

**County of Orange Social Services Agency  
Family Self-Sufficiency & Adult Services Division**

**Program/Area:** CalWORKs/Welfare-To-Work  
**Title:** **Subsidized Employment Programs**  
**Number:** 215 **Status:** Signature on file  
**Effective Date:** 9/1/14 **Revision Date:** 7/1/22

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**PURPOSE** This policy provides the Case Manager (CM) guidelines when evaluating and assisting a Welfare-to-Work (WTW) participant's skills, abilities, and interests for employment and training, to make informed decisions about career pathways, and refer the participant to one of the Subsidized Employment providers that aligns with their Employment Readiness Assessment report.

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**BOOKMARKS**

- [Subsidized Employment](#)
  - [Public Subsidized Employment Program \(PSEP\)](#)
  - [Work Experience \(WEX\) Program](#)
- [Contracted Providers](#)
- [Eligibility Criteria](#)
- [Time Limit](#)
- [Extension](#)
- [Case Manager's Responsibilities](#)
- [Documentation and Verification](#)
- [Supportive Services](#)
- [Case Records](#)
- [Contractor's Staff Responsibilities](#)
- [CalWORKs Case Closure \(Due to Subsidized Employment Income\)](#)
- [CalWORKs Grant Calculation – Treatment of Subsidized Employment Income](#)
- [Workers' Compensation](#)
- [References](#)
- [Attachments](#)

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**SUBSIDIZED EMPLOYMENT** Subsidized Employment (SE) is a post-assessment WTW activity that provides a paid employment opportunity in which the participant's partial or full wages and/or training costs are reimbursed to employers through a government subsidy.

SE provides interested participants an opportunity to gain essential work experience and earn income while participating in the labor market, specifically to those that do not have the skills or knowledge

needed for specific jobs. This opportunity provides access to employment and earnings while increasing work experience, skills, and connections that improve a participant's employability after the subsidized employment period ends.

In addition to the hands-on work experience, the participant will:

- Learn basic job seeking skills such as developing a resume, preparing for an interview, dressing professionally, and communicating with employers
- Learn job retention topics such as attendance and punctuality, social etiquette, productivity, common reasons for promotion and/or dismissal, employment problem-solving skills, and planning for/handling common problems faced by new employees

The SE programs offer paid employment opportunities, and paid structured training experience in public, non-profit, and private employment sectors.

- Public – Government jobs (e.g., Social Services Agency, Health Care Agency, Community Resources, Waste and Recycling, Public Works, Parks)
- Non-Profit – Includes community based, faith-based, not-for-profit, and charitable organizations (e.g., American Red Cross, Salvation Army, YMCA, Habitat for Humanity, Boys & Girls Club of America)
- Private – For-profit privately-owned businesses including retail, manufacturing, private counseling (e.g., Target, Western Dental, Pep Boys)

At the end of the activity, it is expected that the worksite employer will hire the participant into unsubsidized employment as a regular employee. The contractor will assist the participant with job search for unsubsidized employment if the participant is not hired by the worksite employer at the end of the subsidized employment period.

Orange County has Contracted Providers that provide SE Programs:

- Public Subsidized Employment Program (PSEP)
- Work Experience (WEX)

**Public Subsidized Employment Program (PSEP)** offers paid employment opportunities in public, non-profit, or private employment

sectors. However, PSEP's primary focus is placement in the public sector at local government worksites.

Participation in PSEP will:

- Provide participants basic job skills, knowledge, and experience to complete the local government recruitment process in addition to having the experience to secure other unsubsidized employment opportunities
- Transition participants into unsubsidized employment
  - At the end of the activity, if not hired by the employer, the contractor will assist the participant with 60 days of job search

**Work Experience (WEX)** offers paid structured training experience in public, non-profit, or private employment sectors at a wide range of worksites.

Participation in WEX will:

- Provide or enhance participants with job skills related to the participant's experience and desired work field
- Transition participants into unsubsidized employment
  - At the end of the activity, if not hired by the employer, the contractor will assist the participant with 30 days of job search

[Worker Tool \(WT\) 42 – Subsidized Employment Programs Comparison Chart](#) outlines similarities and differences between the programs.

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**CONTRACTED PROVIDERS**

Orange County's SE programs are administered through partnerships between the County of Orange Social Services Agency (SSA), and the following Contracted Providers:

- Equus Workforce Solutions (EWS) provides:
  - PSEP
  - WEX
- Santa Ana Workforce Development Board (SA WDB) provides:
  - WEX

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**ELIGIBILITY CRITERIA**

Participants to be referred to SE include those who:

- Reside in Orange County
- Are WTW mandatory or voluntary participants

- Meet CalWORKs (CW) eligibility criteria at the time of the placement
- Have sufficient Time on Aid (TOA) to participate in SE activity
- Have not exceeded the 52-week (12 months) cumulative SE time limit
- Have not secured unsubsidized employment sufficient to meet the minimum required hours of WTW participation as specified in [Policy 200 – WTW Program Overview, Activities and Participation](#)
- Completed an Assessment and are suitable for the activity based on the assessment results (Refer to [Policy 210 – Assessment](#))
- Are deemed suitable for the activity by the CM
- Agreed to participate by signing the WTW Plan

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**TIME LIMIT**

Participation in SE is limited to a period of six months initial placement, with up to two three-month extensions, for up to a maximum of twelve months.

SE time counts when a participant is placed at a worksite and receives wage subsidies. Therefore, the time does not count toward the 52-week SE time limit unless the participant is placed at an SE worksite.

CM will utilize the [Subsidized Employment Activities Tracking Worksheet \(F063-41-433\)](#) to track participant's SE time.

If the placement is terminated, and the participant later returns to a SE activity, participant should be eligible for a six month placement if the participant has not reached the maximum SE time limit.

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**EXTENSION**

If a participant completed their initial SE assignment and has not reached the maximum SE time limit (12 months), the CM will evaluate if an extension would increase the participant's opportunity to obtain unsubsidized employment.

CM can evaluate and grant up to two three-month extensions, when the participant meets all requirements:

- Has not exceeded the SE time limit
- Has sufficient TOA remaining to participate in SE extension
- Will be more likely to obtain unsubsidized employment with the additional experience gained through the extension

- Will obtain specific skills and experience relevant for unsubsidized employment in a particular field

When all requirements are met and the SE extension is approved, the CM will:

- Update the [Subsidized Employment Activities Tracking Worksheet \(F063-41-433\)](#)
  - Image into OnBase under Document Group, “SSA-WTW” and Document Type, “Employment Preparation Program” (Refer to [Filing Guide Database](#) – Master List Table)
- Complete a new WTW plan
- Notify the contractor that the SE extension has been granted with the new End Date
- Document in the case record justifying the SE activity extension, and whether it is a first or second extension approval

When the SE extension request is denied, the CM will:

- Collaborate with the participant to determine another appropriate WTW activity
- Notify the contractor of the extension request’s outcome.

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**CASE MANAGER RESPONSIBILITIES**

The CM will:

- Incorporate [CW 2.0 – A New Approach to Empowerment](#), as appropriate, to assess the participant’s situation, identify potential barriers and supportive service needs
- Review SE benefits with the participant, including the differences in the private vs public sector. (For a comparison of different SE programs, refer to [WT 42 – Subsidized Employment Comparison Chart](#))
- Verify that participant has sufficient TOA remaining to participate in SE activity
- Develop and sign a WTW Plan in accordance with [Policy 211 – Welfare-To-Work Plan](#)
- Review all SE activity history and complete the [Subsidized Employment Activities Tracking Worksheet \(F063-41-433\)](#)
  - Image into OnBase under Document Group “SSA-WTW”, and Document Type “Employment Preparation Program” (Refer to [Filing Guide Database](#) – Master List Table)
- Review [Policy 210 – Assessment](#) to ensure appropriateness of activity assignment

- Make appropriate referrals to contractor by completing the [Referral to Contracted Provider for Vocational Education and/or Subsidized Employment Programs \(F063-41-322\)](#), attach a copy of the Employment Readiness Assessment results to the email, and send to the contractor
  - Participant must be ready to attend an orientation for the SE program within three business days of sending the referral & begin program right after orientation
- Collaborate with the Continuing Employment Eligibility Specialists (CEES) and the contractor to ensure participants receive necessary supportive services to participate in the program
- In CalWIN, schedule the participant to the appropriate SE activity
- Review the [Vocational Training/Subsidized Employment Program Attendance Report \(F063-41-380\)](#)
- Monitor the participant's attendance and progress [Refer to CalWIN On-Line User Manual (OLUM): [Maintain Employment Services Participation; Assign Activities; Activity Progress and Participation Overview; Maintain Employment Plan; and Display Universal Engagement.](#)]
- Update comments in participant's case record, including supportive needs (Refer to [CalWIN OLUM – Maintain Comments for a Case.](#))
- Coordinate, collaborate, and communicate with the contractor on the participant's attendance, progress, case status changes
- Evaluate and determine if a SE extension is appropriate, following guidelines in the [Extension section](#) above

**Note:** The CM will collaborate with the participant and the contractor at least two weeks prior to the current SE assignment end date

- Provide at least two weeks notification to the contractor when a CalWORKs case is scheduled to close, the participant needs to be returned to the CM, and the SE activity is terminated
  - Notify the participant of the activity ending earlier than expected
  - Narrate in participant's case record

**Note:** Timely notification applies to participants who are actively participating in their scheduled activity, and not for participants who are nonresponsive and/or noncompliant. However, the CM should maintain communication with the contractor in order to monitor participant's progress.

[SSA Integrated Job Services Contractors & Regional Liaisons Contact List](#) is available to contact the offices.

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**DOCUMENTATION AND VERIFICATION** Actual attendance and participation hours are monitored and verified monthly by the contractor and CM, and documentation is imaged into OnBase. CM keeps track of activity using the [Subsidized Employment Activities Tracking Worksheet \(F063-41-433\)](#).

Acceptable Verification/Documents

- [Vocational Training/Subsidized Employment Program Attendance Report \(F063-41-380\)](#)
- Additional email, phone contact, etc. between the contractor and CM may be used to support documentation

For paid activities, hours may be projected. [Refer to the Period of Projected Hours Processing Guide](#) for more information.

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**SUPPORTIVE SERVICES** Participants are eligible to receive all supportive services necessary to participate in SE, which include child care, transportation and ancillary.

Refer to Policy [301 – CalWORKs Child Care Program](#), [Policy 310 – Transportation Supportive Services](#), and [Policy 315 – Ancillary Supportive Services for information](#).

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**CASE RECORDS** The activity names for the SE programs are:

SE Program	CalWIN Activity Name	Contracted Providers
PSEP	Public Subsidized Empl Prog (PSEP)	• EWS
WEX	Work Experience (WEX)	• EWS • SA WDB

The Employment Services case records must be updated to reflect SE activity and related supportive services.

Refer to OLUM: [CalWIN OLUM – Maintain Comments for a Case; Maintain Employment Services Participation; Assign](#)

[Activities](#); [Activity Progress and Participation Overview](#); [Maintain Employment Plan](#); and [Display Universal Engagement](#).

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**CONTRACTOR'S  
STAFF  
RESPONSIBILITIES**

Contractor's staff will:

- Screen referral for completeness, ensure referred participant has not reached SE time limit, and supportive services are in place
- Engage the participant immediately upon receipt of referral
- Provide one-on-one Orientation to evaluate skills (includes translation services in the participant's primary language, if participant requests)
- Offer workplace and Employment Readiness workshop to ensure that participants understand the program and are prepared to be successful in the program
- Match participant's skillset with potential worksite assignment, according to the Employment Readiness Assessment recommendations, referral, and interview with participant
- Introduce participants to employers and schedule job interviews
- Monitor attendance and progress, work directly with worksites to address barriers, and provide support to participants
- Assist participants with resume and job search preparation
- Report attendance issues
- Contact the CM via email/phone if participant missed an appointment or is absent from assignment
- Report attendance and progress to CM via the [Vocational Training/Subsidized Employment Program Attendance Report \(F063-41-380\)](#) by the 10th calendar day of the following month.

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**CALWORKS  
CASE CLOSURE  
(DUE TO  
SUBSIDIZED  
EMPLOYMENT  
INCOME)**

If the CalWORKs case closes due to SE income, the participant may continue in SE activity until the end of the placement.

The CM will notify the contractor to send the [Vocational Training/Subsidized Employment Program Attendance Report \(F063-41-380\)](#) to FSS-AS Policy and Quality Assurance (PQA) Contract Administrator.

The attendance report will be imaged into OnBase in order to track the SE 52-week time-limit and monitor for statistical reports. Refer to [Filing Guide Database](#) – Master List Table.

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**CALWORKS  
GRANT  
CALCULATION –  
TREATMENT  
OF SUBSIDIZED  
EMPLOYMENT  
INCOME**

For CalWORKs recipients, income received from participation in SE is counted as regular earned income.

**Note:** EES will immediately notify CM of CalWORKs discontinued due to SE income and document in participant's case record.

Reapplication for CalWORKs:

When a CalWORKs family is discontinued from aid due to the subsidized employment income and reapplies for CalWORKs:

- If reapplies within three calendar months of the SE placement ending, the family is considered CalWORKs *recipients*
  - Being considered current recipients means that the IEES shall apply *the recipient* earned income disregard rather than *the applicant* income disregard, and the 100-hour work rule shall also not apply
- If reapplies after three calendar months of the SE placement ending, family is considered CalWORKs *applicants*. The applicant income disregard, and the 100-hour rule shall be applied to the CalWORKs grant calculation.

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**WORKERS'  
COMPENSATION**

Contractor will ensure that all participants are covered by Workers' Compensation Insurance as determined by the California Department of Social Services (CDSS).

**Note:** CM must immediately notify the contractor when a participant reports an injury that occurred during the SE activity.

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**REFERENCES**

- [Eligibility and Assistance Standards \(EAS\) Manual of Policies and Procedures \(MPP\): 42-701, 42-716, 42-717, and 42-750](#)
- [All County Letter \(ACL\): 12-15, 13-81, 14-81, 14-81E, 16-95, 16-95E, 17-03, , 17-03E, and 20-36](#)
- [Policy 100-B2 – Treatment of Income from AU/Non-AU Family Members](#)
- [Policy 200 – WTW Program Overview, Activities and Participation](#)
- [Policy 210 – Assessment](#)
- [Policy 211 – Welfare-To-Work Plan](#)
- [Policy 301 – Child Care Program](#)
- [Policy 310 – Transportation Supportive Services](#)
- [Policy 315 – Ancillary Supportive Services](#)

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**ATTACHMENTS**

- [CalWIN OLUM – Activity Progress and Participation Overview](#)
- [CalWIN OLUM – Assign Activities](#)
- [CalWIN OLUM – Display Universal Engagement](#)
- [CalWIN OLUM – Maintain Comments for a Case](#)
- [CalWIN OLUM – Maintain Employment Plan](#)
- [CalWIN OLUM – Maintain Employment Services Participation](#)
- [CW 2.0 – A New Approach to Empowerment](#)
- [Filing Guide Database – Master List Table](#)
- [Referral to Contracted Provider for Vocational Education and/or Subsidized Employment Programs \(F063-41-322\)](#)
- [SSA Integrated Job Services Contractors & Regional Liaisons Contact List](#)
- [Subsidized Employment Activities Tracking Worksheet \(F063-41-433\)](#)
- [Vocational Training/Subsidized Employment Program Attendance Report \(F063-41-380\)](#)
- [WT 42 – Subsidized Employment Programs Comparison Chart](#)