

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

**Program/Area:** CalWORKS/Welfare-To-Work

**Title:** Welfare-To-Work Plan

**Number:** 211

**Status:** Revised

**Effective Date:** 10/22/2013

**Revision Date:** 9/5/2025

**Approved:** Signature on file

---

**PURPOSE**

To provide guidelines for Case Managers (CM) which will assist in developing an appropriate Welfare-to-Work (WTW) Plan for participants to achieve self-sufficiency.

---

**POLICY**

A WTW Plan is a written activity agreement between a mandatory or voluntary WTW participant and the County. The WTW Plan documents and designates an agreed-upon WTW activity assignment, required hours of participation, and any supportive services the County will provide to assist the participant in overcoming barriers to WTW participation.

---

**PARTICIPANTS  
WHO REQUIRE A  
WTW PLAN**

**The Following Must Enter A WTW Plan:**

- Mandatory WTW participants after completing Assessment.
- Participants enrolled in a Self-Initiated Program (SIP).
- CalWORKs recipients exempt from WTW hourly participation requirement and volunteer to participate in WTW activities. However, they must meet the hours agreed upon in the signed WTW Plan. Exempt volunteers are subject to termination of supportive services for failure to participate. Refer to Policy 235 – Welfare-to-Work Exemptions and Policy 240 – Noncompliance Process for additional information.
- Teens ages 16 and 17 who have completed high school or its equivalent and are not enrolled or planning to enroll in postsecondary education, vocational, or technical programs.
- Teens ages 16 and 17 who have not graduated from high school, and are not regularly attending elementary, secondary, vocational, or technical school on a full-time basis.

**Exceptions**

- Parents receiving Family Reunification (FR) cash aid and/or services are required to participate in WTW activities, unless they are exempt, granted good cause, or deferred from participation while in Family Stabilization (FS).

Refer to Policy 403-A – CalWORKs Family Reunification Services and Policy 407 – Family Stabilization Program for additional information.

- WTW participants with a break-in-aid **less than** 30 days who had an active WTW Plan when they left will continue with their previous WTW Plan, if appropriate.

---

## **DEVELOPING A WTW PLAN**

CMs should use the following guidelines when working with participants to develop a WTW Plan:

- Assessment Reports – Assessment (ASMT) results should be reviewed with the participant but should not exclusively dictate which activities they must attend. If the participant does not agree with the ASMT results or does not agree on the plan, the CM must refer the participant to a neutral third party for a new assessment. Refer to Policy 210 – Assessment and Policy 210-B – Third-Party Assessment for additional information.
- Personal Goals – Participants should be encouraged to share their personal goals and preferences. The participant's aspirations, skill base, and activity availability should be considered when selecting appropriate activities.
- Strength-based Approach – Emphasis should be placed on strength-based approaches that include assisting participants in identifying their strengths, prioritizing needs, and developing the skills they already possess to create goals that are realistic and attainable. CMs should utilize the results of the Online CalWORKs Appraisal Tool (OCAT) and CalWORKs 2.0 tools, if the participant opted to complete them, to collaborate with the participant to develop the WTW Plan with the appropriate training programs, service provider(s), and supportive services.
- Education – If the CM determines that basic literacy, math, English as a Second Language (ESL), or a high school diploma/GED are necessary to remove barriers to employment, the CM will offer the participant Adult Basic Education (ABE).
- Activities – Participants should be encouraged to engage in work or educational activities that lead to employment; however, if participation is in barrier-removal activities such as Domestic Abuse, Mental Health, or Substance Use Services, these activities and assigned hours must be noted in the plan.
- Supportive Services – Necessary supportive services are to be addressed and offered to assist participants in attending assigned activities.
- 16- and 17-year-old Teens – WTW Plans are written for the purpose of completing high school or its equivalency only. The teen may voluntarily participate in additional WTW activities, including Job Search Readiness and ASMT, but only to the extent that they do not interfere with their school program.

- FR Participants – When a FR plan **is used in lieu of** a WTW Plan, no additional WTW activities are required, and new sanctions cannot be imposed. However, when a FR plan **is not used in lieu of** a WTW Plan, all existing rules pertaining to WTW apply to the FR case, including noncompliance and sanction for failure to meet the WTW participation requirements outlined in the WTW Plan. CMs **must** document use of the Children Family Services (CFS) FR plan in lieu of a WTW Plan. For details on utilizing the FR case plan in lieu of the WTW Plan, refer to Policy 403-A - CalWORKs Family Reunification Services.
- Break-in-Aid – Mandatory WTW participants with a break-in-aid **longer than 30 days** must sign a new WTW Plan upon returning to aid.

### **Special Circumstances**

Participants may have barriers that, unless addressed, may interfere with the success of their WTW Plan. Circumstances that should be discussed with the participant include, but are not limited to:

- Learning Disability, Mental Health, or Substance Use Issues – If there is a concern that a learning disability, mental health, or substance use issue exists which will impair a participant's ability to obtain or retain employment, or participate in activities, an appropriate evaluation and assessment should be completed. ASMT results will be incorporated into the plan to reflect appropriate activities and reasonable accommodations. Refer to Policy 210-A – Learning Disability Screening and Evaluations and Policy 401 – Behavioral Health Services for additional information.
- Domestic Abuse – Participants must be informed that services are available to assist current and past victims of domestic abuse. If the participant discloses the existence of domestic abuse and agrees to receive services, the WTW Plan will be developed to reflect appropriate domestic abuse activities. Refer to Policy 402 – Domestic Abuse Services for additional information.
- Child's School Attendance – School attendance is compulsory for all children in the Assistance Unit. Any participation required of the parent by the school to ensure the child's attendance will be included in the WTW Plan. Refer to Policy 100-E4 – School Attendance for additional information.

### **Universal Engagement**

All non-exempt individuals receiving CalWORKs are required to participate in WTW activities by signing a WTW Plan after Assessment, but no more than 90 days after the date eligibility for cash aid is determined or the date they are required to participate in WTW activities unless, they are exempt from participation. 90 days is the latest participants must sign a WTW Plan; it does not circumvent the importance of engaging participants timely and adhering to the County engagement timeframes.

Participants enrolled in initial pre-assessment engagement activities such as Job Search Readiness (JSR), Behavior Health Services, or Domestic Abuse Services must sign a WTW Plan up to 90 days after completion of these activities if activity was **initiated within 30 days** after their eligibility determination. Initial pre-assessment engagement activities are considered initiated when participant is referred for participation to the activity. The 90-day period starts the day after the initial pre-assessment activity ends.

Example

Eligibility Determined: December 2nd

JSR Pre-Assessment Activity Began: Dec 30th (initiated within 30 days)

JSR Pre-Assessment Activity Completed: January 27th

WTW Plan Deadline: April 28th (90 days after activity completion)

**Exceptions to Universal Engagement**

The 90-day period pauses for the following situations:

- Time spent in good cause, compliance, and curing processes, including the participation time in activities to end a sanction.
- Time between a Learning Disability Evaluation (LDE) appointment and the date the county receives the final LDE report, up to 90 days. The 90-day period resumes after the final report is received or on the 91<sup>st</sup> day.

---

**WTW PLAN  
(WTW 2)**

The Welfare-to-Work Plan Activity Assignment (WTW 2), also referred to as the WTW Plan, outlines specific activities, required participation hours, and supportive services provided by the County to help the participant overcome barriers and achieve their employment goals. The CM will review and explain in detail forms WTW 1 – Welfare-to-Work Rights and Responsibilities and WTW 2 with the participant.

The CM will explain the participant that by signing the WTW2, they are authorizing the release of their information which may be shared with other agencies, organizations, or activity providers.

The WTW 2 may be signed in person, by DocuSign, or e-Signature. A copy of the completed and signed plan must be provided to the participant and imaged in Hyland Perceptive Experience (HPE). Refer to the Electronic Signature Processing Guide for instructions on e-Signature and DocuSign SharePoint folder for procedural guidelines and a list of all approved agency templates.

**Note:** Verbal attestation is not an acceptable form of signature.

**WTW Plan Length**

WTW Plans are generally developed for a period of up to 12 months. However, the exact duration may vary based on the specific activities, goals, and needs of the participant. Six-month plans are written when the participant starts a new activity or participates in barrier-removal activities such as Domestic Abuse,

Mental Health, or Substance Use Services. A new WTW 2 must be signed up to 30 days before the end of the active plan to avoid any interruptions in participation.

When developing a plan for Vocational Education, refer to the following policies for specific requirements on the length of the plan:

- Policy 223 – Vocational Education-Privately Funded Postsecondary Education Institutions
- Policy 223-A – Vocational Education-Publicly Funded Postsecondary Education Institutions

Refer to WT 15 – Activity Matrix under Activity Time Limit column for the length of each activity.

### **Subsequent Plan**

A new plan is required when:

- The participant begins a new activity,
- A concurrent activity is being added to an existing activity, or,
- There is a change within the existing activity (e.g., change in participation hours, location, or activity start time).

### **Changes to a Signed Plan**

Participants may request changes to a signed WTW Plan under the following circumstances:

- Initial WTW Plan – The participant has 30-days from the date of their initial plan to request a change to another activity. The 30-day grace period is available only once-in-a-lifetime during the participant's lifetime on CalWORKs. The CM may grant the participant's request for reassignment if another activity is available and consistent with the participant's assessment results, and CM determines the new activity will readily lead to employment.
- Initial and/or Subsequent WTW Plan - The participant has three (3) working days after signing the WTW 2 to reconsider and request changes to the terms of the WTW 2.
- Amending the WTW Plan – Plans cannot be amended once they have been signed; any changes to the plan requires a new plan to be signed.
- Linking an Activity to a New WTW Plan – Only activities with an "Active" program status can be linked to a new plan in CalSAWS. The existing activity does not need to be closed in the previous plan, it can be linked as-is to the new plan, except for employment activities.

Employment activities and records that are ending need to be closed prior to adding a new employment record and linking it to a new activity or plan, even if the employer remains the same. Refer to Job Aid – Linking Customer Activities to Activity Agreements.

### **Case Documentation/Entries**

Journal and CalSAWS entries must be made each time a WTW Plan is developed or changed. Journal entries must detail how the plan was developed or changed, any identified referrals to special needs, activity assignment(s) with specific information on hours of participation, and supportive services provided. CMs must also record any subsequent participant contacts and satisfactory progress.

---

#### **REFERENCES**

- CalWORKs 2.0 – A New Approach to Empowerment
- DocuSign SharePoint folder
- JA – Linking Customer Activities to Activity Agreements
- Policy 100-E4 – School Attendance
- Policy 200 – Welfare-to-Work Program Activities and Participation Requirements
- Policy 201 – Appraisal/Re-Appraisal
- Policy 201.2 – Monthly Contacts
- Policy 210 – Assessment
- Policy 210-A – Learning Disability Screening and Evaluations
- Policy 210-B – Third-Party Assessment
- Policy 223 – Vocational Education – Privately Funded Postsecondary Educational Institutions
- Policy 223-A – Vocational Education – Publicly Funded Postsecondary Educational Institutions
- Policy 235 – Welfare-to-Work Exemptions
- Policy 240 – Noncompliance
- Policy 301- CalWORKs Stage One Child Care Program
- Policy 310 – Transportation Supportive Services
- Policy 315 – Ancillary Supportive Services
- Policy 401- Behavioral Health Services
- Policy 402 – Domestic Abuse Services
- Policy 403-A – CalWORKs Family Reunification Services
- Policy 407 – Family Stabilization Program

---

#### **ATTACHMENTS**

- Electronic Signature Processing Guide
  - WT 15 – Activity Matrix
  - WT 93 – Electronic Signature
  - WTW 1 – Welfare-to-Work Plan Rights and Responsibilities
  - WTW 2 – Welfare-to-Work Plan Activity Assignment
-