

County of Orange Social Services Agency
Family Self-Sufficiency

Program/Area: CalWORKs/Welfare-To-Work

Title: WTW 24-Month Time Clock Extension Criteria and Removal From Aid Process

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PURPOSE The purpose of this policy is to provide participation requirements for participants who will exhaust their Welfare-To-Work (WTW) 24-Month Time Clock, instructions for evaluating WTW 24-Month Time Clock extensions, and the Post WTW 24-Month Time Clock Removal From Aid Process.

TRANSITIONING TO CALWORKS FEDERAL STANDARDS CalWORKs participants who have exhausted their 24-Month Time Clock and do not qualify for an extension or WTW exemption are required to transition from meeting the CalWORKs minimum standards to meeting the CalWORKs federal standards.

To meet CalWORKs federal standards and have months not count toward the WTW 24-Month Time Clock, adults have to meet the same minimum average hourly participation requirements (20/30/35), as well as a minimum average hourly core requirement of 20 hours per week for single-parent AUs and 30 hours per week for two-parent AUs where neither adult is disabled.

Worker Tool 44- Hourly Participation Requirements for CalWORKs Families Hourly Participation Requirements for CalWORKs Families summarizes the average number of hours per week a CalWORKs family is required to participate in WTW activities.

CalWORKs Federal Standards Hourly Participation Requirements

Family Type	Average Number of Required Per Week Month	
	Total Average Hours	Average H
Single-parent assistance unit (AU) with child under six (no other parent/stepparent in the home)	20	
Single-parent AU with child under six (other parent/stepparent in the home)*	30	
Single-parent AU with no child under six	30	
Two-parent AU, one disabled parent	30	
Two-parent AU, neither parent disabled**	35	

*These households may include aided or unaided stepparents or ineligible second parents, such as undocumented non-citizens or recipients of Supplemental Security Income (SSI).

** These hourly requirements also apply to two-parent AUs where one parent is sanctioned or has reached the CalWORKs 48-month time limit for CalWORKs assistance.

When both participants in a two-parent AU, where neither parent is exempt, have exhausted their WTW 24-Month Time Clock, one participant alone or both participants combining hours must meet CalWORKs federal standards.

In situations where one participant has exhausted his/her WTW 24-Month Time Clock and does not have a WTW exemption or an approved extension, and the other parent has a non-disability exemption from participation, the adult who is not exempt must meet the minimum average of 35 total hours per week and 30 core hours to meet the CalWORKs federal standards and remain on aid. The WTW exempt participant may volunteer, and those hours may be combined to satisfy the overall hourly participation requirement and core hourly participation requirements for the AU.

Note: Participants may receive child support to reimburse months of cash aid and add months back to their CalWORKs 48-month time limit. Case Managers (CMs) are to follow the process to transition participants to meet the CalWORKs federal standards, unless the CalWORKs 48-month time limit is exhausted at the end of the 24th month of the WTW 24-Month Time Clock.

Refer to [**Policy 202 Work Participation Hours**](#) and Activities and [**Policy 207 WTW 24-Month Time Clock**](#) for more information regarding CalWORKs minimum and federal standards.

SCHEDULING THE END OF WTW 24-MONTH TIME CLOCK REVIEW APPOINTMENT Once a participant has used 21 months of their WTW 24-Month Time Clock, the CM is to thoroughly review and reconcile the WTW 24-Month Time Clock before scheduling the mandatory End of WTW 24-Month Time Clock Review Appointment to transition the participant to meet CalWORKs federal standards during the 25th month.

The CM will contact the participant during the 22nd month to schedule the End of WTW 24-Month Time Clock Review Appointment in the 23rd month.

When the participant requests a WTW 24-Month Time Clock extension while scheduling the appointment, the CM is to request that supporting documentation if not already on file be provided by the participant. In the event that the CM already has sufficient documentation to evaluate the WTW 24-Month Time Clock extension request, additional verification does not need to be provided by the participant.

The [**WTW 46- End Of Welfare-To-Work 24-Month Time Clock Review Appointment Letter**](#) is to be issued to the participant to schedule the appointment. In addition to the appointment letter, the CM must provide the participant the following notices:

- [**WTW 44 – Welfare To Work \(WTW\) 24-Month Time Clock Extension Request Form**](#)
- [**CW 2186A CalWORKs Exemption Request Form**](#)
- [**Gen 1365 Notice of Language Services**](#) if the notices are not available in the requested language

Note: The WTW 44 is to be provided to the participant any time an extension to the WTW 24-Month Time Clock is requested.

DURING THE END OF WTW 24-MONTH TIME CLOCK REVIEW APPOINTMENT The intent of the End of WTW 24-Month Time Clock Review appointment is to review and, if necessary, adjust the participant's current [**WTW 2- WTW Plan Activity Assignment**](#) to transition to meeting the CalWORKs federal standards.

The face-to-face appointment must occur in the 23rd month of the participant's WTW 24-Month Time Clock and must consist of:

- A review of the participant's WTW 24-Month Time Clock status with the CM and participant.
 - Documentation of current, past, and anticipated future participation is to be used to determine the number of months used and the expected expiration of the WTW 24-Month Time Clock.
- A discussion of the criteria and determination, as soon as possible, of whether the participant qualifies for a WTW exemption.
 - The CM will provide the participant with the [CW2186A-CalWORKs Exemption Request Form](#).
 - If a WTW exemption is requested, the [CW2186B-CalWORKs Exemption Determination](#) will be provided by an Intake Employment and Eligibility Specialist/Continuing Employment and Eligibility Specialist once the determination is made to approve or deny the request.

Note: Refer to [Policy 100-F1 Welfare-To-Work Exemptions](#) for more information.

- A discussion of criteria and determination, as soon as possible, of whether the participant qualifies for an extension to his/her WTW 24-Month Time Clock.
 - The CM will provide the participant with the [WTW 44 – Welfare To Work \(WTW\) 24-Month Time Clock Extension Request Form](#).
- The CM will inform the participant what changes, if any, are needed to the WTW Plan to align with CalWORKs federal standards and when the changes would take effect.
 - Collaboratively develop a WTW Plan with the participant that is designed to meet the CalWORKs federal standards.
 - The new WTW Plan will have a future start date that is to start the first day or business day after the exhaustion of the participant's WTW 24-Month Time Clock.
 - The signed WTW Plan is written notice to the participant if there are any changes to his/her participation requirements and may be effective when the participant exhausts his/her WTW 24-Month Time Clock.
 - Necessary supportive services are to be addressed and offered to assist participants in attending assigned WTW activities.

- If there is an administrative delay for the participant to start WTW activities that meet CalWORKs federal standards, the participant is to be granted good cause for his/her WTW 24-Month Time Clock during the months impacted by the delay. Participants are required to comply with CalWORKs minimum standards in accordance with their existing WTW Plan until the transition to CalWORKs federal standards is complete.
- The participant is not considered in the development of a WTW Plan upon receiving the WTW 46 or subsequently signing the WTW Plan with a future effective date, and months will continue to count toward the participant's WTW 24-Month Time Clock throughout the transition period, unless the participant meets another clock stopping condition.

Refer to [Policy 207- WTW 24-Month Time Clock](#) for more information regarding WTW 24-Month Time Clock stopping conditions.

If the End of the WTW 24-Month Time Clock Review appointment cannot be held in-person, the appointment may be conducted by phone. As with other WTW appointments, the CM is to explore whether completing a home visit is feasible prior to conducting the appointment via telephone.

If the participant fails to attend the End of the WTW 24-Month Time Clock Review appointment without good cause or does not contact the CM to reschedule the appointment in advance, the participant may be subject to noncompliance and removal from aid.

Refer to [Policy 207- WTW 24-Month Time Clock](#) and [Policy 211- Welfare-to-Work Plan](#) for more information.

Note: If the CM does not schedule an appointment before the participant's WTW 24-Month Time Clock is exhausted, the participant will be granted good cause for not meeting CalWORKs federal standards beginning with the anticipated end date of the WTW 24-Month Time Clock, based on the most current information, and continuing until the participant and CM have held the End of WTW 24-Month Time Clock Review Appointment to determine clock status and agree on any WTW plan changes. In this situation, participants are required to comply with the CalWORKs minimum

standards in accordance with his or her existing WTW plan until the transition to the CalWORKs federal standards is complete.

24TH MONTH OF THE WTW 24-MONTH TIME CLOCK Participants must be informed during their 24th month that their WTW 24-Month Time Clock will expire at the end of the month.

The CM will provide the participant with the [NA 1276 Welfare-to-Work 24-Month Time Clock Limit Notice](#) no later than ten days prior (NOA deadline) to the expiration of their WTW 24-Month Time Clock.

The NA 1276 includes the following information for the participant:

- The number of months that have counted towards the WTW 24-Month Time Clock;
 - The ability to modify the [WTW 2- WTW Plan Activity Assignment \(WTW Plan\)](#) to meet CalWORKs federal standards and continue to receive cash aid;
 - The ability to request a WTW exemption from WTW Participation; and
 - The ability to extend the WTW 24-Month Time Clock.
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WTW 24-MONTH TIME CLOCK EXTENSIONS Participants who still have time remaining on their CalWORKs 48-month time limit and are unlikely to meet CalWORKs federal standards may request an extension to the WTW 24-Month Time Clock and present evidence to support that he/she meets the criteria for an extension.

Extension requests and the determination process are to be completed prior to the end of the 24th month of the participant's WTW 24-Month Time Clock.

The participant may request an extension to their WTW 24-Month Time Clock verbally or in writing. The [WTW 44](#) is not required to evaluate the participant for an extender.

If a participant qualifies for an extension based on documentation on file, the CM is to initiate the extension evaluation and the participant does not need to make a formal request.

The participant may present documentation or documentation may already be on file verifying that he/she meets any one of the

following circumstances:

- The participant is likely to obtain employment within six months. Documentation is to include a letter from the employer indicating the start date for the employment, employers contact info, date letter was completed, and must be completed by the employer.

Example: In January, the 23rd month, a participant with a current paralegal certificate (in good standing) provides a letter from an employer stating that he/she will start on May 1st, is considered an acceptable documentation that he/she will likely obtain employment.

- The participant has encountered unique labor market barriers temporarily preventing employment, and therefore needs additional time to obtain employment.

Example: In February, the 23rd month, a primary employer in the area has just closed down operations and the participant had been using months of his/her WTW 24-Month Time Clock to gain the specialized skills this employer had been seeking. The employer's closure has hindered the participant's ability to gain employment.

- The participant has achieved satisfactory progress in an educational or treatment program, including adult basic education, vocational education, or a self-initiated program that has a known graduation, transfer, or completion date that would meaningfully increase the likelihood of his/her employment.

Example: In February, the 23rd month, the participant provides documentation (e.g. Graduation Check) from the school verifying that they will graduate in May.

- The participant 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.

- The participant has submitted an application to receive Supplemental Security Income (SSI) disability benefits, and a hearing date has been established.

- The participant is in a two-parent AU where only one parent has exhausted the WTW 24-Month Time Clock. An extension granted for this circumstance is limited to the duration of the

second parent's WTW 24-Month Time Clock.

Participants who have exhausted their WTW 24-Month Time Clock and who are combining hours with the second participant to meet CalWORKs minimum standards will have an extension to his/her WTW 24-Month Time Clock.

When the documentation necessary to make a determination is not available in the case file, the CM is to request additional information or evidence of the specified circumstance to be provided by the participant.

Once documentation is received, all WTW 24-Month Time Clock extension requests are to be escalated to FSS Program via chain-of-command for evaluation, regardless of whether the extension is considered automatic.

Denial

If it is determined that the documentation provided by the participant does not support the existence of the specified circumstance or the County has met the twenty percent extension limit, then the extension request will be denied and the participant will be required to meet CalWORKs federal standards.

Approval

A participant may be approved for an extension to the WTW 24-Month Time Clock so that he/she may complete an activity in his/her current WTW Plan or in a revised WTW Plan based on the circumstance for which the extension was granted.

When the CM is notified of the decision to approve or deny the WTW 24-Month Time Clock extension request, the CM will complete and provide the [WTW 45 – Welfare To Work \(WTW\) 24-Month Time Clock Extension Determination](#) to inform the participant whether the extension has been approved or denied, the reason for the approval or denial, and his/her fair hearing rights.

WTW 24-Month Time Clock extensions may be granted for up to six months and must be reevaluated at least every six months. CMs are to utilize the participant's monthly contacts to track the status and required evaluation of approved and expiring extensions.

In the event that a participant qualifies for more than one WTW 24-Month Time Clock extension, the participant is to be given the longest approvable extension.

When the CM determines that the participant no longer meets extension criteria, the documentation is to be escalated to FSS Program via chain-of-command for evaluation.

If it is determined that the participant no longer qualifies for an extension, the CM will schedule an End of WTW 24-Month Time Clock Review Appointment to transition them to meet the CalWORKs federal standards.

Note: A participant cannot request/receive an extension to the WTW 24-Month Time Clock for a period of time that exceeds the number of months remaining on his/her CalWORKs 48-month time limit, unless the participant has received a CalWORKs 48-month time limit extender.

Refer to [Policy 100-E3 Time On Aid](#) for more information regarding CalWORKs 48-month time limit extenders.

EXTENSION REEVALUATIONS

Prior to the participant reaching the last month of an extension period, the CM must review the participant's circumstances and request additional documentation if needed to complete the evaluation for another extension.

Example: The participant is granted an extension from February until May to complete an Associate degree. In April, the CM will contact the participant to schedule and conduct an End of WTW 24-Month Time Clock Review Appointment. If the participant requests or the CM is aware of another reason for an extension, the CM is to begin the evaluation process and request documentation not already on file.

Once documentation is received, all WTW 24-Month Time Clock extension requests are to be escalated to FSS Program via chain-of-command to determine whether the participant's circumstances continue to meet one of the extension criteria.

The CM will provide a new [WTW 45](#) to the participant to inform the participant whether the extension has been approved or denied, the reason for the approval or denial, and his/her fair hearing rights.

If a new extension is denied, the CM will schedule the participant for an End of WTW 24-Month Time Clock Review Appointment to transition them to meet the CalWORKs federal standards.

POST WTW 24-MONTH TIME CLOCK REMOVE FROM AID PROCESS Participants who exhaust their WTW 24-Month Time Clock and do not have an approved extension must meet CalWORKs federal standards or be removed from cash aid, unless a determination of good cause is made or a WTW exemption is granted.

If a participant is determined to have not met the CalWORKs federal standards, he/she will be removed from cash aid utilizing the Post WTW 24-Month Time Clock Remove From Aid Process, which is identical to the existing compliance process in [Policy 240-Good Cause/Compliance/Sanction](#) for participants who fail to meet participation requirements.

Similar to the compliance process, the Post WTW 24-Month Time Clock Remove from Aid Process provides 20 days from the issuance of the [NA 840- Sanction of Mandatory Participant for the participant](#) to discuss the participation problems with the CM and agree to a compliance plan to correct the participation problem.

CMs are to evaluate for good cause utilizing the [WTW 26 - Good Cause Determination Guidelines](#) and possible WTW exemptions as part of the Post WTW 24-Month Time Clock Remove from Aid Process.

The removal from cash aid process provides a total of at least 30 days from the determination of non-compliance before a participant's cash aid can be reduced.

When a participant is removed from aid for not meeting CalWORKs federal standards, he/she is to be referred to as "removed from aid". The participant is not to be referred to as "sanctioned" and the Post WTW 24-Month Time Clock Remove from Aid Process is not to be referred to as a "sanction" process.

If a participant in a two-parent AU has time remaining on his/her WTW 24-Month Time Clock, neither participant will be removed from cash aid when the participant with months remaining is meeting the CalWORKs minimum standards alone, or in combination with the other participant. Refer to the [WTW 24-Month Time Clock Extensions section](#).

In a two-parent AU, when only one participant has exhausted his/her WTW 24-Month Time Clock and the second participant is meeting the CalWORKs minimum standards, the participant who exhausted his/her WTW 24-Month Time Clock will be excused from participation and remain on cash aid.

HIERARCHY OF SANCTIONS AND REMOVAL FROM AID When a participant is required to meet the CalWORKs federal standards and fails to meet both the CalWORKs federal standards and his/her minimum average hourly participation requirements (20/30/35), the compliance process will lead to a potential sanction and is not considered removal from aid.

When a participant is required to meet the CalWORKs federal standards and he/she meets the CalWORKs minimum standards, the compliance process will potentially lead to the participant's removal from aid.

RESOLVING POST 24-MONTH TIME CLOCK NONCOMPLIANCE AND REMOVAL FROM AID For a participant to resolve noncompliance issues prior to being removed from cash aid or have cash aid restored after being removed from aid for failing to meet post WTW 24-Month Time Clock requirements, the participant must agree to a [WTW 32 - Welfare-To-Work Compliance Plan](#) or [WTW 29 - Plan To Meet WTW Rules And Get My Cash Aid Back](#) designed to meet the CalWORKs federal standards. Refer to [Policy 240-Good Cause/Compliance/Sanction](#) for more information.

The participant's cash aid will be restored on the first day of the month following the date the participant requests to cure his/her noncompliance by meeting the CalWORKs federal standards.

WDTIP/TRAC The WDTIP/TRAC system captures WTW 24-Month Time Clock information for each WTW participant.
Refer to [Introduction to TRAC screens for Case Managers](#) for more information.
The [Welfare To Work \(WTW\) 24-Month Time Clock WDTIP/TRAC Exception and Extension Codes](#) are sent to WDTIP/TRAC via nightly batch interface with CalWIN.

ATTACHMENTS [CW2186A- CalWORKs Exemption Request Form](#)
[CW2186B- CalWORKs Exemption Determination](#)
[Gen 1365- Notice of Language Services](#)
[Introduction to TRAC Screens for Case Managers](#)
[NA 840- Sanction of Mandatory Participant](#)

[NA 1276 - Welfare-to-Work 24-Month Time Clock Limit Notice](#)
[Welfare To Work \(WTW\) 24-Month Time Clock WDTIP/TRAC](#)
[Exception and Extension Codes](#)
[WTW 2- WTW Plan Activity Assignment \(WTW Plan\)](#)
[WTW 26 - Good Cause Determination Guidelines](#)
[WTW 29 - Plan To Meet Welfare To Work Rules And Get My Cash Aid Back](#)
[WTW 32 - Welfare To Work Compliance Plan](#)
[WTW 44 – Welfare To Work \(WTW\) 24-Month Time Clock Extension Request Form](#)
[WTW 45 – Welfare To Work \(WTW\) 24-Month Time Clock Extension Determination](#)
[WTW 46 - End Of Welfare-To-Work 24-Month Time Clock Review Appointment Letter](#)

REFERENCES

MPP 42-708, 42-709, 42-711.71, 42-721
ACL 12-67, 12-69, 13-12, 3-15, 13-37, 13-59, 13-68, 14-09, 14-16, 14-48, 15-01, 15-02, 15-03, 15-62
[Policy 100-F1 Welfare-To-Work Exemptions](#)
[Policy 202 Work Participation Hours and Activities](#)
[Policy 207 WTW 24-Month Time Clock](#)
[Policy 240-Good Cause/Compliance/Sanction](#)