interactive Process, accommodation request or work restriction.
  - Finds nothing in Journal entries for the last 12 months.
- Places the customer in an unpaid WEX activity at a County department.
- Completes a Journal entry stating the Interactive Process was completed, see Journal entry block.

Work restrictions or accommodations

The ESS will review the case file for the past 12 months (from the date of the review) for any work restrictions or accommodations by reviewing:

- Journal entries that state any of the following; “Interactive Process/Work Restrictions/ Accommodations”, and
- Imaged documents to see if the customer has a current CW 61 on file.

If the customer has any work restrictions and/or accommodations, the ESS will review them with the customer to obtain all pertinent information, and:

- Discuss the work restriction or accommodation needs with your SESS I to determine if the accommodation for the customer’s request can be met, and what activity to place the customer in until the CW 61 and/or response from the Supervisor WEX Coordinator is received.
  - If the customer will be placed at a County department; the SESS I will notify the Supervising WEX Coordinator using PII via e-mail regarding the work restriction or accommodation.
  - The Supervising WEX Coordinator will e-mail the ESS to complete another Release of information (ABCDM 228) to release/discuss information to the Human Services (HS) Return to Work Analyst.
- Journal actions taken; see Journal blocks in this section of the handbook.

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CW 61 – Authorization to Release Medical Information, or other medical documentation

If there is a current CW 61 or other medical documentation on file that states the customer has a medically verifiable condition that will limit or prevent him/her from participating, the ESS will exempt this customer if appropriate (refer to Chapter 3 – Exemptions in this handbook).

CW 61 or any other medical documentation information will only be shared with WTW staff when it is necessary to discuss placement for the customer's WTW activity. **CW 61 information, medical documentation or any other case information will not be disclosed to any other entities without signed consent from the customer for each disclosure.**

If the customer wishes to volunteer in a training activity, he/she can only volunteer up to the minimum number of hours stated on the CW 61, and would be considered an exempt volunteer.

Example: Customer has a current CW 61 on file which states she can only participate 4-6 hours per day. The ESS would exempt this customer and only allow the customer to volunteer four hours per day; the minimum allowed on the CW 61, if the customer wanted to volunteer.

Journal entry example: Customer has a current CW 61 on file, limited to four hours per day. Exempted customer. Customer chose not to volunteer.

Journal entry for customers with no restrictions or accommoda-tions

The ESS will complete a Journal entry in C-IV for customers referred to a **County department** for an unpaid WEX/Community Service training site**.** If the customer has no restrictions or accommodations, the ESS will use the following Journal entry example.

- **Short description:** Interactive Process
- **Long description:** Conducted an Interactive Process with this customer who will be referred to a **County department** for an unpaid WEX/Community Service activity. Customer states he/she has no work restrictions, or accommodation needs. Reviewed case for a current CW 61 (within the last year), no current CW 61, medical documentation, or accommodation request on file.

The ESS will complete a separate Journal entry for the referral process to a training site.

Continued on next page

Journal entry for customers with restrictions or accommodations

The ESS will complete a Journal entry in C-IV for customers referred to a **County Department** with restrictions or accommodations referred to a WEX/Community Service training site using the following example:

- **Short description:** Interactive Process/Work Restrictions/ Accommodations
  Long description: Conducted an Interactive Process with the customer because I was going to place this customer at an unpaid WEX/ Community Service activity at a County department. Later in the process before the actual placement at a County department, the customer provided a CW 61 stating she can only participate 12 hours per week. Customer requested to volunteer 12 hours per week. Customer placed in exempt volunteer status. ABCDM 228 signed and imaged. Customer developed her own community service site. No further Interactive Process required.

The ESS will complete a separate Journal for the referral process to a training site.

Supervising WEX Coordinator responsibilities

The Supervising WEX Coordinator responsibilities in the **Interactive Process** are as follows:

- Review any work restrictions or accommodations needed for customers to be placed in a County department with the ESS, WEX Coordinator or SESS I.
- Ensure there is a Release of Information (ABCDM 228) requested and imaged from the customer to discuss the customer’s case with the HS Return to Work Analyst for each disclosure.
  - If the customer is, or will be located in a County department, and has reported **any** work restrictions or accommodations (either as a result of a workers’ compensation injury or personal reasons) report this information to the HS Return to Work Analyst so he can track, assist, and resolve any issues/concerns.
- Inform the County department involved that it is their responsibility to keep employee/personnel files for WEX/Community Service customers, and that they are to maintain these files just as they would a regular county employee.
  - The Supervising WEX Coordinator only maintains Personally Identifiable Information (PII) files for HS departments, per PII policy.

Section F

Workers' Compensation

Overview

Purpose

This section contains information about Workers' Compensation coverage for customers participating in either Work Experience (WEX) or Community Service activities.

Introduction

All individuals who participate in either unpaid WEX or unpaid Community Service training are covered for Workers' Compensation benefits through the California Department of Social Services (CDSS) under a contract with York Risk Services Group, Inc.

- All benefits are administered and authorized through SCIF.
- Workers' Compensation claims for California Work Opportunity and Responsibility to Kids (CalWORKs) customers participating in unpaid WEX/Community Service activities are always handled by York Risk Services Group, located in Roseville, CA.

In this section

This section contains the following topics:

Responsibilities

Introduction

This section provides information regarding various staff responsibilities when an unsubsidized Work Experience (WEX) or Community Service site injury occurs.

Site supervisor responsibilities

When a customer is injured while participating in an unsubsidized WEX or Community Service training activity, the site supervisor refers to the WEX and Community Service Supervisor's Handbook (WTW 733.6) for complete information about how to proceed. The actions the site supervisor needs to take are:

Step	Action
1	Provide immediate first aid if trained staff is available.
2	Refer the customer to one of the medical facilities listed in the WEX/Community Service Supervisor Handbook, unless the customer has previously designated a personal physician. The list of medical facilities is included at the end of this chapter.
3	Advise the medical provider that the customer is covered for Workers' Compensation through the California Department of Social Services and to direct requests for medical authorization to York Risk Services Group.
4	Access the "Workers' Compensation Claim Form" (DWC 1) at http://www.yorkrsg.com/images/resources/002.pdf within 24 hours of the reported injury.
5	Has the customer complete/sign the top portion of the DWC 1 within 24 hours of the reported injury.
6	Complete/sign the bottom portion of the DWC 1, and distribute as follows: • Give a copy of the DWC 1 to the customer. • Keep a copy for the trainee's file.
7	Complete the Employer's Report of Occupational Injury or Illness (Form 5020) online at https://5020.yorkrsg.com/clients/login.aspx. The site supervisor will first need to create an account with York Risk Services Group before being able to submit the Form 5020. Electronic submission is the preferential method for completing the Form 5020. However, the form may be faxed to (866) 548-2637, if desired.

Continued on next page

Site supervisor responsibilities, Continued

Step	Action
8	Forward **originals** of the completed DWC 1, Form 5020 and any other supporting documentation to the Supervising WEX Coordinator within one (1) working day of receipt. Address information is referenced in the Supervisor's Handbook.
9	Notify the Employment Services Specialist (ESS) of the customer's injury.

Note: In case of death or serious injury, the site supervisor immediately notifies:

- The ESS,
- York Risk Services Group by phoning 1-866-221-2402,
- Risk Management and Risk Management Safety (909) 386-8655, and
- The designated WTW Program Specialist (PS) at (909) 383-9748.

Physician's responsibility

The treating physician sends the medical reports and bills directly to York Risk Services Group. Address information is referenced in the WEX/Community Service Supervisor's Handbook (WTW 733.6).

ESS responsibilities

When a customer is injured while participating in a WEX or Community Service training activity, the ESS takes the following actions:

Step	Action
1	Gather all pertinent facts about the injury from the site supervisor.
2	Remind the WEX/Community Service training site supervisor of his/her responsibilities; this may include walking him/her through the process outlined in the Supervisor's Handbook.
3	Have the site supervisor forward the **original** DWC 1, Form 5020 and any other supporting documentation to the Supervising WEX Coordinator.
4	Notify the Supervising WEX Coordinator immediately of the customer's injury.
5	Set a calendar control for three working days to follow up with the site and/or the Supervising WEX Coordinator.

Continued on next page

ESS responsibilities, Continued

Step	Action
6	Complete a thorough Journal entry documenting all known facts about the injury including: • Date/time of injury, • How the injury occurred, • Details about the injury, and • Any medical information: – Where the customer went for treatment, – Diagnosis, – Off-work and/or return-to-work information, – Whether modified duty is called for, and – Whether modified duty can be accommodated at the site, if needed.

Supervising WEX Coordinator responsibilities

When an unsubsidized WEX customer is injured while participating in a WEX or Community Service training activity, the Supervising WEX Coordinator takes the following actions:

Step	Action
1	Gather all pertinent facts about the injury from the ESS and, if necessary, the site supervisor.
2	Notify the designated Program Specialist (PS) at the Program Development Division (PDD) of the customer's injury immediately by calling (909) 383-9748.
3	Check the DWC 1, Form 5020 and any other supporting documentation for accuracy.
4	Forward the **original** DWC 1, Form 5020 and any other supporting documentation to the PS.
5	Notify the Regional Manager (RM).
6	Review the ESS's Journal entry for accuracy.

Note: Subsidized employment customers who are injured would follow normal office protocol, just as they would a regular county employee, The PS does not need to be notified.

Program Specialist responsibilities

The PS and/or support staff will forward the DWC 1 and supporting documentation to York Risk Services Group. At times, the PS may add a Journal entry to document correspondence with York Risk Services Group.

Continued on next page

Responsibilities, Continued

Modified duty

When a treating physician releases the customer to "modified" duty, the ESS immediately:

- Evaluates for temporary good cause if the modified duty situation cannot be accommodated, or
- Arranges for modified duty at the current WEX/Community Service site, or
- Arranges for transfer of the customer to a different site.

Note: Human Services (HS) Return to Work (RTW) Analysts can assist in identifying appropriate accommodation options and ensure Americans with Disabilities Act (ADA) and Fair Employment and Housing Act (FEHA) compliance in relation to modified duty. The RTW Analyst can be at (909) 387-5566.

Medical Facility Referral List

Introduction

This section provides information about the medical facilities an injured customer may be referred or taken to if he/she is injured while participating in unpaid Work Experience (WEX) or Community Service training.

Area not listed

If a particular area is not listed in the "Facility Information" block, refer the customer to the facility nearest his/her location.

Facility information

The following table lists participating medical facilities for various areas throughout the County of San Bernardino. These facilities specialize in treating injuries suffered on the job, so are better prepared to deal with Workers' Compensation issues.

AREA	MEDICAL FACILITY	ADDRESS	PHONE
Adelanto	Desert Valley Medical Group	11499 Bartlett Avenue	(760) 246-8000
Apple Valley	Desert Valley Medical Group	18077 Highway 18, Suite 100	(760) 241-8000
Barstow	Desert Valley Medical Group	1301 E. Main Street	(760) 256-3864
Chino	Chino Medical Group Chino Hills Primary Care Center U.S. Health Works U.S. Health Works	5475 Walnut Avenue 4200 Chino Hills Pkwy, Suite 900 12111 Central Avenue 14726 Ramona Avenue, Suite 107	(909) 591-6446 (909) 597-9047 (909) 628-6011 (909) 393-7322
Colton	U.S. Health Works	850 E. Washington Street	(909) 370-0572
Joshua Tree	Hi-Desert Medical Center	6601 White Feather Road	(760) 366-3711
Loma Linda	Loma Linda Occupational Health Center	25455 Barton Road, Suite 106-A	(909) 558-6222
Montclair	Central Avenue Urgent Care Center	8891 Central Avenue	(909) 865-9977
Mountains	Richard Baumgartner, M.D.	42002 Fox Farm Road, Suite 200, Big Bear Lake	(909) 866-5808
Needles	Colorado River Medical Center	1401 Bailey Avenue	(760) 326-4531

Continued on next page

Medical Facility Referral List, Continued

Facility information, Continued

AREA	MEDICAL FACILITY	ADDRESS	PHONE
Ontario	Concentra Medical Center	1101 S. Milliken Avenue, Suite C	(909) 390-2799
	First Care Industrial Group	754 N. Mountain Avenue	(909) 460-4155
	Inland Industrial Medical Group of Ontario	1910 S. Archibald Avenue, Suite E-2	(909) 930-5270
	U.S. Health Works	3200 Inland Empire Blvd., Suite 100	(909) 945-5011
	U.S. Health Works	2171 So. Grove Avenue, Suite A	(909) 923-4080
Rancho Cucamonga	Concentra Medical Center	9190 Haven Avenue, Suite 100	(909) 481-7345
	Rancho Occupational Health Services	7777 Milliken Ave., Suite A	(909) 948-8000
San Bernardino	Empire Occupational Center	2195 S. Club Center Drive, Suite A	(909) 433-0842
	Fox Occupational Medical Center	1375 Camino Real, Suite 130	(909) 884-1500
	U.S. Health Works	599 Inland Center Drive, Suite 108	(909) 889-2665
Victorville	Desert Valley Medical Group	12401 Hesperia Road, Suite 9	(760) 245-2474
	Roger A. Moushabek, M.D.	12402 Industrial Blvd., Suite B-6	(760) 952-1222

Section G

Privacy and Security of Personally Identifiable Information

Overview

Purpose

This section contains information regarding the privacy and security of Personally Identifiable Information (PII) and privacy and security training for Work Experience (WEX)/Community Service customers.

In this section

This section includes the following topic:

Privacy and Security Training

Purpose of PII

Human Services (HS) is committed to the privacy and security of Personally Identifiable Information (PII) mandated by federal and state regulations; therefore, a privacy and security training has been established to comply with this requirement. All staff, volunteers, contractors and others granted access are required to complete privacy and security training as a prerequisite for authorizing/maintaining access to county facilities, computer system(s) and PII.

The purpose of privacy and security training packet is to provide instructions regarding **Privacy and Security Training** for Work Experience (WEX) customers located at a HS site.

Privacy and Security Training handbook

The **Privacy and Security Training** handbook and training packet, including the Spanish version is posted in the Human Services Policy and Standard Practice (HSPSP) Manual:

- Section 15-1.3 SP (English), and
- Section 15-1.4 SP (Spanish).

Online privacy and security training

The mandatory online privacy and security training available to subsidized WEX customers is provided through the web-based Performance, Education and Resource Centers (PERC) e-Learning Network. The online training is called **HS Privacy and Security Training** and is required once every two (2) years.

Any staff unable to access/complete the **HS Privacy and Security Training** online training (i.e.: **unpaid/unsubsidized** WEX) must utilize the **Privacy and Security Training** packet prior to any access being granted and once every two (2) years thereafter.

Continued on next page

ESS responsibilities

When a customer is assigned to an unpaid/unsubsidized WEX activity and ***prior*** to sending the customer to a HS department site for an interview, the Employment Services Specialist (ESS) must ensure WEX customers:

- Read, and understand the requirements as outlined in the **Privacy and Security Training**.
- Review the:
  – HSPSP Manual Section 15,
  – Computer and Network Use Policy, and
  – E-mail Policy (if applicable).
- Sign the:
  – Certificate of Completion,
  – HSPSP Section 15.1 SP - Signature Page,
  – Computer/Network/Software User Agreement, and
  – Electronic Mail User Agreement (if applicable).

The ESS will:

- Provide unpaid WEX with a copy of all signed documents.
- Image the documents into C-IV under Employment & Training, Confidential Policy.
- Forward a copy of all signed documents to the WTW Supervising WEX Coordinator.

Anyone who refuses to review this training, follow related policies/standard practices, and sign the required documents must not be allowed access to PII or be assigned to work in a County facility that contains PII.

Unpaid/ unsubsidized WEX report

The Legislation and Research Unit (LRU) creates an unpaid/unsubsidized WEX report quarterly. This report lists all staff currently in an unpaid/unsubsidized WEX activity assigned to a HS Department.

The Program Development Division (PDD) WTW Program Specialist (PS) will ensure this report is run quarterly and forwarded to the Supervising WEX Coordinator.

The Supervising WEX Coordinator will:

- Ensure all assigned unpaid/unsubsidized WEX staff located in a HS department/division have completed the privacy and security training and signed documentation has been imaged into the customer's case file.
- Maintain hard copies of all completed privacy and security documents in a central, secure location.

WELFARE-TO-WORK POLICY HANDBOOK

CHAPTER 18

Noncompliance

Table of Contents

Chapter 18

Noncompliance

Chapter Overview

Introduction

This chapter provides information regarding the noncompliance process in the Welfare-to-Work (WTW) program.

References

The following references apply to material in this chapter:

- Eligibility and Assistance Standards (EAS) 42-711.8
- EAS 42-712
- EAS 42-713
- EAS 42-721

Contents

This Chapter contains the following topics:

Continued on next page

Forms

Forms referenced in this chapter may be found in the C-IV system or in the Transitional Assistance Department (TAD) online forms catalog at: http://hssnet/handbooks/.

Forms summary – general

The following table summarizes all general noncompliance forms and Notices of Action (NOAs). It also provides specifics about the use of each form and the corresponding phase of the noncompliance process.

Form #	Form Name	Specifics
NA 817	Lowering Cash Aid	• **Required** NOA (available in C-IV) issued when the customer agrees to a Compliance Plan, but fails to complete it and will be sanctioned. • Eligibility Workers (EWs)/Master Assignment Queues (MAQs) are no longer required to send a 10-day negative action NOA because the customer received notice of his/her cash aid reduction on the Sanction Budget (NA 1242) which is attached to the NA 817.
NA 821	Denial of Transportation NOA	• **Required** NOA that informs the customer of a denial of transportation assistance. • The NA 821 must be sent to the customer 10 calendar days prior to the actual end date of transportation assistance.

Continued on next page

Forms summary – general (continued)

Form #	Form Name	Specifics
NA 840	Sanction of Participant	• **Required** NOA that shows a WTW sanction will be effective no earlier than 20 calendar days from the date of issuance. • NA 840 will be sent within three business days from the date noncompliance is discovered. • The Employment Services Specialist (ESS) must attempt one phone contact before initiating noncompliance. **<u>Note</u>:** If the ESS fails to initiate noncompliance within three business days, an appointment letter must be sent to the customer and noncompliance will be stopped. • The ESS will schedule the customer's cause determination appointment within 10 calendar days from the date the NA 840 is sent to the customer with enough time to reschedule if necessary. • The ESS will add the appointment to the **Customer Schedule** in C-IV. – **Check the "Outbound IVR Call" box only**; if the "Print Appointment Letter" box is checked it will overwrite the NA 840. • The customer must attend the cause determination appointment or contact the County by phone within 20 calendar days from the NA 840 issuance date, to establish good cause or agree to a Compliance Plan. • The customer has the right to reschedule the good cause meeting one time (additional times can be scheduled if ESS finds good cause for rescheduling). • If there is no contact from the customer during 20-day period, the County ***<u>must attempt phone contact</u> on or before the 20th day.*** • The EWs/ MAQs are no longer required to send a 10-day negative action NOA because the customer received notice of a cash aid reduction via the Sanctions Budget (NA 1242), which is attached to the NA 840. • If the 20th calendar day falls on a holiday or weekend, the ESS will take action the next business day. The date on the NA 840 will be the 20th day or the next business day, if applicable. Reference the WTW Noncompliance Calendar located on the TAD website/Resources/ Workflow Calendars.
NA 840A	Determination of Good Cause/No Good Cause	• **Required** NOA that is used to inform customers **who have claimed** good cause during the 20-day period or when the Request for Good Cause Determination (WTW 27) is received of the County's determination. • The NA 840A must be issued as soon as possible after the County's determination. • This form is not required: – When the noncompliance reason is for not signing a WTW 2. – To be sent when the ESS has had no contact with the customer within the 20 days and the customer has not claimed good cause.

Continued on next page

Forms summary - general (continued)

Form #	Form Name	Specifics
WTW 26	Good Cause Determination Guidelines	• Recommended form that provides guidelines for the ESS to use in determining good cause. • Not issued to customers.
WTW 27	Request for Good Cause Determination	• **Required** form that is part of the NA 840/Removal of Second Parent NOA (NA 845) form available in C-IV. • The customer does not have to complete/return the WTW 27. • The ESS can make a good cause determination based on information from this form if the customer returns it, but fails to attend appointment or talk with ESS by phone.
WTW 29	Plan to Stop a WTW Sanction (Curing Plan)	• The customer may contact the County at any time to cure his/her sanction. • If the activity the sanctioned customer originally failed to perform is no longer available or appropriate, the County must specify in the Curing Plan another appropriate activity for the customer to perform. • The customer may sign this form at a meeting with the ESS or sign and return by mail. • The customer must satisfactorily perform the specified activity until completed, or up to a *maximum* of 30 calendar days, whichever is shorter, from the date the Curing Plan was signed or agreed upon in a phone interview. • The WTW 29 does not replace the WTW 2; it is completed in conjunction with the WTW 2.
WTW 31	Request to Stop a WTW Sanction	**Optional** form completed by the customer to express a desire to cure his/her sanction. The customer can also contact his/her ESS to stop/cure a sanction.
WTW 32	WTW Compliance Plan	• **Required** form used when no good cause is found within the 20-day period and the customer agrees to a Compliance Plan. • The plan may be developed over the phone and mailed to the customer (two copies with a self-addressed and stamped return envelope). • If mailed, the return date must be at least 10 calendar days from the date mailed. • If the customer fails to return the signed Plan timely (postmarked by date specified), **the compliance process has failed**. • The Compliance Plan requires participation in the prior activity or another appropriate activity until completed, or up to a *maximum* of 60 calendar days from the date the customer **begins the activity**, whichever is less. • Successful completion of the Compliance Plan means the customer avoids a sanction. • The WTW 32 does not replace the WTW 2; it is completed in conjunction with the WTW 2.

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Forms summary – two-parent

The following table summarizes the noncompliance forms required for two-parent households.

Form #	Form Name	Specifics
NA 845	Removal of Second Parent	• **Required** NOA that shows a WTW sanction will be effective no earlier than 20 calendar days from the date of issuance. • The NA 845 is to be used only in two-parent cases where the other parent's sanction has already been applied by the EW/MAQ and the parent has been removed from the Assistance Unit (AU). • The procedures for the issuance of the NA 845 are the same as the NA 840.
NA 816	Lower Cash Aid – Second Parent	• **Required** NOA (available in C-IV) issued to the second parent when he/she has agreed to a Compliance Plan, but fails to complete it and will be sanctioned. • The NA 816 is to be used only when the other parent's sanction has already been applied by the EW/MAQ and the parent has been removed from the AU. • EWs/MAQs are no longer required to send a 10-day negative action NOA because the customer received notice of the cash aid reduction on the NA 1242, which is attached to the NA 816.
WTW 4	Notice to Other Parent	**Required** NOA issued to the second parent when the NA 840 or NA 845 is issued to the noncompliant parent.

Forms summary – volunteers

The following table summarizes the forms required for the noncompliance process for WTW volunteers.

Form #	Form Name	Specifics
NA 818	Suspension of WTW - Volunteer	• **Required** NOA (available in C-IV) issued when an exempt volunteer agrees to a Compliance Plan, but fails to complete it and will be taken out of WTW activities. • The customer can no longer participate in the activity until his/her exemption expires.
NA 841	Suspension of Volunteer/ Compliance	• **Required** NOA that shows the customer will be taken out of WTW activities in 20 calendar days. The procedures for the issuance of the NA 841 are the same as the NA 840 with the following exceptions: – A WTW sanction will not be applied to the customer, and – The customer will be taken out of his/her WTW activity(ies) after 20 calendar days, from issuance date, if he/she did not provide a good cause reason.

Continued on next page

Additional forms

The following table lists additional forms referenced in this chapter.

Form #	Form Name	Specifics
ADM 102 CIV	Appointment Letter	Appointment letter used to schedule appointments.
CCP 7	CalWORKs Stage One Child Care Request Form	Required form to be completed by customers if there is no active/pending Child Care (CC) case.
CW 61	Medical Report	Used to verify good cause and exemption status due to incapacity.
Plan 112 CIV	Care of Household Member Verification	Can be used to verify good cause and exemption status due to incapacity of a household member.
WTW CW 168	Welfare-to-Work Guidebook	Guidebook given at Orientation. *Available through the Forms Distribution Unit (FDU).*
WTW 411EE	Think of the Possibilities Brochure	Brochure given to educate customers about WTW. *Available through FDU.*
WTW 1	WTW Plan Rights and Responsibilities	Required form completed at Orientation/ Appraisal (O/A).
WTW 2	WTW Plan Activity Assignment	Required form listing current WTW activities.
WTW 412	Sanction Cure Flyer	Used to inform customers how to cure their sanction, and the benefits of participating in WTW activities.

General Information

Introduction

This section explains the purpose of noncompliance and discusses both the state and County policies concerning noncompliance.

Purpose of noncompliance

The purpose of the noncompliance process is to ensure customers comply with Welfare-to-Work (WTW) requirements. The Employment Services Specialist (ESS) is required to:

- Resolve any problem(s) the customer has so he/she can successfully meet participation requirements, and
- Ensure customers have been offered all barrier removal referrals.

State policy

In California, adult cash aid customers, unless exempt, must participate in WTW activities and meet program requirements as a condition of receiving aid. A WTW sanction occurs when a nonexempt customer is removed from the Assistance Unit (AU) for failing or refusing, without good cause, to comply with WTW participation requirements.

County policy for noncompliance

The Employment Services Specialist (ESS) will attempt to work with the customer to resolve problems, issues, or barriers before initiating the noncompliance process.

No-shows

The ESS will take action on no-show appointments within three business days by following the steps below:

Step	Action
1	Attempt phone contact to discuss rescheduling the appointment.
2	Determine good cause, or start the noncompliance process if necessary.
3	**Journal** all actions taken.

Attendance policy

Customers are required to provide activity attendance between the first and fifth day of each month. The ESS will:

Step	Action
1	Call the customer to determine if he/she has good cause for not providing attendance.
2	Start noncompliance between the sixth and the 15th of the month on a flow basis, for a customer not providing attendance due to the ESS by the fifth of the month. • This provides the ESS with additional time to enter hours of employment verification/documentation with other required attendance hours.
3	Journal all actions taken.

Definitions and Reasons for Sanction

Introduction

This section provides definitions for terms associated with the noncompliance process and referenced throughout this chapter. It also provides a list of the reasons a customer may be sanctioned.

Noncompliance

Noncompliance is the process that Welfare-to-Work (WTW) customers go through when they fail or refuse, without good cause, to comply with participation requirements.

- For mandatory customers, the end result of the noncompliance process could be a financial sanction.
- For voluntary customers, the end result of the noncompliance process could be removal from program participation.

Noncompliance cannot be initiated if a customer is in an exempt status with a valid exemption that has not expired.

Note: The Employment Services Specialist (ESS) will select only **one appropriate reason** to initiate the noncompliance process on the Sanction of Mandatory Participant Notice of Action (NA 840), the Removal of Second Parent (NA 845), or the Suspension of Volunteer/Compliance (NA 841) (whichever is applicable), using the first identified reason for the noncompliance.

Good cause

Good cause is a determination of a condition or other circumstance that temporarily prevents, or significantly impairs, the customer's ability to be regularly employed or to participate in WTW activities.

Compliance

Compliance is the step of the sanction process in which a customer, whom the County determined did not have good cause, is given the opportunity to correct the participation problem and avoid a sanction. This process **requires** a 20 day period to establish good cause.

Sanction

A sanction is a reduction in a family's CalWORKs grant caused by removing the non-complying customer(s) from the Assistance Unit (AU) until the customer cures the sanction or good cause is established.

Continued on next page

Definitions and Reasons for Sanction, Continued

Reasons for sanction

The ESS checks the appropriate box and enters appropriate information on the NA 840, NA 841, or the NA 845, which lists reasons a customer may be sanctioned. A customer may be sanctioned for failing or refusing, without good cause, to:

- Sign a WTW Plan Activity Assignment (WTW 2),
- Participate in any assigned WTW program activity, including a Self-Initiated Program (SIP) activity,
- Make good progress in his/her activity, which includes providing monthly verification of attendance and satisfactory progress in any assigned activity, including a SIP,
- Accept employment,
- Continue employment, or
- Continue employment at the same level of earnings.

ESS Learns of Failure or Refusal to Comply

Introduction

This section provides information regarding what the Employment Services Specialist (ESS) must do when he/she learns about a customer's failure or refusal to comply with program requirements.

Initiating noncompliance for mandatory customers

The ESS will follow the steps in the table below when he/she learns of a mandatory customer's failure or refusal to comply with program requirements.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Attempt to contact the customer by phone, and:
<table>
<tr><th>If the customer…</th><th>Then the ESS will...</th></tr>
<tr><td>Answers the phone call,</td><td>Discuss the noncompliance issue with him/her and attempt to determine good cause, and:
<table>
<tr><th>If there is good cause…</th><th>If there is no good cause…</th></tr>
<tr><td>Schedule the customer an appointment to sign a new Welfare-to-Work (WTW) Plan Activity Assignment (WTW 2),
Mail an appointment letter (ADM 102 CIV) to the customer, and
Schedule the appointment in C-IV.</td><td>Proceed to step 3.</td></tr>
</table></td></tr>
<tr><td>Does not answer the phone call, or
Is unavailable,</td><td>Leave a message requesting the customer return the call as soon as possible.
Proceed to step 2.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Review <u>all</u> C-IV Journal entries to see if there is a reason why the customer is not participating. <u>Do not</u> filter for WTW Journal entries only.</td></tr>
<tr><td>3</td><td>Initiate noncompliance in C-IV.</td></tr>
<tr><td>4</td><td>Mail a Sanction of Participant (NA 840, NA 845, or NA 841) form and a CalWORKs Exemption Request (CW 2186A) form to the customer. See the "Completing an NA 840, NA 841 and NA 845" block later in this section for instructions about completing these forms.</td></tr>
<tr><td>5</td><td>Schedule a cause determination appointment in C-IV.</td></tr>
<tr><td>6</td><td>Update the Program Review Date to the date of the cause determination appointment.</td></tr>
</table>

Continued on next page

Initiating noncompliance for mandatory customers (continued)

Step	Action
7	Set the following **Tasks**: <table><tr><th>TASK #1</th><th>TASK #2</th></tr><tr><td>• **Due Date**: 20 days from the date noncompliance is initiated. • **Type**: Review • **Long Description**: “20th day of noncompliance. Attempt phone contact.”</td><td>• **Due Date**: Three weeks (21 days) from the date noncompliance is initiated. • **Type**: Review. • **Long Description**: “20th day of noncompliance was (date of 20th day). Request WTW sanction”.</td></tr></table>
8	Journal all actions taken.

Note: The customer’s activities will remain in open/active status during the noncompliance period unless the ESS has received notification that the customer is no longer participating in his/her activity or the end date has passed. The ESS will enter zero for any day in which attendance could not be verified. This applies to all activities **except** Employment and one day activities.

Initiating noncompliance for voluntary customers

The ESS will complete the following actions when initiating noncompliance for voluntary customers:

Step	Action
1	Do not update the customer’s WTW status in C-IV to non-comp or mail the NA 840.
2	Follow the same steps for a voluntary customer as are followed for a mandatory customer when he/she fails or refuses to comply with program requirements
3	Leave the **WTW Status** as **Active** and create and mail a Suspension of Volunteer/ Compliance (NA 841) form.
4	Set **Tasks**/calendar controls for the: • Cause determination appointment, 20th day, and • Non-financial sanction effective date.
5	Place the customer back into his/her exemption status on the 21st day after he/she customer failed to comply with the NA 841.

Continued on next page

Initiating noncompliance for two-parent cases

Upon learning of a customer's failure or refusal to comply with program requirements, and the other parent has already been removed from the Assistance Unit (AU) for failing or refusing to comply, the ESS will:

Step	Action
1	Update the customer's WTW Status in C-IV to noncompliance.
2	Disregard the NA 840 that automatically appears upon noncompliance initiation,
3	Create and mail a Removal of Second Parent (NA 845) form instead of the NA 840, and
4	Create and mail a Notice to Other Parent (WTW 4) form to the other parent. If the second parent is still included in the AU (including if he/she is in a noncompliance status), use the NA 840.

Purpose of NA 840, NA 841, NA 845

The purpose of the NA 840, NA 841, or NA 845 is to:

- Inform the customer a sanction will be imposed if he/she fails to either attend an appointment scheduled by the County or contact the County by telephone within 20 calendar days of the notice, and:
  - Provide information to the County that leads to a finding of good cause for refusing or failing to comply with program requirements, or
  - Agree to a Compliance Plan to correct the failure or refusal to comply.
- Provide the name, telephone number, and address of state and local legal aid and welfare rights organizations that can assist customers with the good cause and compliance process.

Note: Refer to the noncompliance calendar on-line on the Transitional Assistance Department (TAD) website under Tools/WTW Tools/ Noncompliance Flow Charts.

Continued on next page

Completing the NA 840, NA 841 or NA 845

The NA 840, NA 841 and NA 845 each have sections the ESS must complete prior to giving/mailing to the customer. The ESS will enter the:

- Reason for the noncompliance (only one reason is marked),
- Date, time and location of the cause determination appointment (scheduled within 10 calendar days),
- 20th day of the compliance period (three weeks minus one day from the date noncompliance is initiated),
  - If the 20th day falls on a holiday or weekend, enter the next business day.
- Reason for noncompliance on the WTW 27 (not included on the NA 841),
- "As of" date on the NA 841. This will be manually updated/changed to the 21st day, and
- Name of other parent who is sanctioned on the NA 845.

Note: Eligibility Workers (EWs)/Master Assignment Queues (MAQs) are no longer required to send a 10-day negative action NOA because the customer received notice of the cash aid reduction on the NA 840, NA 845, NA 816, or NA 817. The EW/MAQ will review the Notice of Action (NOA) to ensure all budget information is correct. If the budget information is incorrect, the EW/MAQ will send a 10-day NOA with the correct budget information.

Continued on next page

ESS Learns of Failure or Refusal to Comply, Continued

Example of noncompliance for not providing attendance

The following is an example of initiating noncompliance for someone who has not turned in attendance by the fifth of the month.

Sandra is a single custodial parent with no children under the age of six years old. It is the sixth of the month and she has not turned in her attendance for the previous month. The ESS takes the following actions:

Step	Action
1	Attempts to contact Sandra by phone, but is unsuccessful.
2	Reviews **Journal** entries and incoming mail to determine any good cause reasons for not submitting attendance verification, but again is unsuccessful.
3	Updates Sandra's **WTW Status** and **Status Reason** in C-IV to **Non-Comp - Failure to provide satisfactory progress in assigned activity**.
4	Mails the CW 2186A and completes the NA 840, ensuring the correct noncompliance reason is checked and typed in: • The cause determination appointment is within 10 calendar days, and • The 20th day is three weeks minus one day from the current date.
5	Ensures the WTW 27 has the correct noncompliance reason checked and typed into the appropriate field.
6	Mails the NA 840 locally.
7	Updates the **Program Review Date** in C-IV to the date of the cause determination appointment,
8	Sets **Tasks** to attempt contact again on the 20th day and to apply a sanction on the 21st day (if appropriate).
9	Enters zero for any day in which attendance could not be verified. • This applies to all activities **except** Employment and one day activities.
10	Journals all actions taken.

Good Cause

Introduction

This section provides information about good cause and how the good cause process applies to noncompliance in the Welfare-to-Work (WTW) program.

Determining good cause

A County must excuse a customer from participation in WTW activities for good cause when there is a condition or other circumstance that temporarily prevents, or significantly impairs, the customer's ability to be regularly employed or to participate in WTW activities.

County responsibilities

Once the County determines good cause exists for a customer's failure to comply, and those circumstances continue to prevent him/her from participating in a required activity, the County must take steps to remove any barriers preventing full WTW participation. All good cause determinations must be made on a case-by-case basis. The Employment Services Specialist (ESS) will also review good cause conditions that are anticipated to last more than 30 days to determine if a WTW exemption applies.

Reviewing good cause

When good cause is established, the County must review the continuing validity of the good cause determination, as necessary, but at least every 30 days. In addition, the customer must cooperate with the County and provide information, including written documentation when required, to complete the good cause review.

The months a customer is sanctioned do not count against the CalWORKs 48-month time limit or the WTW 24-Month Time Clock. However, the ESS should make an effort to gain the customer's cooperation before resorting to the noncompliance/sanction process. Intervention efforts may include, but are not limited to, the following:

- Checking **Journal** entries.
- Attempting to reach the customer by telephone **before** mailing the initial Sanction of Participant (NA 840), Suspension of Volunteer/ Compliance (NA 841), or Removal of Second Parent (NA 845).
  - The ESS will inform the customer of their appointment date during the telephone conversation.
- Attempting to reach the customer by telephone **before the cause determination appointment**.

Consideration of a learning disability

During noncompliance, the ESS must consider whether a learning disability may have contributed to the customer's lack of progress or participation. If a learning disability is suspected, the ESS will offer the customer a learning disability screening or evaluation, as appropriate, and then use the screening/evaluation results to aid in noncompliance determinations.

Continued on next page

Good cause examples

The following are examples of good cause for not participating in WTW activities. These circumstances include, but are not limited to, the following:

- Lack of necessary supportive services.
- Victim of domestic abuse.
- Licensed or license-exempt child care is not reasonably available during the customer's hours of training or employment, including commuting times, or arrangements have broken down.
- Suitable special needs child care is not available for children with identified special needs including, but not limited to, disability or chronic illness.

Good cause examples involving employment

Additionally, regulations specify the County may not sanction customers for failing or refusing to comply with program requirements when their employment, offer of employment, activity, or other training for employment:

- Discriminates on the basis of age, sex, race, religion, national origin, or physical or mental capacity.
- Exceeds the daily or weekly hours of work customary to the occupation.
- Requires travel to and from the employment/activity that exceeds a total of two hours, exclusive of the time necessary to transport family members to a school or place providing care, or walking is the only available means of transportation and the round-trip is more than two miles, exclusive of the mileage necessary to accompany family members to a school or a place providing care.
- Violates applicable health and safety standards.
- Does not provide workers' compensation insurance.
- Interrupts an approved education or job training program in progress (except work experience or community service), which would otherwise lead to employment with sufficient income to be self-supporting
- Violates the terms of the customer's union membership.

Cause Determination Appointment

Introduction

This section provides information regarding the cause determination appointment.

Purpose of the cause determination appointment

The purpose of the cause determination appointment is to provide an opportunity for the customer to present good cause as to why he/she has failed or refused to comply with program requirements. It also opens a face-to-face dialogue between the customer and Employment Services Specialist (ESS) in resolving how the customer can satisfactorily participate in his/her activity.

Scheduling the cause determination appointment

The cause determination appointment is scheduled when the ESS initiates noncompliance. The appointment must be scheduled within 10 calendar days, per state regulations.

The cause determination appointment must be added as an appointment to the customer's schedule in C-IV.

Rescheduling the cause determination appointment

A customer may reschedule the cause determination appointment one time for his/her convenience; additional rescheduling will be permitted if the customer cannot, or did not, attend the appointment with good cause.

The rescheduled appointment should take place as close to the original cause determination appointment as possible. The ESS will make every effort to reschedule the customer's appointment within the 20-day noncompliance timeframe.

Request for Good Cause Determination (WTW 27)

The Request for Good Cause Determination (WTW 27) is sent with the Sanction of Participant NOA (NA 840) or Removal of Second Parent NOA (NA 845). This required form helps customers understand situations that are considered good cause reasons for nonparticipation. It is not mandatory for customers to complete or return the WTW 27 in order to determine good cause. The WTW 27 is not intended to, but may, take the place of a face-to-face meeting or telephone interview to discuss the nonparticipation problem if the customer provides sufficient information and/or verification to support the good cause reason.

If the customer returns the WTW 27, but fails to attend the scheduled appointment or speak with the ESS by phone, the worker must make a good cause determination based on available information; he/she can use information provided on the WTW 27.

The WTW 27 is automatically included with the NA 840 and NA 845 when generated in C-IV.

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Cause Determination Appointment, Continued

Communicating the benefits of participation

Some noncompliant customers may not be aware of the benefits and supportive services they are eligible to receive when they participate in Welfare-to-Work (WTW) activities. It is, therefore, imperative that the ESS ensure all customers are aware of the benefits of participation. These include but are not limited to:

- Assistance with transportation,
- Paid child care for eligible children while participating in Welfare-to-Work (WTW) activities,
- Assistance with ancillary items that are needed to obtain or retain satisfactory participation,
- Referrals to domestic violence, mental health and substance abuse services, and
- Improvement of job application resumes and interview skills.

Customers should also be made aware of the new WTW regulations that allow participation in a wider array of activities.

No show to NA 840 appointment or contact the county

The ESS will follow the steps in the table below when a customer fails to show to his/her cause appointment and has not contacted his/her ESS.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Attempt to contact the customer by phone, and:
<table>
<tr><th>If the customer...</th><th>Then the ESS will...</th></tr>
<tr><td>Answers the phone call,</td><td>Discuss the noncompliance issue with him/her and attempt to determine good cause, and:
<table>
<tr><th>If there is good cause…</th><th>If there is no good cause…</th></tr>
<tr><td>Update Program Status to Active Enrolled.
Schedule the customer an appointment in C-IV to sign a new WTW 2.
Mail an Appointment Letter (ADM 102 CIV) to the customer.</td><td>Proceed to step 2.</td></tr>
</table></td></tr>
<tr><td>Does not answer the phone call, or
Is unavailable,</td><td>Leave a message requesting the customer return the call as soon as possible.
Proceed to step 2.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Check C-IV Journal entries to see if there is a reason why the customer is not participating.</td></tr>
<tr><td>3</td><td>Mail the customer a Denial of Transportation NOA (NA 821) notifying him/her that supportive services will be terminated effective the 20th day of the compliance period (only for customers who are still enrolled in an activity).</td></tr>
<tr><td>4</td><td>Ensure Tasks are set for the 20th day and the day following the 20th day (21st day).</td></tr>
<tr><td>5</td><td>Update the Program Review Date to the 20th day.</td></tr>
<tr><td>6</td><td>Journal all actions taken.</td></tr>
</table>

Continued on next page

Exceeding the 20-day compliance period

If the customer exceeds the 20-day compliance period, the ESS will review the case and take action as follows.

If the...	Then...
• Customer attends the cause determination appointment or calls his/her worker as requested, and additional information is required, • ESS needs time to review the good cause information, or • ESS is unable to propose a specific Compliance Plan during the 20-day period,	• Extend the deadline 10 additional days from the 20th day. • Not impose a sanction until he/she determines that no good cause exists and the customer fails to agree to a Compliance Plan. • Journal all contacts and actions taken.
Customer contacts the ESS and it is determined he/she needs additional time to provide good cause verification,	• Extend the deadline 10 additional days from the 20th day. • Request the verification be provided within ten calendar days. – If the tenth calendar day falls on a weekend or holiday, the ESS will take action on the next business day. • Inform the customer of the deadline and set an appointment using the Appointment Letter (ADM 102 CIV). – The ESS will reference the customer's noncompliance status and the sanction effect date in the appointment letter. • Journal all contacts and actions taken.

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Example of 20th day extension

The following is an example of a noncompliance 20th day extension. A customer contacts her ESS within the 20-day period indicated in the NA 840 sanction notice and presents information regarding good cause that requires additional verification. The ESS cannot impose a sanction pending the verification.

Stage	Description
1	The ESS provides the customer an extended deadline in writing, (using a Message From Your Worker (ADM 107 CIV)), to provide required verification, and includes a reference to the customer's noncompliance status and sanction effective date in the appointment letter.
2	The customer turns in the verification within the extended time period given by the ESS, but it is beyond the 20-day period.
3	The ESS receives and reviews verification, but finds no good cause.
4	The ESS advises the customer that she must enter into a Compliance Plan to avoid a sanction.
5	The customer agrees to enter into a Compliance Plan (WTW 32) and signs the WTW – Activity Assignment (WTW 2).
6	The ESS issues NA 840A stating no good cause was found; however, because the customer provided verification within the extended timeframe and agreed to a Compliance Plan, the CalWORKs grant will not be reduced.

Good Cause Determination

Introduction	This section provides information regarding good cause determination; subsequent action after the cause determination has been made, and discusses forms used during this phase of the noncompliance process.
How good cause may be determined	Good cause may be determined: • In a face-to-face interview, • By telephone, and/or • By using any available information.
Address change	The Employment Services Specialist (ESS) will ensure that the customer has not reported an address change when determining good cause and before sending out the Sanction of Participant (NA 840) or other required documentation. If the NA 840 or any other documentation was sent to the customer at the incorrect address, the ESS will send out a new NA 840 and/or a new appointment letter, whichever is applicable for the case situation.
Good Cause Determination Guidelines (WTW 26)	The Good Cause Determination Guidelines (WTW 26) may be used to assist the ESS in discussing good cause reasons with customers. ESSs should be aware there could be other valid good cause reasons not listed on the WTW 26.

Continued on next page

Determining cause and subsequent action

Use the following table to determine cause and subsequent action:

<table>
<tr><th>If the ESS is…</th><th>And determines…</th><th>Then…</th></tr>
<tr><td rowspan="2">Able to contact the customer by phone or use information provided on the WTW 27,</td><td>Good cause exists,</td><td>No sanction will be imposed. The customer will be referred back to the activity assigned prior to the time that the customer did not participate.</td></tr>
<tr><td>No good cause exists,</td><td>Develop a Compliance Plan and follow compliance procedures.</td></tr>
<tr><td>Unable to make contact with the customer by telephone and he/she fails to contact the ESS within the 20-calendar day compliance period,</td><td>No good cause exists,</td><td rowspan="2">Make a phone call to the customer by the 20^{th} day to determine good cause and encourage the customer to come into the office or provide good cause verification before the sanction is imposed.
If the 20^{th} calendar day falls on a holiday or weekend the ESS will take action the next business day.
Impose the sanction on the 21^{st} day.
E-mail the Eligibility Worker (EW)/Master Assignment Queue (MAQ) to impose the sanction and provide the EW/MAQ with the sanction reason and effective date.
Set a Task for the following month to ensure the EW/MAQ places the customer in sanction.
Journal all actions taken.</td></tr>
<tr><td>Able to make timely contact with the customer,</td><td>No good cause exists and the customer refuses to enter into a Compliance Plan,</td></tr>
</table>

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NA 840 A, Determination of Good Cause/No Good Cause

The Determination of Good Cause/No Good Cause (NA 840 A), is a required Notice of Action (NOA), which was developed to inform customers who have claimed good cause during the 20-day period of the County's determination.

The ESS will send the NA 840A when the customer has **claimed** good cause and the ESS has determined:

- Good cause exists, or
- No good cause exists.

The NA 840 A is not required to be sent if the:

- Customer has not claimed good cause (i.e., no contact with the County during the 20 days), or
- Noncompliance reason is for failure to sign a WTW 2.

Documentation of good cause

Whenever possible, written documentation of good cause is required. The chart below explains what actions to take when documentation has or has not been provided.

If the customer…	Then…
Provides documentation of his/her good cause,	• Image the document(s) into the case file, and • Journal all actions taken.
Has no documentation of good cause,	Complete a thorough Journal entry stating the good cause reason and why no documentation was available.

Good cause second parent status

A customer's statement is not sufficient verification to grant good cause to the second parent because the first parent is meeting participation requirements. Documented verification of the first parent's participation (i.e., pay stubs, Employment Income Verification (TAD 104), school attendance, etc.) meeting the required 150 hours per month **must** be received before the second parent is granted good cause. Follow the chart below to determine if the second parent meets good cause status.

If the first parent…	Then…
Provides verification of attendance with the required 150 hours per month,	• Continue to monitor the case, and • Place the second parent in **Good Cause Status**.
• Fails to meet participation requirements of 150 hours per month, or • Is in a Job Readiness activity, but the Job Readiness activity has ended,	• Immediately change the **Status** for the second parent to an **Active Status**, • Attempt to call the second parent to schedule an appointment within 10 calendar days, and • Send the following to the second parent the same date the NA 840 is sent to the first parent: – Appointment Letter (ADM 102 CIV), and – Notice to Other Parent (WTW 4).

<u>**Note**</u>**: Good Cause, Second Parent Status does not** need Supervising Employment Services Specialist I (SESS I) approval to continue beyond 30 days when verification is provided showing that the first parent is meeting the 150 hour monthly participation requirement.

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Good cause determination review

During monthly case reviews, the ESS will review the continuing validity of the good cause determination to see if:

- The customer is able to participate,
- Good cause non-participation will continue, or
- The customer needs to be evaluated for an exemption.

Note: A customer should not be in good cause status over 30 days. SESS I approval is needed to continue good cause beyond 30 days, except for **Good Cause Second Parent Status**. **Good Cause Second Parent Status** does not need SESS I approval.

ESS actions during good cause status

Good Cause Status does not stop the CalWORKs 48-Month Time Limit, however, it does stop the WTW 24-Month Time Clock for most customers. The ESS must make every effort to help the customer participate as soon as possible.

Information regarding employment opportunities may be given to customers in good cause non-participation status, but the customer is not required to look for work until the good cause period has ended.

Note: Good cause for Domestic Violence stops the CalWORKs 48-Month Time Limit, and the WTW 24-Month Time Clock. See Chapter 6 – Domestic Violence, Substance Abuse, and Mental Health for additional information.

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Example of good cause appointment

The following is an example of a good cause appointment.

Richard is a single custodial parent with one child under the age of six years old. He failed to attend his third day of Job Readiness. His ESS attempted to contact him within three business days of learning of his failure to participate and was unable to make contact with Richard. Noncompliance was initiated for **Status Reason** of **Not providing proof of satisfactory progress in an assigned activity** and a NA 840 was mailed out with a Cause Appointment scheduled for 2/22, along with the CW 2186A. On the day of Richard's NA 840 Cause Appointment:

If he...	Then the ESS will...
Provides proof of good cause for missing his Job Readiness activity,	• End noncompliance by updating **WTW Status** to **Active Enrolled**. • Have Richard sign a new WTW 2 for next appropriate activity. • Create a Service Arrangement for transportation/other and complete and provide the Approval of Transportation NOA (NA 820). • Give/mail the NA 840 A. • Update **WTW Status** to **Active/Enrolled**. • Update **Review Date**. • Complete a **Journal** entry.
Fails to provide proof of good cause for missing his Job Readiness activity,	• Have Richard sign a new WTW 2 and Compliance Plan (WTW 32) for the next appropriate activity. • Give/mail a NA 840 A. • Schedule or set a **Task** to schedule an appointment after the end of the Compliance Plan. • Create Service Arrangement and give/mail a NA 820. • Update **Review Date**. • Complete a **Journal** entry.
Fails to attend his Cause appointment,	• Attempt to contact Richard by phone. • Ensure a **Task** is set for 20th day to call the customer and the 21st day to request the EW/MAQ applies the sanction. – If the 20th calendar day falls on a holiday or weekend, the ESS will take action the next business day. • Update **Review Date**. • Complete a **Journal** entry.

Compliance

Introduction

This section discusses the compliance process, introduces forms used during this phase, and provides various examples to illustrate the process.

What is compliance

Compliance is the step of the noncompliance process in which a customer whom the Employment Services Specialist (ESS) determined did not have good cause is given a 20 calendar day opportunity to correct the noncompliance problem before a sanction is imposed. In a face-to-face meeting or telephone discussion with the ESS, the customer must:

- Agree to a Compliance Plan (WTW 32) within the 20 calendar day compliance period, and
- Complete the activities in the Compliance Plan (WTW 32).

How a customer complies with program requirements

A customer is considered to have complied with program requirements by satisfactorily performing:

- The activity he/she previously refused to perform, or
- Another appropriate activity agreed upon by the ESS and customer, until completed or up to a **maximum** of 60 calendar days (per WTW 32 – Compliance Plan) from the date the customer **begins the activity**, whichever is less.

The customer may not be required to participate for a period of time that exceeds the length of the original activity that brought about the noncompliance.

WTW 32, Welfare-to-Work Compliance Plan

The WTW 32 Compliance Plan is a required form developed to help customers understand what they must do to avoid a sanction, and to help ESSs understand what they must do to properly inform customers about the compliance process. The Compliance Plan explains:

- Activity participation requirements.
- Dates on which participation begins and ends.
- Rights and responsibilities pertaining to compliance.

The customer must sign the WTW 32 indicating that he/she agrees to complete the activity(ies) outlined in the Compliance Plan or a sanction will be imposed. The WTW 32 is only used during the compliance process and does not replace the WTW Activity Assignment (WTW 2). The WTW 32 is completed in conjunction with the WTW 2; it does not replace the WTW 2.

The dates of the WTW 32 need to match the dates on the WTW 2, however, the end dates on the WTW 2 and WTW 32 do not need to match the end date on the **Activity Detail** page in C-IV as the customer will be required to sign a new WTW 2 at the end of the compliance period.

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Customer suggests alternative activities

Under the compliance process, customers have the opportunity to suggest alternative activities if they do not agree with the County-initiated Compliance Plan. An ESS may incorporate some or all of the customer's suggestions into the Compliance Plan, as appropriate.

Updating the WTW status

When a customer agrees to and signs a Compliance Plan, the ESS will update the customer's **WTW Status** in C-IV to **Non-Comp – In conciliation**.

Compliance Plans for exempt volunteers

Though exempt volunteers do not have an hourly participation requirement, they must participate in the number of hours agreed to on their WTW 2. Exempt volunteers who do not have good cause for failing to meet their agreed upon hours of participation are subject to the same Compliance Plan procedures as are mandatory customers, with the following exceptions:

- The **WTW Status** will remain **Active** during the compliance process, and
- The customer is not given/mailed a Determination of Good Cause/No Good Cause (NA 840A), (this form only references situations where cash aid is affected).

Developing a Compliance Plan over the telephone

In lieu of a face-to-face meeting, the ESS may develop the Compliance Plan with the customer over the telephone and transmit the Compliance Plan via mail. In this situation, the ESS must:

- Inform the customer of his/her compliance requirements (assigned activity, provider location, starting and ending date of participation, etc.).
- Mail two copies of the Compliance Plan and the WTW 2 to the customer (one to sign and return and one to keep for his/her records), along with a self-addressed stamped envelope.
  - Return date must be at least ten calendar days from the date mailed.
- Set a calendar control for receipt of Compliance Plan and the WTW 2.
- Journal all contacts with the customer and actions taken.

Customer fails to sign and return the Compliance Plan or it is not returned timely

If the customer fails to sign and return the Compliance Plan and the WTW 2, or the returned Plan is postmarked later than the return date indicated on the Plan, the compliance process has failed and the customer is sanctioned. No later than three business days following the missed deadline, the ESS will:

- Send a **Task**/e-mail the Eligibility Worker (EW)/Master Assignment Queue (MAQ) to impose the sanction within seven calendar days,
- Set a **Task** for the seventh calendar day to check that the sanction has been initiated, and
- Journal all actions taken, including contacts and/or failed contacts with the customer.

If the participation problem can be corrected prior to the effective date of the sanction, the ESS will set **Task**/e-mail the EW/MAQ to rescind the sanction request.

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Address change

To ensure there has been no address change reported, the ESS will check to ensure the customer has not reported an address change before the NA 840/NA 841/NA 845 or any other required documentation is sent to the customer.

Customer fails to participate

If the customer agrees to the Compliance Plan but fails to participate without good cause, the compliance process has failed and the customer is sanctioned. No later than three business days after discovering the customer has again failed to meet program requirements, the ESS will follow the steps below:

Step	Action
1	Send the appropriate Notice of Action (NOA) to the customer: • Lowering of Cash Aid–Second Parent (NA 816) – For two-parent households where the second parent has already been WTW sanctioned. • Lowering of Cash Aid (NA 817) – For households with only one Work-Eligible Individual (WEI), or households with two WEIs and the second parent has not been Welfare-to-Work (WTW) sanctioned. **<u>Note</u>**: Verify the sanction effective date on the NA 816 or NA 817 matches the effective date on the original NA 840 or NA 845. If the date does not match, change the sanction effective date on the NA 816 or NA 817 to match the date on the original NA 840 or NA 845.
2	Close the WTW activities in C-IV for **Unsatisfactory Progress**.
3	Update the customer's **WTW Status** to the appropriate Non-Comp reason.
4	Set the **Program Review Date** to the first of the month that the sanction will be in effect.
5	• Set a **Task,** and • E-mail the EW/MAQ to impose the sanction within seven calendar days and provide the sanction effective date.
6	Set a **Task** for the seventh calendar day to check that the sanction has been initiated.
7	Journal all actions taken, including contacts and/or failed contacts with the customer.

<u>Note</u>: If the ESS fails to send the NA 816 or NA 817 within three business days of discovering a customer's non-participation, the customer's noncompliance will be stopped. The ESS will need to attempt to contact the customer by phone to schedule an appointment and mail out an appointment letter.

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Completing the NA 816/817

Upon generating the NA 816 or NA 817 in C-IV, the ESS will need to:

- Ensure the date and reduction in cash aid amounts match what was on the original NA 840 or NA 845, and
- Type in the reason why the customer is being sanctioned.

In addition, the ESS will type in the second sanctioned parent's name on the NA 816.

Example of failed Compliance Plan

The following is an example of a failed Compliance Plan.

Jeff is a single parent with a child over six years old. The ESS will:

Step	Action
1	Places Jeff in **Noncompliance Status** on 2/21/13 for not participating in his community service activity.
2	Sends Jeff the NA 840 stating his sanction will take effect on 4/1/13 unless he resolves his participation problem by 3/12/13. • On 3/4/13, Jeff signs a WTW 32 and WTW 2 to participate for 30 days in community service beginning 3/13/13.
3	Provides Jeff an NA 840A that states his cash aid will not be reduced because he has agreed to a compliance plan, and updates his **WTW Status** in C-IV to **Non-Comp – In conciliation**.
4	Arranges supportive services for Jeff's participation in his activity.
5	Discovers on 4/5/13 that Jeff stopped participating in his community service activity and does not have good cause.
6	Closes the community service activity in C-IV.
7	Updates the **WTW Status** to **Non-Comp – Not participating in activity.**
8	Disregards the system-generated NA 840.
9	Completes and mails the NA 817 with the correct sanction effective date.
10	Completes and mails the Denial of Transportation (NA 821).
11	Requests a sanction be applied effective 4/1/13. An overpayment will be applied by the MAQ/EW in the case for the month of April.
12	Journals all actions taken.

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Example of failed Compliance Plan and other parent is already sanctioned

The following is an example of a failed Compliance Plan in a two-parent case and the second parent is already WTW sanctioned.

Bernie and Barbara are both mandatory participants. Barbara is placed into noncompliance for not participating in Job Readiness on 12/3/13. Since Bernie has been sanctioned since 10/2013, The ESS takes the following actions:

Step	Action
1	• Disregards the NA 840 that automatically generates in C-IV and creates and mails a NA 845 to Barbara, along with a CW 2186A. • Creates and mails a Notice to Other Parent (WTW 4) to Bernie.
2	States on the NA 845 to Barbara that her sanction will take effect on 2/1/13 unless she resolves her participation problem by 12/23/13. • Barbara signs a WTW 32 and WTW 2 on 12/15/13 for four weeks of community service because the ESS determined that Job Readiness is not the next appropriate activity.
3	• Provides Barbara a NA 840A that states her cash aid will not be reduced because she has agreed to a compliance plan, and • Updates her **WTW Status** in C-IV to **Non-Comp – In Conciliation**.
4	Arranges supportive services for Barbara's participation in her activity. • On 1/2/14, the ESS discovers Barbara has stopped participating and does not have good cause.
8	Closes the community service activity in C-IV.
9	Updates the **WTW Status** to **Non-Comp – Not participating in activity**.
10	Disregards the system-generated NA 840.
11	Completes and mails the NA 816 with the correct sanction effective date.
12	Completes and mails the Denial of Transportation (NA 821).
13	• Sets a **Task,** and • E-mails the MAQ requesting a sanction be applied effective 2/1/14.
14	Journals all actions taken.

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Exempt volunteer fails to participate

If an exempt volunteer agrees to the Compliance Plan but fails to participate without good cause, the compliance process has failed and the customer is taken out of his/her WTW activity.

The customer will not be allowed to volunteer in the activity again until his/her exemption expires.

No later than three business days after discovering the customer has again failed to meet program requirements, the ESS will:

Step	Action
1	Send the NA 818 to the customer (the effective date is the date of discovery).
2	Close the WTW activities in C-IV for “Unsatisfactory Progress”.
3	Update the customer’s **WTW Status** to **Exempt** with the appropriate exemption reason.
4	Journal all actions taken.

Example of failed Compliance Plan by an exempt volunteer

The following is an example of a failed Compliance Plan by an exempt volunteer:

- Steve is exempt from participation for care of first child, but is volunteering in a vocational education activity.
- He has been sent an NA 841 for not participating in the number of hours he had agreed to on his WTW 2.
- Steve shows to his cause determination appointment and does not have good cause.
- He agrees to sign a compliance plan.
- Steve submits his attendance the following month and the ESS discovers he is still not meeting the hours he had agreed to on his WTW 2 and WTW 32. The ESS mails Steve a NA 818, closes the vocational activity and updates Steve’s **WTW Status** to **Exempt – Care of First Child**.

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Customer does not agree to sign a Compliance Plan

When no good cause is found and the customer does not agree to sign a Compliance Plan within the compliance period, a sanction is applied. The customer must now meet the requirements to cure the sanction, even if the participation problem can be corrected prior to the effective date of the sanction.

The customer has the right to file for a State Hearing if he/she disagrees with the Compliance Plan.

If the customer requests a State Hearing and meets the criteria for Aid Paid Pending, the ESS and EW/MAQ will be notified via e-mail that the sanction cannot be applied until the issuance of the hearing decision. See Operations & Reference Handbook (ORHB) Chapter C for additional information.

If…	Then…
A sanction has been applied,	An Appeals Specialist will notify the ESS and EW/MAQ to reverse the sanction until the hearing process is complete.
The hearing decision upholds the County's ***proposed*** Compliance Plan,	The ESS must provide an opportunity for the customer to agree to the Plan, and only impose the sanction if the customer refuses.
The hearing decision is against the County,	The ESS will be instructed how to proceed by the Appeals Specialist.

Note: If the customer wants to participate in an activity and a hearing decision has not been made, the ESS will let the customer participate following participation requirements (20/30/35 weekly, 85/128/150 monthly).

Continued on next page

Example of a customer not agreeing to sign a Compliance Plan

The following is an example of a customer not agreeing to sign a WTW 32.

Loretta has been placed into noncompliance for not participating in Job Readiness. She attends her cause determination appointment. The ESS:

Step	Action
1	• Attempts to persuade Loretta to participate by informing her of the benefits of participation and supportive services available to her. • Informs Loretta she has until the 20th day stated on her NA 840 to resolve her participation problem before a sanction is applied and again encourages her to participate – Loretta still refuses to sign a WTW 2 or WTW 32.
2	Creates and provides Loretta with a NA 840A informing her that her cash aid will be reduced because she did not have good cause for not participating in her Job Readiness activity and she refused to sign a Compliance Plan.
4	Attempts contact again on Loretta's 20th day and contact fails, so the ESS requests a sanction on the 21st day to be applied on the first of the following month.
5	Journals all actions taken.

After customer completes the Compliance Plan

After the customer completes his/her Compliance Plan, whether pre- or post-assessment, any new or continuing assignment must be provided in writing with a new WTW Plan Activity Agreement (WTW 2). This includes assignments that are the same as those in which the customer participated to fulfill compliance requirements. The purpose of the new WTW 2 is to communicate:

- New beginning and/or ending dates of the activity.
- Days and hours of participation.
- Necessary supportive services to be provided.
- Any additional information or services that will assist the customer in successfully completing his/her assignment(s).

Any participation problems occurring after compliance requirements have been met and a new WTW 2 completed require a new compliance process, even when the customer remains assigned to the same activity as in the previous Compliance Plan.

Counties cannot sanction customers for assignments not provided in writing on the WTW 2.

Continued on next page

Example of a customer satisfactorily completing a Compliance Plan

The following is an example of a customer satisfactorily completing a Compliance Plan.

Connie fails to participate in her community service activity in 10/2013. The ESS will:

Step	Action
1	Initiates noncompliance on 11/5/13 and schedules the cause determination appointment on 11/13/13. • Connie shows to the appointment and agrees to sign a WTW 2 and a WTW 32 for four additional weeks of community service beginning 11/18/13 and ending 12/13/13.
2	Schedules Connie to return on 12/14/13 to review her progress.
3	Updates Connie's **WTW Status** in C-IV to **Active – Attending** and has her sign a new WTW 2 with a new start date and end date for her next appropriate activity. • The customer continues in the same WTW activity, a new WTW 2 with new start and end date is required.
4	Journals all actions taken.

Example of ending noncompliance by signing WTW 2

The following is an example of ending noncompliance by signing a WTW 2.

Juan is participating in Job Readiness and has been making satisfactory progress. His ESS completed the WTW 15 (found in the Transitional Assistance Department (TAD) forms catalog) and mailed Juan his third week appointment. On the day of the appointment Juan failed to attend. His ESS made contact with Juan; however, he had no good cause for failing to attend his appointment. The ESS placed Juan in noncompliance for failing to sign a WTW plan and mailed out an NA 840.

Juan attended his good cause appointment and submitted his Job Contact sheets and completed Plan 111 with Community Service information. At this appointment, the ESS will:

Step	Action
1	Review, enter, and image the Job Contact sheet attendance.
2	Review the Plan 111 to determine if it is an acceptable site.
3	Update **WTW Status** to **Active** with **Status Reason** of **Enrolled**.
4	Create and have customer sign a new WTW 2 with Community Service activity, as well as the remaining week of the Job Readiness activity.
5	Create a Service Arrangement for transportation/other for both activities and provide the NA 820.
6	Update the **Review Date**.
7	Journal all actions taken.

Sanctions

Introduction

This section provides information concerning the types of sanctions that may be imposed and what happens if/when the customer appeals the sanction.

Overview

The County must impose a sanction when a Welfare-to-Work (WTW) customer fails or refuses to comply with program requirements without good cause and efforts to resolve the participation problem through the compliance process have failed.

Homeless (no address) customers

The sanction process is applicable to homeless (no address) customers. If a customer is WTW eligible, he/she must comply with WTW requirements.

Note: The No Address Customer Responsibilities (NAR 1) form is required to be given to customers by the Eligibility Worker (EW)/Master Assignment Queue (MAQ). This form is not imaged. There should be a **Journal** entry by the EW/MAQ stating the customer was given this form. If there is no record of the NAR 1 being given to the customer, the Employment Services Specialist (ESS) will give the form to the customer and **Journal**.

Types of sanctions

There are two different types of sanctions applied when a WTW customer has failed or refused to comply with program requirements without good cause and compliance efforts have failed. These types of sanctions are:

Financial: Applied when the customer being sanctioned is required to participate in WTW activities. This results in a loss of cash aid for the customer.

Non-Financial: Applied when the customer being sanctioned is not required to participate or is not aided, which includes Work Eligible Individuals (WEIs); such as voluntary customers.

Unaided WEIs and volunteers

Unaided WEIs and volunteers who have not signed a WTW Activity Assignment (WTW 2) are not subject to the noncompliance process.

Unaided WEIs and volunteers who have signed a WTW 2 are subject to the noncompliance process and may be sanctioned by the loss of priority for WTW services as long as other customers are actively seeking to participate. There is no financial sanction for these customers.

Note: If a volunteer stops participating and an exemption still applies, the ESS will change the customer's **WTW Status** and **Work Registration Code** to **exempt** in C-IV, after the Suspension of Volunteer/Compliance (NA 841) process is completed.

Continued on next page

Financial sanctions

During the sanction period, aid is discontinued as specified below:

If the sanctioned customer is the…	Then only the…
Parent,	Noncomplying parent is discontinued.
Caretaker relative other than a parent,	Caretaker relative is discontinued.
Child,	Child is discontinued.

When noncompliance does not apply

Noncompliance does not apply when one of the following occurs:

- The County determines the customer had good cause,
- The customer did not have good cause, but agrees to a Compliance Plan and subsequently fulfills the terms of that plan,
- The County determines the customer was exempt at the time he/she failed to comply with WTW program requirements, or
- The customer provides proof that he/she complied with his/her originally signed participation requirements (even if provided after the 20th day). If the sanction has already taken effect e-mail the EW/MAQ to rescind the discontinuance.

Correcting the participation problem after the 20-day period

When a customer does not provide verification of good cause or agree to sign a Compliance Plan within the 20-day compliance period, he/she must meet the requirements to cure a sanction. However, if the customer provides information that he/she participated for that month(s) with documentation/attendance, the ESS will:

- Accept the documentation/attendance,
- Not initiate noncompliance,
- Not request a sanction, or
- Request to have the sanction rescinded, whichever applies, and
- Journal all actions taken.

Continued on next page

Effective date of sanction/ discontinuance

Aid for the sanctioned customer is discontinued the first of the month following timely and adequate notification. The ESS will update the **WTW Status** page in C-IV to **Sanction** within three business days of the sanction's effective date. Below is an example of the process.

Stage	Date	Description
1	2/25	• ESS sends the Sanction of Parent NOA (NA 840)/ Removal of Second Parent NOA (NA 845) to the customer with an appointment for 3/7. – NA 840/NA 845 Sanction date would be 4/1.
2	3/17 (the 20th day)	• Customer does not respond. • ESS follows all procedures to attempt to contact the customer. **Note:** If the 20th calendar day falls on a holiday or weekend the ESS will take action the next business day.
3	3/18	ESS: • Sets a Task, and • E-mails the EW/MAQ requesting a sanction be applied effective 4/1.
4	3/23	EW/MAQ: • Takes action to apply the sanction effective 4/1. • Sends an e-mail and sets a **Task** to the ESS informing them of the discontinuance date.
5	3/24	ESS updates **Program Review Date** to 4/1.
6	4/1	ESS: • Verifies sanction is in effect in the **Case Summary Page**. • Updates **WTW Status Page** from **Noncompliance** to Sanction. • Completes the Random Equitable Assignment of Cases (REAC) Case Assignment Memo (TAD 19 REAC), with the correct district office sanction identification (ID) number under Specialized Worker for WTW, and • Forwards the completed TAD 19 REAC per district office policy.

Note: ESS must create a thorough **Journal** entry after all actions taken.

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Notifying the EW/MAQ that a sanction needs to be applied

Sanctions must be requested no later than three business days after the 20th day or extended deadline granted to provide good cause verification.

The ESS will take the following actions to add a **Task** to notify the EW/MAQ that the sanction needs to be applied:

Step	Action
1	Add a **Task**/E-mail for the EW/MAQ in C-IV by selecting the CalWORKs program from the **Task Detail Page**.
2	Enter the **Task Due Date** for **seven calendar** days in the future.
3	Select **Sanction/Penalty** from the **Task Types** drop down**.**
4	Enter the following long description including: • WTW, • Customer name, • Apply WTW Sanction, • Reason, and • Sanction effective date (based on the date from the NA 840, NA 845, NA 816 or NA 817), even if the case is scheduled to be discontinued.
5	Add a **Task** for the WTW Program with due date of seven calendar days in the future to verify sanction has been applied for customer.
6	**Journal** all actions taken.

Note: If the sanction has not been applied after **seven calendar** days, the ESS will e-mail the Supervising Employment Services Specialist I (SESS I) with the appropriate information following the Policy for Privacy and Security of Personally Identifiable Information (PII). The SESS I will contact the Eligibility Worker Supervisor (EWS I) following the chain of command.

Requesting sanction on a CalWORKs case scheduled to be discontinued

If the ESS determines a sanction needs to be requested for a case that is scheduled to be discontinued on the same date the sanction should be effective, the ESS will:

- Continue the noncompliance process, and
- Request the sanction be applied to the customer following instructions in the “Notifying the EW/MAQ block” in this chapter, in this handbook section.

Continued on next page

NA 840 process with no budget

If the NA 840 is generated with no budget due to the scheduled discontinuance of the case, the ESS will take the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Do not mail the NA 840, as it is not valid.</td></tr>
<tr><td>2</td><td>Set a Task to review the case on the first business day of the following month to determine if:
The case will be Deregistered, or
A new appointment letter needs to be mailed.
<u>Note</u>: The WTW Status in C-IV will remain in Noncompliance during this time.</td></tr>
<tr><td>3</td><td>Review the case on the first business day of the following month, and:<table><tr><th>If the CalWORKs case…</th><th>Then…</th></tr><tr><td>Remains discontinued,</td><td>Set a Task for the 10th day of the same month to determine necessary action (deregistration or scheduling an appointment).</td></tr><tr><td>Has been reinstated,</td><td>Attempt to contact the customer by phone to schedule an appointment to sign a WTW 2.
Proceed with scheduling the appointment, if phone contact is unsuccessful.</td></tr></table></td></tr>
<tr><td>4</td><td>Change the WTW Status to Active if the case has been reinstated and an appointment has been scheduled.</td></tr>
<tr><td>5</td><td>Journal all actions taken.</td></tr>
</table>

<u>Note</u>: The ESS will act immediately on any **Tasks** that show the CalWORKs case status has been made **Active**.

NA 840 process if generated with budget

If the NA 840 is generated with a budget and the case is scheduled to be discontinued, the ESS will:

- Continue the noncompliance process.
- Set a **Task** to review the case on the first day of the following month to determine if the case will be discontinued or a sanction needs to be requested.
- Journal all actions taken.

Overpayment

If the sanction was not applied timely by the EW/MAQ, but a timely notice was sent, any aid paid to the sanctioned customer(s) after the sanction effective date will be considered an overpayment. The EW/MAQ will complete the overpayment process.

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Customer files a hearing

The chart below explains what happens when a customer files a hearing request regarding the sanction action through the State Hearing Process.

If a customer files a hearing request…	Then…
Prior to the effective date of the sanction,	• The ESS must wait to hear from Appeals as only Appeals can determine if Aid Paid Pending (APP) is going to be authorized. • Sanction will not be imposed until a hearing decision is issued. • County continues to pay cash aid, supportive services, and necessary child care as long as the customer is otherwise eligible, pending the hearing decision.
After the effective date of the sanction,	• Customer will not receive cash aid for him/herself or supportive services, pending the hearing decision. • Stage Two Child Care may be provided by Child Care Resource Center (CCRC) if eligibility conditions for that program are met.

County's action is sustained – Aid Paid Pending

If the County's action is sustained (upheld), and APP is being paid, aid is discontinued effective the end of the payment month in which the hearing decision is received. Cash aid paid as APP is not considered an overpayment; the sanction is deferred and not imposed until after the hearing decision.

County's action is not sustained

If the County's action is not sustained in hearing, The County must reimburse the customer for any necessary transportation and/or work- or training-related expenses that he/she paid out of pocket, or was obliged to pay, during the time the hearing decision was pending.

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Terminating supportive services

The ESS must send a separate Notice of Action (NOA) regarding any termination of supportive services. The Denial of Transportation NOA (NA 821) must be sent to discontinue supportive services 10 days prior to discontinuing supportive services.

Under child care policies, sanctioned customers who are eligible for, and need, child care to work or participate in other activities may receive Stage Two subsidized child care from CCRC for up to 24 months after being discontinued from cash aid.

Customers in the process of curing a sanction may receive Stage One child care from the Transitional Assistance Department (TAD).

WPR and sanctioned cases

A customer who has been sanctioned for three or more months (consecutive or non-consecutive) in the preceding 12-month period will be included in the County Work Participation Rate (WPR). If the customer has been sanctioned less than three months in the preceding 12-month period, he/she will not be included in the County WPR.

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Example of initiating a sanction after the 20th day

The following is an example of initiating a sanction after the 20th day.

Sandra failed to attend her scheduled Cause Appointment on March 15th. She also failed to make contact with her ESS and mail in or provide her February attendance verification. Sandra's ESS proceeds as follows:

Step	Date	Action
1	3/15	• Ensures **Task** is set for 20th day (3/25). – If the 20th calendar day falls on a holiday or weekend the ESS will take action the next business day. • Updates **Review Date** for 3/26. • **Journals** all actions taken.
2	3/25	• Attempts to make phone contact with Sandra. • Updates **Review Date**. • **Journals** all actions taken.
3	3/26	• Sets a **Task** and e-mails the EW/MAQ to initiate WTW Sanction effective 5/1. • Sets a **Task** for the EW/MAQ for seven calendar days in the future (4/3). – If the seventh day falls on a weekend or holiday, set the **Task** on the next business day. • Updates **Review Date** for sanction effective date (5/1). • **Journals** all actions taken.
4	5/1	• Reviews the **Case Summary** and ensures a WTW Sanction has been imposed on the CalWORKs case. – If the sanction has not been applied, notifies the SESS I. • Updates the **WTW Program Status** to **Sanction** with an effective date of 5/1. • Updates the **Review Date** to the following year corresponding with the sanction effective date. • Completes the Random Equitable Assignment of Cases (REAC) memo (TAD 19) to request the case be assigned to the sanction caseload. • **Journals** all actions taken.

Stopping (Curing) Sanctions/Aid Restoration

Introduction

This section provides information regarding how a customer may stop (cure) a sanction, introduces forms used during this phase, and provides examples of different phases of the process. This section also provides information about aid restoration once a sanction has been successfully cured.

Customers' requirements to stop (cure) a WTW Sanction

If a customer wants to stop (cure) his/her Welfare-to-Work (WTW) sanction, the customer must:

Step	Action
1	Contact the Employment Services Specialist (ESS) and inform him/her of a desire to cure the sanction.
2	Comply with County requirements to sign a Plan To Stop a WTW Sanction (WTW 29), referred to as the "Curing Plan", and a WTW Activity Assignment (WTW 2), either at a scheduled meeting with the ESS, or by telephone and mail.
3	Perform the activity specified in the Curing Plan until completed or up to a maximum of 30 calendar days, whichever is shorter, from the date the Curing Plan was signed or agreed upon by telephone.

Customer contacts ESS to cure a sanction

If a customer contacts an ESS and requests to cure a sanction, the ESS will schedule an appointment to meet with the customer to discuss and sign the Curing Plan, WTW 29, and a new WTW 2 for the next appropriate activity, within ten calendar days of the date the customer notifies the ESS he/she wishes to cure the sanction.

In some instances, a customer may not qualify for cash aid until he/she is added back to the case. If the customer were to cure the sanction prior to approval, the family may be eligible because they may no longer be over income.

A customer may volunteer to cure his/her sanction before cash aid is approved. The customer would meet with the Sanction ESS and follow current policy and procedures.

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Developing the Curing Plan via telephone

In lieu of a face-to-face meeting, the ESS and the customer may develop the Curing Plan via the telephone and transmit the plan via mail. In such cases the ESS must:

- Develop the Curing Plan,
- Inform the customer of his/her curing requirements (assigned activity, provider location, starting and ending date of participation, etc.), and
- Mail two copies of the Curing Plan, WTW 29, and a new WTW 2, (one to sign and return, and one for the customer to keep for his/her records), along with a self-addressed stamped envelope, to the customer within the ten calendar day timeframe.

The other steps pertaining to the curing process, such as compliance with participation requirements and the steps and timeframes to restore cash aid are the same as if the Curing Plan was developed and signed in a face-to-face meeting.

Informing date via telephone

The date on which the ESS informed the customer of the specifics of his/her Curing Plan (WTW 29) by telephone (the "informing date") will be considered the date the customer signs the Curing Plan for purposes of beginning the maximum 30-calendar day curing period. The customer must sign and return the Curing Plan to the ESS, postmarked no later than the date indicated on the Curing Plan (10 calendar days from the informing date), and participate as instructed by the County over the telephone and/or as noted in the Curing Plan, or the sanction continues until he/she re-contacts the ESS to start and complete the process.

Example of informing date via telephone

The following example illustrates how the informing date can affect the customer's participation when curing a sanction.

A customer contacts the ESS on July 15 and wishes to cure his/her sanction. The customer does not live close to the County office and wants to discuss the curing requirements over the telephone and have the Curing Plan mailed to him/her. The ESS locates an appropriate activity for the customer on July 20th and contacts him/her on July 21st, within the 10-calendar day timeframe, to discuss the details of the activity as well as mail the Curing Plan.

The sanction cure date begins on July 15th, the day the customer contacted the County to cure his/her sanction, even though the ESS could not locate an activity until July 21st.

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Curing a sanction with an exemption

A sanction can be cured with an exemption based on the customer's valid reason for exemption and desire to cure. The cure date would be the first of the month following the receipt of the exemption verification.

Curing a sanction with employment

If a customer who is sanctioned reports he/she is employed enough hours to meet participation requirements, the ESS will cure the customer's sanction upon receipt of current documentation of required hours of employment.

If employment hours do not meet work participation requirements, a concurrent activity is required to cure the WTW sanction.

Curing a sanction with Orientation

If a customer who has been sanctioned for more than 12 months requests to cure his/her sanction, the ESS will cure the customer's sanction by conducting an Orientation/Appraisal **and** signing a WTW Plan Activity Agreement (WTW 2) as the next appropriate activity, regardless of the reason for the sanction.

Failure to meet the curing requirements

If a customer contacts the ESS to initiate curing and subsequently fails at any point to meet the curing requirements, without good cause, the sanction must continue until he/she contacts the ESS again to restart and complete the process. In these cases, the date of re-contact is the date on which the customer is considered as starting the curing process.

Journal entries

Due to the required timeframes, the ESS will use **Journal** entries to document all contacts with the customer during the curing process. To identify curing **Journal** entries use the following **Short Description:**

- WTW,
- Customer's name,
- Sanction cure request, and
- Date the customer requested to cure his/her sanction.

Supportive services during the curing process

Counties are required to provide necessary supportive services, including advance payment of supportive services, to customers who are participating in activities to cure the sanction. Stage One child care may be paid while curing a sanction, if the customer is otherwise eligible.

If the County cannot provide necessary supportive services, the customer may have good cause for not participating in the activities to cure the sanction and may be considered as having cured the sanction at the time the County determines it cannot provide the supportive services.

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Notifying the EW/MAQ that the sanction has been cured

When the customer successfully cures the sanction, the ESS will notify the Eligibility Worker (EW)/Master Assignment Queue (MAQ) the same day, or the next business day, to restore the customer's aid, allowing three business days for the EW/MAQ to take action.

The ESS will take the following action to add a **Task** for the EW/MAQ to notify him/her the sanction is cured:

Step	Action
1	• Add a **Task** by selecting the CalWORKs program from the **Task Detail** page, and • Send an e-mail to the EW.
2	Select **Sanction/Penalty** from the **Task Types** drop down.
3	Add the following details in the **long description text box**, including: • "WTW", • Customer name (first initial, last name), • "Sanction cured", and • "Customer contacted county on __/__/__ to cure his/her sanction."
4	Save the **Task**.
5	**Journal** all actions taken.

SAR and aid restoration

Semi-Annual Reporting (SAR) eliminates all partial month pro-ration of benefits for customers. Aid is restored the first day of the month following the date the customer **contacted** the County to indicate his/her desire to cure a sanction, after the customer successfully completes the Curing Plan.

Note: See examples in the "Example of aid restoration" block in this handbook section.

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Examples of aid restoration

The following examples illustrate the situations outlined in the "SAR and aid restoration" block in this handbook section:

1. Phil was sanctioned effective 5/1/13 for failing to make satisfactory progress in his Self-Initiated Program (SIP) activity. He contacts the County on 5/4/13 and indicates he wishes to cure his sanction. Phil is no longer considered a SIP; the ESS ensures he has completed an assessment and has months left on his 12-month Voc/Ed time clock, and enrolls him in a Vocational Education and Training activity. Phil signs his WTW 29 on 5/7/13, agreeing to satisfactorily participate for 30 days (5/7/13 – 6/5/13). He submits verification of his participation to his ESS on 6/6/13 and cures his sanction. The ESS notifies the EW/MAQ on 6/6/13 that the sanction is cured effective 6/1/13. The EW/MAQ restores cash aid effective 6/1/13.

2. Collin contacts the County on 7/14/13 and indicates he wishes to cure his sanction. He signs a WTW 29 on 7/17/13, which specifies he must participate in two weeks of job search beginning on 7/23/13. He successfully completes job search on 8/5/13 and cures his sanction. The ESS notifies the EW/MAQ on 8/8/13 that the sanction is cured effective 8/1/13. The EW/MAQ restores cash aid effective 8/1/13.

Example of attendance provided after 20 day notice

The following is an example of attendance provided after the 20th day of a noncompliance for failing to provide satisfactory progress in assigned activity.

Tracy failed to turn in her January vocational education attendance. She failed to make contact with her ESS by her 20th day on 2/26 and a sanction was requested on 2/27 for an effective date of 4/1/13. On 3/4 Tracy contacts her ESS and schedules an appointment to come in that afternoon to provide her January and February Vocational Education attendance verification. Tracy had no good cause for failing to provide her attendance timely; however she did provide her attendance for January and February. At this appointment, the ESS will:

Step	Action
1	Enter received attendance hours into the **Activity Progress Detail** page in C-IV.
2	Change the **WTW Program Status** to **Active** on the **WTW Status Detail** page.
3	• Create a Service Arrangement for transportation/other, and • Give/mail the Approval of Transportation (NA 820).
4	• Set a **Task,** and • E-mail the EW/MAQ to rescind the sanction request.
5	Journal all actions taken.

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Example of end of Sanction Cure Plan

The following is an example of factors to consider when a customer is ending a Sanction Cure Plan.

On 4/3, Tracy attends her scheduled appointment to review and end her Sanction Cure Plan. She provides her March Vocational Education attendance. At this time the ESS reviews Tracy's attendance and:

If she...	Then the ESS will...
Provides satisfactory progress,	• Change the **WTW Program Status** to **Active** with **Status Reason Enrolled**. • Create new WTW 2, with a new start/end date, to match activity detail for length of approved activity. • Update **Review Date**. • Create a Service Arrangement for transportation/other and give/mail a new NA 820. • Set a **Task** for the EW/MAQ that customer has cured her sanction. • **Journal** all actions taken.
Fails to provide satisfactory progress,	• Change WTW **Program Status** to **Sanction**. • Give/mail the Denial of Transportation NOA (NA 821) terminating supportive services. • Set a **Task** for the EW/MAQ, selecting Sanction/Penalty from the **Task Types** drop down, for 4/8 (3 business days in the future), for action to be taken. • **Journal** all actions taken.

Note: If Tracy failed her Sanction Cure Plan and informed her ESS that she wanted to initiate another one, her ESS would begin the Sanction Cure process again.

Two-Parent Assistance Units (AUs)

Introduction

This section provides information concerning two-parent Assistance Units (AUs) and how the noncompliance process differs for them from Single Parent/All Families cases. A CalWORKs two-parent AU, for which the basis for deprivation is unemployment, referred to as a two-parent AU, consists of Mom, Dad, and their children in common. The Welfare-to-Work (WTW) participation for the AU is 35 hours per week.

Overview

The process for sanctioning a two-parent AU is more complex than sanctioning one-parent AUs. When the first parent is not meeting program requirements, the Employment Services Specialist (ESS) must take additional steps to properly inform, notify, and schedule the second parent of the AU for participation in the WTW program. Additionally, in some two-parent AU cases, the sanction process will significantly impact the number of hours adults must participate in order to cure their respective sanctions and have their aid restored.

Timeframes

Except for some differences in notification requirements described in this section, good cause determination, compliance, sanctioning, and curing process and timeframes are the same for an adult in a two-parent AU as for the adult in a one-parent AU.

Notice to first parent

At the time the first parent is found not to be participating in his/her activity, the ESS sends a Sanction of Participant NOA (NA 840) and a Notice to Other Parent (WTW 4). If the first parent does not demonstrate good cause or does not agree to sign a WTW Compliance Plan (WTW 32), he/she is sanctioned.

In cases where the first parent agrees to a Compliance Plan, subsequently fails to participate as required by the plan without good cause, and will be sanctioned, the ESS sends him/her a Lowering Cash Aid (NA 817) notice.

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Notice to second parent

When the ESS sends the NA 840 to the first parent, he/she must also send the Notice to Other Parent (WTW 4) form to the second parent, even if the second parent is currently sanctioned. The WTW 4 notifies the second parent that the ESS will contact him/her if he/she is required to begin participation in the WTW program, or to increase hours of participation if already participating. The WTW 4 also informs the second parent that if the first parent is sanctioned and the second parent does not meet WTW requirements, he/she will also be sanctioned.

The WTW 4 will be mailed to the second parent when the second parent is already sanctioned, to inform the second parent of the first parent's participation problem.

Note: If the second parent is in good cause status because the first parent was meeting work participation requirements (35 hours per week/150 hours per month), the ESS must:

- Update the second parent's **Status** from **Good Cause – Second Parent** to **Active - Enrolled**,
- Attempt a phone call to the second parent for an appointment,
- Send an appointment letter to schedule the second parent to participate, and
- **Journal** all actions taken.

Noncompliance initiated on first parent

Once noncompliance is initiated on the first parent, the second parent, unless he/she is exempt or meets other good cause criteria, must begin (or increase hours) of participation in the WTW program to avoid her/his *own sanction*.

Second parent complies with participation requirements

When the second parent complies with participation requirements after the first parent has been sanctioned, the first parent remains sanctioned. Participation by the second parent does not cure the sanction imposed upon the first parent. For either parent to have aid restored, each parent must cure his or her *own* sanction by doing what he or she refused to perform.

Second parent refuses to participate or starts to participate, but stops without good cause

If the second parent refuses to participate, or starts participating, but subsequently stops without good cause, noncompliance is initiated. When noncompliance occurs, the ESS will send an NA 845 to the second parent, instead of the NA 840. The NA 845 provides the same information as the NA 840, except that the NA 845 also informs the second parent about how the first parent can restore his/her aid.

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Two-parent household and both parents refuse to participate at the same time	In a two-parent household where both parents refuse to participate or have stopped participating with the program at the same time without good cause, noncompliance will be initiated for both parents. The ESS will send a NA 840 and WTW 4 to each parent.
Second parent agrees to Compliance Plan, but fails to complete	When the second parent agrees to a Compliance Plan, and subsequently fails to participate as required by the Compliance Plan and will be sanctioned, the ESS will send her/him a Lowering Cash Aide – Second Parent (NA 816) notice.
Two-parent households who fail to participate	If two Work Eligible Individuals (WEIs) in a two-parent household fail to participate without good cause and are sanctioned, then *each parent* must participate 35 hours a week to cure his or her own sanction. If both parents are participating concurrently to cure a sanction, they must cure their individual sanctions before their hours can be combined.
First parent cures sanction	If the second parent is complying with WTW program requirements after the first parent is sanctioned, and the first parent cures his or her sanction, then the second parent may stop (or reduce hours of) participation without being subject to sanction.

Semi-Annual Reporting (SAR) and Welfare-to-Work (WTW)

Introduction

This section answers some questions about how Semi-Annual Reporting (SAR) may affect participation requirements for two-parent Assistance Units (AUs), and how it may affect the noncompliance process in the Welfare-to-Work (WTW) Program.

Overview of SAR

The premise of SAR is that once benefits are calculated for the payment semi-annually, they remain the same unless the customer reports a change that increases the grant or there is a change that must be reported (e.g., change of address or income that exceeds the Income Reporting Threshold (IRT). In most situations where a member of the Assistance Unit (AU) leaves the home, he/she remains aided until the end of the payment quarter.

Typical two-parent AU scenario

A typical scenario is a CalWORKs two-parent AU, consisting of Dad, Mom and their two mutual children, and deprivation is based on the parent's unemployment. The WTW participation requirement for the AU is 35 hours per week. Dad may be meeting the entire 35 hour requirement, or the parents may split the hours, with Dad doing at least 30 hours per week and Mom participating five hours. The scenario below is based on a SAR cycle that includes January-June. See the chart below for WTW impacts when one parent leaves the home.

Situation	SAR	WTW Impact
Dad was meeting WTW participation requirement through full-time employment, and leaves the home on March 12: • Eligibility Worker (EW)/ Master Assignment Queue (MAQ) discovers on May 5, with receipt of May SAR 7. • Employment Services Specialist (ESS) discovers on June 5, while reviewing the SAR 7 in the month following the Submit Month and no paystubs are attached. **<u>Note</u>:** ESS will be notified in June by a **Task** from the EW/MAQ when Dad is removed from the AU. Same impacts apply.	EW/MAQ removes Dad from the CalWORKs AU effective May 31.	Since Dad's earnings were projected for the January-June based on a prior SAR 7 and paystubs: • No additional earnings verification is required. • Dad is eligible to Supportive Services for January through June, as an AU member, if claimed and verified. The ESS must: • End Dad's activity in C-IV and stop the projection of hours of employment effective June 30th. • Enroll Mom in activities for July to meet the single parent AU participation requirement of 20/30 hours per week, depending on if she has a child under six years old. • Obtain a CalWORKs Stage One Child Care Request Forms and Payment Rules (CCP 7) and refer Mom to Stage One Child Care, if needed.

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Typical two-parent AU scenario (continued)

Situation	SAR	WTW
Dad was meeting WTW participation requirements through activities other than employment, and leaves the home on March 12: • EW/MAQ discovers on May 5, with receipt of May SAR 7. • ESS discovers dad is no longer in the home, on April 10, when no verification of Dad's March participation is received. **Note:** ESS will be notified in June by a **Task** from the EW/MAQ when Dad is removed from the AU. Same impacts apply.	EW/MAQ removes Dad from the CalWORKs AU effective May 31.	Since Dad is an AU member through May 31 he: • Is required to meet work participation requirements in March, April, and May. • Is eligible to Supportive Services as stated on his WTW 2. In April the ESS must: • Try to obtain verification from Dad, or Mom, if Dad does not provide. • Begin good cause determination and sanction process for Dad, if verification is not provided. • Send Notice to Other Parent (WTW 4) to Mom informing her that she must meet the AU's 35 hour per week, 150 hours per month participation requirement if Dad fails to do so, and • An Appointment Letter (ADM 102 CIV) to begin participating.
Same as above and the ESS knows Dad is not participating or cannot locate Dad to verify.	No impact, EW/MAQ "reasonably anticipates" family income for the next semi-annual cycle.	The ESS must: • Send required notices to Dad's last known address. • Attempt contact with Dad using all available telephone numbers and email addresses. • Enroll Mom in activities to meet the AU's 35 hour participation requirement for February through June, until Dad is removed from the AU. • Obtain a CCP 7 and refer Mom to Stage One Child Care, if needed.
Dad is removed from the AU, family is a single parent AU effective July.	No impact, SAR reporting cycle for family remains the same.	Mom's participation requirement for July and on-going is reduced to 20/30 hours per week depending on if she has a child under six years old.

CalWORKs Sanctions and Program Penalties

Introduction

This section provides clarification about the application of California Work Opportunity and Responsibility to Kids (CalWORKs) sanctions and penalties in conjunction with Welfare-to-Work (WTW) sanctions.

Sanctions/ Penalties and WPR

Customers sanctioned or penalized by the CalWORKs program are considered to be Work-Eligible Individuals (WEIs) and therefore count in the Work Participation Rate (WPR) calculation. The Employment Services Specialist (ESS) will work to engage and/or re-engage these customers in full WTW participation requirements or barrier removal activities.

Types of CalWORKs sanctions and penalties

There are eight types of CalWORKs sanctions and penalties:

- Department of Child Support Services (DCSS) penalty
- DCSS sanction
- Immunization penalty
- Intentional Program Violation (IPV) penalty
- School attendance penalty
- WTW sanction
- Drug felon sanction
- Fleeing felon, probation/parole violator sanctions

Difference between sanctions and penalties

A customer with a sanction:

- Is removed from the Assistance Unit (AU), which reduces the family's CalWORKs grant.
- Stops his/her CalWORKs 48-Month Time Limit.
- Stops his/her WTW 24-Month Time Clock.
- Counts toward WPR after being sanctioned for more than three months in the preceding 12-month period - whether or not the months were consecutive.
- Does not receive supportive services unless in the process of curing his/her sanction.

A customer with a penalty:

- Is not removed from the AU.
- Receives a reduced grant because his/her needs are removed.
- Continues CalWORKs 48-Month Time Limit.
- Counts toward the WPR and continues to have a WTW participation requirement.
  - The WTW 24-Month Time Clock would tick unless customer met clock stopping criteria.
- Receives supportive services.

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Sanction and penalty priority

A WTW financial sanction must be applied first when more than one type of sanction or penalty needs to be imposed on a customer. Sanctions and penalties cannot run simultaneously. Since a sanctioned customer is not considered part of the AU or a recipient of aid, a second sanction or penalty cannot be applied until the customer is added back to the AU.

A WTW sanction supersedes a third instance IPV penalty.

Customer already serving a penalty and WTW sanction is to be applied

If the customer is already serving a penalty period and is subsequently subject to a WTW sanction, the penalty stops while the customer is WTW sanctioned and removed from the AU.

When the WTW sanction ends and the customer is added back to the AU, the penalty resumes with the same conditions and amount of time remaining in the penalty as when the WTW sanction began.

Participation requirements during a penalty period

The customer must be informed of the requirement to participate in WTW activities while serving a CalWORKs penalty period. If the customer does not participate, another WTW sanction may be imposed for failure to cooperate.

Ending the CalWORKs penalty

Once the verification of cooperation with the CalWORKs program requirement has been received, the grant is increased to include the needs of the parent(s)/caretaker relative effective the first of the month following the month in which verification is received.

DCSS (child support) sanction and penalty

A customer who refuses to provide DCSS information or assign support rights, or who fails to cooperate with child support requirements, is subject to financial sanction (removed from the AU) or a penalty (reduced grant), depending on the type of non-cooperation.

Immunization penalty

A customer who fails to provide verification of age-appropriate immunizations for children in the AU under age six results in a grant reduction equal to the needs of the parent(s)/caretaker relative.

Intentional Program Violation (IPV) penalty

A customer who commits an intentional fraudulent act with the goal of establishing or maintaining eligibility for CalWORKs cash aid, or for increasing or preventing a reduction in their aid payment may have an IPV penalty imposed (reduced grant). The length of the penalty can range anywhere from six months to permanent disqualification.

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School attendance penalty

The failure of a child in the AU to regularly attend school, for whom school attendance is compulsory, results in a grant reduction equal to the needs of the parent(s)/caretaker relative if the child is age 6-15, or the needs of the child if he/she is age 16 or older.

Customer fails or refuses to comply with WTW

A customer who fails or refuses to comply with WTW program requirements without good cause, and does not complete the compliance process, is subject to financial sanction and removed from the AU.

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Impacts of CalWORKs sanctions and penalties

The chart below identifies sanction or penalty and impacts on eligibility and WTW programs.

CW Sanction/Penalty	Eligibility Impact	WTW participation
DCSS (Child Support) Penalty	• 25% financial penalty • Ineligible to Medi-Cal • Time counts toward the CalWORKs 48-Month Time Limit	• Must participate in the WTW program • Must apply WTW sanction first
DCSS (Child Support) Sanction	• Ineligible to CW (parent or needy caretaker relative) • Ineligible to Medi-Cal • Time does not count toward the CalWORKs 48-Month Time Limit	• Work eligible, counted in WPR • ESS will continue to engage/re-engage in WTW program • Must apply WTW sanction first
Immunization	• Remove needs of adult from budget calculation • Time counts the CalWORKs 48-Month Time Limit	• Must participate in the WTW program • Must apply WTW sanction first
IPV	• Remove needs of adult from budget calculation • Time counts toward the CalWORKs 48-Month Time Limit	• Must participate in the WTW program • Must apply WTW sanction first
School Attendance	• Remove needs of adult or child (age 16 or older) from budget calculation • Time counts toward the CalWORKs 48-Month Time Limit	• Must participate in the WTW program • Must apply WTW sanction first
WTW	• Ineligible to CalWORKs (parent or needy caretaker relative) • Time does not count toward the CalWORKs 48-Month Time Limit	• Work eligible, counted in WPR • ESS will continue to engage/re-engage in WTW program

Note: Time counts toward the WTW 24-Month Time Clock if the customer is a WEI, and does not meet clock stopping criteria.

A Probation/Parole violator would be a mandatory WEI if he/she is receiving CalWORKs assistance, or is a non-recipient parent living with a child receiving assistance. He/she would not fall into the Drug/Fleeing Felon category.

Customers with an aid code of K1 or 3F Safety Net, Drug/Fleeing Felons are no longer considered WEIs. If there is an open WTW case, the ESS will discontinue the customer with a reason of **application opened in error**.

CHAPTER 19

24 – Month Time Clock

Table of Contents

Chapter 19

24-Month Time Clock and General Time Limit Information

Overview

Introduction

This chapter contains information regarding general time limit information and the 24-Month Time Clock.

Reference

The following references are applicable to the information under this topic:

- Eligibility and Assistance Standards (EAS) 42-708
- EAS 42-711.7
- All County Letter (ACL) #12-53
- ACL #12-53E
- ACL #13-12
- ACL #13-15
- ACL #13-19
- ACL #13-37
- ACL #14-48
- ACL #14-65
- ACL #15-01
- ACL #15-02
- ACL #15-03

Forms summary

The table below summarizes various forms referenced in this Chapter:

Form	Title	Location
WTW 43	Notice of Your Welfare-to-Work (WTW) 24-Month Time Clock Ending Soon	C-IV
WTW 44	WTW 24-Month Time Clock Extension Request Form	TAD Forms Catalog/ Welfare-to-Work (WTW)
WTW 45	WTW 24-Month Time Clock Extension Determination	TAD Forms Catalog/WTW
WTW 46	End of Welfare-to-Work 24-Month Time Clock Review Appointment Letter	TAD Forms Catalog/WTW
NA 1276	Notice of Action Welfare-to-Work 24-Month Time Clock Notice	TAD Forms Catalog/WTW
CW 2208	Your Welfare-to-Work (WTW) 24-Month Time Clock	C-IV
CW 2186A	CalWORKs Time Limit Exemption Request	C-IV

General Time Limit Information

Introduction

This section contains information regarding time limits and eligibility to the Transitional Assistance Department (TAD) Welfare-to-Work (WTW) program.

Time Limits

Eligibility for California Work Opportunity and Responsibility to Kids (CalWORKs) has time limits. Adults can receive CalWORKs for 48 cumulative months over their lifetime. When the adult reaches his or her time limit, CalWORKs aid payments are discontinued for the customer. Children are not subject to time limits.

Work-Eligible Individuals (WEIs) have a WTW 24-Month Time Clock during which time they may participate in a wide variety of activities. After the WTW 24-Month Time Clock has been exhausted, the customer must meet Federal participation requirements or his/her cash aid may be decreased.

Safety Net and Fleeing Felon cases

Safety Net and Fleeing Felon cases with an aid code of K1 or 3F:

- Are not WEIs,
- Will not be assigned to the WTW program, and
- Should not have a WTW 24-Month Time Clock.

If an ESS receives a Safety Net and/or Fleeing Felon case with an aid code of K1 or 3F, he/she will deregister the case with the **Status Reason** of **Application Opened in Error** and create a Journal entry.

Welfare-to-Work 24-Month Time Clock Information

Introduction

This section contains information regarding the Welfare-to-Work (WTW) 24-Month Time Clock and monthly hours of participation.

WTW 24-Month Time Clock

The WTW 24-Month Time Clock, within the California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit, is automated within C-IV. The WTW 24-Month Time Clock:

- Applies to all customers who are required to participate in the WTW program.
- Is cumulative, not consecutive.
- Is intended to support customers' opportunities to reach self-sufficiency.

Any month in which the customer meets any one of the following conditions **does not** count toward the WTW 24-Month Time Clock:

- Assessment
- Cal-Learn customer
- Exempt (including those exempt under previous Young Child Exemptions (YCEs) who have not been reengaged)
- Good Cause
- In the process of developing a WTW plan (signing a WTW Plan – Activity Assignment (WTW 2))
- Job Search
- Job Readiness
- Meets Federal Work Participation Rate (WPR)
- Orientation/Appraisal
- Sanctioned

Employment Services Specialists (ESSs) will inform customers that the WTW clock was created to provide a wide variety of appropriate activities, consistent with the customer's assessment results.

Reference chart for WTW 24-Month Time Clock

Refer to the **Welfare-To-Work (WTW) 24-Month Time Clock and CalWORKs 48-Month Time Limit Clock Stoppers** chart at the end of this chapter regarding WTW 24-Month Time Clock exemptions, Good Cause for not participating and extenders, and the affect each has on the CalWORKs 48-Month Time Limit.

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ESS responsibilities regarding the WTW 24-Month Time Clock

When an ESS has contact with a customer, he/she will:

- Inform the customer of the:
  - WTW 24-Month Time Clock (include information that the WTW 24-Month Time Clock is within the CalWORKs 48-Month Time Limit).
  - Post WTW 24-Month Time Clock requirements and the need to meet Federal Work Participation Requirements (WPR). Failure to meet Federal WPR may result in his/her cash aid being decreased.
  - CalWORKs 48-Month Time Limit remaining months (remind customer that his/her 48-Month Time Limit does not start over).
- Provide customer with information needed to make an informed choice of all three Young Child Exemptions (YCEs):
  - Full Exemption (FE),
  - Subsequent child, and
  - Birth to 23 month.
- Assist customer to maximize the time remaining on the CalWORKs 48-Month Time Limit to become self-sufficient.
- Counsel the customer about how to use his/her time on aid in the most beneficial way to become self-sufficient.
- Journal the discussion and the selection of an applicable exemption based on the customer's informed decision.

Customers who should not have a WTW 24-Month Time Clock

Customers who should not have a WTW 24-Month Time Clock include the following:

- Safety Net (customers who have exceeded their CalWORKs 48-Month Time Limit with an aid code of K1 or 3F),
- Fleeing felons,
- Ineligible non-citizens,
- Non-needy caretaker relatives,
- Social Security Disability Insurance (SSDI) recipients, and
- Supplemental Security Income (SSI) recipients.

What ticks the WTW 24-Month Time Clock

A customer's WTW 24-Month Time Clock will tick when the customer:

- Has an active WTW Plan (WTW 2) that does not meet Federal WPR and/or meets only the State's hourly/monthly participation requirements. This includes Services Only activities or Self-Initiated Program (SIP)/Vocational Education past the 12-month lifetime limit.
- Is in noncompliance.
- Does not meet Federal WPR as assigned on his/her WTW 2.

Note: The WTW 24-Month Time Clock begins the first of the month following the date the WTW 2 is signed.

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Family Stabilization and the WTW 24-Month Time Clock

Family Stabilization (FS) participation will stop a customer's WTW 24-Month Time Clock for a cumulative maximum total of six months. When a customer is participating in FS services (Mental Health, Domestic Violence, Substance Abuse, etc.) and is within the six months, the ESS will update the time limit code and reason to **Good Cause – 408-Other Good Cause.**

Exemption documentation

When documentation of an exemption is received and approved, the customer is exempt from WTW and the 24-Month Time Clock stops beginning the first of the month following the month in which verification is received. If the exemption is due to a medical disability, the effective date is the date the medical provider signed dated the documentation.

The ESS will place customers in the appropriate exemption exception status on the C-IV **Cash Aid Time Limit Month Detail** page.

Exempt volunteers

When a customer is eligible to an exemption and decides to volunteer, the exemption **Status** on the **Work Registration Detail** page will reflect the exception reason on the **Cash Aid Time Limit Month Detail** page. This will ensure the customer's WTW 24-Month Time Clock does not tick.

Example: Customer is exempt for **Care of First Child** and volunteers to participate with WTW. On the WTW **Work Registration** page in C-IV, the time limit exception reason is "**309 – 1st Exemption for Child**".

Noncompliance on a case-by-case basis

Effective 7/1/14, WTW hourly participation requirements are determined by an average per week during the month, rather than by a weekly minimum. The monthly hours of participation are 85/128/150 hours per month. This equates to 20/30/35 hours per week when divided by 4.33 and rounded to the nearest whole number. The ESS will not begin the noncompliance process if a customer meets monthly/weekly hours of participation.

The ESS will review each customer's situation on a case-by-case basis to identify any barriers or case specifics, i.e., customer had an excused absence, a good cause reason, etc., that may help him/her meet the WPR for the month, before initiating the noncompliance process.

If a customer is meeting state hours of participation, the ESS will not initiate noncompliance.

In some circumstances, customers may not meet Federal WPR.

Job Search and Job Readiness activity

Job Search and Job Readiness activities are limited to 12 weeks (four weeks, with a one week break, up to 12 weeks of activities in in a 12 month period) time limit for federal WPR purposes. Once the 12 week time limit has been exhausted the customer can still participate in these activities; however, the customer's WTW 24-Month Time Clock will tick.

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Welfare-to-Work 24-Month Time Clock Information, Continued

Vocational Education (Voc Ed) activities

Vocational Education (Voc Ed) activities can fulfill WTW adults' allowable participation for up to three years. However, Voc Ed activities can only count as a Federal core activity for a lifetime maximum of 12 months, which will stop the WTW 24-Month Time Clock for up to a year.

After 12 months, customers may continue their educational programs, utilizing the WTW 24-Month Time Clock, as an Education Directly Related to Employment (no High School Diploma or equivalent) or Job Skills Training activity.

Once the 12 months of Federally countable Voc. Ed and the WTW 24-Month Time Clock are exhausted, education programs may continue as a Federal non-core job skills training activity or as education directly related to employment activity, but must be combined with one or more core activities to meet Federal work participation requirements.

Beginning 1/1/13, customers who already have months counted toward the maximum of 12 Federal months in their lifetime do not receive a new 12 month period for Vocational Education.

Example of Voc Ed, employed customer

The example in this section provides information regarding a Voc Ed customer who is also employed.

Jane is a single mother with a 30-hour per week participation requirement.

Jane is employed as a receptionist for 25 hours per week/108 hours per month in a hair salon and participates in a Voc Ed activity at a community college to become a hair stylist for 10 hours per week/43 hours per month. Because Jane's Voc Ed program meets the definition of Job Skills Training Directly Related to Employment (JST), the ESS is counting her education as a non-core activity that meets Federal standards to preserve her federal 12-month lifetime limit of Voc Ed.

Policy states if a customer meets 20 or 30 (depending on the household composition) Federal core hours, he/she can use the JST or the Education Directly Related to Employment activities to preserve the customer's time in his/her limited 12-month lifetime Voc Ed activity.

In this situation, Jane met her 20 Federal core hours with her work activity of 25 hours per week/108 hours per month. Since Jane met her core requirement with her employment in this situation, JST can be added for 10 hours/43 hours per month. This makes Jane meet the Federal WPR and preserves her Voc Ed months.

Post WTW 24-Month Time Clock requirements

Once the customer has exhausted all of his/her WTW 24-Months, unless otherwise exempt or eligible to an extension to the 24-Month Time Clock, he/she must meet Federal WPR in order to continue to receive cash aid.

Notification of 24-Month Time Clock

Introduction

This section contains information regarding the timeliness of notification and various forms used to notify customers of the Welfare-to-Work (WTW) 24-Month Time Clock.

NOAs for the WTW 24-Month Time Clock

Customers will receive Notices of Action (NOAs) regarding the status of their WTW 24-Month Time Clock at the following times:

- Application for CalWORKs aid for new applicants,
- Re-evaluation (RE) for recipients,
- At least once between 18th and 21st month of the WTW 24-Month Time Clock.
- When the WTW 24-Month Time Clock has been exhausted.

Eligibility Workers (EWs) and the CW 2208

Eligibility Workers (EWs) are responsible for giving the "Your WTW 24-Month Time Clock Informing Notice" (CW 2208) to each aided adult at the following times:

- Application for cash aid, and
- During the annual RE.

The WTW 43

The Notice of Your WTW 24-Month Time Clock ending Soon (WTW 43) is a required notice that must be sent by the Employment Services Specialist (ESS) to notify customers of the number of months remaining on their WTW 24-Month Time Clock.

When sending the WTW 43, the ESS must also send the CalWORKs Exemption Request Form (CW 2186A) and the WTW 24-Month time Clock Extension Request form (WTW 44) to provide the customer the opportunity to request a CalWORKs 48-month time limit and/or WTW 24-Month Time Clock and participation exemption.

The WTW 43, CW 2186A and WTW 44 must be sent to the customer at least once between the 18th and 21st months of the WTW 24-Month Time Clock to inform him/her of the:

- Number of months counted towards his/her WTW 24-Month Time Clock.
- How to dispute the number of months counted towards the WTW 24-Month Time Clock.
- Requirement to meet CalWORKs federal requirements after his/her WTW 24-Month Time Clock has been exhausted and what actions the County will take if he/she fails to meet that requirement.
- Ability to:
  - Modify the WTW Plan to meet CalWORKs federal requirements and continue to receive his/her portion of cash aid,
  - Seek a WTW 24-Month Time Clock and participation exemption, and
  - Seek an extension of the WTW 24-Month Time Clock.

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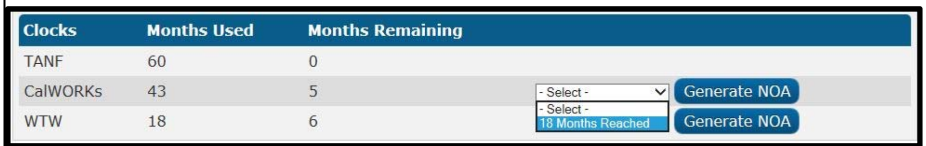
Notification of 24-Month Time Clock, Continued

Generating the WTW 43

In order to generate the WTW 43, the ESS will follow the steps below:

Step	Action
1	Click Time Limits on the Task menu bar in C-IV.
2	Select the hyperlink for the appropriate customer.
3	• Select 18 Months Reached from the WTW section drop down, and • Click Generate NOA. 
4	• Verify the information generated on the NOA with information in C-IV, and • Select **Save and Print**.
5	Generate and mail a CW 2186A and WTW 44 to the customer.
6	Create a Journal entry stating the WTW 43, CW 2186A and WTW 44 were generated and mailed to the customer.
7	Image all completed forms in C-IV.

Note: If the ESS fails to mail the forms specified above between the 18th and 21st months of the WTW 24-Month Time Clock, he/she **must** immediately mail the forms.

Examples of mailing a WTW 43 and WTW 44

The following are examples of when to mail the WTW 43 and WTW 44:

Example 1: The ESS completes the monthly case review and identifies that the customer has used 18 months of her WTW 24-Month Time Clock.
The ESS mails a completed WTW 43, CW 2186A and WTW 44 to the customer, as required, and Journals all actions taken.

Example 2: The ESS completes the monthly case review and identifies that the customer has used 21 months of her WTW 24-Month Time Clock. This case was just transferred to a new ESS and the former ESS did not send a WTW 43, so the new ESS mails a completed WTW 43, CW 2186A and WTW 44 to the customer, as required, and Journals all actions taken.

Two-Parent Households and the 24-Month Time Clock

Introduction

This section contains information regarding the Welfare-to-Work (WTW) 24-Month Time Clock in conjunction with a two parent household (HH).

Rules for two-WEI Parent households

Each parent in a two-parent Work-Eligible Individual (WEI) household has an individual WTW 24-Month Time Clock. An individual parent's clock stops in any month that parent meets clock stopping conditions (e.g., is exempt, Good Cause, sanction, meets Federal work participation requirements, etc.).

Both parents' WTW 24-Month Time Clocks stop when the HH meets Federal participation requirements for a two-parent WEI household (this only applies to the two-parent WPR rate). Federal rules require a two parent WEI household to participate a total of 150 hours per month/35 hours per week, of which 128 hours per month/30 hours per week must be in core activities.

The monthly/hourly requirement can be met by one adult or through a combination of both adults' participation hours (core hours can be shared), including an exempt parent who volunteers for a portion of the hours.

Two-parent WEI household - one parent has exhausted the WTW clock

In a two-parent household where one parent has exhausted the WTW 24-Month Time Clock before the other, either parent may adjust his/her participation hours in such a way that Federal requirements are met through one adult's participation hours alone, or through the combination of both parents' hours. When one or both parents meet Federal requirements, months will not count on the WTW 24-Month Time Clock for the parent who has months remaining.

Any parent with time remaining on the WTW 24-Month Time Clock may continue in WTW activities until his/her clock runs out, regardless of the other parent's status. Neither parent will be removed from aid when the parent with months remaining on the WTW 24-MonthTime Clock is meeting minimum standards alone, or in combination with the other parent.

Parents who have exhausted the WTW 24-Month Time Clock and who are combining hours with the second parent to meet minimum standards will have an extension to their time clock for as many months as the second parent has remaining on his/her WTW 24-Month Time Clock. In situations where the first parent has exhausted his/her WTW 24-Month Time Clock and the second parent participates alone using his/her own WTW 24-Month Time Clock, the first adult will be excused from participation and remain on aid.

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Example of two-parent WEI HH - one parent has exhausted the WTW clock

The following table provides examples of two-parent WEI households who can remain on cash aid when the other parent has exhausted the WTW 24-Month Time Clock, and neither parent is eligible for an exemption.

If...	Then ...
First parent alone is meeting Federal participation requirements,	Second parent remains excused, but may volunteer to participate.
First and Second parent combine hours to meet Federal participation requirements,	Second parent's WTW 24-Month Time Clock does not tick.
First and Second parent combine hours to meet minimum participation requirements,	• First parent receives an extension while Second parent has time remaining on the 24-Month Time Clock. • Second parent's WTW 24-Month Time Clock ticks.
Second parent alone meets minimum participation requirements,	• Second parent's WTW 24-Month Time Clock ticks. • First parent is excused from participation while Second parent alone meets minimum requirements and use his/her WTW 24-Month Time Clock. • First parent may volunteer to participate.
Second parent alone meets Federal participation requirements,	• Second parent's WTW 24-Month Time Clock does not tick. • First parent is excused from participation but may choose to volunteer.

One parent in a two-parent WEI household dies or is incarcerated

If a two parent WEI household case has one parent die or become incarcerated, with documentation/verification, the ESS will lower the hours of participation from 35 hours per week/150 per month to 30 hours per week/128 hours per month effective the first of the month following receipt of documentation/verification.

One parent in a two-parent WEI household does not meet

In situations where one parent is participating and not meeting Federal participation requirements and the other parent meets a criteria for a clock stopping condition in the month (other than meeting Federal participation requirements), the WTW 24-Month Clock ticks for the parent who is participating and not meeting participation requirements.

Continued on next page

Two-Parent Households and the 24-Month Time Clock,
Continued

Both WEI parents have exhausted the WTW clock

When both WEI parents have exhausted their WTW 24-Month Time Clock and any extenders, both parents must meet Federal work participation requirements for a two-parent household.

This can be accomplished by any of the following:

- First parent alone meets Federal participation requirements.
- Second parent alone meets Federal participation requirements.
- First and Second parents combined hours meet Federal participation requirements.

Extension of the WTW 24-Month Time Clock

Introduction

This section contains information regarding Welfare-to-Work (WTW) 24-Month Time Clock extension requests and determinations.

Extension of WTW 24-Month Time Clock

A customer subject to the WTW 24-Month Time Clock who has time remaining on the CalWORKs 48-month time limit and is unlikely to meet federal standards may request an extension to the WTW 24-Month Time Clock. The customer must provide verification to the Employment Services Specialist (ESS) that he/she meets any of the following extension reasons:

- Has achieved satisfactory progress in an educational program, including Adult Basic Education (ABE), Vocational Education (Voc Ed), or a Self-Initiated Program (SIP) that has a known graduation, transfer or completion date that would meaningfully increase the likelihood of his/her employment,
- Has achieved satisfactory progress in a treatment program, such as a program for Substance Abuse (SA), Domestic Violence (DV) or Mental Health (MH),
- Needs an additional period of time to complete a WTW activity specified in his/her WTW plan due to a diagnosed learning or other disability, so as to meaningfully increase the likelihood of his/her employment,
- Has submitted an application to receive Supplemental Security Income (SSI) disability benefits and a hearing date has been established,
- Is in a two-parent household where the other parent has not exhausted his/her 24-Month Time Clock,
- Is likely to obtain employment within six months, and/or
- Has encountered unique labor market barriers temporarily preventing employment, and therefore needs additional time to obtain employment.

Extension request

When a customer requests or indicates a need for an extension to his/her WTW 24-Month Time Clock, he/she will complete the Welfare-to-Work 24-Month Time Clock Extension Request Form (WTW 44). The ESS will provide the WTW 44 to the customer.

Extension determination

The ESS must use the Welfare-to-Work 24-Month Time Clock Extension Determination (WTW 45) to inform the customer of the extension determination and his/her hearing rights.

The ESS will review the information provided by the customer on the WTW 44 to determine if the circumstance meets one of the extension criteria, and:

If information provided...	Then ...
Supports an extension,	Approve the request allowing the customer to complete his/her current activity, extending the WTW 24-Month Time Clock.
Does not support an extension,	Deny the request and transition the customer to post WTW 24-Month Time Clock requirements.

Continued on next page

Extension of the WTW 24-Month Time Clock, Continued

Extension reasons

The WTW 24-Month Time Clock extension reasons will be automated within C-IV and have an estimated deployment release date of 7/27/15.

The ESS will Journal any extension to the WTW 24-Month Time Clock granted prior to the deployment within C-IV. Beginning 7/27/15 the ESS will use the **Cash Aid Time Limit Month Detail** page in C-IV to select the appropriate **Exception**. 24-Month Time Clock Extension reasons are listed below:

Reason	Description
606 **Employment**	Likely to obtain employment within six months.
607 **Labor Market**	Encountered unique labor market barriers temporarily preventing employment, and therefore needs additional time to obtain employment.
608 **Education**	Achieved satisfactory progress in an educational program, including adult basic education, vocational education, or self-initiated program that has a known graduation, transfer or completion date that would meaningfully increase the likelihood of his/her employment.
609 **Treatment**	Achieved satisfactory progress in a treatment program that has a known completion date that would meaningfully increase the likelihood of his/her employment.
610 **Disability**	There is a need for additional time to complete a WTW activity specified in his/her WTW 2 due to a diagnosed learning or other disability so as to meaningfully increase the likelihood of his/her employment.
611 **SSI Application**	Customer has submitted an application to receive SSI disability benefits, and a hearing date has been established.
612 **Two-Parent**	Customer is in a two-parent Assistance Unit (AU) where the other parent has yet to exhaust his/her WTW 24-Month Time Clock on the condition that both parents' combined participation meet CalWORKs minimum standards.

Note: Extensions do not affect the Temporary Assistance for Needy Families (TANF) 60 month and CalWORKs 48 month time clocks.

Time Limits - Welfare-to-Work 24-Month Time Clock

Introduction

This section contains information regarding the Welfare-to-Work (WTW) 24-Month Time Clock **Time Limit** pages, activating, ticking and un-ticking the clock in C-IV.

When not to start WTW 24-Month Time Clock

If a customer has less than 24 months left in his/her California Work Opportunity and Responsibility to Kids (CalWORKs) 48-Month Time Limit as of 1/1/13 and the WTW 24-Month Time Clock has not been started, the Employment Services Specialist (ESS) **<u>will not:</u>**

- Input a **Signature Date** on the **Activity Agreement Detail** page,
- Update the **WTW Clock** field on the **Activity Agreement Detail** page, or
- Update **Time Limit** pages in C-IV.

These customers will reach their CalWORKs 48-Month Time Limit before they can use up their WTW 24-Month Time Clock; there is no need to:

- Activate the **WTW Clock**, or
- Update **Time Limit** pages in C-IV.

The ESS will create a Journal entry with **Short Description:** WTW Clock, and **Long Description:** “Customer has less than 24-months left on his/her CalWORKs 48 Month Time Limit and does not require any information to be included in his/her WTW 24-Month Time Clock”.

The ESS is only required to Journal this information one time stating that the customer has less than 24-months left on his/her CalWORKs 48-Month Time Limit.

Exempt, Good Cause, and Sanction cases

If a customer has been in Exempt, Good Cause or Sanction status continuously since 1/1/13, the ESS will not:

- Input a Signature Date on the Activity Agreement Detail page,
- Update the WTW Clock field on Activity Agreement Detail page, or
- Update Time Limit pages in C-IV.

The ESS will create a Journal entry with **Short Description:** WTW Clock and **Long Description:** “Case has been in (exempt, good cause or sanction status, whichever applies); no time clock review needed”. The customer’s time clock will not tick; there is no need to activate the time clock.

The WTW clock will begin when the customer signs a new Welfare-to-Work (WTW) Plan – Activity Assignment (WTW 2) to participate, and then the ESS will:

- Enter a **Signature Date,** and
- Set the **WTW Clock** to “**Yes**”.

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Starting the WTW 24-month time clock

The WTW Time Clock begins the first of the month following the date the WTW 2 was signed. The ESS is required to enter a **Signature Date** and **WTW Clock** status of **Yes** on the **Activity Agreement Detail** page in C-IV for each customer to start the WTW 24-Month Time Clock.

The following are the two choices for the activation of the **WTW Clock**:

- **Yes** = Activate the WTW 24-Month Clock
- **No**/Blank = Does not start the WTW 24-Month Clock

WTW codes on the Cash Aid Time Limit page

The following three WTW codes appear on the **C-IV Cash Aid Time Limit Month List** page under WTW:

- **Exempt** = Does not tick the WTW 24-Month Time Clock
- **Count** = Ticks the WTW 24-Month Time Clock
- **N/A** = Not Applicable (clock has not been started or any month before 1/1/13 is considered not applicable)

Determining the start date of the WTW 24-Month Time Clock

The ESS will review each customer's active case during his/her monthly review to determine the start date of the WTW 24-Month Time Clock by following the chart below:

If the customer ...	Then the ESS will...
• Has signed a WTW 2 on or after 1/1/13 that states "New regs explained", or • Has signed the new WTW 2 effective 3/25/13 (date new WTW 2 available in C-IV) or later, and • Had a thorough discussion regarding the new WTW regulations by an ESS,	• Ensure there is a Journal entry stating the WTW regulations were explained to the customer, • Activate the customer's clock on the date he/she signed the new or revised WTW 2, the earliest day, if multiple WTW 2s have been signed, and • Journal all actions taken.
• Has not signed a WTW 2 that states "New regs explained", or • Has not signed the WTW 2 effective 3/25/2013 or later.	• Phone the customer to explain the new regulations, • Schedule an appointment for the customer to sign a new WTW 2, • If the customer is employed a new WTW 2 can be mailed to him/her. • Activate the customer's clock when a new WTW 2 is signed, and • Journal all actions taken, including phone attempt and why the previous Journal entries do not state "new regs explained".

Note: The WTW 24-Month Time Clock is automated within C-IV once the ESS has entered the **Signature Date** and updated the **WTW Clock** indicator to **Yes**.

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Activating the WTW 24-Month Time Clock

The WTW 24-Month Time Clock must be manually activated for each customer, (excluding customers with less than 24 months on the CalWORKs 48-Month Time Limit and exempt, Good Cause or sanctioned customers who have been in these statuses since 1/1/13). The ESS will complete the following steps to activate the WTW 24-Month Time Clock:

Step	Action
1	Research the Journal and Imaged documents to verify: • There is a WTW 2 signed after 1/1/13 with "new regs explained" on the form and in a Journal entry, or • A new WTW 2 was signed 3/25/13 or later.
2	Identify the date the customer signed the WTW 2 matching criteria in Step 1.
3	• Click the Empl. Services tab in the Global Navigation bar, and • Select **Activities** from the dropdown menu.
4	Click **Activity Agreements** on the **Task Navigation** bar.
5	Select the hyperlink for the **Activity Agreement** that matches the verified WTW 2 in Step 2.
6	Click the **Edit** button.
7	Enter the WTW 2 signature date into **Signature Date** box.
8	Select **Yes** in the **Welfare-to-Work Clock** drop down box after the WTW 2 is signed.
9	Click the **Save and Return** button.
10	Journal all actions taken.

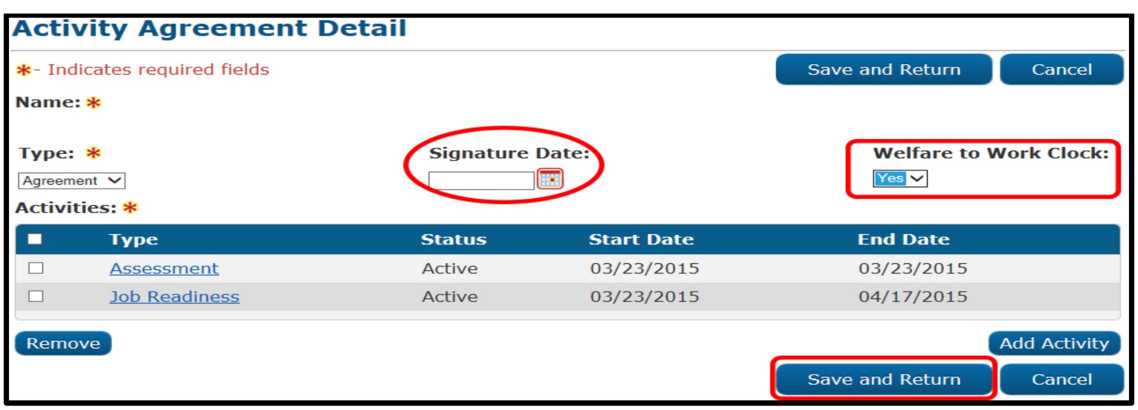
Incorrect activation of WTW 24-Month Time Clock

If an incorrect **Activity Agreement Detail** page was saved in C-IV, the ESS must:

- Complete another Activity Agreement Detail screen in the system **with the correct information,** and
- Create a detailed Journal entry as to why the incorrect **Signature Date** and/or **WTW Clock** were entered, and the reason for the duplicate entry.

<u>**Note**</u>**:** The **Signature Date** and **WTW Clock** indicator must be added together or the user will receive an error message. Once this information is saved it cannot be edited.

Below is the **Activity Agreement Detail** page in **Edit** mode with the required fields identified:



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Reviewing and updating the WTW 24-Month Time Clock

The ESS must review the WTW 24-Month Time Clock monthly after the activation date, and update **Time Limit** pages within C-IV. In many instances C-IV will auto populate the customers WTW Time Limit status based on data in C-IV.

The ESS will follow the steps in the table below to update the WTW 24-Month Time Clock:

Step	Action
1	Select **Case Summary** from the Local Navigation Bar under the **Empl. Services** tab on the Global Navigation Bar
2	Click **Time Limits** on the Task Navigation bar. The Transitional Assistance for Needy Families (TANF), CalWORKs and WTW Time Limit Summaries will appear for all adult customers.
3	Select the appropriate customer by clicking his/her hyperlink.
4	Review the WTW column, verify all months prior to and including the month the **Signature Date** was entered and the **WTW Clock** set to **“Yes”** are **N/A**.
5	Review the customer’s **Journal** and **Activity Progress Detail** screens.
6	Click on the first month to be reviewed and look at the WTW line item on the **Cash Aid Time Limit Month List** page.
7	Click **Edit** if changes are needed. A new block titled **Exceptions** will open and allow a **Type** and **Reason** to be added.
8	Select one of the following from the drop-down box under **Type**: • Exempt • Good Cause • Extender (available 7/27/15) **Note:** The ESS will not select the Type of **Sanction** or **Penalty**. The Quality Review Unit (QRU) will update these categories on the **Cash Aid Time Limit Month Detail** page.
9	Select the appropriate **Reason** from the drop-down box: Example: • 319 - Meeting WPR use if the customer met WPR in the review month, or select another appropriate exemption reason, if applicable, • 407 - Lack of Supportive Services use for teen customer who is unable to get enrolled into an appropriate school program, • 606 - Employment (available 7/27/15) use if the customer is likely to obtain employment within six months.

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Reviewing and updating the WTW 24-Month Time Clock (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>10</td><td>Click Save, and:
<table>
<tr><th>If the customer…</th><th>Then the ESS will…</th></tr>
<tr><td>Has the same status, i.e., exempt, count, or N/A,</td><td>Review the prior month(s) to ensure the correct status. C-IV will continue to duplicate the prior month’s status.</td></tr>
<tr><td>Status has changed from one month to the next,</td><td>Update the status for each month(s) that differs up to the month the time clock was activated.</td></tr>
</table>
</td></tr>
<tr><td>11</td><td>Journal all actions taken on the WTW 24-Month Time Clock:

Example Journal entries:

Exempt:

Short description: WTW Clock
Long description: Jane Smith is Exempt 04/15 for Meeting Federal WPR.

Good Cause:

Short description: WTW Clock
Long description: Jane Smith in Good Cause 06/15 due to unable to enroll in school because of summer break.

Extender:

Short description: WTW Clock
Long description: Jane Smith WTW Clock extended due to employment, customer is likely to obtain employment within six months, clock extended from 06/15 through 12/15.

</td></tr>
</table>

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Exempt reasons

The only **Exempt Exception** reasons the ESS will select from the **Cash Aid Time Limit Month Detail** page in C-IV are listed below:

Type	Reason
Exempt	**300 - WTW - Under 16 Years (if applicable)**
	301 - WTW - Child Attending School
	302- WTW - Disabled (30+ days)
	303 - WTW - 60 Yrs and Older
	305 - WTW - Caring for Ill/Incap HH Member
	306 - WTW - Pregnant/Cannot Work
	307 - Cal-Learn Non-Head of Household
	308 - Cal-Learn Head of Household
	309 - 1st Exemption for Child
	310 - 2nd Exemption for Child
	314 - Full Time VISTA Volunteer
	318 - Care for a Child 23 Months or Younger
	319 - Meeting WPR
	320 - Excused 2nd Parent from WTW Activity
	321 - Participating in Appraisal, Assessment or Development of WTW Plan
	322 - Participating in WTW Job Search

All exempt reasons stop the WTW 24-Month Time Clock for time limit purposes.

Note: The correct **Exempt** code **MUST** be selected. **If the correct exempt code is not selected, it will be an ESS error.**

Good Cause reasons

The **Good Cause Exception** reasons the ESS will select from the **Cash Aid Time Limit Month Detail** page in C-IV are:

Type	Reason
Good Cause	**402 - 18-24 Month Time Limit** - ONLY use for Good Cause Domestic Violence – WAIVER
	404 - SIP - ESS will only use this code upon special instructions from The Program Development Division (PDD)
	407 - Lack of Supportive Services
	408 - Other Good Cause – Use for Good Cause other than Domestic Violence.

Use the **407- Lack of Supportive Services** sparingly. This good cause reason is not a catch all reason code. ESSs will use all available resources to place customers into an activity. The typical reasons for **Good Cause – Lack of Supportive Services** are:

Any teen who cannot get into a General Educational Development (GED) or High school Diploma (HSD) program, or
A Full Exemption (FE) until the FE takes effect the following month.

Note: If the ESS runs into barriers, he/she will get advice/direction from his/her Supervising Employment Services Specialist I (SESS I).

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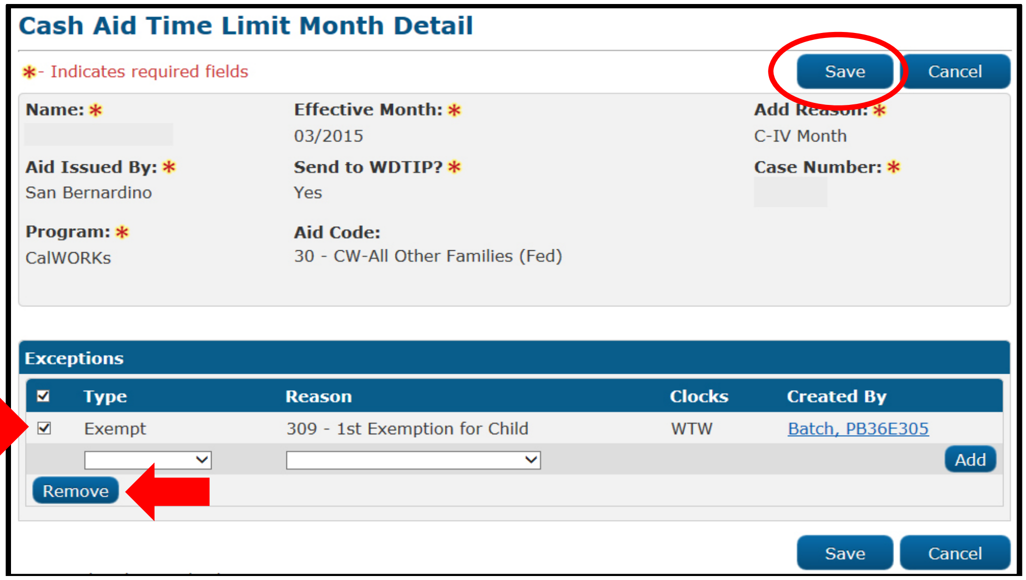
Manually ticking the WTW 24-Month Time Clock

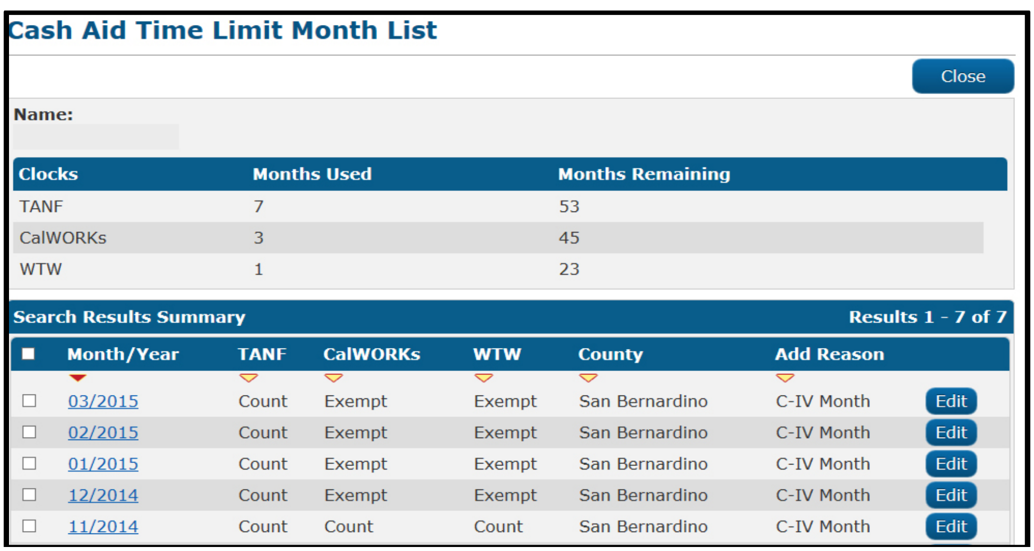
The ESS will complete the steps in the table below to manually tick and remove any **Exempt, Good Cause** or **Extender Exceptions** in C-IV:

Step	Action
1	Check the box next to the Exempt/Good Cause/Extender WTW Type/Reason that is to be removed.
2	Click Remove button.
3	Click Save.
4	Journal all actions taken.



Cash Aid Time Limit Month List page

The screenshot below is the **Cash Aid Time Limit Month List** page when the WTW 24-Month Time Clock does not tick because of an Exempt reason. To see the reason for the exemption, click the **Month/Year** hyperlink.



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Sanction and Penalty Type

The ESS **<u>will not</u>** update the **Type** of **Sanction** or **Penalty** on the **Cash Aid Time Limit Month Detail** page in C-IV.

The QRU will update the **Sanction** and **Penalty Types** in C-IV on the **Cash Aid Time Limit Month Detail** page, which will also update the WTW 24-Month Time Limit Clock.

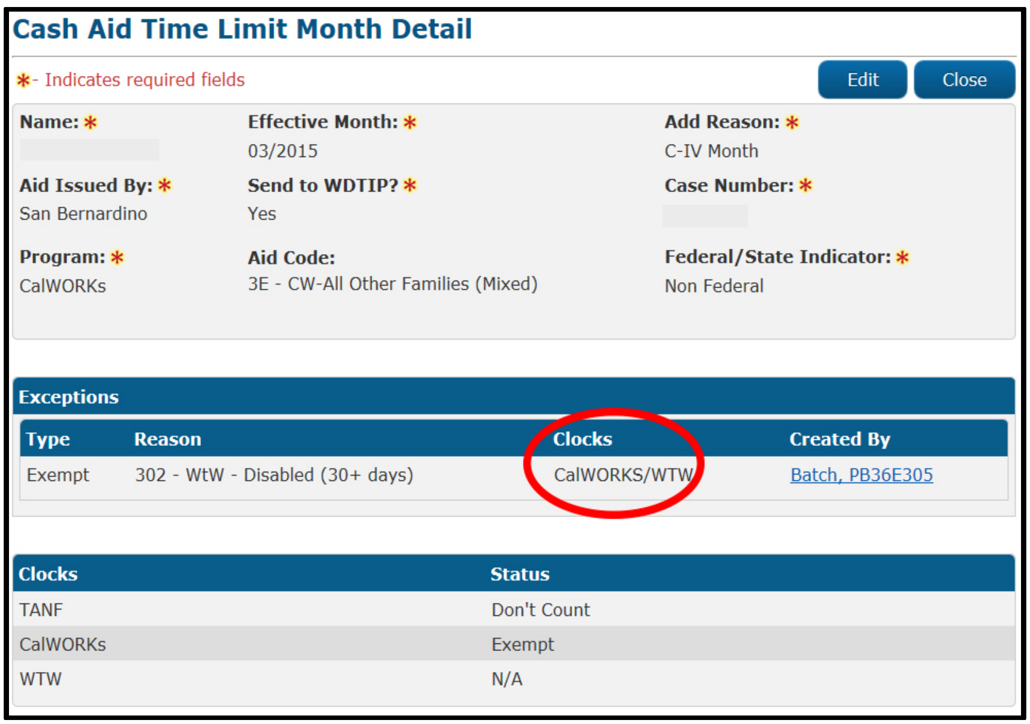
The ESS will **<u>only</u>** update the WTW 24-Month Time Clock for the **Exceptions Types** of:

- **Exempt**
- **Good Cause,** and
- **Extender** (available 7/27/2015)

The ESS must **Journal** all actions taken.

Cash Aid Time Limit Month Detail page

The screenshot below of the **Cash Aid Time Limit Month Detail** page in C-IV shows a customer whose **Exception** affects his/her WTW **<u>and</u>** CalWORKs clocks.



Cash Aid Time Limit Month Detail

*- Indicates required fields

Edit Close

Name: *	**Effective Month:** * 03/2015	**Add Reason:** * C-IV Month
Aid Issued By: * San Bernardino	**Send to WDTIP?** * Yes	**Case Number:** *
Program: * CalWORKs	**Aid Code:** 3E - CW-All Other Families (Mixed)	**Federal/State Indicator:** * Non Federal

Exceptions

Type	Reason	Clocks	Created By
Exempt	302 - WtW - Disabled (30+ days)	CalWORKS/WTW	Batch, PB36E305

Clocks	Status
TANF	Don't Count
CalWORKs	Exempt
WTW	N/A

Post WTW 24-Month Time Clock

Introduction

This section contains information regarding transitioning customers to Post Welfare-to-Work (WTW) 24-Month Time Clock Federal standards.

Schedule appointment

The Employment Services Specialist (ESS) will schedule an End of WTW 24-Month Time Clock Review appointment with the customer to review and, if necessary, adjust the customer's current Welfare-to-Work (WTW) Plan – Activity Assignment (WTW 2) to comply with CalWORKs Federal standards. The appointment will be scheduled in the 22nd or 23rd month of the 24-Month Time Clock.

The End of Welfare-to-Work 24-Month Time Clock Review Appointment Letter (WTW 46) must be sent either concurrently or after the issuance of the Notice of Your Welfare-to-Work (WTW) 24-Month Time Clock Ending Soon (WTW 43), but no later than the last day of the 23rd month of the customer's WTW 24-Month Time Clock.

End of WTW 24-Month Time Clock Review Appointment

The End of the WTW 24-Month Time Clock Review appointment must consist of the ESS:

- Reviewing the customer's WTW 24-Month Time Clock status to determine the exact count of the WTW 24-Month Time Clock.
- Discussing the criteria and determining, to the extent possible, whether the customer qualifies for:
  - Exemption from WTW participation.
  - Extension to the WTW 24-Month Time Clock,
- Providing the WTW 24-Month Time Clock Extension Request Form (WTW 44).
- Informing the customer of any changes needed in his/her WTW 2 to align with CalWORKs Federal standards and when the changes would take effect.
- Designing WTW 2 changes to engage customers in activities that meet CalWORKs Federal standards as soon as possible after the exhaustion of the customer's WTW 24-Month Time Clock.
- Making WTW 2 changes with the customer before expiration of the WTW 24-Month Time Clock, coinciding with the projected end of the customer's WTW 24-Month Time Clock.

Note: If the ESS does not schedule an appointment before the customer's WTW 24-Month Time Clock is exhausted, the customer will have Good Cause for not meeting CalWORKs Federal standards.

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Post WTW 24-Month Time Clock, Continued

Failure to attend appointment

If the customer fails to attend the End of WTW 24-Month Time Clock Review appointment without good cause or does not contact the ESS to reschedule the appointment in advance, the customer may be subject to noncompliance and sanction.

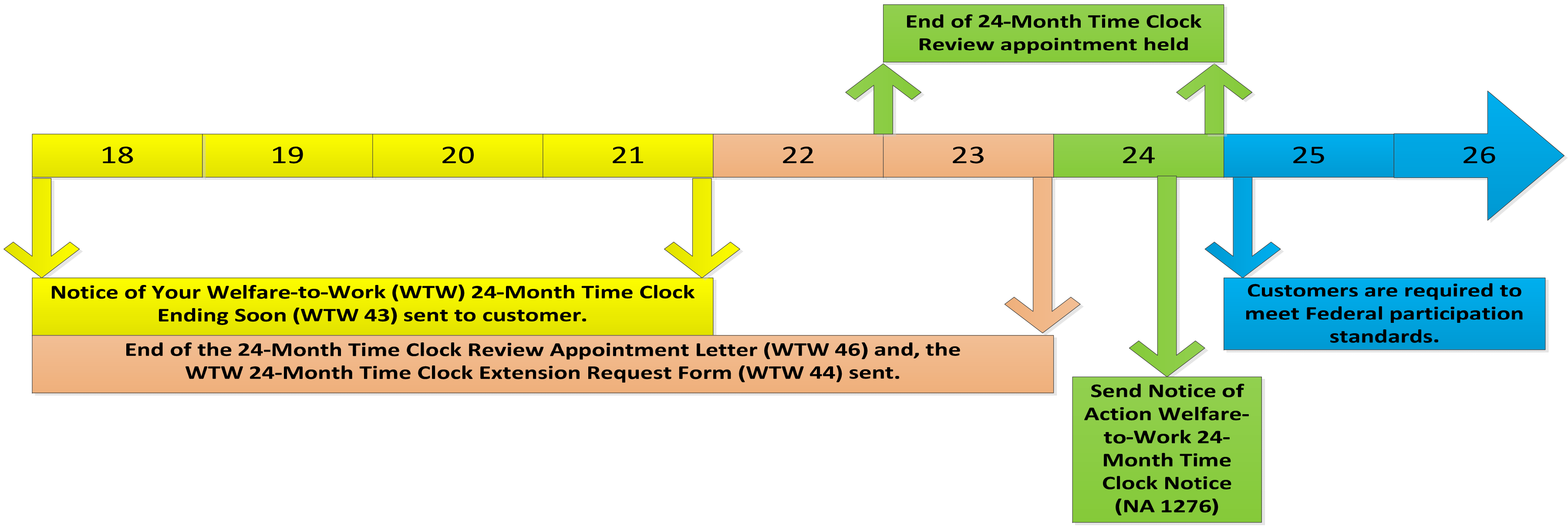
Notice of Action

Customers must be informed their WTW 24-Month Time Clock will expire at the end of the month in the last month of their WTW 24-Month Time Clock. The End of the WTW 24-Month Time Clock Notice of Action (NA 1276) must be sent to the customer ***no later*** than 10 days prior to the expiration of his/her WTW 24-Month Time Clock.

Timeline

Refer to the **End of the WTW 24-Month Time Clock Timeline** chart for required actions and notices in the months prior to the exhaustion of a customer's WTW 24-Month Time Clock.

End of the WTW 24-Month Time Clock Timeline



End of WTW 24-Month Time Clock Timeline Progression

At 18-21 Months exhausted on the WTW 24-Month Time Clock:

- The Employment Services Specialist (ESS) will send the WTW 43 informing notice.

At 18-23 Months exhausted on the WTW 24-Month Time Clock:

- The ESS will send the WTW 44 and schedule the End of WTW 24-Month Time Clock Review Appointment with the WTW 46.

At 22-24 Months exhausted on the WTW 24-Month Time Clock

- The ESS and customer will meet and complete the End of the WTW 24-Month Time Clock Review.
- The ESS will assist in preparing the customer to meet the federal standards and to avoid sanction.

Prior to exhaustion of the 24-Month Time Clock

- The ESS will send the NA 1276 to notify customer of the exhaustion of the customer's WTW 24-Month Time Clock.

At 24 Months exhausted in the WTW 24-Month Time Clock

- Customer will have a revised WTW plan that meets Federal participation standards.

Welfare-To-Work (WTW) 24-Month Time Clock and CalWORKs 48-Month Time Limit Clock Stoppers

The chart below provides information regarding WTW 24-Month Time Clock exemptions and good cause for not participating, and shows what affect each have on the CalWORKs 48-Month Time Limit.

Exception	Description	WTW 24-Month Time Clock Stopper?	CalWORKs 48-MonthTime Limit Stopper?
Under 16 Years of Age	Customer is under 16 years of age.	N/A[1]	N/A[1]
Child Attending School	Customer is 16, 17, or 18 years of age and is attending a school in grade twelve or below, or vocational, or technical school on a full-time basis.	N/A[1]	N/A[1]
Cal-Learn Non-Head of Household	Customer is receiving aid in parent's Assistance Unit (AU), and is eligible for, participating in, or exempt from the Cal-Learn program.	Yes	Yes
Cal-Learn Head of Household	Customer is receiving aid in own AU, and is eligible for, participating, or exempt from the Cal-Learn program.	Yes	Yes
16-17 Year Old Pregnant Head of Household	Customer is 16-17 years of age, pregnant, head of household with no other eligible child, obtained a high school diploma or equivalent, and is attending vocational/technical school.	Yes	N/A[1]
60 Years of Age or Older	Customer who reaches age 60 or older.	Yes	Yes
Customer Disability	Customer has medical verification of a physical and/or mental disability expected to last at least 30 days and it significantly impairs the individual's ability to be employed or participate in WTW activities.[2]	Yes	Yes
Needy Non-Parent Caretaker Relative	Customer is a Non-Parent caretaker relative who has primary responsibility for caring for a child who is either a dependent, ward of the court, receiving Kin-GAP benefits or at risk for placement in foster care. These caretaking responsibilities must impair his/her ability to be employed or to participate in WTW activities.	Yes	Yes
Caring for Ill or Incapacitated Member of Household	Customer is caring for an ill or incapacitated person residing in the home, has medical verification that the illness or incapacity is expected to last at least 30 days, and caretaking responsibility impairs the customer's ability to be regularly employed or to participate in WTW activities.	Yes	Yes
Pregnant and Cannot Work or Participate in WTW Activities CW 61 documentation/verification Required.	Customer is a woman who is pregnant with medical verification that the pregnancy impairs her ability to be regularly employed or participate in WTW activities, or the county determines that participation will not readily lead to employment or that a training activity is not appropriate.	Yes	No

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[1] *The CalWORKs 48-Month Time Limit and the WTW 24-Month Time Clock do not apply to this population.*
[2] *This may include pregnancy if the 'Customer Disability' criteria are found to apply.*

Welfare-To-Work (WTW) 24-Month Time Clock and CalWORKs 48-Month Time Limit Clock Stoppers

The chart below provides information regarding WTW 24-Month Time Clock exemptions and good cause for not participating, and shows what affect each have on the CalWORKs 48-Month Time Limit. (continued)

Exception	Description	WTW 24-Month Time Clock Stopper?	CalWORKs 48-Month Time Limit Stopper?
Child Birth-23 Months of Age	Customer has primary responsibility for personally providing care to a child from birth to 23 months, inclusive. This exemption shall be available in addition to any other child related exemption outlined below. An individual may be exempt only once in a lifetime under this exemption.	Yes	Yes
Exemption for Child First Child (FE)	Customer is caring for his/her first child, (FE).	Yes	No
Subsequent Exemption for Young Child	Subsequent Exemption: Customer is caring for a subsequent young child.	Yes	No
Short-Term Young Child Exemption[3]	Customer has responsibility for personally providing care for one child between 12-23 months of age or two or more children less than six years of age.[3]	Yes	Yes
VISTA Volunteer	Customer is a full-time volunteer in the Volunteers in Services to America (VISTA) Program	Yes	No
Good Cause	Customer has good cause for not participating in WTW.	Yes	No

[3] *This exemption will no longer be available for customer to use as of 01/01/2013. Customers who are taking this exemption as of 12/31/2012 will no longer have the exemption as of 01/01/2013, but will not be required to participate in WTW activities and their WTW 24-Month Time Clock and CalWORKs 48-Month Time Limit will remain stopped until they are reengaged by the county. The counties must reengage this population by 01/01/2015.*

WELFARE-TO-WORK POLICY HANDBOOK

CHAPTER 20

Job Retention

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WELFARE-TO-WORK POLICY HANDBOOK

CHAPTER 20

Job Retention

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Chapter 20

Job Retention

Overview

Introduction

The goal of the Transitional Assistance Department Welfare-to-Work (TAD WTW) and California Work Opportunity and Responsibilities to Kids (CalWORKs) program is to help customers remove barriers (Mental Health, Substance Abuse, Domestic Violence, Learning Disabilities, etc.) and become self-sufficient.

Job Retention Services are provided as a means to assist customers to maintain employment, when the adult is discontinued from CalWORKs case due to employment over-income. This means when the adult is employed enough hours to discontinue him/her from CalWORKs due to over-income for employment, the county will provide 12 months of Job Retention Services.

Job Retention Services were reinstated to help customers maintain employment and avoid needing to reapply for CalWORKs.

This is a **voluntary** program.

Reference

The reference for this section is the Eligibility and Assistance Standards (EAS) 42-717.

Who is eligible for Job Retention Services?

Job Retention Services are available to employed customers who:

- Are not currently receiving CalWORKs.
  - If a case is being discontinued, but the customer is still receiving CalWORKs until the end of the month, the C-IV system will not allow workers to enter a customer in a Job Retention activity until CalWORKs has been discontinued. The Employment Services Specialist (ESS) will enter the customer into a Job Retention activity after the CalWORKs case has been discontinued for employment over-income.
- Have recently (within the last six months) been discontinued from CalWORKs for employment over-income (due to earned income) and are currently employed.

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Supportive services

Job Retention supportive services are provided for up to 12 months after the date of discontinuance from CalWORKs for employment over-income.

The ESS must ensure customers have:

- A signed WTW Plan Activity Assignment (WTW 2),
- An open Job Retention activity,
- An active Service Arrangement (transportation/other) for the activity, and
- Documentation/verification of employment for the customer to receive supportive services.

The ESS will sign the initial WTW 2 for up to six months. There are two additional three month extensions available with Employment Services Manager (ESM) approval.

Forms

The table below contains information regarding forms listed in this chapter:

Form	Title	Location
ABCDM 228	Release of Information	C-IV
ESP 753A	Travel Assistance Claim	TAD Forms Catalog, WTW Forms
TAD WTW 411.1	Job Retention Brochure	Forms Distributions Unit (FDU)
PLAN 108 CIV	Employer Contact Verification	C-IV
WTW 1	Welfare-to-Work Plan Rights and Responsibilities	C-IV
WTW 2	Welfare-to-Work Plan Activity Assignment	C-IV
TAD 730 (E/S)	Work Pays in So Many Ways	TAD Forms Catalog, WTW Forms
TAD 104 (E/S)	Employment and Income Verification	Forms Distributions Unit (FDU)

In this chapter

This chapter includes the following topics:

Potential Barriers to Job Retention

Introduction

This section contains information regarding potential barriers to Job Retention and self-sufficiency.

Barriers

Barriers limit customer opportunities to retain employment and advance to better jobs and careers. The Transitional Assistance Department Welfare-to-Work (TAD WTW) program goal is to help customers remove barriers (Mental Health, Substance Abuse, Domestic Violence, Learning Disabilities, etc.) and become self-sufficient. The Employment Services Specialist (ESS) will offer services to remove any barriers that prevent customers from participating in WTW.

List of common barriers to job retention

Common barriers to job retention include, but are not limited to:

- Preschool children, infant, and/or unstable child care arrangements
- Low level or entry level skills
- Little/No work experience
- Lack of General Education Development (GED)/High School Diploma (HSD)
- Absence of support system/family in household
- Lack of peer support group
- Lack of transportation
- Existing health problem
- Substance abuse
- Domestic violence
- Learning disability

The ESS is tasked with assisting customers to remove any barriers that would prevent them from retaining employment.

Job Retention Services Provided

Introduction

This section contains information regarding services provided to Job Retention customers.

Services provided

Job Retention Services are provided to employed customers to support and retain employment and to promote self-sufficiency following discontinuance from the California Work Opportunities and Responsibility to Kids (CalWORKs) program.

Job Retention Services are provided for up to 12 months from the date of CalWORKs discontinuance for employment over-income to ensure customers have the necessary support, supportive services, and guidance to retain employment.

Self-sufficiency for CalWORKs purposes

A person is self-sufficient when able to support oneself and the needs of his/her family without having to rely on CalWORKs to sustain his/her household.

Supportive services

Supportive services are available to assist customers with extra costs incurred while participating in an approved Welfare-to-Work (WTW) Job Retention activity. The payment of supportive services is designed to limit the interruption of the normal flow of the customer's family life, and to assist in avoiding further financial or personal hardships and retaining employment.

- **Ancillary services** - Job Retention customers may receive up to 12 months of ancillary supportive services.
  - Employment verification must be provided, such as pay stubs or the Employment and Income Verification (TAD 104 E/S).
  - Ancillary services include work clothes, books for a Vocational Education activity, an alarm clock or any other ancillary item needed and approved by the Employment Services Specialist (ESS).
- **Child Care** – Stage 2 Child Care is available to Job Retention Services customers as long as the customer is actively enrolled in a Job Retention Services activity. Refer customers to the Child Care Resource Center (CCRC) for Stage 2 Child Care; see the Child Care Policy Handbook (CCPHB) for additional information.
- Job Retention customers are only eligible for Child Care services for up to 12 months **from the date of their CalWORKs discontinuance due to employment over-income** for:
  - Children under 13 years of age,
  - Children incapable of self-care, and/or
  - Children under court order who need care while the customer is attending his/her Job Retention activity.
  - Verification of emotional, mental, physical incapacity or a court order must be provided for children ages 13 and over.

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Supportive services (continued)

Supportive services are also available to Job Retention customers to cover the cost of transportation to and from an employment activity or any other activity listed on the Welfare-to-Work Plan Activity Assignment (WTW 2), including transportation to and from a child care provider, if needed. See Chapter 8 – Supportive Services for additional information.

Job Retention customers may receive up to 12 months of transportation supportive services from the date of the CalWORKs discontinuance for employment over-income with a signed WTW 2.

Transportation includes the following services:

- Public transportation (bus pass),
- Gas card(s), and
- Travel claim reimbursement.

All requests must be documented and in accordance with transportation supportive services policies. See Chapter 8 – Supportive Service in this handbook for additional information.

Supportive services verification

In order for supportive services to be provided to Job Retention customers, the ESS must receive one of the following types of verification:

- Employment verification,
- Pay stubs,
- Employment and Income Verification (TAD 104 E/S), or
- Other employer produced income verification.

Employment verification will be imaged into C-IV and the ESS will create a Journal entry regarding the employment and any supportive services provided.

Assignment of Job Retention cases

The Supervising Employment Services Specialist I (SESS I) will assign Job Retention cases each month on a rotational basis, if not already assigned to an Employment Services Specialist (ESS). A list of potential Job Retention cases is posted monthly on the HS Resource Center under WTW – Job Retention.

Continued on next page

Job Retention Services Provided, Continued

Monthly list of CalWORKs customers discontinued for employment over-income

A list, titled "WTW Job Retention", will be posted on the HS Resource Center under Special Reports/Case Reviews by the Program Development Division (PDD), beginning 1/16/14. The ESS will review the list month and:

- Mail a Job Retention Services Brochure (TAD WTW 411.1) and Work Pays in So Many Ways (TAD 730 E/S) form to the customer.
- Call the customer to see if he/she would like to participate in the Job Retention Services program.
- Discuss supportive services and case management opportunities.
- Promote continued education and training as a method to advance their self-sufficiency goal.
  - Just one or two classes on a case-by-case basis; whatever works best for the customer.
- Advise the customer not to lower his/her work hours if it means he/she will need to reapply for CalWORKs.
- Mail the customer a WTW 2, if he/she agrees to participate.
- Call the customer every month to ensure he/she is doing well in his/her Job Retention Services activity, and ask if there is anything else he/she needs.
- Ensure a signed WTW 2 has been completed and imaged into C-IV.
- Journal all actions taken.

Employment hours

The number of hours a customer is employed is not a factor for Job Retention Services. If the customer is not receiving CalWORKs due to employment over-income, he/she is eligible to Job Retention Services.

The goal is for customers to retain employment, not decrease hours of employment and return to CalWORKs.

Two-parent families

In two-parent families, only the parent who is employed and off aid for employment over-income is eligible for Job Retention Services. If both parents are employed and were discontinued for employment over-income, then both parents would be eligible for Job Retention Services from the date of their CalWORKs discontinuance due to employment over-income.

Safety Net/ timed out customers

Safety Net, and drug/fleeing felons are eligible to Job Retention Services from the date of CalWORKs discontinuance due to employment over-income.

If the customer is discontinued for both timing out and employment over-income, he/she is eligible to Job Retention Services. If employment is not part of the discontinuance, he/she is not eligible for Job Retention Services.

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Customers not living in San Bernardino County

If a customer is not living in San Bernardino County, he/she is not eligible to Job Retention Services. If the customer is living in San Bernardino County and signs a WTW 2 for Job Retention Services and then moves to another county, the ESS will:

- Refer the customer to his/her new county of residence for Job Retention Services.
- Provide the customer with adequate notice of his/her discontinuance from Job Retention Services and supportive services.
- Discontinue the case.
- Journal all actions taken.

WTW 2 completion

The ESS will ensure customers sign a WTW 2 to include employment, **for <u>up to</u> six months only, from the date of the customer's CalWORKs discontinuance** for employment over-income.

Two additional three-month extensions may be provided with Employment Services Manager (ESM) approval.

The WTW 2 must include employment and can include other activities if needed or desired by the customer, including Vocational Education activities; see the "Vocational Education" block in this section for additional information.

The ESS will always complete the left side of the WTW 2, since there is no WTW 24-Month Time Clock or CalWORKs 48-Month Time Limit for these customers.

The ESS will update the first page of the WTW 2 by checking the "Volunteer" box and unchecking the "Mandatory" box. The **Work Registration** Status will be "Mandatory".

Customers can sign a WTW 2 for both an employment and a Vocational Education activity at a college; however, these customers **<u>will not</u>** be referred to a contracted Vocational Education Service Provider. If the customer quits his/her job and only attends the Vocational Education activity, the contract is null and void. When the customer reapplies for CalWORKs, he/she will be a mandatory WTW customer unless he/she is eligible to an exemption or has good cause for not participating.

CalWORKs 48-Month Limit and WTW 24-Month Time Clock

The CalWORKs 48-Month Time Limit and WTW 24-Month Time Clock will not tick for Job Retention customers because they are off aid; therefore, a WTW 24-Month Time Clock review is not needed.

Customers do not need to have a specific number of months left on aid to participate in Job Retention Services, as the CalWORKs 48-Month Time Limit and WTW 24-Month Time Clocks will not tick while they are in this activity.

Sample WTW 2

A sample of a completed Job Retention Services WTW 2 is located in the Transitional Assistance Department (TAD) forms catalog under Welfare-to-Work (WTW).

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Domestic Violence, Substance Abuse, Mental Health services

If a customer needs emergency Domestic Violence (DV) services, the ESS will refer her to one of the contracted providers. Inform the contracted provider that the customer is not currently receiving CalWORKs.

If a customer needs Substance Abuse or Mental Health services, refer him/her to his/her primary care physician.

Supportive services on the WTW 2

The ESS will provide all supportive services needed for Job Retention Services that are listed on the WTW 2, utilizing current Notices of Action (NOAs).

Vocational Education

If a customer is enrolled in an education program and he/she wants to include a Vocational Education activity that will be concurrent with the Job Retention Services employment activity, the ESS will allow the education program to be included as a WTW activity.

Though the goal is to keep a customer's work hours and level of income as high as possible, the ESS should also encourage participation in educational activities as a means of retaining employment.

The ESS **will not** refer customers to:

- Contracted Vocational Education providers, or
- The CalWORKs coordinator at the Community College.
  - These customers are no longer CalWORKs eligible.

Customers are eligible to receive assistance with books and supplies for all approved WTW activities as long as there is a verified need.

Vocational Education information

The following **are not** needed for Job Retention customers who request to participate in a Vocational Education activity:

- An Individual Education Plan (IEP).
- Appointment with a CalWORKs counselor (as these customers are no longer CalWORKs eligible).
- Grades at the end of each term/semester/module.
- Vocational Education activity does not need to be in a demand occupation field.
  - The Vocational Education activity can only be included in the WTW 2 for as long as the Job Retention Services are provided (i.e.: the customer is signing a WTW 2 for Job Retention Services for six months from his/her discontinuance from CalWORKs due to employment over-income and also wants to take a class at a local college; the ESS will include the class in the customer's WTW 2.
  - Study Time hours are not included in the WTW 2. Child Care will not pay for Study Time for Job Retention customers.

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Customer reports employment

When a customer reports employment and his/her CalWORKs case is discontinued for employment over-income, he/she is eligible to Job Retention Services. The ESS will retain the case, or a SESS I will assign the case if the case has already been deregistered from WTW, and take the following actions:

Step	Action
1	Ask the customer if he/she would like to participate in Job Retention Services.
2	• Enter the start date of the activity on the **Customer Activity Detail** page as the date when the customer signs the WTW 2 for Job Retention Services. • Do not use the date the customer's CalWORKs was discontinued for employment over-income.
3	• Ensure all previous open activities have been closed. • Select **Closed** or **Completed**, whichever applies, from the **Customer Activity Status Detail** page.
4	Issue a NOA to discontinue previous transportation supportive services, if needed.
5	Review the **Work Registration** Status and update to **Mandatory,** if needed.
6	Add the **Program Status** of **Active**, with **Status Reason** as **Post Emp/Job Retention** with the begin date as the date the customer signs the WTW 2 for Job Retention Services. Enter **<u>up to</u>** six months from the date of the adult's discontinuance from CalWORKs for employment over-income on the customer's WTW 2. Two additional three month extensions may be available with ESM approval. Update the first page of the WTW 2 so that the "Volunteer" box is checked, and the "Mandatory" box is unchecked. The **Work Registration** Status in C-IV will be "Mandatory". **<u>Note</u>:** Do not interfere with a customer's current employment. The customer's status can go from Active-Enrolled to Active-Post Emp/Job Retention if the CalWORKs case has been discontinued for employment over-income, and the customer signs a new WTW 2 for Job Retention Services.
7	Add the Employment on the **Employment Detail** page, if it has not already been entered.
8	• Approve supportive services for Job Retention for up to six months from the date of the CalWORKs discontinuance for employment over-income, and • Issue the appropriate NOAs.

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Customer reports employment (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>Follow the chart below to initiate contact with potential Job Retention customers:
<table>
<tr><th>If the...</th><th>Then...</th></tr>
<tr><td>

Customer contacts the ESS and states he/she cannot come into the office but would like to participate in Job Retention Services, or
ESS reviews a case that has been discontinued from CalWORKs for employment over-income,

</td><td>

Gather employment information over the phone, if not already acquired.
Ask the customer if there is a need for supportive services including:

Uniform or work clothing,
Special equipment or tools required for work,
Changes in transportation, and/or
Changes in Child Care.

Explain that pay stubs or other employer produced income verification is due by the fifth of each month for payment and/or reimbursement of supportive services.

Follow the same process/procedures for documenting verification for employment.
See Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services.

Mail the customer the following:

Travel Claim (ESP 753A) forms,
Welfare-to-Work Plan Rights and Responsibilities (WTW 1),
WTW 2 that includes the Job Retention Services activity;
end date the WTW 2 for <u>up to</u> six months from the date of the customer’s discontinuance from CalWORKs for employment over-income.

Set a Task for a ten day follow-up.
Follow up with a phone call if the signed WTW 2 is not received by the due date.
Continue <u>monthly</u> phone calls.
Go to step 9.

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<tr><td>

Does not contact the ESS, and
Does not return the WTW 2 for Job Retention,

</td><td>

Follow up with a phone call each month to see if the customer would like to participate.
Discontinue the case after three months of attempted contact with the customer, and
Journal all actions taken.

</td></tr>
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<tr><td>10</td><td>Set a Task for up to six months, if the customer received one or two three month extensions; the ESS will update the Task with the appropriate end date.</td></tr>
<tr><td>11</td><td>Continue with monthly case reviews.</td></tr>
<tr><td>12</td><td>Journal all actions taken.</td></tr>
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Monthly contact

The ESS will call the customer once a month to:

- Ensure participation, and
- Ask if he/she needs any other assistance.

The ESS will Journal all actions taken each month.

Documenting verified hours of employment

The ESS will verify hours of employment when a transportation reimbursement request or other supportive service payment is requested. As long as the customer is employed and still off aid due to employment over-income, he/she is eligible for Job Retention Services.

Hours of participation are entered into C-IV, just like a regular employment activity.

Offering additional information

The ESS will offer the following information to Job Retention customers as needed. These might include, but are not limited to:

- Free copy of credit report: 1-877-322-8228; www. Annual creditreport.com
- Assistance with building credit: 1-877-947-3752, www.credit.org, also FDIC.gov
- Dial 2-1-1: For referrals to local clothing, shelter, counseling, health and dental care.
- Decision-making methods: Provide worksheets and/or, pro/con lists.
- Career management: List resources for help with education.
- Counseling: List locations for counseling that use sliding scale for payment.
- Legal Problems: List resources and locations for legal assistance, local legal aid agencies. The Young Men's Community Association (YMCA) provides free legal aid assistance.
- Referrals: Refer customers to appropriate agencies and resources.
- Additional skills: Time management, money management and budgeting. District offices with Life Management Skills (LMS) classes have helpful materials that can be provided to Job Retention customers.
- Parenting: Local YMCAs may provide parenting classes.

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Ending Job Retention Services

Job Retention Services can continue until the:

- WTW 2 plan ends,
- Customer no longer wants services,
- ESS has had no contact with the customer for three months in an attempt to offer Job Retention Services and a WTW 2 has not been signed,
- ESS has had no contact with the customer for three months following the signing of the WTW 2, or
- Customer has been discontinued from CalWORKs for employment over-income for 12 months.

Job Retention Services can only be provided for up to 12 months from the date of the customer's discontinuance from cash aid due to employment over-income.

If the ESS has had no contact with the customer, no supportive services requests and all monthly attempts to contact the customer have failed, after three months of attempted monthly contact, the ESS deregisters the case by taking the following actions:

Step	Action
1	Close the Job Retention Services activity, selecting appropriate reason. Refer to C-IV the User Guide, "Closing an Activity".
2	Issue appropriate NOA to discontinue supportive services, if still in effect.
3	Deregister the WTW case.
4	Journal all actions taken; complete a thorough Journal entry stating the reason the customer is no longer participating in the program (i.e., Customer has not responded to monthly attempts to sign a WTW 2 for Job Retention Services, 12-month period ended, six month period ended, customers three months of Job Retention ended, no extension provided, customer lost job and will be going back on aid, or whatever applies).

Customer submits travel claims after being deregistered

If a customer submits a travel claim after the ESS deregisters the case, the ESS will pay the travel claim if verification of attendance is provided and a WTW 2 was signed for the months in which reimbursement was requested.

Case reviews

The SESS I is required to read Job Retention cases as a part of the case review process.

Monthly case reviews

The ESS will complete monthly case reviews for customers in a Job Retention Services activity and follow current policy for case reviews.

Loss of Employment

Introduction

If a customer loses his/her job during Job Retention Services, the Employment Services Specialist (ESS) should help the customer to become employed again as quickly as possible.

Job loss

If the ESS discovers a customer lost his/her job, the ESS will ask the following questions to try to help the customer retain employment:

- Why did you lose your job; what happened?
- What needs to be changed in order for you to keep a job?
- Do you have barriers to employment and Job Retention that I may be able to help you resolve?
- How can I help you?

Journal all actions taken.

Unemployment Insurance Benefits

The ESS will inform the customer to apply for Unemployment Insurance Benefits (UIB) as soon as a job loss is reported, and to apply for cash aid if needed.

Special needs assessment

If a customer has been unable to keep a job or has had several jobs in the past six to12 months, refer him/her to a special needs assessment utilizing the same process as a Learning Disabilities Evaluation (LDE). Reasons to refer may include signs of physical, behavioral or substance abuse problems and/or barriers to retaining employment.

Access to job leads

The ESS will provide customers with job leads and/or refer them to the job lead board if they lose a job. While a customer is unemployed, the ESS remains available to assist the customer in Job Search.

Resumé

The ESS will help customers update their resumé and/or master application if they lose their job.

Transportation supportive services

Transportation supportive services are available to Job Retention customers for up to 30 days while unemployed and looking for work. Customers must provide verification for continued supportive services; i.e., List of Job Search contacts (Employer Contact Verification – PLAN 108 CIV).

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Job search for 30 days

Job Retention customers who are underemployed, unemployed, or lose their job are eligible to participate in a Job Search activity for 30 days from the date of job loss or underemployment. Job Search for Post-Employment/Job Retention customers can only be provided for 30 days. Every opportunity must be given to customers to find employment, including access to job placement services and Child Care.

- Job Retention customers conducting job search are eligible for supportive services and Child Care for up to **30 days**.
- The ESS will:
  - Leave the customer in his/her status of Post-Employment/Job Retention.
  - Add a Job Search Activity for 30 days.
  - Close the employment activity.
  - Have the customer complete a new WTW 2 with just the Job Search activity on the WTW 2, from the date the customer loses his/her job.
    - ✓ If the customer is underemployed (hours of employment drop) he/she can continue in Job Retention and the ESS will add a Job Search activity if the customer requests this service.
  - Enter the number of hours a customer will be participating in Job Search on the WTW 2.
- Job Search contacts must be provided for verification via the Employer Contact Verification (PLAN 108 CIV).
  - Customers can be enrolled in either an individual Job Search activity or a regular WTW Job Readiness/Job Club activity, whichever the customer and the ESS think would be best.

Re-Applying for CalWORKs

Introduction

This section contains information regarding Job Retention Services eligibility for customers re-applying for California Work Opportunity and Responsibility to Kids (CalWORKs) benefits.

Returning to Job Retention Services

Customers who received Job Retention Services and then return to CalWORKs for any period of time are eligible for an additional 12 months of Job Retention Services when discontinued from CalWORKs for employment over-income (from the date of CalWORKs discontinuance). To receive transportation supportive services, customers must provide:

- A travel claim (ESP 753A), and
- Pay stubs or other employer produced income verification.

Documentation/verification is needed for any supportive services or ancillary requests.

Example of customer returning to Job Retention Services

The following example illustrates a customer returning to a Job Retention Services activity.

Judy received Job Retention Services for six months (1/1/13 to 6/30/13) and then lost her job. She re-applied for cash aid on 10/1/13 and is receiving CalWORKs, gets a job and is employed at the time her case is discontinued for employment over-income on 2/1/14. Judy contacts her Employment Services Specialist (ESS) and asks to be provided with Job Retention Services.

The ESS provides Judy with a WTW 2 on 2/3/14 (end dated 7/31/14, six months from the date of her discontinuance from cash aid) and the supportive services she needs because she is eligible for another 12 months of Job Retention Services, starting from the most recent date of discontinuance from CalWORKs for the reason of employment over-income.

Marketing Materials

Introduction

This section includes information regarding marketing materials for Job Retention Services.

Orientation PowerPoint

Slides regarding Job Retention Services have been included in the Welfare-to-Work Orientation PowerPoint. Spanish slides have also been added to the Spanish Orientation PowerPoint. Both are available on-line under the Transitional Assistance Department (TAD) website/Tools/WTW Tools/OA Presentation or OA Presentation (Spanish).

Brochures and flyers

The Employment Services Specialist (ESS) will mail out the Job Retention Services Brochure (TAD WTW 411.1) and the Work Pays in So Many Ways (TAD 730 E/S) form to potential Job Retention Services customers ten days after the ESS has a CalWORKs discontinuance date for employment over-income.

These forms are only sent when a customer reports employment and the ESS has a CalWORKs discontinuance date for employment over-income.

Both the form and brochure are available in Spanish, and are available from the Forms Distribution Unit (FDU) and online in the TAD forms catalog, under TAD/WTW.

CHAPTER 21

ICT/IDT

Table of Contents

ICT/IDT

Overview

Introduction

This section contains information regarding Inter-County Transfers (ICT) and Inter-District Transfers (IDT). When a customer moves in or out of San Bernardino County or from one district to another within San Bernardino County, the Welfare-to-Work (WTW/California Work Opportunity and Responsibility to Kids (CalWORKs) case is transferred promptly. This enables the customer to continue his/her participation with as little disruption as possible.

Form location

This section contains information on the following forms:

Form #	Title	Location
CW 215	Notification of Inter-County Transfer	C-IV
WTW 2	WTW Plan Activity Assignment	C-IV
WTW 77	Memo to Service Providers	TAD Forms Catalog, WTW
WTW 37	Permission to Release Domestic Abuse Information When Moving to Another County	TAD Forms Catalog, WTW

In this chapter

This chapter contains the following topics:

Inter-District Transfer (IDT) "Out"

Introduction

This section contains information regarding Inter-District Transfers (IDTs) out. When the Employment Services Specialist (ESS) receives information that a customer has moved to another Welfare-to-Work (WTW) district within San Bernardino County, the case is processed for transfer to that district.

References

References in this chapter include:

All County Letter (ACL) 01-71
Eligibility and Assistance Standards (EAS) 40-187

Affect of IDT on the WPR

An IDT can adversely affect Work Participation Rates (WPR) when the customer is not participating in WTW activities during the move. IDTs are a priority item and will be processed within 3-5 calendar days. The ESS will make every effort to ensure seamless service for customers who have moved from one district to another.

Reasons for a customer to remain in the current activity

If a customer is currently in an activity, s/he may continue in the activity with the current provider when the customer:

- Is moving to a district served by the current provider.
- Is moving to a district not served by the current provider and s/he chooses to complete the activity with the current provider. The activity must be completed within a reasonable time frame and supportive services costs must not be excessive.
- Is employed and will continue this employment after the move.

In these situations the activity remains open and the provider is not changed. **The case remains in active status.**

If the customer cannot complete the current activity, the owning ESS will close that activity and determine the next appropriate activity and put the customer in another activity prior to transferring the case. The ESS will document all actions taken in the Journal. If the customer cannot be placed in an activity, the WTW program status is left active, and the ESS must document why no activity can be assigned and explain actions taken in the Journal prior to transferring the case. The Supervising Employment Services Specialist I (SESS I) will:

- Review the case
- Assign the case to the IDT worker number in the receiving office, and
- Create a Journal entry

Inter-District Transfer (IDT) “In”

Introduction

This section contains information regarding the process when a case is transferred “In.” The Employment Services Specialist (ESS) will make every effort to ensure the customer has a smooth and expeditious transition into the Welfare-to-Work (WTW) program.

ESS responsibilities

The ESS reviews the case upon receipt for both accuracy and further case management. The ESS also arranges for supportive services as needed. Use the chart below to review the customer’s case.

If the customer …	Then the ESS will …
Is exempt and the case file contains verification of exemption,	Set a task to review the exemption.
Is enrolled in an activity,	Review the case for accuracy and set a task for further case review.
Has a situation not covered above,	Schedule an appointment to meet with the customer within ten calendar days and send the customer an appointment letter.

San Bernardino County District Offices

Introduction

This section contains information regarding Welfare-to-Work (WTW) districts, zip codes and addresses/phone numbers.

District offices

The WTW district offices for San Bernardino County are listed below with the zip codes that are served by each office. Orientation units operating in the Transitional Assistance Department (TAD) district offices may serve zip code allocations that are different from the WTW office allocations listed here. However, this does not affect where the Inter District Transfers (IDTs) are sent.

WTW District Name/Number	Zip Codes
Adelanto/48 10875 Rancho Rd. Adelanto, CA 92301 (760) 530-2901	92301, 92342, 92368
Barstow/06 1900 E. Main St. Barstow, CA 92311 (760) 957-1402	92304, 92309-92312, 92327, 92338, 92351, 92364, 92365, 92366, 92367, 92398, 93516, 93554, 93562
Big Bear (for IDT cases only) 04 1811 W Lugonia Ave Redlands, CA 92374 (909) 335-3334	92305, 92314, 92315, 92333, 92341, 92386
Colton/19 1900 W. Valley Blvd. Colton, CA 92324 (909) 421-4012	92313, 92316, 92324
Del Rosa/07 1585 East Highland Ave. San Bernardino, CA 92415 (909) 475-8544	92404, 92405, 92346
Fontana/09 7977 Sierra Ave. Fontana, CA 92336 (909) 356-3160	92335, 92336, 92358
Hesperia/08 9655 9th Ave. Hesperia, CA 92345 (760) 956-4551	92306, 92308, 92329, 92340, 92344, 92345, 92356, 92371, 92372, 92397
Needles/10 1090 E. Broadway St. Needles, CA 92363 (760) 326-9223	92242, 92267, 92280, 92323, 92332, 92363
Ontario/15 1637 E. Holt Blvd. Ontario, CA 91761 (909) 933-6466	91708 – 91710, 91743, 91761, 91762, 91763, and unincorporated sections of 91766 – 91768
Rancho/25 10825 Arrow Rte. Rancho Cucamonga, CA 91730 (909) 945-0805	91701, 91730, 91737, 91739, 91759, 91764, 91784, 91785, 91786, and all Vietnamese speaking customers in the County

Continued on next page

San Bernardino County District Offices, Continued

District offices (continued)

WTW District	Zip Codes
Redlands/04 1811 West Lugonia Ave. Redlands, CA 92374 (909) 335-3334	92318, 92320, 92339, 92354, 92359, 92373, 92374, 92382
Rialto/39 1175 W. Foothill Blvd. Rialto, CA 92376 (909) 347-1136	92376, 92377, 92337
San Bernardino/01 265 East 4th St. San Bernardino, CA 92415 (909) 252-4701	, 92401, 92402, 92403, 92408-92411, 92415
San Bernardino/Twin Peaks/02 2050 Massachusetts, San Bernardino, CA 92405 (909) 475-2006	92317, 92321, 92322, 92325, 92326, 92352, 92378, , 92384, 92385, 92391, 92406, 92407
Twentynine Palms/79 73629 Sun Valley Dr. Twentynine Palms, CA 92277 (760) 361-1475	92277, 92278
Victorville/18 15010 Palmdale Rd. Victorville, CA 92392 (760) 552-6106	92307, 92392, 92393, 92394, 92395
Yucaipa/24 32353 Yucaipa Blvd. Yucaipa, CA 92399 (909) 918-2153	92399
Yucca Valley/03 56311 Pima Trail Yucca Valley, CA 92284 (760) 228-5226	92252, 92256, 92268, 92284, 92285, 92286

Inter-County Transfer (ICT) “Out”

Introduction

This section contains information regarding the required steps that must be taken when a customer moves from San Bernardino County to another county within California.

Notification of customer move to another county

The Employment Services Specialist (ESS) may receive notification that a customer has moved to another county from any of the following sources:

- **Task** with an e-mail set by the Eligibility Worker (EW) reporting the customer has moved.
- During review of the case in C-IV.
- Customer reports information directly to the ESS.
- Another county contacts the ESS and requests a transfer of the case.

Action to take when a customer reports a move

The ESS will take the following actions when a customer reports that he/she has moved to another county.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Set a Task for Change Reported, and
Check the “Send as e-mail” box to notify the EW to update the customer’s address in the C-IV system.</td></tr>
<tr><td>2</td><td>Determine if the customer can continue participating in his/her activity, and:
<table>
<tr><th>If the customer…</th><th>Then…</th></tr>
<tr><td>Can continue in his/her activity,</td><td>Leave the:
Customer in his/her activity, and
Case in active status until the discontinuance is confirmed in C-IV.</td></tr>
<tr><td>Cannot participate in his/her activity because of the Inter-County Transfer (ICT), no transportation.</td><td>Hold the case in Good Cause – No Transportation until the discontinuance is confirmed in C-IV.
Deregister the case using the California Work Opportunity and Responsibility to Kids (CalWORKs) discontinuance date.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Send appropriate Notice of Action (NOA) to inform the customer of any supportive services (child care, transportation etc.) terminated due to the move.</td></tr>
</table>

Continued on next page

Action to take when a customer reports a move (continued)

Step	Action
4	Send the customer the Permission to Release Domestic Abuse Information to Another County (WTW 37) form, if the customer is a Domestic Abuse victim.
5	Complete and send the Memo to Service Providers (WTW 77) to inform service provider the customer is no longer eligible to receive his/her services, if applicable.
6	Complete the CW 215 (from the C-IV system) and send the ICT packet to the new county.
7	Set a **Task** for the ICT discontinuance action.
8	**Journal** all actions taken.

Examples of ICT “out” and customer participation

The following are examples of ICT “out” and determining if the customer can continue participating in his/her activity:

Example 1:
Situation: A customer attends his/her appointment and reports a move to Los Angeles County. Through discussion with the customer, it is discovered he/she is staying with various family members until he/she finds a permanent residence.
Action: The ESS determines that due to the instability of the customer’s living arrangements and lack of permanent residence, he/she is unable to participate in WTW during the ICT process a WTW status of **Good Cause-No Transportation** is granted.

Example 2:
Situation: A customer calls the ESS and reports a move to Riverside County. The customer has been participating in Community Service with Habitat for Humanity. Through discussion, the ESS and the customer agree to individual job search during the ICT process and the customer will look into Habitat for Humanity in the Riverside area to continue volunteering.
Action: The ESS will mail the WTW 2 and Plan 108 Job Contact sheets with a pre-paid self-addressed envelope for the return of needed documentation for the customer’s proof of participation during the ICT process.

Domestic abuse services

Sending and receiving counties are encouraged to work together to:

- Ensure any information regarding domestic abuse services and security are transferred as seamlessly as possible to avoid endangering the family, and
- Reduce duplication of verification for the family transferring to another county.

Inter-County Transfer (ICT) "Out", Continued

Documents to send to the new county

When a customer moves from San Bernardino County to another county within California, the Welfare-to-Work (WTW), California Work Opportunity and Responsibility to Kids (CalWORKs) office sends the CW 215 and copies of pertinent documents from the customer's case to the receiving county (including C-IV counties). The following is a list of documents that should be printed from imaged documents and are required to be sent to the new county:

- WTW Plan – Activity Assignment (WTW 2)
- Most recent activity contract
- List of completed activities (or copies of past contracts)
- Assessment results analysis
- C-IV Test Score Page
- Learning disabilities evaluation results, if WTW 20 has been appropriately completed, signed, and dated.
- Permission to Release Domestic Abuse Information When Moving to Another County (WTW 37) if the form has been completed, signed, and dated. This form is completed and sent to the new county **if** the customer is a Domestic Abuse victim.

Note: Any transmitted case documentation emailed or faxed to the receiving county must adhere to county policy regarding the transmission of Personally Identifiable Information (PII) to ensure case information is protected at all times.

County addresses for ICTs

ICT addresses for each county in California for the ESS to use when mailing or requesting an ICT packet are listed on the TAD website, http://hssnet/tad/, under "Contacts" click ICT Coordinator's List from the drop down menu.

Inter-County Transfer (ICT) “In”

Introduction

This section contains information regarding procedures for an Inter-County Transfer (ICT) “In.”

ICT “in”

The Welfare-to-Work (WTW) office receives information a customer has transferred in to San Bernardino County from another county by receiving a(n):

- Task/e-mail from the Eligibility Worker (EW) in the C-IV system identifying the customer as an ICT.
- Unassigned program list or Ad hoc report.

Actions for ICTs with documentation

When the Employment Services Specialist (ESS) receives information regarding an ICT, which includes the ICT documents from the sending county, the ESS will follow the steps below.

Step	Action
1	Review the ICT case information.
2	Schedule the customer (who remains in active status) to attend an Orientation/Appraisal within ten calendar days.

Note: If the customer is still active in another county they can participate in WTW even if they will not be active in our county for a month or two. Schedule the customer for Orientation.

YCE ICTs

C-IV implemented an ICT indicator on the **Work Registration Detail** page that will default to “**No**”. If a customer is an ICT who currently has an **expired** short term Young Child Exemption (YCE), however, the other county has not reengaged the customer; the ESS will reengage the customer if he/she is a mandatory Work-Eligible Individual (WEI) with no current exemption.

Expired YCEs are:

- Care of Child 12 to 23 months, or
- Care of two or more children under age six.

YCE identified by QRU at ICT review

If an ICT case is received in the county and the Quality Review Unit (QRU) identifies the customer has an existing 316 exemption in the Welfare Data Tracking Implementation Tracking Project (WDTIP) system, the Time Limit reviewer will send an e-mail to the Welfare-to-Work (WTW) Regional Manager (RM) informing him/her of the identified YCE ICT. The RM will then inform the appropriate office so necessary action can be taken to identify the YCE ICT in C-IV.

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Actions for ICTs without documentation

When the ESS receives case information for an ICT, which does not include any documentation from the sending county, the ESS will take the following steps to obtain information from that county:

Step	Action
1	Mail the Notification of Intercounty Transfer (CW 215) to the sending county and set a reminder for its return within 15 calendar days. • If the documents are not received by the reminder date, call the sending county office and obtain the information over the phone. • Record the information in C-IV.
2	Schedule the customer for Orientation within ten calendar days.
3	Review all ICT documentation along with other information obtained at Appraisal in order to determine the customer's status and WTW activity.

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CHAPTER 23

Teen Participation Requirements

Table of Contents

Chapter 23

Teen Participation Requirements

Overview

Introduction

This chapter explains Welfare-to-Work program (WTW) participation requirements for 16 and 17-year-old teens, and 19-year-old teen parents who are required to participate in WTW activities.

References

References for this chapter are:

All County Letter (ACL) 08-08
ACL 08-07
ACL 07-03
Eligibility and Assistance Standards (EAS) 42-711
EAS 42-712
EAS 42-719

In this chapter

This chapter contains the following topics.

Forms

The table below summarizes various forms used in conjunction with teen and teen parent cases.

Form	Title	Location
ABCDM 228	Applicant's Authorization for Release of Information	TAD Forms Catalog, WTW
WTW 735	Education/Training Progress Report	TAD Forms Catalog, WTW
WTW 735.2	Attendance Report	TAD Forms Catalog, WTW

Definitions

Introduction

This section provides definitions regarding teens and teen parents who are required to participate in the Welfare-to-Work program (WTW), WTW activities.

Teen

A teen for WTW purposes consists of a 16 or 17-year-old teen in an Assistance Unit (AU) for whom the parent/caretaker is receiving California Work Opportunity and Responsibility to Kids (CalWORKs) benefits. A teen on his/her parent's/caretaker's CalWORKs case will be referred to WTW when s/he:

- Has earned a High School Diploma (HSD) or a General Educational Development (GED) certificate and is now required to participate in WTW activities, or
- Has not earned a HSD or GED and is not attending school.

Note: Teens under 16-years-old are exempt from participating in WTW.

Teen parent

A teen parent for WTW purposes is a 19-year-old custodial parent who has **not** earned his/her HSD or GED certificate and is receiving CalWORKs benefits.

Note: In some instances, 19-year-old teen parents may qualify to participate in the Cal-Learn program if they were previously a Cal-Learn student. For additional information, see Chapter 24 – Cal-Learn Teen Parents.

Teen - Parental Notification and Consent

Introduction

This section provides information regarding teens under 18-years-old and required parental notification.

Written correspondence

Written correspondence mailed to a 16 or 17-year-old teen must also be addressed to the parent/caretaker.

Parental consent

The Employment Services Specialist (ESS) should make every attempt to obtain the teen's and parent's/ caretaker's signatures on all forms.

- If the parent/caretaker does not accompany a teen to an appointment, the ESS should attempt to obtain the parent's/caretaker's signature via mail.
- With the exception noted below, 16 and 17-year-old teens are required to participate according to the terms agreed to in their Welfare-to-Work (WTW) Plan - Activity Assignment (WTW 2), regardless of whether the ESS has been able to obtain the parent's/caretaker's signature on the required forms.

ABCDM 228

The ESS will attempt to obtain the parent's/caretaker's signature on the Applicant's Authorization for Release of Information (ABCDM 228), stating his/her 16 or 17-year-old teen can/cannot be:

- Videotaped,
- Photographed, and
- If information about the teen can/cannot be released to promote WTW.

<u>Note</u>: Without the parent's/caretaker's signature, the 16 or 17-year-old teen will not be videotaped, photographed and information about the teen to promote WTW will not be released.

Teen – Participation Requirements

Introduction

This section provides information regarding Welfare-to-Work (WTW) guidelines for 16 and 17-year-old teens.

Teens with a HSD or GED

The Transitional Assistance Department (TAD) Eligibility Worker (EW) will refer 16 and 17-year-old teens that **have earned** a High School Diploma (HSD) or General Educational Development (GED) certificate to the Welfare-to-Work program (WTW). These teens are required to participate in Welfare-to-Work (WTW) activities and are subject to **all** WTW program requirements. They are required to meet the 32/35-hour weekly participation requirement.

The Employment Services Specialist (ESS) will follow normal WTW procedures found throughout the WTW Policy Handbook (WTWPHB) with the following inclusion:

Written correspondence must be addressed to the teen and the parent/caretaker. See Teen – Parental Notification and Consent in this chapter.

Teens without a HSD or GED

The EW will refer 16 and 17-year-old teens that have **not** earned a HSD or GED certificate to WTW when s/he is not regularly attending school. These teens are:

- Required to participate in WTW solely to earn a HSD or GED, **and**
- Not subject to the 32/35-hour weekly participation requirement.

Teen Without a High School Diploma or Its Equivalent

Introduction

This section provides information regarding 16 and 17-year-old teens that have not earned a High School Diploma (HSD) or a General Educational Development (GED) certificate.

EW responsibility

The Transitional Assistance Department (TAD) Eligibility Worker (EW) schedules a 16 or 17-year-old teen for an Welfare-to-Work program (WTW) Orientation/Appraisal (O/A) appointment when:

- S/he does not have a HSD or GED, and
- Is not regularly attending school.

Orientation and Appraisal

At the O/A appointment, the Employment Services Specialist (ESS) discusses school attendance requirements with the teen and, if available, with the parent/caretaker.

Note: All correspondence must be addressed to the teen and to the parent/caretaker. See Teen – Parental Notification in this chapter.

Referring a teen for HSD/GED

The ESS will follow the steps below when referring a teen to the Education Directly Related to Employment activity to earn a HSD or GED:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Ask the teen if s/he is enrolled in a HSD or GED program?
<table><tr><th>If the teen is…</th><th>Then the ESS…</th></tr><tr><td>Enrolled in a HSD or GED program,</td><td>Proceeds to Step 2.</td></tr><tr><td>Not enrolled in a HSD or GED program,</td><td>Informs the teen of HSD and GED programs in the local area.</td></tr></table></td></tr>
<tr><td>2</td><td>Schedule the teen for a return appointment within six (6) working days for the teen or parent caretaker to provide:
Class schedule – Days/Hours
Start date of classes
Estimated completion date
Name and location of the school
Verification of enrollment</td></tr>
</table>

Note: Supportive Services are available to assist the teen in his/her Education Directly Related to Employment activity. For more information, see Chapter 8 - Supportive Services.

Continued on next page

Teen Without a High School Diploma or Its Equivalent,
Continued

Teen and assessment

A teen is not required to complete an assessment in order to participate in the Education Directly Related to Employment activity in order to earn his/her HSD or GED.

Verification of enrollment

At the time the teen shows for his/her scheduled appointment and provides verification of enrollment in a HSD or GED program, the ESS completes the steps below:

Step	Action
1	Develop and have the teen sign a WTW 2 - Welfare-to-Work Plan Activity Assignment and a WTW Plan – Activity Assignment (WTW 2). **Note**: A WTW Assessment activity is not required to develop a WTW 2 for a teen that does not have a HSD or GED.
2	Open the Education Directly Related to Employment activity.
3	Complete and have the teen and parent/caretaker (if available) sign the Applicant's Authorization for Release of Information (ADCDM 228). **Note**: Information cannot be released to any agency unless the ABCDM 228 has been signed and is on file.
4	Authorize and issue Supportive Services as needed.
5	Complete a C-IV Journal entry to document all completed actions.
6	Image all necessary paperwork.

Eligible program

Eligible HSD or GED programs include programs offered through a/an:

- Regional Occupational Program (ROP)
- Court school
- Adult school
- Community college
- Continuation school
- Alternative education program
- Traditional public or private high school
- Home School with proof of "Charter School" status
- Independent study program overseen by a public or private high school

Teen – Attendance and Progress

Introduction

This section provides information regarding attendance and progress requirements for 16 and 17-year-old teens participating in the Education Directly Related to Employment activity to earn a High School Diploma (HSD) or General Educational Development (GED) certificate.

Attendance requirements

16 and 17-year-old teens enrolled in a HSD or GED program must attend the program full-time, as determined by the school/service provider. Attendance must be monitored and entered into C-IV monthly.

The teen or school/service provider will submit proof of attendance via the Attendance Report (WTW 735.2), the Progress and Attendance Report (WTW 733.4), or Progress and Attendance report Plan 102 C-IV), due between the first (1st) and fifth (5th) of each month.

The teen may use other verification in place of any of the attendance forms, but the attendance verification must include:

- Customer Name
- CalWORKs Case Number
- Customer Phone Number
- Customer's Date of Birth
- Employment Services Specialist's Name
- Name of School
- Address and Phone Number of School
- Classes Attended
- Days and Hours of Attendance
- Professor/Provider Signature and Date
- Customer's Signature and Date

Note: Some schools provide this information electronically. For additional information, see Chapter 14, Welfare-to-Work Activities - Attendance Verification.

Progress requirements

16 and 17-year-old teens enrolled in a HSD or GED program must comply with the progress requirements of the school.

- Progress for teens enrolled in a non-contracted HSD or GED must provide verification at least every three (3) months during scheduled instruction via the WTW 735, Education/Training Progress Report or the school's quarterly report cards or progress reports.

Continued on next page

Granting two months of satisfactory progress

The Employment Services Specialist (ESS) will count up to two (2) months of participation for 16 and 17-year-old teens who regularly attend and participate in their HSD or GED program, but who do not make satisfactory progress, as determined by the school's standards. A school's/service provider's rating of:

- Excellent, good, fair, or satisfactory progress is considered satisfactory progress.
- Poor or unsatisfactory progress is considered unsatisfactory progress.

During these two months, the ESS must work with the customer to improve his/her progress.

Concurrent activities

16 and 17-year-old teens may, on a voluntary basis, participate in concurrent Welfare-to-Work (WTW) activities, to the extent these activities do not interfere with their school attendance.

Teen – Good Cause and Exemption

Introduction

This section provides information regarding good cause reasons and exemptions for teens.

Good cause

Examples of good cause reasons for a teen's failure to comply with participation requirements include, but are not limited to:

- A breakdown in transportation arrangements
- A lack of the Supportive Services that are needed to participate in a required activity (e.g., transportation, clothing, books and/or supplies and personal counseling)
- School breaks
- Any other reason the Employment Services Specialist (ESS) determines to be good cause

Note: Good cause reasons require verification for the customer's case file.

Exemption

16 or 17-year-old teens may be exempt from Welfare-to-Work (WTW) participation requirements when s/he:

- Meets school attendance as required by the Transitional Assistance Department (TAD)
- Is under 16-years-old
- Has obtained a High School Diploma (HSD) or General Educational Development (GED) certificate and is enrolled or planning to enroll in a postsecondary educational, vocational, or technical school training program

Teen – Noncompliance Procedures

Introduction

This section provides information regarding noncompliance for 16 and 17-year-old teens who have not earned a High School Diploma (HSD) or General Educational Development (GED) certificate.

Noncompliance

The regular WTW noncompliance and sanction process does not apply to a teen. When a teen does not have a HSD or GED, the grant to the Assistance Unit (AU) may only be reduced when s/he does not comply with participation requirements for the mandatory HSD or GED program.

Cause determination

The Employment Services Specialist (ESS) will complete the following actions when a teen does not comply with the Welfare-to-Work (WTW) participation requirements:

Step	Action
1	• Issue the WTW 719 to inform the teen and parent/caretaker the grant for the AU will be reduced if the teen does not have a good reason for not complying with participation requirements and s/he does not begin to participate as required in his/her WTW Plan - Activity Assignment (WTW 2). • The teen or parent/caretaker must contact the ESS within 20 calendar days of the date the informing notice is mailed to discuss the reasons for the teen's failure to comply with participation requirements. • During this time, the teen remains in an Active status in C-IV.
2	Determine cause based on the reasons the teen or parent/caretaker gives for the teen's failure to comply with participation requirements.
3	Update the C-IV Journal with all completed actions.
4	Image all necessary paperwork.

Note: The WTW 719 can be found in the TAD Forms Catalog, WTW.

Determination of good cause

When the ESS determines a teen has a good reason for not complying with WTW participation requirements, the ESS assists the teen in resolving any barriers interfering with the teen's success.

Continued on next page

Determination of no good cause

When the ESS determines a teen does not have a good reason for not complying with participation requirements and the teen does not resume participation as agreed to in his/her WTW 2, the ESS notifies the Transitional Assistance Department (TAD) Eligibility Worker (EW) via a task/e-mail. The TAD EW takes appropriate action to impose the proper grant reduction (penalty or sanction) of the Assistance Unit (AU) by the 16 or 17-year-old teen's needs.

Parent/teen does not contact the ESS

When a 16 or 17-year-old teen or parent/caretaker does not contact the ESS within 20 calendar days of the date the Informing Notice (WTW 719) was issued, the ESS determines cause based on available information.

Grant reduction

When C-IV indicates the grant amount to the AU has been reduced by the teen's needs due to the teen's failure to comply with WTW participation requirements, the ESS takes the following actions.

Step	Action
1	Close the activity in C-IV.
2	Terminate Supportive Services.
3	Deregister the case in C-IV.
4	Update the C-IV Journal with deregistration date and reason.
5	Notify the TAD EW via a task/e-mail that the teen's case has been deregistered.

Conciliation / Compliance

16 and 17-year-old teens are not subject to the normal WTW conciliation process and a compliance plan is not developed. The grant to the AU will be increased to include the needs of the teen when the teen resumes regular school attendance and/or otherwise complies with participation requirements for 30 consecutive days.

Teen – Close or Completion of Activity

Introduction

This section provides information regarding ending a teen's activity, and when s/he successfully obtains his/her High School Diploma (HSD) or General Educational Development (GED) certificate.

Reasons for ending an activity

A teen may be dropped from a Welfare-to-Work (WTW) activity when s/he:

- Is discontinued from cash aid
- Is placed in a good cause non-participation status
- Does not attend school

Employment Services Specialist's actions

When a teen is dropped from an activity prior to its completion, the Employment Services Specialist (ESS) takes the following actions.

Step	Action
1	Terminate the activity(ies) in C-IV from the Customer Activity List Page. Refer to the C-IV User Guide for closing an activity.
2	Take the appropriate action to: • Refer the teen to a Special Needs Assessment; or • Pursue the unconventional noncompliance process; or • Place the teen in a good cause non-participation or exempt status; or • Place the teen in a deregistered status if s/he is no longer eligible to receive cash aid.
3	Terminate Supportive Services.
4	Update the C-IV Journal to include the termination date and reason.

Completion of activity

When a teen completes a WTW activity, the ESS takes the following actions.

Step	Action
1	Close the activity in C-IV from the Customer Activity List page. Refer to the C-IV User Guide for closing an activity.
2	Terminate Supportive Services.
3	Update the C-IV Journal with the activity completion date.
4	Schedule an appointment with the teen and, if the teen is under 18 years old, the parent/caretaker to complete and sign a WTW Plan - Activity Assignment (WTW 2) for the next appropriate WTW activity.

Teen Parent – Participation Requirements

Introduction

This section provides information regarding 19-year-old teen parent requirements.

19-year-old with a high school diploma

A 19-year-old **with** a High School Diploma (HSD) or a General Educational Development (GED) certificate is **not** considered a teen parent, and is subject to all Welfare-to-Work (WTW) program requirements.

The Employment Services Specialist (ESS) will follow normal WTW procedures found throughout the WTW Policy Handbook (WTWPHB).

19-year-old teen parent qualifications

In order for a 19-year-old to qualify as a teen parent, s/he must **not** have a HSD or GED.

The customer is required to participate as a teen parent until his/her 20th birthday.

19-year-old teen parent without a HSD or GED participation requirements

A 19-year-old teen parent is not subject to the 32/35-hour weekly participation requirements. S/he is only required to meet the requirements of the training/school program.

The teen parent may volunteer to participate in concurrent activities provided they do not interfere with the teen parent's attendance in the HSD or GED program.

Exceptions

A 19-year-old teen parent is not required to participate in a HSD or GED program **only** when:

- S/he is attending an approved Self Initiated Program (SIP) at the time s/he attends an Appraisal appointment,

OR

- S/he does not make satisfactory progress in the mandatory HSD or GED program, **and**
- A specials needs assessment determines the teen parent would be unable to successfully complete or benefit from the HSD or GED program due to a learning disability or medical problem.

Continued on next page

Teen parent and assessment

Teen parents are **not** required to complete an assessment in order to participate in HSD or GED program.

Referring a teen parent for a HSD/GED

At the Orientation/Appraisal (O/A) appointment, the ESS discusses school requirements with the teen parent. The ESS will follow the steps below when referring a teen to the Education Directly Related to Employment activity to earn a HSD or GED:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Ask the teen if s/he is enrolled in a HSD or GED program?
<table><tr><th>If the Teen is…</th><th>Then the ESS…</th></tr><tr><td>Enrolled in a HSD or GED program,</td><td>Proceeds to Step 2.</td></tr><tr><td>Not enrolled in a HSD or GED program,</td><td>Informs the teen of HSD and GED programs in the local area.</td></tr></table></td></tr>
<tr><td>2</td><td>Schedule the teen for a return appointment within six (6) working days for the teen or parent caretaker to provide:
Class schedule – Days/Hours
Start date of classes
Estimated completion date
Name and location of the school
Verification of enrollment
Education Provider Expectation of Study/Homework Time (WTW 738.1), if applicable.</td></tr>
</table>

Note: Supportive Services are available to assist the teen parent in his/her Education Directly Related to Employment activity. For more information, see Chapter 8 - Supportive Services.

Verification of enrollment

At the time a teen parent is referred to an WTW contracted service provider or at time s/he provides verification of enrollment in a HSD or GED program, the ESS completes the steps below:

Step	Action
1	Complete and have the teen sign the WTW Plan - Activity Assignment (WTW 2).
2	Open the Education Directly Related to Employment activity.
3	Complete and have the teen parent sign the Release of Information (ABCDM 228). **Note:** Information cannot be released to any agency unless the ABCDM 228 has been signed and is on file.
4	Authorize and issue Supportive Services.
5	Complete a C-IV Journal entry to document all completed actions.
6	Image all necessary paperwork.

Teen Parent – Attendance and Progress

Introduction

This section provides information regarding attendance and progress requirements for teen parents participating in the Education Directly Related to Employment activity to earn a High School Diploma (HSD) or General Educational Development (GED) certificate.

Attendance

The teen parent or school/service provider will submit proof of attendance via the Attendance Report (WTW 735.2), the Progress and Attendance Report (WTW 733.4), or the Progress and Attendance report (Plan 102 CIV), due by the first (1st) and fifth 5th) of each month.

The teen parent may use other verification in place of any of the attendance forms, but the attendance verification must include:

- Customer Name
- CalWORKs Case Number
- Customer Phone Number
- Customer's Date of Birth
- Employment Services Specialist's Name
- Name of School
- Address and Phone Number of School
- Classes Attended
- Days and Hours of Attendance
- Professor/Provider Signature and Date
- Customer's Signature and Date

Note: Some service providers provide monthly verification electronically. For additional information, see Chapter 14, Welfare-to-Work Activities - Attendance Verification.

Satisfactory progress

The school/service provider determines the standard for good or satisfactory progress. Satisfactory progress is monitored monthly and documentation is required for the teen parent's case file.

The ESS will count up to two months of participation for teen parent customers who regularly attend and participate in Education Directly Related to Employment activity to earn a HSD or GED, but who may not be making satisfactory progress. During these two months, the ESS must work with the customer to improve his/her progress. A school's/service provider's rating of:

- Excellent, good, fair, or satisfactory progress is considered satisfactory progress.
- Poor or unsatisfactory progress is considered unsatisfactory progress.

Continued on next page

Teen Parent – Good Cause and Exemption

Introduction

This section provides information regarding good cause reasons and exemptions for teen parents.

Good cause status

The education requirement may be waived and the teen parent may be placed in a temporary good cause non-participation status when there is a good cause reason why the teen cannot participate in his/her Welfare-to-Work (WTW) activity. Examples of good cause reasons may include, but are not limited to:

- Legal difficulties
- Drug or alcohol addiction
- Lack of supportive services
- Mental or emotional problems
- Medically verified illness or injury
- Past or present victim of domestic abuse
- School breaks

Note: Good cause reasons require verification for the customer's case file.

Exemptions

Teen Parents may be exempt from participation requirements due to an approved exemption. For information on Exemptions, see Chapter 3.

Note: Teen Parents are **not** eligible to the Full Exemption (FE) – caring for a child under 12 months old.

Teen Parent - Noncompliance Procedures

Introduction

This section provides information regarding noncompliance procedures for teen parents who are not meeting participation requirements.

Reasons for noncompliance

When a 19-year old teen parent does not comply with participation requirements, s/he is subject to the regular Welfare-to-Work (WTW) noncompliance and sanction processes. See Chapter 18 - Noncompliance in this handbook.

The 19-year old teen parent may **only** be sanctioned for not complying with participation requirements for the mandatory High School Diploma (HSD) or General Educational Development (GED) program, except as noted below.

Exceptions

19-year old teen parents may also be sanctioned for an activity other than the mandatory HSD or GED program only in the following situations:

- A teen parent who is attending an approved Self Initiated Program (SIP) activity is subject to the noncompliance process.
- A teen parent who is referred to an activity as the result of a Special Needs Assessment may be sanctioned for failure to comply with the participation requirements of that activity.

Teen Parent – Close or Completion of Activity

Introduction

This section provides information regarding ending a teen parent's activity early, and when s/he successfully obtains his/her High School Diploma (HSD) or General Educational Development (GED) certificate.

Reasons for ending an activity

A teen parent may be dropped from a Welfare-to-Work (WTW) activity when s/he:

- Is discontinued from cash aid
- Is placed in a good cause non-participation status
- Is in noncompliance with WTW requirements
- Qualifies for an exemption from participation requirements

Employment Services Specialist's actions

The Employment Services Specialist (ESS) will follow the steps below when a teen parent is dropped from an activity prior to its completion:

Step	Action
1	Terminate the activity in C-IV from the Customer Activity List Page. Refer to the C-IV User Guide for closing an activity.
2	Take the appropriate action to: • Refer the teen to a Special Needs Assessment; or • Pursue the noncompliance process; or • Place the teen in a good cause non-participation or exempt status; or • Place the teen in a deregistered status if s/he is no longer eligible to receive cash aid.
3	Terminate Supportive Services.
4	Update the C-IV Journal to include the termination date and reason.

Teen turns 20

A 19-year-old parent who continues to participate in a HSD or GED program after s/he turns 20 years old is subject to the same hourly participation requirements as all WTW customers and a new WTW plan is completed and signed to include all approved concurrent activities.

Continued on next page

Completion of HSD or GED

The ESS mails out an appointment letter to meet with the teen customer when s/he completes his/her HSD or GED. The ESS takes the following actions to conclude the HSD or GED:

Step	Action
1	Close the activity in C-IV as a successful completion.
2	Update the Degrees List Page.
3	Issue NOAs, if necessary, to terminate Supportive Services.
4	Explain new program requirements and enroll the customer into the next appropriate activity. • Complete all applicable C-IV actions for the new activity. • Complete and have the customer sign a new WTW Plan - Activity Assignment (WTW 2).
5	Complete a C-IV Journal entry to document all completed actions.
6	Image all necessary paperwork.

CHAPTER 24

Cal-Learn

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Chapter 24

Cal-Learn

Overview

Introduction

The Cal-Learn Program serves pregnant and parenting teens and pre-teens under the age of 19 who receive California Work Opportunity and Responsibility to Kids (CalWORKs) and have not obtained a high school diploma or its equivalent. Cal-Learn provides intensive case management services, supportive services and financial incentives and disincentives to encourage the teen/pre-teen to stay in school and obtain a high school diploma or its equivalent.

Contents

This chapter describes the Cal-Learn Program, explains how to refer a customer to Cal-Learn, and explains what to do when a customer is referred from Cal-Learn to Welfare-to-Work (WTW). This chapter includes the following topics:

Background

Purpose of Cal-Learn

Social science research has established a strong connection between teenage parenting and long-term welfare dependency. Health research also indicates a strong relationship between early childbearing and increased health problems for mother and infant.

The Cal-Learn Program was established in 1994 to address the unique educational, vocational, training, health, and other needs of pregnant and parenting teens and pre-teens to help them achieve self-sufficiency. The beginning of self-sufficiency for teens and pre-teens is the completion of high school.

References

References used in this chapter are:
Eligibility and Assistance Standards (EAS) 42-762
EAS 42-763
EAS 42-763.1
All County Information Notice (ACIN) 1-10-02

Cal-Learn incentives

The Cal-Learn Program offers financial incentives and case management to Cal-Learn customers. Bonuses are given for satisfactory progress in school, and sanctions are imposed for unsatisfactory progress. All Cal-Learn customers are offered supportive services (child care, transportation, and ancillary) to help them achieve a high school diploma or its equivalent.

Who is served by Cal-Learn

The Cal-Learn Program serves pregnant or parenting California Work Opportunity and Responsibility to Kids (CalWORKs) recipients who are under age 19 and do not have a high school diploma or its equivalent. This includes:

- Teen or pre-teen
- Male or female
- Married or single
- Living with parents or independently
- Currently enrolled in school or not
- Employed or unemployed

Cal-Learn is a mandatory program until the teen turns 19. At age 19, Cal-Learn customers who are enrolled in school full time may volunteer to continue in Cal-Learn until age 20.

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Teens who have a high school diploma or equivalent

Pregnant and parenting teens who have a high school diploma or its equivalent are not referred to Cal-Learn; they are required to participate in Welfare-to-Work (WTW) activities, the exception would be: An individual 16 or 17-years of age who has obtained a high school diploma, or its equivalent, and is enrolled or planning to enroll in a postsecondary educational, vocational, or technical school training program is **exempt** from WTW participation. There is no unit or weekly/monthly participation requirement. For additional information see WTW Policy Handbook (WTWPHB) Chapter 3 – Exemptions.

Former Cal-Learn customers who have graduated or received the equivalent to a high school diploma are discussed in the Employment Services Specialist (ESS) Responsibilities with former Cal-Learn customers section of this chapter.

Time limits

The 48-Month Time Limits do not apply to customers who are eligible to or participating in Cal-Learn.

- Mandatory Cal-Learn customers are not subject to time limits.
- 19-year-old volunteers are not subject to time limits.

AFLP

The Adolescent Family Life Program (AFLP) provides intensive case management for Cal-Learn customers. Each Cal-Learn customer is assigned a Public Health Nurse or Social Worker upon entering Cal-Learn. The Public Health Nurse or Social Worker visits the teen at least once a month and helps him or her with any concerns that may affect the teen's ability to make progress in school.

AFLP case management

AFLP case managers help Cal-Learn customers by providing:

- Home visits at least once a month,
- Evaluation of supportive service needs,
- Linkage to needed health and social services,
- Information,
- Encouragement,
- Help with school registration, and
- Evaluation of progress for purposes of bonus/sanction.

Eligibility worker responsibilities

The Eligibility Worker (EW) coordinates Cal-Learn supportive services and Cal-Learn bonuses and sanctions. The Cal-Learn EW carries the CalWORKs case for all Cal-Learn customers in the office, and AFLP communicates with the Cal-Learn EW for supportive service needs and bonuses and sanctions.

Case location

Cal-Learn cases are carried by the Cal-Learn EW in the office closest to the customer.

Cal-Learn Program Services

Introduction

This section contains information regarding Cal-Learn program services.

Bonuses

The following bonuses are available for the Cal-Learn program:

- Financial incentives (bonuses) in the amount of $100 are issued up to four times per calendar year. They are paid to the head of the Assistance Unit when the teen makes satisfactory progress toward a high school diploma or equivalent.
- $500 is paid to the teen parent upon graduation or completion of a high school equivalency program.

Sanctions

Financial disincentives (sanctions) require a $100 reduction in the California Work Opportunity and Responsibility to Kids (CalWORKs) grant, apportioned over a two-month period, up to four times per year for failure to demonstrate adequate progress in school or for failure to provide a report card.

Supportive services

Child care, transportation, and ancillary services are available to Cal-Learn customers. The process for Supportive Services are as follows:

Stage	Description
1	The Cal-Learn customer informs the Adolescent Family Life Program (AFLP) case manager of the need for supportive services.
2	The AFLP case manager informs the Cal-Learn Eligibility Worker (EW) of the need for supportive services.
3	The Cal-Learn EW approves transportation and ancillary supportive services, and forwards requests for child care to the Transitional Assistance Department (TAD) Child Care worker.
4	The TAD Child Care EW approves child care.

AFLP and TAD Responsibilities

Introduction

This section contains information regarding Adolescent Family Life Program (AFLP) and the Transitional Assistance Department (TAD) responsibilities.

Staff support

The functions of the AFLP and Cal-Learn Eligibility Worker (EW) workers are shown below.

Agency	Worker	Function	Background
AFLP	Case Manager (CM)	Case management for Cal-Learn is contracted to the Adolescent Family Life Program (AFLP) provider. In San Bernardino County, the AFLP contractor is the Perinatal and Adolescent Life Section (PALS) operated by the Department of Public Health. Case management services provide assistance to the teen/pre-teen parents to obtain: • Educational services necessary to earn a high school diploma or equivalent, • Health services, • Parenting skills, • An effective ongoing relationship between the custodial and noncustodial parents and the child, where it is in the best interest of the child and the teen/pre-teen parent, and • A suitable living situation.	CMs possess expertise in the education, training, and other social and health service needs of teen/pre-teen parents. They are Social Workers or Registered Public Health Nurses. PALS provides these services to Cal-Learn and other needy teens/pre-teens.
Eligibility	Cal-Learn EW	Cal-Learn EWs assigned to the Cal-Learn Program complete the following: • Identify Cal-Learn customers, • Determine ongoing CalWORKs eligibility, • Approve bonus/sanction recommendations made by AFLP case managers, • Complete the computer document to issue bonuses and impose financial sanctions, • Approve requests for exemption and deferral, • Compute and complete paperwork necessary for payment of supportive services, and • Refer customers who request child care to the Child Care worker.	The Eligibility Worker (EW) is knowledgeable about CalWORKs rules and regulations, grant computation, eligibility requirements, supportive services, Cal-Learn time frames, and Cal-Learn bonus and sanction requirements.

How to Refer a Customer to Cal-Learn

Introduction	This section contains information regarding how to refer a customer to Cal-Learn.
Who refers customers to Cal-Learn	Cal-Learn customers are usually identified by the Eligibility Worker (EW), however, the Employment Services Specialist (ESS) also refers customers to Cal-Learn if they have not previously been identified and referred.
ESS duties for Cal-Learn customers	When a pregnant or parenting teen or pre-teen is identified at Orientation, the ESS will ask if s/he has finished high school. If the teen or pre-teen does not have a high school diploma or its equivalent, the ESS refers the customer to Cal-Learn as described below. **Note:** The Intake EW and ESS do not make exemption or deferral determinations for Cal-Learn. The Cal-Learn EW determines Cal-Learn exemption or deferral.
Referring a customer to Cal-Learn	To refer a customer to Cal-Learn, set a task in C-IV for the Cal-Learn worker.

Cal-Learn Participation After Age 19

Introduction

This section contains information regarding Cal-Learn participation after age 19.

Cal-Learn customers

Cal-Learn customers who are enrolled in school full time may stay in Cal-Learn up to their 20th birthday if they meet certain criteria.

- 19-year-old Cal-Learn customers who stay in Cal-Learn are called *voluntary* Cal-Learn customers.

Volunteer criteria

A Cal-Learn customer is allowed to stay in Cal-Learn as a volunteer if s/he meets all of the following criteria:

1. On or before the 19th birthday, s/he was enrolled full time (as defined by the school) in high school or an equivalent program.
2. S/he was a registered Cal-Learn customer on or before the 19th birthday.
3. S/he requests to stay in Cal-Learn. The request may be made to the Cal-Learn Eligibility Worker (EW) or to the contracted service provider case manager.

Note: 19-year-old customers who volunteer to remain in Cal-Learn are subject to the same rules and regulations as mandatory Cal-Learn customers.

Contracted service provider responsibilities

The contracted service provider evaluates case managed teens who turn 19 while in Cal-Learn.

- Case managers discuss Cal-Learn volunteer criteria as customers approach their 19th birthday.
- Eligible volunteers may stay in Cal-Learn.
- Prior to the 19th birthday, the case manager informs the Cal-Learn EW that the customer wishes to volunteer for Cal-Learn.
- Teens who reach their 20th birthday or earn their high school diploma or equivalent are not eligible to remain in Cal-Learn.

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Cal-Learn Participation After Age 19, Continued

Returning Cal-Learn customers

19-year-olds who were previously in Cal-Learn are eligible to volunteer as 19-year-olds, provided they meet the volunteer criteria.

Example:
Mary was a Cal-Learn customer when she was 15 years old. At 17 years of age, she went off cash aid. At 19 years of age, Mary is back on cash aid, has not received a high school diploma or equivalent, is enrolled full time in school, and wants to participate in Cal-Learn. Mary is eligible to volunteer for Cal-Learn.

Exiting Cal-Learn

A 19-year-old Cal-Learn voluntary customer loses his or her voluntary status and is transitioned into Welfare-to-Work (WTW) when s/he:

- Earns a high school diploma or equivalent,
- Turns 20, or
- Informs the case manager or Cal-Learn EW that s/he no longer wishes to volunteer.

ESS Responsibilities with Former Cal-Learn Customers

Introduction

Individuals who are receiving California Work Opportunity and Responsibility to Kids (CalWORKs) and who meet the following criteria are no longer eligible for the Cal-Learn Program and must be transitioned into Welfare-to-Work (WTW). Individuals who have:

- Reached their 20th birthday. Eligibility ceases on the first day of the month following the month in which the individual turns 20.
- Reached their 19th birthday, unless they meet the volunteer criteria listed in the previous section.
- Completed their high school program by obtaining a high school diploma, General Educational Development (GED), or other equivalent, regardless of their age.

Transition from Cal-Learn to WTW

To transition a customer into WTW, the Cal-Learn Eligibility Worker (EW) sets a task in C-IV to the nearest WTW office to notify them of the new WTW customer.

ESS duties with former Cal-Learn customers

Upon receipt of a task in C-IV for a former Cal-Learn customer, the Employment Services Specialist (ESS):

Step	Action
1	Schedules the customer for Orientation and Appraisal (O/A).
2	Completes C-IV entries.
3	Assigns the customer to the next appropriate WTW activity. • If the customer is 19 years old and does not have a high school diploma or its equivalent, the first WTW activity is GED instruction (see the Teen Participation chapter in this handbook). • Former Cal-Learn customers may use WTW exemption for child under 6/12 months, if otherwise eligible. These exemptions are for care of an infant (see the Exemptions chapter in this handbook).

Hours of participation

Former Cal-Learn customers must meet the 32/35-hour WTW participation requirement.

CHAPTER 25

Case Management

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Chapter 25

Case Management

Overview

Introduction

The Case Management chapter is a guide for the Employment Services Specialist (ESS) to review and manage his/her Welfare-to-Work (WTW) caseload.

In this chapter

This chapter contains the following topics:

Definitions

Introduction	This section provides definitions for some of the most common terms associated with Case Management.
C-IV User Guides	C-IV User Guides are instructions with step/action tables on how to navigate through C-IV. Available @http://hssnet/hsshome/.
Case Management	Case management is considered managing a case to obtain optimal control, and meet the Work Participation Rate (WPR).
F.I.S.H.	F.I.S.H. stands for Finding Information Searching Handbooks. F.I.S.H. is “instructed” to search the on-line handbooks. Every day, F.I.S.H. “spiders,” or scans, more than 3500 handbook documents in order to capture and index their content for F.I.S.H. queries. Available @ http://hssnet/hsshome/.
Knowledge Database	KD is a Knowledge Database that stores the Frequently Asked Questions (FAQs) submitted by Transitional Assistance Department (TAD) staff to the Program Development Division (PDD). Search KD by entering keywords or phrases relating to your question. Available @ http://hssnet/hsshome/.
On-line handbooks	On-line handbooks are program handbooks located on the county intranet. All handbooks are located on-line for easy access @ http://hssnet/hsshome/.
Trouble ticket	A Trouble Ticket is a problem with C-IV that has been called in and given a “trouble ticket” number for tracking purposes. For additional information see C-IV Resource Center “User with a Question?” @ http://hssnet/hsshome/.
WPR	The WPR is used to measure the percentage of All-family and Two-parent family cases that have verifiable documentation in their case record which supports meeting WTW program requirements for the minimum required hours per week. See WTW Policy Handbook (WTWPHB) Chapter 14 Participation, Requirements, WTW Activities, WTW Reference Guide (TAD WTW 102) for additional information.

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“What’s New” report

The “What’s New” report is initiated from the Program Development Division (PDD) and lists all Human Services (HS) program updates for:

- C-IV User Guides
- Forms and Procedures (F&P) guide
- Flyers
- Handbook letters
- Interim Instruction Notices (IIN)
- Journal Templates
- Knowledge Database (KD)

The “What’s New” report is published on the first and third Monday of each month, and must be reviewed bi-weekly for program updates.

Workflow calendars

Workflow calendars are monthly calendars created by Corrective Action Supervisors (CAS) to help workers control their WTW caseload. Workflow calendars are found on the TAD website @ http://hssnet/tad/Resources/.

Case Management

Introduction	This section provides information regarding caseload management.
Case Management Work Flow calendars	Case Management Work Flow calendars are available on-line on the Transitional Assistance Department (TAD) website, click Resources/ Workflow Calendar/Welfare-to-Work (WTW) Calendar. http://hssnet/tad/Resources/WFCalendar.asp Monthly Work Flow calendars are to be used by Employment Services Specialists (ESSs) to help manage his/her caseload.
Activity review dates	Activity Review dates are very important, they help the ESS to maintain current and accurate case records. The Activity Review date is used as a tracking tool to remind the ESS to review a case. Activity Review dates must be kept current. The ESS will review the cases monthly and enter a new activity review date for the following month, or quarterly if the customer is employed.
Program review dates	Program review dates are used for cases with no open activities; this includes exempt, unengaged, good cause, and sanctioned cases.
Travel claims	The ESS will process Travel Claims: • Within **ten (10) calendar days of receipt**, or • By the end of the month for claims with less than ten (10) calendar days left in the month. Travel Claims: • Should be received between the first (1st) and fifth (5th) calendar day of each month. • Need attendance verification to process. • Can be a tool to review the case for the month. If attendance verification is not received the ESS will send a denial Notice of Action (NOA). If the travel claim is excessive and the ESS suspects fraud, the ESS will complete a fraud referral; see the Operation & Reference Handbook (ORHB). A fraud referral should be completed, but not limited to the following circumstances when the: • Place of employment is over 40 miles away. • Place the customer is volunteering is over 20 miles away. • Customer provides any document that appears altered. • Travel claim exceeds customers income.

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Case Management Checklist TAD/WTW 103

The Case Management Checklist (TAD/WTW 103) can be used by ESSs as a quick reference guide to ensure proper case management.

Completion of this form may be **required** by a Supervising Employment Services Specialist (SESS I) or Employment Services Manager (ESM).

Daily reviews

The ESS will follow the table below to complete daily case reviews.

Step	Action
1	**OFFICE IN-BOX** • Check first thing in the morning on your way to your desk, and • Check in the afternoon on your way back from lunch.
2	**PHONE AND E-MAIL MESSAGES** • Check first thing in the morning and return phone calls, voice mail messages and e-mails. • Calls and e-mails must be returned on the same day by the end of the business day.
3	**MICROSOFT OUTLOOK FOR MESSAGES** • Reply to e-mail messages • Customer appointments • Calendared time for Case Management (recommend 7-8 am or 7:30-8:30 am) • Tasks – Optional, i.e. miscellaneous daily needs
4	**WORKLOAD INVENTORY** • Sort by program review date (click the arrow button at the top of the screen below the topic, i.e. Activity, Program Review Date, or Activity Review Date to sort) • Review all newly assigned cases • Review unengaged cases
5	**WTW WORKLOAD ANALYSIS REPORT** • Review the Business Intelligence (OBIEE) Workload Analysis page found in the Answers link in C-IV. • Review all unengaged cases. • Review cases that are not meeting the Work Participation Rate (WPR). • Review cases marked as needing action. • Schedule appointments for activities ending in two weeks.
6	**NO-SHOWS** Take action on no-show appointments by the end of the business day or first thing the following morning: Phone call, reschedule, or initiate noncompliance.
7	**TASKS** – Work Tasks at least once a day – print out if needed. The following are Automated tasks: • “Review” – Review, Edit and Close • “Customer Activity Chg” – Review, Edit and Close
8	**ACTIVITY REVIEW DATES** – ***MUST be kept current***. As you review the case for the month, roll the date to the following month, or quarter if customer is employed and meeting WPR.
9	**ATTENDANCE** – Process daily and enter into C-IV.
10	**TRAVEL CLAIMS** – Process daily with verified participation i.e. attendance forms/SAR 7. In certain situations, these can be a tool to review the case for the month.
11	**IMAGING** – Work the **Workflow queue** daily at **10am and 2pm**, at minimum.

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Weekly case reviews

The ESS will follow the table below to complete weekly case reviews in C-IV.

Step	Action
1	Update Job Readiness and/or Assessment activities.
2	Update the customers who attended. • Change status from Referred to Attending. • Update End Dates as required.
3	Send an appointment letter for customers who attended Job Readiness to sign a new WTW Plan Activity Assignment (WTW 2) for their next appropriate activity.
4	Start non-compliance on those who didn't attend as scheduled.

Monthly case reviews

Monthly case reviews are required on all ***active*** WTW cases except:

Employed customers meeting Federal WPR will only be reviewed semi-annually with the SAR 7, after the Submit Month, unless the customer reports a change.

If the customer…	Then the ESS will…
Turns in a monthly travel claim or ancillary request,	• Need verification of actual employment hours. • Journal all actions taken.
Goes over the Income Reporting Threshold (IRT),	• Notify the CalWORKs and CalFresh Eligibility Workers (EW) via e-mail. • Journal all actions taken. **Note:** See WTWPHB Chapter 15 – Employment for additional information.

Thorough case reviews will prevent errors and ensure seamless service.

Initial contact with community service site supervisor

For customers participating in **any** community service site activity, the ESS will contact the site supervisor the first month the Attendance and Progress Report (WTW 733.4) is received to verify the:

- Customer is currently participating in the activity, and
- Site supervisor signed the most recent attendance received by the ESS.

After the first month of attendance has been verified with the site supervisor, the ESS will set a "**Work Experience (WEX)/Community Service**" task to contact the site supervisor on a quarterly basis.

Example: Customer starts a community service activity at Goodwill on February 6th. The attendance for February is received by the ESS on March 2nd. The ESS will contact the site supervisor at Goodwill to verify the customer is still participating in the activity **and** the supervisor signed the WTW 733.4. The ESS will set a "**WEX/Community Service**" Task to contact the site supervisor during the month of June.

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Quarterly contact for any community service site supervisors

For customers participating in **any** community service activity, the ESS will set a "**WEX/Community Service**" Task in the C-IV system to contact the site supervisor on a quarterly basis to verify the:

- Customer is currently participating in the activity, and
- Site supervisor signed the most recent attendance received by the ESS.

See WTWPHB Chapter 17 – WEX/Community Service chapter for additional information.

<u>Note</u>: If the ESS cannot verify the customer's participation and attendance with the site supervisor, at the initial or quarterly contact, s/he will start the noncompliance process. See Chapter 18 - Noncompliance.

Discontinued case

Hold discontinued cases for "No SAR 7 or "failed determination" until the tenth (10^{th}) day of the discontinuance effective month to deregister the case because the customer could turn in a late SAR 7 and case may be reopened.

Quarterly case reviews for employed customers

The ESS will complete quarterly case reviews for all employed customers with SAR 7 the month following the Submit month. See WTWPHB Chapter 15 – Employment for additional information.

Attendance

All attendance verification is due between the first and fifth calendar day of each month, except Employment which is due semi-annually with the SAR 7.

If the customer…	Then the ESS will…
Turns in a monthly travel claim or ancillary request,	Need verification of actual employment hours.
Goes over the Income Reporting Threshold (IRT),	Notify the CalWORKs and CalFresh Eligibility Workers (EWs) via e-mail. **<u>Note</u>:** See WTWPHB Chapter 15 – Employment for additional information.

The ESS will input attendance in C-IV within **three working days** of receipt.

If attendance verification is not received by the fifth calendar day of the month, the ESS follows procedures in WTWPHB Chapter 18 – Noncompliance chapter.

Activity Progress Detail page

All verified attendance (except Employment) **<u>MUST</u>** be entered into C-IV on the Activity Progress Detail page within ***<u>three working days</u>*** from the date verification is received. See C-IV User Guide, Activity Attendance – Customer Activities List Page.

Continued on next page

Employment Detail page

All verified employment activity hours are projected and hours must be entered on the Employment Detail page within ***three working days*** from the date the information is received. See WTWPHB Chapter 15 – Employment.

Skills list page

The ESS will update the **Skills List** page in C-IV:

- At the time the Appraisal pages are completed,
- At the time the Action Plan is developed and signed,
- When a customer completes a training/education program or a WEX/Community Service activity, and
- When a customer reports a new job with new and/or different duties.

The ESS should review the Skills List page for accuracy, and update if necessary, every time a new WTW 2 is signed.

Active, no activity cases

The ESS will send an appointment letter to all cases that are active with no activity within one day of discovery or when the case was received.

C-IV tasks

C-IV tasks are to be reviewed and worked **daily**. Outlook tasks are optional because these tasks will not follow the case if transferred. The ESS will use a C-IV task for important reminders.

Print out the task if needed. The following are automated tasks:

- “Review” – Review, take necessary action, edit and close
- “Customer Activity Chg” – Review, take necessary action edit and close

Outlook calendar

The Microsoft Outlook calendar may be used for tracking purposes; however, all appointments should be set through the Customer Schedule link in C-IV.

Customer Schedule in C-IV

The ESS will use the Customer Schedule in C-IV to schedule appointments. See C-IV User Guide, under Case Management/Appointments, Adding.

No-shows

If the ESS has a customer who is a no-show for his/her appointment, the ESS will begin the noncompliance process. See WTWPHB Chapter 18 – Noncompliance.

Note: The ESS must begin the non-compliance process even if s/he misses the three (3) business day timeframe.

Continued on next page

C-IV system

Information in the C-IV system is reviewed once a month on each case. The ESS reviews for:

- Income (hours reported compared to information available in C-IV system)
- CalWORKs status/discontinuance
- Current work registration entry
- Correct address
- Aid code
- Tasks/Reminders
- Participation requirements

Conciliation cases

When a customer is placed into a conciliation plan and agrees to participate in an activity, the ESS places him/her into noncompliance status with the, "In Conciliation" status reason code at the time the WTW 2 and WTW 32 are signed and imaged. Indicate in the Journal the customer is in conciliation.

Exempt cases

Exemptions are reviewed 30 days prior to the expiration date. Follow the steps below for exempt cases.

Step	Action
1	Send an appointment letter stating the customer must provide verification to continue his/her exemption or sign WTW 2 for his/her next appropriate activity.
2	If the customer attends the appointment and does not provide verification to continue their exemption, sign a WTW 2 for next appropriate activity, update case status to "Active" and complete required C-IV entries. See C-IV User Guide.
3	If the customer fails to provide verification of the exemption or does not show to sign the WTW 2, then s/he is placed in noncompliance status for not signing a WTW 2. See Noncompliance chapter.
4	Journal all actions taken.

Saving documents in C-IV

Any forms or notices generated within the C-IV system while working on a case are saved within the system. These forms or notices are available for future viewing and/or printing via **Distributed Documents**. See C-IV User Guide under Case Management/Documents, Distributed-Search-Generated by Case.

Continued on next page

Imaging

All signed paperwork is imaged into the C-IV system to provide a comprehensive record for case review and audit purposes:

- Documents a customer must sign,
- Verification documenting actual hours for paid and unpaid activities,
- Other verifications or documents the customer provides, or
- Forms/notices not generated from within the C-IV system.

Documents are imaged on a flow basis as case actions are completed by the ESS.

Note: See ORHB, Chapter Q for further information regarding imaging.

Continued on next page

Case review checklist

The chart below gives a checklist of all case review items necessary for an ESS to complete a full and thorough review.

Question Number	Questions
1	Is there a valid WTW program? • Verify there is an open or pending CalWORKs case. • Verify the customer is a Work-Eligible Individual (WEI).
2	Is the Work Registration page correct? There are three choices: • Mandatory, • Exempt, or • Volunteer.
3	Is the WTW program status correct?
4	Have you provided seamless service, taking appropriate actions to meet with the customer prior to the end of the customer's activity?
5	A new WTW 1 must be completed every time the customer completes an Orientation/Appraisal (O/A). • Has the WTW 1 been completed correctly? • Have the customer and the ESS signed the form?
6	Has the Appraisal been completed correctly?
7	Is the SIP detail page complete/correct? If applicable.
8	Has Learning Disabilities Screening been offered?
9	Is the Employment Detail page(s) complete/correct?
10	Is the Customer Activity Detail page(s) complete/correct?
11	Is the Activity Progress Detail page(s) complete/correct?
12	Is the Activity Agreements(s) complete/correct?
13	Have the Action Plan and all its C-IV components been completed?
14	Have noncompliance actions been completed timely/ correctly? If applicable.
15	Have the required actions been taken for an exempt case?
16	Has a Service Arrangement(s) been completed?
17	Have all active WTW cases been monitored and Journaled on a monthly basis? Exception: Employed cases meeting WPR are reviewed quarterly with the QR 7.
18	Does this case meet Federal WPR requirements?

Tracking Customers

Introduction

This section provides information about the different methods of tracking Transitional Assistance Department Welfare-to-Work (TAD WTW) customers as they progress through the WTW program.

Case management system

The Employment Services Specialist (ESS) must utilize the C-IV automated case management system to maximize the potential for customer self-sufficiency and ensure customers are meeting the Work Participation Rate (WPR) information entered into C-IV allows the ESS to access pertinent information about each customer, such as:

- History
- Participation
- Employment information
- Activities
- Status
- Attendance/progress
- Good cause/exemption documentation
- Barriers to employment/participation
- Special Needs and Accommodations
- Goals

The ESS utilizes several methods for tracking customers in the C-IV automated system. These methods are explained in further detail throughout topics found in the Operations & Reference Handbook (ORHB).

Workload Inventory

The **Workload Inventory** is an electronic list of all cases assigned to a specific county staff person. The **Workload Inventory** shows the total assignments, both cases and programs, for the selected **Worker ID**. In addition, the **Workload Inventory** displays:

- A new assignment indicator easily identifies newly assigned cases. After working the new case, the ESS should click on the indicator to remove it. The indicator is a red exclamation mark enclosed in a red circle:
- The **Case Number**, which is also a hyperlink to the **Case Summary** page,
- The name of the **Primary** customer on the case,
- The WTW **Program Status**,
- The **Current Activity**, which is also a hyperlink to the **Customer Activity Detail** page, and
- The activity review date.

The **Workload Inventory** provides the ESS with current information about customer activities, program status and newly assigned customers.

<u>The ESS will review their Workload inventory daily.</u>

Continued on next page

Caseload searches

The C-IV automated case management system includes a feature that allows the ESS to complete caseload searches to access information on referrals, skills, activities, service arrangements and/or employments. A WTW program search can be completed to search for cases with a particular program status (for example, all cases in non-compliance).

Caseload searches provide the ESS with information needed to determine the next appropriate action on a case.

On the **Workload Inventory** page the ESS can sort by program review date (click the arrow ▽ button at the top of the screen below the topic, i.e. **Activity**, **Program Review Date**, or **Activity Review Date** to sort).

Tasks

An ESS sets Tasks in the C-IV system to assist with caseload management and customer tracking. A Task is a critical action that must be taken by a specified due date. When completed, Tasks must be closed manually by editing the Task.

The ESS will review Tasks at least once a day, and print out if needed.

Keeping an up-to-date Task list reduces the number of overdue Tasks and allows the ESS to manage his/her workload more effectively. See ORHB, Chapter J for additional information.

Reminders

An ESS sets Reminders in the C-IV system to assist with caseload management and customer tracking. Reminders are not for critical actions and will be deleted automatically by the C-IV system after the due date has passed. See ORHB, Chapter J for additional information.

IEVS New Hire Report

The IEVS New Hire Report is a state report created from information reported to the Employment Development Department (EDD) and posted in the C-IV system monthly. The report identifies new employments.

The ESS will review and take appropriate action if the employment has not been previously reported.

New employments identified on the New Hire Report may help increase WPR.

The New Hire Report is available on the first working day of the month under the **Special Units** tab in C-IV. As reports become available for specific cases, the ESS receives a Task to notify them that they have 30 days to review and reconcile the report and Journal findings. See ORHB, Chapter M for additional information.

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eXemplar Triggers

Overview

The eXemplar Trigger Alerts are tools for Transitional Assistance Department (TAD) Welfare-to-Work (WTW) staff to utilize in conjunction with reports received from C-IV and posted on the HS Resource Center. These Trigger Alerts will assist WTW staff to manage workflow, and provide a proactive notification of situations that need to be addressed.

The eXemplar Trigger Alerts also provide notification to TAD:

- Supervising Employment Services Specialist Is (SESS Is),
- Employment Services Managers (ESMs),
- Regional Manager (RM),
- Deputy Director (DD),
- Assistant Director, and
- Director

Receipt of Trigger Alerts

eXemplar will send an e-mail containing the Trigger Alerts to WTW staff. The information contained in the alerts is detailed in the following table:

Trigger Alerts sent to the…	Will include…
Employment Services Specialist (ESS),	Information based on his/her workload inventory with actions required.
SESS I,	A list of ESSs assigned to his/her unit with the alerts and number of alerts assigned to each ESS. • The SESS Is will also receive alerts for other SESS Is units assigned to their ESM.
ESM,	A list of units assigned to him/her, with the unit counts and alerts.
RM, DD, Assistant Director and Director,	A list of all WTW offices with the district office counts and alerts.

<u>Note</u>: ESS staff will not reply to the e-mail received from eXemplar. If an alert is received in error, it should be brought to the attention of the SESS I immediately.

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ESS responsibilities

The ESS will:

- Review the eXemplar Trigger Alerts daily and take the necessary action(s) by close of business the day following receipt of the report(s).
- Discuss any discrepancies and necessary follow up action with his/her supervisor.
- Report actions taken to the SESS I every Tuesday and Thursday using the Excel report received from eXemplar on cases remaining on the Trigger Alerts for three or more consecutive days (these cases are currently indicated on the Trigger Alerts bolded and highlighted in Yellow).

The review will consist of the following actions:

Step	Action
1	Review the Alert(s).
2	Compare the Alert(s) to workload inventory
3	Determine if action(s) already taken has successfully removed the Alert.
4	Determine which case(s) needs action and take appropriate action(s) to clear the Alert.
5	Prioritize action(s) required.

Note: ESSs who have been assigned Child Care (CC) cases must open Tab (sheet) 2 of the eXemplar WTW Caseload Report to view triggers regarding CC cases on the Alert.

SESS I and ESM responsibilities

The responsibilities for the SESS I and the ESM are outlined in the Operations & Reference Handbook (ORHB), Chapter N - Management Reports.

Continued on next page

WTW Trigger Alerts

The following table contains information about Trigger Alerts and schedule of receipt for Employment Services Specialist (ESSs), SESS Is, ESMs, the RM, DD, Assistant Director, and Director:

Trigger	Description	Schedule for ESS, SESS I, ESM, RM, and DD	Schedule for Assistant Director and Director
#1 - Unengaged Cases	Cases that have become unengaged, without a scheduled appointment or activity in the next 10 days.	Daily	Two times per month, on the second and fourth Mondays
#2 - Cases in Non-Compliance > 60 days	Cases that have been in a noncompliance status over 60 days.	Daily	One time per month, first calendar day of the following month
#3 - Enrolled Pending Start > 14 days	Cases that have been enrolled in an activity that begins more than 14 days in the future.	Daily	One time per month, first calendar day of the following month
#4 - Deferred Good Cause > 30 days	Cases that have been in a good cause status over 30 days. **Note:** The Good Cause 2nd Parent status reason is excluded.	Daily	One time per month, first calendar day of the following month
#5 - Activities without Service Arrangements	There is an open activity(ies) and no service arrangement (transportation/other) has been associated with it. **Note:** Orientation/Appraisal and Learning Disabilities Screening activities are excluded.	Daily	Two times per month, second Friday of each month and the first calendar day of the following month
#6 - Activities with No (Null) Attendance	There is an open activity(ies) that does not have attendance hours entered for the previous month. **Note:** All activities are included with the exception of employment.	After the 10th of the month, and then Daily	Two times per month, after the 10^{th} of the month (11^{th} day) and the first calendar day of the following month

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Appointments

Introduction

This section provides information about scheduling one-on-one appointments with Welfare-to-Work (WTW) customers.

Signing a WTW 2

The Employment Services Specialist (ESS) will schedule an appointment for the customer whenever a WTW Plan - Activity Assignment (WTW 2) needs to be signed. This face-to-face appointment will allow the customer to review the WTW 2, ask questions, and request supportive services he/she may need in order to participate in assigned activity(ies).

There may be instances when the customer is unable to attend an appointment to sign a WTW 2 during regular business hours, or getting to the office would be an extreme hardship. In these situations, mailing the WTW 2 to the customer to complete and return may be appropriate. See Chapter 14 – Activities, Participation Requirements, and Time Clocks - Mailing a Welfare-to-Work Plan Activity Assignment (WTW 2) for more information.

Appointments for other reasons

Appointments may also be scheduled for reasons other than signing a WTW 2. Reasons may include, but are not limited to:

- Submitting verification documents,
- Clarifying a case discrepancy, or
- Customer request.

The ESS will attempt to resolve any case issues with the customer over the phone so as to not schedule unnecessary appointments.

Note: Cause determination appointments have requirements and time frames that are different from other appointments. See Chapter 18 – Noncompliance – Cause Determination Appointment for more information.

Time frame

The ESS will schedule one-on-one appointments with the customer at least five business days from the current date. This will allow time for the customer to receive the appointment letter and to make necessary arrangements to attend his/her appointment. The ESS will avoid scheduling appointments during known customer activity participation times.

Rescheduling

The customer may request to reschedule an appointment one time for his/her convenience. Additional rescheduling will be permitted if the customer cannot, or did not, attend the appointment with good cause. If the customer fails to attend the rescheduled appointment, any noncompliance actions will be based on his/her failure to attend the original appointment. The ESS will include in the noncompliance Journal entry that the original appointment was rescheduled and the customer failed to show to either appointment.

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Scheduling an appointment

All customer appointments must be scheduled in the customer's case in C-IV, and there must be a saved appointment letter in the case that corresponds to the scheduled appointment. There are two types of appointment letters: Employment Services (PLAN 100), and Appointment Letter (ADM 102 CIV). The reason for the appointment will determine which appointment letter to use:

Appointment letter type	When to use	How to generate
PLAN 100 CIV	When a customer's exemption will be expiring within the next 30 calendar days. **Note:** If the exemption has already expired, use the ADM 102 CIV.	Through the C-IV Template Repository. **Note:** The ESS will need to schedule the appointment in C-IV after generating this form.
ADM 102 CIV	In all situations other than when a customer's exemption is expiring within the next 30 calendar days.	Check the **Print Appointment Letter** box prior to saving an appointment on the **Customer Appointment Detail** page.

Note: The ESS will select the **Save and Print Locally** button when generating the appointment letter. Clicking the **Save and Print Centrally** button may result in a delay in the mailing of the letter.

Appointment letter verbiage

All appointments letters must contain the following language verbatim in the Additional Comments section:

"*You will be signing a Welfare-to-Work Plan Activity Assignment (WTW 2) at this appointment. Failure to show for this appointment may result in the reduction of your aid.*"
"Usted firmará un Plan de Actividad para la Transición de la Asistencia Publica al Trabajo (WTW 2) en esta cita. Si no se presenta a esta cita puede resultar en la reducción de su asistencia."

Below the required verbatim language, the ESS may include additional information regarding the appointment.

Continued on next page

Verbal appointments

A verbal appointment may be scheduled when the ESS and the customer agree to an appointment date and time that is on the same day or within the following five business days. The ESS will schedule verbal appointments whenever possible to expedite the placement of customers into appropriate activities and to resolve any case discrepancies.

Noncompliance actions cannot be taken if a customer fails to show to a verbal appointment. Therefore, whenever a verbal appointment is scheduled, the ESS will also schedule a secondary appointment that the customer will be required to attend if he/she fails to attend the verbal appointment.

The ESS will take the following actions when scheduling a verbal appointment:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Establish an appointment date and time with the customer that occurs within the following five business days.</td></tr>
<tr><td>2</td><td>Inform the customer a secondary appointment will be scheduled following the verbal appointment and that attendance at the secondary appointment will be mandatory only if he/she fails to attend the verbal appointment.</td></tr>
<tr><td>3</td><td>Schedule the following appointments in C-IV:
• Verbal appointment:
– Schedule the appointment on a date and time within the next five business days that is agreeable to both the ESS and the customer.
– Include “Verbal Appointment” in the Additional Comments section of the Customer Appointment Detail page.
– Do not mail an appointment letter to the customer as there will not be sufficient time for him/her to receive it.
• Secondary appointment:
– Schedule the appointment five business days from the current date.
– Include the mandatory language in the Additional Comments section of the Customer Appointment Detail page.
– Mail the appropriate appointment letter to the customer.</td></tr>
<tr><td>4</td><td>Determine if the customer attends the verbal appointment, and:
<table>
<tr><th>If the customer…</th><th>Then ...</th></tr>
<tr><td>Attends the verbal appointment,</td><td>• Advise the customer to disregard the secondary appointment, and
• Cancel the appointment in C-IV.</td></tr>
<tr><td>Does not attend the verbal appointment,</td><td>• Attempt to contact the customer to inform him/her of the mandatory secondary appointment.</td></tr>
</table></td></tr>
</table>

Note: The ESS must Journal all actions taken regarding the appointment process.

Communication

Introduction

This section provides information about communication between staff and customers.

Staff communication

Communication between Eligibility Worker (EW) and Employment Services Specialist (ESS) staff is critical in keeping all programs informed of changes in eligibility, employment, service needs, exemption status, and other factors that can impact the Work Participation Rate (WPR). EWs and ESSs will communicate such information to each other by setting **Tasks** in the customer's case in C-IV. EWs and ESSs may also communicate with each other verbally or through e-mail. All communication regarding a case needs to be documented in a Journal entry.

When a customer reports a change in contact information, action must be taken immediately to ensure the information is updated in C-IV. The ESS will take action as specified in the "Address/phone number change" block in this section.

Customer communication

The customer must be given written notice of any changes made to his/her case. This can be provided with various documents including, but not limited to:

- Notices of Action (NOAs),
- Welfare-to-Work (WTW) Plan Activity Assignments (WTW 2s), or
- Appointment Letters.

E-mail communication with customers is allowed with some restrictions; see Operations Reference Handbook (ORHB) Chapter R for more information.

Address/ phone number change

When a customer reports a change in contact information (as address or phone number), the ESS must take action immediately to update the information in C-IV, as follows:

If the customer reports a change in…	Then…
• Phone number(s), or • E-mail address(es),	• Update the **Contact Summary** page in C-IV, and • Journal all actions taken.
Address (physical or mailing),	• Set a **Task,** • E-mail the reported change to the assigned Master Assignment Queue (MAQ), and • Journal all actions taken **<u>Note</u>:** The ESS will not update the **Individual Demographic Detail** page in this situation.

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Seamless service

The ESS will ensure seamless service so customers are engaged in an activity at all times. The ESS will:

- Be proactive in finding activities for customers to transition into quickly,
- Manage his/her time to review and anticipate changes in a customer's schedule,
- Schedule the customer for an appointment for his/her next activity two weeks prior to the customer's current activity end date, and
- Create new activity assignments to avoid breaks in activities.

ESS responsibility

To avoid County financial sanction and penalties, it is imperative that all WTW staff work diligently to ensure Federal WPR is met.

While striving to meet Federal WPR, the ESS will be held accountable for ensuring that all non-exempt customers within his/her caseload are meeting the Federal monthly work participation requirement. See WTW Policy Handbook (WTWPHB) Chapter 14, and the WTW Reference Guide (TAD WTW 102) for information about WPR requirements.

Questions regarding WTW policies and procedures

If an ESS has questions regarding WTW policies and procedures, he/she will take action as follows:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the WTWPHB and Interim Instruction Notices (IINs).</td></tr>
<tr><td>2</td><td>Review the Operation & Reference Handbook (ORHB).</td></tr>
<tr><td>3</td><td>Review the Knowledge Database (KD) to see if the question has already been asked and answered.</td></tr>
<tr><td>4</td><td>Search Finding Information Searching Handbooks (F.I.S.H.):
Select the handbook to be searched.
Type in the keywords or phrases separated by commas, and
Click GO FISH.</td></tr>
<tr><td>5</td><td>Look in PDD "What's New" located at:
<u>http://hssnet/handbooks/WhatsNewPDD/default.htm</u></td></tr>
<tr><td>6</td><td>Ask his/her supervisor, and:
<table>
<tr><th>If ….</th><th>Then …</th></tr>
<tr><td>The supervisor is unsure of the answer and further clarification is needed,</td><td>The supervisor will ask the Employment Services Manager (ESM).</td></tr>
<tr><td>The ESM does not know the answer,</td><td>The supervisor will create a KD question.</td></tr>
<tr><td>The issue involves C-IV and cannot be resolved,</td><td>Call the Help Desk at (909) 383-3440 to report the problem; the Help Desk will create a Trouble Ticket.
Create a Journal entry with the trouble ticket information.</td></tr>
</table>
<u>Note</u>: Managers with questions may call or e-mail the WTW Program Specialist (PS).</td></tr>
</table>

Journal Entries

Introduction	This section provides information regarding the C-IV Journal, including its purpose, consistency in entries, and documenting special situations.

Why the Journal is important

The Journal is another way the Employment Services Specialist (ESS) tracks the customer's case in the C-IV system. The Journal:

- Provides a permanent, chronological record of the customer's progression through the program.
- Includes the "who, what, when, where, why and how" of the case.
- Records actions taken by both the ESS and the customer.
- Supports and justifies case management decisions and actions.
- Reminds the ESS of actions needed or taken.
- Provides a coherent record for case review and audit.

See Operations & Reference Handbook (ORHB), Chapter J for more information about the Journal.

Note: Journal templates are not mandatory; however, all pertinent information must be entered in the Journal.

C-IV Journal characteristics

The Journal contains entries for all programs included in C-IV. Users will have the ability to display Journal entries for a certain category or specific date ranges.

When completing a Journal entry, the ESS enters a **Short Description** for each entry. The **Short Description** becomes the description hyperlink in the **Journal List**. The **Short Description** for Welfare-to-Work (WTW) cases is to state, "WTW" followed by the customer's name and any important key words and/or phrases about the subject matter of the Journal entry.

The ESS must enter a **Long Description** for each Journal entry; the **Long Description** is where the ESS enters detailed information that justifies all case actions taken.

Once a Journal entry has been saved in C-IV, the ESS cannot alter or remove it. The ability to suppress an entry (block it from view) is available to individuals with the appropriate security rights. An example of a Journal entry that might be suppressed is an entry containing details about a fraud investigation.

Journal entry for in-person contact with customer

The time a customer spends in the office during an appointment or any in-person interactions may be counted in the Work Participation Rate (WPR) calculation.

In order for the time a customer spends in the office during an appointment to count towards WPR, the Journal entry must include the following:

- Reason for the appointment,
- Total time spent in the office, and
- Actions taken during the appointment.

Note: WTW Journal templates have been revised to include fields for this information.

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Journal Entries, Continued

Journal templates	Journal templates have been developed to assist workers with completing Journal entries. The use of Journal templates **is not mandatory**. Journal templates can be found in the PDD Online Handbooks, under Online Tools, Journal Templates. See ORHB, Chapter J for additional information about Journal templates.
Special situation Journal entries	Mental health, substance abuse and domestic abuse issues all present some challenges for the ESS when attempting to complete an accurate Journal entry and still maintain confidentiality for the customer. Journal examples for each of these situations, as presented in the Domestic Abuse/Substance Abuse/Mental Health Services chapter of this Handbook, are duplicated below. In addition, information is provided about disability-related entries and Journal entries regarding translation and interpretation services. **Note:** Customers may self-disclose this information.
Mental health Journal example	***Situation:*** Susie is in for her cause determination appointment for failing to participate satisfactorily in her Job Search activity. She explains that she has not been job searching because her daughter was recently expelled from school. Susie provides a letter from the school for verification. She said she feels as if she cannot leave her daughter alone during the day. Susie thinks her daughter is using drugs, but she cannot talk to her. She asks for a referral to counseling for herself and possibly for her daughter. ***Journal entry:*** Susie was in for her cause determination appointment. She asked for a referral to counseling services for herself and her daughter, who was recently expelled from school (written verification received). Good cause found for not completing job search, noncompliance ended, and NA 840 A completed and handed to Susie. Assessment has already been completed. Evaluation scheduled on 2/18/15 at 1:30pm. ABCDM 228, HS 39 and WTW 2 for one-day intake counseling services signed, copies of forms and HS 711.56 were given to Susie. ABCDM 228, HS 39 and HS 711.56 faxed to the Department of Behavioral Health (DBH). Set return appointment on 2/23/15 at 9:00am to discuss referral results and determine if information originally entered on the WTW 2 is correct and if a concurrent activity is needed. All required forms imaged. Susie's appointment duration was one hour.
Substance abuse Journal example	***Situation:*** Job Readiness facilitator feels that Robert is uninterested and inattentive during the activity. While counseling Robert, the ESS suspects that he/she smells alcohol and thinks Robert is intoxicated. ESS offers Robert a referral to a substance abuse provider, but Robert denies he has a drinking problem and refuses to accept the referral. Robert stops attending the Job Readiness activity the next day. The ESS attempts to contact Robert by phone, but is unsuccessful. A message is left on Robert's voice mail. Noncompliance is then initiated. ***Journal entry:*** Robert failed to complete his job readiness activity. ESS suspects barriers, but Robert previously said he has no problems and declined a referral. Phone contact attempt was unsuccessful; a message was left on voice mail. Activity closed and noncompliance initiated. Cause determination appointment scheduled on 3/5/15 at 2:30pm. Tasks set for 20th day and day after. NA 840 mailed.

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Domestic Abuse Journal example

Situation: Kelly is 30 minutes late for the second day of Job Readiness and is counseled about her attendance. At that time the ESS notices Kelly has several bruises on her arm. The following day when she arrives for Job Readiness, Kelly has a large burn on the side of her face. The ESS suspects Kelly is a victim of Domestic Abuse and suggests a referral to a Domestic Abuse provider. Kelly claims she is clumsy and caused the injuries herself. Kelly does not attend day four or five of job readiness. Phone contact is attempted, but there is no answer and no voice mail option is available. Noncompliance is initiated.

Journal entry: Kelly was a no show for day 4 and 5 of Job Readiness. Phone contact was attempted, but there was no answer and there was no voice mail to leave a message. ESS suspects Kelly has barriers at home that are preventing her from participating, but Kelly has denied this. Noncompliance initiated, cause determination appointment scheduled on 3/16/15 at 9:30am. Tasks set for 20th day and day after. NA 840 mailed.

Disability-related Journal entries

Journal entries are used to document information that a customer voluntarily discloses about his/her disability. Journal entries must *always* be used to document the:

- Request for a reasonable accommodation or modification
- Provision or denial of an accommodation or modification
- Justification for providing an accommodation or modification, and/or reasons for denying an accommodation or modification
- Setting of the special needs accommodation flag

See ORHB Chapter C - Rights for additional information about disability-related Journal entries.

Disability-related Journal example

The following example illustrates the correct way to document a customer's disability and the provision of an accommodation:

Heather attended her appointment today. She disclosed that she is deaf and needs a sign language interpreter. Arranged for ESS Smith, a County Certified American Sign Language Interpreter, to assist at today's appointment as a reasonable accommodation for Heather. Heather's future appointments will be coordinated with ESS Smith's schedule.

"What's New"

For your reference, you will find here a list of all published Handbook Letters and IIN's.

The Handbook Letter Covers and IIN's are organized by **publishing** date from the newest to the oldest.

Handbook Cover Letters:

We are publishing Cover Letters that accompany every HB Letter that has become part of the handbook.

They are organized by **publishing** date from the newest to the oldest.

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 23, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0337

CHAPTER 18 – Noncompliance

Overview

Welfare-to-Work Policy Handbook (WTWPHB) Chapter 18 – Noncompliance has been revised to:

- Clarify instructions regarding the completion of the:
  - Sanction of Participant (NA 840),
  - Suspension of Volunteer/Compliance (NA 841), and
  - Removal of Second Parent (NA 845).
- Remove reference to review sanction cases during the first three months.
- Add instructions to transfer cases to the sanction caseload when a sanction is effective.
- Incorporate Knowledge Database (KD) question/answer.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
Monthly case reviews were completed during the first three months of a sanction.	Monthly case reviews are no longer required to be completed on sanction cases. The ESS will: • Update the **Review Date** to the following year corresponding with the sanction effective date, and • Complete the Random Equitable Assignment of Cases (REAC) memo (TAD 19) to request a case be assigned to the sanction caseload immediately following sanction effective date.

Filing instructions

Remove and Replace:

Pages: 18-13, 18-41 and 18-42

Archive:

KD #4625

Distribution

TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 22, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0335

CHAPTER 8 – Supportive Services

Overview	The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 8 – Supportive Services has been updated to include the following: • Correction within "Example of multiple locations" table. • Clarification regarding usage of each gas card denomination.
Effective date	The handbook letter is effective immediately.
Filing instructions	***Remove and Replace:*** Pages: 8-19 and 8-25
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 23, 2015

WELFARE-TO-WORK HANDBOOK LETTER #0333

CHAPTER 21 – ICT/IDT

Overview	Welfare-to-Work Policy Handbook (WTWPHB) Chapter 21 – ICT/IDT has been updated to: • Reflect correct addresses for district offices. • Include examples regarding customer participation when a case is in the Inter-County Transfer (ICT) process.
Filing instructions	***Remove and Replace:*** Pages: 21-4, 21-6 and 21-7
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 25, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0334

CHAPTER 16 – Education and Training

Overview	The Welfare-to-Work (WTW) Policy Handbook Chapter 16 – Education and Training has been updated with formatting changes on the Approved Education and Training programs list.
Effective	This handbook material is effective upon release.
Filing instructions	***Remove and Replace:*** Page: 16-6
Distribution	TAD WTW

SB:RRS:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 10, 2015

WELFARE-TO-WORK HANDBOOK LETTER #0332

CHAPTER 8 – Supportive Services

Overview

The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 8 – Supportive Services has been revised to include the following:

- Clarification regarding:
  - Duplication of supportive services.
  - Completion of one Services Arrangement and Notice of Action (NOA) for multiple activities and a combination of mileage and public transportation rates.
  - Gas card advancement limits.
  - A completed Travel Assistance Claim (WTW 753A) not being required to issue an advancement of supportive services.
- Supportive services may be issued in order for customers to attend Orientation/Appraisal (O/A).
- Addition of and instructions regarding the use of the:
  - Authorization to Release Negotiable Instruments (WTW 511 (E/S)) form, and
  - Supportive Services Bounce Sheet (TAD 613).
  - ARCO gas cards now available in C-IV in $15.00 and $25.00 increments.

Change Summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
Complete multiple Service Arrangements and NOAs when approving transportation for multiple activities.	Complete **one** Service Arrangement and NOA when approving transportation for multiple activities.
None	Authorized Issuance Office Assistant (AIOA) completes a TAD 613 when the WTW 753A is incorrect/incomplete.
Arco gas cards available in $15.00 increments.	Arco gas cards available in $15.00 and $25.00 increments.

Filing instructions

Remove and Replace:

Entire Chapter

Incorporating KDs

The following Knowledge Database (KD) questions/answers have been incorporated into this chapter:

- 4833 and 4852

Distribution

TAD WTW

DM:SM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 13, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0330

CHAPTER 15 – Employment

Purpose

Welfare-to-Work Policy Handbook (WTWPHB) Chapter 15 – Employment has been revised as follows:

- Added clarification regarding:
  - Self-employment
  - Verification of employment
  - Projection of hours
- Updated C-IV **Employment Hours Detail** page information,
- Added Income Reporting Threshold (IRT) chart,
- Incorporated information from Knowledge Database (KD) questions and answers.

Filing instructions

Remove and Replace:

Entire Chapter 15 – Employment

Obsolete:

Interim Instruction Notice (IIN) #14-044 (Replaced by IIN #15-034).

Archive:

KD FAQs:

- 3565
- 3883
- 3943
- 4318
- 4554
- 4694
- 4740
- 4759
- 4760
- 4776

Distribution

TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 9, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0331

CHAPTER 21 – ICT/IDT

Overview	The purpose of this Handbook Letter is to revise the Welfare-to-Work Policy Handbook (WTWPHB) by updating the address for Colton Transitional Assistance Department (TAD) in the list of San Bernardino County District Offices.
Filing instructions	***Remove and Replace:*** Page: 21-4
Distribution	WTWPHB

SB:MM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 3, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0329

CHAPTER 14 – Activities and Participation Requirements

Overview	Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Activities and Participation Requirements has been updated as follows: • Relocated 24-Month Time Clock information to Chapter 19 – General Time Limit and 24-Month Time Clock Information, • Updated participation requirements verbiage, • Added activity flow for WTW, and • Renumbered pages throughout the chapter.
Effective date	This handbook letter is effective immediately.
Filing instructions	***Remove and Replace:*** Entire Chapter
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 8, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0328

CHAPTER 19 – General Time Limit and 24-Month Time Clock Information

Overview	This Handbook Letter updates the Welfare-to-Work Policy Handbook (WTWPHB) with the addition of Chapter 19 – General Time Limit and 24-Month Time Clock Information. This chapter includes information previously located in Chapter 14 – Activities and Participation Requirements.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Add:*** Entire Chapter
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 7, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0327

CHAPTER 25 – Case Management

Overview	Welfare-to-Work Policy Handbook (WTWPHB) Chapter 25 – Case Management has been updated to include policy and procedures regarding scheduling customer appointments.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents, Pages 25-1 and 25-16 through 25-20 ***Add:*** Pages 25-21 through 25-23
Distribution	TAD WTW

DM:SN:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 27, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0325

CHAPTER 6 – Domestic Violence/Substance Abuse/Mental Health Services

Overview

Welfare-to-Work Policy Handbook (WTWPHB) Chapter 6 – Domestic Violence/Substance Abuse/Mental Health Services has been revised to:

- Correct the hours of participation,
- Update information regarding the required hours of participation for a customer in a substance abuse or mental health activity, and
- Update enrolling agencies contact information.

Effective date

This handbook letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 6-1, 6-41, 6-55, 6-59, 6-60, and 6-72

Distribution

TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 12, 2015

WELFARE TO WORK POLICY HANDBOOK LETTER #0326

CHAPTER 8 – Supportive Services

Overview	The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 8 – Supportive Services has been revised to update the OmniTrans bus pass rates.
Filing instructions	***Remove and Replace:*** Pages: 8-14, 8-20 and 8-22
Distribution	TAD WTW

SB:CG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 11, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0323

CHAPTER 25 – Case Management

Overview	Welfare-to-Work Policy Handbook (WTWPHB) Chapter 25 – Case Management has been updated as follows: • Incorporated information regarding eXemplar WTW Caseload Trigger Alerts from Interim Instruction Notice (IIN) #14-018 Errata - eXemplar Trigger Alerts Region 6 Roll Out and Pilot – Welfare-to-Work. • Renumbered pages for Communication and Journal Entries sections.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents, Pages: 25.1 and 25-13 through 25-17 ***Add:*** Pages: 25-18 through 25-20 ***Remove:*** IIN #14-018 Errata - eXemplar Trigger Alerts Region 6 Roll Out and Pilot – Welfare-to-Work.
Distribution	TAD WTW

DM: MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 27, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0322

CHAPTER 6 – Domestic Violence/Substance Abuse/Mental Health Services

Overview	The Welfare-to-Work Policy Handbook (WTWPHB) Chapter 6 – Domestic Violence/Substance Abuse/Mental Health Services has been revised to add information regarding the Domestic Violence Case Flag.
Effective date	This handbook letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 6-7
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 30, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0321

CHAPTER 16 – Education and Training

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 16 – Education and Training with information regarding the Vocational Education liaison for contracted service providers.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 16-55 ***Add:*** Page: 16-55.1
Distribution	TAD WTW

BR:BB:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 22, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0324

CHAPTER 17 – Work Experience and Community Service Training

Overview	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 17 – Work Experience and Community Service Training regarding: • Length of Activity for a subsidized WEX activity. • WTW Program Specialist (PS) phone number.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	Remove and Replace: Pages: 17-28, 17-82, and 17-83
Distribution	TAD WTW

DM:SM:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 7, 2015

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0319

CHAPTER 8 – SUPPORTIVE SERVICES

Overview	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by including updated responsibilities for the Employment Services Specialist (ESS) when completing the Stop/Release Payment Declaration (HS 50A).
Filing instructions	***Remove and Replace:*** Page 8-47
Distribution	TAD WTW

SB:MM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 17, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0320

CHAPTER 21 – ICT/IDT

Overview	The Welfare-to-Work Policy Handbook (WTWPHB) Chapter 21 – ICT/IDT has been revised to update contact information for various District Offices.
Filing instructions	***Remove and Replace:*** Pages: 21-4 and 21-5
Distribution	TAD WTW

DM:MRP:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 16, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0318

CHAPTER 14 – Activities, Participation Requirements, and Time Clocks

Purpose	The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Activities, Participation Requirements, and Time Clocks regarding: • A new required form, the Your Welfare-to-Work (WTW) 24-Month Time Clock Ending Soon (WTW 43), and • Clarification of the All Families Work Participation Rate (WPR) definition.
Filing instructions	***Remove and Replace:*** Pages: 14-5, 14-54 ***Add:*** Page: 14.54.1
Distribution	TAD WTW

DM:SM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 24, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0314

CHAPTER 15 – Employment

Purpose	This Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 15 – Employment with policy changes and clarification to employment activities as follows: • Added forms to the Forms summary block. • Issuing supportive services for new employments. • Travel claims for employed customers. • Customer does not know employment hours, or hours will vary. • Mailing of a WTW Plan Activity Assignment (WTW 2). • WTW 2 completion clarification. • Clarification regarding self-employment. • Verification of Employment block added. • Added definitions for terms associated with projecting hours of employment. • Employment review based on the Semi-Annual Reporting (SAR) cycle. • Example of an employment review based on the SAR cycle. • Determining hours of employment from the SAR 7/Reevaluation (RE). • Definition of Income Reporting Threshold (IRT). • Required mid-period reporting. • Notifying eligibility when the IRT has been exceeded. • Notice of employment termination. • Noncompliance initiation for quitting a job. • Added a step action chart for a customer who is discontinued from CalWORKs due to employment. • Job Retention information added.
Filing instructions	***Remove and Replace:*** Entire Chapter 15 – Employment
Incorporating KDs	The following knowledge Database (KD) questions and answers regarding employment have been incorporated into Chapter 15 with this update: • 4183 • 4581
Distribution	TAD WTW

DM:SM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 1, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0317

CHAPTER 21 – ICT/IDT

Overview	The Welfare-to-Work Policy Handbook (WTWPHB) Chapter 21 – ICT/IDT has been revised to update zip codes served by the Redlands (04) and San Bernardino (02) WTW District Offices.
Filing instructions	***Remove and Replace:*** Page: 21-5
Distribution	TAD WTW

DM:SM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 24, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0316

CHAPTER 14 – Activities, Participation Requirements, and Time Clocks

Purpose	The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 14 – Activities, Participation Requirements, and Time Clocks has been updated to: • Add policy regarding the mailing of a Welfare-to-Work Plan Activity Assignment (WTW 2) to a customer when he/she is unable to attend a meeting at a Transitional Assistance Department (TAD) office during normal business hours. • Renumber pages 14-37 through 14-69.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents, Page 1 of 1 Pages: 14-2 and 14-37 through 14-70 ***Add:*** Page: 14-71
Distribution	TAD WTW

DM:SN:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 7, 2014

WELFARE-TO –WORK POLICY HANDBOOK LETTER #0315

CHAPTER 8 – Supportive Services

Overview

The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 8 – Supportive Services has been revised to include the following:

- Authorization for Transportation, Ancillary, and Imprest Cash can be obtained from an Eligibility Worker Supervisor (EWS I) or District Manager (DM) if a Supervising Employment Services Specialist (SESS I) or Employment Services Manager (ESM) is not available.
- The ESS must obtain authorization/approval based on the established authorization limits.
- Medical forms/verifications are allowable ancillary items and are allowed only if the cost cannot be paid by another program and the customer needs to provide proof for a medical exemption.
- Prescription Lenses/Frames are allowable ancillary items if required for training or employment. These costs are allowed only if they cannot be paid by another program.
- Clarification regarding:
  - Authorization levels required for Transportation, Ancillary, and Imprest Cash, and
  - Authorizing ancillary payment/reimbursement when a customer drops a class.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 8-9, 8-9.1, 8-10, 8-26, 8-36, 8-38, 8-39, and 8-43.

Distribution

TAD WTW

DM:SM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 14, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0313

CHAPTER 14 – Activities, Participation Requirements, and Time Clocks

Overview	The purpose of this Handbook Letter is to update the Welfare-to-Work (WTW) 24-Month Time Clock and CalWORKs 48-Month Time Limit Exemptions/Good Cause Clock Stoppers chart to include 16-17 year old teens who: • Are Pregnant, • Are head of household with no other child, • Have obtained a high school diploma or equivalent, and • Are attending vocational/technical school.
Action time frame	***Low Level – At next staff meeting***
Filing instructions	***Remove and Replace:*** Page: 14-68
Distribution	Welfare-to-Work

DM:TL:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 30, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0310

CHAPTER 20 – Job Retention

Overview

The Welfare-to-Work Policy Handbook (WTWPHB), Chapter 20 – Job Retention has been revised to incorporate Knowledge Database (KD) Frequently Asked Questions (FAQs) and to include the following information:

- Stage 2 Child Care is available to Job Retention Services customers as long as the customer is actively enrolled in a Job Retention Services activity, for a total of 12 months from the discontinuance date of the adult's CalWORKs for employment over-income,
- Assignment of Job Retention cases on a rotational basis if not already assigned to an Employment Service Specialist (ESS),
- Explanation of two-parent families and who can participate in Job Retention,
- Safety Net/Timed Out customers,
- Process to follow when a customer is no longer residing in San Bernardino County, and
- Clarification regarding:
  - Job Retention Services,
  - Transportation supportive services,
  - WTW 2 completion,
  - Vocational Education information,
  - Documenting hours of employment,
  - Case reviews, and
  - Job Search for 30 days after the loss of a job while in Job Retention Services.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Entire Chapter

Archive:

KD FAQs: 4501, 4522, 4551

Distribution

TAD WTW

DM:BB:pcl:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 11, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0302

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) with policy changes to the noncompliance and sanction process, including the following:
	
	• Removal of language regarding San Bernardino County's firm stance on noncompliance and sanctions.
	• Incorporated sections of Interim Instruction Notice (IIN) #13-024 Errata - Young Child Exemptions (YCEs), New WTW Regulations.
	• Incorporated IIN #13-042 - WTW Changes Due to the New Three Level Income Reporting Threshold (IRT) and Semi-Annual Reporting (SAR).
	• Added the following form information to the forms section:
	  – Denial of Transportation (NA 821).
	  – Removal of Second Parent (NA 845).
	  – Suspension of WTW Volunteer (NA 818).
	  – Suspension of Volunteer/Compliance (NA 841).
	  – Sanction Cure Flyer (WTW 412).
	• Incorporated Knowledge Database (KD) questions and answers.

Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire Chapter 18
Incorporating KDs	The following Knowledge Database (KD) questions and answers regarding noncompliance have been incorporated into this chapter: • 4426 • 4432 • 4454
Distribution	TAD WTW

DM:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 14, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0312

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform Welfare-to-Work (WTW) Program staff of the updated locations for the Life Management Skills (LMS) training classes offered through the Department of Behavioral Health (DBH).
Effective Date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 16-11
Distribution	TAD WTW

DM:SM:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 26, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0311

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by updating the phone number for Needles Transitional Assistance Department (TAD) in the list of San Bernardino County District Offices.
Filing instructions	***Remove and Replace:*** Page 21-4
Distribution	TAD WTW

VR:MM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 31, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0308

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by updating the address for Needles Transitional Assistance Department (TAD) in the list of San Bernardino County District Offices.
Filing instructions	***Remove and Replace:*** Page 21-4
Distribution	TAD WTW

VR:MM:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 24, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0307

CHAPTER 8 – Supportive Services

Purpose	The purpose of the Handbook Letter is to update Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services to include information regarding: • Advancement of supportive services, • Taxi fares, light rail system, car/vanpools, with an example, and • Homeless customers and the least costly form of transportation reimbursement.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 8-2 through 8-5, and 8-7 **Add:** Pages 8-5.1 and 8-7.1
Knowledge Database	The following Knowledge Database (KD) questions/answers have been incorporated into this chapter: • 4378 • 4414 • 4450
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 13, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0306

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 21 – ICT/IDT with information regarding expired Young Child Exemptions (YCEs) from Interim Instruction Notice (IIN) #13-024 Errata.
Filing instructions	***Remove and Replace:*** Page 21-9
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 24, 2014

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0304

CHAPTER 6 – Domestic Violence, Substance Abuse, Mental Health Services

Purpose	The purpose of the Handbook Letter is to update Welfare-to-Work Policy Handbook (WTWPHB) Chapter 6 – Domestic Violence, Substance Abuse, Mental Health Services as follows: • Revised handbook title from Domestic Abuse to Domestic Violence, • Added Good Cause Domestic Violence Waiver Determinations map, • Revised the Case Management for Domestic Violence Victims map, • Added Exemption Request Determinations for Good Cause Domestic Violence map, • Added information regarding the difference between Good Cause – Other and Good Cause Domestic Violence, and • Added additional information for Quality Review Unit (QRU) reviews for Domestic Violence.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire chapter
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 30, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0305

CHAPTER 14 – Activities, Participation Hours, and Time Clocks
CHAPTER 13 – Action Plan/Participation Hours

Purpose	The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Activities, Participation Hours, and Time Clocks: • Changed Chapter 14 title from "Participation Requirements, Welfare-to-Work Activities" to "Activities, Participation Hours, and Time Clocks", • Obsoleted WTWPHB Chapter 13 – Action Plan/Participation Hours, • Incorporated portions of Chapter 13 into Chapter 14, • Added a block on an Overview of the WTW Plan Activity Assignment (WTW 2) Process, • Added a block titled Changing the WTW 2, • Added a block titled Completing the WTW 2, • Added a block titled WTW 24-Month Time Clock information, • Added a block titled General Time Limit information, • Rearranged blocks for clarity, • Added additional information regarding two-parent households, and • Incorporated sections of IIN #13-024 Errata.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire Chapter 14 **Obsolete:** Entire Chapter 13
KDs	The following Knowledge Database (KD) answers have been incorporated into this chapter. 3655 4020 4005 4453
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 23, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0291

CHAPTER 12 – Assessment and Learning Disabilities
CHAPTER 13 – Action Plan/Participation Hours

Purpose	The purpose of this Handbook Letter is to: • Update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 12 – Assessment and Learning Disabilities by incorporating assessment and learning disability sections from Chapter 13 – Action Plan/Participation Hours, and • Obsolete Chapter 13.
Filing instructions	***Remove and Replace:*** Chapter 12 ***Remove:*** Chapter 13
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 17, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0301

CHAPTER 1 – Introduction to the Transitional Assistance Department Welfare-to-Work Program

Purpose	The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 1 – Introduction to the Transitional Assistance Department Welfare-to-Work Program with the following: • New WTW culture, • New WTW regulations, • The wide array of available activities, • WTW 24-Month Time Clock, and • Customer choice utilizing his/her assessment results.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire chapter
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 17, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0300

CHAPTER 8 – Supportive Services
CHAPTER 25 – Case Management

Purpose	The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services and Chapter 25 – Case Management from Quarterly Reporting (QR) to Semi-Annual Reporting (SAR).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 8-13, 25-5, 25-6 and 25-6.1.
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 27, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0297

CHAPTER 20 – Job Retention

Purpose	The purpose of this Handbook Letter is to reinstate Chapter 20 - Job Retention to the Welfare-to-Work Policy Handbook (WTWPHB).
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Add:*** Entire Chapter
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 28, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0285

Chapter 1 – Intro to TAD Employment Services Program
Chapter 2 – WTW Intake Process
Chapter 3 – Exemptions
Chapter 4 – Orientation/Appraisal/Reappraisal
Chapter 6 – Domestic Abuse, Substance Abuse, Mental Health Services
Chapter 7 – Self-Initiated Program (SIP)
Chapter 9 – Job Readiness Activities
Chapter 10 – Tax Credits
Chapter 11 – Business Services/Job Placements/Job Match
Chapter 12 – Assessment and Learning Disabilities
Chapter 13 – Action Plan/Participation Hours
Chapter 14 – Participation Requirements/WTW Activities
Chapter 15 – Employment
Chapter 16 – Education and Training
Chapter 17 – Work Experience and Community Service Training
Chapter 21 – ICT/IDT
Chapter 23 – Teen Participation Requirements
Chapter 24 – Cal-Learn Teen Parents
Chapter 25 – Case Management

Purpose

The purpose of this Handbook Letter is to provide Welfare-to-Work (WTW) staff with the following changes made throughout the WTWPHB:

- Employment Services Policy Handbook (ESPHB) revised to WTWPHB on all headers, footers, and throughout chapters.
- Employment Services revised to WTW.
- The Action Plan (PLAN 109 CIV) has been removed from handbook pages as our county no longer utilizes this form.
- Acronyms spelled out or abbreviated throughout chapters as needed.
- Employment Specialist (ES) revised to Employment Services Specialist (ESS) throughout chapters as needed.
- Memo to Service Provider (ESP 019) revised to form number WTW 77 throughout handbook.
- Monthly participation hours were updated to 85/128/150.

<u>**Note:**</u> Chapter 8 Supportive Services will be out on the 6/17/13 "What's New" and Ch. 18 Noncompliance is currently in draft.

Filing instructions

Remove and Replace:

Chapters 1-7, 9-17, and 19-25

Distribution

WTWPHB

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 6, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0286

CHAPTER 8 – Supportive Services

Purpose	This Handbook Letter updates page numbers on Topic pages in Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services.
Filing instructions	***Remove and Replace:*** 8-6, 8-7, 8-15, 8-34, 8-44, 8-48, 8-51
Distribution	WTWPHB

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 23, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0283

CHAPTER 8 – Supportive Services

Purpose

The purpose of this Handbook Letter is to provide Welfare-to-Work (WTW) staff with the following information:

- Employment Services Program (ESP) has been changed to Welfare-to-Work (WTW) Program.
- ESP forms have been changed to WTW forms.
- Acronyms were spelled out where needed.
- Transportation and Ancillary Approval Limits have been revised.
- Timeframes for Supervising Employment Services Specialist I (SESS I), Employment Services Managers (ESMs), Regional Manager (RM), and WTW Deputy Director (DD).
- Examples of travel claim reimbursements have been added.

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

WTWPHB

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 10, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0288

CHAPTER 3 – Exemptions
CHAPTER 6 – Domestic Abuse/Substance Abuse/Mental Health Services
CHAPTER 7 – Self-Initiated Programs (SIPS)
CHAPTER 16 – Education and Training
CHAPTER 21 – ICT/IDT

Purpose

The purpose of this Handbook Letter is to provide Welfare-to-Work (WTW) staff with the following changes made throughout the Welfare-to-Work Policy Handbook (WTWPHB):

- The Memo to Service Providers (WTW 019) has been revised to form number WTW 77 throughout the handbook.
- Formatting revisions and form name corrections.

Filing instructions

Remove and Replace:

Pages: 3-1, 3-3, 6-2, 6-4, 6-22, 6-48, 6-68, 7-2, 7-9, 7-28, 7-35, 7-36, 16-2, 16-32, 16-51, 16-60, 16-61, 16-66, 21-1, 21-7

Distribution

TAD WTW

DM:SN:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0298

CHAPTER 8 – Supportive Services

Purpose

The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 8 – Supportive Services with the following:

- Added information regarding the completed travel claim.
- Moved bullet number 4 to bullet number 7 in the Travel Claim Reimbursement map.
- Added a new process for the Supervising Employment Services Specialist I (SESS I), Employment Services Manager (ESM), Regional Manager (RM), and/or Deputy Director (DD) to create a Journal entry approving the reimbursement amount.
  - Example: Short Description: Transportation Approval; Long Description: Travel Claim reimbursement authorized for month of 12/13.
    - ✓ Be specific so clerical staff can easily identify what is being approved and for which month.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Page 8-9

Add:

Page 8-9.1

Distribution

TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 8, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0296

CHAPTER 16 – Education and Training

Purpose

The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) with policy changes and clarification to education/ training activities as follows:

- Added definition for Online/Hybrid courses.
- Addition of the "Approved Education and Training Programs" list.
- ESSs must have customers complete an ABCDM 228 prior to exchanging information with an educational provider.
- Employment Services Managers (ESMs) may contact the appropriate Program Specialist (PS) in the Program Development Division (PDD) for assistance with forms or notices in languages other than English.
- Time and location updates for the Life Management Skills (LMS) activities.
- Customers may provide proof of completing a Learning Disability Evaluation (LDE) through a community college or the Department of Rehabilitation.
- Addition of information and an example regarding calculating class time hours.
- Updated monthly/weekly participation requirements.
- Exempt customers may volunteer to participate in approvable WTW activities that are deemed appropriate based on his/her assessment.
- ESSs must attempt phone contact prior to initiating non-compliance for not submitting attendance or not meeting participation requirements.
- Addition of other acceptable forms of participation verification.
- Labs, internships and clinical courses are not eligible to additional hours of participation for study/homework time unless there is documentation from the educational provider that specifically states the course requires students to study or perform school work outside of normally scheduled hours, and how much time is required.
- Addition of a table on accessing the Work Participation Rate (WPR) Verification folder.
- Clarification regarding attendance entry into C-IV.
- Customers who participate on a holiday are not eligible to receive excused absence hours in addition to their actual participation hours.
- Addition of avoiding duplication of supportive services and how supportive services are affected by financial aid.
- Addition of progress and end of term review processes.
- Addition of information on repeating failed classes and when a customer fails to make satisfactory progress.
- Addition of progress and end of term review processes.

Continued on next page

Chapter 16 – Education and Training

Purpose
(continued)

- Addition of information on repeating failed classes and when a customer fails to make satisfactory progress.
- Update of the contact and cost information on local GED testing locations.
- ESSs will update the Skills List page in C-IV when a customer completes a contracted education activity.
- Update of the contact person at Preschool Services Department.
- Removal of the requirement to forward completed PLAN 109 CIV forms to the Supervising Office Assistant.
- Update of contact information for the local community college CalWORKs offices.

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

TAD WTW

DM:SN:gq:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 8, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0295

CHAPTER 7 – Self-Initiated Programs (SIP)

Purpose

The purpose of the Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) with policy changes and clarification to Self-Initiated Program (SIP) activities, including the following:

- Updated location of the Vocational Education and Training Contracted Service Providers list.
- Exempt volunteers do not have to meet weekly/monthly participation requirements.
- If an educational provider is unable to provide the customer with an appointment within the ten calendar days, the ESS will complete a thorough Journal entry and schedule the customer for an appointment following the appointment with the educational provider.
- Added information on SIP determination based on originally scheduled Orientation/Appraisal (O/A) dates.
- Updated contact information for community college CalWORKs offices.
- Clarified the Job Skills Training Directly Related to Employment activity is for customers with a High School Diploma (HSD) or equivalent, and Education Directly Related to Employment is for customers without a HSD or equivalent.
- Labs, internships and clinical courses are not eligible to additional hours of participation for study/homework time unless there is documentation from the educational provider that specifically states the course requires students to study or perform school work outside of normally scheduled hours, and how much time is required.
- Added a step on accessing the Work Participation Rate (WPR) Verification folder.
- Information contained on the WTW 738.1 within the WPR Verification Folder is considered valid until the educational provider informs the county of any changes.
- Clarified attendance entry into C-IV.
- Added information and an example regarding calculating class time hours.
- Added the definition of hybrid/online courses.
- Added an example of a delay in a SIP start date.
- ESSs will not complete any part of the Student Financial Aid Statement (WTW 8) on the customer’s behalf.
- Added an example of a delay in a SIP start date.
- Clarified that tuition and school fees in the nature of tuition **cannot** be approved as CalWORKs ancillary expenses.
- Updated information to avoiding duplication of supportive services.
- Updated information on verifying attendance.
- Updated holiday and excused absence information.

Continued on next page

Purpose (continued)

- Clarified information regarding repeating failed classes and when a customer fails to make satisfactory progress.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

TAD WTW

DM:SN:gq:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 29, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0299

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by revising the list of San Bernardino County District Offices with the new address for Redlands Transitional Assistance Department (TAD).
Filing instructions	***Remove and Replace:*** Page: 21-5
Distribution	TAD WTW

VR:MM:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 7, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0293

CHAPTER 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to provide Welfare-to-Work (WTW) staff with the following information:
	
	• Addition of Complaint and Grievance Procedures for subsidized and unsubsidized Work Experience (WEX) customers.
	• As of 7/1/13, York Risk Services Group, Inc. has been contracted by the state to handle worker's compensation claims for subsidized and unsubsidized WEX and community service activities.
	  – Procedural changes for site supervisor responsibilities when there is an injury suffered by an unsubsidized WEX/community service participant.
	  – Form name revisions and website location corrections.
	• The WEX Coordinator will not project hours for subsidized WEX customers.
	• Addition of the Notice to Employees (WTW 21) required to be posted at all subsidized and unsubsidized WEX locations.
	  – This form has been provided by the Program Development Division (PDD) Contracts Unit to all WEX contracted providers.
	• Removed references to the State Compensation Insurance Fund (SCIF).
	• Revisions to participation requirements.

Filing instructions	***Remove and Replace:*** Entire Chapter
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 03, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0294

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by adding Yucaipa Transitional Assistance Department (TAD) information to the list of San Bernardino County District Offices.
Filing instructions	***Remove and Replace:*** Page: 21-5
Distribution	TAD WTW

VR:MM:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 16, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0287

CHAPTER 7 – Self-Initiated Programs (SIP)

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) with the 2013-2014 list of approved education/training programs.
Filing instructions	***Remove and Replace:*** Page: 7-23
Distribution	WTW

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 7, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0292

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by adding zip code 92326 to WTW District 02.
Filing instructions	***Remove and Replace:*** Page 21-5
Distribution	TAD WTW

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 29, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0289

CHAPTER 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) by revising the location of the Full Exemption (FE) Child Under One report is now located on the C-IV Resource Center under Special Reports.
Filing instructions	***Remove and Replace:*** Page: 3-17
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 8, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0290

CHAPTER 14 – Participation Requirements/WTW Activities

Purpose	This Handbook Letter updates the Welfare-to-Work Policy Handbook (WTWPHB) Chapter 14 – Participation Requirements/WTW Activities by adding a block for entering attendance for one day activities.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 14-25 ***Add***: Page: 14-25.1
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 15, 2013

WELFARE-TO-WORK POLICY HANDBOOK LETTER #0281

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to update the Welfare-to-Work Policy Handbook (WTWPHB) with policy changes to the noncompliance and sanction process, including the following: • Changes all Employment Services Program (ESP) references to WTW program. • Changes Employment Services Program Handbook (ESPHB) to WTW Policy Handbook (WTWPHB). • Removes note stating Employment Services Specialist (ESS) must send the NA 840 (Sanction of Mandatory Participant) even if he/she misses the three business day timeframe. • Adds note stating that if the ESS fails to initiate noncompliance within three business days, an appointment letter must be sent to the customer. • ESS sets a Task/E-mail to the Eligibility Worker (EW)/Master Assignment Queue (MAQ) to impose sanction on the 21st day. – If the 20th calendar day falls on a holiday or weekend, the ESS will take action the next business day. • ESS sends appropriate Notice of Action (NOA) within three business days of discovering the customer's failure to comply. • Removes note stating the ESS will follow the noncompliance process even if he/she misses the three day timeframe. • Adds note stating that if the ESS fails to send the NA 816/NA 817/NA 818 within three business days of discovering a customer's non-participation, the customer's noncompliance will be stopped. The ESS will need to attempt to contact the customer by phone to schedule an appointment and mail out an appointment letter. • Adds information regarding how to proceed when a customer moves and may not have received the NA 840 (Sanction of Mandatory Participant)/ NA 845 (Removal of Second Parent) or NA 841 (Suspension of Volunteer/ Good Cause/Compliance Notice). • Adds examples throughout chapter. • Adds references to the noncompliance calendar and flow charts that are now available in the on-line Transitional Assistance Department (TAD)/Tools/WTW Tools and Resources. • Removes section on Post Sanction Home Calls.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire Chapter 18 – Noncompliance
Distribution	TAD WTW

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 28, 2013

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0284

CHAPTER 16 – Education and Training

Purpose	This Handbook Letter provides information to staff regarding a change to a block by adding a sentence to clarify Federal WPR for Vocational Education activities.
Filing instructions	***Remove and Replace:*** Page: 16-16
Distribution	ESPHB

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 7, 2013

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0282

CHAPTER 8 – Supportive Services

Purpose	This Handbook Letter updates Employment Services Program Handbook (ESPHB) Chapter 8 – Supportive Services as follows: • Formatting revisions, • Information for Victor Valley Transit Authority, and • Updated examples of authorization levels needed for Imprest Cash advances.
Filing instructions	***Remove and Replace:*** Pages 8-14 and 8-36
Distribution	ESPHB

VR:TB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 21, 2013

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0280

CHAPTER 9 – Job Readiness Activities

Overview	The Employment Services Program Handbook (ESPHB) Chapter 9 – Job Readiness Activities has been updated to add additional procedures for assigning individual job search to a customer pending the start of the Job Readiness activity.
Filing instructions	***Remove and Replace:*** Page 9-2
Distribution	ESPHB

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 29, 2013

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0278

CHAPTER 8 – Supportive Services

Purpose	This Handbook Letter updates Employment Services Policy Handbook (ESPHB) Chapter 8 – Supportive Services with the following information: • Mileage reimbursement rate has been changed to 38.1 cents per mile, • Revisions to least costly form of transportation, • An example of public transportation has been revised, and • Determining the least costly form of transportation.
Effective date	This Handbook Letter is effective 2/1/13.
Filing instructions	***Remove and Replace:*** Pages: 8-7, 8-11, 8-15, 8-17, 8-21, 8-22, 8-23, 8-25 **Add:** Page 11.1
Distribution	TAD ESP

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 22, 2013

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0279

CHAPTER 15 - Employment

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of revised Income Reporting Threshold (IRT) amounts.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 15-19
Distribution	TAD ESP

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 17, 2013

EMPLOYMENT SERVICES HANDBOOK LETTER #0277

CHAPTER 13 – Action Plan/Time Limits

Overview	Employment Services Program Handbook (ESPHB), Chapter 13 – Action Plan/Time Limits, has been updated to add generic Worker ID numbers for new districts.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 13-17
Distribution	ESPHB

VR:TB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 16, 2013

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0276

CHAPTER 21 – ICT/IDT

Purpose	This Handbook Letter updates Employment Services Program Handbook (ESPHB) Chapter 21 – ICT/IDT as follows: • Updates zip codes assigned to districts, and • Adds district office numbers.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 21-4 and 21-5
Distribution	ESPHB

VR:TB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 14, 2013

EMPLOYMENT SERVICES HANDBOOK LETTER #0275

CHAPTER 8 – Supportive Services

Overview	The Employment Services Program Handbook (ESPHB) Chapter 8 – Supportive Services, has been updated to: • Revise authorization levels for supportive services, and • Provide clarification regarding authorization levels for ancillary requests
Filing instructions	***Remove and Replace:*** Pages: 8-9, 8-20, 8-30 and 8-36
Distribution	ESPHB

SB:TB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 10, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0274

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform Employment Services staff of clarification regarding projecting employments.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 15-14, 15-15, 15-16 ***Add:*** Page 15-14.1
Distribution	TAD ESP

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 9, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0273

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff that the ESS will select only **one appropriate reason** to initiate the noncompliance process on the NA 840, using the first identified reason for the noncompliance.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 18-7
Distribution	TAD ESP

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 18, 2012

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0271

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to align a section of the Employment Services Program Handbook (ESPHB) Noncompliance chapter with the Operations and Reference Handbook (ORHB) State Appeals process.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 18-18
Distribution	TAD ESP

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 19, 2012

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0272

CHAPTER 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform Employment Services staff of a change to the online Privacy and Security Training name from "HIPAA – For your Eyes Only" to "HS Privacy and Security Training".
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 17-82
Distribution	TAD ESP

DM:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 10, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0270

CHAPTER 17 – Work Experience and Community Service Training

Overview	The Employment Services Policy Handbook (ESPHB) Chapter 17 – Work Experience and Community Service Training has been updated to show revised Length of Activity for subsidized WEX activity.
Filing instructions	***Remove and Replace:*** Page: 17-27
Distribution	ESPHB

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 14, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0268

CHAPTER 21 – ICT/IDT

Purpose	This Handbook Letter updates Employment Services Program Handbook (ESPHB) Chapter 21 – ICT/IDT as follows: • Updates zip codes assigned to districts, and • Adds district office numbers.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 21-4, 21-5
Distribution	TAD ESP

MC:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 9, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0267

CHAPTER 6 – Domestic Abuse/Substance Abuse/Mental Health Services

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff that Employment Services Manager (ESM) approval is not needed to extend a services only approved Domestic Abuse activity beyond 90 days.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 6-20
Distribution	TAD ESP

DM:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 20, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0265

CHAPTER 7 – Self-Initiated Program (SIP)

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff that community colleges are revising titles of some of their degrees from Associate of Arts/Associate of Science (AA/AS) to Associate of Arts-Transfer/Associate of Science-Transfer (AA-T/AS-T).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 7-42, 7-43, and 7-44
Distribution	TAD ESP

MC:FD:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 18, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0266

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal
CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff supportive service reimbursements and Cal-Learn bonuses will be issued on the customer's Electronic Benefit Transfer (EBT) card if the Payee on the Payment Request is the same as the Payee on the active CalWORKs program.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 4-7, 8-22, 8-30, 8-32
Distribution	TAD ESP

MC:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 9, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0264

CHAPTER 17 – Work Experience and Community Service Training

Overview	The Employment Services Policy Handbook (ESPHB) Chapter 17 – Work Experience and Community Service Training has been updated to include additional information on self-developed Community Service sites.
Filing instructions	***Remove and Replace:*** Pages: 17-48, 17-49, 17-49.1
Distribution	ESPHB

MC:BB:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 21, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0262

CHAPTER 8 – Supportive Services

Overview	The Employment Services Policy Handbook (ESPHB) Chapter 8 Supportive Services has been updated to include a limit on gas card advancements.
Filing instructions	***Remove and Replace:*** Pages: 8-17 through 8-19
Distribution	ESPHB

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 18, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0263

CHAPTER 2 – Welfare-to-Work Intake Process

Overview	The Employment Services Policy Handbook (ESPHB) Chapter 2 – Welfare - to-Work Intake Process has been corrected to state the 48-month time limit on cash aid assistance.
Filing instructions	***Remove and Replace:*** Page: 2-6
Distribution	ESPHB

MC:BB:gq

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 23, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0261

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal
CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following updates: • Form TAD ESP 120 Job Readiness Activities has been added. • The Employment Services Specialist (ESS) will evaluate the customer for all Job Readiness activities when determining the most appropriate activity after Orientation/Appraisal. • A customer who has been sanctioned for more than 12 months can cure his/her sanction by attending Orientation/Appraisal and signing a WTW Activity Agreement (WTW 2) for the next appropriate activity regardless of the reason for the sanction.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Chapter 4 – Pages: 4-2 and 4-12 Chapter 18 – Page: 18-27
Distribution	TAD ESP

MC:BB:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 26, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0253

CHAPTER – 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the **Interactive Process** required for all customers referred to a **County department** for an **unpaid** Work Experience (WEX)/ Community Service training activity.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents, Page 2 of 2 Pages 17-6, 17-7, 17-70 through 17-84
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 26, 2012

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0259

CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities

Purpose	This Handbook Letter adds information to the Employment Services Policy Handbook (ESPHB) – Chapter 14 to inform Employment Services Program (ESP) staff regarding customers making up participation time for holidays.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 14-30 ***Add:*** Page 14-30.1
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 27, 2012

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0258

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following updates: • Staff must verify the sanction effective date on the NA 816 or NA 817 matches the effective date on the original NA 840. • In a two-parent household where both parents refuse to participate or have stopped participating with the program at the same time without good cause, noncompliance will be initiated for both parents. • A Welfare-to-Work (WTW) sanction supersedes a third instance Intentional Program Violation (IPV) penalty.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 18-6, 18-11, 18-17 thru 18-19, 18-31, and 18-34.
Knowledge Database (KD)	The following KD questions have been incorporated into this chapter: • 3834 • 3835, and • 3785
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 26, 2012

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0259

CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities

Purpose	This Handbook Letter adds information to the Employment Services Policy Handbook (ESPHB) – Chapter 14 to inform Employment Services Program (ESP) staff regarding customers making up participation time for holidays.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 14-30 ***Add:*** Page 14-30.1
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 26, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0257

CHAPTER 17 - Work Experience and Community Service Training
CHAPTER 25 - Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions**:** • Added additional resource information: Welfare-to-Work (WTW) At a Glance Job Aid, and Work Experience (WEX)/Community Service PowerPoint. • Added the word "unpaid" to the unpaid WEX sections. • Updated the County departments – revising Memorandum of Understanding (MOU) block. • Added the form number – WTW 15 for the WEX/Community Service Hours Calculation form. • Moved subsidized WEX information from the unpaid WEX section to the subsidized (paid) WEX section. • Added a note to the "Customer develops own site" block. • Added a "Verifying a community service site is a non-profit organization" block. • Updated the "Attendance/progress" block. • Add an "Initial contact with community service site supervisor" block. • Added a "Quarterly contact for any community service site supervisors" block. • Added a note stating the CalFresh and CalWORKs benefits on line 5 of the WTW 15 will include: Maximum Family Grant (MFG) children, penalized, safety net, drug/fleeing felon, and sanctioned customers.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 17-1, 17-4, 17-5, 17-27, 17-48, 17-49, 17-53, 17-57, 25-6 ***Add:*** Pages: 17-49.1, 25-6.1
Distribution	TAD ESP

MC:BB:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 21, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0255

CHAPTER 15 - Employment

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions. • Updated the block titled "Employment information entered into C-IV" and incorporated C-IV User Guide information. • Incorporated C-IV User Guide information into the block titled, "Entering Verified Hours of Employment". • Incorporated C-IV User Guide information into the block titled, "Closing an Employment".
Obsolete C-IV User Guides	C-IV User Guides on Employments – Adding, Entering Hours of Employment, and Closing are obsolete and will be removed from the C-IV User Guides under Employment Services since all the information is now contained in the Employment Services Policy Handbook (ESPHB).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 15-4, 15-20, 15-21 ***Add:*** Pages: 15-4.1
Distribution	TAD ESP

MC:BB:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 8, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0256

CHAPTER – 14 – Participation Requirements, Welfare-to-Work Activities

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Purpose

The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions:

- Added monthly hours throughout the chapter.
- Took out reference to Pay for Performance.
- Took out reference to the MAD 4 coupon.
- Added acronyms as needed throughout the chapter.
- Added additional information to the exempt volunteer block.
- Added references to other chapters where needed.
- Added WTW 15 reference to all references of the Work Experience (WEX)/ Community Service Calculation.
- Changed the reference to 6 week time limit for Job Readiness to 12 week limit.
- Changed the Work Participation Rate (WPR) Verifications folder to the correct server number – \\hssserver235.
- Added information to include that C-IV tracks holiday and excused absence hours on the **Excused Absence List** page.
- Revised the Educational Service Providers and TAD/ESP Point of Contact block.
- Revised the WPR Verification folder access block to update staff authorized to have read/write access.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

TAD ESP

MC:BB:pcl:cds

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 23, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0254

CHAPTER 7 – Self-Initiated Education and Training Programs (SIP)

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Activities linked to a Self-Initiated Education and Training Program (SIP) will be added through the **SIP Detail page** in the C-IV system. • A learning disability screening and/or evaluation must be offered to an Inter-County Transfer (ICT) customer when s/he did not make satisfactory progress in her/his previous county of residence. • The **School Status History** section of the **SIP Detail** page must be updated when a SIP is approved, closed, completed or denied.
Effective date	This Handbook Letter is effective upon receipt.
Filing instructions	***Remove and Replace:*** 7-8, 7-14, 7-19, 7-22, 7-26, 7-27, 7-35, 7-42, and 7-43.
Distribution	TAD ESP

MC:MG:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 16, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0252

CHAPTER 6 – Domestic Abuse/Substance Abuse/Mental Health Services

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions: • Added appropriate acronyms throughout the chapter. • Added monthly participation requirements where appropriate. • Incorporated Knowledge Database (KD) questions to clarify policy. • Updated phone numbers throughout the handbook.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire Chapter
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 25, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0250

CHAPTER 3 – Exemptions

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions: • Instruction on how to add a Volunteer Status to the Welfare-to-Work (WTW) Status List page. • New Volunteer Participation Exemption Ends block. • Care of First Child – Full Exemption (FE) information changed to the Employment Services Specialist (ESS) determines the FE instead of the Eligibility Worker (EW). • Researching FE information. • The Plan 112 is required in addition to the CW 61 for Care of Household Member verification. • Updated acronym information.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 3-4, 3-16, 3-17, 3-18, 3-21, 3-23, 3-24 ***Add:*** Page 3-17.1
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 11, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0251

CHAPTER 15 - Employment

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of revised Income Reporting Threshold (IRT) amounts.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 15-19
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 4, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0249

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities
CHAPTER 15 – Employment

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff that the rounding principle is to round to the **nearest** whole number.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 14-7, 15-5, 15-12
Distribution	TAD ESP

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 4, 2012

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0248

CHAPTER 17 – Work Experience and Community Service Training

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions: • Added acronyms throughout the chapter. • Added the Work Experience (WEX) Referral Checklist (WTW 4) to the Forms summary page. • Added the Unpaid WEX/Community Service Hours Worksheet (WTW 15) to the Forms summary page. • Added website information for the eSCIF 3301 – Employee's Claim for Workers' Compensation Benefits form on the Forms summary page. • Training Site Request (TSR) information was updated. • No-show on start date block information was updated. • Progress and Attendance is due by the fifth (5th) of the month. • C-IV entries block updated. • Notify Child Care Eligibility Worker (EW) when terminating a WEX activity, if appropriate. • Subsidized WEX injuries follow current county department policy. • Added a link to Community Service sites who accept volunteers. • Added information regarding the new Unpaid WEX/Community Service Hours Worksheet (WTW 15) available on the TAD forms website throughout the chapter. • Added information regarding the new Form and Procedures (F&P) for the WTW 15. • Added new deeming hours of participation block. • PLAN 111 information was updated. • Added principle for rounding, round to the nearest whole number. • If a customer does not meet deeming requirements, the ESS will enter actual hours of attendance in C-IV.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents and Pages 17-1 thru 17-68
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0246

CHAPTER 7 – Self-Initiated Programs (SIPs)
CHAPTER 9 – Job Readiness Activities
CHAPTER 16 – Education and Training

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions: • Customers are allowed to volunteer to participate in activities established in his/her personalized WTW plan. • All references to volunteers meeting a certain number of hours per week/month have been removed.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** **Pages 7-4, 7-6, 7-34, 9-9, 16-18**
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 22, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0245

CHAPTER 3 - Exemptions

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following revisions: • Exempt customers are allowed to volunteer to participate in whatever activities are established in their personalized WTW plan, which must include identification of necessary supportive services. • Pages have been reformatted and renumbered.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 3-1 through 3-17
Distribution	TAD ESP

MC:BB:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 8, 2011

EMPLOYMENT SERVICES HANDBOOK LETTER #0244

CHAPTER 18 – Noncompliance

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff a note in the noncompliance section of the handbook has been removed.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 18-31
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 19, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0243

CHAPTER 21 – ICT/IDT

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of zip code changes.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 21-4 and 21-5
Distribution	ESP

MC:BB:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 12, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0242

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the addition of a new location for the Life Management Skills (LMS) training classes offered through the Department of Behavior Health (DBH).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 16-9
Distribution	TAD ESP

MC:BB:pl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 6, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0241

CHAPTER 21 – ICT/IDT

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of zip code changes.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 21-4, 21-5
Distribution	TAD ESP

MC:BB:pl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 5, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0240

CHAPTER 6 – Domestic Abuse, Substance Abuse, Mental Health Services
CHAPTER 7 – Self-Initiated Programs (SIPs)
CHAPTER 8 – Supportive Services
CHAPTER 13 – Action Plan/Time Limits
CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities
CHAPTER 16 – Education and Training
CHAPTER 17 – Work Experience and Community Service Training
CHAPTER 23 – Teen Participation Requirements
CHAPTER 25 – Case Management

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes:

- Attendance verification and travel claims are due **between the first (1st) and fifth (5th) calendar day** of each month.
- When approving ancillary services for Victor Valley College, the Employment Services Specialist (ESS) must use a specific Resource Databank (RDB) Provider Identification Number.
- The ABCDM 228 – Applicant's Authorization for Release of Information form is used when approving non-contracted Domestic Abuse, Substance Abuse or Mental Health service activities.
- Added information regarding customers picking up negotiables.
- Food Worker certification card information has been updated.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 6-22, 6-30, 6-42, 6-47, 6-61, 6-67, 7-11, 7-15, 7-39, 8-5, 8-27, 8-29, 8-33, 8-35, 13-4, 14-25, 16-8, 16-18, 16-20, 16-21, 16-25, 16-31, 16-34, 16-35,16-49, 17-17, 17-23, 17-49, 17-52, 17-53, 17-61, 23-7, 23-15, 25-4, and 25-6

Distribution

TAD ESP

MC:BB:pl

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 5, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0240

CHAPTER 6 – Domestic Abuse, Substance Abuse, Mental Health Services
CHAPTER 7 – Self-Initiated Programs (SIPs)
CHAPTER 8 – Supportive Services
CHAPTER 13 – Action Plan/Time Limits
CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities
CHAPTER 16 – Education and Training
CHAPTER 17 – Work Experience and Community Service Training
CHAPTER 23 – Teen Participation Requirements
CHAPTER 25 – Case Management

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes:

- Attendance verification and travel claims are due **between the first (1st) and fifth (5th) calendar day** of each month.
- When approving ancillary services for Victor Valley College, the Employment Services Specialist (ESS) must use a specific Resource Databank (RDB) Provider Identification Number.
- The ABCDM 228 – Applicant's Authorization for Release of Information form is used when approving non-contracted Domestic Abuse, Substance Abuse or Mental Health service activities.
- Added information regarding customers picking up negotiables.
- Food Worker certification card information has been updated.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 6-22, 6-30, 6-42, 6-47, 6-61, 6-67, 7-11, 7-15, 7-39, 8-5, 8-27, 8-29, 8-33, 8-35, 13-4, 14-25, 16-8, 16-18, 16-20, 16-21, 16-25, 16-31, 16-34, 16-35,16-49, 17-17, 17-23, 17-49, 17-52, 17-53, 17-61, 23-7, 23-15, 25-4, and 25-6

Distribution

TAD ESP

MC:BB:pl

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 12, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0239

CHAPTER 8 – Supportive Services

Purpose

The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes:

- Payment for transportation is allowed to and from the actual location where the customer is attending an approved activity.
- Authorization for issuances from Supervising Employment Services Specialist I (SESS I), Employment Services Manager (ESM) and/or Deputy Director (DD) will be requested via email.
- Approval emails will be imaged into the case via ImageNow virtual printer and indexed under indicated category.
- Employment Service Specialists (ESSs) will notify designated Office Assistant (OA) and cc Supervising Office Assistant (SOA), via email that a customer is in the lobby waiting for issuance.
- OAs will verify the approval email is imaged in the case prior to processing an issuance requiring management approval.
- Travel claims are due from customers between the first and fifth day of each month.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 8-7, 8-9, 8-10, 8-12, 8-18, 8-20, 8-26, and 8-33.

Distribution

TAD ESP

MC:MG:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 6, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0238

CHAPTER 3 – Exemptions

Purpose	The purpose of the Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes in policy: • The Care of First Child exemption has a 12 month lifetime limit which can be used for more than one child under the age of 12 months. • Instructions on how to apply partial months of Care of First Child exemption to subsequent children have been added. • Instructions on how to research Care of First Child exemption months have been updated.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 3-15 through 3-18
Distribution	TAD ESP

DM:KA:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 26, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0237

CHAPTER – All Chapters

Purpose	The purpose of the Handbook Letter is to replace Food Stamps (FS) with CalFresh (CF) in all chapters in the Employment Services Policy Handbook (ESPHB).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** All chapters
Distribution	TAD ESP

MC:MG:tl

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 5, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0235

CHAPTER 7 – Self-initiated Education and Training Programs (SIP)

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff that the list of approved education/training programs has been updated for the 2011-2012 school year.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 7-24
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 3, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0231

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB updates: • Added Vocational Training definition • Added Study/Homework time information • Added Holidays and Excused Absences • Updated GED testing sites information • Defined satisfactory progress
Effective date	This handbook letter is effective when received.
Filing instructions	***Remove and Replace:*** Entire chapter
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 25, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0224

CHAPTER 3 – Exemptions
CHAPTER 8 – Supportive Services
CHAPTER 13 – Action Plan/Time Limits
CHAPTER 18 – Noncompliance

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes:

- Designated Office Assistants (OAs) will complete reassignment of Welfare-to-Work (WTW) programs to a generic, sanction or exemption identification (ID) number, as prescribed by the Employment Services Specialist (ESS) on the TAD 19 REAC.
- Supervising Office Assistants (SOAs) Resource Databank (RDB) Maintainers will enter all WTW provider information into the Resource Databank (RDB) per the TAD RDB 102.

Effective date

This Handbook Letter is effective immediately.

Filing instructions

Remove and Replace:

Pages 3-3, 8-33, 8-35,13-16, 13-17, 18-14, 18-21

Distribution

TAD ESP

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 25, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0236

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of a change to travel claim processing timeframes. Travel claims must be processed: • Within ten (10) calendar days of receipt, or • By the end of the month for claims received with less than ten (10) calendar days before the end of the month.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Remove and Replace:*** Page 8-5
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 25, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0234

CHAPTER 25 – Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of required information for Journal entries for any in-person interactions with customers.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 25-15
Distribution	TAD ESP

MC:MG:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 11, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0233

CHAPTER 9 – Job Readiness Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff that individual Job Search may be used as a stand alone or concurrent activity.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 9-10
Distribution	TAD ESP

MC:MG:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 20, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0230

CHAPTER 17 – Work Experience and Community Service Training
CHAPTER 25 – Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff that references to Chapter 19 Appeals/Discrimination/ Special Services/Confidentiality have been replaced with Operations and Reference Handbook (ORHB) Chapter C – Rights.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Remove and Replace:*** Pages: 17-8, 17-47, and 25-17
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 21, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0229

CHAPTER 19 – Appeals, Discrimination, Special Services, and Confidentiality

Purpose	The purpose of this handbook letter is to inform staff this chapter is obsolete. Information contained in this chapter is available in the Operations and Reference Handbook (ORHB).
Filing instructions	***Remove:*** Entire chapter and Reserve For Future Use
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 15, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0232

CHAPTER 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Deleted reference to attaching a voided check to the Direct Deposit form. • Added a link to County Work Experience (WEX) departments with current Memorandum of Understandings (MOUs) that allow subsidized WEX to operate county owned vehicles. • Added Public Works to this list.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Remove and Replace:*** Page 17-28
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0214

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: Authorization levels for Transportation and Ancillary have been revised.
Effective date	This handbook letter is effective April 1, 2011.
Filing instructions	***Remove and Replace:*** 8-9, 8-17, 8-20, 8-30, 8-33 and 8-36
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0228

CHAPTER 3 – Exemptions
CHAPTER 6 – Domestic Abuse, Substance Abuse, Mental Health Services
CHAPTER 7 – Self-Initiated Education and Training Programs (SIP)
CHAPTER 13 – Action Plan/Participation Hours
CHAPTER 17 – Work Experience and Community Service Training
CHAPTER 18 – Noncompliance
CHAPTER 24 – Cal-Learn Teen Parents

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the CalWORKs time limit clock change from 60 to 48 months.
Effective date	This Handbook Letter is effective July 1, 2011.
Filing instructions	***Remove and Replace:*** Table of Contents for Chapter 3 Pages 3-1, 3-9 through 3-15, 3-23 and 3-24, 6-12, 6-20, 6-24, 6-34, 6-42, 6-46, 6-47, 6-54, 6-66, 7-7, 7-26, 13-14, 17-11, 18-13, 18-33, 18-35, 24-3
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 7, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0227

CHAPTER 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Customers will be assigned to Work Experience (WEX) training for six (6) months. • Extensions in three (3) month increments may be granted with Employment Services Manager (ESM) approval. • Removed the option of extending WEX beyond the 12-month limit. • Removed block for auto task. C-IV is generating the task for Eligibility and not for ESP staff; SCR has been submitted.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page 17-5
Distribution	TAD ESP

MC:MG:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 16, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0226

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following change: • Adding the customer's appointment date from the NA 840 on the **Customer Schedule** in C-IV so the Interactive Voice Response (IVR) system will call the customer to remind him/her of the appointment. • **Checking the "Outbound IVR Call" box only**; if the "Print Appointment Letter" box is checked it will overwrite the NA 840.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Remove and Replace:*** Pages: 18-2 and 18-22.1
Distribution	TAD ESP

MC:BB:pcl

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0221

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: • When a customer uses carpool/vanpool services as her/his means of transportation, s/he will be reimbursed at the carpool/vanpool rates paid for the month.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages: 8-22 and 8-23
Distribution	TAD ESP

MC:MG:sg

Verification of parking

The ESS verifies the expense of a parking meter or a lost parking lot receipt by use of a written declaration from the customer indicating the amount paid. The customer must verify the parking expense before being reimbursed. The chart below lists the expense and verification required.

Item	Verification
Parking Lot	Receipt
Parking Meter	Customer's sworn statement, HSS 48 (E/S)
Lost Receipt	

Examples

The following are examples of reimbursing the customer.

If the customer…	And…	Then the customer is reimbursed…
Uses his/her vehicle to travel to work, but public transportation is available and would not take more than two hours round trip,	Is unable to come into the office because of her work schedule,	At either the daily public transportation rate or the public monthly transportation rate, whichever is less.
Takes public transportation to work,	Is unable to come into the office because of his work schedule,	At either the daily public transportation rate or the public monthly transportation rate, whichever is less.
Uses his/her vehicle to travel to work,	Reimbursement has been determined at the mileage rate of 37.4 cents per mile, and customer has been advanced $90.00 in gas cards,	The difference between the amount given in gas cards and the total amount listed on the ESP 753A.
Lives in Yucca Valley,	Uses his/her vehicle to attend training in Palm Springs,	At the mileage rate of 37.4 cents per mile, ten working days after s/he completes and turns in the ESP 753A.
Lives in Victorville and carpools to San Bernardino to work,	Pays a set bi-weekly amount of $45 for carpool fees,	At the set carpool fees when s/he completes and submits the ESP 735A.

Note: The customer is reimbursed at either the mileage reimbursement rate of 37.4 cents per mile, **if** public transportation is not available or would take the customer more than two hours round trip, including the time it takes the customer to walk to the bus stop, or the public transportation rate (either monthly or daily rate), **whichever is less.**

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0220

CHAPTER 12 – Assessment and Learning Disabilities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: • There will be four (4) hours allotted to Assessment in the Customer Activity Detail page and Activity Agreement (WTW 2).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Page: 12-3
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 18, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0219

CHAPTER 9 – Job Readiness Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: • The Employer Contact Verification (Plan 108 CIV) is imaged in C-IV.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 9-7
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0223

CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: The Employment Services Specialist (ESS) can click on the arrow adjacent to the customer name hyperlink located in the CalWORKs (CW) section of the **Case Summary** page in C-IV to verify the customer's Work Eligible Individual (WEI) status.
Effective date	This Handbook Letter is effective immediately.
Filing instructions	***Remove and Replace:*** 14-5 and 14-5.1
Distribution	TAD ESP

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 12, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0217

CHAPTER 4 – Orientation/Appraisal/Reappraisal

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: • Templates with the script for the Appointment Letter (ADM 102 CIV) to schedule the Orientation/Appraisal (O/A) appointment in English and Spanish are available online on the Journal Templates page under WTW Templates.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 4-4.1
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 24, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0216

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: • Elimination of standardized pick-up times for supportive service issuances.
Effective date	This Handbook Letter is effective April 18, 2011.
Posting	ESPHB Letter #0216 will be posted on the Human Services website.
Filing instructions	***Remove and Replace:*** 8-2
Distribution	ESPHB

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 5, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0218

CHAPTER 9 – Job Readiness Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Information on when the Employer Contact Verification Sample (PLAN 108 CIV SAMPLE) should be given to customers has been added. • Forms and Procedures (F&P) for the PLAN 108 CIV is available on-line under TAD ESP Forms. • Information for required documentation for Job Search related activities has been updated. • Preparing customers for Job Search information has been added.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 9-1, 9-7, 9-10 and 9-12
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 11, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0211

CHAPTER 15- Employment Activities

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes:

- When the actual number of hours worked by a customer is not included on the paystubs submitted with the QR 7, the Employment Services Specialist (ESS) will obtain information from the employer or instruct the customer to have his/her employer complete an Employment & Income Verification (TAD 104) to verify the number of hours worked during the reporting month.
- The Income Reporting Threshold chart has been updated.
- Information on what to enter on the Employment Detail page has been revised.
- The rounding principle definition has been added.
- The ESS will enter all employments and hours worked into C-IV regardless of the amount the customer is compensated.
- Reference to obsolete form ESP 737 has been removed.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

15-3 through 15-6, 15-13,15-15, 15-16, and 15-18

Distribution

TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 10, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0215

CHAPTER 25 – Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: Employment Services Specialists (ESS) will update the Skills List page in C-IV: • At Appraisal, • At the time the Action Plan is developed, • After a customer completes a training/education or a Work Experience, (WEX)/Community Service (CS) activity, and • When a customer reports a new job with new and/or different duties.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 25-7
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 23, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0214

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: Authorization levels for Transportation and Ancillary have been revised.
Effective date	This handbook letter is effective April 1, 2011.
Filing instructions	***Remove and Replace:*** 8-9, 8-17, 8-20, 8-30, 8-33 and 8-36
Distribution	TAD ESP

MC:MG:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 25, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0213

CHAPTER 17 – Work Experience (WEX)/Community Service

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • The San Bernardino County Regional Parks department has a revised Subsidized/Unsubsidized Memorandum of Understanding (MOU); this MOU permits **subsidized** WEX to operate a county owned vehicle. • Change in rounding principle. • New phone number for State Compensation Insurance Fund (SCIF). • Revised SCIF 3301 form to e3301. • Added link to e3301 form.
Effective date	This Handbook Letter is effective April 4, 2011.
Posting	ESPHB Letter #0213 will be posted on the HS Website.
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** 17-4, 17-28, 17-56, 17-60, 17-61, 17-63, 17-64, 17-70 and 17-71
Distribution	ESPHB

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 11, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0212

CHAPTER 14 – Participation Requirements/Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Added rounding principle to this chapter, anything **.5** and above would round to the next whole number. • Added monthly hour requirements. • Deleted a sentence referencing the applicable federal or state minimum wage for unsubsidized employment.
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0212 will be posted on the HS Website.
Filing instructions	***Remove and Replace:*** 14-6, 14-9 and 14-16
Distribution	TAD ESP

MC:BB:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 1, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0210

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: Clarified information regarding Travel Claims over 60 days.
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0210 will be posted on the HS Website.
Filing instructions	***Remove and Replace:*** Pages: 8-5, 8-20 and 8-27
Distribution	TAD ESP

MC:BB:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 14, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0209

CHAPTER 17 – Work Experience (WEX)/Community Service

Overview	The purpose of this handbook letter is to inform Employment Services staff of the following changes: • The San Bernardino County Airports Department has a **Subsidized**/Unsubsidized Memorandum of Understanding (MOU); this MOU permits **subsidized** WEX to operate a county owned vehicle. • The WEX 6 is imaged into C-IV every two weeks and indexed under WEX/CS forms.
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** Pages: 17-4, 17-28, 17-38 and 17-39
Effective date	This Handbook Letter is effective February 22, 2011.
Posting	ESPHB Letter #0209 is posted on the HS Website.
Distribution	ESP

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 11, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0208

CHAPTER 4 – Orientation/Appraisal/Reappraisal

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: • The script on the Appointment Letter (ADM 102 CIV) to schedule Orientation/Appraisal (O/A) has been updated.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 4-4 ***Add:*** 4-4.1
Distribution	TAD ESP

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 27, 2011

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0207

CHAPTER 9 – Job Readiness Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: • Verification for time spent online in the district office participating in Job Search related activities not captured on the Plan 108 CIV, will be documented on the Attendance Tracking (TAD ESP 819) form and imaged in each case by the Employment Services Specialist.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 9-1 and 9-7
Distribution	TAD ESP

MC:MG:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 15, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0206

CHAPTER 17 – Work Experience and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes: • Unpaid/unsubsidized WEX customers are not authorized to operate county owned vehicles. • The Training Site Request (TSR) spreadsheet is now listed by the WEX provider name. • Subsidized WEX may drive county vehicles if this provision is included in the site's Memorandum of Understanding (MOU). • Subsidized WEX customers may operate motorized vehicles or other equipment necessary to perform assigned job duties at the discretion of the subsidized site. • Incorporated IIIN #10-019 adding Privacy and Security training information.
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0206 will be posted on the HS Website.
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** Table of Contents, Page 2 of 2 Pages: 17-1, 17-4, 17-5, 17-7, 17-28 ***Add:*** Pages: 17-74, 17-75, 17-76 ***Obsolete:*** IIN 10-019
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 29, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0203

CHAPTER 9 – Job Readiness Activities

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB updates: • Adding information for 12 weeks of Job Search allowed during the preceding 12-month period. • Adding information on the four consecutive weeks of Job Search limit. • Incorporating IIN #09-073.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Pages 9-3, 9-5, 9-6, 9-8 **Obsolete:** IIN #09-073
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 22, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0204

CHAPTER 25 – Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following update: • Employment Services Specialists will review the Business Intelligence (OBIEE) Workload Analysis page on a daily basis.
Effective date	This Handbook Letter is effective when received.
Filing instructions	File in Chapter 25 of the Employment Services Policy Handbook. ***Remove and Replace:*** 25-5
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 24, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0205

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: Adding information regarding the Partnership for Employment and Economic Reinvestment (PEER) program.
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0205 will be posted on the HS Website.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Table of Contents ***Add:*** 15-32 through 15-36
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 30, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0202

CHAPTER 23 – Teen Participation Requirements

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following updates regarding completing a Plan 107 CIV for: • Teen customers • Teen parents
Effective date	This Handbook Letter is effective when received.
Filing instructions	File in Chapter 23 of the Employment Services Policy Handbook. ***Remove and Replace:*** Pages: 23-6 and 23-14
Distribution	TAD ESP

MC:MG:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 23, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0200

CHAPTER 13 – Action Plan/Time Limits

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB updates:

- CalWORKs Stage One Child Care Request Form and Payment Rules (CCP 7) is not required if there is a pending/active Child Care case.
- Included monthly hours in required participation hours.
- Included Exclusion from Assessment.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

13-1
13-3 through 13-4
13-6 through 13-13
13-17

Distribution

TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 21, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0199

CHAPTER 12 – Assessment and Learning Disabilities

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB update: • The Employment Services Specialist (ESS) and Supervising Employment Services Specialist I (SESS I) will sign the Plan 109 CIV prior to faxing it to the LDE provider.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 12-18
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 8, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0198

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB updates: • Reimbursing Victor Valley customers at the County Adult bus pass rate. • Authorizing gas card issuances up to the maximum monthly reimbursement amount.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 8-15, 8-18, 8-21 and 8-26
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 8, 2010

EMPLOYMENT SERVICES HANDBOOK LETTER #0197

CHAPTER 21 – Inter-County Transfer (ICT) / Inter-District Transfer (IDT)

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Updating the list of Zip codes and telephone contact information for TAD ESP offices. • Adding San Bernardino TAD 02 office to the list of TAD ESP offices.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 21-4 and 21-5
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 18, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0195

CHAPTER 18 – Noncompliance

Overview	The purpose of this handbook letter is to inform Employment Services staff of the following additions to the handbook: • The CCP 7 is a required form to be completed if there is no active/pending Child Care (CC) case. • The EW will review the NA 840 to ensure all budget information is correct.
Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** Pages: 18-5 and 18-14
Effective date	This Handbook Letter is effective September 7, 2010.
Posting	ESPHB Letter #0195 is posted on the HS Website.
Distribution	ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 19, 2010

EMPLOYMENT SERVICES HANDBOOK LETTER #0196

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal

Purpose

The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB updates:

- ESP staff conducting the Orientation presentation must allocate time for a Child Care (CC) Eligibility Worker (EW) to make a presentation for Stage One CC program.
- Imaging original documents at the Appraisal appointment.
- Updated the C-IV page names.
- Clarified the time frame for starting the noncompliance process for customers who have missed their appointment for O/A and have not rescheduled O/A.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 4-7 through 4-9

Distribution

TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 6, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0194

CHAPTER 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: • Added a volunteer example for a two-parent household.
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. ***Remove and Replace:*** 3-4 ***Add:*** 3-4.1
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0194 will be posted on the HS Website.
Distribution	TAD ESP

MC:SB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 3, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0193

CHAPTER 17 – Work Experience (WEX) and Community Service Training

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: • Added information regarding required forms to be displayed when I-9s (Employment Eligibility Verification) are reviewed or completed.
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0193 will be posted on the HS Website.
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** 17-25 17-31
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 15, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0191

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: • Self-employment clarification
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-10 **Add:** 15-10.1
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0191 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 15, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0192

CHAPTER 17 – Work Experience (WEX) Community Service

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes: • A WEX extension beyond the 12-month limit requires Employment Services Manager (ESM) approval • Subsidized WEX can work more than eight hours a day without being paid overtime • Automated Task for WEX/Community Service
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** 17-5
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0192 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 1, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0190

CHAPTER 25 –Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Closing automated Tasks. • Starting non-compliance process for no-show appointments. • Scheduling same day Child Care appointment when needed for customer to start an activity. • Scheduling appointments for Active cases with no activity.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 25-5 25-7 25-9 25-12 25-13
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 1, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0190

CHAPTER 25 –Case Management

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Closing automated Tasks. • Starting non-compliance process for no-show appointments. • Scheduling same day Child Care appointment when needed for customer to start an activity. • Scheduling appointments for Active cases with no activity.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 25-5 25-7 25-9 25-12 25-13
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 2, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0189

CHAPTER 18 – Non Compliance

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Selecting Task options from the **Task Types** drop down. • Updating Welfare-to-Work (WTW) status on sanction effective date. • Signing an Activity Agreement WTW 2 when a case is pending in Appeals process.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 18-14 18-17 18-22 18-27 18-38
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 1, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0188

CHAPTER 4 – Orientation, Appraisal, and Reappraisal

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following changes: • Selecting options from the **Task Type** drop down. • Informing customers of Child Care (CC) services during Orientation and Appraisal (O/A).
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 4-5
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 10, 2010

EMPLOYMENT SERVICES HANDBOOK LETTER #0187

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Avoiding duplication of supportive services. • Approving transportation services for restored CalWORKs cases. • Issuing monthly bus passes for customers requesting public transportation advances. • Authorizing additional gas cards to meet a customer's needs to successfully participate in his/her activity for the month. • Expanding the list of allowable items that may be approved as Ancillary, including car registration fees. • Instructions on how to replace a lost, stolen, or destroyed customer warrant. • Instructions on when a CalWORKs Stage One Child Care Request Form and Payment Rules (CCP 7) is required. • Instructions for Mount San Antonio College (Mt. SAC) Bursar's Office Service Arrangements. • Adding information on State Funded Car Insurance.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** Table of Contents Pages: 8-2, 8-10, 8-12, 8-17, 8-29, 8-30, 8-31, 8-32, and 8-37 through 8-59 ***Add:*** Pages: 8-60 and 8-61 ***Obsolete:*** IIN 09-043 ERRATA
Distribution	TAD ESP

MC:MM:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 9, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0186

CHAPTER 17 – Work Experience (WEX) Community Service

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Deeming clarification of required monthly hours. • Adding monthly hours to the PLAN 111 CIV. • Examples of WEX/Community Service calculation. • Incorporate IIN #09-073 into this chapter, regarding WEX/Community Service and Job Readiness.
Filing instructions	File in Chapter 17 of the Employment Services Policy Handbook. ***Remove and Replace:*** Table of Contents, page 2 of 2 17-55 through 17-73
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0186 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 28, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0185

CHAPTER 15 – Employment Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. Removed a sentence pertaining to excused absences.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 15-16
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0185 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 22, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0184

CHAPTER 18 – Noncompliance

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Clarification for the Employment Services Specialist (ESS) to send the NA 840 even if s/he misses the three (3) business day timeframe.
Effective date	This Handbook Letter is effective upon receipt.
Filing instructions	***Remove and Replace:*** Page 18-2
Distribution	TAD ESP

MC:SB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 14, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0178

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. Clarify the sanction cure process.
Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** 18-27 18-28
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0178 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

APRIL 5, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0177

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • In-House Job Skills activity has been added to the list of Job Skills Directed Related to Employment activities. • Applicants Authorization for Release of Information (ABCDM 228) is required when referring customers to the Life Management Skills activity.
Effective date	This Handbook Letter is effective when received.
Filing instructions	***Remove and Replace:*** 16-7 16-7.1
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 3, 2010

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0176

CHAPTER 19 – APPEALS, DISCRIMINATION, SPECIAL SERVICES, AND CONFIDENTIALITY

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: Telecommunication Device for the Deaf (TDD) phone number has been updated.
Filing instructions	File in Chapter 19 of the Employment Services Program Handbook. ***Remove and Replace:*** Page 19-15
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0176 will be posted on the Human Services (HS) Website.
Distribution	TAD ESP

MC:TD:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 18, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0173

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Monthly participation requirement hours have been added. • Job Search has been added for customers completing a Vocational Training activity.
Effective date	This Handbook Letter is effective when received
Filing instructions	***Remove and Replace:*** Pages: 16-13 and16-41
Distribution	TAD ESP

MC:MG:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 15, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0172

CHAPTER 18 –Noncompliance

Overview	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Good Cause will be granted to second parent once the first parent shows verification of meeting the 152 hour monthly participation requirement. • Welfare-to-Work Status page will be updated within three (3) business days of the sanction effective date. • The Employment Services Specialist (ESS) will review a case to determine what action is necessary on the third day of the following month for customers who may be discontinued before the sanction is effective.
Effective date	This Handbook Letter is effective upon receipt.
Filing instructions	***Remove and Replace:*** Pages: 18-11 18-21 18-22.1
Distribution	TAD ESP

MC:MG:KC

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 25, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0171

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change. • Permission to Release Domestic Abuse Information When Moving to Another County form (WTW 37). • County responsibilities for customers who are victims of Domestic Abuse, and their case is transferred to another county. • Updated zip codes served by the Hesperia and Victorville TAD district offices.
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** Pages: 21-1, 21-4, 21-5, 21-6, 21-7 ***Add:*** Page: 21-7.1
Effective date	This Handbook Letter is effective immediately.
Distribution	TAD ESP

MC:SS:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 1, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0175

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB change: • San Bernardino TAD 01 and Victorville TAD addresses and phone numbers have been updated.
Filing instructions	File in Chapter 21 of the Employment Services Program Handbook. ***Remove and Replace:*** Page 21-5
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0175 will be posted on the Human Services (HS) Website.
Distribution	TAD ESP

MC:TD:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 1, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0174

CHAPTER 19 – APPEALS, DISCRIMINATION, SPECIAL SERVICES, AND CONFIDENTIALITY

Purpose	The purpose of this Handbook Letter is to inform Employment Services Program (ESP) staff of the following ESPHB changes: • Telecommunication Device for the Deaf (TDD) phone number has been updated, • Address for San Bernardino TAD 01 has been updated, and • TDD procedure Step/Action table has been revised.
Filing instructions	File in Chapter 19 of the Employment Services Program Handbook. ***Remove and Replace:*** Pages 19-16, 19-19, and 19-20
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0174 will be posted on the Human Services (HS) Website.
Distribution	TAD ESP

MC:TD:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 7, 2010

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0170

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to provide Employment Services Program (ESP) staff with the new instructions added on how to request a sanction on cases scheduled to be discontinued.
Filing Instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** 18-22 and 18-23 ***Add:*** 18-22.1
Effective Date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0170 will be posted on the Human Services (HS) Website.
Distribution	TAD ESP

MC:MG:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 7, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0169

CHAPTER 7 – Self-Initiated Program (SIP)

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. Clarified Vocational Education time tracking.
Filing instructions	File in Chapter 7 of the Employment Services Policy Handbook. ***Remove and Replace:*** 7-27 7-40
Effective date	This Handbook Letter is effective December 21, 2009.
Posting	ESPHB Letter #0169 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 7, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0168

CHAPTER 16 – Education and Training

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. Life Management Skills Classes provided by the Department of Behavioral Health (DBH) at designated Transitional Assistance Department (TAD) district offices.
Filing instructions	File in Chapter 16 of the Employment Services Policy Handbook. ***Remove and Replace:*** 16-7 ***Add:*** 16-7.1
Effective date	This Handbook Letter is effective December 14, 2009.
Posting	ESPHB Letter #0168 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 20, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0166

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff that Monthly Work Participation Requirement hours have been added to this chapter
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook ***Remove and Replace:*** Pages 14-4, 14-7, 14-8, and 14-29
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0166 will be posted on the HS Website
Distribution	TAD ESP

MC:MG:dg

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 20, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0165

CHAPTER 7 – Self-Initiated Program (SIP)

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change.

- Implementing new SIPs as **Vocational Education (Voc Ed)** activities effective **11/23/09**.
  - The ESS will continue to enter new SIPs on the **SIP Detail** page, through the SIP List page, and follow all SIP requirements.
- Changing current SIPs to Voc Ed activities when the SIP customer comes into the district office to complete a new WTW 2 for the new semester or quarter.
- All SIPs will be entered as a **Voc Ed activity** instead of a **SIP activity** so C-IV can track the Voc Ed 12-month time clock, if the customer has not used his/her Voc Ed 12-month time limit.
- The ESS and the Program Integrity Division (PID), for WPR verification purposes, will need to continue to review the case and manually count the months the customer has participated in a SIP or Voc Ed activity to ensure accuracy.
- Attendance for the SIP will be added under either Voc Ed, Education Directly Related to Employment or Job Skills Training Directly Related to Employment, whichever applies.
  - If the customer is in a Voc Ed activity, attendance must be tracked under the Voc Ed activity in order for C-IV to tick a month of Voc Ed.
  - If no attendance is entered, a month of Voc Ed will not be ticked in the C-IV system.
  - If the ESS does not want a month in Voc Ed to count towards the customer's 12-month time clock because the customer met WPR with another activity, s/he can untick the month on the Voc Ed Track Detail page. See C-IV User Guide – Activity Attendance.
- Removed all references to "SIP activity" and replaced with "SIP", since the ESS will no longer enter a SIP **activity**.
- Exempt volunteers are required to meet Federal WPR.

Continued on next page

Filing instructions	File in Chapter 7 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective November 23, 2009.
Posting	ESPHB Letter #0165 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 16, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0164

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Place the ICT out customer in **Good Cause – No Transportation** status.
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** 21-6
Effective date	This Handbook Letter is effective December 7, 2009.
Posting	ESPHB Letter #0164 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 6, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0163

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • The Department of Environmental Health Services (DEHS) has been added as a provider for Food Worker Certification.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-29, 8-30 and 8-31
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0163 will be posted on the HS Website.
Distribution	TAD ESP

MC:MG:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 20, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0162

CHAPTER 7 – Self-Initiated Programs (SIPs)

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following updated ESS resources for SIPs: • Added link to access Financial Aid Award Letter information for Victor Valley College students, and • 2009-10 list of approved education/training programs.
Filing instructions	File in Chapter 7 of the Employment Services Policy Handbook. ***Remove and Replace:*** 7-24 7-31 ***Add:*** 7-31.1
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0162 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 13, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0161

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Authorization levels have changed.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-9 8-30 8-36
Effective date	This Handbook Letter is effective November 2, 2009.
Posting	ESPHB Letter #0161 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 5, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0160

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the clarification for contacting and scheduling the 2nd parent to participate in Welfare-to-Work (WTW) activities when s/he is no longer eligible to the 2nd parent Good Cause status reason.
Filing instructions	File in Chapter 4 of the Employment Services Policy Handbook. ***Remove and Replace:*** • 18-11 • 18-29
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0160 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 1, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0159

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. The Income Reporting Threshold amounts have changed.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-18
Effective date	This Handbook Letter is effective October 1, 2009.
Posting	ESPHB Letter #0159 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 10, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0158

CHAPTER 16 – Education and Training

Purpose

The purpose of the Handbook Letter is to inform ESP staff of the following ESPHB changes or new information:

- Acceptable attendance verification for on-line course,
- Job Corps community resource information for a customer's education and training activity,
- Referral Process for Preschool Services Department (PSD),
- Referral process for ESP Contracted Providers, and
  - Web link for WTW Contracted Vocational Education Provider List
  - San Bernardino County does not accept reverse referrals from education and training providers.
- Web link to verify financial aid for customers attending Victor Valley College.

Filing instructions

File in Chapter 16 of the Employment Services Policy Handbook.

Remove and Replace:

Table of Contents
Pages: 16-18, 16-23, 16-36, 16-40 through 16-42, and 16-47

Add:

Pages: 16-27.1 and 16-27.2

Effective date

This Handbook Letter is effective 09/21/09.

Obsolete

KD FAQ:
2941

Posting

ESPHB Letter #0158 will be posted on the HS Website.

Distribution

TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 8, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0157

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • The Omnitrans bus rates change effective September 8, 2009. The new rates are currently in the C-IV system. Current Omnitrans tickets/passes will be honored through September 30, 2009.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-14 8-15
Effective date	This Handbook Letter is effective September 8, 2009.
Posting	ESPHB Letter #0157 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 25, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0155

CHAPTER 17 – Work Experience (WEX) and Community Service Training

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change.

- A subsidized employment (paid WEX) customer cannot use excused absence time to count toward the Work Participation Rate (WPR); therefore the WEX Coordinator will write the WTW 2, Welfare-to-Work Plan – Activity Assignment with five (5) hours per week of additional hours in Job Skills Training Directly Related to Employment.
- Added language to clarify deeming 20 or 30 hours per week of a WEX/Community Service activity.
  - 20 hours per week for a single custodial parent, or all families, and
  - 30 hours per week for a two-parent household.

Filing instructions

File in Chapter 17 of the Employment Services Policy Handbook.

Remove and Replace:

17-27
17-28
17-57

Effective date

This Handbook Letter is effective September 8, 2009.

Posting

ESPHB Letter #0155 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 27, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0156

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes: • Clarified when CalWORKs recipients who had previously attended Orientation/Appraisal (O/A) should be scheduled to attend another O/A.
Filing instructions	File in Chapter 4 of the Employment Services Policy Handbook. ***Remove and Replace:*** 4-3
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0156 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 18, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0154

CHAPTER 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Added clarification that the care of a child under six (6) months of age; commonly referred to as the limited exemption is a six (6) month exemption. • Changed reference from care of a child in the **AU**, for a child under 12 months of age, to care of a child in the **home**.
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. ***Remove and Replace:*** 3-14 3-15
Effective date	This Handbook Letter is effective September 8, 2009.
Posting	ESPHB Letter #0154 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 7, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0153

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Changed Attendance Verification map title to Attendance. • Added information regarding entering attendance for customer activities. • Added introductions to some map sections. • Added information regarding Vocational Education and Training time limits. • Updated the WPR Verification folder access list.
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** Table of Contents 14-2 14-18 14-22 through 4-32
Effective date	This Handbook Letter is effective August 17, 2009.
Posting	ESPHB Letter #0153 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 10, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0151

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities

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Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.

- Added a block for informing all customers that they can make up time for an unexcused and/or unpaid absence in the same month.
- Added information about entering monthly hours on the Welfare-To-Work Plan – Activity Assignment (WTW 2) for:
  - Single custodial parents with a child under six,
  - Household with one Work-Eligible Individual (WEI) in the home (including single custodial parent with child over six), and
  - Household with two WEIs in the home.
- Clarified that the Journal entry must document the reason for an excused absence or holiday.

Filing instructions

File in Chapter 14 of the Employment Services Policy Handbook.

Remove and Replace:

- 14-29
- 14-30

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0151 will be posted on the HS Website.

Distribution

TAD ESP

MC:SB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 9, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0150

CHAPTER 9 – Job Readiness Activities

Overview	The purpose of this Handbook Letter is to inform TAD ESP staff of the following revisions and additions in the ESPHB Chapter 9: • Clarified that self-directed Volunteer Services Site Development for Community Service activities for customers is optional and the ESS is responsible for assisting customers finding a suitable Community Services site.
Filing instructions	File in Chapter 9 of the Employment Services Policy Handbook. ***Remove and Replace:*** 9-15
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0150 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 2, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0149

CHAPTER 7 – Self Initiated Program (SIP)
CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities
CHAPTER 15 – Employment

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change.

- The Federal Minimum Wage increases from $6.55 to $7.25 on July 24, 2009.

Filing instructions

File in Chapters 7, 14, and 15 of the Employment Services Policy Handbook.

Remove and Replace:

7-19
14-20
15-4
15-10
15-11

Effective date

This Handbook Letter is effective July 24, 2009.

Posting

ESPHB Letter #0149 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 17, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0144

CHAPTER 9 – Job Readiness Activities

Overview

The purpose of this Handbook Letter is to inform TAD ESP staff of the following revisions and additions in the ESPHB Chapter 9.

- Added Orientation/Appraisal (O/A) and Assessment under Job Readiness activities.
- Added a map title for multiple paths for scheduling Job Readiness by scheduling customers for a Speed Search activity of two weeks for customers meeting a certain criteria.
- Added a map title for the 'Limits On Counting Job Readiness Activities' to clarify the differences for counting against the four consecutive week and six week limits rolling 12-month limit:
  - Removed references to the Federal Fiscal Year (FFY) limit and added preceding 12-month limit.
  - Added time tracking limits have started over effective 10/01/08.
  - Added six week limit for conversion of hours for 20/30 hours per week of federal participation.
  - Clarified the four consecutive weeks cannot not be converted to hours.
- Replaced Economic Development Agency (EDA) with Department of Workforce Development Department (WDD).
- Added a map title for self-directed Volunteer Services Site Development for Community Service activities for customers not able to find employment during Job Readiness activities.
- Revised policy of keeping Employer Contact Verification (PLAN 108 CIV) and district Job Search logs for three months to 90 days following the end of each Federal Fiscal Year (FFY) for Program Integrity Division (PID) verification purposes.
- Added TAD ESP throughout chapter.
- Corrected grammar and formatting as necessary.
- Removed "Job Services" and "Job Readiness (Job Club)," and replaced with "Job Readiness" for consistency throughout the chapter.

Filing instructions

File in Chapter 9 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0144 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 7, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0148

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. If the sanction has not been applied after **seven (7) calendar** days, the ESS will e-mail the original request to the SESS I, following the chain of command.
Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** 18-17 18-22
Effective date	This Handbook Letter is effective May 18, 2009.
Posting	ESPHB Letter #0148 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 22, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0147

CHAPTER 18 – Noncompliance

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.

- The ESS will schedule the customer's appointment within 10 calendar days from the date the NA 840/NA 841/NA 845 is sent.
- The ESS will make every effort to reschedule the customer's appointment within the 20-day noncompliance timeframe.
- The ESS checks the appropriate box and enters appropriate information on the NA 840, NA 841, NA 845 which lists the reasons a customer may be sanctioned.
- EWs are no longer required to send a 10 day negative action Notice of Action (NOA) because the customer received notice of their cash aid reduction on the NA 1242 which is attached to one of the forms below:
  - NA 840, or NA 817 (for all parent families).
  - NA 840, NA 845, or NA 816 (for two-parent families).
- The WTW 31 – Request to Stop a Welfare-to-Work Sanction is an **optional** form.
- References to the C-IV VER 100 – Verification Request List have been removed from the chapter.
- The ESS will take action on no-show appointments by the end of the business day or first thing the following morning.
- The sanction process is applicable to homeless (no address) customers.
- NAR 1 – No Address Responsibilities form.
- If a volunteer stops participating and an exemption still applies, the ESS will change the customer's **WTW status** and **Work Registration** Code to **exempt**.
- Incorporated ESPHB Chapter 5 – Good Cause into this chapter.
- Documentation of good cause.
- If the sanction has not been applied after ten (10) calendar days, the ESS will e-mail the original request to the SESS I, following the chain of command.
- Good cause 2nd parent status.

Continued on next page

Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** Chapter 18
Effective date	This Handbook Letter is effective May 1, 2009.
Posting	ESPHB Letter #0147 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 8, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0143

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes:

- Added information on when CalWORKs recipients are scheduled to attend O/A.
- Added a new WTW 1 – Welfare-to-Work Plan Rights and Responsibilities form must be signed by the customer each time s/he completes an O/A.
- Removed references for requiring CalWORKs recipients to be scheduled for O/A if s/he had not attended one within the last 12 months.

Filing instructions

File in Chapter 4 of the Employment Services Policy Handbook.

Remove and Replace:

- 4-3
- 4-7
- 4-9

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0143 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 30, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0145

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Added information regarding the sales tax increase effective 04/01/09 for the ESS completing a Ancillary Service Arrangement: – One percent sales tax increase statewide, – Increase from 7.75% to 8.75% for San Bernardino County, and ➢ 9.00% for the cities of San Bernardino and Montclair.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-34
Effective date	This Handbook Letter is effective 04/01/09.
Posting	ESPHB Letter #0145 will be posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 16, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0142

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Zip codes 92268 and 92374 were removed from the Barstow ESP district office listing.
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** 21-4
Effective date	This Handbook Letter is effective April 6, 2009.
Posting	ESPHB Letter #0142 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 23, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0146

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following updates to the ESPHB Chapter 16 – Education and Training: • Updated the Preschool Services Department (PSD) referral and progress report information. • Added information informing ESS staff that the ESP 733.4 or the PLAN 102 CIV is used to capture monthly attendance and progress for Contracted Service Providers. • Updated ES to ESS.
Filing instructions	***Remove and Replace:*** • 16-37 • 16-40 • 16-41
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0146 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 2, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0141

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Clarification for the ESS to issue a timely NOA to a customer when supportive services are approved and/or denied. • Removed reference for the ESS using the CDC 4 as referral form to the appropriate Child Care program.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** • 8-1 • 8-2 • 8-4 • 8-29
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0141 will be posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 20, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0140

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Added new bullet regarding employment verification.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-4 15-6
Effective date	This Handbook Letter is effective March 2, 2009.
Posting	ESPHB Letter #0140 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 10, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0139

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Changed wording of Job Readiness time period from “rolling” to “preceding” 12 months.
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** 14-17
Effective date	This Handbook Letter is effective March 2, 2009.
Posting	ESPHB Letter #0139 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

Job Readiness

Job Readiness activities provide the customer with training to learn job seeking and interviewing skills, to understand employer expectations, and to learn skills designed to enhance the capacity to move toward self-sufficiency.

Job Readiness as a stand-alone activity is limited to four consecutive weeks and six weeks total for the preceding 12 month time period.

This is a core Federal and State activity up to four consecutive weeks, six cumulative weeks for the preceding 12 month time period and may count toward Federal and State WPR during those six weeks.

After the six-week limit this activity will not count toward Federal or State WPR. See ESPHB Chapter 9 – Job Readiness for additional information.

Community Service

Community Service is a Welfare-to-Work training activity that is performed in the public or private nonprofit sector under the close supervision of the activity provider, and provides customers with basic job skills that can lead to employment while meeting a community need.

When assigning customers to community service, use **the WEX/Community Service Hours Calculation page** to determine the maximum number of hours for which the customers may participate in these activities.

WEX/Community Service Hours can be deemed (counted) up to 20/30 hours per week. For information on deeming (counting) WEX/Community Service hours, see ESPHB Chapter 17 – WEX/Community Service.

The WEX/Community Service Hours Calculation page can be found in the C-IV system. See C-IV User Guide for instructions.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

On-the-Job Training

On-the-Job Training (OJT) is employment in which the customer is engaged in productive work that provides knowledge or skills essential to the full and adequate performance of the job. Wages are partially paid by agencies and programs such as the Workforce Development Department (WDD) and Employment Services Program (ESP) during a specified training period.

This is a Federal and State activity.

This activity counts toward Federal and State WPR.

Continued on next page

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 10, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0138

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • The ESS will review employed cases meeting the WPR priority approach **quarterly** the month **after** the QR 7 Submit month.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 5-28
Effective date	This Handbook Letter is effective March 2, 2009.
Posting	ESPHB Letter #0138 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 9, 2009

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0137

CHAPTER 25 – Case Management

Purpose	The purpose of this Handbook Letter is to inform ESP staff of a new chapter in the ESPHB.
Filing instructions	File in Chapter 25 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective February 17, 2009.
Posting	ESPHB Letter #0137 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 9, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0136

CHAPTER 1 – Introduction to the Transitional Assistance Department Employment Services Program

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Removed Map sections titled: Tracking Customers, Journal Entries, and Case Maintenance. • These Map sections were revised and moved to the new ESPHB Chapter 25 – Case Management.
Filing instructions	File in Chapter 1 of the Employment Services Policy Handbook. ***Remove:*** Pages 1-12 through 1-17
Effective date	This Handbook Letter is effective February 17, 2009.
Posting	ESPHB Letter #0136 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 19, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0135

CHAPTER 3 - Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Added information regarding documentation of an exemption. • Added information regarding exempt, and excluded volunteers. • Added information regarding exempt and excluded customers. • Definition of Family Member. • Definition of SSDI. • Definition of SSI. • Added information regarding exemptions for parent or non-parent caring for a disabled family member living in the home. • Added information regarding exempt, and excluded SSI and SSDI customers.
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective January 1, 2009
Posting	ESPHB Letter #0135 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 16, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0134

CHAPTER 1 – Introduction to the TAD Employment Services Program

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes allowing optional use of Journal templates when entering mandatory Journal entries.
Filing instructions	File in Chapter 1 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 1-15
Effective date	This Handbook Letter is effective Immediately.
Posting	ESPHB Letter #0134 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 8, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0133

CHAPTER 25 – Food Stamp Employment and Training (FSET)

Overview

The Food Stamp Employment and Training (FSET) Welfare-to-Work (WTW) program will be discontinued effective January 1, 2009.

The following is a list of FSET WTW activities:

- Employment
- Job Club
- Job Search
- Workfare

EW referrals

Immediately upon receipt of Food Stamp Policy Handbook #6379, Eligibility Workers (EWs) will stop referring Food Stamp customers to WTW.

Customer informing notices

Notices will be mailed to all active FSET WTW customers on December 15, 2008, stating beginning January 1, 2009 they are no longer required to participate in the FSET program in order to receive Food Stamps. These notices will be printed and centrally mailed.

FSET customer list

A listing of FSET customers is located on the C-IV Resource Center under Special Reports – Mgmt Reports – Listings/Hints. There are 34 customers listed on this report.

FSET ESS

If an FSET customer contacts an FSET Employment Services Specialist (ESS) to participate in WTW, the ESS will inform the customer they are no longer required to participate in FSET to receive their Food Stamp benefits.

Continued on next page

ESS actions	Upon receipt of this ESPHB letter, the ESS will: • Call customers who have a scheduled appointment for fingerprinting or a physical to inform him/her the appointment has been canceled. • Follow current policies and procedures to close out all FSET activities, • Discontinue supportive services – NA 821 by sending the appropriate Notices of Action (if applicable) by December 15, 2008, – In the comments section, select other and enter "The FSET WTW program has been discontinued." **Note:** This is all that will fit in the space provided in C-IV. • Deregister the FSET program on the FSET Status Detail page, Status Reason "Opened in Error", and • Update the FSET Work Registration status to "Deferred", Registration Status Reason "Program Not Offered in Area". • Journal all actions taken.
Resource databank	The Resource Databank (RDB) has been updated to end date all Workfare sites as of December 31, 2008 so FSET customers can no longer be entered into these activities.
Resource databank maintainers	RDB maintainers will close out all FSET Job Club and FSET Job Search activities for their district offices with an end date of December 31, 2008.
Notification to contracted providers	Notification will be sent to the following contracted providers informing them of the discontinuance of the FSET program. • HS Personnel, to inform them TAD will no longer be requesting DOJ reports on FSET customers. • Public Health, to inform them of the contract cancellation for FSET physicals. • All Workfare sites, to inform them they will no longer be receiving FSET WTW customer referrals.
Filing instructions	***Remove:*** Entire chapter
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 26, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0132

CHAPTER 2 – Welfare-to-Work Intake Process

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes with updated procedures for pending applications.
Filing instructions	File in Chapter 2 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 2-11
Effective date	This Handbook Letter is effective December 01, 2008.
Posting	ESPHB Letter #0132 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 26, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0131

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. Transportation and ancillary authorization levels have changed and require additional approval.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-9 8-30 8-36
Effective date	This Handbook Letter is effective with all issuances **on or after** December 1, 2008.
Posting	ESPHB Letter #0131 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 20, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0130

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Reviewing employed cases quarterly instead of monthly. • Using the TAD 104 – Employment & Income Verification form instead of the VER 104 CIV form because Child Care, CalWORKs, and the Employment Service Program (ESP) may use this new form to get all program information. • Subsidized Employment, subsidized Work Experience (WEX) added to Chapter 14 – Participation Requirements, WTW Activities and deleted from Chapter 15 – Employment. • Took out block under Employment regarding "Planning Work Shut Downs" as this only pertains to unpaid Work Experience/Community Service customers. • Employment Specialist (ES) to Employment Services Specialist (ESS).
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective December 1, 2008.
Posting	ESPHB Letter #0130 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 20, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0129

CHAPTER 2 – Welfare-to-Work Intake Process

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes: • Orientation and Appraisal are now conducted at the same time. • Work-Eligible Individual (WEI) definition has been revised due to 10/01/08 TANF changes. • Removed Orientation and Appraisal listed separately as Orientation/Appraisal (O/A). • Added WTW 5 – Welfare-to-Work Program Notice to the chapter. • Removed the Orientation and Appraisal process and replaced with Orientation. • Revised the Table of Contents.
Filing instructions	File in Chapter 2 of the Employment Services Policy Handbook. ***Remove and Replace:*** • Table of Contents • 2-1 through 2-3 • 2-8 through 2-12
Effective date	This Handbook Letter and revised Orientation/Appraisal (O/A) process is effective as soon as administratively possible but no later than December 01, 2008.
Posting	ESPHB Letter #0129 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 20, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0128

CHAPTER 4 – Orientation/Appraisal (O/A) and Reappraisal

Purpose	The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes: • Reorganized information in the chapter for easier location for information. • Orientation and Appraisal are completed on the same day. • All districts offices will conduct one Orientation daily at 9:00 am. • Combined 'Scheduling Orientation' and 'Scheduling Appraisal' sections. • Removed references to the obsolete CalWORKs Orientation Roster (CW OR 36). • Removed references to the WTW Program Notice (WTW 5) and replaced with WTW Plan – Rights and Responsibilities (WTW 1). • Added instructions and reference to the WEX Scheduling Appointment Script (WEX 7) for WEX customers making Orientation/Appraisal (O/A) reminder phone calls to other WTW customers. • Replaced Orientation and Appraisal listed separately throughout chapter with Orientation/Appraisal (O/A).
Filing instructions	File in Chapter 4 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter and revised Orientation/Appraisal (O/A) process is effective as soon as administratively possible, but no later than December 01, 2008.
Posting	ESPHB Letter #0128 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0124

CHAPTER 7 – Self-Initiated Programs (SIPs)

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes:

- Clarified SIP definition, satisfactory progress, and monthly attendance.
- Revised forms summary with additional new forms and locations.
- Incorporated Priority Approach and weekly participation requirements:
  - Two-parent SIPs may share the weekly participation requirement,
  - Clarified nonexempt SIPs must continue participation during breaks,
  - Revised examples of Priority approach throughout chapter, and
  - Assessment requirement for SIPs requiring a concurrent activity.
- Supportive services and financial aid sections for SIPs:
  - Types of supportive services available and reimbursement criteria.
  - Added supportive services for on-line/distance learning.
- Updated ESS resources for SIPs:
  - Community College Contact Information, and
  - 2008 list of approved education/training programs.
- Clarified exempt volunteers do not have to meet weekly participation requirement.
- Added section on supervised and unsupervised study time hours counting for the SIPs weekly participation requirement.
- Clarified process for TAD ESP to provide aid verification for students receiving services from the Community College CalWORKs office.
- Removed mid-quarter progress and replaced with monthly attendance.
- Removed SIP termination and replaced with noncompliance/good cause determination.

Other revisions/additions are as follows:

- Chapter was reorganized for easier location of information.
- Corrected grammar and formatting as necessary.
- Removed “ES,” and replaced with “ESS” for consistency.

Filing instructions

File in Chapter 7 of the Employment Services Policy Handbook.

Remove and Replace:

Entire chapter

Effective date

This Handbook Letter and Study/Homework Time policy is effective immediately.

Posting

ESPHB Letter #0124 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 5, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0125

CHAPTER 17 – Work Experience (WEX) and Community Service Training

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.

- Community Service activities are limited to within 20 miles of the customer's home address, exceptions can be made on a case-by-case basis with ESM or DD approval.
- Calculating and deeming (counting) hours of unpaid WEX/Community Service.
- Added Subsidized WEX to this chapter from the Employment chapter.
- Eliminated references to the WTW 3 – form was obsolete.
- Employment Specialist (ES) to Employment Services Specialist (ESS).
- Supervising Employment Specialist I (SES I) to Supervising Employment Services Specialist (SESS I).

Filing instructions

File in Chapter 17 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Obsolete IIN:

#07-034 Errata

Effective date

This Handbook Letter is effective November 17, 2008.

Posting

ESPHB Letter #0125 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 03, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0127

CHAPTER 3 – Exemptions

Overview	The purpose of this Handbook Letter is to inform TAD ESP staff of the following revisions and additions in order to clarify information in Chapter 3 of the ESPHB: Monthly case reviews are no longer required for customers who are exempt from Welfare-to-Work (WTW).
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. ***Remove and Replace:*** 3-15
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0127 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 4, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0116

CHAPTER 6 – Domestic Abuse, Substance Abuse, Mental Health Services

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Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change.

- Exchanging information between ESSs and Domestic Violence Service Providers.
- Providing customers with verbal and written information regarding Domestic Abuse.
  Employment Specialist (ES) to Employment Services Specialist (ESS).
- Supervising Employment Specialist (SES I) to Supervising Employment Services Specialist (SESS I).
- Victims of trafficking, Domestic Abuse, and other serious crimes may be Refugee Cash Assistance (RCA) eligible and if so are eligible to Domestic Abuse services and other WTW services.
- Documentation of any need for alternative notice requirements.
  Customer communication and correspondence.
- A list of contracted Domestic Abuse service providers is located on-line under TAD, Tools.

Filing instructions

File in Chapter 6 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Obsolete:

IIN #06-076
IIN #07-097

Effective date

This Handbook Letter is effective November 17, 2008.

Posting

ESPHB Letter #0116 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 28, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0120

CHAPTER 14 – Participation Requirements, Welfare-to-Work Activities

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Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.

- Incorporated Priority Approach to increase WPR (IIN#08-005 Errata).
- Incorporated Counting Hours of participation (IIN #07-034 Errata).
- On-the-Job Training (OJT) definition added.
- Work-Eligible Individual (WEI) definition added.
- Single Custodial Parent definition added.
- Two-parent family definition added.
- Overall rate (all families) WPR definition added.
- Engagement for Single Custodial Parents.
- Marketing the Priority Approach.
- A WEX/Community Service customer may not volunteer to participate in additional unpaid hours beyond the calculation.
- For information on deeming (counting) hours of participation for a customer in a WEX or Community Service activity, see ESPHB Chapter 17.
- Required hours of participation changed from 32/35 to 20/30/35 to coincide with Priority Approach.
- Removed Safety Net and other CalWORKs unaided WEIs references to participation as they are not being served by TAD ESP.
- Exempt volunteer information.
- Holiday and excused absences counting in unpaid activities.
- An excused absence cannot be used for vacation time.
- Changed reference from Job Search to Job Readiness.
- Separated Orientation/Appraisal into two separate categories.
- Added Orientation, Appraisal, and Assessment count towards Federal and State WPR.
- Job Readiness is now on a rolling 12 month time period, not Federal Fiscal year.
- The hours a customer participates in VOC ED will not count toward the customer's 12-month cumulative time limit, if they are participating in core activities for 20/30/35 hours per week.
- Entering VOC ED, ABE, GED, ESL activities as either Jobs Skills Training Directly Related to Employment, or Education Directly Related to Employment.
- TAD 255, Self-Employment Reference Guide.
- Removed reference to Job Retention services.
- Added chart for Core, Non-Core activities.
- The ESS will sanction a customer for not reporting or providing verification of monthly activities because such documentation is required as proof of satisfactory progress in any assigned program activity.
- Must have a signed ABCDM 228 Release of Information on file.
- Supervising Employment Specialist I (SES 1) to Supervising Employment Services Specialist (SESS I)
- Employment Specialists (ES) changed to Employment Services Specialist (ESS).

Continued on next page

Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective 11/03/08.
Posting	ESPHB Letter #0120 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0126

CHAPTER 21 – Inter-County Transfer (ICT)/Inter-District Transfer (IDT)

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Cambodian speaking customers are not IDT'd to the Rancho TAD office. Refer to the ORHB page C-11.
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** 21-4
Effective date	This Handbook Letter is effective November 3, 2008.
Posting	ESPHB Letter #0126 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 22, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0123

CHAPTER 13 – Action Plan/Time Limits

Overview	The purpose of this Handbook Letter is to inform TAD ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 13:
	
	• Specifications to the Welfare-to-Work Plan Activity- Assignment (WTW 2) when the activities in the PLAN 107 CIV change.
	• Added another PLAN 107 CIV for a completed example of a sample Action Plan.
	• With TANF Reauthorization,
	  – State and Federal required participation has been removed and found in ESPHB Chapter 14 – Welfare-to-Work (WTW) activities, and
	  – TAD Aid Code Definitions chart has been removed.
	• Added Time Limit reference as effective 11/01/08, Safety Net and other unaided work-eligibles are not to be served by TAD ESP.

Filing instructions	File in Chapter 13 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0123 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0122

CHAPTER 1 – Introduction To The TAD ESP Program
CHAPTER 2 – Welfare-To-Work Intake Process
CHAPTER 3 – Exemptions
CHAPTER 9 – Job Services Activities
CHAPTER 15 – Employment Activities
CHAPTER 20 – Job Retention/Self-Sufficiency
CHAPTER 22 – Safety Net and Other Unaided Work-Eligibles

Overview

The final 2008-09 Budget for County Human Services Programs resulted in a substantial decrease in funding statewide including the suspension of the CalWORKs Pay for Performance Incentives to counties. Federal Work Participation Rate (WPR) requirements have not changed; however until it is administratively possible:

- Work Eligible Individuals (WEIs) in a Welfare-to-Work (WTW) Program Status with an 'Active WPR' (I.e. Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs) status will no longer receive services from the Transitional Assistance Department Employment Services Program (TAD ESP).
- Job Retention Services are no longer available.

A brief synopsis of general changes and major changes in each chapter are located in the blocks on the following pages.

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes to the Employment Services Policy Handbook (ESPHB) to reflect changes outlined in the overview.

- Provided instructions for stopping services to 'Active WPR' and Job Retention customers.
- Instructions for assigning current and ongoing 'Active WPR' cases to virtual district offices.
- Removed all references to Pay for Performance (P4P) Incentives.
- Deleted reference to the obsolete Job Retention – Informational Flyer [TAD ESP 814 (E/S)].
- Removed Chapter 20 – Job Retention and Self-Sufficiency.
- Removed Chapter 22 – Safety Net and CalWORKs Other Unaided Work-Eligibles.
- Chapter numbers for Chapter 20 and Chapter 22 are reserved for future use.

Effective date

This Handbook Letter and policy is effective on November 1, 2008.

Continued on next page

WTW 'Active WPR' status identification

Customers in 'Active WPR' status participating in WTW can be identified:

- ESS Workload Inventory, and/or
- 'WPR Active' Adhoc report posted (10/23/08) on the C-IV Resource Center under 'Special Reports.'

WTW 'Active WPR' status case transfer process

Effective immediately, Work-Eligible Individuals (WEIs) with an 'Active WPR' (I.e. Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs) status will be reassigned to a generic **Worker ID** for each district, the ESS will take the following actions to transfer the case:

Step	Action
1	Close all open activities in the C-IV system, enter the appropriate reason. Refer to C-IV User Guide, "Closing an Activity."
2	Issue appropriate Notices of Action to discontinue transportation supportive services at least ten (10) calendar days prior to the effective date of the change. Refer to ESPHB Chapter 8 – Supportive Services.
3	Create a detailed Journal entry on every action taken.
4	Notify Supervising Employment Services Specialist (SESS I) by email to review the WTW case for reassignment to a virtual generic **Worker ID** number.

<u>**Note**</u>: See ESPHB Chapter 13 – Action Plan/Time Limits for additional information for reassigning 'Active – WPR ' (i.e. Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs) on an ongoing basis to a specific district **Worker ID**.

Job retention case closure

Effective immediately, Job Retention Services are no longer available. The ESS will take the following actions to close Retention Services:

Step	Action
1	Close all open activities in the C-IV system, enter the appropriate reason. Refer to C-IV User Guide, "Closing an Activity."
2	Issue appropriate Notices of Action to discontinue transportation supportive services at least ten (10) calendar days prior to the effective date of the change. Refer to ESPHB Chapter 8 – Supportive Services.
3	Deregister 'Active Enrolled' WTW status cases only in C-IV. Enter a status of "Deregistered" and the appropriate Status Reason on the **WTW Program Detail** page. <u>**Note**</u>**:** 'Active WPR' cases are reassigned to a generic **Worker ID** number for each district.
4	Create a detailed Journal entry on every action taken.
5	Notify Supervising Employment Services Specialist (SESS I) by email to review the deregistered WTW case or for reassignment to the district's generic **Worker ID** number.

Continued on next page

Chapter 1 – Introduction to the TAD Employment Services Program

The Introduction to the TAD Employment Services Program Chapter has been revised as follows:

- Removed references to:
  - Pay for Performance Incentives, and
  - Serving customers in 'Active WPR' (I.e. Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs) status.
- Revised sanction case monthly reviews to the first three months of a WTW sanction.

Chapter 2 – Welfare-to-Work Intake Process

The Welfare-to-Work Intake Process Chapter has been revised to clarify mandatory customers served by TAD ESP is limited to non-exempt ***aided*** Work-Eligible Individuals (WEIs).

Chapter 3 – Exemptions

The Exemption Chapter has been revised by:

- Removing references to Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs.
- Revised monthly case reviews to the first three months of an exemption.

Chapter 9 – Job Services Activities

The Job Services Activities Chapter has been revised as follows:

- Temporary Assistance to Needy Families (TANF) changes effective 10/01/08:
  - Added four consecutive weeks counting toward Federal Limit are based on proceeding 12 month period effective 10/01/2008.
  - Removed reference to Job Readiness/Job Search as concurrent activities for single custodial customers as any time spent in this activity will start the Federal yearly limit for this activity.
- Removed references for Safety Net, Drug/Fleeing Felons, and other CalWORKs unaided WEIs verified documentation for Job Readiness and/or Job Search.

Chapter 15 – Employment Activities

The Employment Activities Chapter has been revised as follows:

- Removed reference to Job Retention Services.
- Added instructions for deregistering employed customers who are discontinued from CalWORKs.

Continued on next page

Chapter 20 – Job Retention/ Self-Sufficiency	The Job Retention/Self-Sufficiency Chapter has been removed.
Chapter 22 – Safety Net and Other CalWORKs Unaided Work-Eligibles	The Safety Net and Other CalWORKs Unaided Work-Eligibles Chapter has been removed.

Filing instructions

File the following in the Employment Services Policy Handbook.

Remove and Replace:
- Chapter 1, pages 1-3 through 1-4, and 1-8
- Chapter 2, page 2-3
- Chapter 3, pages 3-3 and 3-15
- Chapter 9, page 9-5
- Chapter 15, page 15-29.1

Remove:
- Chapter 20
- Chapter 22

Posting

ESPHB Letter #0122 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 22, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0121

CHAPTER 18 - Noncompliance

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • The ESS will complete monthly case reviews for the first three months of a sanction. • Deleted note stating SIP activity would terminate and customer would be assigned to next appropriate activity. SIPs will be sanctioned and go through the same non-compliance process as all other customers if they do not meet participation requirements.
Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** 18-7 18-22 18-28 18-30 18-35
Effective date	This Handbook Letter is effective November 3, 2008.
Posting	ESPHB Letter #0121 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 17, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0119

CHAPTER 5 – Good Cause

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • 2nd parent has Good Cause for not participating **IF** 1st parent is meeting participation requirements of 35 hours per week. • Employment Specialist (ES) to Employment Services Specialist (ESS). • Supervising Employment Specialist I (SES I) to Supervising Employment Services Specialist (SESS I).
Filing instructions	File in Chapter 5 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0119 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 25, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0117

CHAPTER 15 – EMPLOYMENT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. The Income Reporting Threshold (IRT) chart has been revised.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-18
Effective date	This Handbook Letter is effective October 1, 2008.
Posting	ESPHB Letter #0117 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0115

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • ESP 751.2 Travel and Ancillary Services Claim Submission Notice is obsolete, all references have been deleted from the ESPHB. • SIP Supportive Services. • The ESS will use the CDC 4 – Child Care Intake Screening Sheet to determine if the parent/caretaker is potentially eligible to Stage One Child Care or if a referral to KidsnCare (KNC) or the Centralized Eligibility List (CEL) is necessary. • Child Care stages. • SESS I, and/or DD signing the NOA instead of the Service Arrangement for transportation approval. • Employment Specialist (ES) to Employment Services Specialist (ESS). • Supervising Employment Specialist I (SES I) to Supervising Employment Services Specialist (SESS I).
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective November 3, 2008.
Posting	ESPHB Letter #0115 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 22, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0118

CHAPTER 25 – FSET

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB clarification. • There cannot be an open WTW and FSET case at the same time.
Filing instructions	File in Chapter 25 of the Employment Services Policy Handbook. ***Remove and Replace:*** 25-9
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0118 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0114

CHAPTER 4 – Orientation, Appraisal, and Reappraisal

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. ESP 751.2 Travel and Ancillary Services Claim Submission Notice is obsolete, all references have been deleted from the ESPHB.
Filing instructions	File in Chapter 4 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 4-2 Page 4-10
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0114 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 25, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0113

CHAPTER 22 – Safety Net and Other Unaided CW Work-Eligibles

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. For instructions on how to complete the WTW 2, see F&P located under TAD, ESP forms.
Filing instructions	File in Chapter 22 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 22-9
Effective date	This Handbook Letter is effective August 25, 2008.
Posting	ESPHB Letter #0113 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 28, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0112

CHAPTER 22 – Safety Net and Other Unaided CW Work-Eligibles

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. Supportive Service changes
Filing instructions	File in Chapter 22 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 22-5 Page 22-7
Effective date	This Handbook Letter is effective August 4, 2008.
Posting	ESPHB Letter #0112 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0111

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Mojave Valley Transportation, Needles bus pass $28.50. • Victor Valley Transit, daily bus ticket $3.50 per day.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-11 Page 8-12
Effective date	This Handbook Letter is effective August 1, 2008.
Posting	ESPHB Letter #0111 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 21, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0110

CHAPTER 14 – Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB correction. Example of concurrent activities.
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 14-7
Effective date	This Handbook Letter is effective July 21, 2008.
Posting	ESPHB Letter #0110 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 17, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0109

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • MARTA bus pass additions of: – $40.00 Dial-A-Ride, and – $15.00 OTM
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-12
Effective date	This Handbook Letter is effective July 28, 2008.
Posting	ESPHB Letter #0109 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 17, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0108

CHAPTER 6 – Domestic Abuse, Substance Abuse, Mental Health Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change. • Contact information and Referrals for Substance Abuse has changed to: **ATTN: Paul Terrazas, CATZ** **Department of Behavioral Health (DBH)** **Alcohol and Drug Services Administration** **Phone: (909) 873-4427** **Fax: (909) 421-9466**
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 6-34
Effective date	This Handbook Letter is effective July 21, 2008.
Posting	ESPHB Letter #0108 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 27, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0104

CHAPTER 15 – Employment

Overview

The purpose of this Handbook Letter is to inform ESP staff of the following updates to the ESPHB Chapter 15, Section B – Subsidized Employment:

- Added a forms block
- Updated ES to ESS
- Corrected WTW 6 to WEX 6
- Updated customer to WEX worker
- Corrected Job Services to Job Readiness (Job Club)
- Added required background/fingerprinting process through HS Personnel
- Added transitioning time frame from unpaid WEX to subsidized WEX
- Added eTime submission requirements
- Added adding/editing subsidized Customers in eTime
- Added information regarding the WEX Project share drive
- Added information concerning confidentiality and background results
- Added information concerning physical results with medical restrictions

Filing instructions

Remove and Replace:

Section B – Subsidized Employment

Obsolete:

- IIN #07-063 ERRATA
- IIN #08-007

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0104 is posted on the HS Website.

Distribution

TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 1, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0107

CHAPTER 22 – Safety Net and Other Unaided CalWORKs Work-Eligibles

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.
	
	• **Stage One** Child Care is no longer available for Safety Net/Unaided CalWORKs Work Eligible customers for six months from the date their aid was discontinued.
	  – Safety Net/unaided CalWORKs Work Eligible customers are eligible to Stage Two Child Care if they are enrolled in one of the following activities, and they were on CW within the last 24 months of being discontinued from aid.
	    ➢ Employment,
	    ➢ Vocational Education and Training, and/or
	    ➢ Job Search (four consecutive weeks, not more than six weeks in a federal fiscal year).

Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 22-11
Effective date	This Handbook Letter is effective July 1, 2008.
Posting	ESPHB Letter #0107 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 27, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0106

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • WTW 2 for **Employed** customers – Hours on the WTW 2 can vary as long as the reported hours are with the same employer, and the hours meet Federal participation requirements (20, 30, 35). – **For example:** The ESS states on the WTW 2 under ***“Hours per week: 20-30”*** and if this customer is a Single Custodial Parent with a child under six, as long as their ***employment*** hours do not fall below 20 hours per week, the ESS will not need to complete a new WTW 2.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-7 15-28 15-29 ***Add:*** 15-29.1
Effective date	This Handbook Letter is effective July 7, 2008.
Posting	ESPHB Letter #0106 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 23, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0105

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following updates to the ESPHB Chapter 16 – Education and Training: • Updated ES to ESS. • Added information informing ESS staff that the list of Contracted Service Providers is available on the TAD website. • Added information informing ESS staff that the ESP 733.4 will be used to capture monthly attendance and progress for Contracted Service Providers.
Filing instructions	***Remove and Replace:*** Page 16-37
Effective date	This Handbook Letter is effective 07/01/2008
Posting	ESPHB Letter #0105 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0103

CHAPTER 14 – Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Federal Minimum Wage increases to $6.55 on July 24, 2008
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 14-17
Effective date	This Handbook Letter is effective July 24, 2008.
Posting	ESPHB Letter #0103 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0102

CHAPTER 15 – Employment

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Federal Minimum Wage increases to $6.55 on July 24, 2008
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-5 15-11 15-12
Effective date	This Handbook Letter is effective July 24, 2008.
Posting	ESPHB Letter #0102 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 28, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0099

CHAPTER 12 – Assessment and Learning Disabilities

Overview

The purpose of this Handbook Letter is to inform TAD ESP staff of the following revision in order to clarify information in the ESPHB Chapter 12:

- Clarified that the customer attends the Assessment activity on during the first three (3) days of Job Search.
- Added hyperlink for the California's job market information on the Employment Development Department's website.
- Included other revisions/additions are as follows:
  - Added TAD ESP throughout chapter.
  - Corrected grammar and formatting as necessary.
  - Removed "Employment Specialist" and "ES," and replaced with "Employment Services Specialist" and "ESS" for consistency throughout the chapter.

Filing instructions

File in Chapter 12 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter.

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0099 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 28, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0100

CHAPTER 9 – Job Services Activities

Overview	The purpose of this Handbook Letter is to inform TAD ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 9.
	
	• Clarified documenting actual hours of participation by deleting "San Bernardino County policy is that one in-person employer contact could represent one hour of Job Search activity toward the 32/35-hour weekly State participation requirement" when evaluating job search contact verification.
	• Revised forms block to include new forms used for Job Services:
	  – Authorization for Use of Photograph/Videotape and Release of Information [ESP/CalWORKs 229G (also available in Spanish)], and
	  – Job Readiness Workshop – "Work Opportunity Book" (TAD ESP 40).
	
	Included other revisions/additions are as follows:
	
	• Added TAD ESP throughout chapter.
	• Corrected grammar and formatting as necessary.
	• Removed "Employment Specialist" and "ES," and replaced with "Employment Services Specialist" and "ESS" for consistency throughout the chapter.

Filing instructions	File in Chapter 9 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0100 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 20, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0101

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB change: Included clarification that the DOC 102 ESP Needs Verification imaging coversheet **must** be used when imaging a Service Arrangement requiring authorization.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-7.1 8-24 through 8-25
Posting	ESPHB Letter #0101 will be posted on the HS Website.
Distribution	TAD ESP

MC:MF:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 15, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0096

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Replacing Employment Specialist (ES) with Employment Services Specialist (ESS). • Replacing "working" days with "calendar" days. • Address changes for Redlands, Hesperia, and Mountain District.
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective May 19, 2008.
Posting	ESPHB Letter #0096 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 8, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0098

CHAPTER 18 – Noncompliance

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Pre-Sanction Home Calls have been terminated and have been removed from this handbook chapter • Post Sanction Home Calls have been added to the chapter • Replaced Employment Specialist (ES) with Employment Services Specialist (ESS) • Replaced “calendar” days with “working” days.
Filing instructions	File in Chapter 18 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective May 19, 2008.
Posting	ESPHB Letter #0098 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 8, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0097

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Travel Reimbursement Authorization Levels • Transportation Assistance (step/action table) • Travel Claim Reimbursement (stage/description table) • Child Care Funding Stages
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-1 8-7 8-42 ***Add:*** 8-7.1 8-7.2 8-42.1
Effective date	This Handbook Letter is effective April 21, 2008.
Posting	ESPHB Letter #0097 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0095

CHAPTER 2 – Welfare-to-Work Intake Process

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes:

- Orientation and Appraisal are now separate activities.
- Orientation and Appraisal may be separate appointments or conducted at the same time, depending on the situation.
- Clarified that customers enrolled in vocational education/training programs at the time of Appraisal may qualify to be evaluated/approved as Self-Initiated Programs (SIPs).

Revisions and additions in order to clarify information in the ESPHB Chapter 2:

- Corrected grammar and formatting as necessary.
- Added a Forms block for forms used during the WTW Intake process.
- Added TAD ESP throughout chapter.
- Added ESPHB chapter references for the overview of Intake flow topics.
- Clarified the application and intake process for WTW customers.
- Added ‘end dating’ the work registration code in C-IV.
- Added scheduling Assessment for customers requiring concurrent WTW activities.
- Removed the Orientation/Appraisal process and replaced with Orientation.

Filing instructions

File in Chapter 2 of the Employment Services Policy Handbook.

Remove and Replace:

Entire chapter

Effective date

This Handbook Letter and revised Orientation and Appraisal process is effective May 05, 2008.

Posting

ESPHB Letter #0095 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0093

CHAPTER 4 – Orientation, Appraisal, and Reappraisal

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes:

- Orientation and Appraisal are now separate activities.
- Orientation and Appraisal may be separate appointments or conducted at the same time, depending on the situation.
- All districts offices will conduct two Orientations daily, one at 11:00 am and one at 3:00 pm.
- Implementation of a standardized PowerPoint for Group Orientations.
- Implementation of a new Appraisal appointment language typed into the ADM 102 CIV Appointment Letter.
- New timeframe for completing Appraisal actions.
- Implementation of a new WTW Program Notice for informing purposes (WTW 5).
- Replaced Orientation/Appraisal (O/A) with Orientation and Appraisal listed separately throughout chapter.

Other revisions/additions are as follows:

- Added TAD ESP throughout chapter.
- Added a References block in the Overview.
- Corrected grammar and formatting as necessary.
- Removed “Employment Specialist” and “ES,” and replaced with “Employment Services Specialist” and “ESS” for consistency throughout the chapter.

Filing instructions

File in Chapter 4 of the Employment Services Policy Handbook.

Remove and Replace:

IIN 08-026

Entire chapter

Effective date

This Handbook Letter and revised Orientation and Appraisal process is effective on May 05, 2008.

Posting

ESPHB Letter #0093 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 03, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0094

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following updates to the ESPHB Chapter 16: • Updated approval levels and required Supervisor and Management signatures. • Updated ES to ESS. • Updated SES I to SESS I.
Filing instructions	***Remove and Replace:*** Page 16-43
Effective date	This Handbook Letter is effective immediately.
Posting date	ESPHB Letter #0094 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:cds

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 10, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0093

CHAPTER 4 – Orientation, Appraisal, and Reappraisal

Purpose

The purpose of this Handbook Letter is to inform TAD ESP staff of the following policy changes:

- Orientation and Appraisal are now separate activities.
- Orientation and Appraisal may be separate appointments or conducted at the same time, depending on the situation.
- All districts offices will conduct two Orientations daily, one at 11:00 am and one at 3:00 pm.
- Implementation of a standardized PowerPoint for Group Orientations.
- Implementation of a new Appraisal appointment language typed into the ADM 102 CIV Appointment Letter.
- New timeframe for completing Appraisal actions.
- Implementation of a new WTW Program Notice for informing purposes (WTW 5).
- Replaced Orientation/Appraisal (O/A) with Orientation and Appraisal listed separately throughout chapter.

Other revisions/additions are as follows:

- Added TAD ESP throughout chapter.
- Added a References block in the Overview.
- Corrected grammar and formatting as necessary.
- Removed “Employment Specialist” and “ES,” and replaced with “Employment Services Specialist” and “ESS” for consistency throughout the chapter.

Filing instructions

File in Chapter 4 of the Employment Services Policy Handbook.

Remove and Replace:

IIN 08-026

Entire chapter

Effective date

This Handbook Letter and revised Orientation and Appraisal process is effective on May 05, 2008.

Posting

ESPHB Letter #0093 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 01, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0091

CHAPTER 23 – Teen Participation Requirements

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following updates to the ESPHB Chapter 23: • Separated 16 and 17-year-old teen requirements from 19-year-old teen parent requirements • Added teen and teen parent definitions • Added monthly attendance and progress requirements • Added granting hours for two (2) months when the customer is attending school but not making satisfactory progress • Removed information regarding referring teens and teen parents to contracted service providers for HSD or GED.
Filing instructions	***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0091 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 28, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0092

CHAPTER 22 – Safety Net and Other CalWORKs Unaided Work Eligibles

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes. • Child Care information updated to match current Child Care regulations. • Replace ES with ESS.
Filing instructions	File in Chapter 22 of the Employment Services Policy Handbook. ***Remove and Replace:*** Pg. 22-11
Effective date	This Handbook Letter is effective April 7, 2008.
Posting	ESPHB Letter #0092 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 27, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0090

CHAPTER 1 – Introduction to the Transitional Assistance Department Employment Services Program

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Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 1:

- Added a references block and TAD mission statement in the chapter overview.
- Added TAD ESP throughout chapter.
- Removed "Employment Specialist" and "ES," and replaced with "Employment Services Specialist" and "ESS" for consistency throughout the chapter.
- Added the following blocks to the Definitions topic in this chapter:
  - TANF,
  - TANF Reauthorization,
  - Work-Eligible Individual,
  - California's Work Verification Plan,
  - Economic Development Department,
  - Workforce Development Department, and
  - Pay-for-Performance Incentives.
- Added a "Work First" culture topic.
- Clarified Work Participation Rate (WPR) by adding:
  - WPR definition,
  - Verifiable documentation for paid and unpaid work-related activities,
  - Federal WPR requirements, and
  - WPR team communication.
- Added Caseload management tools and resources block.

Filing instructions

File in Chapter 1 of the Employment Services Policy Handbook.

Remove and Replace:

Entire chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0090 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 27, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0083

CHAPTER 20 – Job Retention and Self-Sufficiency

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 20:

- Corrected grammar and formatting as necessary.
- Added TAD ESP throughout chapter.
- Removed "Employment Specialist" and "ES," and replaced with "Employment Services Specialist" and "ESS" for consistency throughout the chapter.
- Added a forms table in the chapter overview.
- Removed references from "discontinued from CalWORKs due to employment," and replaced with "employed at the time of CalWORKs discontinuance."
- Added "…and Self-Sufficiency" to the footer throughout chapter.
- Effective upon receipt, the case transfer process to initiate job retention services will be for all customers who are employed 32/35 hours per week at the time of CalWORKs discontinuance.
- Added information about eligibility for Stage One Child Care.
- Added verification for job search by use of the PLAN 108 CIV – Employer Contact Verification form.
- Replaced "Projecting hours" block with "Documenting verified hours of employment" block.

Filing instructions

File in Chapter 20 of the Employment Services Policy Handbook.

Remove and Replace:

Entire chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0083 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 26, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0089

CHAPTER 15 – Employment Activities

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB changes.

- Newly Employed Customers
- Monthly Monitoring of Employed Customers
- Replaced ES with ESS

Filing instructions

File in Chapter 15 of the Employment Services Policy Handbook.

Remove and Replace:

Table of Contents
15-28
15-29

Add:

15-26.2

Effective date

This Handbook Letter is effective April 7, 2008.

Posting

ESPHB Letter #0089 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:cds

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 21, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0087

CHAPTER 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following ESPHB Chapter 3 – Exemptions change. • Determining an exemption for the Care of a Child under 12 months of age, referred to as a Full Exemption (FE). • Using the Full Exemption (FE) – Child Under One document located on the TAD Website under Tools.
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. ***Remove and Replace:*** 3-8 3-9 3-10 3-11 ***Add:*** 3-11.1 3-11.2
Effective date	This Handbook Letter is effective March 3, 2008.
Posting	ESPHB Letter #0087 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 11, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0088

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 8 • Transportation Mileage Reimbursement rate changes from 26 cents to **37.4** cents per mile effective March 1, 2008. ESs will issue an NOA with the current mileage reimbursement rate effective March 1, 2008. C-IV will change the mileage reimbursement rate in the system on March 24, 2008. • The SES I, ESM or Deputy Director will sign the **Service Arrangement** if required to authorize payment. • New phone number for Morongo Basin Transit Authority (MBTA). • Adelanto ESP can use Valero gas cards.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-6 through 8-9 8-12 8-14 8-15 8-17 through 8-21 8-23 8-24
Effective date	The mileage reimbursement increase is effective March 1, 2008. ESs will reimburse customers at the rate of 37.4 cents per mile when they process March 2008 travel reimbursement claims received in April 2008. ESs will an NOA with the current mileage reimbursement rate beginning March 4, 2008. C-IV will change the mileage reimbursement rate in the system on March 24, 2008.
Posting	ESPHB Letter #0088 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0086

CHAPTER 25 – Food Stamp Employment and Training

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following updates to ESPHB Chapter 25: • Added information regarding not creating Orientation and Appraisal (O/A) activities for Food Stamp Employment and Training (FSET) customers. • Added information regarding approved FSET activities.
Filing instructions	File in Chapter 25 of the Employment Services Policy Handbook ***Remove and Replace:*** Page 25-7
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0086 is posted on the HS Website.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 23, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0085

CHAPTER 22 – Safety Net and Other CalWORKs Unaided Work-Eligibles

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following new ESPHB Chapter 22 – Safety Net and other unaided CalWORKs Work-Eligible customers.
Filing instructions	File in Chapter 22 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter 22 – Deregistered/Exempt Status ***Obsolete:*** IIN #07-042 Errata
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0085 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 24, 2008

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0082

CHAPTER 10 – Tax Credits

Overview

The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 10.

- Clarified the Federal Tax Credit available with the expansion associated with the consolidated Work Opportunity Tax Credit (WOTC) effective through August 31, 2011:
  - Deleted references to the Welfare-to-Work Tax Credit (WTWTC).
  - Updated forms and references.
  - Updated age ceiling for Target Group G (Food Stamp) from 25 to 40 years of age.
  - Removed income eligibility for Target Group C (Ex-Felons).
  - Added information about Target Group D (Designated Community Resident formerly High-Risk Youth).
  - Added information about Target Group F (Summer Youth).
  - Updated filing deadline for WOTC claimants from 21 to 28 calendar days after the start date of employment.
  - Added current information for Target Groups A through H.
  - Clarified information about Long-term Family Assistance Recipient (Target Group I) retaining a higher tax credit amount due to the merger of the former WTWTC with the consolidated WOTC.
- Revised information regarding Earned Income Credit (EIC) for the 2007 tax year.
  - Updated current earned income qualification and investment income amounts.
  - Updated maximum EIC credit amounts.
  - Included information about EIC forms [Pub 428 (E/S), Pub 429 (E/S), and W-5].

Filing instructions

File in Chapter 10 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0082 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 6, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0081

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 21: • Zip Codes
Filing instructions	File in Chapter 21 of the Employment Services Policy Handbook. ***Remove and Replace:*** 21-4 21-5
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0081 will be posted on the HS Website.
Distribution	TAD ESP

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 17, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0079

CHAPTER 12 – Assessment and Learning Disabilities

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 12. • Added information about Learning Disability Schedules available on the TAD website under tools.
Filing instructions	File in Chapter 12 of the Employment Services Policy Handbook. ***Remove and Replace:*** 12-18
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0079 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 26, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0080

CHAPTER 3 – Exemption

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 3: • Reviewing and Re-evaluating an Exemption • Safety Net and exemption • Exemption journal requirements • 60-month CalWORKs exemptions that do not stop the clock • Information from Chapter 22 Deregistered/Exempt Status
Filing instructions	**File in Chapter 3 of the Employment Services Policy Handbook** ***Remove and Replace:*** Chapter 3
Distribution	TAD ESP

MC:MP:cds

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 20, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0077

CHAPTER 9 – Job Services Activities

Overview

The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 9.

- Clarified activities deemed and counted as Job Services activities:
  - Job Readiness (Job Club) is used throughout the chapter.
  - Added activities that may count under Job Services activities.
  - Deleted references to Unsupervised Job Search.
  - Listed Job Counseling and Job Placement as assistance.
- Included calculation of hours, attendance, documentation, and verification of Job Services activities.
  - Clarified Federal participation hours regarding the four-consecutive/six week total Federal fiscal limit (October 1st through September 30th) for stand-alone Job Services activities.
  - Clarified how concurrent Job Services activities when combined with other Federally approved activities will not count toward the Federal fiscal limit.
  - Deleted block about extending Job Services activities.
  - Added specifications to the calculation of one hour or more participation in a Job Services activity counts as a one week (beginning Monday and ending Sunday) of participation toward the Federal fiscal limit.
  - Added attendance policy information on documenting and verifying Job Readiness (Job Club) and/or Job Search.
  - Included information on approved Holidays and excused absences.
  - Clarified counting hours of Job Search based on employer contacts.
- Included participation guidelines for volunteer customers attending Job Readiness (Job Club).
- Revised forms block to include additional forms used for Job Services.
- Added current information about Job Placement Services.

Filing instructions

File in Chapter 9 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0077 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 20, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0078

CHAPTER 15 – Employment Services Activities

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 15. • Added information about paid Apprenticeship programs. • Benefits for ESP customers. • Instructions for finding Apprenticeship sponsors through the Division of Apprenticeship Standards (DAS) website.
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Table of Contents 15-1 through 15-3 ***Add:*** 15-26.1
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0078 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw/ker

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 6, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0076

CHAPTER 15 – Employment Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 15: • 30 Employment Letter - obsolete • 35 Employment Letter - obsolete • Self-Employment • Employment Verification
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** 15-1 15-7 15-12 15-13 ***Add:*** 15-12.1
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0076 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 5, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0075

CHAPTER 14 – Welfare-to-Work Activities

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 14:

- Job Skills Training Directly Related to Employment
- Education Directly Related to Employment (customers **who have not** received a HSD or equivalent)
- Vocational Education beyond the 12-month limit

Filing instructions

File in Chapter 14 of the Employment Services Policy Handbook.

Remove and Replace:

14-3
14-16
14-17
14-20
14-24

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0075 will be posted on the HS Website.

Distribution

TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 4, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0074

CHAPTER 2– Welfare-to-Work Intake Process

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following revisions in order to clarify information in the ESPHB Chapter 2: • With TANF Reauthorization, – Added a Work-Eligible definition block clarifying who is included and excluded in the definition. • Deleted who does not participate block as Safety Net and other unaided Work-Eligibles are now to be served by ESP. • Added block for work registration code under ES responsibilities and Orientation/Appraisal completions.
Filing instructions	File in Chapter 2 of the Employment Services Policy Handbook. ***Remove and Replace:*** 2-1 2-2 2-11 ***Remove:*** IIN 07-043 IIN 06-070 ERRATA
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0074 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 4, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0073

CHAPTER 16 – Education and Training

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 16: • Updated definitions. • Added Education Directly Related to Employment (customers **who have not** received a HSD or equivalent). • Added Job Skills Directly Related to Employment. • Added ES steps for changing customers from Vocational Education/Training activity to Job Skills Training Directly Related to Employment or Education Directly Related to Employment after 12 months of cumulative participation. • Added counting participation for customers who attend class but are **not** making satisfactory progress in ABE, ESL, or GED.
Filing instructions	File in Chapter 16 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter
Effective date	This Handbook Letter is effective immediately.
Distribution	TAD ESP

MC:MP:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 21, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0070

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 8: • G-845 – INS Document Verification Request • Replacement Green Card Information • Foothill Transit – Public Transportation • Victor Valley Transit Rate Changes • Gas Card Advance Information
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter ***Obsolete:*** IIN #07-070
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0070 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 14, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0072

CHAPTER 20 – Job Retention and Self-Sufficiency

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 20: • Removed references to unaided work-eligible customers from Ineligible customer information. • Clarified length of Ancillary services. • Clarified eligibility criteria for Child care services. • Added gas cards to Transportation services. • Removed references to Career Progression (CP), and replaced with self-sufficiency. • Added length of service for Behavioral Health, Substance Abuse, and Domestic Violence services to three (3) months following CalWORKs discontinuance date, • Clarified Job Retention services for loss of employment.
Filing instructions	File in Chapter 20 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0072 is posted on the HS Website.
Distribution	TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0071

CHAPTER 12 – Assessment and Learning Disabilities

Overview

The purpose of this Handbook Letter is to inform ESP staff of the following revision in order to clarify information in the ESPHB Chapter 12:

- Clarified that all Self-Initiated Program (SIP) customers requiring a concurrent activity to meet the minimum participation hours of 32/35 per week will require an assessment.
  - Deleted the following reference on page 12-3 in the Exclusion from Assessment block: "If the customer and the ES agree on concurrent activities, an Assessment is not required."

Filing instructions

File in Chapter 12 of the Employment Services Policy Handbook.

Remove and Replace:

Page 12-3

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0071 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0068

CHAPTER 13 – Action Plan/Participation Hours

Overview

The purpose of this Handbook Letter is to inform ESP staff of the following revisions and additions in order to clarify information in the ESPHB Chapter 13:

- Instructions for determining the Action Plan (PLAN 107 CIV) end dates.
- Specifications to the Welfare-to-Work Plan Activity- Assignment (WTW 2) when the activities in the PLAN 107 CIV change.
- Deleted Time Limit reference as Safety Net and other unaided work-eligibles are now to be served by ESP.
- Added locations for the following forms:
  - PLAN 107 CIV,
  - Welfare-to-Work Plan Rights & Responsibilities (WTW 1), and
  - Welfare-to-Work Guidebook (ESP/CW 168).
- Sample PLAN 107 CIV has been revised to include a completed example of a sample Action Plan.
- Clarified a customer's required participation at child(ren)'s school as a Community Service activity.
- With TANF Reauthorization,
  - State and Federal required participation has been updated, and
  - TAD Aid Code Definitions chart has been revised with a column for count towards Work Participation Rate (WPR).

Filing instructions

File in Chapter 13 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Remove:

IIN 06-065

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0068 is posted on the HS Website.

Distribution

TAD ESP

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 29, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0069

CHAPTER 14 – Welfare-to-Work Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 14: • Definition of Core activities • Definition of Non-core activities • Definition of Supported Work or Transitional Employment • Definition of Work-Eligible • ESP 735.2 form • NAR 1 – No Address Recipient Responsibilities • Ten approved State holidays • Semester breaks or planned school shut downs • On-line courses • Attendance Verification
Filing instructions	File in Chapter 14 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0069 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 10, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0066

CHAPTER 15 – Employment Activities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 15: • Core hour definition • Non-Core hour definition • Income Reporting Threshold (IRT) Chart • Two or more employments • Counting Hours of Employment • Rounding up hours • Delete references to the WTW 3 – obsolete form • Delete references to the ESP 761.6 – obsolete form • How Work Study and On the Job Training (OJT) activities are entered in C-IV
Filing instructions	File in Chapter 15 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0066 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 19, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0065

CHAPTER 25 – Food Stamp Employment and Training

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 25: • FSET exemptions • Fingerprinting process • Lack of adequate transportation • Remote areas • Zip codes with available Workfare sites
Filing instructions	File in Chapter 25 of the Employment Services Policy Handbook. ***Remove and Replace:*** 25-4
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0065 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 7, 2007

ESMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0064

CHAPTER 25 – Food Stamp Employment and Training

Overview

This handbook chapter has been updated to:

- Include the new Food Stamp & Employment Training (FSET) fingerprinting process.

Filing instructions

Remove and Replace:

Table of Contents
25-1
25-2
25-5
25-17

Add:

25-15.1
25-15.2

Distribution

ESPHB

MC:DC:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 27, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0063

Chapter 11 – Business Services, Job Placement, and Job Match

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 11: • EDA information • Definitions • Job Fairs • Customized Training • TAD Job Placement Specialist Duties • ESP 835-JPS Monthly Job Referral Report
Filing instructions	File in Chapter 11 of the Employment Services Policy Handbook. ***Remove and replace:*** Entire chapter
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0063 will be posted on the HS Website.
Distribution	“TAD ESP”

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 05, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0062

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 8: • Valero gas cards for Redlands ESP mountain residents only
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-13 Page 8-14
Effective date	This Handbook Letter is effective August 1, 2007.
Posting	ESPHB Letter #0062 will be posted on the HS Website.
Distribution	TAD ESP

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 22, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0060

Chapter 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: • Omnitrans bus pass fare increases
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-11
Effective date	This Handbook Letter is effective July 1, 2007.
Posting	ESPHB Letter #0060 will be posted on the HS Website.
Distribution	"ESPHB"

MC:SB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 1, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0059

CHAPTER 16 – Education and Training

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 16:

- LEP customers
- Core, non-core activity information
- WEX or Community service calculations below 20 hours per week
- ESP 735.2 Attendance Report
- ESP 735.2 Cover Letter
- Excused absence documentation
- Special Needs flag
- GED Testing location, cost change
- Preschool Service information
- WTW 2 must show title of school program

Filing instructions

File in Chapter 16 of the Employment Services Policy Handbook.

Remove and Replace:

Entire Chapter

Effective date

This Handbook Letter is effective immediately.

Posting

ESPHB Letter #0059 will be posted on the HS Website.

Distribution

TAD ESP

MC:BV:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 26, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0055

CHAPTER 18 – Noncompliance

Overview	This handbook chapter has been updated to: • Remove reference to durational sanctions • Add Pre-Sanction Home Call Information • Add "Typical" noncompliance flowchart • Clarify the WTW 2 must be completed in conjunction with the WTW 29 and WTW 32 • Clarify the WTW Sanction status is to be updated the first of the month the grant is reduced • Add three (3) working day time frames.
Filing instructions	***Remove and Replace:*** Entire Chapter ***Remove:*** IIN 07-026
Distribution	TAD – ESP

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 2, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0057

CHAPTER 12 – Assessment and Learning Disabilities

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 12: • COPSystem Comprehensive Career Guide
Filing instructions	File in Chapter 12 of the Employment Services Policy Handbook. ***Remove and Replace:*** ***12-5***
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0057 will be posted on the HS Website.
Distribution	TAD/ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 4, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0056

CHAPTER 11 – Business Services, Job Placement, and Job Match

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 11: • JESD changed to Workforce Development Department (WDD) • New WDD phone number • New WDD website Reminder: Every WTW customer must be registered in the WDD system
Filing instructions	File in Chapter 11 of the Employment Services Policy Handbook. ***Remove and Replace:*** ***Entire chapter***
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0056 will be posted on the HS Website.
Distribution	TAD/ESP

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 15, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0052

CHAPTER 3– Exemptions

Overview	This Handbook Letter provides new information to staff on the: • Definition of disability for SSI purposes, • Criteria for referring a customer to the SSI advocate, and • Role of the SSI Advocate.
Summary of changes	In the Exemptions Chapter in the **"CW 61 – Medical Report"** section specific criteria are set forth for determining if a customer should be referred to the SSI Advocate. In this same section, a definition of disability for the SSI program is provided. Also in the Exemption Chapter in the **"SSI Advocacy"** section the duties of the SSI Advocate are outlined for staff.
Filing instructions	***Remove and Replace:*** ESPHB Exemptions Chapter pages 3-10 – 3-10.1, 3-13, and 3-14
Distribution	TAD - ESPHB

JV:CN:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 12, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0054

CHAPTER 12 – Assessment and Learning Disabilities

Overview	Updates to this handbook provide ESP staff with example questions to assist in screening Limited English Proficient (LEP) customers for learning disabilities. The examples will assist the bilingual Employment Specialist (ES) in determining which individuals may need a Learning Disability Evaluation (LDE). The ES may refer the LEP to a LDE any time a learning disability is suspected. Clarification was added to enter language other than English on the LDE referral form before sending to contracted provider. General clean-up of the chapter to ensure consistent terminology throughout.
Filing instructions	***Remove and Replace:*** Entire chapter 12
Distribution	ESPHB

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 20, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0053

Chapter 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: • **Mileage Reimbursement Rate changed from 23 cents per mile to 26 cents per mile effective February 1, 2007.**
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** 8-6 8-8 8-16 8-17 8-19 8-21
Effective date	ESs will reimburse customers at the rate of 26 cents per mile when they process February 2007 travel reimbursement claims received in March.
Posting	ESPHB Letter #0053 will be posted on the HS Website.
Distribution	"TAD ESP"

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 11, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0051

CHAPTER 10 – Tax Credits

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 10: • Revised website pages • New EIC information • Child Tax Credit (CTC) information
Filing instructions	File in Chapter 10 of the Employment Services Policy Handbook. ***Remove and Replace:*** Chapter 10
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter # 0051 will be posted on the HS Website.
Distribution	"TAD ESP"

MC:BB:lc

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 11, 2007

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0050

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: • **The California ID fee for low-income individuals has increased to $7.00**
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-27
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0050 will be posted on the HS Website.
Distribution	“TAD ESP”

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 20, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0049

CHAPTER 6 – Domestic Abuse/Substance Abuse/Mental Health Services

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Overview

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 6:

- The ES obtains ESM approval after three (3) months of a stand-alone Mental Health activity.
- The ES does not need the ESP 737 form for a stand-alone Mental Health activity.
- ES referrals to Mental Health services.

Filing instructions

File in Chapter 6 of the Employment Services Policy Handbook.

Remove and replace:

6-2
6-35
6-53
6-63

Effective date

This Handbook Letter is effective immediately.

Distribution

"TAD ESP"

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 7, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK #0048

CHAPTER 25 – FSET

Overview	This handbook letter will update the process for referring FSET customers to Public Health for medical examinations. New referral processes are effective 12/18/06.
Filing instructions	***Remove and Replace:*** Table of Contents Pages 14-17 ***Remove:*** IIN # 06-065
Distribution	TAD - ESP

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 21, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0047

CHAPTER 6 – Domestic Abuse/Substance Abuse/Mental Health Services

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Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 6:

- Instructions to create a new Action Plan when a customer has a dual diagnosis.
- The ESP 733.4 Attendance and Progress Report (monthly) is completed by the provider and routed to the ES by the 10^{th} calendar day of every month.
- ESP 711.56 form name change to HS 711.56.
- HS 711.56 replaces the ESP 711.8 Progress Report.
- The 60-month clock stops for Domestic Abuse Good Cause cases.
- SESI approval needed to extend Good Cause status beyond 30 days.
- HS Release of Information now called the HS 39.
- Imaging action step added.
- Customer receives copies of the HS 711.56 and the ABCDM 228 Applicant's Authorization for Release of Information when referred for services.
- The ES obtains ESM approval after three (3) months of a stand-alone Substance Abuse activity.
- The ES does not need the ESP 737 form for a stand-alone Substance Abuse activity.
- The ES must notify a contracted provider via the ESP 019 when a customer is dropped from services or becomes ineligible for services.

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

TAD -ESP

MC:VO:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0046

Chapter 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: • Deleted all references to amending the WTW Plan (a new plan must be created). • Travel claims need a date stamp. • Mojave's monthly bus pass is $38.00. • The County reimburses the customer within ten working days. • Use the HSS 48 (E/S) Declaration form.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire Chapter 8
Effective date	This Handbook Letter is effective immediately.
Posting	ESPHB Letter #0046 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 24, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0044

CHAPTER 1 – Introduction to the Transitional Assistance Department Employment Services Program

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB, Chapter 1: • Added case manager duties • Added facilitator duties • Added Federal Fiscal year job search time limit information • Added C-IV and Journal entry information • Added IEVS New Hire Report information • Added Special Needs accommodation flag information
Filing Instruction	***Remove and Replace:*** Entire Chapter
Distribution	TAD - ESP

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 30, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK #0045

CHAPTER 25 – FSET

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB, Chapter 25: • FSET 61 form name change • Added information that hours may not be combined • Added communication information between ESS and EW • Updated Journal entry and C-IV information • Added instructions for tracking attendance • Added disqualified customer stage description chart • Added new Workfare site list location • Added instructions to add Fax number to FSET 202
Filing instructions	***Remove and Replace:*** Entire chapter ***Remove:*** IIN#06-057 Errata
Distribution	TAD - ESP

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 12, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0043

CHAPTER 4 – Orientation/Appraisal/Reappraisal

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 4: • To consistently use the term "customer", and • To align the ESP handbook with the CalWORKs handbook
Filing instructions	File in Chapter 4 of the Employment Services Policy Handbook. Remove and replace: Entire chapter
Effective date	This Handbook Letter is effective immediately upon receipt.
Posting	ESPHB Letter #0043 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 11, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0042

CHAPTER 7 – Self-Initiated Education And Training Programs (SIPS)

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 7: • To consistently use the term “customer”, and • To align the ESP handbook with the CalWORKs handbook
Filing instructions	File in Chapter 7 of the Employment Services Policy Handbook. Remove and replace: 7-4
Effective date	This Handbook Letter is effective immediately upon receipt.
Posting	ESPHB Letter #0042 will be posted on the HS Website.
Distribution	“ESP”

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 11, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0041

CHAPTER 9 – Job Services Activities

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following change to the ESPHB Chapter 9: • To consistently use the term "customer", and • To align the ESP handbook with the CalWORKs handbook
Filing instructions	File in Chapter 9 of the Employment Services Policy Handbook. ***Remove and replace:*** Pages 9-2 and 9-5
Effective date	This Handbook Letter is effective immediately upon receipt.
Posting	ESPHB Letter #0041 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 12, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0040

CHAPTER 2 – Welfare-to-Work Intake Process

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 2: • To consistently use the term "customer", and • To align the ESP handbook with the CalWORKs handbook
Filing instructions	File in Chapter 2 of the Employment Services Policy Handbook. ***Remove and replace:*** Entire Chapter
Effective date	This Handbook Letter is effective immediately upon receipt.
Posting	ESPHB Letter #0040 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 12, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0039

CHAPTER 25 – Food Stamp Employment and Training

Overview

Effective 10/1/06, the Employment Services Program will implement the Food Stamp Employment and Training (FSET) Program for San Bernardino County. The Community Action Partnership (CAP) previously administered the program.

In this chapter

This chapter contains information for implementing and monitoring the FSET program. Information included in this chapter:

- FSET Customer
- Work Activities
- Non-participation
- Medical Examination
- Supportive Services
- Forms

Transition instructions

In an effort to provide seamless service and to impact the customer as little as possible during the transition, instructions included in this cover letter will provide direction for handling the new and existing FSET customer.

New FSET customers –
When assigning new FSET customers to an activity follow instructions in this chapter. If a customer wishes to attend a Workfare site in an area that has not been established or medical exams are not available, offer an in-house activity such as Job Club or Job Search to meet program requirements.

Continued on next page

Transition instructions (continued)

Existing FSET customers –
Customers currently in Workfare sites must meet with the FSET ESS in their district to determine if their Workfare site has a valid Contract with TAD, sign a new Workfare Assignment notice, FSET 202, and arrange supportive services as needed. New medical examinations are not required for customers who were assigned to Workfare activities by CAP. Mailing lists will be provided and all existing customers must be scheduled to meet with the FSET ESS by 9/30/06.

If the existing customer…	Then…
Is attending a worksite that has entered into a contract with TAD,	• Schedule an appointment to meet with the customer, • Explain program requirements and services available, • Have the customer sign a Workfare Assignment notice, FSET 202, listing their current Workfare site as their activity, • Arrange supportive services, if needed, • Enter C-IV screens, • Journal all information, and • Image signed documents into C-IV.
Is attending a worksite that did not enter into a contract with TAD,	• Schedule an appointment to meet with the customer, • Explain program requirements and services available, • Offer Job Club/Job Search to meet program requirements, if customer declines and if available, assign a new Workfare site, • Have the customer sign a Workfare Assignment notice, FSET 202, listing their current Workfare site as their activity, • Arrange supportive services, if needed, • Enter C-IV screens, • Journal all information, and • Image signed documents. Note: If Workfare site is unavailable and customer does not wish to attend an in-house activity, notify the EW to apply the 15% exemption for 30 days. ESS to hold case and review in 30 days to arrange next appropriate activity.

Continued on next page

Appointment letter

Appointment letters must be sent to all FSET customers currently attending a Workfare site through CAP. Contracts between CAP and the Workfare site will expire on 9/30/06 and the customer will not be allowed to continue their participation at the site unless the Workfare site has entered into a new contract with TAD.

Workfare sites will be listed and available in the C-IV Resource Databank.

The FSET customer must meet with the FSET ESS to sign a Workfare Assignment notice, FSET 202 or FSET203, Job Services Assignment notice.

- A list of current FSET customers will be distributed to the appropriate FSET ESS on 9/13/06.
- The FSET ESS will schedule the appointment via the C-IV appointment letter, ADM 102 C-IV.
- Include in the comment section of the appointment letter the following verbiage:

  "Effective 10/1/06, the work activities that you have participated in to meet the Food Stamp work requirements will be handled through the Transitional Assistance Department's Employment Services Program (ESP). Community Action Partnership will no longer handle these work activities. All orientations, time sheets, supportive services, and any other related activity under the Workfare program will be handled through the ESP office in your area. You must come to this appointment to discuss your Workfare participation and new ways to meet your Food Stamp work requirements."

Homeless customers

Send the appointment letter to the mailing address listed in C-IV. If the mailing address is the TAD Eligibility office, send the letter to the TAD office via interoffice mail, with "homeless" written on back of the envelope. The customer is required to pick up mail by the 10th of the month.

Communication

Communication between Employment Services and Eligibility will be very important to the efficient transition of the FSET program. The ESS and the EW are encouraged and expected to share program knowledge and customer information needed to effectively administer the FSET program.

Filing instructions

Add:

Entire Chapter

Distribution

"ESP"

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 12, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0038

CHAPTER 13 – Action Plan/Participation Hours

Purpose	The purpose of the Handbook Letter is to inform ESP staff of the following changes/additions to the ESPHB Chapter 13: • WTW 3 is obsolete. • Individual assessment includes: ABLE, CAPS, COPS, COPES. • Customers must sign an Action Plan as soon as possible but no later than two weeks after an assessment is completed. • The Action Plan (PLAN 107 CIV) and the WTW 2 Activity Assignment may not be changed or edited once the form has been signed. • Sample PLAN 107 C-IV has been revised. • TAD Aid Code Definitions have been revised.
Filing instructions	File in Chapter 13 of the Employment Services Policy Handbook. ***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective July 24, 2006.
Posting	ESPHB Letter # 0038 will be posted on the PDD on-line handbook website.
Distribution	“ESP”

MC:BB:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 13, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0037

CHAPTER 14 – Welfare-to-Work Activities

Overview	The purpose of this Handbook letter is to inform ESP staff of major changes to Chapter 14. The entire Chapter has been rewritten to include: • New terms and definitions introduced in ACL 06-09. • Identifies Federal and State work activities • Identifies which activities satisfy Federal and State Work Participation Requirements (WPR) • Explains when to count non-core hours as core hours for participation purposes • Introduces information regarding specified educational activities • Vocational Education/Training time limits
Posting	ESPHB Letter #0037 will be posted to the ESP online Handbook.
Filing instructions	Remove and Replace: Chapter 14
Effective date	This handbook letter is effective upon receipt.
Distribution	“TAD-ESP”

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 20, 2006

EMPLOYMENT SERVICES PROGRAM HANDBOOK LETTER #0030

CHAPTER 16 – Education and Training

Overview	This Handbook letter contains revisions and additions in order to clarify information in this Chapter.
Handbook updates	• New Monthly Time and Attendance form (ESP 737) added to Chapter • State and Federal WPR information added to Chapter • Exceptions to core hourly requirement found in ACL 06-09 introduced in this Chapter • Vocational Education combined with 20 hours of core participation will not count towards State 12-month cumulative core activity time limit regulation added to Chapter with instructions to track information via Journal entry • Department of Vocational Rehabilitation website address added • CalWORKs appointment and Job Interview were added to reasons for excused absences from vocational education/training activities • New procedures mandated by ACL 06-06 for verifying and tracking attendance added to the Chapter • Requirements to add Special Needs Flag for customers requiring Special Needs Accommodations • GED website and replacement certificate information updated • GED testing information and locations updated • Progress evaluation information updated • Community College CalWORKs Coordinator list updated
Filing instructions	***Remove and Replace:*** Entire chapter 16
Distribution	All “ESP” offices

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 11, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0036

CHAPTER 4 – Orientation/Appraisal/Reappraisal

Overview	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 4: • Stress WTW activities and the benefits of the WTW program. • A recipient may need to be scheduled for Orientation if s/he has not attended Orientation within the last 12 months. • Each parent on a case will be seen separately because of confidentiality requirements and possible domestic violence issues. • Cal-Learn eligible cases. • Learning Disability screening.
Filing instructions	***Remove and Replace:*** Entire chapter
Effective date	This Handbook Letter is effective 5/22/06.
Posting	ESPHB #0036 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 1, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0034

CHAPTER 3 – Exemptions

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 3:

- VER 105 CIV – Pregnancy Verification
- Adding Work Registration Status
- Only use the first page of the CW 61 for verification of the care of a household member
- Sending an appointment letter
- Definition of Chronic
- Definition of Acute

Filing instructions

File in Chapter 3 of the Employment Services Policy Handbook.

Remove and Replace:

Pages:
3-1
3-3
3-5
3-6
3-7
3-8

Add:

Page 3-10.1

Effective date

This Handbook Letter is effective 5/15/06.

Posting

ESPHB Letter #0034 will be posted on the HS Website.

Distribution

"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 4, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0032

CHAPTER 12 – Assessment and Learning Disabilities

Overview	The purpose of this Handbook letter is to inform ESP staff of the following changes to Chapter 12: • Added Foster's Assessment as an acceptable assessment tool to use in developing an Action Plan • Added verbiage to state Assessment is to be completed within the first three days of job services • ESS assessment analysis added to step action tables • Added instructions to add Special Needs flag when accommodations are needed
Posting	ESPHB Letter #0032 will be posted to the HS Website.
Filing instructions	***Remove and Replace:*** Entire chapter 12
Effective date	Upon receipt of this handbook letter.
Distribution	"ESP"

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 29, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0033

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: Welfare-to-Work customers pay the DMV reduced fee for California I.D. cards because the applicant meets income requirements from a public assistance program. The reduced fee is currently $6.00.
Filing instructions	File in Chapter 8 of the Employment Services Policy Handbook. ***Remove and Replace:*** Page 8-1 and page 8-27
Effective date	This Handbook Letter is effective April 10, 2006.
Posting	ESPHB Letter #0033 will be posted on the HS Website.
Distribution	“ESP”

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 23, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0031

Chapter 21 – ICT/IDT

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 21:

- IDT "Out"
- ICT "Out"

Filing instructions

File in Chapter 21 of the Employment Services Policy Handbook.

Remove and replace:

21-2
21-6
21-7

Effective date

This Handbook Letter is effective April 3, 2006.

Posting

ESPHB Letter #0031 will be posted on the HS Website.

Distribution

"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

February 28, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0026

Chapter 6 – Domestic Abuse/Substance Abuse/Mental Health Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 6: • Review Good Cause status monthly • Good Cause status over 30 days must be approved by SESSI, except for Good Cause 2nd parent • Journal entries • Replaced terminology from core to federal, and non-core to state
Filing instructions	File in Chapter 6 of the Employment Services Policy Handbook. Remove and replace: Entire chapter
Effective date	This Handbook Letter is effective March 20, 2006.
Posting	ESPHB Letter #0026 will be posted on the HS Website.
Distribution	“ESP”

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

MARCH 2, 2006

ESP/CalWORKs HANDBOOK LETTER #0029

Chapter 7 – Self-Initiated Education and Training Programs (SIP)

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 7: Updated list of approved education/training programs for 2006.
Filing instructions	File in Chapter 7 of the ESP/CalWORKs Employment Services Policy Handbook. Remove and replace: 7-13
Effective date	This Handbook Letter is effective January 1, 2006.
Posting	ESPHB Letter #0029 will be posted on the HS Website.
Distribution	“ESP”

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

MARCH 15, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0028 ERRATA

Chapter 5 – Good Cause Non-Participation

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 5: • Good Cause – 30 days or less • Review Good Cause every month • Good Cause beyond 30 days needs SESI approval, except for Good Cause 2nd parent • 60-month time clock stops for customers in Good Cause for domestic abuse; determined by the Time Limit unit • Plan 100 CIV – Good Cause for Non-Participation • Journal entry clarification
Filing instructions	File in Chapter 5 of the Employment Services Policy Handbook. Remove and replace: Entire chapter
Effective date	This Handbook Letter is effective March 13, 2006.
Posting	ESPHB Letter #0028 ERRATA will be posted on the HS Website.
Distribution	“ESP”

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

FEBRUARY 14, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0027

Chapter 24 – Cal-Learn

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 24: • A 16 or 17-year old who has obtained a HSD or its equivalent
Filing instructions	File in Chapter 24 of the Employment Services Policy Handbook. Remove and replace: 24-3
Effective date	This Handbook Letter is effective February 27, 2006.
Posting	ESPHB Letter #0027 will be posted on the HS Website.
Distribution	"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

FEBRUARY 14, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0025

Chapter 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 3: • Exemption journal entry information • A 16 or 17-year old who has obtained a HSD or its equivalent • Household member defined
Filing instructions	File in Chapter 3 of the Employment Services Policy Handbook. Remove and replace: Table of Contents Page 1 of 1 3-1 3-2 3-3 3-4 3-6
Effective date	This Handbook Letter is effective February 27, 2006.
Posting	ESPHB Letter #0025 will be posted on the HS Website.
Distribution	“ESP”

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

FEBRUARY 14, 2006

EMPLOYMENT SERVICES HANDBOOK LETTER #0024

CHAPTER 13 – Action Plan/Participation Hours

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes/additions to the ESPHB Chapter 13:

- Assessments
- Individual Assessment
- Action Plan
- Action Plan Examples
- Sample Action Plan
- Time Limits

Filing instructions

File in Chapter 13 of the ESPHB Employment Services Policy Handbook.

Remove and Replace:

Entire chapter

Effective date

This Handbook Letter is effective February 27, 2006.

Posting

ESPHB Letter #0024 will be posted on the HS Website.

Distribution

"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 26, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0026

Chapter 21 – ICT/IDT

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 21:

- IDT "Out"
- ICT "Out"

Filing instructions

File in Chapter 21 of the Employment Services Policy Handbook.

Remove and replace:

21-2
21-6
21-7

Effective date

This Handbook Letter is effective February 6, 2006.

Posting

ESPHB Letter #0026 will be posted on the HS Website.

Distribution

"ESP"

MC:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 19, 2006

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0023

CHAPTER 16 – Education and Training

Purpose

The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 16:

- HSS website
- Removal of form ESP 730.8
- Length of Education/Training Program
- Community College CalWORKs Coordinators

Filing instructions

File in Chapter 16 of the ESP/CalWORKs Employment Services Policy Handbook.

Remove and replace:

Pages, 16-2, 16-12, 16-44

Effective date

This Handbook Letter is effective January 19, 2006.

Posting

ESPHB Letter #0023 will be posted on the HS Website.

Distribution

"ESP"

MC:VO:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

SEPTEMBER 21, 2005

ESP/CalWORKs HANDBOOK LETTER #0022

Chapter 3 – Exemptions

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 3: • Volunteer status • Public Health Nurse (PHN) Referral form – ESP 105 • Exemption table • Exemption effective date • CW 61 accepted verification • SSI Advocates
Filing instructions	File in Chapter 3 of the ESP/CalWORKs Employment Services Policy Handbook. Remove and replace: Entire chapter
Effective date	This Handbook Letter is effective October 3, 2005.
Posting	ESPHB Letter #0022 will be posted on the HS Website.
Distribution	“ESP”

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

SEPTEMBER 1, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0021

CHAPTER 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 21: • IDT priority • Time frames for ICT/IDT • California city/county match list • Location of the ICT Coordinator's List
Filing instructions	File in Chapter 21 of the ESPHB Employment Services Policy Handbook. **Remove and Replace:** Entire chapter
Effective date	This Handbook Letter is effective September 12, 2005.
Posting	ESPHB Letter #0021 will be posted on the HS Website.
Distribution	"ESP"

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

SEPTEMBER 1, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0020

CHAPTER 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 8: • Reimbursements under $10.00 • Bus pass updates • Chevron gas cards • Changed scanned to imaged • Changed Clerk to Office Assistant • Manual Warrant Issuance
Filing instructions	File in Chapter 8 of the ESPHB Employment Services Policy Handbook. **Remove and Replace:** Entire chapter
Effective date	This Handbook Letter is effective September 1, 2005.
Posting	ESPHB Letter #0020 will be posted on the HS Website.
Distribution	“ESP”

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

AUGUST 15, 2005

ESP/CalWORKs HANDBOOK LETTER #0019

Chapter 10 – Tax Credits

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESPHB Chapter 10: • Revised website page • New EITC information
Filing instructions	File in Chapter 10 of the ESP/CalWORKs Employment Services Policy Handbook. ***Remove and Replace:*** Chapter 10
Effective date	This Handbook Letter is effective August 15, 2005.
Posting	ESPHB Letter #0019 will be posted on the HS Website.
Distribution	"ESP"

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

AUGUST 4, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0018

CHAPTER 15 – Employment Activities

Overview

This Handbook Letter revises information in Employment Services Policy Handbook Chapter 15, Employment Activities. This chapter covers all aspects of employment, including subsidized employment.

Highlighted changes

This chapter includes new/updated information regarding:

- Entering various types of employment information into the C-IV system
  - Explanation of when to enter "Yes" in the "Countable" field
- Time frames for ES actions
- Procedures for customers who are employed part-time
- Procedures for customers who are self-employed
  - Using the federal minimum wage rate to determine the number of self-employment hours worked
- Work Study
- On-the-Job Training (OJT)
- Monitoring the employed customer
- All aspects of subsidized employment

Filing instructions

Remove and replace the entire chapter.

Distribution

Employment Services Program (ESP)

JV:BG:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

April 25, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0017

CHAPTER 12 – Assessment/Learning Disabilities
CHAPTER 16 – Education and Training

Overview	This Handbook Letter updates the Assessment/Learning Disabilities and the Education and Training chapters of the Employment Services Policy Handbook. The purpose is to inform staff that a copy of the Referral to Activity form (Plan 109) must be given to the Supervising Office Assistant when referring a customer to the contracted provider for a Learning Disability Evaluation or for education/training services. This is necessary for tracking purposes.
Filing instructions	Remove and replace pages: • 12-17 • 16-37 • 16-39
Distribution	Employment Services Program (ESP)

JV:BG:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

APRIL 19, 2004

ESP/CalWORKs HANDBOOK LETTER #0016

Chapter 24 – Cal-Learn

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESHB Chapter 24: • Deletion of the SB EW/ESP 28 • Added references
Filing instructions	File in Chapter 24 of the ESP/CalWORKs Employment Services Handbook. Remove and replace: Entire chapter
Implementation date	ESHB Letter #0016 has been posted on the HSS Website. This Handbook Letter is effective immediately.
Distribution	Employment Services Program

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

April 15, 2005

ESP/CalWORKs HANDBOOK LETTER #0015

Chapter 21 – ICT/IDT

Purpose	The purpose of this Handbook Letter is to inform ESP staff of the following changes to the ESHB Chapter 21: • New zip code areas for ESP district offices
Filing instructions	File in Chapter 21 of the ESP/CalWORKs Employment Services Handbook. Remove and replace: 21-1 21-4 21-5
Implementation date	ESHB Letter #0015 has been posted on the HSS Website. This Handbook letter is effective immediately.
Distribution	Employment Services Program

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

April 4, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0013
CHAPTER 18 – Noncompliance

Overview	This handbook letter provides updates and clarification to the Noncompliance chapter of the Employment Services Policy Handbook. Highlights are as follows: • References to the 18/24-month time clock have been removed. • Regulation references have been added. • Summaries have been added for general noncompliance forms, two-parent noncompliance forms, and volunteer noncompliance forms. • Information has been incorporated regarding notifying the EW that a sanction needs to be applied. • Additional information and/or examples have been provided throughout the chapter.
Filing instructions	Remove and replace the entire chapter 18.
Distribution	Employment Services Program (ESP)

JV:BG:pl

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

January 12, 2005

EMPLOYMENT SERVICES POLICY HANDBOOK LETTER #0012

CHAPTER 7 – Self-Initiated Education and Training Programs (SIPs)

Overview	Per regulation, each county's list of approved education/training programs must be revised annually. The list is developed with the assistance of local education providers.
Effective date	This information is effective immediately.
Filing instructions	***Remove and replace:*** Page 7-13
Distribution	Employment Services Program (ESP)

JV:BG:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

December 9, 2004

ESP/CalWORKs POLICY HANDBOOK LETTER #0010

Chapter 8 – Supportive Services

Purpose	The purpose of this Handbook Letter is to inform ESP staff of a change to the ESPHB Chapter 8 due to C-IV. The C-IV system will process payments for supportive services under $10.00, so the policy that we do not issue payments under $10.00 no longer applies.
Filing instructions	File in Chapter 8 of the ESP/CalWORKs Employment Services Handbook. Remove and replace: 8-9 8-28
Implementation date	This Handbook Letter is effective December 1, 2004.
Posting	ESHB Letter #0010 has been posted on the HSS Website.
Distribution	Employment Services Program

JV:BB:bw

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

December 1, 2004

EMPLOYMENT SERVICES POLICY HANDBOOK #0011

Overview

SB 1104 amended sections of the Welfare and Institutions Code pertaining to the development of the CalWORKs Welfare-to-Work (WtW) plan, WtW participation requirements, and the 18/24-month WtW participation period. Effective December 1, 2004 the CalWORKs 18/24-month time limit clock has been eliminated. Federal activities have not changed; however state activities are now referred to as state core and non-core activities.

Major changes

The Employment Services Policy Handbook has been updated to reflect changes outlined in ACL 04-41. Some of the major Handbook changes are as follows:

- References to the 18/24-month time limit have been deleted.
- The post-time-limit Community Service requirement has been eliminated.
- Information about participation in core and non-core activities has been added.
- Exceptions to the core requirement have been noted.
- WtW participation requirements have been updated.
- Timeline information for completion or revision of the Welfare-to-Work plan has been added.

Continued on next page

Items of note

The following items should be noted:

- This new policy is applied throughout the caseload, effective December 1, 2004.
- Customers may be allowed to participate in any allowable WtW activity if they comply with work participation requirements during their CalWORKs 60-month time limit for receiving cash aid.
- Customers sanctioned for failing/refusing to participate in post-time-limit Community Service must still cure his/her sanction before aid can be restored; curing plans may require participation in Community Service and/or other appropriate WtW activities that are consistent with their Assessments and also meet core/non-core requirements.
- Customers currently participating in post-time-limit Community Service must have their WTW plans reviewed/revised by March 1, 2005, and may now participate in other WTW activities if the ES determines those activities would be beneficial and would lead to employment.
- SB 1104 requirements do not apply to customers in Self-Initiated Programs (SIPs).
- Customers working 32/35 hours per week in unsubsidized employment before being assessed are still not required to sign the WTW plan.
- For an individual who already is receiving cash aid and has an existing WTW plan dated prior to December 1, 2004, the ES must revise the WTW plan to reflect the new WTW requirements, and also have him/her sign it no later than March 1, 2005.
- Use the revised WTW 1 (09/04) and the WTW 2 (09/04) available online in the ESP Handbook, under the Forms section.

Continued on next page

EMPLOYMENT SERVICES POLICY HANDBOOK #0011,
Continued

Filing instructions

Remove and replace the following ESPHB chapters:

- Chapter 1
- Chapter 2
- Chapter 3
- Chapter 6
- Chapter 7
- Chapter 12
- Chapter 13
- Chapter 16
- Chapter 17

Remove and replace:

Chapter 4, page 4-15
Chapter 5, pages 5-2 through 5-5, and 5-7
Chapter 14, index and pages 14-1, 14-3, 14-4, 14-10, 14-12 through 14-25
Chapter 15, pages 15-25, 15-28
Chapter 22, pages 22-3 through 22-4
Chapter 23, page 23-3

Distribution

Employment Services Program (ESP)

JV:BG:bg

IIN's

We are publishing all **active** IIN's.

They are organized by **publishing** date from the newest to the oldest.

INTERIM INSTRUCTION NOTICE #15-042

SEPTEMBER 8, 2015

SUBJECT: Online CalWORKs Appraisal Tool (OCAT) Overview and Implementation

DISTRIBUTION: Welfare-to-Work (WTW), TOPHB

FILE: WTWPHB – In Front of Handbook
TOPHB – In Front of Handbook

REFERENCE: Assembly Bill (AB) 74
All County Letter (ACL) 15-43

OBSOLETE: When Handbook Material is Updated

Overview

Assembly Bill (AB) 74 altered the engagement process of appraisal, job search, and assessment, also known as the Welfare-to-Work (WTW) flow, including the requirement for a standardized appraisal tool. Utilizing a standardized approach to appraisal will increase the likelihood that customers will receive similar levels of service across the state of California.

The current Orientation/Appraisal (O/A) process provides customers with information about WTW participation requirements; however, the Online CalWORKs Appraisal Tool (OCAT) is a comprehensive tool and is intended to be a more robust appraisal. Once trained, WTW staff will use the OCAT for all **new English appraisals.** Spanish Speaking Only (SSO) and other Non-English appraisals will continue based on current policy.

Until Employment Services Specialists (ESSs) become accustomed to OCAT, appraisals may take up to three hours in duration and supportive services must be planned accordingly.

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation of:

- OCAT,
- WTW Intake/Continuing units, and
- The WTW Schedule Coordinator position.

Continued on next page

Implementation

OCAT, WTW Intake/Continuing units, and the Schedule Coordinator position will be implemented in waves as follows:

Wave	WTW district office	Roll out
1	• 01 – San Bernardino • 02 – San Bernardino • 03 – Yucca • 04 – Redlands • 06 – Barstow • 08 – Hesperia • 15 – Ontario • 24 – Yucaipa • 48 – Adelanto • 79 – 29 Palms	10/5/15
2	• 07 – Del Rosa • 09 – Fontana • 10 – Needles • 18 – Victorville • 19 – Colton • 25 – Rancho • 39 – Rialto	10/26/15

Contents

This IIN contains the following topics:

Online CalWORKs Appraisal Tool (OCAT)

OCAT

The Online CalWORKs Appraisal Tool (OCAT) is designed for use during the customer's initial Welfare-to-Work (WTW) appraisal. It is intended to evaluate a customer's employment and education history and identify any barriers to self-sufficiency that can be addressed through WTW activities and supportive services.

OCAT:

- Is a specialized, web-based suite of resources, tools, and assessments that helps social service agency staff make decisions about a customer's readiness to successfully secure employment and meet Work Participation Rates (WPR).
- Is a comprehensive assessment of the strengths, barriers, and overall work readiness of the WTW customer.
- Will assist Employment Services Specialists (ESSs) with using a strengths-based approach that recognizes and documents the unique talents, abilities, skills, and life circumstances that play pivotal roles in the development of a plan to move the customer into employment.

Note: *OCAT does not replace the assessment step in the WTW flow*. While OCAT covers many topics, it is not all-inclusive and assessment is still required.

Customer opts out of OCAT

A customer may opt out of any portion of the OCAT appraisal, **except** the collection of demographic information; however, more accurate and complete results are generated when customers complete as many sections as possible.

Answering OCAT questions is voluntary and **no negative action** will be taken if the **customer chooses not to answer** certain questions. Customers will only be required to:

- Complete the demographic information portion of OCAT,
- Complete the WTW Orientation, and
- Sign a WTW Plan - Activity Assignment (WTW 2).

Two-parent households

If more than one adult in an Assistance Unit (AU) is required to participate in WTW, the ESS shall conduct an individual OCAT appraisal for each participating adult. While this may require additional appraisal time, many of the topics in the OCAT are inappropriate to discuss if the customer is not alone.

Supportive services

Supportive services must be provided for all required WTW activities. This includes Child Care (CC) and transportation services to attend an appraisal appointment.

Continued on next page

OCAT preambles

The OCAT has preambles throughout the tool and includes a list of things for the ESS to remember to do and review when meeting with the customer.

The first preamble (OCAT Rights and Privacy Overview (WTW 47)):

- Outlines the purpose of the interview, and
- Explains that:
  - Customers have the right not to answer certain questions.
  - The interview will take about one hour to complete.
  - OCAT is customer-centered and ESSs must have the customer's rights foremost in their mind.

Other preambles throughout the tool provide guidance and instructions to the ESS regarding:

- How to administer particular sections of the tool,
- Referring the customer to his/her copy of the WTW 47, and
- Reminding the customer that the interview is confidential, except for mandated reporting of suspected elder and child abuse.

Note: Prior to the start of the OCAT process, the ESS will advise customers regarding the expected duration of the interview and that a break may be required or requested by the customer at any time. ESSs will accommodate based on the customer's needs.

OCAT Rights and Privacy (WTW 47)

At the beginning of an OCAT appraisal, the customer is to be given a copy of the Online CalWORKs Appraisal Tool Rights and Privacy (WTW 47) form. This form is intended to ensure all customers understand the purpose of the OCAT appraisal and their rights to privacy.

The ESS will complete the following steps when giving the customer a copy of the WTW 47:

Step	Action
1	Review the WTW 47 with the customer prior to conducting the OCAT appraisal.
2	Discuss the purpose and benefits of conducting the OCAT appraisal with the customer.
3	Review the subjects that will be discussed during the appraisal with the customer and explain that everything discussed will be kept confidential, unless the ESS suspects that elder and/or child abuse is occurring.
4	Image and Index the WTW 47 under **Employment and Training > Other Employment and Training**. • Include "WTW 47 OCAT Rights and Privacy" in the comments section when indexed.
5	**Journal** all actions taken

Note: In the event that a customer does not wish to sign the form, the ESS will **Journal** the form was provided and continue with the OCAT appraisal. No further action is necessary (See Forms and Procedures (F&P) for the WTW 47).

Continued on next page

Learning Needs Screening

The OCAT appraisal includes a Learning Needs section, which is identical to the current WTW Learning Needs Screening (WTW 18). Therefore, offering and conducting a separate screening with the WTW 18 **is not required or necessary** if the customer is offered and/or completes the screening in OCAT.

The ESS will complete the following steps when offering customers a Learning Needs Screening:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Generate and provide the customer with a copy of the Waiver of CalWORKs Learning Disabilities Screening and/or Evaluation (WTW 17) through C-IV.</td></tr>
<tr><td>2</td><td>Read the WTW 17 aloud to the customer while the customer reads along silently.</td></tr>
<tr><td>3</td><td>Have the customer sign the WTW 17, and:
<table>
<tr><th>If the customer…</th><th>Then…</th></tr>
<tr><td>Requests a Learning Disabilities Screening,</td><td>

Open a Learning Disabilities Screening activity in C-IV,
Give the customer the Learning Needs Screening - Client Copy (WTW 19) so he/she can read the questions silently as the ESS reads them aloud,
Read aloud to the customer the Learning Needs questions in OCAT (Education (Section B)),
Record the customers responses in OCAT,
Review the Learning Needs Screening score calculated in OCAT, and:
<table>
<tr><th>If the score is…</th><th>Then…</th></tr>
<tr><td>12 or more,</td><td>Refer the customer for a Learning Disability Evaluation, and
Complete and have the customer sign a Permission to Release Learning Disabilities Information (WTW 20).</td></tr>
<tr><td>Less than 12,</td><td>Do not refer the customer for further evaluation.

<u>Note</u>: If the ESS observes other indications of a potential learning disability, even though the score on the Screening tool is less than 12, the ESS must have Supervising Employment Services Specialist (SESS I) approval prior to referring the customer for a Learning Disability Evaluation.</td></tr>
</table>

Image the signed WTW 17 and WTW 20 into C-IV, and
Journal that the screening was offered, but declined by the customer, if applicable.

</td></tr>
<tr><td>Waives a Learning Disabilities Screening,</td><td>

Do not open a Learning Disabilities Screening activity in C-IV.
Image the signed WTW 17 into C-IV, and
Journal that the screening was offered, but declined by the customer, if applicable.

</td></tr>
</table>
</td></tr>
</table>

Continued on next page

Updating OCAT

As a customer progresses through his/her WTW activities, ESSs may find it useful to update the customer's OCAT appraisal to reflect new skills or job experiences, or identify potential new barriers and needs.

A **new OCAT appraisal** for customers who complete some or all of the activities in their WTW plan **is not required**.

A new WTW plan may be developed based on the customer's current status and the original information collected during his/her initial OCAT appraisal.

If the ESS believes that the customer's circumstances have changed significantly since conducting the initial OCAT or non-OCAT appraisal, the ESS may conduct a new appraisal.

Break in aid

If a customer has a break in aid for an extended period of time, his/her circumstances may have changed since the initial **OCAT or non-OCAT** appraisal.

At a minimum, **a new appraisal must be given** if a customer returns from a break in aid that **<u>exceeds six months</u>**.

Add persons

Adults added to an existing single parent or all-family case, making it a two-parent case, must also attend Orientation/Appraisal (O/A) after they have been added to the case (See WTW Policy Handbook (WTWPHB) Chapter 2 – WTW Intake Process).

Exempt volunteers

Exempt volunteers may be required to attend O/A if they have not previously attended O/A prior to exemption approval (See WTWPHB Chapter 3 – Exemptions).

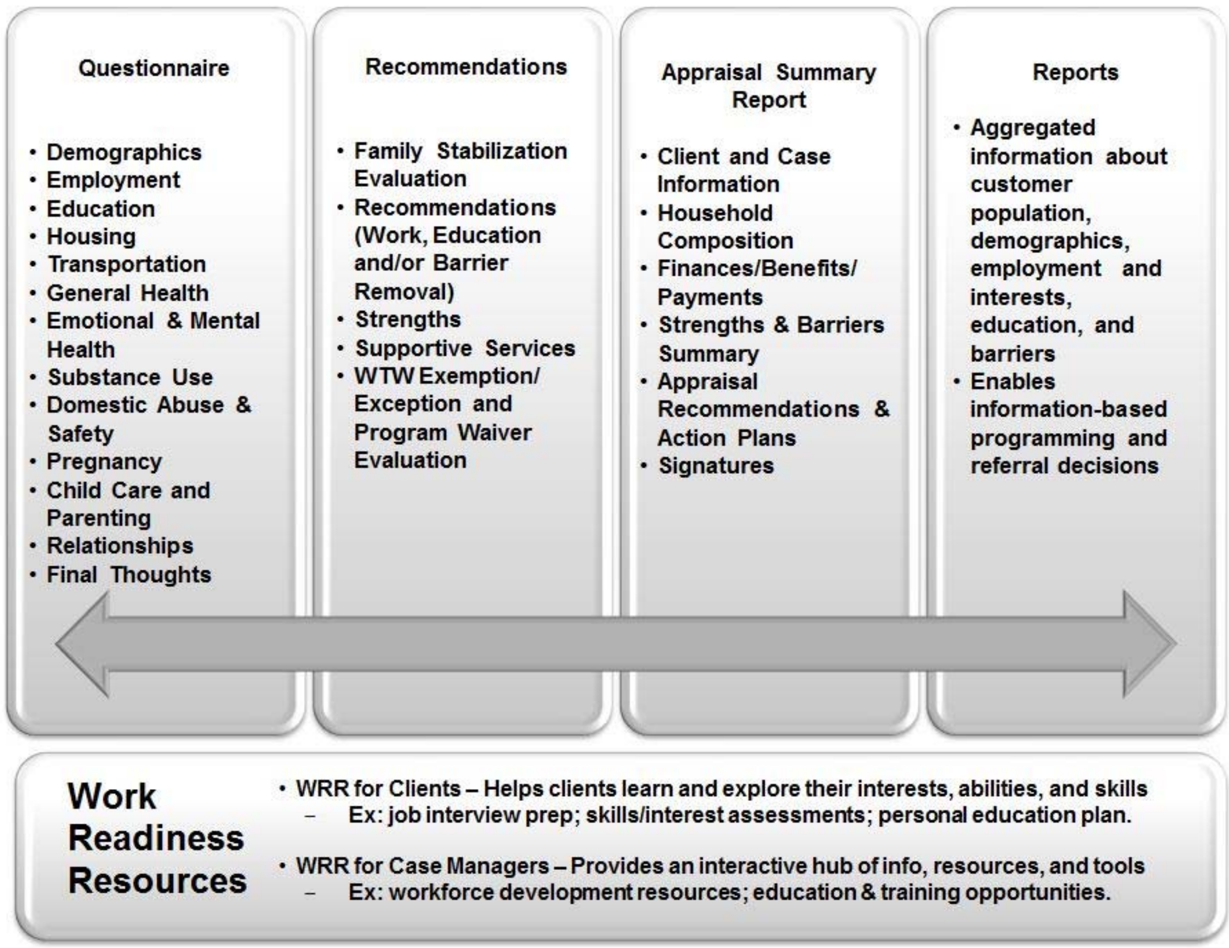
Sanctioned customers

If a customer who has been sanctioned for more than 12 months requests to cure his/her sanction, the sanction will be cured by having the customer sign a WTW Plan - Activity Agreement (WTW 2) for the next appropriate activity, regardless of the reason for the sanction. The customer is not required to attend O/A again if previously completed (See WTWPHB Chapter 18 – Noncompliance).

OCAT Modules

Modules

After logging into the Online CalWORKs Appraisal Tool (OCAT), Employment Services Specialists (ESSs) will have access to the four OCAT modules outlined in the chart below:



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Questionnaire

The OCAT Questionnaire module contains the specific questions that are asked during the ESS's interview with the customer, and includes the following subtabs:

- Demographics
  - Preamble
  - General Information
  - Household Composition
  - Finances/Benefits
- Employment
  - Current Activities
  - Reasons Not Working
  - Job History
    - ✓ ESSs will enter significant employment history for last five years, not to exceed three employers.
  - Work Experience and Interests
  - Legal Barriers
- Education
  - Highest Grade
  - Diploma, Degree, Certification
  - Other Education, Training, Certificate
  - Indicator Questions
  - Learning Needs
- Housing
  - Indicator Questions
  - Current Housing
  - Housing Situation
- Transportation
  - Indicator Questions
  - Transportation Method
  - Driving License
  - Transportation Challenge
- General Health
- Emotional and Mental Health
  - Preamble/Indicator Questions
  - Current Status
  - Wrap Up
- Substance Use
  - Indicator Questions
  - Alcohol and Drugs
  - Substance Use in the Household/By Others
- Domestic Abuse & Safety
  - Indicator Questions
  - Domestic Abuse – Victim Questions
  - Safety Concerns – Perpetrator Questions
  - Domestic Abuse – Human Trafficking Questions

Continued on next page

Questionnaire (continued)

- Pregnancy
  - Indicator Questions
  - Pregnancy
- Child Care and Parenting
  - Indicator Questions
  - Children's Issues
  - Primary Caregiver
  - Parenting and Child Support
  - Child Care
  - Child Care Status
  - Backup Child Care Plan
- Relationships
  - Indicator Questions
  - Relationships
- Final Thoughts
  - Closing Question

Recommendations

OCAT generates recommendations for the customer based on the answers entered into the questionnaire. The ESS may add the appropriate recommendations to the OCAT Action Plan.

Appraisal Summary and Recommendations (ASR)

The Appraisal Summary and Recommendations (ASR) combine the recommendations and key questionnaire responses entered into OCAT. The ASR is a document that serves as an action plan and highlights key customer information, goals, strengths, and identified barriers while making recommendations for services and referrals.

The recommendations may include evaluations for Family Stabilization (FS), Self-Initiated Programs (SIPs), Welfare-to-Work (WTW) exemptions, job search, and/or an assessment for education/training.

OCAT recommendations are to be used to determine the next best step for the customer in the WTW process. In the case of possible exemptions or FS referrals, recommendations from OCAT must be evaluated immediately to determine if an exemption from WTW is necessary or if FS services are needed.

<u>Note</u>: The ASR **does not replace** the WTW Plan – Activity Assignment (WTW 2). The ESS does not need to update the **Goals List** page in C-IV or complete an Action Plan (PLAN 107 CIV) in C-IV. The PLAN 107 CIV has been removed from handbook pages as San Bernardino County no longer utilizes this form.

Continued on next page

OCAT Reports

OCAT Reports will only be utilized by WTW management for potential State reporting. OCAT Reports are County-targeted (or statewide) reports that provide caseload trends to aid in identifying program and referral needs for customers. There are six OCAT Report topics:

- Demographics
- Employment History and Career Interests
- Educational Attainment
- Barriers – Legal, Housing, Transportation
- Barriers – Health and Substance Use
- Barriers – Child Care, Domestic Abuse, and Well Being

WRR

OCAT is divided into two sections, OCAT (**password protected**) and Work Readiness Resource (WRR) (**non-password protected**). WRR is a useful supplement to the Questionnaire and ASR and provides an interactive hub of information, resources, and tools to help customers with career planning (i.e. developing resumes and cover letters).

Customers may access the WRR site from any computer at: https://ocat.workquotient.com. A user name and password are **not required** for this site.

WRR is broken down into the following two sections:

- **For Participants** – Provides customers three levels of activities, information and links:
  - Level 1 - Resume and preparing for job interviews
  - Level 2 - Explore interests and skills
  - Level 3 - Learn about work values and different kinds of careers, gather information on jobs and local labor markets, and build a personal education plan
- **For Case Managers** – Provides ESSs with additional resources for working with customers, including:
  - An overview of the “For Participants” section
  - Key Words, Concepts, Exploring Jobs, Occupations, and Careers Overview
  - Different Work Assessments
  - Overview of Career Pathways and Clusters
  - Understand Labor Market Information
  - Labor Market Information Resources

OCAT Access

Logging in to OCAT

The Online CalWORKs Appraisal Tool (OCAT) can be accessed at https://ocat.workquotient.com. The Employment Services Specialist (ESS) will utilize this site to appraise Welfare-to-Work (WTW) customers.

User accounts

Supervising Employment Services Specialists (SESS Is) will request user accounts for their assigned unit(s) via the Logon and E-mail Request Form (LERF). Each OCAT user is given a unique username and password (both case sensitive). Once a username is created, users are able to manage their own passwords.

Note: User accounts expire after 90 days of inactivity and must be reactivated by contacting the Information Technology & Support Division (ITSD).

Hierarchy

The OCAT has varying levels of access depending on the organizational hierarchy. County administrators will establish user accounts with varying levels of access (roles) to customer data. Responsibilities and abilities of each user role are outlined in the table below:

Role	Rights
Case Manager	• Have read/write/close access to all customer appraisals he/she creates. • Have the ability to: – Create new customer interviews. – Modify existing interviews. – Close an interview. – Create a printable version of an interview. – Create and print an Appraisal Summary and Recommendations (ASR). – Create an Action Plan.
Supervisory	• Have read/write/close/delete access to all of the interviews created by the users whom they supervise, or who are under their supervisory structure. For example, county supervisors can read or update an interview in their region or office that was created by a user under their chain of command. • Can only access interviews for case managers in their office who report to them. • Have the ability to: – Create new customer interviews. – Modify existing interviews. – Close an interview. – Create a printable version of an interview. – Delete an interview, but not an entire case. – Create and print an ASR.
Quality Assurance	May view a printable version of **any** customer interview and/or appraisal within his/her organization (read-only access).
Administrator	Will create and modify user accounts within his/her county.

OCAT Functions

Case List

After logging in to the Online CalWORKs Appraisal Tool (OCAT), the Employment Services Specialists (ESSs) **Case List** is displayed. The **Case List** is a list of customers assigned to the ESS. The ESS may also navigate to the **Case List** by clicking **Case List** on the top left of the Online CalWORKs Appraisal Tool (OCAT) toolbar.

Sorting and searching for existing cases

To search within the **Case List**, ESSs must type a partial or complete phrase in one of the rectangular screening boxes above the **Case List** (See OCAT User Guide for more information). ESSs are able to arrange cases in descending or ascending order by clicking on the triangles to the right of the following criteria:

- **Name**,
- **Date of Birth**,
- **Client Index Number (CIN)**,
- **Last 4 SSN**,
- **Date Updated**,
- **Case Manager**, and
- **Status**.

Generating and opening an ASR

When an Appraisal Summary and Recommendations (ASR) is created, the corresponding interview is immediately locked. If a user edits the interview after creating an ASR, OCAT will create a new version on the interview. A new ASR will then need to be generated.

A user is able to delete a generated ASR within 24 business hours. For example, if a user generates an ASR at 4:30pm on Friday, and the following Monday is an observed holiday, the user will have until 4:30pm on Tuesday to delete the generated ASR.

If the ESS creates an interview and 14 calendar days pass without an ASR being generated, the interview is locked and cannot be edited. If changes are made to the interview after 14 calendar days, a new interview will automatically be created (information from the previous interview will prepopulate). For example, the ESS completes an interview on 8/17/15. The customer has to leave suddenly due to an emergency. The ESS will have until 8/31/15 to generate an ASR.

<u>Note</u>: The ESS must complete an ASR for each customer when conducting an appraisal in OCAT.

Continued on next page

Print and image questionnaire

To print an OCAT questionnaire the ESS must select the print icon next to the **Questionnaire ID** (See screenshot below).

A printed questionnaire does not include any recommendations. Users are directed to a page that allows them to select the tabs of the interview that should be printed.

ESSs will:

- Image the OCAT questionnaire directly into the customer's C-IV case file utilizing the ImageNow printer, and
- Index the document under **Employment and Training > Other Employment and Training**.
  - **Include** "OCAT Questionnaire" in the comments section when indexed.

Saving and exiting a questionnaire

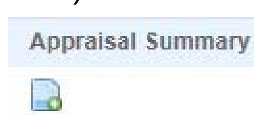
There are six required fields in the **Demographics General Information** section of OCAT that must be completed in order for the interview to save, as follows:

- Client Index Number (CIN)
- Assistance Unit Case Number
- First Name
- Last Name
- Date of Birth
- Gender

OCAT saves the questionnaire automatically every 15 minutes. If the ESS wishes to exit the questionnaire at any point during the interview, he/she will click the **Exit** button on the questionnaire (after completing required fields in the Demographics Module). This will return the ESS to the **Case List** in OCAT and save the data that has been entered.

Print and image ASR

To print the ASR the ESS must click the icon in the **Appraisal Summary** column (See screenshot below).



Clicking the icon will bring up a Portable Document Format (PDF) document that can be printed.

ESSs will:

- Image the signed ASR into C-IV, and
- Index the document under **Employment and Training > Other Employment and Training**.
  - **Include** "ASR" in the comments section when indexed.

<u>**Note**</u>**:** Only the ESS and customer signatures are required on the ASR. Supervising Employment Services Specialists (SESS Is) are not required to review or sign ASRs.

Conducting Individual Orientation

Elimination of group Orientation

With the implementation of the Online CalWORKs Appraisal Tool (OCAT), group Orientation will be eliminated. Employment Services Specialists (ESSs) will conduct Orientation **individually** with each customer (one-on-one) effective 9/21/15 (Wave 1 offices) and 10/13/15 (Wave 2 offices).

Streamlined O/A PowerPoint

The current English and Spanish PowerPoint presentations for Orientation/Appraisal (O/A) have been streamlined from 21 slides to 17 slides. Customers will be given the same information currently provided, but on a more individual level.

Orientation times

Individual Orientation sessions are scheduled one time daily in all district offices, and are immediately followed by Appraisal.

District offices will schedule OCAT O/As in the morning and all non-English and Spanish Speaking Only (SSO) O/As in the afternoon to allow for appropriate coverage. However, ESSs must make appropriate accommodations for any customer who is unable to attend O/A during the designated times.

Conducting the Orientation

The Orientation is to be presented in a manner designed to provide a high-level overview of the Welfare-to-Work (WTW) program. A standardized PowerPoint presentation is utilized for all customers to ensure the same information and message is provided.

The structure of the Orientation presentation is standardized, and the minimum requirements are that the ESS will:

Step	Action
1	Distribute and provide information to the customer from the following: • Welfare-to-Work (WTW) Guidebook (WTW/CW 168), and • WTW Plan– Rights and Responsibilities (WTW 1). **Note:** A new WTW 1 must be signed by the customer each time he/she completes O/A.
2	Explain CalWORKs requirements including: • Time limits, • Hours of participation, • Available activities, and • The consequences of refusing to participate.
3	Provide information about the WTW program by marketing the benefits of participation including: • Job Search opportunities, • How earnings affect benefits and family income, • Domestic Violence services, • Mental Health services, • Substance Abuse services, and • Family Stabilization services.
4	Explain all supportive services available, including: • Child Care (CC), • Transportation, and • Ancillary.
5	Answer questions as needed and address customers' concerns.
6	Begin the OCAT interview **or** appropriate Appraisal.

Conducting the OCAT Interview

Starting a new case in OCAT

Upon completing the individual Orientation with the customer, Employment Services Specialists (ESSs) will conduct the Online CalWORKs Appraisal Tool (OCAT) interview.

Once the ESS has logged in, he/she has the option of starting a new case or selecting an open case in OCAT. Both of these tasks are completed via the **Case Lis**t.

ESSs may select a customer on their **Case List**, or click on the **New Case** button on the top right of the screen. The ESS will take action as follows when starting an interview in OCAT:

Step	Action
1	Access the OCAT tool at: https://ocat.workquotient.com.
2	• Click on the **New Case** button, **or** – Input the customer's demographic information into OCAT once the customer shows for his/her appraisal. • Click on the **Search Case** button. **<u>Note</u>:** If a new interview is created within 365 day of an old interview, all of the fields will be prepopulated in the new interview.
3	• Begin the OCAT questionnaire, and • Review and provide the customer with a copy of the OCAT Rights and Privacy Overview (WTW 47) form. – If the customer opts not to answer any OCAT questions the ESS will go to Step 8.
4	Complete the OCAT questionnaire.
5	• Review the OCAT recommendations with the customer, and • Add the appropriate recommendations to the OCAT Action Plan.
6	Generate and review the Appraisal Summary Recommendations (ASR) with the customer.
7	Print the ASR by clicking the icon in the **Appraisal Summary** column. **<u>Note</u>:** Only the ESS and customer signature are required on the ASR. Supervising Employment Services Specialists (SESS Is) will not be required to review or sign ASRs.
8	• Complete a thorough comprehensive discussion with the customer explaining available WTW activities, exemptions, WTW regulations, and the WTW 24-Month Time Clock, • Schedule the customer to participate in an activity(ies) in C-IV for the required weekly/monthly hours of participation, and • Explain all sections and obtain the customers signature on the WTW Plan – Activity Assignment (WTW 2).
9	Complete a Service Arrangement in C-IV and authorize supportive services (See WTWPHB Chapter 8 – Supportive Services for additional information).

Continued on next page

Starting a new case in OCAT (continued)

Step	Action
10	Image the following applicable signed documents into C-IV and return the originals to the customer: • WTW 47 (image under **WTW Other**), • OCAT questionnaire (image under **WTW Other**), • ASR (image under **WTW Other**), • Waiver of CalWORKs Learning Disabilities Screening and/or Evaluation (WTW 17) and other corresponding learning disability forms, if applicable, • WTW Plan - Rights and Responsibilities (WTW 1), • WTW Plan - Activity Assignment (WTW 2), and • CalWORKs Stage One Child Care Request Form and Payment Rules (CCP 7).
11	Update the following in C-IV: • **Customer Activity Status Detail** page for the status and status reason code for the appropriate Orientation/Appraisal (O/A) activity and Learning Disability Screening (LDS) and/or Evaluation, and • **Activity Progress Detail** page for actual hours of attendance in C-IV. • Appraisal pages, if applicable: – **Employment** (current employment only) – **Degrees** – **Self-Initiated Program (SIP**) – **Skills** – **Strengths** – **Needs** **Note:** See the C-IV User Guide - O/A Adding and Closing for additional information.
12	• Transfer the OCAT interview to the new owning ESS (See the “Transfer an OCAT interview” block in this Interim Instruction Notice (IIN) for additional information), and • **Journal** all case actions.

Transfer an OCAT Interview

Transfer/share and interview

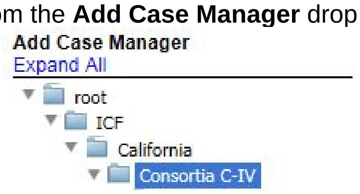
An Employment Services Specialist (ESS) is able to transfer/share an interview with another ESS within his/her district office using the Online CalWORKs Appraisal Tool (OCAT) site.

Example: A customer is unable to complete an OCAT interview due to an emergency. The owning ESS schedules the customer to come back the following week to complete the interview; however, the owning ESS will be on vacation for the next two weeks. The owning ESS makes arrangements with another ESS to see the customer and shares the interview prior to going on vacation.

A Supervising Employment Services Specialist (SESS I) is able to transfer cases between case managers in different district offices within the OCAT site.

Welfare-to-Work (WTW) staff will take the following actions to transfer/share an OCAT interview:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the customer’s name to be transferred from the Case List after logging into OCAT.</td></tr>
<tr><td>2</td><td>Select Transfer when the customers file opens (located on the left side of the screen):

</td></tr>
<tr><td>3</td><td>Expand the following arrows from the Add Case Manager drop down: ICF>California>Consortia C-IV:

</td></tr>
<tr><td>4</td><td>Select San Bernardino County from the Consortia C-IV file.</td></tr>
<tr><td>5</td><td>Select the new case manager’s name from the Select Case Manager drop down list, and
Click the Add Selected Case Manager button.</td></tr>
<tr><td>6</td><td>Scroll down, and
Review the information under the Currently Assigned field, and:
<table>
<tr><th>If the case is to be…</th><th>Then…</th></tr>
<tr><td>Transferred to a new ESS,</td><td>Remove the current owning ESS from the OCAT case by selecting the Remove hyperlink next to the current owning ESS’s name, and
Select the Accept Changes button.</td></tr>
<tr><td>Shared with another ESS,</td><td>Do not remove the current owning ESS,
– This allows the ESS to share the case instead of transfer.
Ensure the ESS names under the Currently Assigned section are correct, and
Select the Accept Changes button.</td></tr>
</table></td></tr>
<tr><td>7</td><td>Select the Accept Changes button again from the Transfer Case screen.</td></tr>
</table>

OCAT Help

OCAT Help

An Online CalWORKs Appraisal Tool (OCAT) Help section is available on the OCAT site at: https://ocat.workquotient.com. The Help section contains the following:

- Frequently Asked Questions (FAQs),
- User Guide,
- Help Desk contact information, and
- About OCAT (general information).

User Guide

The OCAT User Guide provides an overview of the structure of the tool and can help Welfare-to-Work (WTW) staff effectively administer the OCAT. The User Guide outlines the following:

- How to log into OCAT,
- Initiate a case,
- Document responses to questions,
- Capture additional notes,
- Generate an Appraisal Summary and Recommendations (ASR), and
- How to use the reporting functions.

The guide also includes screenshots, occasional tips that may be beneficial when navigating through the tool, a glossary, quick tips, and Frequently Asked Questions (FAQs).

OCAT Help Desk

The OCAT Help Desk is available if an issue is encountered, however, staff will:

- Refer to the OCAT User Guide prior to contacting the OCAT Help Desk, and
- Write down the steps taken prior to the error occurring.

Staff may contact the OCAT Help Desk via:

- Phone: 1-855-283-1644, or
- E-mail: OCAT@icfi.com

Locked out of OCAT

An OCAT user is locked out of his/her account after three failed log-in attempts.

Accounts may be immediately unlocked by contacting the Information Technology & Support Division (ITSD) at (909) 383-3440.

Office Assistants (OAs)

No longer scheduling O/A

Designated Transitional Assistance Department (TAD) Welfare-to-Work (WTW) Intake/Pending Office Assistants (OAs) **will no longer schedule** WTW customers for Orientation/Appraisal (O/A). OAs will schedule customers for group O/A through the end of the business day on the dates specified below:

<table>
<tr><th>Wave</th><th>WTW district office</th><th>Date</th><th>Action</th></tr>
<tr><td>1</td><td>• 01 – San Bernardino
• 02 – San Bernardino
• 03 – Yucca
• 04 – Redlands
• 06 – Barstow
• 08 – Hesperia
• 15 – Ontario
• 24 – Yucaipa
• 48 – Adelanto
• 79 – 29 Palms</td><td>9/18/15</td><td rowspan="2">OAs will stop scheduling WTW customers for group O/A.</td></tr>
<tr><td>2</td><td>• 07 – Del Rosa
• 09 – Fontana
• 10 – Needles
• 18 – Victorville
• 19 – Colton
• 25 – Rancho
• 39 – Rialto</td><td>10/9/15</td></tr>
</table>

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SOAs and RDB

Supervising Office Assistants (SOAs) are responsible for adding all **non-contracted WTW** Resource information, services and activities into the Resource Databank (RDB) per instructions on the RDB Request - Resource or School (TAD RDB 102) form.

SOAs will:

- End date all current group O/A activities in C-IV based on their district office wave (See the table below).
- Ensure the following three O/A activities are **added** into the RDB for their respective district office(s):
  - OCAT Orientation/Appraisal
  - Non-English Orientation/Appraisal
  - SSO Orientation/Appraisal

Note: SOAs will use the exact O/A activity verbiage specified above when adding activities into the RDB.

Wave	WTW district office	End date all current group O/A activities in the RDB effective	Add individual O/A activities into the RDB effective
1	• 01 – San Bernardino • 02 – San Bernardino • 03 – Yucca • 04 – Redlands • 06 – Barstow • 08 – Hesperia • 15 – Ontario • 24 – Yucaipa • 48 – Adelanto • 79 – 29 Palms	10/2/15	10/5/15
2	• 07 – Del Rosa • 09 – Fontana • 10 – Needles • 18 – Victorville • 19 – Colton • 25 – Rancho • 39 – Rialto	10/23/15	10/26/15

Note: The SOA will add the new O/A activities into the C-IV RDB by clicking **Add Resource.** SOAs will not Edit current O/A activities (See C-IV User Guide RDB - Activity, Adding Orientation/Appraisal (O/A) for more information).

WTW Intake ESS

Duties

Intake Employment Services Specialist (ESS) duties include, but are not limited to:

- Primary duties:
  - Complete individual Orientation/Appraisal (O/A) and assign customers to the next appropriate activity.
  - Initiate noncompliance for O/A no shows and monitor the case through noncompliance process or placement in an approved Welfare-to-Work (WTW) activity.
  - Complete Child Care (CC) application process through approval for Intake cases.
  - Conduct Self-Initiated Program (SIP)/Vocational Education evaluations and see return appointments for SIP/Vocational Education.
  - Complete referrals for services (i.e. Domestic Violence (DV), Family Stabilization (FS), etc.).
  - Evaluate and approve cases for possible exemptions.
- Secondary duties:
  - Knowledge of Schedule Coordinator responsibilities.
  - Assist with drop in appointments (WTW Customer Service Representative (CSR)).
  - Assist Continuing unit with:
    - ✓ Travel Assistance Claims (WTW 753 A)
    - ✓ Child Care Reimbursement Requests (CCRR 100)
    - ✓ Attendance forms
    - ✓ Noncompliance case actions
    - ✓ **Tasks**
    - ✓ Clearing imaging queues for the district office (Index WTW documents).

Intake caseload

The Intake ESS's caseload will consist of cases in noncompliance due to O/A no show and failure to sign WTW Plan - Activity Assignment (WTW 2) at O/A.

The Intake ESS will monitor **both** CC and WTW cases until the CC intake case is approved or denied.

Any identified SIP cases will remain with the Intake ESS until the SIP is either approved or denied.

Note: Answering OCAT questions is voluntary and no negative action will be taken if the customer chooses not to answer certain questions. Customers will only be required to complete the demographic information portion of OCAT, complete WTW Orientation, and sign a WTW Plan - Activity Assignment (WTW 2).

WTW Customer Service Representative and Job Readiness Facilitators

CSR

Welfare-to-Work (WTW) Customer Service Representatives (CSRs) will be the first point of contact for WTW customers in need of assistance and/or who have questions regarding WTW. WTW CSRs will focus on the "one and done" concept, ensuring each interaction is handled to the fullest extent possible.

CSR duties

WTW CSR duties include, but are not limited to:

- Review and accept documents.
- Cure sanctions.
- Coordinate/schedule appointments.
- Assist exempt customers requesting to volunteer in WTW.
- Approve supportive services.
- Assist with processing of Child Care Reimbursement Requests (CCRR100s), travel claims, attendance, etc.
- Take Child Care (CC) applications.
  - CC applications will be forwarded to an Employment Services Specialist (ESS) for processing.
- Assist with appointment coverage.
- Assist with clearing WTW imaging queues.
- Schedule exempt volunteers and sanction cure customers for Orientation/Appraisal, if applicable.

Job Readiness Facilitators

Job Readiness Facilitators will continue with their current assigned job duties and will be part of the Intake unit.

Job Readiness Facilitator duties include, but are not limited to processing/completing:

- Processing:
  - Travel Assistance Claims (WTW 753 A).
  - CCRR 100s.
  - Attendance forms.
- Taking noncompliance case actions.
- Clearing:
  - Tasks
  - Imaging queues for the district office (Index WTW documents).

Note: The above lists of duties are not all inclusive and staff may be responsible for additional tasks as needed.

Schedule Coordinator

Schedule Coordinator duties

The WTW Schedule Coordinator will have duties that include, but are not limited to:

- Monitor cases throughout the day from the **Pending** and **Active CalWORKs WTW** Workload Inventory,
- Perform cursory review of cases to determine the type of action required or Online CalWORKs Appraisal Tool (OCAT), standard Non-English speaking Orientation/Appraisal, exemption, sanction cures, etc.
- Schedule customers for Orientation/Appraisal (O/A), open O/A activities in C-IV, and send O/A appointment notices to customers.
- Assign O/A no shows to Intake Employment Services Specialists (ESSs) to initiate noncompliance.
- Direct workflow, including monitoring:
  - O/A attendance and assign appraisals to Intake ESSs daily.
  - Tasks and Imaging Queue assigned to the **Pending** and **Active CalWORKs WTW** Workload Inventory and take required actions.
- Case management of assigned caseload.
- Assist with drop in appointments.
- Other duties as assigned.

Scheduling O/A

Schedule Coordinators will begin scheduling WTW customers for individual O/A as specified below:

Wave	WTW district office	Date	Action
1	• 01 – San Bernardino • 02 – San Bernardino • 03 – Yucca • 04 – Redlands • 06 – Barstow • 08 – Hesperia • 15 – Ontario • 24 – Yucaipa • 48 – Adelanto • 79 – 29 Palms	9/21/15	Schedule Coordinators will begin scheduling WTW customers for individual O/A.
2	• 07 – Del Rosa • 09 – Fontana • 10 – Needles • 18 – Victorville • 19 – Colton • 25 – Rancho • 39 – Rialto	10/13/15	

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Schedule Coordinator procedures

The designated WTW Schedule Coordinator will monitor the **Pending** and **Active CalWORKs WTW** Workload Inventory on a daily basis throughout the day. When a new case is identified, the WTW Schedule Coordinator will take the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Update/confirm the following pages in C-IV within 24 hours of receiving case assignment:
Active WTW Status, and
Mandatory Work Registration for CalWORKs recipients.</td></tr>
<tr><td>2</td><td>Perform a cursory review to determine the type of action required (i.e. exemption, schedule for O/A, etc.), and:
<table>
<tr><th>If the customer…</th><th>Then…</th></tr>
<tr><td>Is potentially eligible to a medical exemption,</td><td>Mail the customer a CalWORKs Time Limit Exemption Request (CW 2186A) and appropriate verification form (Medical Report (CW 61), Care of Household Member Verification (PLAN 112 CIV), CalWORKs Pregnancy Verification (VER 105 CIV)). See WTW Policy Handbook Chapter 3 – Exemptions, and
Go to Step 3</td></tr>
<tr><td>Is eligible for an immediate exemption,</td><td>Make two separate phone attempts to contact the customer to discuss the possible exemption,
– First attempt will be the date the Schedule Coordinator first reviews the case.
– Second attempt will be three days prior to the customers scheduled O/A date.
✓ The Schedule Coordinator will set a Task in C-IV with a due date of three days prior to the customers Scheduled O/A date.
<table>
<tr><th>If phone attempts are…</th><th>Then…</th></tr>
<tr><td>Unsuccessful,</td><td>Mail the customer a CW 2186A and appropriate verification forms, if applicable.
Go to Step 3.</td></tr>
<tr><td>Successful and the customer wants to be exempt,</td><td>Approve the exemption,
Mail the customer a CalWORKs Exemption Determination (CW 2186B), and
Set appropriate exemption Tasks.</td></tr>
<tr><td>Successful and the customer does not want to be exempt,</td><td>Go to Step 3.</td></tr>
</table>
<u>Note</u>: If valid verification of a medical exemption is already on file, the customer is not required to attend O/A and is eligible to an immediate exemption.</td></tr>
<tr><td>Has previously completed O/A,</td><td>Review the case to verify if there has been a break in aid that exceeds six months,
Forward the completed Random Equitable Assignment of Cases (REAC) Case Assignment Memo (TAD 19 REAC) to request the case be assigned to the next ESS on rotation,
Schedule the customer for an appointment seven days from the current date to sign a WTW 2 with the next ESS on rotation, if applicable and
Journal all case actions.</td></tr>
<tr><td>Has not completed O/A and is not eligible to an exemption,</td><td>Go to Step 3.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Determine the type of O/A required (OCAT, Non-English, or Spanish Speaking Only (SSO).</td></tr>
<tr><td>4</td><td>Open an O/A activity in C-IV for the newly approved CalWORKs customer:
OCAT Orientation/Appraisal,
Non-English Orientation/Appraisal, or
SSO Orientation/Appraisal.</td></tr>
<tr><td>5</td><td>Schedule the O/A activity within seven calendar days of the CalWORKs approval date.</td></tr>
</table>

Continued on next page

Schedule Coordinator procedures (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Send the ADM 102 CIV - Appointment Letter notifying the customer of his/her appointment by copying/typing the specific verbiage in the sections below:
<table>
<tr><th>Language</th><th>Verbiage</th></tr>
<tr><td>English</td><td>Our records indicate you are approved for CalWORKs benefits. You must attend a WTW Orientation/Appraisal. WTW is a program that helps CalWORKs recipients become self-sufficient. At this meeting you will be signing a WTW Plan (WTW 2) for your next activity. Please arrive on time.

WTW can help you with:
• Improving your job seeking methods.
• Reviewing and preparing resumes; and completing applications.
• Child care and transportation expenses.

If you are currently employed <u>or</u> attending school, please bring the following to this appointment:
• All employer information including: name, address, phone number, start date, and rate of pay.
• Most current pay stubs for at least the past month.
• Current class schedule or other verification of enrollment.

Bringing all of the requested information will help your worker serve you better and faster. If you have any questions, please call your worker. Please make plans for child care as this appointment is estimated to take up to four hours to complete. Children, relatives, and/or friends are not allowed to attend.</td></tr>
<tr><td>Spanish</td><td>Nuestros registros indican que ha sido aprobado(a) para recibir beneficios de CalWORKs. Usted debe asistir a una orientación del Programa para la Transición de Asistencia Publica al Trabajo (WTW). WTW es un Programa de servicios de empleo diseñado a ayudar a los beneficiarios de CalWORKs a llegar a ser auto-suficiente. En esta orientación usted firmará un Plan de WTW para su próxima actividad de WTW. Favor de llegar a tiempo.

El Programa de WTW puede ayudarle:
• A mejorar sus métodos para la búsqueda de empleo.
• A revisar y preparar su historia de empleo (resume) y completar aplicaciones.
• Con gastos de cuidado de niños y transportación.

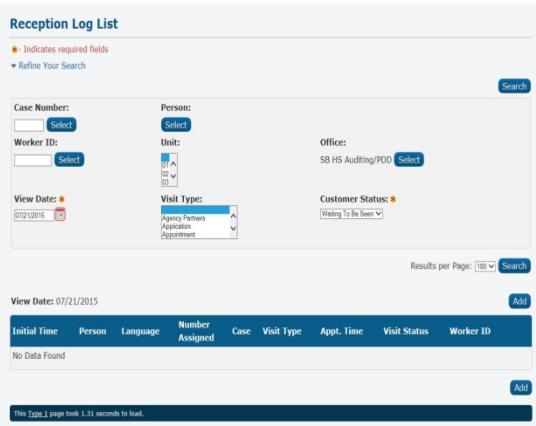
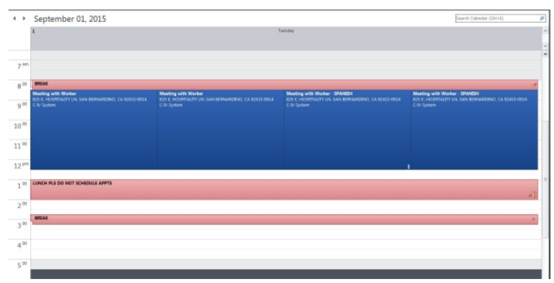
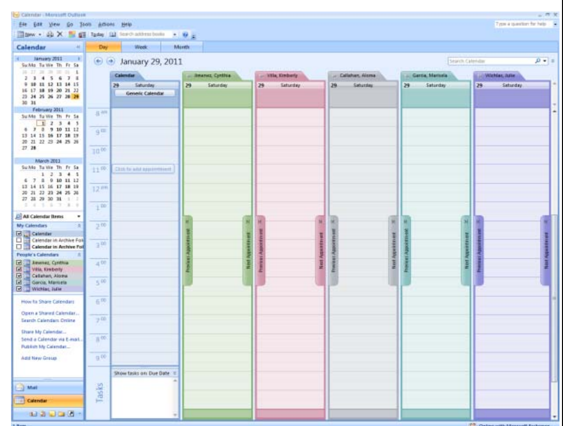
Si usted está actualmente empleado o está asistiendo a la escuela, por favor traiga lo siguiente a esta cita:
• Toda la información del empleador incluyendo: nombre, dirección, número de teléfono, fecha de cuando comenzó a trabajar y el sueldo.
• Talones de pago más recientes por lo menos el último mes.
• El horario actual de clases u otra comprobación de inscripción.

Trayendo toda la información solicitada le ayudará a su trabajador a servirle mejor y más rápido. Si tiene alguna pregunta por favor llame a su trabajador/a. Por favor haga planes para el cuidado de sus niños ya que esta cita se estima tomar hasta cuatro horas para completar. No es permitido que niños, parientes, y/o amistades.</td></tr>
</table>
</td></tr>
<tr><td>7</td><td>Click:
• Remove on all listed Workers on the Customer Appointment Detail page, and
• Add and enter your worker information on the Select Worker page.</td></tr>
<tr><td>8</td><td>Save and print ADM 102 CIV locally and mail to the customer.</td></tr>
<tr><td>9</td><td>Journal all actions taken.</td></tr>
</table>

Continued on next page

Appointment transfer

The following table describes the appointment transfer process all Schedule Coordinators will complete once a customer has signed in or checked in for his/her scheduled O/A appointment through the kiosk and/or reception:

Step	Action	Result
1	Confirm customer arrival at each appointment time using the C-IV Reception Log. **Notes:** • For further information regarding how to access the **Worker Schedule** in C-IV, refer to the All Programs Case Management> Appointments, Missed C-IV User Guide. • If utilizing the C-IV Reception Log, click on the **Refresh** button to view updated information throughout the day.	
2	Open the Schedule Coordinators calendar in Outlook.	
3	• Confirm ESS's availability. • Check box for calendars of all ESSs available for an OCAT interview. **Note:** All ESSs (Intake and Continuing) must grant primary and back-up Schedule Coordinators **Editor** access to their calendars.	

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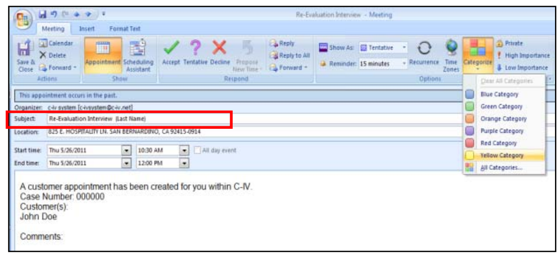
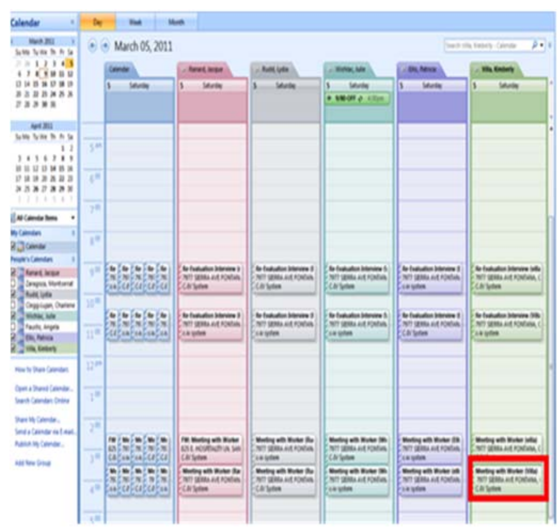
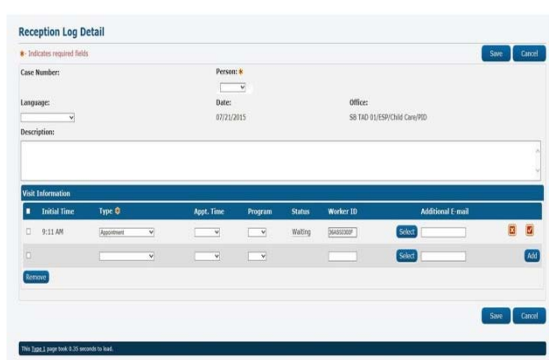
Appointment transfer (continued)

Step	Action	Result
4	• Locate the appointment block by hovering over each appointment to display the customer name. • Double click on the appointment in the Schedule Coordinator's Outlook calendar to open the appointment details.	The appointment opens allowing for changes to be made.
5	• Type the last name of the available ESS in parentheses on the subject line following the populated information. • Click on the **Category** dropdown and select the yellow color. • Close **Appointment Dialogue** box. • Click **Yes** button to **Save**.	 **<u>Note</u>:** Appointment block appears in yellow and appears at the end of the row in alphabetical order by the ESSs last name.
6	• Select the appointment block. • Drag/drop selected appointment to the ESS's Calendar for the appointment time. • Appointment will display in both, the Schedule Coordinator and ESS's calendar.	
7	Return to the C-IV **Reception Log Detail** page to transfer the appointment to the ESS.	

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Active CalWORKs WTW Workload Inventory

The following table contains the **Active CalWORKs WTW** Workload Inventory numbers for all WTW district offices. The WTW Schedule Coordinator will monitor the **Active CalWORKs WTW** Workload Inventory for his/her district office.

TAD WTW district office	Active CalWORKs WTW Workload Inventory number
Adelanto	36ES48970P
Barstow	36ES06ST06
Colton	36ES19AH0A
Del Rosa	36ES07ST07
Fontana	36ES09330W
Hesperia	36ES08ST05
Needles	36ES10ST04
Ontario	36ES15520H
Rancho Cucamonga	36ES25550C
Redlands	36ES04ST01
Rialto	36ES39790A
San Bernardino (01)	36ES01SF01
San Bernardino (02)	36ES02CE09
Twenty-nine Palms	36ES79ST02
Victorville	36ES18940E
Yucaipa	36ES24Y20A
Yucca Valley	36ES03ST08

Pending CalWORKs WTW Workload Inventory

The following table contains the **Pending CalWORKs WTW** Workload Inventory numbers for all WTW district offices. The WTW Schedule Coordinator will monitor the **Pending CalWORKs WTW** Workload Inventory for his/her district office.

TAD WTW district office	Pending CalWORKs WTW Workload Inventory number
Adelanto	36ES48970K
Barstow	36LS06040B
Colton	36ES19AH0Q
Del Rosa	36ES07170W
Fontana	36ES09330X
Hesperia	36ES26350G
Needles	36ES10440B
Ontario	36ES15500I
Rancho Cucamonga	36ES25550A
Redlands	36ES04630N
Rialto	36ES39790P
San Bernardino (01)	36ES01SF02
San Bernardino (02)	36ES02090L
Twentynine Palms	36LS79CZ0E
Victorville	36ES18940I
Yucaipa	36ES24Y20P
Yucca Valley	36LS03EA0A

Missed O/A

Missed O/A appointment

When a customer misses the scheduled Orientation/Appraisal (O/A) appointment, the Schedule Coordinator and Intake Employment Service Specialist (ESS) will follow the process below:

Stage	Description
1	The Schedule Coordinator: • Assigns O/A no shows to Intake ESSs on a rotational basis to take appropriate case action. • Forwards a completed Random Equitable Assignment of Cases (REAC) memo (TAD 19) to the Office Assistant (OA) to request the case be assigned to the next Intake ESS on rotation.
2	The OA assigns the case to the next Intake ESS based on the REAC board/list.
3	The Intake ESS: • Calls the customer at all available phone numbers in C-IV to resolve participation problems and determine possible good cause prior to initiating noncompliance procedures. – If no good cause is found **or** the Intake ESS cannot make contact with the customer then the ESS will initiate noncompliance by the end of the business day or first thing the following morning (See WTW Policy Handbook (WTWPHB) Chapter 18 – Noncompliance). • Updates the **Status** and the **Status Reason** for the O/A activity on the **Customer Activity Detail** page in C-IV. • **Journals** all actions taken. • Monitors case through the noncompliance process or until a WTW 2 is signed by the customer.

WTW Continuing

Continuing duties

Continuing Employment Services Specialist (ESS) duties include case management of assigned caseload, which include but are not limited to:

- Monthly reviews,
- Processing attendance,
- Child Care Reimbursement Requests (CCRR 100),
- Travel Claims,
- Issuing supportive services,
- Initiating noncompliance,
- Processing cases going into exempt status.
- Complete the Child Care (CC) application process through approval for Continuing cases.
- Assist with drop in appointments (assisting the Welfare-to-Work (WTW) Customer Service Representative (CSR)).
- Other duties as assigned.

Note: Specialized Continuing ESS workers (i.e. Work Experience (WEX) Coordinators, Family Stabilization (FS) ESSs, Vocational Education Liaisons, Work Participation Rate (WPR) Workers, Supplemental Security Income (SSI) Advocates, etc.) will continue with their current assigned job duties as part of the Continuing unit. All ESS Trainees will be assigned to Continuing units.

Training

Training plan

Current Welfare-to-Work (WTW) processes will be modified with the implementation of the Online CalWORKs Appraisal Tool (OCAT). All WTW staff will receive training in the following:

- OCAT,
- Intake/Continuing, and
- An overview training of the Schedule Coordinator position (including how to navigate Calendar Appointments in Outlook).

OCAT training plan

The Performance, Education and Resource Centers (PERC) will provide one day OCAT training sessions for all district offices.

OCAT training will include an OCAT Webinar release to allow staff to use the OCAT site prior to training.

OCAT training is scheduled for WTW staff as follows:

Wave	WTW district office	PERC OCAT training to begin…	# of students per training location	# of training sessions per location	Targeted OCAT roll out
1	• 01 – San Bernardino • 02 – San Bernardino • 03 – Yucca • 04 – Redlands • 06 – Barstow • 08 – Hesperia • 15 – Ontario • 24 – Yucaipa • 48 – Adelanto • 79 – 29 Palms • Program Integrity Division (PID)	The week of 9/21/15 **Webinar** – 9/9/15 – 9/10/15	San Bernardino (ITSD) – **25 students** Victorville (PERC) – **30 students**	5 sessions 5 sessions	10/5/15
2	• 07 – Del Rosa • 09 – Fontana • 10 – Needles • 18 – Victorville • 19 – Colton • 25 – Rancho • 39 – Rialto	The week of 10/13/15 **Webinar** – 10/7/15 – 10/8/15	San Bernardino (ITSD) – **25 students** Victorville (PERC) – **30 students**	7 sessions 4 sessions	10/26/15

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Training, Continued

Training break down

The table below breaks down the number of WTW staff requiring OCAT training per training wave:

Wave	District office	Training location	9/21/15	9/22/15	9/23/15	9/24/15	9/28/15	9/30/15
1	03	Victorville PERC	2 Employment Services Specialists (ESSs)	• 1 ESS • 1 Supervising Employment Services Specialist (SESS I)	2 ESSs	2 ESSs	• 1 ESS • 1 ESM	N/A
	06		2 ESSs	• 2 ESSs • 1 SESS I	3 ESSs	• 3 ESSs • 1 SESS I	3 ESSs	N/A
	08		• 7 ESSs • 1 Corrective Action Supervisor (CAS) • 1 ESM	• 7 ESSs • 1 SESS	• 8 ESSs • 1 SESS I	• 7 ESSs • 1 SESS	• 8 ESSs • 1 SESS I	N/A
	48		3 ESSs	3 ESS	• 3 ESSs • 1 SESS I	3 ESSs	• 3 ESSs • 1 SESS I	N/A
	79		1 ESS	1 ESS	1 ESS	N/A	N/A	N/A
	01	San Bernardino ITSD	• 6 ESSs • 1 SESS I	• 5 ESSs • 1 CAS	N/A	• 6 ESSs • 1 SESS I	• 5 ESSs • 1 SESS I • 1 ESM	• 5 ESSs • 1 SESS I
	02		• 3 ESSs • 1 SESS I	3 ESS	N/A	4 ESS	• 3 ESSs • 1 SESS I • 1 ESM	3 ESSs
	04		3 ESSs	3 ESS	N/A	• 2 ESS • 1 SESS	• 2 ESSs • 1 SESS I	3 ESSs
	15		4 ESSs	• 4 ESSs • 1 SESS Is • 1 ESM	N/A	• 4 ESSs • 1 SESS I	4 ESSs	• 4 ESSs • 1 CAS
	24		2 ESSs	2 ESSs	N/A	• 1 ESS • 1 SESS I	2 ESSs	2 ESSs
	07 & 09 Employment Services Managers (ESMs)		1 ESM	N/A	N/A	N/A	N/A	1 ESM
	PID		1 Quality Review Supervisor (QRS)	2 QRSs	N/A	N/A	1 QRS	2 QRSs

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Training, Continued

Wave	District office	Training location	10/13/15	10/14/15	10/15/15	10/19/15	10/20/15	10/21/15	10/22/15
2	18	Victorville PERC	N/A	N/A	N/A	• 10 ESSs • 1 SESS I	• 9 ESSs • 1 SESS I	• 10 ESSs • 1 SESS I	• 10 ESSs • 1 SESS I
	07	San Bernardino ITSD	• 5 ESSs • 1 SESS I	5 ESSs	• 5 ESSs • 1 SESS I	6 ESSs	• 5 ESSs • 1 SESS I	5 ESSs	• 6 ESSs • 1 SESS I
	09		4 ESSs	• 4 ESSs • 1 SESS I	3 ESSs	4 ESSs	• 4 ESSs • 1 SESS I	• 4 ESSs • 1 SESS I	4 ESSs
	19		3 ESSs	3 ESSs	• 2 ESSs • 1 SESS Is	3 ESSs	2 ESSs	3 ESSs	• 2 ESSs • 1 SESS Is
	25		4 ESSs	• 4 ESSs • 1 SESS I	4 ESSs	• 3 ESSs • 1 SESS I	4 ESSs	• 4 ESSs • 1 SESS I	4 ESSs
	39		• 3 ESSs • 1 SESS I	4 ESSs	4 ESSs	3 ESSs	4 ESSs	4 ESSs	• 4 ESSs • 1 SESS I
	10	Needles TAD office	N/A	N/A	N/A	N/A	N/A	N/A	2 ESSs

Make up sessions

Make up of a missed OCAT training can be scheduled, with SESS I approval.

In-house training

All WTW staff will complete Intake/Continuing training via PERC e-learning. Each WTW district office will conduct a special supervisor/all unit staff meeting/training to review the Intake/Continuing and Schedule Coordinator changes. In-house meetings/trainings will be conducted and completed before 9/16/15 for Wave 1 and 10/7/15 for Wave 2.

WTW staff assigned to an Intake Unit is also required to complete Schedule Coordinator training before 9/16/15 for Wave 1 and 10/7/15 for Wave 2.

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Coverage during OCAT training

Coverage will be provided for WTW staff during OCAT training as follows:

Who	Will be…
ESSs	Assigned a caseload coverage buddy during OCAT training. Caseload coverage duties, include the following: • Phone coverage • Case actions • 15 minute appointments • Scheduled appointments
SESS Is	Covered by a unit in-charge and SESS Is not attending training. Coverage includes: • Phone coverage, • Supervisor Staff meetings, • Customer Service needs, and • Program questions.
ESMs	Covered by a unit in-charge and ESMs not attending training. Coverage includes: • Phone coverage, • Supervisor Staff meetings, • Customer Service needs, and • Program questions.

Transition

Transfer of caseloads

Supervising Employment Services Specialists (SESS Is) will complete the following actions to transfer caseloads from Intake to Continuing:

Wave	Action
1	• 9/21/15 - 50% of Intake Employment Services Specialists (ESSs) caseload will be transferred to Continuing ESSs on rotation. – Cases in noncompliance for no show to Orientation/Appraisal (O/A) or scheduled to discontinue CalWORKs effective 10/1/15 will remain assigned to the Intake ESS. • 9/28/15 - Remaining 50% of Intake ESSs caseload will be transferred to Continuing ESSs on rotation. **Note:** All Wave 1 case transfers will be completed no later than 10/2/15.
2	• 10/13/15 - 50% of Intake ESSs caseload will be transferred to Continuing ESSs on rotation. – Cases in noncompliance for no show to O/A or scheduled to discontinue CalWORKs effective 11/1/15 will remain assigned to the Intake ESS. • 10/19/15 - Remaining 50% of Intake ESSs caseload will be transferred to Continuing ESSs on rotation. **Note:** All Wave 2 case transfers will be completed no later than 10/23/15.

Team approach

During the transition of caseloads and duties, all Welfare-to-Work (WTW) staff will work with a team approach in mind assisting each other and fully complete all case actions.

Intake ESSs will:

- Assist during processing days to complete all work.
- Meet with customers, as needed during the transition process.
- Complete WTW and Child Care (CC) case actions and see previously scheduled appointments, even if cases have been reassigned to a Continuing ESS.

Continuing ESSs will:

- Remain on rotation for expiring exempt and sanction cure cases.
- Not “bounce” any cases to the previous ESS for correction.

Cases scheduled for O/A

During the transition, all cases scheduled for O/A will be seen individually (one-on-one) by all available ESSs (Intake and Continuing). Customers will be divided out among all ESSs to complete the Orientation PowerPoint at the ESS’s desk.

Measurement and Outcomes

Schedule Coordinator measurement

Schedule Coordinators will provide and track the following outcomes and productivity components using the Schedule Coordinator Measurement and Outcomes tracking sheet located in the Region 6 folder (provided by management):

- Total number of appraisals scheduled (Online CalWORKs Appraisal Tool (OCAT), non-English speaking, or Spanish Speaking Only (SSO)),
- Number of customers who bypassed Orientation/Appraisal (O/A) due to pre-screening and reasons for bypassing,
- Time spent reviewing case (pre-screening), and
- Length of time it takes from CalWORKs approval date to the date customer is scheduled to attend O/A.

Schedule Coordinator Measurement and Outcomes tracking sheets will be completed as follows:

Stage	Description
1	Schedule Coordinators will submit their completed Scheduled Coordinator Measurement and Outcomes tracking sheet for the prior day to their Supervising Employment Services Specialists (SESS I) daily by 3pm.
2	SESS Is will review and submit completed tracking sheets to their Employment Services Manager (ESM) daily by 4pm.
3	ESMs will review and submit completed tracking sheets for their region to the Welfare-to-Work (WTW) Regional Manager (RM) and Deputy Director (DD) daily by close of business.

Team huddles

Team huddles will be held daily at 8:00am with SESS Is and Employment Services Specialists (ESSs) to discuss:

- Overview from previous days actions,
- Schedule for current day (how many appraisals are scheduled, etc.),
- Any staffing changes,
- OCAT best practices, issues or concerns, and
- Needs of the office (Work Experience (WEX) referrals, Vocational Education referrals etc.).

Daily TAD management calls

All Transitional Assistance Department (TAD) Management (WTW and Eligibility) will attend daily conference calls at 3:00pm to discuss:

- Workflow,
- Technical issues,
- Best practices,
- Volume of calls, and
- Lobby traffic.

Questions

OCAT inbox

WTW has created an inbox for Welfare-to-Work (WTW) staff to submit Online CalWORKs Appraisal Tool (OCAT) ideas, questions and/or concerns. The OCAT inbox is monitored daily and staff will receive a prompt response to e-mail. WTW staff may submit e-mail to: TADWTWOCAT@hss.sbcounty.gov.

Questions submitted to the OCAT inbox will be complied, answered, and posted weekly to the Transitional Assistance Department (TAD) website under WTW Tools: http://hsnet/tad/Tools/wtw_tools.asp

Questions

Managers with questions regarding the information contained in this Interim Instruction Notice (IIN) should contact:

- Stephanie Maldonado, Program Specialist (PS) I, at (909) 383-9708, or via e-mail at smaldonado@hss.sbcounty.gov.
- Megan Peck, PS I at (909) 383-9748, or via e-mail at mpeck@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-044

AUGUST 27, 2015

SUBJECT: Family Stabilization (FS) - Phase II: Vehicle Diagnosis and Repair Program (VDRP)

DISTRIBUTION: WTW, CalWORKs, TOPHB

FILE: WTWPHB – In Front of Handbook
CWPHB – In Front of Handbook
TOPHB – In Front of Handbook

REFERENCE: ACL 14-12

OBSOLETE: When Handbook Material is Updated

Purpose

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation of the Vehicle Diagnosis and Repair Program (VDRP) available to customers participating in the Family Stabilization (FS) program through Welfare-to-Work (WTW).

Effective date

VDRP services are effective 9/1/15.

Eligibility

Each eligible FS **household** may receive up to $100 for each vehicle diagnosis (mechanic assessment of the problems negatively affecting the normal operation of a vehicle) and up to $1,500 for vehicle repair **within a two-year period**.

FS customers must meet the following criteria to be eligible for vehicle repair assistance:

- Actively participating in FS.
- Vehicle has been continuously registered in the customer's name for six months prior to the issuance of benefits for vehicle diagnosis/repair.
- Submit one estimate of the cost of the repair from the approved station where the diagnostic check was performed.
  - One additional estimate may be approved if requested by the customer.
- Provide a receipt for services rendered within 10 workdays from the date repairs are completed

Vehicle repairs:

- Must be performed at Bureau of Automotive Repairs (BAR) approved stations only.
- Resulting from car accidents and covered through the participant's or another party's insurance are unallowable.

Note: See IIN# 15-026 CalWORKs WTW Family Stabilization Program for additional information regarding FS eligibility requirements.

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Allowable/ unallowable repairs

The following table lists types of repairs that are allowable/unallowable:

Allowable Repairs	Unallowable Repairs
• Engine repair • Transmission repair • Carburetor repair • Radiator repair • Non-routine tire repair/replacement, such as due to a tire blow-out – Wheel balance and alignment are approvable costs only if needed when tire replacement is completed as recommended by the mechanic/technician • Brake replacement, including brake pads and brake discs/ rotors • Smog check related repairs • Other major repairs, approved on a case-by-case basis	• Repairing, rotating, or changing tires • Oil change • Replacing oil filters • Battery replacement • Smog certificate • Air conditioning repairs • Windshield/window repair • Cleaning, adjusting, and replacing spark plugs • Installing light bulbs, windshield wiper blades, and other minor accessories • Vehicle repair resulting from car accidents and covered through the customers or another party's insurance • Other minor services related to routine maintenance

Note: Questionable items included in the itemized estimate must be clarified with the BAR approved repair station that provided the estimate.

Car accident related repairs

Non-cosmetic vehicle repairs resulting from car accidents, which are **not covered** through the customer's or other party's insurance, are considered **allowable**.

To receive assistance allowable for non-cosmetic vehicle repairs resulting from a car accident, the customer must provide verification of his/her own insurance or the other party's insurance non-coverage.

Note: Customers who are unable to pay their insurance deductible to have non-cosmetic repairs completed may be issued a voucher by the FS ESS to cover the deductible amount. The FS ESS will ensure the vendor will accept a County voucher, and then make the voucher payable to the vendor. Deductibles may not exceed $1,500 within a two-year time period.

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Payment methods

County vouchers will be issued to FS participants to cover the cost of vehicle diagnosis and repair. However, vehicle diagnosis payments will be issued as advanced payments (See WTW Policy Handbook (WTWPHB) Chapter 8 – Supportive Services for additional information).

Ancillary authorization levels

Current WTW ancillary authorization levels are as follows:

Amount	Authorization Levels
$0 - $300.00	Employment Services Specialists (ESSs)
$300.01 - $500.00	Supervising Employment Services Specialist I (SESS I)
$500.01 – $750.00	• SESS I, and • Employment Services Manager (ESM).
$750.01 and above	• SESS I, • ESM, and • Regional Manager (RM) or Deputy Director (DD).

Customer requests vehicle repair assistance

Eligible FS customers may request vehicle repair assistance at any time while actively participating in FS. FS ESSs will inform all FS customers of the availability of vehicle repair assistance.

FS ESSs will take the following actions when a customer submits a Vehicle Repair Request (TAD WTW FS 1224):

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the TAD WTW FS 1224 to determine eligibility, and:
<table>
<tr><th>If the customer is…</th><th>Then…</th></tr>
<tr><td>Eligible,</td><td>Provide the customer with a list of BAR approved vehicle repair stations (See the “Finding a BAR approved repair station” block later in this IIN), or
Allow the customer to choose a repair station of his/her choice, provided that the station is BAR approved, and
Go to Step 2.</td></tr>
<tr><td>Ineligible,</td><td>Image the TAD WTW FS 1224,
Complete an Approval/Denial of Ancillary NOA (NA 823) and provide it to the customer,
Journal all case actions including the reason for denying services, and
Stop here.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Contact the repair station to obtain the cost of a vehicle diagnosis.</td></tr>
<tr><td>3</td><td>Approve the vehicle diagnosis cost up to $100 as an advance via the customer’s Electronic Benefits Transfer (EBT) account.</td></tr>
</table>

Continued on next page

Customer requests vehicle repair assistance (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Instruct the customer to provide the original itemized estimate for vehicle repair costs within 10 business days from advancement date, and:
<table>
<tr><th>If the customer…</th><th>Then…</th></tr>
<tr><td>Provides the estimate,</td><td>• Complete an Approval/Denial of Ancillary NOA (NA 823) and provide it to the customer.
• Obtain approval via e-mail from the SESS I, Employment Services Manager (ESM), Regional Manager (RM) and/or Deputy Director (DD) for approval, based on ancillary authorization levels.
• Go to Step 5.</td></tr>
<tr><td>Does not provide an estimate,</td><td>• Complete an Approval/Denial of Ancillary NOA (NA 823) and provide it to the customer, and
• Journal all case actions including the reason for denying services.</td></tr>
</table></td></tr>
<tr><td>5</td><td>Perform a search in the C-IV Resource Databank (RDB) for vendors who accept vouchers, and:
<table>
<tr><th>If the vendor is:</th><th>Then the ESS will:</th></tr>
<tr><td>In the RDB,</td><td>Process the voucher payment.</td></tr>
<tr><td>• Not in the RDB, and
• Will accept a county voucher,</td><td>E-mail the completed TAD RDB 102 to the RDB Maintainer to have the vendor added into RDB.</td></tr>
<tr><td>• Not in the RDB, and
• Will not accept a county voucher,</td><td>Contact the vendor to explain the county voucher payment process.
• If the vendor is still unwilling to accept a voucher, instruct the customer to find a new repair station.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Complete the Needs page, Service Arrangement, and NA 823 in C-IV.</td></tr>
<tr><td>7</td><td>• Forward the written cost verification from the vendor with a Service Arrangement to the Office Assistant to complete a voucher, and
• E-mail the designated district office Issuance Inbox</td></tr>
<tr><td>8</td><td>Journal all actions taken.</td></tr>
</table>

Note: See the C-IV User Guide for instructions regarding how to complete a voucher and Service Arrangement in C-IV.

Continued on next page

Finding a BAR approved repair station

FS ESSs will take the following actions to find a BAR approved repair station:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Access the Department of Consumer Affairs, Bureau of Automotive Repair at: http://www.bar.ca.gov/</td></tr>
<tr><td>2</td><td>Select Find a repair station from the drop down menu, and:
<table>
<tr><th>If the service is a…</th><th>Then…</th></tr>
<tr><td>Repair,</td><td>Click the Automotive Repair Dealers (ARD) hyperlink from the Station section.</td></tr>
<tr><td>Brake repair,</td><td>Click the Brake Station hyperlink from the Station section.</td></tr>
<tr><td>Tire repair,</td><td>Click the ARD hyperlink from the Station section.
Enter “tire” in the Business Name field.</td></tr>
<tr><td>Smog related repair,</td><td>Click the Smog Check Repair Only Stations hyperlink from the Station section.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>Select San Bernardino from the County drop down menu, and
Click Find.</td></tr>
</table>

Note: Review the auto repair station’s license status to ensure it is valid before recommending a repair station.

Training

All FS staff will receive VDRP training through a FS worker forum prior to program implementation.

All non-FS staff will receive training via a VDRP PowerPoint presentation prior to program implementation.

Tracking

VDRP voucher issuances will be tracked and monitored by FS ESSs via FS ShareSpace. Currently, all FS activities and supportive services are tracked on a monthly basis for each FS family via the FS ShareSpace.

Questions

Managers with questions regarding the information in this IIN should contact Stephanie Maldonado, WTW Program Specialist I, at (909) 383-9708, or via e-mail at smaldonado@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-022

APRIL 29, 2015

SUBJECT: Family Stabilization (FS) – Phase II: Tattoo Removal Services

DISTRIBUTION: Welfare-to-Work (WTW), CalWORKs

FILE: WTWPHB – In Front of Handbook
CWPHB – In Front of Handbook

REFERENCE: ACL 14-12

OBSOLETE: When Handbook Material is Updated

Overview

Family Stabilization (FS) is a component of the California Work Opportunities and Responsibility to Kids (CalWORKs) program that provides intensive case management and services to customers who meet the criteria set forth in Assembly Bill (AB) 74.

FS is being implemented in two phases in San Bernardino County. Phase I was implemented effective 8/1/14. Phase II is an additional effort to expand FS services and will be implemented, in part, effective 5/1/15.

This Interim Instruction Notice (IIN) provides information and instructions regarding tattoo removal services, implemented as part of Phase II of the CalWORKs Welfare-to-Work (WTW) FS Program.

Customers may have visible tattoos, which could pose a barrier to employment. The Transitional Assistance Department (TAD), in conjunction with Arrowhead Regional Medical Center (ARMC), has entered into a Memorandum of Understanding (MOU) to provide tattoo removal services for FS customers, if deemed necessary.

Effective date

Tattoo Removal services via the current MOU are effective 5/1/15 through 4/30/16.

Forms

The following forms are referenced in this IIN and are available in C-IV and/or the TAD Forms Catalog, WTW:

Form Number	Form Title
WTW 2	Welfare-to-Work Plan – Activity Assignment
TAD WTW FS 10	Family Stabilization Tattoo Removal Referral Form
ABCDM 228	Release of Information
WTW 77	Memo to Service Providers
HS 39	Complaint and Grievance Procedure
NA 823	Approval/Denial of Ancillary NOA

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FS customers eligible for tattoo removal

Tattoo removal services, as provided in the current MOU, are available for FS customers only. An FS customer may be/is potentially eligible for tattoo removal services if he/she has visible tattoos located in the following areas:

- Hands
- Wrists
- Neck
- Head (excluding face)

Note: See IIN 14-030 for additional information regarding FS eligibility requirements.

FS ESSs responsibilities

The FS Employment Services Specialists (ESSs) responsibilities include:

- Informing FS customers with visible tattoos, which may restrict their ability to find employment, about tattoo removal services and requirements.
- Explaining to the customer that:
  - The County will pay for tattoo removal treatments and other supportive services (Child Care, transportation, etc.) needed to complete the tattoo removal treatments.
  - Tattoo removal treatment is done at the ARMC located at: 400 N. Pepper Avenue, Colton, CA 92324 (Out Patient Services building).
  - Each treatment session is approximately 30 minutes long.
  - Tattoo removal is a lengthy process and can take from five to15 treatments to remove a single tattoo.
  - Treatment sessions must be scheduled one and a half months apart for the skin to heal before the next session.
  - Treatments may result in complications/adverse effects such as:
    - ✓ Scarring, keloid formation, and indentation of the tissue.
    - ✓ Post treatment redness, swelling, blistering, and pain for the first 24 hours after treatment.
    - ✓ Increased or decreased skin pigmentation.
- Referring eligible FS customers needing tattoo removal services to ARMC via the Family Stabilization Tattoo Removal Referral Form (TAD WTW FS 10).
  - The FS ESS must collaborate with the Department of Behavioral Health (DBH) FS case manager to determine if tattoo removal services are appropriate for the customer.
- Keeping the lines of communication open with ARMC.
- Notifying ARMC via the Memo to Service Providers (WTW 77) form whenever an FS customer becomes ineligible for or requests to discontinue services.

Note: If the customer has additional questions regarding tattoo removal treatments, advise him/her to discuss them with the doctor at his/her next ARMC appointment.

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ARMC responsibilities

ARMC responsibilities include:

- The right to deny treatment to any TAD customer for medical reasons.
  - Customers who are pregnant must have a medical release from their primary care physician to be treated by ARMC.
- Removing only authorized tattoos located on the areas of the body visible in professional work environments that have been identified and approved by TAD.
  - Other areas/removals requested by the customer must have TAD approval.
- Limiting customers to a total of five treatments.
  - Additional treatments must be approved by TAD.

Number of treatments

FS customers are limited to a total of **five** treatment sessions. Any **additional** treatments must be approved by a Supervising Employment Services Specialist (SESS I) and Employment Services Manager (ESM). Additional treatments must be approved using the TAD WTW FS 10 (See Forms and Procedures (F&P) Guide for the TAD WTW FS 10).

Designated appointment days

ARMC conducts intake appointments and performs tattoo removal services every Thursday; however, effort will be made to accommodate customers who cannot receive services during the designated days.

Missed/late appointments

Two **missed** appointments or two **late** arrivals (15 minutes late) to appointments will **disqualify customers from the tattoo removal services program**. ARMC will provide no show information to FS ESSs at the end of each week.

Attendance

ARMC will provide attendance hours for each customer receiving services on a monthly basis. The FS ESS will code time spent by the customer receiving tattoo removal services in C-IV as follows:

Step	Action
1	Enter verified tattoo removal service hours under the customer's current open FS activity on the **Activity Progress Detail** page under A**ctivity Progress History**. • The FS ESS will not open an FS activity for tattoo removal services, but will use the already opened FS activity in C-IV.
2	Enter tattoo removal service hours in the Comments section (for example: Customer attended tattoo removal appointment on 5/12/15, 1 hour of participation entered).
3	Create a Journal entry documenting the date and verified tattoo removal service hours.
4	Image any documentation received from the customer or ARMC.

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Referring a FS customer to ARMC

The FS ESS will work collaboratively with the DBH FS worker to determine whether an FS customer should be referred for tattoo removal services.

Only an FS ESS may refer an FS customer to ARMC for tattoo removal services, by taking the following actions:

Step	Action
1	Meet with the FS customer to explain and complete the following forms: • TAD WTW FS 10, • Applicants Authorization for Release of Information (ABCDM 228), and • Complaint and Grievance Procedure (HS 39) form. – The FS ESS does not keep a copy of this form in the case file, but will Journal that a copy was e-mailed to the contracted service provider (See F&P for the HS 39).
2	• Scan and e-mail the TAD WTW FS 10, ABCDM 228, and HS 39 to his/her county e-mail using the copier/printer. • Rename the combined documents (TAD WTW FS 10, ABCDM 228, HS 39) “FS Tattoo Removal Referral”.
3	• Call the ARMC liaison to schedule an initial intake appointment for the customer, **and** • E-mail the FS Tattoo Removal Referral document to the ARMC liaisons. – ARMC will provide an intake appointment time and date and forward the TAD WTW FS 10 to the referring FS ESS within three business days.
4	Set a Task in C-IV, if applicable, for three days from the date of the customer’s ARMC referral to ensure a completed TAD WTW FS 10 is received back from ARMC, if applicable. • If the TAD WTW FS 10 is not received within three business days, the FS ESS will contact the ARMC liaison to obtain the completed form.

5	• Provide the intake appointment information to the customer, once received, and
	• Explain the following to the customer:
	  – ARMC’s missed/late appointment policy.
	  – He/she must check it at the ARMC Outpatient Services Building and follow ARMC’s standard registration procedures for registering patients.

6	Give the customer copies of the TAD WTW FS 10 and HS 39.
7	• Image the TAD WTW FS 10 and ABCDM 228 into C-IV, and • Journal all case actions.

Note: A WTW Plan – Activity Assignment (WTW 2) is not required for tattoo removal services (See the “Attendance” block in this IIN).

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Referral received back from ARMC

Once the referral is received back from ARMC and the customers tattoo removal intake appointment is scheduled, the FS ESS will take the following actions:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Approve any supportive services the customer may need to attend his/her appointments at ARMC.</td></tr>
<tr><td>2</td><td>Set the following Tasks in C-IV:
The day following the customer’s ARMC intake appointment to contact the customer to ensure the customer attended his/her intake appointment, and
Five days following the customer’s intake appointment to ensure a completed TAD WTW FS 10 is received back from ARMC.
If the TAD WTW FS 10 is not received within five business days following the customer’s intake appointment, the FS ESS will contact the ARMC liaison to obtain the completed form.</td></tr>
<tr><td>2</td><td>Review the completed TAD WTW FS 10 once received, and:
<table>
<tr><th>If the customer will…</th><th>Then…</th></tr>
<tr><td>Begin tattoo removal services,</td><td>Approve appropriate supportive services,
Complete an Approval/Denial of Ancillary NOA (NA 823) and provide the customer.
Image the TAD WTW FS 10, and
Journal all case actions.
<u>Note</u>: A WTW 2 is not required for tattoo removal services (See the “Attendance” block in this IIN).</td></tr>
<tr><td>Not begin tattoo removal,</td><td>Image the TAD WTW FS 10,
Journal all case actions including the reason for the customer not beginning services, and
Complete a NA 823 and provide it the customer.</td></tr>
</table></td></tr>
</table>

Discontinue treatment

Participation in tattoo removal services is voluntary and no negative action will be taken if the customer chooses not to accept or to discontinue tattoo removal services.

Complaint and grievance form

The FS ESS will provide and explain the Complaint and Grievance Procedure (HS 39) form to inform FS customers participating with a contracted service provider of their right to file a complaint or grievance.

Questions

Managers with questions regarding this IIN may contact Stephanie Maldonado, Program Specialist I (PS I), in the Program Development Division (PDD) at (909) 383-9708 or via county e-mail at smaldonado@hss.sbcounty.gov.