

County of Orange Social Services Agency
Family Self-Sufficiency Division

Program/Area: CALWORKs
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PURPOSE

The purpose of this policy is to provide an overview of the various elements of the Welfare-to-Work (WTW) program.

WELFARE-TO-WORK

WTW is a mandated program under the California Work Opportunity and Responsibility to Kids (CalWORKs) Act. The goal of WTW is to move participants from welfare dependency to economic self-sufficiency through employment-focused and educational activities that lead to unsubsidized employment. The emphasis is on early access to employment. The elements of the program are:

- Case Management
 - Allowable work and work preparation activities
 - Supportive Services
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**WTW PROGRESSION/
WTW ACTIVITIES**

This policy describes the general flow of the WTW Program for most participants.

WTW activities may be either sequential or concurrent. Allowable activities are described in the sections below.

ORIENTATION

Participants attend Orientation, which is conducted in a group setting by a contracted provider. During Orientation, the participants are provided with an overview of the CalWORKs and WTW Programs and activities, barrier removal programs and supportive services available to facilitate successful participation in WTW activities.

Refer to [Operations Procedure 607.7 - Orientation](#).

APPRAISAL

Appraisal consists of an individual interview between the participant and his/her Case Manager (CM). The CM shall utilize the Online CalWORKs Appraisal Tool (OCAT) to complete an initial evaluation of the participant's skills, work

history, education and barriers to employment; arrange for required supportive services; and obtain any other necessary information to assign WTW activities appropriately.

Refer to [Policy 201 - Appraisal / Re-Appraisal](#).

**JOB SEARCH/
JOB
READINESS
ASSISTANCE** Job Search and Job Readiness Assistance (JSR) are intended to provide participants with up-front employment readiness and structured job search assistance. JSR may follow the appraisal activity if the participant's OCAT Appraisal Summary and Recommendation (ASR) identify him/ her as having minimal barrier to employment that may be addressed through the JSR activity.

JSR provides participants with the employment preparation and job search skills training to effectively market their knowledge, skills, and abilities to prospective employers, enabling them to immediately enter the workforce.

JSR consists of:

- Job search workshops that consist of a one week classroom setting in which participants participate in motivational activities and are taught employer expectations, employment preparation, job search strategies, interviewing skills, job application and resume preparation;
- Supervised job search in which participants seek employment with the assistance of an employment counselor;
- Employment counseling; and
- Individualized employment preparation services, when appropriate.

Participation in JSR is limited to six weeks in a rolling twelve-month period, of which no more than four of the weeks can be consecutive.

Refer to [Policy 204 - Job Search and Job Readiness Assistance \(JSR\)](#).

**ASSESSMENT
AND/OR** Assessment and/or Learning Disability Evaluation are tools to assist the CM to develop a strength-based WTW plan that will benefit the participant.

**LEARNING
DISABILITY** Participants are referred for an Assessment in several circumstances:

EVALUATION

- If a participant does not obtain full-time unsubsidized employment during JSR, an Assessment and/or a Learning Disability Evaluation must be conducted. Assessment is not required for fully employed and/or SIP participants unless they require a concurrent WTW activity to meet the required hours of work participation, or they request to receive other types of services.
- A participant's lack of satisfactory progress in the current WTW activity may also require a referral to Assessment.

The Assessment is provided under contract and includes the following:

1. The participant's work history and an inventory of his/her employment skills, knowledge and abilities.
2. The participant's educational history and present educational competency.
3. The participant's needs, including the need for supportive services in order to obtain the greatest benefit from the employment and training services offered under CalWORKs.
4. An evaluation of the potential for employment, given the current skills of the participant and the local labor market conditions.
5. Local labor market information.
6. Evaluation of physical limitations or mental conditions, including screening for learning and developmental disabilities that limit the participant's ability for employment or participation in WTW activities.
7. Identification of available resources to complete the WTW Plan.

Refer to [Policy 210 - Assessment](#) and [Policy 210-A – Learning Disability Screening and Evaluations](#).

WELFARE-TO-WORK PLAN Participants who are required, or who volunteer, to participate in WTW activities, enter into a WTW plan. A WTW plan is the written agreement between a mandatory or voluntary WTW participant and the County, which designates the participant's WTW activity assignment(s), required hours of participation, and any supportive services the County will provide.

Refer to [Policy 211 - Welfare-to-Work Plan](#).

PARTICIPATION HOURS Effective July 1, 2014, CalWORKs hourly participation requirements are determined by an average per week during the month and are aligned with federal hourly participation requirements as follows:

- An average of 20 hours per week for single parents with a child under six years old,
- An average of 30 hours per week for single parents without a child under six years old,
- An average of 35 hours per week for two-parent families. Both parents in a two-parent family may contribute toward the weekly 35 hours requirement.

Refer to [Policy 202 – Work Participation Hours and Activities](#).

EMPLOYMENT The CalWORKs WTW program offers a variety of activities to satisfy the required average of 20/30/35 hours per week work participation requirement, including Unsubsidized Employment, Subsidized Employment, and Self-Employment.

- **Unsubsidized Employment:** Employment compensated by the employer paying at least the state minimum wage. The employer does not receive any governmental subsidy. Refer to [Policy 212 - Employment Activities](#).
- **Self-employment:** Employment which does not involve an employer, and produces income equal to at least the federal minimum wage. It may also include independent work on commission. A minimum wage-based computation is performed to determine if an individual's self-employment is an approvable WTW activity. Refer to [Policy 212 - Employment Activities](#).
- **Subsidized Employment:** A paid, four-month training activity, available through the OC Earns program. Participants gain valuable employment skills and experience that lead to meaningful, unsubsidized employment. Refer to [Policy 213 - OC Earns Program \(Subsidized Employment Program - SEP\)](#).
- **Work Study:** A subsidized employment available to qualified students through local community colleges and universities. It is used primarily to supplement vocational education and training activities, especially for participants in Self-Initiated Program (SIP) and Vocational Training and Education (VTC/VTR). Refer to [Policy 212 - Employment Activities](#).
- **Employment Preparation Program (EPP) – Expanded Subsidized Employment (ESE):** A subsidized employment activity performed in the public or private sector, with a focus on County worksites. Programs include placement in the Employment Preparation Program (EPP) for a maximum of six months. Two additional three-month extensions might be granted if certain criteria are met. Refer to [Policy 215 – Employment Preparation Program – Expanded Subsidized Employment](#).
- **Work Experience (WEX):** A paid assignment with a public or private nonprofit agency or for profit employer that provides the participant with basic job skills or enhances existing job skills. These services are currently provided through the Orange County Workforce Investment Board (WIB) program and the Santa Ana Workforce Investment Board program. Refer to [Policy 274 – Orange County Workforce Investment Board](#), and [Policy 276 – Santa Ana Workforce Investment Board](#).
- **Experience Provides the Resources for Tomorrow (EXPRT):** An unpaid work experience activity, performed in the public or private sector that provides training or enhances existing job skills. Participation in EXPRT is limited to twelve months. Refer to [Policy 289 – Experience Provides the Resources for Tomorrow](#).

VOCATIONAL TRAINING AND Vocational Training includes training in specific job skills, primarily in a classroom setting. These services are provided by local public educational agencies such as adult education programs, community colleges, the Regional

EDUCATION Occupational Programs, and contracted training providers Anaheim, Orange County, and Santa Ana WIBs.

Refer to [Policy 223 - Vocational Training](#), [Policy 274 – Orange County Workforce Investment Board](#), [Policy 275 – Anaheim Workforce Investment Board](#), and [Policy 276 – Santa Ana Workforce Investment Board](#).

ADULT BASIC EDUCATION Adult Basic Education includes reading, writing, arithmetic, high school proficiency or general educational development certificate of instruction and English As A Second Language (ESL). These services are provided by local public educational agencies such as adult education programs, community colleges, and the Regional Occupational Programs.

Refer to [Policy 222 - Adult Basic Education](#).

SELF-INITIATED PROGRAM (SIP) A participant who is already enrolled in an educational program at an institution of higher education at Appraisal may have this activity approved as his/her primary activity. The SIP required participation hours are as follows:

- Single parents with a child under 6 years of age must participate in approved activities an average of at least 20 hours per week.
- Single parents with no children under 6 years of age must participate in approved activities an average of at least 30 hours per week.
- In a two-parent family, one or both adults must participate for an average combined total of at least 35 hours per week. **Note:** If both parents are approved for SIP, each parent must participate an average of 30 hours per week.

Refer to [Policy 220 - Self-Initiated Program \(SIP\)](#).

BEHAVIORAL HEALTH SERVICES Mental Health and Substance Abuse services (known as Behavioral Health Services [BHS]) are available through an agreement with the Health Care Agency (HCA). Whenever possible, BHS are to be a part of the WTW Plan, rather than constituting the entire WTW plan. Services include:

1. Evaluation to identify the level of the participant's BHS needs and the appropriate level of treatment and rehabilitation.
2. Case Management.
3. Treatment and rehabilitation services that shall include counseling to overcome barriers to obtaining and retaining employment, in coordination with the participant's WTW plan.

Refer to [Policy 401 - Behavioral Health Services](#).

**DOMESTIC
ABUSE
SERVICES**

Staff will determine if a WTW participant is a victim of domestic abuse. If the individual agrees to receive Domestic Abuse Services, his/her WTW participation will be established based on the level of risk assessed and information including employment history, prospects for obtaining employment, behavioral health issues, housing stability and the adequacy of child care arrangements.

A participant may be granted a temporary waiver from participation based on a risk assessment which indicates that fully participating in WTW activities would make it harder for the recipient to escape domestic abuse, would unfairly penalize the recipient, or would subject them or their children to further risk.

Refer to [Policy 402 - Domestic Abuse Services](#).

**FAMILY
STABILIZATION**

Family Stabilization (FS) is designed to ensure a basic level of stability within a family prior to, or concurrently with, participation in WTW activities.

The goal of FS is to increase participant success in the WTW program through intensive case management and the assignment of participants to additional barrier-removal services and activities.

Note: FS is available for WTW-mandated participants only.

Refer to [Policy 407 – Family Stabilization Program](#).

**MUTUAL
CLIENT**

Activities required to complete a Child Welfare Services plan can be incorporated into the WTW plan. This is a collaborative effort between SSA Family Self-Sufficiency (CalWORKs/WTW) and SSA Children and Family Services designed to identify clients receiving services from both divisions, to coordinate and enhance service delivery.

Refer to [Policy 403 - CalWORKs/Children's and Family Services Collaboration](#).

**FAMILY
REUNIFICATION
SERVICES**

Family Reunification Services provide for continuing certain CalWORKs services, under specific circumstances, when a child has been removed from a home and is receiving out-of-home care. The WTW parent can continue to receive supportive and other services and may volunteer to participate in WTW activities that support the Family Reunification Case Plan.

Refer to [Policy 403A - CalWORKs Services to Family Reunification Parents.](#)

DEPARTMENT OF REHABILITATION The Department of Rehabilitation (DOR) provides services for participants who need vocational rehabilitation, training or retraining to assist them in becoming employed. WTW participants who have physical or mental disabilities may qualify for DOR services.

Refer to [Policy 286 – Department of Rehabilitation.](#)

CALWORKS 48-MONTH TIME LIMIT The CalWORKs Program imposes a cumulative 48-month time limit on the receipt of cash assistance for the parent or caretaker of an aided child.

- California's CalWORKs 48-month time limit began on July 1, 2011.
- All months of Temporary Assistance for Needy Families (TANF) aid received from other states since January 1, 1998 will be counted toward this limit.
- All countable months of CalWORKs time-on-aid received in California since January 1, 1998 will be counted toward this limit.
- No aid received from any state prior to January 1, 1998, will count toward this limit.
- The CalWORKs 48-month time limit may be extended or months on aid exempted from the 48-month calculation if an individual meets certain extender or exemption criteria.

Refer to [Policy 206 - CalWORKs Time Limits.](#)

WTW 24-MONTH TIME CLOCK The WTW 24-Month Time Clock (24-MTC) was established on January 1, 2013 for all mandatory individuals required to participate in the WTW program. When utilizing months of his/her 24-MTC, participants have the flexibility to participate in CalWORKs/WTW activities that facilitate barrier removal and are consistent with his/her assessment without being required to meet the core/non-core participation requirements. Every mandatory participant will have a WTW 24-Month Time Clock.

Refer to [Policy 207 – WTW 24-Month Time Clock.](#)

WTW/CASE MANAGEMENT SERVICES The CM will:

- Work directly with a WTW participant to assess the appropriate activities for the participant to obtain employment.
- Identify barriers to employment.
- Make referrals to local service providers.
- Monitor the participant's attendance and progress.

SUPPORTIVE SERVICES The WTW program assists participants with locating and paying for appropriate child care, transportation and other related ancillary needs, (such as books, tools, and uniforms), for participating in the program and obtaining and retaining employment.

Refer to [Policy 301 – Child Care Eligibility](#), [Policy 310 – Transportation](#), and [Policy 315 – Ancillary](#).

EMPLOYMENT SUPPORT SERVICES To increase job retention and promote self-sufficiency, employment support services are available to current CalWORKs recipients who obtained employment.

Refer to [Policy 272 - Employment Support Services](#).

CAL-LEARN The purpose of the Cal-Learn Program is to reduce chances of long-term welfare dependency by serving pregnant and custodial/parenting teen parents under the age of 19 who have not obtained a high school diploma or equivalent and are receiving CalWORKs.

Participants can receive services up to age 20 if they have not obtained a high school diploma or equivalent.

The Cal-Learn Program provides monetary incentives and disincentives as well as needed supportive services and intensive case management to encourage these teens to stay in or return to school and graduate.

When a teen graduates from high school or turns age 19 (up to 20 if eligible), he/she is transitioned into the regular WTW program.

Intensive Case Management services for Cal-Learn participants are provided through an agreement with the Orange County Health Care Agency Adolescent and Family Life Program.

Refer to [Policy 260 - Cal-Learn Program](#).

REFERENCES: EAS 42-701, ACL 97-65, ACL 97-72, ACL 98-41, ACL 11-33, ACL 12-67

CalWORKs Policy 201 [Appraisal / Re-Appraisal](#)

CalWORKs Policy 202 [Work Participation Hours and Activities](#)

CalWORKs Policy 204 [Job Search and Job Readiness Assistance \(JSR\)](#)

CalWORKs Policy 206	<u>CalWORKs Time Limits</u>
CalWORKs Policy 207	<u>WTW 24-Month Time Clock</u>
CalWORKs Policy 210	<u>Assessment</u>
CalWORKs Policy 210-A	<u>Learning Disability Screening and Evaluations</u>
CalWORKs Policy 211	<u>Welfare-to-Work Plan</u>
CalWORKs Policy 212	<u>Employment Activities</u>
CalWORKs Policy 215 Subsidized Employment	<u>Employment Preparation Program – Expanded</u>
CalWORKs Policy 220	<u>Self-Initiated Program (SIP)</u>
CalWORKs Policy 222	<u>Adult Basic Education</u>
CalWORKs Policy 223	<u>Vocational Training</u>
CalWORKs Policy 260	<u>Cal-Learn Program</u>
CalWORKs Policy 272	<u>Employment Support Services</u>
CalWORKs Policy 274	<u>Orange County Workforce Investment Board</u>
CalWORKs Policy 275	<u>Anaheim Workforce Investment Board</u>
CalWORKs Policy 276	<u>Santa Ana Workforce Investment Board</u>
CalWORKs Policy 286	<u>Department of Rehabilitation</u>
CalWORKs Policy 289	<u>Experience Provides the Resources for Tomorrow</u>
CalWORKs Policy 301	<u>Child Care Eligibility</u>
CalWORKs Policy 310	<u>Transportation</u>
CalWORKs Policy 315	<u>Ancillary</u>
CalWORKs Policy 401	<u>Behavioral Health Services</u>
CalWORKs Policy 402	<u>Domestic Abuse Services</u>

CalWORKs Policy 403
Collaboration

[CalWORKs/Children's and Family Services](#)

CalWORKs Policy 403A

[CalWORKs Services to Family Reunification Parents](#)

CalWORKs Policy 407

[Family Stabilization Program](#)

Operations Procedure 607.7

[Orientation Procedure](#)

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