

12. Santa Clara County Works Program (SCC Works)



12.1 General Overview

In July 2009, Santa Clara County Social Services Agency (SSA) incorporated the activities of Work Experience (WEX), Community Service (CS) and Subsidized Employment (SE) into the SCC Works Program. All three of these welfare-to-work (WTW) activities provide opportunities for the participant to gain on the job training and work experience skills. WEX and CS positions are unpaid work assignments available only in the public/private non-profit sector. Subsidized Employment positions are paid work assignments available primarily in the private for profit sector.

On September 30, 2010, the SCC Works Program phased out all its subsidized employment positions that were federally funded by the American Recovery and Reinvestment Act (ARRA). This included SCC Works Tiers IA, Tier IB, Tier IC, Tier II and Tier III. All SCC Works participants were referred to their next WTW activities and new WTW Plans were developed.

SCC Works continues to be offered by CalWORKs and has several programs functioning under this larger umbrella. The following programs and time limits are included in SCC Works and other allowable activities:

- Work Experience (6-month increments up to 24 months)
- Self Initiated Work Experience (6 months)
- Community Service (3-6 months)
- Self-Initiated Community Service (3-6 months)
- Transitional Subsidized Employment (TSE 13 weeks)
- College Work Study

Effective October 1, 2010, TSE is added to the menu of activities offered through SCC Works. TSE is a short-term subsidized employment position that offers paid work experience to CalWORKs eligible WTW participants.



12.2 SCC Works Program

The goal of SCC Works is to:

- Provide eligible program participants with the opportunity to work and gain valuable work experience in positions developed in the public/non-profit or private sectors;
- Serve as a staffing resource for participating worksite sponsors of WEX or CS and for worksite employers.
- Serve as a staffing resource for TSE.

12.2.1 SCC Works at a Glance

The table below provides information regarding SCC Works at a glance for each activity, requirements and its partners as follows:

Table 12-1: SCC Works

SCC Works Partners	Process	Activity Selected in CalWIN	Provider Selected in CalWIN
<p>SSA/CWES</p>	<p>Employment Counselor:</p> <ul style="list-style-type: none"> • Refers and places participants into WEX or CS worksites. • Develops worksite positions in the public/private non-profit sectors. <p>CS Activity:</p> <ul style="list-style-type: none"> • Meets core requirements. • Requires the calculation of maximum hours allowed per Fair Labor Standards Act (FLSA). • 3 to 6 months in length. 	<p>“Work Experience” or “Community Service”</p>	<p>“SCC Works”</p>

Table 12-1: SCC Works

SCC Works Partners	Process	Activity Selected in CalWIN	Provider Selected in CalWIN
	<p>WEX Activity:</p> <ul style="list-style-type: none"> • Meets core requirements. • Requires the calculation of maximum hours allowed per Fair Labor Standards Act (FLSA). • 6-month increments up to 24 months. 		
<p>Adult Education</p>	<p>Adult Education Site Representative:</p> <ul style="list-style-type: none"> • Refers and places participants into WEX or CS worksites. • Worksites are available in the public/private non-profit sectors. <p>WEX or CS activity:</p> <ul style="list-style-type: none"> • Meets core Requirements. • Subject to the FLSA calculation to determine maximum hours of participation for WEX or CS (FLSA calculation is completed by CWES Case Worker). 	<p>“Work Experience” or “Community Service”</p>	<p>The name of the Adult Education site.</p>

Table 12-1: SCC Works

SCC Works Partners	Process	Activity Selected in CalWIN	Provider Selected in CalWIN
Foothill-DeAnza OTI	OTI Representative: <ul style="list-style-type: none"> • Develops and places participants into Transitional Subsidized Employment (TSE) positions in the private for profit sector. • Develops and places participants into unsubsidized employment positions. • Develops TSE positions that offer full-time subsidized employment that are up to 40 hours per week and start at \$8.00 per hour. • TSE assignments are 13 weeks (3 months) in length with a possible extension of an additional 13 weeks, not to exceed a maximum of 26 weeks (6 months). • The employer of record is the job site. • Meets core requirements. • Income earned is not exempt and counts towards client's public assistance. 	TSE <i>("TSE Transitional Subsidized Empl")</i>	De Anza College <i>("DeAnza Col")</i>
Community Colleges	The Liaison: <ul style="list-style-type: none"> • Refers and places clients who are enrolled at the college into work study positions. • Work study positions are on or off campus and are in the public/private non-profit or private for profit sectors. • Income earned from College Work Study is exempt and does not counts towards participant's public assistance benefits. • Meets core activity requirements. 	<i>"Work Study"</i>	The name of the Community College.

12.2.2 SCC Works Mandatory Workshop

ECC staff facilitates New Employee Orientation workshop for new clients referred to WEX/CS. Clients referred and placed by SSA/CWES are required to attend the mandatory workshop prior to the start of their WEX/CS assignment.

The workshop is conducted by Employment Counselors and is scheduled as follows:

Workshop type	SCC Works Office Location	Day and Time
New Employee Orientation	San Jose	Every Friday: 9:00AM
	Gilroy	Every other Friday: 9:00AM
	Sunnyvale	Every other Friday. Time: TBD



12.3 Definitions

12.3.1 TSE

TSE is subsidized employment sponsored by SSA in partnership with OTI and the worksite employers where OTI subsidizes the wages to the employer up to a set limit. TSE is a core activity that is short-term with the goal of transitioning program participants into unsubsidized employment.

12.3.2 Work Experience

Work experience through SCC Works is a WTW activity in the public/private non-profit sectors that helps provide basic job skills and enhances existing job skills in an occupation related to the client's experience. It is a core work activity. The purpose of work experience is to improve the employability of a client. Community Service

Community Service is a WTW activity that is temporary and transitional, it is performed in the public/private non-profit sector and provides basic job skills that may lead to employment while meeting a community need. It is a core activity. Community service programs are designed to improve the employability of a client

with basic job skills who otherwise cannot obtain employment and must be supervised closely. Clients can initiate a CS assignment [Refer to Section 12.7.1 for more details.]

12.3.3 Worksite Sponsor

The Worksite sponsor is the organization that has agreed to sponsor the client in either a WEX or CS assignment. The Worksite sponsor is an organization or program that is in the public/private non-profit sector. The Worksite Sponsor has agreed to the conditions and terms of the assignment as set forth by the County in the WEX/CS Worksite Agreement and FLSA guidelines.

The "SCC Works Worksite Request" (SCD 1790) is completed by the sponsoring organization and SCC Works staff.



12.4 2-Parent Participation Requirements

Unless exempt from participation, in order for adults in a two-parent Assistance Unit (AU) to meet the Federal WPR Two-Parent and the All-Families WPR requirements, ALL of the following conditions must be met:

- To meet the Two-parent rate, the AU must have a combined total average of 35 hours per week, of which 30 hours must be in core activities. The 30 core hours may be split between both parents.
- To meet the All-Family rate, one of the two parents in the AU must participate an average of at least 30 hours, of which 20 must be in core activities.
- To meet both rates, the AU must have a combined total weekly average of 35 hours, of which 30 must be in core Activities and one of the two parents must participate a weekly average of at least 20 core hours.

CalWORKs requirements differ in that two-parent households must participate 35 hours, 20 of which must be in core WTW activities. If both parents are CalWORKs recipients, the 35 hours may be split when one parent participates at least 20 core hours per week. However all efforts must be made when developing WTW plans to meet Two-parent Federal WPR requirements.

Note:

Non-compliance will not be initiated if a two-parent household is not meeting the Federal WPR requirements as long as they are meeting the CalWORKs participation requirements.



12.5 TSE Overview

Foothill-DeAnza Community College District Occupational Training Institute (OTI) provides worksite development and placement services for eligible participants. OTI develops and places eligible TSE program participants into subsidized employment positions throughout the county with private non-profit or private for profit employers. The employer of record is the employer who hires the participant and pays the earned wages directly to the participant based on the employer's payroll cycle.

Program participants must be active CalWORKs recipients eligible for WTW during the 30-day TSE placement period. Participants do not have to reside in the Foothill-DeAnza Community College District to be eligible for services. OTI has 30 calendar days to place CalWORKs participants into a subsidized employment position.

TSE positions are 13 weeks (3 months) in length and can be extended an additional 13 weeks, not to exceed a total of 26 weeks (6 months). OTI will also place participants into unsubsidized employment prior to the end of the TSE assignment.

12.5.1 TSE Wages, Hours and Participation

The minimum hourly wage paid to TSE participants is \$8 per hour and participants are employed up to 40 hours per week. TSE is a core activity. The income earned is considered non-exempt income for the purpose of determining eligibility for public assistance, which means it must be budgeted towards the CalWORKs grant, CalFresh (formerly known as Food Stamps) and Medi-Cal Share of Cost. This earned income is subject to all earned income deductions and disregards for CalWORKs, CalFresh and Medical budgeting purposes.

Note:

TSE is not subject to Fair Labor Standards Act (FLSA) calculations.

12.5.2 TSE Services

OTI develops worksite positions, receives participant referrals from CWES via the “Referrals to TSE Transitional Subsidized Employment” (SCD 2275) and matches participants to job requests. Participant’s interests, skills, education and work history are matched with the employer’s requirements. The participant is provided background information regarding the TSE position and provided assistance in preparing for the interview.

OTI's contract includes but is not limited to providing the following services to program participants:

- TSE orientation;
- Reviews and completes the “SCC Works Participant Agreement” (SCD 1807) for TSE;
- Refers and places participants into subsidized and unsubsidized employment positions;
- Completes and submits employment verifications forms: “Request for Employment Information” (SCD 549A) and “Request for Information on Termination of Employment” (SCD 549B) at the time of subsidized employment and unsubsidized employment; and
- Monitors progress and work performance and informs assigned EC of any participation problem and/or support services needs.

12.5.3 TSE Desk Reviewer

The TSE Desk Reviewer reviews each TSE referral (SCD 2275) and corresponding attachments (resume, copy of identification, social security card) for completeness, and forwards completed packet to TSE staff who will call the client for an appointment.

Referrals that are not fully completed are returned to the referring EC. To prevent delays in TSE placements, the referring EC needs to ensure copies of the following are attached to the SCD 2275:

- Right to work documents, which includes SSN and picture ID,
- Updated resume and interviewing skills (may be developed concurrently with TSE referral)

Note:

Additional documentation is required for non-citizens such as original employment authorization documents (formerly known as green cards or other employment authorization document issued by US Immigration Services).

12.5.4 Informing Requirements for TSE

When considering TSE, the referring EC must discuss the following with the client:

- Review the requirements and expectations of the SCC Works TSE Program;
- Requirement to participate in the Supervised Job Search activity full-time while pending placement in order to ensure weekly participation requirements are met unless client is referred to TSE from Job Club/Supervised Job Search;
- When client is referred to TSE from Job Club/Supervised Job Search, client must continue in Job Club/Supervised Job Search during the 30-day TSE placement period and continue to look for a job;
- Must remain eligible for CalWORKs cash aid during the 30-day TSE referral period; and
- Review the “Work is More than Money flyer” (SCD 1754) to assist the client in making an informed decision as to the potential impact of wages earned. Another tool in assisting the client in making an informed choice is the Self-sufficiency Calculator at the following website:
www.insightcced.org/communities/cfess/calculator.html

12.5.5 WTW Plan for TSE

A new WTW 2 (WTW Plan) is required when there are any changes to the participant's assigned WTW activities. The new WTW Plan must be reviewed with the participant. The WTW Plan must also be signed by both the participant and the EC and/or service provider. A copy is provided to the participant. The EC or service provider must check the appropriate WTW activity(ies) on the WTW 2.

When the EC is developing the new WTW Plan for TSE, the following information must be considered and provided to the participant:

- Review of the CWES participant's options for selecting activities;
- Participant's goals, interests, education/training background;

- Work participation requirements;
- CalWORKs 48-month time on aid (TOA) remaining;
- Eligibility for supportive services;
- Overview of SCC Works - options, conditions, limitations, expectations; and
- Concurrent enrollment in Supervised Job Search full-time until placement into TSE position, if applicable.

When it has been determined that the client's next activity is Supervised Job Search, the participant must be enrolled in Supervised Job Search and for up to 30 days until placed, to meet the core and weekly participation requirements. Once placed, the participant is disenrolled from Supervised Job Search.

TSE provides up to 40 hours per week of employment. When completing the WTW 2 for TSE, check the box "Subsidized Private Sector Employment for 40 hours".

Note:

If the participant is referred during Job Club/Supervised Job Search, client is required to continue meeting his/her weekly core/participation requirements through Job Club/Supervised Job Search by looking for work, until placed. The EC III will amend the current plan to include TSE while client continues with JC/SJS. The client will also have his/her SCD 1755 signed-off by Employment Connection Center (ECC) staff.

If the client has found a TSE job while in JC/SJS, the ECC EC III develops a new WTW Plan and checks the box "Subsidized Private Sector Employment for 40 hours."

12.5.6 Minimum Client Requirements

Participants must be active CalWORKs recipients who have not exceeded 44 months of CalWORKs Time on Aid (TOA) at the point of referral, and meet the following minimum requirements:

- Willingness to participate
- At least 6 months work experience/history
- Updated resume and interviewing skills (may be developed concurrent with TSE referral)

- Right to work documents

Note:

Additional documentation is required for noncitizens such as original employment authorization documents (formerly known as green cards or other employment authorization document issued by US Immigration Services).

Reminder:

Ensure that all supportive services are arranged for the duration of the activity. The TSE placement period will be shorter for clients with less than 6 months remaining on their CalWORKs Time on Aid (TOA) clock.

12.5.7 TSE Scheduling and Referral Process

If the activity of TSE is selected, the participant must also be referred to Supervised Job Search full-time unless participant is referred from Job Club/Supervised Job Search.

The referring EC must fax or place a completed "SCC Works Referral to TSE" (SCD 2275) in the TSE Desk Reviewer's in-basket, which is located by ECC clerical. When submitting the SCD 2275, ensure that a copy of the client's resume, picture ID and Social Security Card are attached. In most cases, the TSE selection and placement process will not exceed 30 days once the packet is forwarded to OTI staff.

When making TSE referrals, the "Expected Begin Date" in CalWIN must be 30 days from the referral date. The "Expected End Date" must be 13 weeks from the "Expected Begin Date." Once notified of placement start date, the "Expected End Date" is updated to reflect the actual 13-week end date.

Note:

When the referral is made by the ECII/Case Manager, or when client is enrolled in Supervised Job Search and client does not obtain an unsubsidized job, the ECC EC III refers the client to the next activity.

From Intake, Case Management, or Assessment

The following table outlines the TSE referral process from Intake/Cont./Assmt:

Table 12-2: Direct Referral to TSE

Who	Steps
<p>Assigned EC (Including EC's at Intake), or Assessment EC</p>	<ul style="list-style-type: none"> a. Verifies client meets the minimum requirements for TSE. b. Completes the SCD 2275, and places in TSE Desk Reviewer's in-basket near ECC clerical or faxes to (408) 286-7928, along with right to work documents, which include ID and Social Security card, and attaches resume. Clients from North or South County CWES offices are to follow same process as referral for Central location. Note: Incomplete referrals will be returned to referring EC for correction. c. Completes and enters new WTW Plan (WTW 2) in CalWIN. d. Refers and schedules the activity of "TSE Transitional Subsidized Empl" in CalWIN with "DeAnza Col" as the provider. e. In the "Expected Begin Date" field enters the date from step c above plus 30 days (allow up to 30 days for job placement). In the "Expected End Date" field enters 13 weeks from the Expected Begin Date. Example: Client is referred to TSE on 08/23/11 (date SCD 2275 forwarded to TSE). The TSE Expected Begin Date is 09/22/11 (30 days from the referral date). The TSE Expected End date is 12/22/12 (13 weeks from 9/22/11). Note: If TSE does not turn into Unsubsidized Employment, TSE staff refers client back to EC II for new WTW Plan. f. Since all referrals to TSE require a concurrent full-time core activity until placement, Supervised Job Search is to be scheduled full-time 32/35 hours per week for 30 days. Once placed into TSE, end Supervised Job Search with "completed." g. Enters the Supervised Job Search Activity in CalWIN. h. Assigns childcare, transportation and ancillary as needed for 30 days. i. Provides client a copy of the WTW 2. j. Documents all case actions in Maintain Case Comments in CalWIN. k. Forwards a copy of the SCD 1723 and WTW 2 to IDM workstation.
<p>TSE Desk Reviewer</p>	<ul style="list-style-type: none"> a. Receives faxed/delivered SCD 2275 referral, along with copy of resume, and right to work documents, which include picture ID and Social Security Card. b. Reviews SCD 2275 referral to ensure completeness. Any referrals not fully completed along with enclosed attachments are returned to the referring EC for correction. c. Completes section of the form and forwards packet to TSE with date stamp.

Table 12-2: Direct Referral to TSE

Who	Steps
<p>OTI/TSE Representative</p>	<ul style="list-style-type: none"> a. Receives completed SCD 2275 and attachments from Desk Reviewer. b. Reviews and explains TSE to the client. c. Emails referring EC of show/no show outcome of appointment with OTI Representative. d. If client does not respond or is a no show for appointments with TSE two times, OTI informs the assigned and referring EC, and ends the referral process. e. Reviews and discusses available worksite placements. f. Prepares the client for the worksite interview and provides assistance if needed with resume. g. Refers client to worksite for interview. h. Reminds client that participation in concurrent activity, such as Supervised Job Search is required until first day at work at TSE site. i. If client no shows for TSE job interview, informs assigned EC via email. j. If selected for the position, informs the assigned EC and the referring EC by email. k. If not selected for position, repeats steps e-h (up to a maximum of 30 days). l. Works with client for 30 days. <p>Note: The 30 days starts with the first appointment with TSE staff.</p> <ul style="list-style-type: none"> m. If the referral does not result in a match or placement, TSE will refer client back to referring EC with an explanation via email. n. If selected for the position, forwards SCD 549A that was completed by the worksite employer to the assigned EC. o. If client no shows to start work, informs assigned EC and ECC EC, if applicable. Assigned EC will begin the NONC process per existing procedures. <p>Note: TSE staff cannot enter data into CalWIN.</p> <p>Note: When the subsidized position does not develop into an unsubsidized position, refers client back to ECII to refer to next activity and develop new WTW Plan</p>

Table 12-2: Direct Referral to TSE

Who	Steps
<p>Assigned EC II</p>	<ul style="list-style-type: none"> a. Receives email from TSE regarding OTI appointment(s). If client shows, update activity status to "First Day Attendance". b. When notified by OTI that referral did not result in job match or placement, refers client to next activity. c. Is notified by email by TSE when the client is hired for subsidized employment position, and: <ul style="list-style-type: none"> (1) If client shows for first day at work at the subsidized employment position, updates CalWIN by ending Supervised Job Search as "Completed". And updates the TSE "Expected End" to reflect the 13th week of the position based on hired date from SCD 549A. Example: SCD 549A shows hired 9/10/11, updates the "Expected End Date" to 12/10/12 (13 weeks from 9/10/11). (2) If a no show for the subsidized employment position, updates CalWIN by ending TSE as "NonCompliant" and begins the NONC process. d. Reviews SCD 549A to confirm that the job placement is full-time. If less than 32/35 hours per week, assigns and schedules a concurrent activity, such as "Part-time Supervised Job Search," and updates WTW Plan. If family is a two-parent household, and client is assigned part-time at TSE, ensures that other core activities are assigned to ensure WPR is met. Update TSE activity status to "First Day Attendance." e. Submits the SCD 549A to IDM workstation, and WTW Plan, as needed. f. Sends email to EW informing of TSE placement. g. Updates activity to "Satisfactory Progress" upon receipt of SCD 1755. h. Updates the Attendance window monthly in CalWIN. <p>Reminder: When a TSE participant does not obtain Unsubsidized Employment, TSE staff refers client back to EC II to develop new WTW Plan.</p>

Referrals from the ECC

Clients can be referred to TSE anytime after the start of Job Club during week 2-week 8, or during the 8th week of the SJS period.

When the referral is made while the client is in JC/SJS and doesn't get placed, the EC III refers to the next activity.

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If client was referred by an EC III, and if at 13 weeks the position did not result in an unsubsidized position, TSE staff is to refer participant back to the assigned EC; not the EC III in assessment or the EC III in the Employment Connection Center (ECC).

Note:

The ECC EC III refers to next activity when client is in Supervised Job Search.

The proceeding table outlines the process when referring to TSE from the ECC by the ECIII:

Table 12-3: ECC Job Club/Supervised Job Search Referrals

Who	Steps
ECC EC III	<ul style="list-style-type: none"> a. Assists the client in completing an updated resume. b. Verifies client meets the minimum requirements for TSE. c. Completes the SCD 2275, and places in TSE Desk Reviewer's in-basket near ECC clerical or faxes to (408) 286-7928, along with right to work documents, which include ID and Social Security card, and attaches resume. Clients from North or South County CWES offices are to follow same process as referral for Central location. Note: Incomplete referrals will be returned to referring EC for correction. d. Client can be referred to TSE anytime after the start of Job Club (week 2 - week 8, or during the 8th week of SJS period). Determines the number of weeks attended thus far in Job Club/Supervised Job Search, and follows steps e, f, or g below: e. If referred from week 2 through 5 of Job Club/Supervised Job Search, keep them in SJS: <ul style="list-style-type: none"> (1) Refers and schedules the activity of "TSE Transitional Subsidized Empl" in CalWIN with "DeAnza Col" as the CalWIN provider, and amends the active plan and signs amended WTW 2. (2) In the "Expected Begin Date" field enters the date from step c above plus 30 days (allow up to 30 days for job placement). In the "Expected End Date" field enters 13 weeks from the Expected Begin Date. Example: Client is referred to TSE on 08/23/11 (date SCD 2275 forwarded to TSE). The TSE Expected Begin Date is 09/22/11 (30 days from the referral date). The TSE Expected End date is 12/22/12 (13 weeks from 9/22/11. (3) Informs client of requirement to continue attending the Employment Connection Center's Job Club/Supervised Job Search activity to meet core/non-core and participation requirements. Documents all case actions in Maintain Case Comments in CalWIN.

Table 12-3: ECC Job Club/Supervised Job Search Referrals

	<p>f. If referred from the 6th through 7th week of Job Club/Supervised Job Search, keep them in JC/SJS and monitor their participation with TSE. Obtains Supervisor approval for extending Job Search an additional 2-3 weeks when it is determined that a job is pending and close to obtaining, and follows steps e (1) through e (2) above.</p>
<p>ECC EC III</p>	<p>g. If referred during week 8 of Job Club/Supervised Job Search:</p> <p>(1) Refers and schedules the activity of “TSE Transitional Subsidized Empl” in CalWIN with “DeAnza Col” as the CalWIN provider.</p> <p>(2) In the “Expected Begin Date” field enters the date from step c above plus 30 days (allow up to 30 days for job placement). In the “Expected End Date” field enters 13 weeks from the Expected Begin Date. Example: Client is referred to TSE on 08/23/11 (date SCD 2275 forwarded to TSE). The TSE Expected Begin Date is 09/22/11 (30 days from the referral date). The TSE Expected End date is 12/22/12 (13 weeks from 9/22/11). Note: Since all referrals to TSE require a concurrent full-time core activity until placement, extend Supervised Job Search full-time 32/35 hours per week for 30 days.</p> <p>(3) Completes a new WTW Plan. Gives copy to client and forwards original to IDM, and enters corresponding entries in CalWIN.</p>
<p>Desk Reviewer</p>	<p>a. Receives faxed/delivered SCD 2275 referral, along with copy of resume, and right to work documents, which include picture ID and Social Security Card.</p> <p>b. Reviews SCD 2275 referral to ensure completeness. Any referrals not fully completed along with enclosed attachments are returned to the referring EC for correction.</p> <p>c. Completes section of the form and forwards packet to TSE with date stamp.</p>

Table 12-3: ECC Job Club/Supervised Job Search Referrals

<p>OTI Representative</p>	<ul style="list-style-type: none"> a. Receives completed SCD 2275 and attachments from Desk Reviewer. b. Reviews and explains TSE to the client. c. Emails referring EC of show/no show outcome of appointment with OTI Representative. d. If client does not respond for appointment with TSE two times, OTI informs the assigned and ends the referral process. e. Reviews and discusses available worksite placements. f. Prepares the client for the worksite interview and assists client with resume, if needed. g. Refers client to worksite for interview. h. Reminds client that continuous participation in Job Club/Supervised Job Search, is required until first day at work at TSE site. i. If client no shows for job interview twice, informs assigned EC via email. j. Works with client for 30 days. If unable to place the client into subsidized employment, the client is referred back as follows: <ul style="list-style-type: none"> (1) When participating through JC/SJP, is referred back to the EC III to refer the client to the next activity. k. If the referral does not result in a placement, TSE will refer client back to the assigned EC with an explanation, for the EC to review the WTW Plan and determine the next activity. l. By email, informs the assigned EC and the ECC EC of first day of appointment for job interview, and if selected for the position. m. If not selected for position, repeats steps e-h (up to a maximum of 30 days). n. If selected for the position, forwards SCD 549A that was completed by the worksite employer to the assigned EC. o. If client no shows to start work, informs assigned EC and ECC EC, if applicable. Assigned EC will begin the NONC process per existing procedures. <p>Note: When the subsidized position does not develop into an unsubsidized position, notifies the assigned EC who then refers to next activity and develop new WTW Plan.</p>
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Table 12-3: ECC Job Club/Supervised Job Search Referrals

<p>ECC EC III</p>	<ul style="list-style-type: none"> a. Receives email from OTI regarding TSE referral to inform of show or no show status. b. If shows for appointment, updates activity status to "First Day Attendance." c. Is notified by email by OTI when client is hired for subsidized employment position, and receives SCD 549A and: <ul style="list-style-type: none"> (1) If client shows for first day at work at the subsidized employment position, updates CalWIN by ending Job Club/Supervised Job Search as "Became Employed". And updates the TSE "Expected End" to reflect the 13th week of the position based on hired date from SCD 549A. Example: SCD 549A shows hired 9/10/11, revises the "Expected End Date" to 12/10/12 (13 weeks from 9/10/11). (2) If no show after two attempts, notifies assigned EC by email. d. Reviews SCD 549A to confirm that the job placement is full-time. If less than 32/35 hours per week, assigns and schedules concurrent activity and amends plan. If the individual is part of a two-parent household, ensures that additional core is scheduled to meet WPR for 2-parent households. e. Informs assigned EC of TSE placement and any additional support services needs. f. Submits the SCD 549A and WTW Plan to the IDM workstation. <p>Note: When client is in Supervised Job Search and receives notification from TSE that client was not placed in TSE, refers client to next activity.</p>
<p>Assigned EC</p>	<ul style="list-style-type: none"> a. Receives email from TSE regarding placement status and requests for any additional support service needs. b. If no show, begins NONC process. c. When client is hired, arranges support services. d. Monitors attendance and progress. e. Updates activity to "Satisfactory Progress upon receipt of SCD 1755. f. Updates the Attendance window monthly in CalWIN.

12.5.8 Monitoring Progress and Attendance

CWES participants are required to submit their SCD 1755 indicating participation in all activities, including TSE. When a Job Club/Supervised Job Search activity is assigned, the SCD 1755 must also have the Employment Connection Center Counselor's signature to verify participation. Time spent looking for work, going to interviews, attending Career Closet appointments, or any other activity that is part of Job Club/Supervised Job Search, must be listed and signed-off on the SCD 1755 as Job Club/Supervised Job Search.

TSE hours must be noted on the SCD 1755 to reflect actual work hours at the worksite. During the time the client is attending job interviews at TSE worksites, meeting with the OTI counselor, or any related TSE preparation activities, the SCD 1755 must reflect Job Club/Supervised Job Search, and signed off by the ECC EC.

OTI will also monitor attendance to ensure required hours of participation are met, and will notify the assigned EC when there are any issues with participation.

The "SCC Works Participant Progress Report" (SCD 1791) is completed by the worksite sponsor at designated intervals and will be forwarded to the assigned EC.

12.5.9 Participation Problems

If a client stops attending or begins to have other participation problems, OTI staff must:

- Make every attempt to contact the client and assist the client with resolving the attendance and/or participation problem;
- Report the participation problem to the assigned EC via email no later than 6 calendar days following the day of discovery of the participation problem. The email must contain the following information:
 - (1) Client's name;
 - (2) Social security number;
 - (3) Hours/dates of absences, or other issues; and
 - (4) A brief statement confirming that the client was contacted or the attempts that were made to contact the client and that the issue remains unresolved.

Upon receipt of the email communication from OTI, the assigned EC will initiate the non-compliance process and will update CalWIN accordingly, including entering comments in **Maintain Case Comments**.

12.5.10 Termination and Completion

The maximum participation in a TSE worksite is 26 weeks (6 months). When a client does not complete the TSE activity due to a participation problem, becomes exempt, is granted good cause, or is not able to obtain unsubsidized employment, the client shall be terminated from the program. The client will also be terminated

due to no longer benefiting from continued participation. OTI then contacts the assigned EC to refer the client to the next activity. The EC II will also develop a new WTW Plan.

If the job placement was not an appropriate match or the job ends due to no fault of the participant, and it is determined that the participant continues to benefit from TSE, OTI will provide another job match and submit new SCD 549A.

A participant who is discontinued from CalWORKs cash aid is no longer eligible for TSE.

Note:

OTI will complete an SCD 549B if the client is terminated from employment.

12.5.11 Transferring from Subsidized to Unsubsidized

When the participant completes TSE as a result of obtaining unsubsidized employment, the following process is to be followed:

Table 12-4: Process when Transferring from TSE Subsidized to Unsubsidized Employment

Who	Steps
OTI Representative	<p>a. Provides job leads, referrals, and schedules interviews with potential employers that lead to successful unsubsidized employment job placement.</p> <p>b. Reminds client to continue with TSE position until first day of employment with unsubsidized employer.</p> <p>c. When selected for position at a new worksite, forwards the:</p> <ul style="list-style-type: none"> (1) New SCD 549A completed by new employer to the assigned EC, and (2) SCD 549B that was completed by the previous employer (subsidized worksite) to the assigned EC. The subsidized worksite needs to indicate on the SCD 549B "Temporary Employment" as the reason for termination. <p>Note: If the subsidized jobsite hired the client directly into an unsubsidized position, the worksite does not complete a new SCD 549A, but instead notifies OTI staff who notifies assigned EC with date of direct hire.</p>

Table 12-4: Process when Transferring from TSE Subsidized to Unsubsidized Employment

Who	Steps
<p>Assigned EC</p>	<ul style="list-style-type: none"> a. Receives email from OTI and obtains the SCD 549A and SCD 549B from OTI Representative when participant is directly hired from a subsidized site to an unsubsidized site. b. Ends the TSE activity in CalWIN with “transfer.” c. Enters appropriate activity such as FTE in CalWIN. Refers and schedules the activity, and updates status to “First Day Attendance.” d. Reviews the need for any concurrent activities, if necessary, to be in compliance with core/non core, and weekly participation requirements. e. Reviews for any adjustment to necessary support services. f. Mails WTW 2 to the client, if meeting with the client is not possible. g. Notifies the EW by email of change of employment information. h. Forwards WTW2, SCD 549A/SCD 549B to IDM. i. If client remains on aid: <ul style="list-style-type: none"> (1) Monitors participation and attendance per existing process, which includes updating activity status to “Satisfactory Progress” when receives SCD 1755s. (2) Updates the Attendance Tab monthly.



12.6 Supervised Job Search

To meet participation requirements for clients waiting placement to TSE or CRP, Supervised Job Search is to be used as a concurrent full-time activity for up to 30 days until placed.

Note:

For WEX, CS or in-House Assessment, use STEPS as the full-time concurrent activity until placed.



12.7 Other Activities

12.7.1 Self-Initiated Community Service

Self-initiated Community Service (SCS) is an allowable WTW activity that meets the core requirements. This activity is only considered if the client discloses that he/she was already volunteering at the point of being referred. When the client's next activity will be Community Service and the client is already volunteering in the community, then the client will have the Self-Initiated Community Service approved.

The activity is temporary and transitional, is performed in the public/private non-profit sector, provides basic job skills that may lead to employment while meeting a community need, and has been approved by the county. The county will approve the self-initiated community service activity on a case by case basis in consultation with the CWES supervisor. The provider entered in CalWIN is "Provider Not Specified." A copy of the "CalWORKs Community Service Self Enrollment Fact Sheet" (SCD 1813) must be reviewed and issued to the client. The client's responsibility will be to discuss the information on the SCD 1813 with their worksite.

Typical assignments include but are not limited to volunteering at a school or church, or providing other unpaid community services. Since these sites do not have formal agreements with the county, proper verification of the volunteer community service may include a letter on agency letterhead indicating the client's start date, schedule and role/responsibilities. Participant must submit monthly attendance verification from the site with completed SCD 1755s that are also signed-off by the provider.

Note:

If the assignment is in the private for profit sector, use "Work Experience Self-Initiated" with "Provider Unspecified" in CalWIN. These assignment are also to be reviewed on a case by case basis with the unit supervisor.

In-Kind Work

When a participant is engaged in some sort of unpaid work in exchange for a free service, the work is considered as in-kind. An in-kind example is where a client is providing care to a non-family member in exchange for free housing or is providing other unpaid work in exchange for free room and/or board.

These hours worked could be assigned and scheduled as a SCS activity. When assigning to SCS, the EC must follow existing criteria for FLSA requirements. As a result of maximum calculated FLSA hours, the participant may need to be assigned to a concurrent activity. These requests need to be evaluated on a case by case basis with the assistance of the CWES supervisor. All efforts to assign the participant to a conventional activity should be made.

For additional information regarding income in Kind refer to CalWORKs Handbook section ["Income in Kind," page 28-2.](#)

12.7.2 Home Schooling

Home schooling is not an allowable WTW activity. While a parent maintains the right to home school his/her children, making this choice does not meet the basic intention of the WTW participation requirements. WTW is a comprehensive statewide employment program designed to enable participants to achieve self-sufficiency. Home schooling hours do not count as WTW core/non-core, WEX, SCS, or CS.



12.8 Work Experience and Community Service

12.8.1 General Overview

Work Experience (WEX) and Community Service (CS) are core work activities. These activities are designed to provide clients with practical hands-on training, recent work experience, employment references and help to develop a positive work ethic in order to expedite their transition to paid employment.

In California WEX, CS, SCS assignments are subject to the FLSA requirements. As a result, the number of hours of participation for these activities is determined by adding the monthly CalWORKs grant and CalFresh allotment, then dividing the sum by the State Minimum Wage (worksheet/WTW 15).

12.8.2 Grant/Calculation Month

The Grant/Calculation Month is the month prior to the Activity Participation Months, which is the first month of the Payment Quarter (QR 7). At the time of the calculation, the EC uses the actual CalWORKs grant and CalFresh allotment in CalWIN for the Grant/Calculation Month to determine the maximum hours of

participation for WEX, CS, SCS assignments. The actual amount of CalWORKs grant and CalFresh allotment authorized, if applicable, is the amount after any adjustments of Overpayments or Underpayments.

12.8.3 Activity Participation Month

The Activity Participation Months are the months immediately following the Grant/Calculation Month and are the months in which the client actually participates in the assigned WEX, CS, or SCS activity.

Note:

CS and SCS agencies are not required to complete a formal Worksite agreement, but are required to verify client's volunteer activities via a letter on agency letterhead and monthly participation by signing off on the SCD 1755.

12.8.4 Maximum Hours of Participation

The maximum hours of participation required for a WEX, CS, or SCS assignment are based upon the CalWORKs grant and CalFresh allotment received in the Grant/Calculation Month. The number of hours is determined prior to referring a client to a WEX, CS, or SCS Worksite Sponsor and is to be reviewed quarterly for any changes.

To determine the number of hours of unpaid WEX, CS, SCS hours, the EC must complete the "Simplified CalFresh Program Unpaid Work Experience and Unpaid Community Service Hours Worksheet" (WTW 15). The form determines the calculation for the maximum number of hours that a client is to be assigned to WEX, CS, or SCS activities.

Table 12-5: FLSA Calculation

Steps	Actions
1.	Determine the actual CalWORKs grant amount for the Grant/Calculation Month.
2.	Determine the actual CalFresh allotment authorized for the Grant/Calculation Month for the CalWORKs AU members. (To determine the prorated amount for mixed households, take the total household CalFresh allotment and divide it by the number of CalFresh AU members in the household). Multiply this amount by the number of CalWORKs grant AU members in the household.
3.	Determine the total benefits paid for the Grant/Calculation Month (add the actual CalWORKs grant amount in Step 1 to the actual CalFresh allotment in Step 2).
4.	Divide the total benefits in Step 3 by the current State Minimum Wage.

Table 12-5: FLSA Calculation

Steps	Actions
5.	Convert the monthly amount in Step 4 to a weekly amount by dividing by 4.33 (average number of weeks per month). This is the maximum number of weekly hours a client can be assigned to unpaid WEX, CS, or SCS activity.
6.	Determine whether the number of hours of participation in WTW is 32 or 35 hours per week from Step 5 to determine if there are any unmet hours per week. If there is, the client must be assigned to additional WTW activities.
7.	The WTW 15 must be completed when the initial referral to WEX, CS, or SCS activity is made. It is to be reviewed quarterly. If there is no change in the client's CalWORKs grant and Food Stamp allotment amounts, a revised WTW 15 is not required. This action must be documented in the Maintain Case Comments window in CalWIN. If there is a change in the CalWORKs grant or CalFresh allotment amount then a new WTW 15 will be required and both the client and Worksite Sponsor must be informed of any changes. Note: Beginning with CalWIN Release 25, the WTW 15 is auto-triggered when the Activity Types of WEX and CS are referred.

12.8.5 Unmet Hours of Participation - Additional Hours Required to Meet WTW Requirement

A client whose maximum calculated hours of participation in unpaid WEX, CS, or SCS are determined to be insufficient to meet the CalWORKs participation requirement of 32 or 35 hours per week, the client must participate in other WTW activities for the balance of hours in order to satisfy the core/non-core and weekly participation requirements. Other WTW activities may include: PTJS, STEPS or PTE.

Note:

A client may not volunteer to participate in additional unpaid WEX, CS, or SCS hours beyond the maximum hours of participation calculation based on the WTW 15. The client must be assigned a concurrent activity, if needed, to meet core/non-core and weekly hours of participation.

12.8.6 Referrals to a WEX and CS Worksites

Referrals, scheduling and placements of WEX are done by the SCC Works Unit or Adult Education site representative. Referrals, scheduling and placements to CS are typically done by the Adult Education site representative. Approval of SCS is coordinated by the assigned EC with the client providing verification of volunteer activity. The activities are incorporated in the WTW Plan.

A referral to a WEX or CS activity is recommended when:

- It is likely to lead to employment, or
- Provides training, or
- Provides basic job skills, or
- Serves as a core activity and will assist the client in meeting WTW hours of participation requirement, or
- As the result of an assessment is included in the WTW Plan as one of many WTW activities that will assist the client in becoming employed after a sequence or concurrent activities have been completed.

12.8.7 Referral Process for WEX

When it has been determined that the client's activity will be WEX, the referring EC calculates FLSA and makes a referral to the SCC Works Unit. The SCC Works EC interviews the client and reviews the SCC Works Database to determine which openings would be a match for the client.

Referrals to WEX are the result of an assessment in which WEX has been included in the WTW Plan. Referrals to WEX are also as a result of the client needing additional weekly hours of participation. To the extent possible, the client's prior education, training, and experience is considered to determine the appropriate WEX placement and in obtaining additional training or basic job skills the client needs to achieve unsubsidized employment. In addition, a FLSA calculation must be completed prior to referral to determine the maximum hours of participation. A client may be referred to multiple worksites for interview prior to a final selection.

The referring EC needs to ensure that client meets core/non-core and weekly participation requirements during the 30-day placement period by assigning STEPS full-time until placed. WEX may be scheduled in 6-month increments, up to 24 months when the following conditions are met:

- Each extension of the WEX activity/assignment requires a review and approval by the assigned EC I/II and the SCC Works EC or the Adult Education Site Representative; and concurrence is required by both participant and worksite supervisor.
- Each extension supports the participant's goal of leading to employment.
- Does not exceed the time balance on the CalWORKs Time on Aid (TOA) clock.
- Assigned WEX activity hours does not exceed the allowable Fair Labor Standards Act (FLSA) hours.

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- Does not compromise the WTW Plan developed as the result of an assessment that outlines specific vocational and/or education training goals sequentially or concurrently. Any changes to the Welfare-to-Work (WTW) Plan must follow the re-assessment process, if applicable.

Exception:

WEX can be assigned up to 24 consecutive months with a required 12-month review only when it is a result of an in-house assessment.

Note:

When making WEX referrals, the “Expected Begin Date” in CalWIN must be 30 days from the referral date. Once notified of placement start date, the “Expected End Date” is updated to reflect the actual end date.

The following table outlines the process when referring the client to WEX:

Table 12-6: WEX Referral Process

Who	Steps
<p>Referring EC</p>	<ul style="list-style-type: none"> a. Contacts the SCC Works CST at (408) 758-4017 to schedule an appointment for a referral to WEX. Clients from North and South County CWES offices are to follow same process as referral to Central location. b. Reviews CalWORKs 48-month time on aid clock and calculates FLSA using the WTW 15. Note: Complete the WTW 15 for FLSA. c. Completes and enters new WTW Plan in CalWIN. d. Refers and schedules the activity of “Work Experience in CalWIN with “SCC Works” as the provider. e. Sends copy of the FLSA and WTW Plan to the SCC Works CST. f. Enters the appointment date from step a above in the “Expected Begin Date” field and enters WEX end time-line plus 30-days in the “Expected End Date” field. Allow up 30 days for placement. Example: Client’s appointment to meet with WEX counselor is 9/16/11. The expected placement date is 10/16/11 (30 days from 9/16/11). The expected placement end date is 4/16/12 (6 months after 10/16/11). g. Since all referrals to WEX require a concurrent activity until placement, (1) STEPS is to be scheduled full-time 32/35 hours per week for 30 days. Once placed into WEX, end STEPS with “Transfer.”

Table 12-6: WEX Referral Process

Who	Steps
<p>Referring EC</p>	<p>(2) When the WEX referral comes from Job Club/Supervised Job Search, inform client to continue participating until placed. Once placed into WEX, end Job Club/Supervised Job Search with “Completed” when the participant completes the activity, or “Transfer” if the participant is assigned to WEX prior to completion of Job Club/Supervised Job Search.</p> <p>(3) When client is referred from an assessment, the referring party ensures that concurrent activities are assigned while client completes assessment. In this example, client may have up to three activities scheduled: WEX, Assessment, and the concurrent activity.</p> <p>h. When STEPS is scheduled as the concurrent activity, completes the SCD 1723 and forwards to STEPS.</p> <p>i. Contacts assigned EC to arrange for any changes to supportive services such as childcare, transportation and ancillary as needed for WEX/concurrent activity.</p> <p>j. Provides client a copy of the WTW 2, and SCD 1723 when enrolled in STEPS.</p> <p>k. Completes and issues a copy of the SCD 1783 appointment notice to the client as reminder for WEX appointment.</p> <p>l. Reminds client to bring copy of ID, Social Security Card, resume, and other appropriate work related documents to the day of appointment.</p> <p>m. Forwards a copy of the WTW 2, SCD 1783, and SCD 1723 (for STEPS referrals) to IDM workstation.</p> <p>n. Documents all case actions in Maintain Case Comments in CalWIN.</p>

Table 12-6: WEX Referral Process

Who	Steps
<p>SCC Works WEX EC III</p>	<ul style="list-style-type: none"> a. Receives appointment request from referring EC. b. Meets with the client to review work history and interests, and determines if new employee orientation/retention workshop is required prior to jobsite referrals. c. If new employee orientation/retention workshop, <ul style="list-style-type: none"> (1) is required, refers client to new employee orientation/retention workshop; once orientation/workshop is confirmed as completed, proceed to step d below, or (2) Is not required, proceeds to step d below. d. Reviews SCC Works database and provides appropriate job matches. Updates database with interview date. e. Prepares client for worksite interview, reviews/updates client’s resume, and verifies the client’s phone number where client can be reached. f. Reminds client to continue attending concurrent activity such as Job Club/Supervised Job Search, or appropriate activity until first day at work. g. Schedules an appointment for the client with worksite supervisor using SCC “Works Worksite Referral” (SCD 1789) and issues copy to the client to take to worksite interview. h. Reviews with client and issues “SCC Works Participant Guidebook” (SCD 1802) and has client sign confidentiality agreement. i. Hold SCD 1789 until confirmation of hired and attendance at the WEX assignment the first day. j. Sends email to referring EC to inform of show status of appointment. k. Enters CalWIN Case Comments to indicate appointment outcome. <p>Note: If client is a no show to WEX appt after 3rd appointment, notify the assigned EC by email. Assigned EC will initiate NONC process.</p>
<p>Assigned EC</p>	<ul style="list-style-type: none"> a. Receives email notification of show status to WEX appointment. b. Updates activity status to “First Day Attendance.” c. If no show after 3rd appointment, begins NONC.
<p>Worksite Supervisor</p>	<ul style="list-style-type: none"> a. Interviews and selects client. b. If client not selected, informs SCC Works EC. <p>Note: The 6-month WEX assignment starts with the client’s 1st day at the worksite.</p>

Table 12-6: WEX Referral Process

Who	Steps
<p>SCC Works WEX EC III</p>	<ul style="list-style-type: none"> a. When client no shows to worksite interview or job assignment after 3rd appointment, emails assigned EC to start noncompliance. b. When client calls WEX EC because they did not make the interview, reschedules client for another interview (no need to notify assigned EC). Do not update activity status in CalWIN. Document Case Comments. c. When not selected for position or client declined position, repeats SCC Works WEX EC steps d-k above and document Case Comments. d. When client and worksite supervisor accept the referral, <ul style="list-style-type: none"> (1) Completes section II of the SCD 1789 and forwards to IDM. (2) In Case Comments, documents location of worksite. (3) Updates SCC Works Database. (4) Reviews for any changes to supportive services and notifies assigned EC of any other supportive service needs. e. After the 1st day of WEX placement date, <ul style="list-style-type: none"> (1) Verifies with worksite supervisor that client started. (2) Emails the assigned EC of client's start date and worksite location. (3) When client no shows to first day at WEX assignment, emails the assigned EC to begin NONC process.
<p>Assigned EC</p>	<ul style="list-style-type: none"> a. Updates the "Expected End" to reflect the actual end date. Example: When email notification shows placement start date is 10/10/11, updates the "Expected End Date" to 4/10/12 (6 months from 10/10/11, when, for example, the placement was for 6 months). b. Arranges for and provides changes to supportive services, if applicable. c. Upon receipt of monthly SCD 1755 updates activity status to "Satisfactory Progress." d. Monitors participation and updates Attendance window monthly: <ul style="list-style-type: none"> (1) When notified by SCC Works EC of WEX assignment extension, updates the "Expected End Date" with new date. (2) When is notified by SCC Works EC of participation problems, initiates NONC process.

Reminder:

SCC Works is to be selected when assigning the WEX provider in CalWIN. SCC Works may also refer and schedule CS assignments, as appropriate.

12.8.8 Referral Process for CS or WEX by the Adult Ed Site

When it has been determined that the client’s activity is Adult Education such as ABE/GED/ESL, or Vocational Training through an Adult Education provider, the EC initiates a referral to the Adult Education provider for a WTW Plan development, which may include WEX or Community Service (CS). When the WTW Plan includes CS or WEX, the Adult Education provider is responsible to refer and place the client, and monitor the activity(ies) and participation. The Adult Education provider also reports any participation problems to the assigned EC. To the extent possible, the client’s prior education, training, and experience is considered in order to determine what additional training or basic job skills the client can acquire to achieve unsubsidized employment. In addition, the maximum hours of participation calculation must be completed by the EC prior to the CS/WEX referral.

Note:

The Adult Education site becomes the provider for CS or WEX. When referring and scheduling CS or WEX in CalWIN, the Adult Education Site must be selected as the provider in CalWIN.

The EC needs to ensure that client meets core/non-core and weekly participation requirements during the 30-day placement period.

The Adult Education Site and the SCC Works EC III are to utilize the database to initiate worksite referrals.

The following table outlines the procedure when referring the client to the Adult Education site for WTW Plan development, which may include CS or WEX.

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps	
Assigned EC or Assessment EC	As a result of WTW Orientation (ORE)/Appraisal, Post Assessment, or Keys To Success Assessment, client is identified as an Adult Education Participant whose activity may include Community Service or Work Experience.	
	IF...	THEN...
Assigned EC	Client is identified from WTW ORE/ Appraisal,	a. Refers client to the appropriate adult ed site for WTW Plan development and assessment. b. Contacts the Adult Education site to schedule a placement test and orientation for the client.

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps	
<p>Assigned EC</p>		<ul style="list-style-type: none"> c. Completes all section of the "Welfare-to-Work Activity Referral Form" (SCD 1723) and sends as an email attachment to the designated Adult Education Site representative. d. Enters appropriate sequence of WTW Plan (example: Plan 1; Plan 2, Etc.) e. Refers and schedules the following activities on the WTW 2 and in CalWIN at the Adult Education site for 30 days: <ul style="list-style-type: none"> (1) Education Directly Related to Employment for 12-15 hours. (2) Computes FLSA using the WTW 15 for Community Services or Work Experience. f. The "Expected Begin Date" of the activities is the date given in step b above. g. Sets up supportive services for 30 days. h. Issues copy of WTW 2 to the client and forwards original to IDM workstation. Provides copy of SCD 1723 to client as reminder of appointment with Adult Education site. i. Enters Case Comments in CalWIN.
<p>Assessment EC</p>	<p>If client is identified as a result of Post Assessment,</p>	<ul style="list-style-type: none"> a. Completes the WTW 2 that was developed for 12 months, and enters the Plan in CalWIN along with the appropriate activities that are part of the Plan, which may include Community Service or Work Experience. And enters Plan # "TANF-1A." b. Notifies assigned EC to set up appropriate support services for duration of the WTW Plan. c. Forwards completed SCD 1723 as an email attachment to the appropriate Adult Education site. On the referral form, indicates that the referral is a post assessment and that the WTW Plan has already been developed. d. Contacts the Adult Education site to schedule an appointment for the client. e. Issues copy of WTW 2 and SCD 1723 to the client, and forwards originals to IDM Workstation. f. Enter Case Comments in CalWIN.

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps	
<p>Assigned EC</p>	<p>If client is identified from KTS Assessment,</p>	<ul style="list-style-type: none"> a. KTS forwards the WTW 2 that was developed by KTS for 12 months to the assigned EC. b. Enters the Plan in CalWIN along with the appropriate activities that are part of the Plan, which may include Community Service or Work Experience. And enters Plan # "KEY 1." c. Completes FLSA calculation. d. Contacts Adult Education site to schedule appointment for client. e. Sets up supportive services for duration of WTW Plan. f. Forwards completed SCD 1723 Activity Referral form as email attachment to appropriate Adult Education site. On referral, indicates that referral is a post assessment and that the WTW Plan has already been developed. g. Issues copy of WTW 2 and SCD 1723 to the client, and forwards originals to IDM Workstation. h. Enter Case Comments in CalWIN. i. Receives SCD 1723 referral via email attachment and phone request for appointment. j. Meets with client to implement 12-month post assessment plan, or to implement 30-day plan from ORE and to develop subsequent plan for 12 months. k. Notifies assigned EC if client show or no show to initial appointment with Adult Education Representative. <p>(1) Implements 30-day WTW Plan, and develops subsequent WTW Plan within 30 days for a 12-month duration, which specifies the specific activities. The activities may include Community Service. Completes subsequent WTW 2 with client, gives copy to client and forwards original to the assigned EC to update activities in CalWIN, as appropriate and informs assigned EC of any changes in support services needs.</p> <p>(2) Implements the developed WTW Plan for 12 months.</p>

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps
<p>Adult Education Site</p>	<ul style="list-style-type: none"> a. When developing any Plan, ensures that Core/Non-Core and weekly participation requirements are met. If necessary, provides “embedded activities.” b. When the WTW Plan indicates Community Service or Work Experience, gives client worksite referrals and ensures placement assistance. c. When begins first day at the CS site or first day at adult education related activity, updates the appropriate WTW activity(ies) in CalWIN to “First Day Attendance” and notifies assigned EC by email. d. Notifies assigned EC when client shows to first day of assigned activity. e. If client no show to activities, notifies assigned EC via “Participation and Problem Alert” (SCD 1766).” f. Ensures that client lists each assigned activity on the monthly SCD 1755 reports. g. Assigns appropriate “embedded” or appropriate concurrent/filler activities during all school breaks to ensure WPR is met. h. At the conclusion of 12-month WTW Plan, completes new 12-month Plan (Pan # TANF-2) with the client that includes plan to meet core/non-core and weekly participation requirements. Issues copy to client and forwards original to assigned EC. <p>Reminder: VTR can only count for 12 months as core. Adult Ed site must ensure that at conclusion of 12 months, other core activities are assigned if needed to meet WPR.</p>

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps
<p>Adult Education Rep.</p>	<ul style="list-style-type: none"> a. Meets with the client to review work history and interests, b. Reviews SCC Works database and provides appropriate job matches. Updates database with interview date. c. Prepares client for worksite interview, reviews/updates client’s resume, and verifies the client’s phone number where client can be reached. d. Schedules an appointment for the client with worksite supervisor using SCC “Works Worksite Referral “(SCD 1789) and issues copy to the client to take to worksite interview. e. Reviews with client and issues “SCC Works Participant Guidebook” (SCD 1802) and has client sign confidentiality agreement. f. Hold SCD 1789 until confirmation of hired and attendance at the WEX assignment the first day. g. When client no shows to worksite interview after 2nd appointment, emails assigned EC to start noncompliance. h. When client calls Site Rep because they did not make the interview, reschedules client for another interview (no need to notify assigned EC). i. When not selected for position or client declined position, repeats steps b-e above and documents Case Comments. j. When client and worksite supervisor accept the referral, <ul style="list-style-type: none"> (1) In Case Comments, documents location of worksite. (2) Updates SCC Works Database. (3) Reviews for any changes to supportive services and notifies assigned EC. k. After the 1st day of WEX placement date, <ul style="list-style-type: none"> (1) verifies client started with the worksite supervisor. (2) Emails EC to update WEX activity status to “Satisfactory Progress.” (3) Emails the assigned EC of client’s start date and worksite location. (4) When client no shows to first day at WEX assignment, emails the assigned EC to begin NONC process.

Table 12-7: WTW Plan Development by the Adult Education Site

Who	Steps
<p>Assigned EC</p>	<p>a. Receives email notification from the Adult Education site regarding activity attendance outcomes.</p> <p>(1) Updates activity status to “First Day Attendance.”</p> <p>(2) Begins NONC process when no show.</p> <p>b. Sends email to Adult Education Representative to communicate any changes or important details regarding the client.</p> <p>c. Receives WTW Plans from Adult Education Representative and Updates appropriate activity in CalWIN.</p> <p>d. Ends the current WTW Plan at the conclusion of 12-month period and pays all outstanding supportive services under the plan.</p> <p>e. Updates support service needs as necessary for new plan duration.</p> <p>f. Receives original WTW 2 from Adult Education Representative and forwards to IDM workstation.</p> <p>g. Upon receipt of SCD 1755, updates activity status to “Satisfactory Progress.”</p> <p>h. Updates the Attendance window monthly in CalWIN with SCD 1755’s.</p> <p>i. Recalculates FLSA, as appropriate, and notifies adult education site.</p>

Note:

If the client is in SCS, Site Rep contacts the Supervisor to see if there is interest in WEX. If there is interest, a worksite agreement must be completed. If the worksite is CS only, a letter on letterhead is needed from site supervisor approving the CS. All WEX and CS placements should be entered in the SCC Works Database. New sites will be entered into the database once a worksite request is received by the ESI Analyst and forwarded to the WEX supervisor.

12.8.9 Verification of Self-Initiated Community Service

To verify the activity, the assigned EC must obtain a letter on agency letterhead indicating the client’s start date, schedule and roles/responsibilities. Monthly attendance verification is required and includes the site provider signing off on the monthly SCD 1755.

The following must be included when assigning SCS:

- Determine FLSA hours;
- Complete the WTW 2;

- Arrange for and provide supportive services;
- Enter and schedule the SCS activity in CalWIN for 6 months;
- Enter case comments.

After 3 months, determine whether the client would benefit from additional time in the current SCS activity or another WTW activity is beneficial. The SCS activity may be extended or continued for an additional 3 months or may be terminated based on client's participation and/or needs of the community service worksite. Total time in SCS is limited to 6 months.

12.8.10 Monitoring Progress/Attendance

The WEX Worksite Supervisor or the Adult Education representative will sign off monthly on the SCD 1755 to verify participation in WEX or CS.

The client will be required to submit the "Attendance and Child Care Billing" (SCD 1755), directly to the assigned EC. The EC will process and issue payments of Supportive Services to allow the client to continue in WEX or CS.

The "SCC Works Participant Progress Report" (SCD 1791) is completed by the worksite sponsor at designated intervals.

Clients participating in Self-initiated Community Service must also submit monthly SCD 1755 signed off by provider. These participants are also eligible for supportive services and are directly monitored by the assigned EC.

12.8.11 Participation Problems

If a CS client stops attending or begins to have other participation problems, the Adult Education site or SCC Works EC must directly notify the assigned EC.

Similarly, for WEX clients, the Worksite Supervisor must notify the SCC Works EC or Adult Education site representative who will then notify the assigned EC.

When notified by the worksite supervisor, the Adult Education Representative or SCC Works WEX EC must make every attempt to contact the client and assist the client with resolving the attendance and/or participation problem. When the problem remains unresolved, report the participation problem to the assigned EC via email no later than 6 calendar days following the day of discovery of the participation problem. The email must contain the following information:

- Client's name;

- Social security number;
- Hours/dates of absences, or other issues; and
- A brief statement confirming that the client was contacted or the attempts that were made to contact the client and that the issue remains unresolved.

Upon receipt of the email communication from the Adult Education Representative or SCC Works EC, the assigned EC will initiate the non-compliance process and will update CalWIN accordingly, including entering comments in **Maintain Case Comments**.

12.8.12 Termination and Completion of WEX, CS, SCS Activity

WEX, CS, or SCS assignments are scheduled for up to 6 months. The WEX or CS placement will be evaluated quarterly by the SCC Works EC or the Adult Education representative and may be continued for the next 3 months or may be terminated at that time. When the activity is extended, the SCC Works EC or the Adult Education representative will notify the case manager to extend the planned end date and supportive services. The SCS activity will be monitored and reviewed by the assigned EC.

The designated WEX staff or the Adult Education representative and assigned EC will determine whether the client would benefit from additional time in the current WEX or CS or if another WTW activity is beneficial. The appropriate referral for the next activity will subsequently be arranged and made.

Note:

When assigning STEPS as the concurrent activity, assign it full-time for 30 days until placed in WEX, CS, or SCS activity.



12.9 Support Services

All CWES active participants are eligible for supportive services such as Child Care, Transportation, and Ancillary such as Work and Training Related Expenses. An ancillary request for work related expenses with verification may be initiated by any EC on behalf of an SCC Works participant. Once the request and documentation is obtained, it is forwarded to the assigned EC for support services processing and payment. These support services are available for active CWES participants while participating in approved WTW activities, including the following:

- WEX, CS, or SCS activities;
- TSE along with the concurrent activity, if applicable;
- The appropriate Adult Education activity along with concurrent/filler/embedded activities;
- STEPS while pending placement into in-House Assessment, WEX or CS/SCS
- Supervised Job Search activity while pending placement in CRP or TSE

Participants who transition from TSE to unsubsidized employment, who are discontinued due to earnings, are entitled to supportive services through PAS per existing process. Refer to chapter 29 [[“Employment and Post-Aid Services,” page 29-1](#)].

