

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

Program/Area: CalWORKs

Title: Experience Provides the Resources for Tomorrow (EXPRT)

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Approved:

PURPOSE

This policy provides guidelines for Case Managers (CM) when referring Welfare-to-Work (WTW) participants to unpaid work experience activities provided by contracted providers.

EXPRT ACTIVITY

Experience Provides the Resources for Tomorrow (EXPRT) is designed to provide participants with unpaid work experience at local, private, and public companies to enhance participant workplace skills and build their resume.

Benefits of participating in EXPRT include:

- Learn new job skills and enhance existing abilities
- Increase recent experience on resume
- Obtain professional references
- Open doors to networking opportunities
- Opportunity to explore other career fields
- Possible placement at a worksite in participant's field of interest
- Enhance self-esteem
- Build marketable skills

EXPRT is a WTW activity provided by a county contracted services provider, currently Equus Workforce Services. EXPRT is a pre- or post- assessment WTW activity. Participation in EXPRT shall be limited to 12 months, unless the CM and the participant agree to extend this period by completing a new WTW Plan. An evaluation will be completed by the Contractor at six months to determine if EXPRT continues to be the most beneficial activity for the participant and notify the CM.

Note: There is no minimum time frame required for a participant to be referred to EXPRT.

EXPRT worksites include placements in the public or private sector, or with a profit or non-profit employer. The Contractor has a list of established EXPRT worksites. The participant can also identify a potential worksite for Contractor to evaluate and determine if the worksite is approved. The Contractor will work

directly with the participant to determine the most appropriate EXPRT worksite placement. Worksite placements will be based on site availability, participant skill level, participant interest, and if applicable, site interview. EXPRT placements are not intended to become unsubsidized employment.

EXPRT is designed for WTW participants who:

- Are assigned to another activity and need additional hours to meet the hourly participation requirements (filler activity).
 - For example, a participant working part-time 30 hours per week needs two more hours per week to meet the weekly hourly participation requirement of 32 hours.
- Need a short-term activity between other activities (bridging activity).
 - For example, a participant whose activity does not begin for two weeks would need a short-term activity for those two weeks to meet the hourly participation requirements until the scheduled activity begins; or
 - A participant who is attending a training program and would benefit from a short-term activity during the break to meet the hourly participation requirements until the training program resumes.
- Are not assigned to any other activity (full-time)
 - For example, a participant has completed Job Search and Job Readiness Assistance (JSR), and Assessment where the Assessment recommended Vocational Training. The participant completed the recommended Vocational Training but remains unemployed; therefore, needs an activity to meet the hourly participation requirements.

REFERRALS

Participants can participate in EXPRT through a referral to the Contractor for the EXPRT activity.

To refer to EXPRT, the CM will complete the [Employment Services Referral \(F063-41-251\)](#) form. The [Attendance and Outcome Report \(AOR\) \[F063-41-420\]](#) will be used by the Contractor to communicate attendance to the CM on a monthly basis and to communicate the final outcome. Regular communication is encouraged between contractor and the CM.

CONTRACTOR-TALENT DEVELOPMENT SPECIALIST

A [Talent Development Specialist](#) (TDS) is available to answer questions related to any activity and to assist the CM in determining whether or not a participant is an appropriate candidate for the EXPRT program. If appropriate, the TDS will also work with the CM to transition participants who have been successfully participating in EXPRT, into Subsidized Employment activities.

CM RESPONSIBILITIES

The CM will meet with the participant to discuss the EXPRT activity. During the discussion the CM will:

1. Explain the purpose and benefits of the EXPRT activity to ensure it is the appropriate activity for the participant; utilize the [EXPRT flyer](#) as a guide.
2. Review the participant's assessment results, if available.

3. Complete an Employment Services Referral ([F063-41-251](#)) for EXPRT indicating assigned hours per week and length of activity.
4. Email the completed referral (with a copy of the participant's assessment result, if appropriate) as an attachment to the appropriate Contractor Outlook mailbox.
5. Review and respond to the participant's supportive service's needs. Communicate and make supportive services referrals to the Employment Eligibility Specialist (EES), as appropriate. Refer to [Policy 301 - CalWORKs Child Care Program](#), [Policy 310 - Transportation Supportive Services](#), and [Policy 315 - Ancillary Supportive Services](#) for more information on Supportive Services.
6. Complete a [WTW 2 Welfare-to-Work Plan Activity Assignment](#) which indicates EXPRT and any concurrent WTW activities, required participation hours, and all identified Supportive Services. Refer to [Policy 211 - Welfare-to-Work Plan](#) for additional information.
7. Schedule the participant to the EXPRT activity in the electronic case file
8. Collaborate with the Contractor to monitor the participant's attendance, participation, progress, and potential barriers for successful completion of the assigned EXPRT activity.
9. Enter EXPRT and any other activities attendance hours in the electronic case file and track the participant's attendance and progress.
10. Update case comments.
11. Incorporate [CalWORKs 2.0 A New Approach to Empowerment](#), as appropriate.

CONTRACTOR RESPONSIBILITIES

The Contractor will:

1. Receive the referral for the EXPRT activity via email or fax.
2. Conduct an outreach phone call with the participant prior to their EXPRT start date to discuss what to expect in EXPRT.
3. Provide an Orientation to the participant to discuss the EXPRT activity.
4. Meet one-on-one with the participant to evaluate their skills and placement to an EXPRT worksite.
5. Consult with the CM on the hours and activity, as appropriate.
6. Offer workplace and interpersonal skills development workshops to ensure participants are ready to begin a successful work experience program.
7. Address barriers to participation and communicate with the CM, as needed.
8. Consult with the CM on hours and activity, as appropriate.
9. Review the EXPRT worksite expectations with the participant.
10. Schedule an interview with the EXPRT worksite, if applicable.
11. Introduce the participant to the EXPRT worksite supervisor.
12. Monitor the participant's attendance and progress directly with the worksite supervisor.
13. Record the amount of time spent in the EXPRT activity in the contractor's internal database.
14. Meet with the participant as needed to discuss action steps.
15. Evaluate the EXPRT placement at six months to determine if the EXPRT activity is still the most beneficial activity for the participant and notify the CM.

16. Evaluate absences to determine if they are excused or unexcused and notify the CM.
17. Enter non-attendance and final outcome in case comments and notify the CM.
18. Perform worksite visit to new EXPRT worksite prior to participant's start date and on a quarterly basis thereafter to ensure worksite meets program expectations.
19. Submit an [Attendance and Outcome Report \(AOR\) \[F063-41-420\]](#) to the CM within five (5) business days from the end of the month and/or three (3) business days when the activity ends. The AOR will include a daily record of attendance and at the end of the activity the final outcome will be included.
20. Notify the CM via email and indicate on the final AOR if the participant becomes employed at any time during EXPRT, providing available details including the employer's name, employer's address, occupation, hours, salary/hourly wage, and start date.

**WORKERS'
COMPENSATION**

California Department of Social Services (CDSS) contracts with York Risk Services Group, Inc. to provide Worker's Compensation coverage for EXPRT participants.

Worksite supervisors and the contractor will handle any claims for Worker's Compensation and notify the CM when a claim is filed. The Contractor will submit a Special Incident Report (SIR) and notify FSS Policy & Quality Assurance (PQA).

REFERENCES

ACL 13-56
EAS Manual: 42-701.2, 42-709.4, 42-716.1
[CalWORKs 2.0 A New Approach to Empowerment](#)
[Policy 211 - Welfare-to-Work Plan](#)
[Policy 301 - CalWORKs Child Care Program](#)
[Policy 310 - Transportation Supportive Services](#)
[Policy 315 - Ancillary Supportive Services](#)

ATTACHMENTS

[EXPRT Flyer – English](#)
[EXPRT Flyer – Spanish](#)
[EXPRT Flyer – Vietnamese](#)
[F063-41-251 - Employment Services Form](#)
[F063-41-420 - Attendance and Outcome Report \(AOR\)](#)
[F063-41-WT20 - Description of Programs Offered by EWS](#)
[Talent Development Specialist](#)
[WTW 2 - Welfare-to-Work Plan Activity Assignment](#)