

# Santa Clara County CalFresh Employment & Training Program Third Party Partner Handbook



Rev.  
11/2019



SANTA CLARA COUNTY  
SOCIAL SERVICES AGENCY

The CalFresh Employment and Training Program seeks to provide CalFresh recipients with job-driven training, tools and access to career pathways that lead to sustainable jobs and self-sufficiency.



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## INTRODUCTION

The CalFresh Employment and Training (CFET) Program helps individuals receiving CalFresh Food (CF) benefits obtain employment through voluntary participation in the program by assisting household members acquire marketable job skills through training and work experience in order to increase their ability to obtain gainful employment and reduce their reliance on CF benefits. The program delivers services through the Santa Clara County Social Services Agency (SCSSA) Third Party Partner reimbursement model. Third Party Partner model consists of partnerships between various Community Based Organizations (CBO) and Santa Clara County (SCC).

Participants can engage in a variety of activities, which include Non-Education, Non Work Components, Education and Work components. These activities are typically referred to as CFET components. Individuals participating in CFET components can receive reimbursement for support services such as transportation costs associated with program participation and other federally approved ancillary costs that are reasonably necessary and directly related to CFET participation. These include textbooks, tools, work clothing, dependent care, and short-term housing stabilization services.

This handbook provides a standard set of procedures and guidelines to deliver services to participants under Santa Clara County's CFET program as a Third Party Partner. This handbook does not cover every situation or scenario a provider may encounter in their day-to-day case management activities.



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## COUNTY CONTACTS

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Hong Thai	CFET Contract Fiscal	408-755-7748	<a href="mailto:hong.thai@ssa.sccgov.org">hong.thai@ssa.sccgov.org</a>
Remote Access and VSAS	CFET – VSAS Help Desk	408-755-7575	<a href="mailto:Helpdesk@ssa.sccgov.org">Helpdesk@ssa.sccgov.org</a>



*Serve, Empower, Transform*  
*SSA Vision*

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## **I. CALFRESH EMPLOYMENT & TRAINING (CFET)**

### **Overview**

The State of California Department of Social Services (CDSS) administers the Supplemental Nutrition Assistance Program (SNAP) as authorized by the Agricultural Act of 2014, as the CalFresh Food (CF) Program. CF is federally funded by the US Department of Agriculture (USDA), Food and Nutrition Service (FNS). The CF Program helps low-income individuals obtain a more nutritious diet by supplementing their income with CF benefits issued on an electronic benefits transfer (EBT) card.

States are required to provide employment and training services to program participants as a part of administering SNAP. CFET is the SNAP corresponding employment and training program in California.

Federal Regulations require some CF recipients to register for work and participate in approved activities, in order to maintain their eligibility for food assistance. If the recipient is an Able Bodied Adult Without Dependents (ABAWD) individual without an exemption, their eligibility is limited to 3 months in a 36-month period (considered the 3-month time limit), unless the individual meets the ABAWD work requirements. These requirements can be met by participating in approved employment and training activities like those offered by CFET.

The SCCSSA has the authority to create an employment and training program for CF participants. Each program must have one or more of the components covered within this handbook. The programs are finalized and approved by FNS through the annual submission of the State Plan. Upon successful approval, the County executes the program for all Santa Clara County CFET participants.

### **Food Nutrition Service (FNS) E&T Policy and Guidance**

Refer to <https://www.fns.usda.gov/snap/et-policy-and-guidance> E&T Toolkit and E&T Plan Handbook for additional SNAP Employment & Training (E&T) guidance.

Third Party Partners must adhere to the FNS policies and guidelines, along with policies and guidelines of the Santa Clara County CFET program.



## Did you know?

More than 80,000 people receive CalFresh Food benefits in Santa Clara County, which is almost 1 in 20 of everyone who lives here.



## II. SANTA CLARA COUNTY INTERNAL CFET PROGRAM

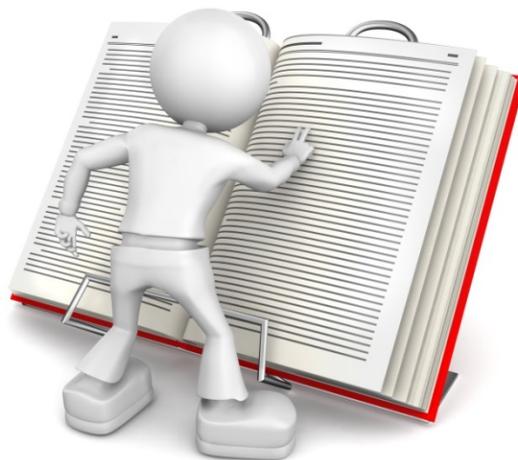
Santa Clara County (SCC) CalFresh Employment and Training (CFET) program is a voluntary program that requires all participants to adhere to State and Federal E&T requirements.

The SCC CFET program is administered by the Vocational Services (VS) and CalFresh Employment Services (CFES) staff. Participants who can work are referred to a CFET Orientation and are expected to comply with all the CFET rules and regulations in order to successfully complete their CFET plan goals.

The SCC CFET program components are:

- Non-Education, Non-Work Components
  - Supervised Job Search
  - Job Retention
  
- Work Components
  - Workfare

This handbook provides Third Party Partners information on the Third Party Partner CFET Program within Santa Clara County and the basic outline for managing the Third Party Partner CFET program. The SCCSSA oversees its own SCC CFET program which includes the components listed above and partners with CBOs (also known as Third Party Partners).



## **Able-Bodied Adult Without Dependents**

The Able-Bodied Adult without Dependents (ABAWD) time limit began in Santa Clara County effective September 1, 2018. ABAWD work requirements will apply to CalFresh Food (CF) recipients who are between the ages of 18 to 49 years old, have no children under 18 living in their CF household, and are able to work. ABAWDs that do not meet any exemptions are required to work or participate in a qualifying activity for at least 80 hours per month. If the ABAWD individual does not meet the work requirements, their eligibility to receive CF benefits will be limited to 3 months out of a 36-month period.

## **ABAWD Exemptions**

CalFresh Food (CF) recipients may be exempted (excused) from the ABAWD time limit if they are any of the following:

- Under 18 or over 50 years of age
- Responsible for the care of a child or incapacitated household member
- Pregnant
- Medically certified as physically or mentally unfit for work
- Chronically homeless
- Struggling with drug/alcohol addiction
- Victims of domestic violence
- Receiving disability-based benefits
- Receiving or applied for unemployment benefits
- Attending college at least half-time and meeting student requirements.

## **Satisfying Work Requirements**

Individuals can satisfy their ABAWD work requirements by participating in the following activities:

- Employed 80 hours per month, or
- Qualifying Activities 80 hours per month by participating in CFET, community service or volunteer work, Workforce Investment Opportunity Act (WIOA), or EDD programs under section 236 of the Trade Act, or
- Workfare (Hours worked = CF allotment divided by city minimum wage).

### III. GENERAL INFORMATION

#### Privacy & Security Certification Policy Personally Identifiable Information (PII)

Third Party Partners must ensure the security and privacy of the Personally Identifiable Information (PII) of CFET participants. This Policy shall govern all employees, vendors, contractors, community based organization and any stakeholders that work for or have an affiliation with, and/or a working relationship with Santa Clara County Social Services Agency and have access to PII's.

It is mandatory for all individuals requiring access to any SCCSSA system, applications and/or software (collectively referred to as "Toolkit") such as VSAS that contains PII's AND/OR have opportunity to review/access client information obtained as a result of access to Toolkit, MUST successfully complete the **SSA Online Privacy and Security Certification and Training** once every 12 months.

After completion of the initial certification and training, access will be authorized for one (1) calendar year from the date of completion of training. The **SSA Online Privacy and Security Certification and Training** must be completed annually, for the duration of the vendor, contractor, or community-based organization relationship with SCCSSA.

A recertification is required every 12 months for continued access. If individual fails to recertify, their access to the Toolkit will be discontinued at the end of the certification period.

If external vendors/contractors/CBO are locked out of any system that provides information regarding our client's PII, and/or they have let their certification/training lapse and/or did not complete the **SSA Online Privacy and Security Certification Training**, access CANNOT be restored, or granted to the until the certification/training has been successfully completed.

## Remote Access

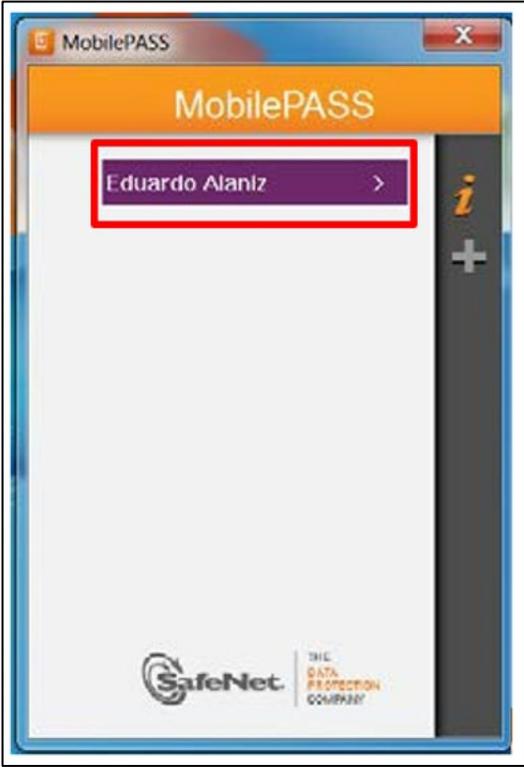
Remote access is the act of connecting to County of Santa Clara (“County”) systems from a non-County system through a public network or non-County network infrastructure. Systems include personal computers, workstations, servers and/or any device with network capabilities (e.g., a workstation with an attached modem, routers, switches, laptop computers, handheld devices).

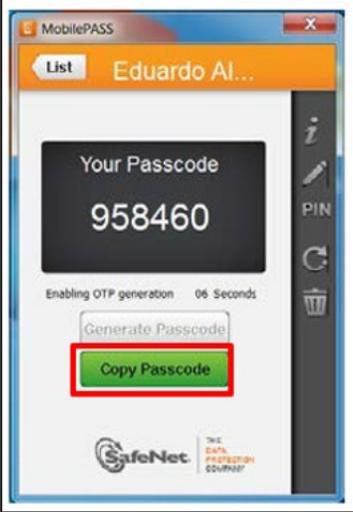
Access is granted for the purpose of Community Partner/Contractor providing services and performing its obligations as set forth in the Agreement including, but not limited to, supporting Community Partner/Contractor-installed programs. Any access to IS and/or County data information that is not specifically authorized under the terms of this Agreement is prohibited and may result in contract termination and any penalty allowed by law.

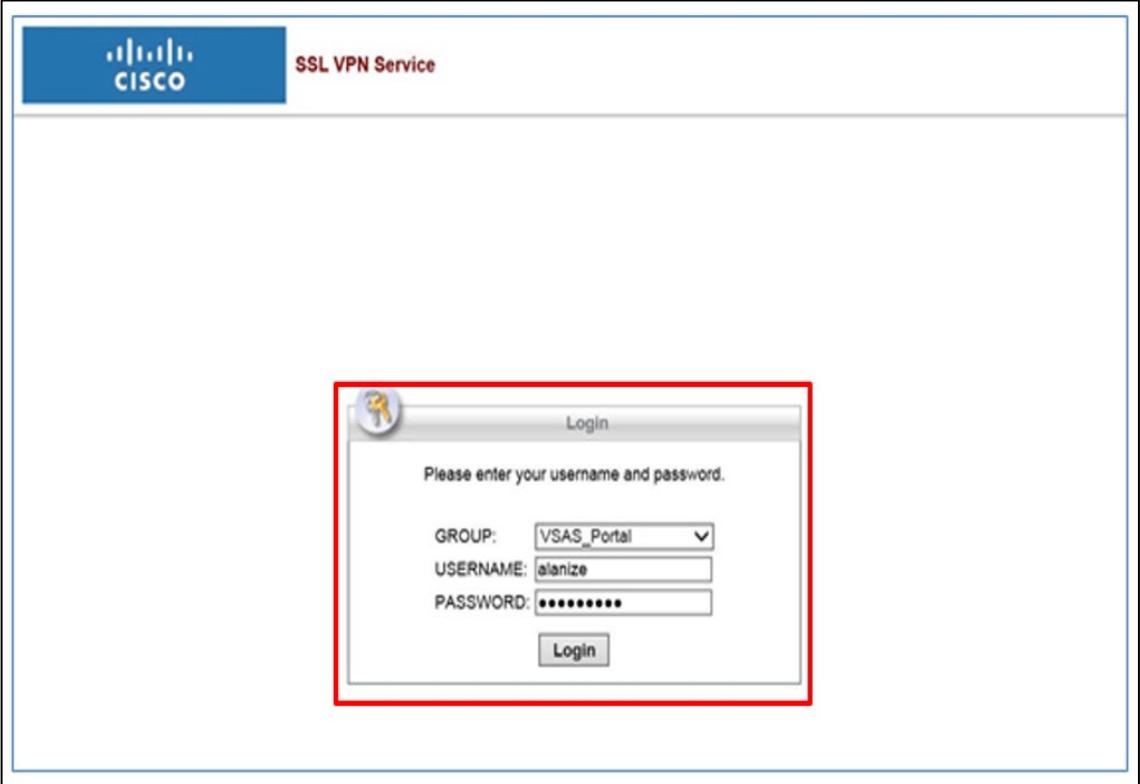
## Setting Up Access

1. View [SSA Privacy and Security Training for All Staff, Vendors and Stakeholders](https://360.articulate.com/review/content/62779dfa-3d24-4637-bff8-dfaeca3df3be/review) (<https://360.articulate.com/review/content/62779dfa-3d24-4637-bff8-dfaeca3df3be/review>) online training, pass the quiz at end of the training, print the quiz results, and
2. Complete and sign the *Santa Clara County Social Service Agency Online Privacy and Security Training Disclosure Agreement (Addendum A)*, and
3. Complete and sign the *Community Partner / Contractor Access Security Statement (Addendum B)*, and
4. Email the quiz results, signed Addendum A and B to the CFET Coordinator to request remote access be granted,
5. Once access is granted, follow the procedure as outlined in the *Santa Clara County CFET Third Party Partners Remote Access Guide (Addendum C)*.

## Day-to-Day Login

Steps	Action
1.	<p>Once MobilePASS has been installed, the MobilePASS application icon will display on your desktop and you will be required to generate a Passcode to log onto the secure SSA portal for each session.</p> <p>Double click on the MobilePass icon to start.</p> <div data-bbox="771 640 998 861" data-label="Image">The image shows the MobilePASS application icon. It is a blue square with rounded corners. Inside the square, there is an orange rounded rectangle containing a white smartphone icon with a lock symbol. Below the orange rectangle is a smaller white square with a blue lock icon. At the bottom of the blue square, the text "MobilePASS" is written in white.</div>
2.	<p>Click on your name.</p> <div data-bbox="625 1003 1149 1770" data-label="Image">The image shows a screenshot of the MobilePASS application window. The window title bar says "MobilePASS". The main content area has an orange header with "MobilePASS" in white. Below the header, there is a purple button with the name "Eduardo Alaniz" and a right-pointing chevron. To the right of the button is a vertical sidebar with an orange "i" icon and a white "+" icon. At the bottom of the window, there is a logo for "SafeNet" and the text "THE DATA PROTECTION COMPANY".</div>

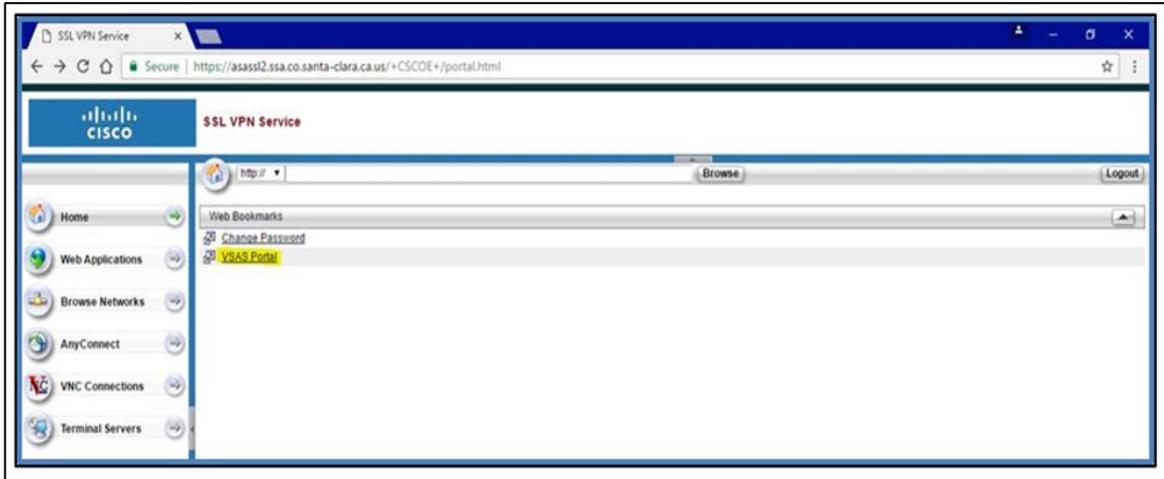
Steps	Action
3.	<p>Enter the 4-digit numerical PIN that you created.</p> <p>Click on the <b>[Continue]</b> button.</p>  <p>The screenshot shows the MobilePASS application window. At the top, there is a header with a 'List' button and the name 'Eduardo Al...'. Below this is a section titled 'Token Authentication'. Underneath, there is a label 'Token PIN' followed by a text input field containing four asterisks. At the bottom of the screen, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is highlighted with a red rectangular box. The SafeNet logo and tagline 'THE DATA PROTECTION COUNCIL' are visible at the very bottom.</p>
4.	<p>MobilePASS will generate a Passcode. Click on the <b>[Copy Passcode]</b> button.</p>  <p>The screenshot shows the MobilePASS application window displaying the generated passcode. The header is the same as in the previous step. The main content area shows 'Your Passcode' in a large font, with the number '958460' displayed below it. Underneath the passcode, it says 'Enabling OTP generation 06 Seconds'. There are two buttons: 'Generate Passcode' and 'Copy Passcode'. The 'Copy Passcode' button is highlighted with a green rectangular box. On the right side of the screen, there is a vertical toolbar with icons for information, edit, PIN, refresh, and delete. The SafeNet logo and tagline are at the bottom.</p>

Steps	Action
5.	<p>Launch new Internet browser window and enter the following secure SSA website address: <a href="https://asassl2.ssa.co.santa-clara.ca.us/">https://asassl2.ssa.co.santa-clara.ca.us/</a></p> <p>Once you launch the SSA website, you will use the MobilePASS Passcode to login.</p>
6.	<p>Select and enter the following information:</p> <ul style="list-style-type: none"> <li>• Group: VSAS_Portal</li> <li>• Enter Windows Username (provided by SSA HelpDesk)</li> <li>• Password: Paste Passcode (provided by MobilePASS)</li> </ul> <p><b>NOTE:</b> To paste passcode, right-click on the password field and click “Paste,” or press Ctrl-V in the Password field.</p> <p>Click the <b>[Login]</b> button once all fields have been entered.</p> <div data-bbox="302 1003 1442 1787" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>

Steps	Action
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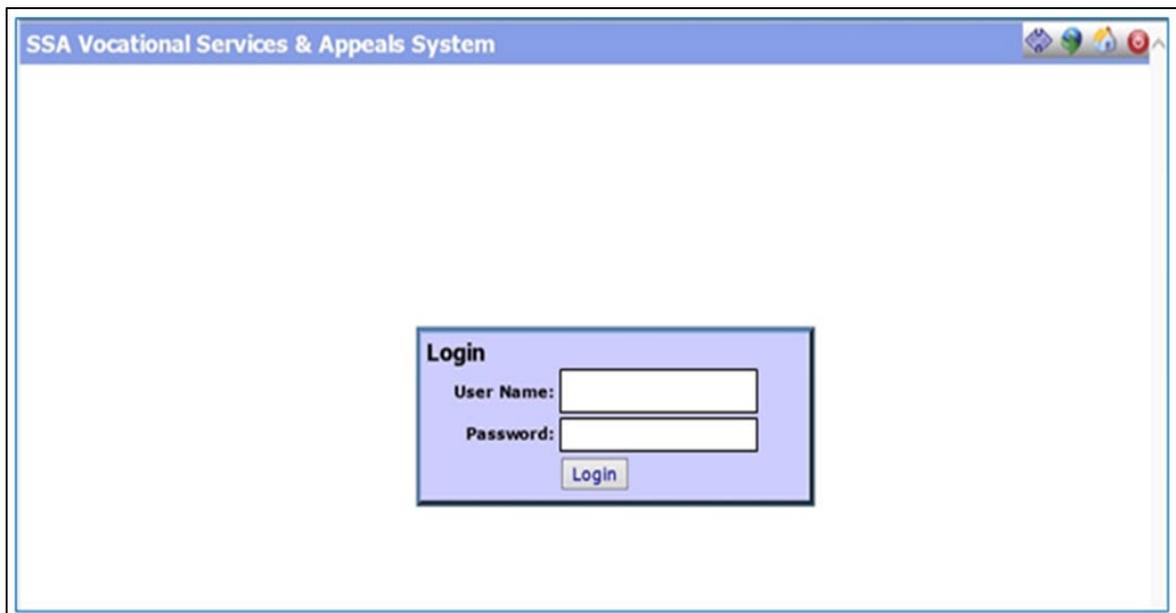
7. To access the VSAS Application, Click on the “**VSAS Portal**” link.

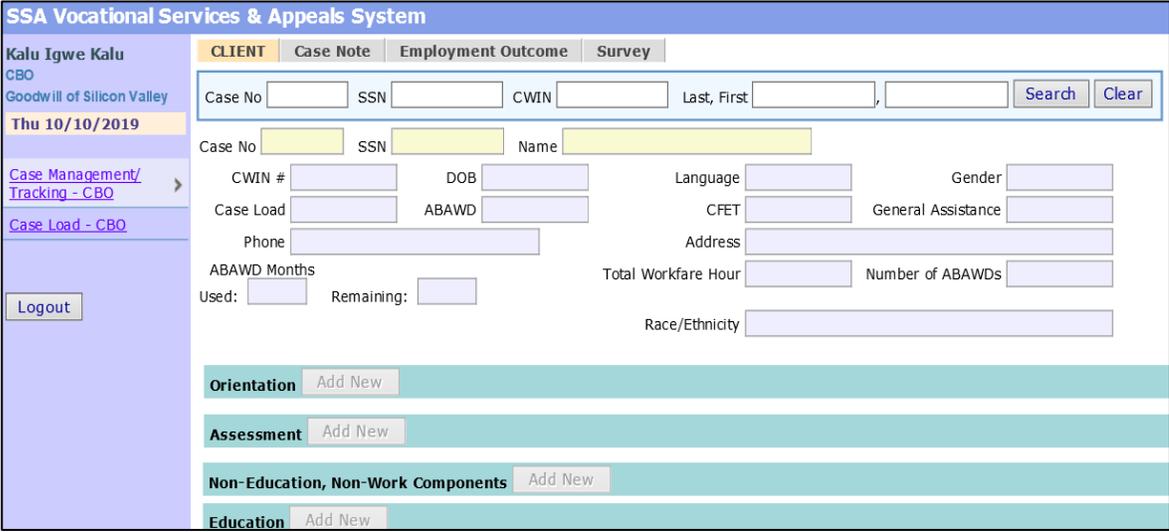
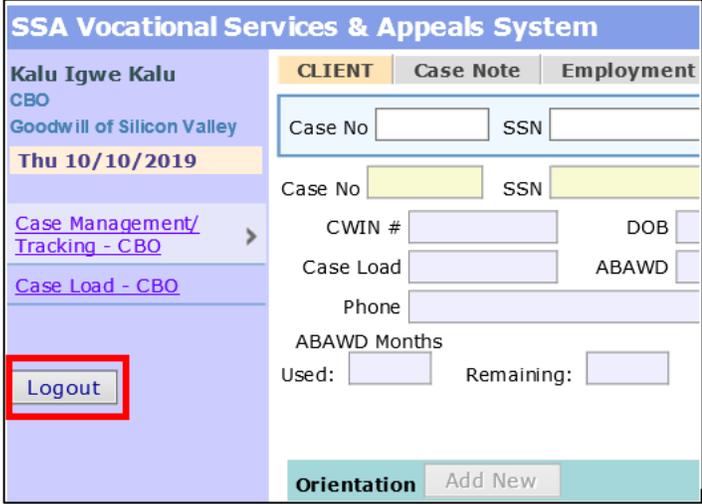
You will be directed to the “SSA Vocational Services & Appeals System (VSAS)” login page.



8. Enter Windows Username and Password (provided by SSA HelpDesk).

Click on [**Login**]



Steps	Action
9.	<p>Users will be able to access and use the VSAS Application.</p>  <p>The screenshot shows the 'SSA Vocational Services &amp; Appeals System' interface. The 'CLIENT' tab is selected. The left sidebar contains the user name 'Kalu Igwe Kalu', CBO 'Goodwill of Silicon Valley', the date 'Thu 10/10/2019', and navigation links for 'Case Management/Tracking - CBO' and 'Case Load - CBO'. A 'Logout' button is visible at the bottom of the sidebar. The main content area has tabs for 'CLIENT', 'Case Note', 'Employment Outcome', and 'Survey'. Below the tabs is a search bar with fields for Case No, SSN, CWIN, and Last, First. A form below contains fields for Case No, SSN, Name, CWIN #, DOB, Language, Gender, Case Load, ABAWD, CFET, General Assistance, Phone, Address, ABAWD Months, Total Workfare Hour, Number of ABAWDs, Used, Remaining, and Race/Ethnicity. At the bottom, there are sections for 'Orientation', 'Assessment', 'Non-Education, Non-Work Components', and 'Education', each with an 'Add New' button.</p>
10.	<p>To log-out of the VSAS Application, click on the <b>[Logout]</b> button.</p>  <p>The screenshot shows the same interface as above, but the 'Logout' button in the left sidebar is highlighted with a red rectangular box. The 'Orientation' button at the bottom is also visible.</p>

For your convenience, the Day-to-Day Login process is outlined in the *Santa Clara County CFET Third Party Partners Remote Access Guide (Addendum C)*.



## TROUBLESHOOTING

### Locked

- If your MobilePASS token displays as “Locked”, waiting 15 minutes will automatically unlock it.

### Log-In

- If you are unable to log into the initial login page, generate a new passcode with MobilePASS and try again.

### Password

- Your VSAS password expires every 3 months. See Addendum C for instructions on how to change password.

SSA HelpDesk

**Need assistance? Contact the SSA HelpDesk:**  
**(408) 755-7575 or [helpdesk@ssa.sccgov.org](mailto:helpdesk@ssa.sccgov.org)**

If your issue is not resolved on your first contact with the SSA Helpdesk, please send an email explaining the issue to the CFET Coordinators (see page 3 for contact info).

## **Confidentiality/Non-Disclosure**

Information on CFET cases may only be accessed through the Santa Clara County Social Services Agency (SCSSA) Vocational Services & Appeals System (VSAS).

SCSSA policy prohibits the use of client information for personal gain or potential conflicts of interest. (For example: Inquiring on the case of a family member or friend).

## **Provider Liability**

Third Party Partners must have appropriate (liability) insurance to conduct all business that relates to SCSSA services. For example, if you offer direct transport for clients, your vehicle and driver must have the proper insurance. SCSSA is not liable for damages or costs associated with not having proper insurance.

## **Outreach/Marketing**

Third Party Partners will conduct marketing and outreach for their training program. SCSSA may refer CF participants to the Third Party Partner CFET program.

## **CFET Third Party Partner Meetings**

A CFET Third Party Partner meeting is to obtain successful collaboration between SCSSA and our CFET Third Party Partners. All Third Party Partners are expected to send representation to the meeting held **every 4th Thursday of the month**.

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## IV. CFET ELIGIBILITY

Participation in a Third Party Partner CFET program is voluntary; however, participants must meet CFET eligibility requirements in order to enroll in a CFET program.

### Eligibility Requirements

An individual may receive CFET services if he/she:

- Receives CalFresh Federal Food Assistance Program
- Is a resident of Santa Clara County
- Is age 16 or older
- Is timed-out from CalWORKs/TANF.

An individual may not receive CFET services if he/she:

- Is not eligible for CalFresh Federal Food Assistance Program
- Is receiving California Food Assistance Program (CFAP)
- Is receiving CalWORKs/TANF
- Is sanctioned under CalWORKs



## Reverse Referral Process

In order to participate in the CFET program, participants must first be approved and receiving the CalFresh Federal Food Assistance Program benefits.

Encourage individuals to apply for CF if they appear eligible and help participants apply in one of the following ways:

- Online: [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org)
- By Phone: 1-877-962-3633
- By Mail: PO Box 11018, San Jose, CA 95103
- In Person at one of our SSA locations:
  - Assistance Application Center  
1867 Senter Rd. San Jose, CA 95112
  - General Assistance Services  
1919 Senter Rd. San Jose, CA 95112
  - North County  
1330 W. Middlefield Rd. Mountain View, CA 94043
  - Medi-Cal Benefits Assistance  
650 S. Bascom Ave. Suite A, San Jose, CA 95128
  - South County  
379 Tomkins Ct. Gilroy, CA 95020



**APPLY NOW!**

CF applications may take up to 30 days before a determination of eligibility is made, except applicants that qualify for Expedited Service.

CF eligibility must be maintained monthly for the entire duration of the period a client participates in the CFET program.

## V. COMPONENTS

The following items listed below are services, activities, or programs designed to help recipients gain skills, training, or work experience and are referred to as *components* of the CFET Program.

A CFET program must include at least one component; Third Party Partners have the freedom to offer a single component, a sequence of components, or concurrent activities.

Orientation and Assessment is not a component within itself, but an Orientation and Assessment must be completed and documented in VSAS for each participant.

### **Non-Education, Non-Work Components**

#### **Supervised Job Search**

Activities under the Supervised Job Search component include, but are not limited to:

##### **Supervised Job Search**

Supervised Job Search requires participants who are ready to enter the workforce to make a pre-determined number of inquiries to prospective employers over a specified period. Participants may do this on their own, with one-on-one assistance, or in a group setting. It is considered a legitimate job search contact when the participant submits a resume or application to an employer or has an interview with a potential employer. The job contact must be in an area of work for which the participant is reasonably qualified.

##### **Job Search Training**

Job Search Training enhances the job readiness of participants by teaching job seeking techniques, increasing job search motivation and boosting self-confidence. This activity includes but is not limited to:

- Occupational assessment,
- Remedial and entry-level job skills training,
- Online Job Search Tools,

- Resume building,
- Interview skills coaching,
- Customized and institutional skill training,
- Self-improvement training,
- Mock interviews, and/or
- Work readiness workshops.

## **Job Retention**

Job Retention services are provided to individuals who have secured employment to help them achieve satisfactory performance, retain employment, and increase earnings over time. Only individuals who have received employment and training services under CFET are eligible for job retention services. Job retention clients receive reimbursable supportive services after they have secured employment. Such services and reimbursable participant costs are provided for a minimum of 30 days and maximum of 90 days and may include but are not limited to:

- Case management,
- Life skill classes,
- Referrals to other services,
- Dependent care assistance,
- Transportation assistance,
- Clothing required for the job,
- Equipment or tools required for the job,
- Test fees,
- Union dues, and/or
- Licensing and bonding fees.

## **Education Components**

Education activities are programs that have a direct link to the local job market for participants who cannot gain employment due to basic skills deficits or lack of a high school diploma.

Note: Federal Employment & Training (E&T) funds cannot take the place of nonfederal (i.e., State, local) funds for existing educational services. Federal financial participation for operating education components may be authorized

only for costs that exceed the normal cost of services provided to persons not participating in E&T.

### **Vocational Training or Career/Technical Education Programs**

Vocational Training is designed to improve the employability of participants by providing training in a skill or trade for careers in current or emerging employment sectors, typically provided by training institutions that provide an industry-recognized certificate or credential.

### **Adult Basic Education or High School Equivalency (HSE)**

Programs that offer academic instruction and education services that increase an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a high school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

### **English Second Language (ESL)**

A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

## **Work Components**

### **Workfare**

Workfare participants work off the value of their household's monthly benefit allotment through an assignment at a private or public non-profit agency as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly benefit allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Workfare assignments cannot replace or prevent the employment of regular employees. Workfare assignments must provide the same working

conditions and workers' compensation benefits that are provided to regularly employed individuals performing similar work for equal hours.

## **Work Experience**

The work experience component is designed to improve the employability of participants through actual work experience and/or training. The goal of this component is to enable participants to move into regular employment.

Work Experience placements can be with private, for profit or non-profit agencies. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same working conditions and workers compensation benefits that are provided to regularly employed individuals performing similar work for equal hours.

Under this component, participants may engage in apprenticeships, pre-apprenticeships, and Internships as allowable activities.

### **Apprenticeships**

Apprenticeships allow participants to work with sponsoring organizations to earn necessary credentialing for industry-specific jobs. Participants combine on-the-job training with a practical and theoretical learning environment to gain highly skilled occupations directly linked to an apprenticeship program. These programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations.

### **Pre-Apprenticeships**

Pre-apprenticeship services and programs are designed to prepare individuals to enter and succeed in registered Apprenticeship programs. These programs have a documented partnership with at least one registered Apprenticeship program sponsor and together, they expand the participant's career pathway opportunities with industry-based training coupled with classroom instruction.

## **On-the-Job Training**

On-the-Job Training (OJT) is a training provided by an employer to a participant, who receives compensation while engaged in productive work that:

- Provides knowledge or skills essential to the full and adequate performance of the occupation,
- Provides reimbursement to the employer for the costs of providing the training and additional supervision related to the training, and
- Is limited in duration as appropriate to the occupation for which the participant is being trained.

Work placement can be made through a contract with an employer or registered program sponsor in the public, private nonprofit, or private sector. An OJT contract must be limited to the time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan.

### **Non-Covered Services**

The following components/programs are not allowed for CFET:

- 4-year college degree
- Transfer degrees
- Stipends provided in certain training programs.



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## VI. ELIGIBILITY & ENROLLMENT

Third Party Partner staff will use the process outlined in this section to check CFET eligibility and enroll a participant into their CFET program.

Vocational Service & Appeals System (VSAS) is the SCCSSA data collection tool used to track the progress of a CFET participant. It is imperative that updated participant information is entered in VSAS promptly each month, **no later than the 5<sup>th</sup> day of the following month.**

VSAS will be used as the primary data collection method to meet monthly, quarterly and annual reporting requirements.

**NOTE:** Third Party Partners must also maintain case files and internal data tracking on all CFET participants.

### CFET Eligibility

Steps	Action
1.	Obtain and retain the <i>Consent to Release Public Assistance Information for the CalFresh Employment and Training</i> form (Addendum D or use an in-house form) from the potential participant. This release will allow you to verify the participant's CFET eligibility. Ensure the consent form contains the participant's name, signature, signature date, and date of birth.
2.	Log in to VSAS by launching the SSA Portal and accessing the SSA VSAS Portal logon. Log in using the VSAS User Name and Password provided to you from the SSA Help Desk and click the <b>[Login]</b> button. 

Steps	Action
-------	--------

3.

To locate the participant in the VSAS system, enter demographic information in the **Client** tab (*SSN*, or *Last, First* name).

**NOTE:** Searching by the participant’s *SSN* is recommended in VSAS to narrow down the results. Click on the **[Search]** button.

4.

Select by single-clicking on the participant’s name (the identifying information field will turn yellow).

Steps	Action
-------	--------

5. There are six (6) VSAS fields to pay special attention to when viewing participant information:

- A. **ABAWD** indicator (YES/NO/EXEMPT)
- B. **CFET** (ELIGIBLE/*INELIGIBLE*)
- C. **General Assistance** (GA) indicator (YES/NO)
- D. **ABAWD** number of months used and number of months remaining
- E. **Total Workfare Hours** to comply with ABAWD rules
- F. **Number of ABAWDs** that can share these workfare hours

The screenshot shows a client profile page with the following fields highlighted in red boxes:

- A:** ABAWD status dropdown menu showing "EXEMPT".
- B:** CFET status dropdown menu showing "ELIGIBLE".
- C:** General Assistance status dropdown menu showing "NO".
- D:** ABAWD Months Used (0) and Remaining (3) input fields.
- E:** Total Workfare Hour input field showing "23".
- F:** Number of ABAWDs input field showing "0".

A. **ABAWD** (Able-Bodied Adult Without Dependents) indicator:

- If coded “**YES**,” the participant is an ABAWD and will need to participate in CFET services at least 20 hours/week or 80 hours/month, or in workfare (hours = CF allotment divided by minimum wage) in order to keep his/her CalFresh benefits. The participant will also need verification of participation hours and may need an attendance verification form completed and signed off by your agency (participant will provide).
- If coded “**NO**” or “**EXEMPT**,” the participant does not have a minimum number of monthly hours to meet.

Steps	Action
	<p>B. <b>CFET</b> field:</p> <ul style="list-style-type: none"> <li>• If coded “<b>ELIGIBLE</b>” participant is CFET eligible and can be participate in the CFET program.</li> <li>• If coded “<b>INELIGIBLE</b>” participant is not CFET eligible and cannot participate in the CFET program until VSAS shows “<b>ELIGIBLE.</b>”</li> <li>• Follow Steps 6-8 (below) to determine CFET eligibility and next steps.</li> </ul> <p>C. <b>General Assistance (GA)</b> indicator:</p> <ul style="list-style-type: none"> <li>• If coded “<b>YES,</b>” the participant is a recipient of GA and may be enrolled in the CFET program. The participant will need to contact their Employment Counselor (EC) at GA. The participant will also need verification of participation hours and may need an attendance verification form completed and signed off by your agency (participant will provide) in order to keep receiving GA benefits.</li> <li>• If coded “<b>No,</b>” the participant is not a recipient of GA.</li> </ul> <p>D. <b>ABAWD</b> months used and remaining fields:</p> <ul style="list-style-type: none"> <li>• Number of months where ABAWD work requirements has not been complied with. After 3 months, CF benefit will be discontinued.</li> <li>• Number of months left before CF benefit will be discontinued if ABAWD work requirements are not complied with.</li> </ul> <p>E. <b>Total Workfare Hours</b> field:</p> <ul style="list-style-type: none"> <li>• Number of Workfare hours that need to be completed monthly to comply with ABAWD work requirements.</li> </ul> <p>F. <b>Number of ABAWDs</b> field:</p> <ul style="list-style-type: none"> <li>• Number of ABAWDs in the case that can share the total number of Workfare hours that need to be completed monthly to comply with ABAWD work requirements.</li> </ul>

Steps	Action
6.	Follow the "If/Then..." guide below to determine CFET Eligibility or Ineligibility.

If...  
Then...  
  
Participant is CFET ELIGIBLE

VSAS locates the participant and the **CFET** field shows **ELIGIBLE**,  
This means they are active for CalFresh and no other disqualifier exists.

CLIENT Case Note Employment Outcome Survey

Case No [ ] SSN [ ] CWIN [ ] Last, First [ ] [ ] Search Clear

Case No [ ] SSN [ ] Name [ ]

CWIN # [ ] DOB [ ] Language English Gender [ ]

Case Load BH53 ABAWD EXEMPT **CFET ELIGIBLE** General Assistance NO

Phone [ ] Address [ ]

ABAWD Months Used: 0 Remaining: 3 Total Workfare Hour 23 Number of ABAWDs 0

Race/Ethnicity Filipino

If...  
Then...  
  
Participant is CFET INELIGIBLE

VSAS locates the participant and the **CFET** field shows **INELIGIBLE**,  
This means they are active for CalFresh, but one of the following disqualifying conditions exist:

- Individual is sanctioned for CalWORKs, or
- Individual is active for California Food Assistance Program (CFAP).

SSA Vocational Services & Appeals System

CLIENT Case Note Employment Outcome Survey

Case No [ ] SSN [ ] CWIN [ ] Last, First [ ] [ ] Search Clear

Case No [ ] SSN [ ] Name [ ]

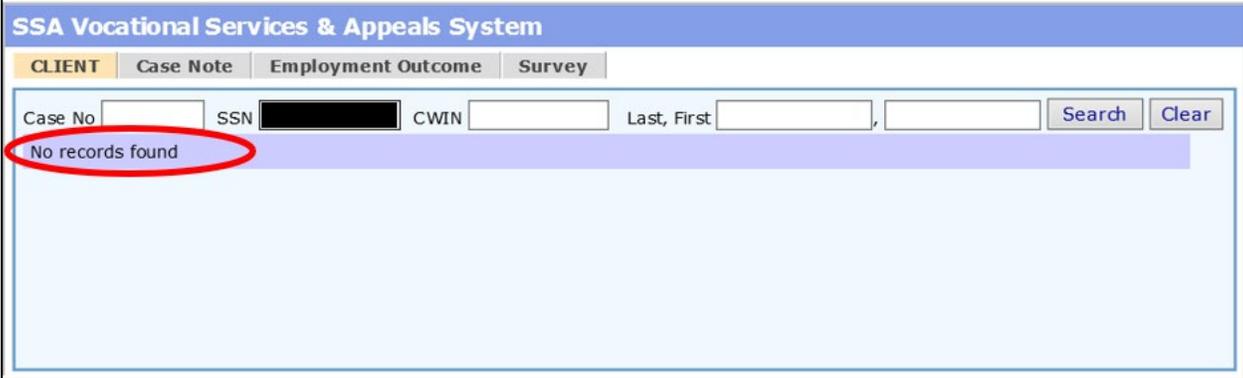
CWIN # [ ] DOB [ ] Language Spanish Gender [ ]

Case Load BH64 ABAWD NO **CFET INELIGIBLE** General Assistance NO

Phone [ ] Address [ ]

ABAWD Months Used: [ ] Remaining: 0 Total Workfare Hour 0 Number of ABAWDs 0

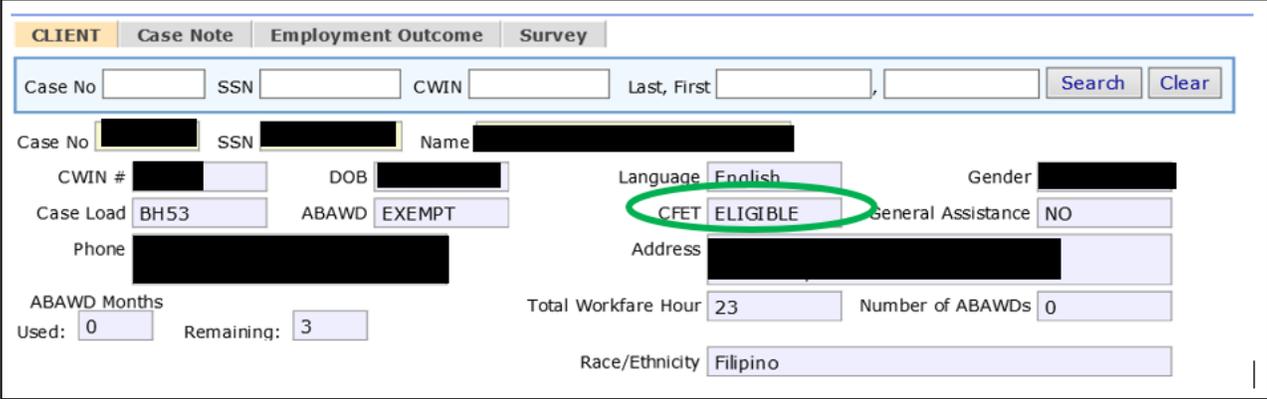
Race/Ethnicity [ ]

Steps	Action				
<p><b>If...</b></p> <p><b>Then...</b></p>	<p>If VSAS does <u>not</u> locate the participant and the “<b>No records found</b>” message appears,</p> <p>One of the following conditions exist:</p> <ul style="list-style-type: none"> <li>➤ Individual does not have a CalFresh case, or</li> <li>➤ Individual is active on the CalWORKs Program.</li> </ul>  <p>The screenshot shows the 'SSA Vocational Services &amp; Appeals System' interface. It has tabs for 'CLIENT', 'Case Note', 'Employment Outcome', and 'Survey'. Below the tabs are search fields for 'Case No', 'SSN', 'CWIN', and 'Last, First'. A 'Search' button and a 'Clear' button are on the right. A purple message box at the bottom of the search area displays 'No records found', which is circled in red in the original image.</p>				
<p><b>If...</b></p> <p><b>Ask...</b></p>	<p>“<b>No record is found</b>” in VSAS:</p> <p><i>Question for participant: Are you receiving CalWORKs?</i></p> <p><i>Participant’s response: Yes or no.</i></p> <table border="1" data-bbox="285 1236 1516 1682"> <thead> <tr> <th data-bbox="285 1236 906 1283">If YES...</th> <th data-bbox="906 1236 1516 1283">If NO...</th> </tr> </thead> <tbody> <tr> <td data-bbox="285 1283 906 1682"> <p>The participant cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p> </td> <td data-bbox="906 1283 1516 1682"> <p>Use the Reverse Referral Process to assist the participant to enroll in CalFresh. Once the participant is active for CalFresh, he or she may then be enrolled into your CFET program.</p> <p><u>Note:</u> Recheck CFET eligibility status (Step 1).</p> </td> </tr> </tbody> </table>	If YES...	If NO...	<p>The participant cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p>	<p>Use the Reverse Referral Process to assist the participant to enroll in CalFresh. Once the participant is active for CalFresh, he or she may then be enrolled into your CFET program.</p> <p><u>Note:</u> Recheck CFET eligibility status (Step 1).</p>
If YES...	If NO...				
<p>The participant cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p>	<p>Use the Reverse Referral Process to assist the participant to enroll in CalFresh. Once the participant is active for CalFresh, he or she may then be enrolled into your CFET program.</p> <p><u>Note:</u> Recheck CFET eligibility status (Step 1).</p>				

Steps	Action
<b>Active CFET Participants</b>	For Third Party Partners that have been working with an Active CFET participant and now the <b>CFET</b> field shows <b>INELIGIBLE</b> ,
<b>Then...</b>	<p>One of the following disqualifying conditions exist:</p> <ul style="list-style-type: none"> <li>• Participant’s CalFresh status is now <b>FAIL</b>, or</li> <li>• Participant’s CalFresh status is <b>PASS</b>, but:               <ul style="list-style-type: none"> <li>➤ Participant is now active on CalWORKs, or</li> <li>➤ Participant is sanctioned for CalWORKs.</li> </ul> </li> </ul> <div data-bbox="289 741 1547 1163" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>SSA Vocational Services &amp; Appeals System</b></p> <p>CLIENT Case Note Employment Outcome Survey</p> <p>Case No [ ] SSN [ ] CWIN [ ] Last, First [ ] [ ] Search Clear</p> <p>Case No [ ] SSN [ ] Name [ ]</p> <p>CWIN # [ ] DOB [ ] Language Spanish Gender [ ]</p> <p>Case Load BH64 ABAWD NO <b>CFET INELIGIBLE</b> General Assistance NO</p> <p>Phone [ ] Address [ ]</p> <p>ABAWD Months Used: [ ] Remaining: 0 Total Workfare Hour 0 Number of ABAWDs 0</p> <p>Race/Ethnicity [ ]</p> </div>

Steps	Action				
<b>Active CFET Participants</b>	For Third Party Partners that have been working with an Active CFET participant and the record <u>is</u> found but the <b>CFET</b> field shows <b>INELIGIBLE</b> ,				
Ask...	<p><i>Question for participant:</i> Are you receiving CalWORKs? Have you been sanctioned for CalWORKs?</p> <p><i>Participant's response:</i> Yes or no.</p>				
	<table border="1"> <thead> <tr> <th data-bbox="282 592 911 642">If YES...</th> <th data-bbox="911 592 1565 642">If NO...</th> </tr> </thead> <tbody> <tr> <td data-bbox="282 642 911 1650"> <p>If the participant is on CalWORKs or sanctioned for CalWORKs they cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p> </td> <td data-bbox="911 642 1565 1650"> <p>Ask the participant the following question:</p> <p><i>Question for participant:</i> When was the last time you received CalFresh benefits?</p> <p><b>If less than 30 days</b> - Instruct the participant to contact their Santa Clara County Eligibility Worker (EW) to determine why they were discontinued and if they comply can they get their CalFresh rescinded.</p> <p><b>If more than 30 days</b> - Assist the participant in applying for CalFresh using the Reverse Referral Process.</p> <p>Once the participant's CalFresh status is active <u>and</u> VSAS shows the <b>CFET</b> field as <b>ELIGIBLE</b>, then Third Party Partners may continue to provide CFET services to the participant.</p> </td> </tr> </tbody> </table>	If YES...	If NO...	<p>If the participant is on CalWORKs or sanctioned for CalWORKs they cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p>	<p>Ask the participant the following question:</p> <p><i>Question for participant:</i> When was the last time you received CalFresh benefits?</p> <p><b>If less than 30 days</b> - Instruct the participant to contact their Santa Clara County Eligibility Worker (EW) to determine why they were discontinued and if they comply can they get their CalFresh rescinded.</p> <p><b>If more than 30 days</b> - Assist the participant in applying for CalFresh using the Reverse Referral Process.</p> <p>Once the participant's CalFresh status is active <u>and</u> VSAS shows the <b>CFET</b> field as <b>ELIGIBLE</b>, then Third Party Partners may continue to provide CFET services to the participant.</p>
If YES...	If NO...				
<p>If the participant is on CalWORKs or sanctioned for CalWORKs they cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES).</p>	<p>Ask the participant the following question:</p> <p><i>Question for participant:</i> When was the last time you received CalFresh benefits?</p> <p><b>If less than 30 days</b> - Instruct the participant to contact their Santa Clara County Eligibility Worker (EW) to determine why they were discontinued and if they comply can they get their CalFresh rescinded.</p> <p><b>If more than 30 days</b> - Assist the participant in applying for CalFresh using the Reverse Referral Process.</p> <p>Once the participant's CalFresh status is active <u>and</u> VSAS shows the <b>CFET</b> field as <b>ELIGIBLE</b>, then Third Party Partners may continue to provide CFET services to the participant.</p>				

Steps	Action
<p data-bbox="69 233 102 264">7.</p> <p data-bbox="69 310 256 394"><b>Active CFET Participants</b></p>	<p data-bbox="282 233 1252 264">Verify the participant is <u>not</u> enrolled in a conflicting component.</p> <p data-bbox="282 310 1511 575">Enrollment in conflicting components is when two of the same components (i.e. <b>Supervised Job Search</b>) are entered at two different Third Party Partners. Regulations <u>allow</u> a participant to be enrolled in two CFET components as long as they are <u>not</u> conflicting. For example, a participant may be enrolled in the <b>Supervised Job Search</b> component at one Third Party Partner and the <b>English Second Language</b> component at another Third Party Partner.</p> <p data-bbox="282 621 1528 747">Here is an example of a conflicting component (two <b>Supervised Job Search</b> entries at two different Third Party Partners –<i>Sacred Heart Community Services</i> and <i>Catholic Charities of Santa Clara County</i>):</p> <div data-bbox="282 785 1549 1241" data-label="Image"> </div> <p data-bbox="282 1287 1511 1457">As you can see above, there are two open, non-End Dated entries for the same <b>Supervised Job Search</b> component. In this situation, the more current Third Party Partner will first need to discuss the conflicting component issue with the participant.</p> <p data-bbox="282 1503 1536 1629">Next, the Third Party Partner will need to contact the designated contact person at the other Third Party Partner in order to verify and discuss End Dating the component appropriately.</p> <p data-bbox="282 1675 1536 1759">(Note: Third Party Partners are unable to edit or end-date other agency’s entries in the VSAS system.)</p>

Steps	Action
8.	<p>It is mandatory that participants maintain their CF eligibility monthly, in order to be enrolled in the CFET program.</p> <p><b>Use VSAS to check CF eligibility on the first working day of each month.</b></p>  <p>The screenshot shows a web interface for a client profile. At the top, there are tabs for 'CLIENT', 'Case Note', 'Employment Outcome', and 'Survey'. Below the tabs is a search bar with fields for Case No, SSN, CWIN, and Last, First, along with 'Search' and 'Clear' buttons. The main profile area contains various fields: Case No, SSN, Name, CWIN #, DOB, Language (English), Gender, Case Load (BH53), ABAWD (EXEMPT), CFET (ELIGIBLE - circled in green), General Assistance (NO), Phone, Address, ABAWD Months (Used: 0, Remaining: 3), Total Workfare Hour (23), Number of ABAWDs (0), and Race/Ethnicity (Filipino).</p>

For your convenience, this process is outlined in the *Desk Aid: CFET Eligibility Status in VSAS* (Addendum E).



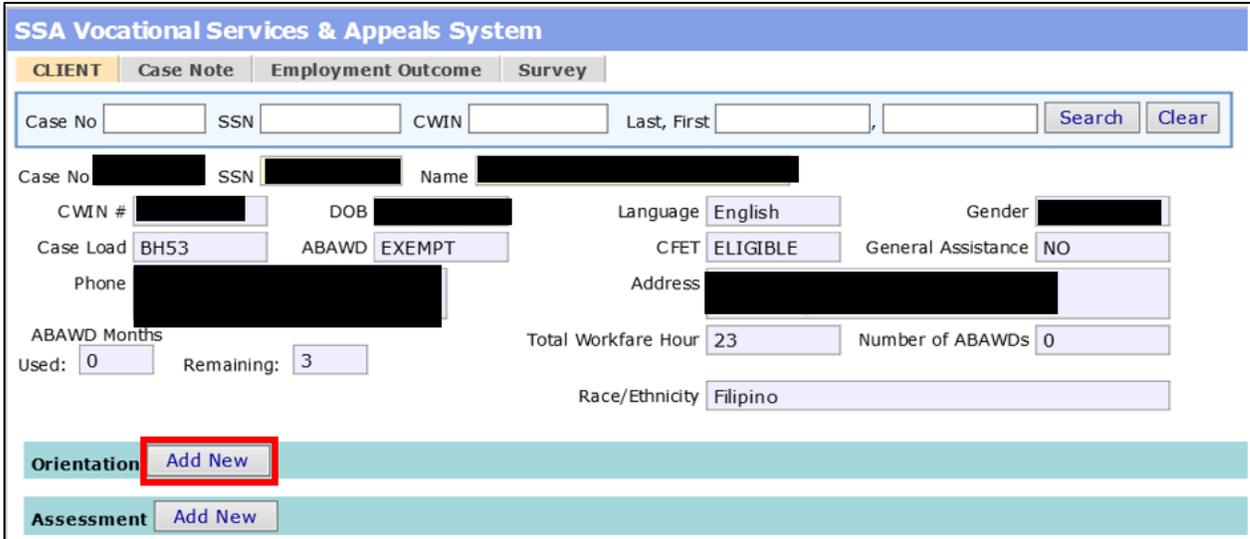
## Orientation and Assessment

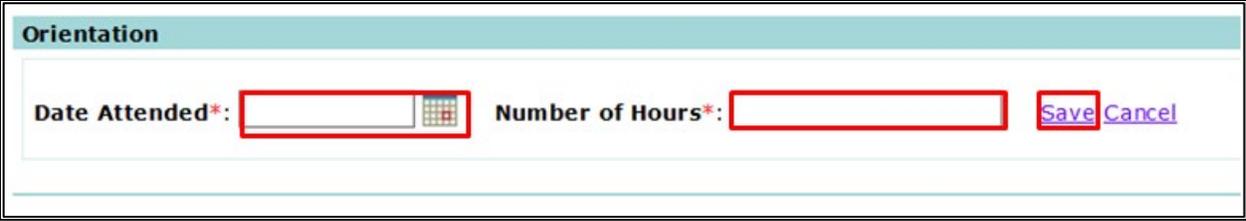
The Third Party Partners must provide participants with an Orientation outlining their program and services provided. This should include participant expectations and rights and responsibilities. The Third Party Partners must assess the skill level, aptitude, interests and supportive service needs of the CFET participant in order to determine the Individual Employment Plan and what, if any, will be the most effective CFET component for that participant. CFET components are meant to assist members of a CalFresh household in obtaining relevant training, education and/or skills to increase the likelihood of securing employment.

### Methods of Conducting an Orientation

Orientations can be conducted one-on-one or in a group setting. Orientation should introduce the participant to the Provider’s organization and explain the program and services offered.

### Orientation VSAS Entries

Steps	Action
a.	<p>Click <b>[Add New] Orientation</b> button</p>  <p>The screenshot shows the SSA Vocational Services &amp; Appeals System interface. At the top, there are tabs for CLIENT, Case Note, Employment Outcome, and Survey. Below the tabs is a search bar with fields for Case No, SSN, CWIN, and Last, First, along with Search and Clear buttons. The main area displays client information including Case No, SSN, Name, CWIN #, DOB, Language (English), Gender, Case Load (BH53), ABAWD (EXEMPT), CFET (ELIGIBLE), General Assistance (NO), Phone, Address, ABAWD Months (Used: 0, Remaining: 3), Total Workfare Hour (23), Number of ABAWDs (0), and Race/Ethnicity (Filipino). At the bottom, there are two sections: 'Orientation' with an 'Add New' button highlighted by a red box, and 'Assessment' with an 'Add New' button.</p>

Steps	Action
b.	Enter <b><i>Date Attended</i></b> and <b><i>Number of Hours</i></b> and click [Save]. 

### Methods of Conducting an Assessment

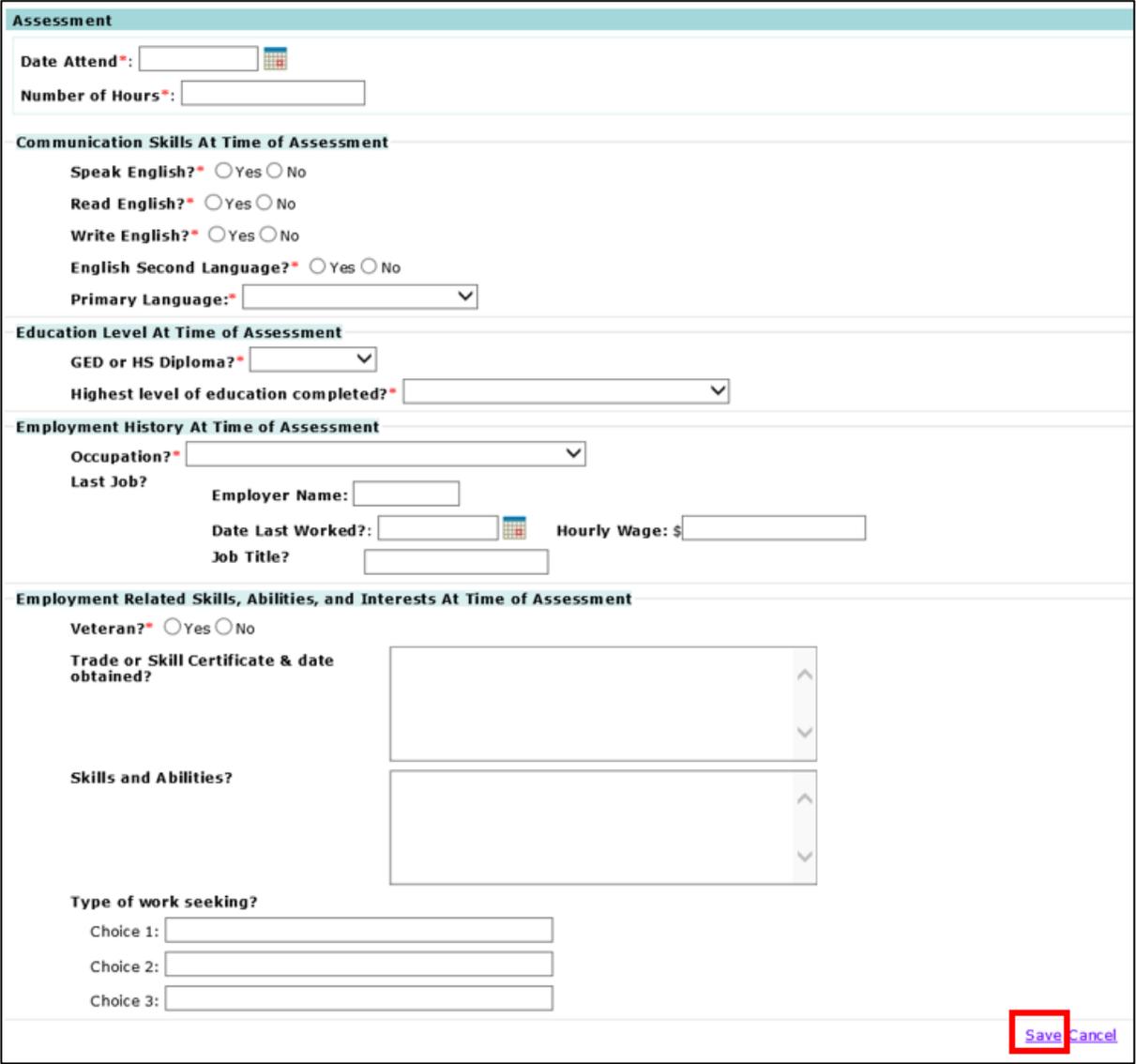
An assessment can be completed in a variety of ways. Some Third Party Partners use a one or two-page form that the client completes, while others allow the CFET Staff to objectively assess the client in person. Some Third Party Partners contract with other related programs (Workforce Innovation & Opportunity Act (WIOA), One-Stop Career Centers, etc.) or non-government agencies to provide a more comprehensive assessment. Regardless of how the assessment is completed, the following is a list of skills/knowledge that could be examined with suggested assessment tools.

1. Conduct the assessment which includes an in-depth evaluation including, but not limited to:

Assessment Area	Suggested Tools
Literacy Level	Standardized tests, one-on-one interview/observations (i.e. client’s ability to read and complete forms in case file)
Communication Skills (including English proficiency)	Standardized test, one-on-one interview
Education	Questionnaire, resume or one-on-one interview
Employment History	Questionnaire, resume or one-on-one interview
Employment-Related Skills, Abilities and Interests	Questionnaire, one-on-one interview, or online assessment
Employment Barriers and Steps Necessary to Overcome Barriers	Questionnaire or one-on-one interview

## Assessment VSAS Entries

Steps	Action
a.	Click the <b>[Add New] Assessment</b> button 

b.	Complete all the fields in the VSAS Assessment window. If information is not available, enter N/A and click the <b>[SAVE]</b> . Use the <b>Case Note</b> tab to expand on the Assessment. 
----	---

**Note:** You will not be able to Save unless all required (\*) fields are completed.

2. Complete an Individual Employment Plan (IEP) with incremental steps to help the participant overcome all identified barriers and support the participant's strengths and goals.

IEP could include the following:

- ✓ Employment objective (should be consistent with assessment)
- ✓ Activities to be undertaken (i.e., E&T components) to achieve objective
- ✓ Tentative dates, times and locations for each activity
- ✓ Hours of activity required each week
- ✓ Services provided by agency (child care, transportation)
- ✓ Statement of client's responsibilities
- ✓ Signature of client and CFET Staff

## Enrollment & Case Management

1. Create and maintain a case file with the participant's progress information, including:

- Intake Information, including Emergency Contact
- CFET Consent to Release Information
- Assessment Information
- All Standardized Tests
- Copy of IEP
- Components Provided
- Component Dates and Hours Spent
- Support Services Documentation
- Employment Outcomes
- Case Notes



2. Check CF eligibility in VSAS on the **first working day of each month**. (Refer to pages 27-36, or the *Desk Aid: CFET Eligibility Status in VSAS* (Addendum E).)

The screenshot shows the VSAS client profile form with the following fields and values:

CLIENT	Case Note	Employment Outcome	Survey
Case No	SSN	CWIN	Last, First
Case No	SSN	Name	
CWIN #	DOB	Language	English
Gender			
Case Load	BH53	ABAWD	EXEMPT
CFET	ELIGIBLE	General Assistance	NO
Phone		Address	
ABAWD Months Used: 0	Remaining: 3	Total Workfare Hour	23
		Number of ABAWDs	0
		Race/Ethnicity	Filipino

3. Monitor the CFET participant's progress and document in VSAS and case file by the **5<sup>th</sup> of the following month**. (See "VSAS Component Entries" section below)



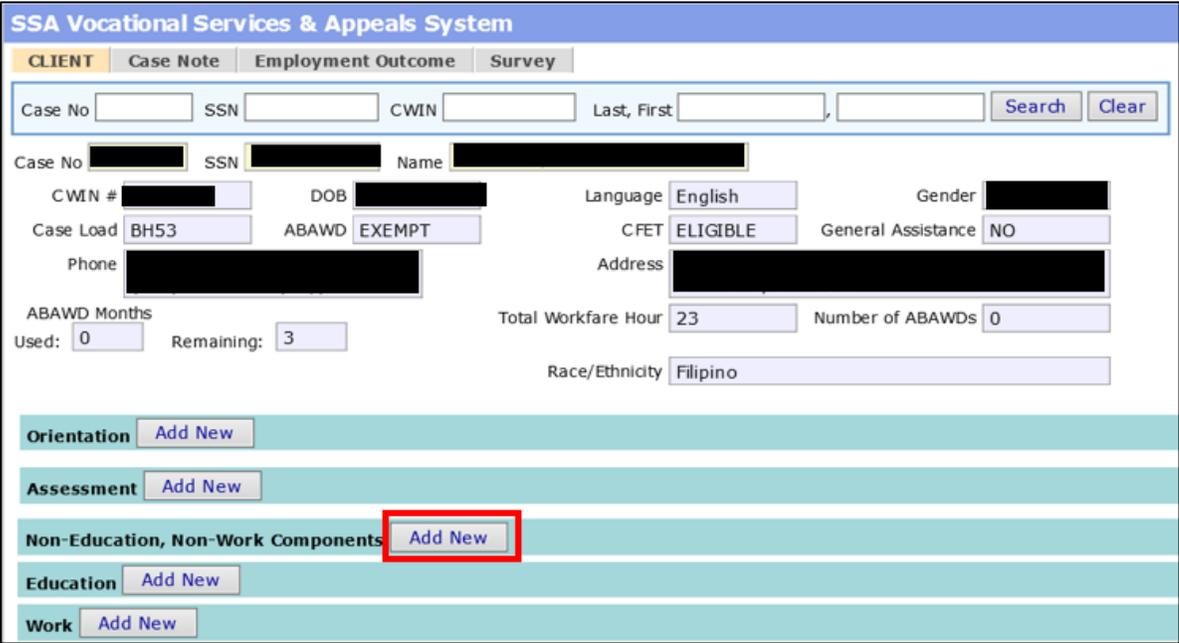
- Update participant progress
- Monitor and update Component Participation Start and End Dates
- Add Case Notes

4. Locate the desired participant in VSAS (Refer to pages 27-36, or the *Desk Aid: CFET Eligibility Status in VSAS* (Addendum E)).  
Enroll the participant into the appropriate CFET component(s) by entering the information in VSAS.

**NOTE:** The user will be able to view the components listed for each participant. (In the first screenshot below, the participant is new to the CFET program so there will be no associated component entries listed in the turquoise component bars.)

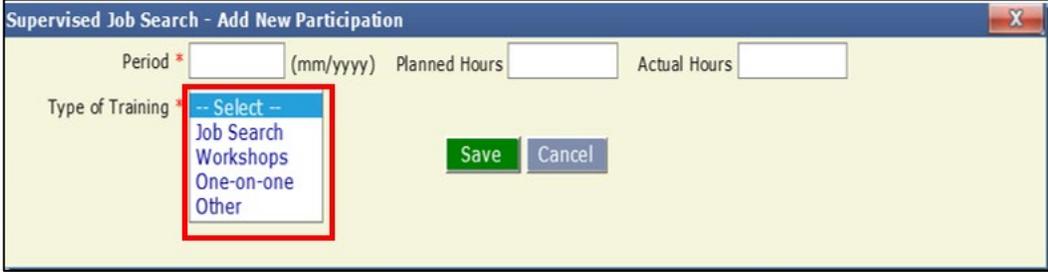
## VSAS Component Entries

### i. Non-Education, Non-Work Components

Steps	Action
a.	<p>To assign a new <b>Non-Education, Non-Work Component</b> to a CFET participant, follow the steps below.</p> <p>On the <b>Non-Education, Non-Work Component</b> turquoise bar, click on the <b>[Add New]</b> button.</p>  <p>The screenshot shows the SSA Vocational Services &amp; Appeals System interface. At the top, there are tabs for CLIENT, Case Note, Employment Outcome, and Survey. Below the tabs is a search bar with fields for Case No, SSN, CWIN, and Last, First, along with Search and Clear buttons. The main area displays client information: Case No, SSN, Name, CWIN #, DOB, Language (English), Gender, Case Load (BH53), ABAWD (EXEMPT), CFET (ELIGIBLE), General Assistance (NO), Phone, Address, ABAWD Months (Used: 0, Remaining: 3), Total Workfare Hour (23), Number of ABAWDs (0), and Race/Ethnicity (Filipino). At the bottom, there are five turquoise bars, each with an 'Add New' button. The 'Non-Education, Non-Work Components' bar is highlighted, and its 'Add New' button is circled in red.</p>
b.	<p>The <b>Non-Education, Non-Work- Add New Component</b> window will pop-up.</p> <ul style="list-style-type: none"> <li>▪ Select <b>Supervised Job Search</b> or <b>Job Retention</b>,</li> <li>▪ Enter the <b>Component Start Date</b>, <b>Provider Start Date</b>, and</li> <li>▪ Add a <b>Comment</b>.</li> </ul> <p><b>Note:</b> * = mandatory fields.</p>

Steps	Action
	

c.	<p data-bbox="203 884 1458 919">After entering the fields, click on the <b>[Save]</b> button and the window will auto close.</p> 
----	--

Steps	Action
d.	<p>To enter <b>Supervised Job Search</b> participation, click on the <b>[Add Participation]</b> button below the <b>Supervised Job Search</b> component.</p>  <p>The screenshot shows a web interface with several sections: 'Assessment' with an 'Add New' button, 'Non-Education, Non-Work Components' with an 'Add New' button, and 'Supervised Job Search'. In the 'Supervised Job Search' section, there are fields for 'Component Start Date' (10/01/2019), 'Component End Date', and 'Add Provider'. Below these are 'Provider' (Goodwill of Silicon Valley) and 'Start Date' (10/01/2019). A 'Comment' field is present, and the 'Add Participation' button is highlighted with a red rectangular box.</p>
e.	<p>The <b>Supervised Job Search – Add New Participation</b> window will pop-up. Select the type of Supervised Job Search in the <b>Type of Training</b> drop-down field.</p>  <p>The screenshot shows a pop-up window titled 'Supervised Job Search - Add New Participation'. It contains fields for 'Period *' (mm/yyyy), 'Planned Hours', and 'Actual Hours'. The 'Type of Training *' dropdown menu is open, showing options: '-- Select --', 'Job Search', 'Workshops', 'One-on-one', and 'Other'. The dropdown menu is highlighted with a red rectangular box. There are 'Save' and 'Cancel' buttons at the bottom.</p>
f.	<p>Complete the <b>Type of Training</b>, <b>Period</b> (mm/yyyy) and <b>Planned Hours</b> fields. Click <b>[Save]</b>.</p>  <p>The screenshot shows the same pop-up window as in step e. The 'Type of Training *' dropdown menu is now closed and shows '-- Select --'. The 'Save' button is highlighted with a red rectangular box.</p>

Steps	Action
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If you select *Job Search* in the **Type of Training** field, notice that Employment Contacts field will appear. Complete this field by entering the number of applications and/or interviews the CFET participant completed during this period.

g. Participant has been enrolled in the **Supervised Job Search** component for 10/2019.

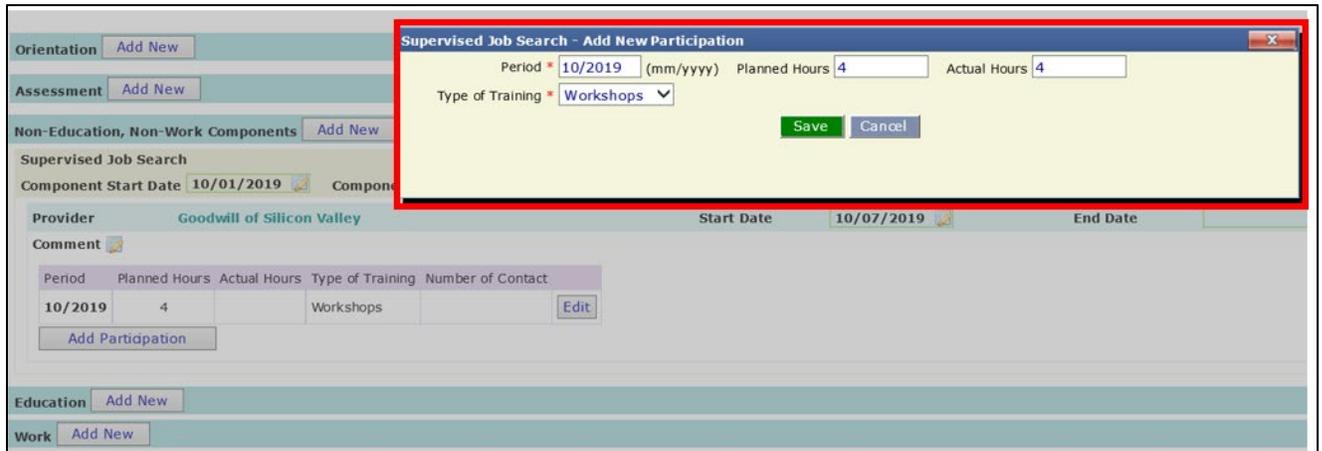
Period	Planned Hours	Actual Hours	Type of Training	Number of Contact
10/2019	4		Workshops	

h. The user will need to update the information in the **Supervised Job Search** component by clicking on the [Edit] button **by the 5<sup>th</sup> of the following month** to track the participant's progress.

Period	Planned Hours	Actual Hours	Type of Training	Number of Contact
10/2019	4		Workshops	

Steps	Action
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i. The **Supervised Job Search – Edit Participation** window will pop-up. Enter the participant’s **Actual Hours** (and the number of **Employment Contacts** if you selected **Job Search** as the **Type of Training**) that were completed for the specified **Period** (i.e., 10/2019). Click **[Save]**.



j. The **Supervised Job Search** component has been entered and completed for the **Period** of 10/2019. Note: To enter another **Supervised Job Search** component for the following **Period**/month (i.e., 11/2019), click on **[Add Participation]** button and continue making entries as specified above.



Steps	Action
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**k.** **End Dates: SCENARIO 1** - When the participant has completed all activities related to the provider's **Supervised Job Search** component (i.e., the participant has now found employment through the provider's Supervised Job Search services), the user will need to enter a **Provider End Date**.  
 Click on the **Provider End Date** field and a new field will open to allow the user to enter a **Provider End Date**.

The screenshot shows a web form for 'Supervised Job Search'. The 'Component Start Date' is 10/01/2019. The 'Provider' is 'Goodwill of Silicon Valley' and the 'Start Date' is 10/01/2019. The 'End Date' field is empty and highlighted with a red box. Below the form is a table with columns: Period, Planned Hours, Actual Hours, Type of Training, and Number of Contact. The table contains one row for 10/2019 with 4 planned and actual hours, and 'Workshops' as the training type.

Period	Planned Hours	Actual Hours	Type of Training	Number of Contact
10/2019	4	4	Workshops	

**l.** Enter the **Provider End Date** and Click **[Save]**.  
 Now the **Provider End Date** appears in bold.

Note: if the user needs to edit or delete the **Provider End Date** field due to an erroneous entry, click on the small Calendar icon [📅] next to the date. Please use this sparingly as entries/deletions in this field may cause funding/payment delays or problems for Third Party Partners.

The screenshot shows the same web form as above, but the 'End Date' field is now populated with '10/31/2019' and is highlighted with a red box. The 'Save' button is visible next to the date field.

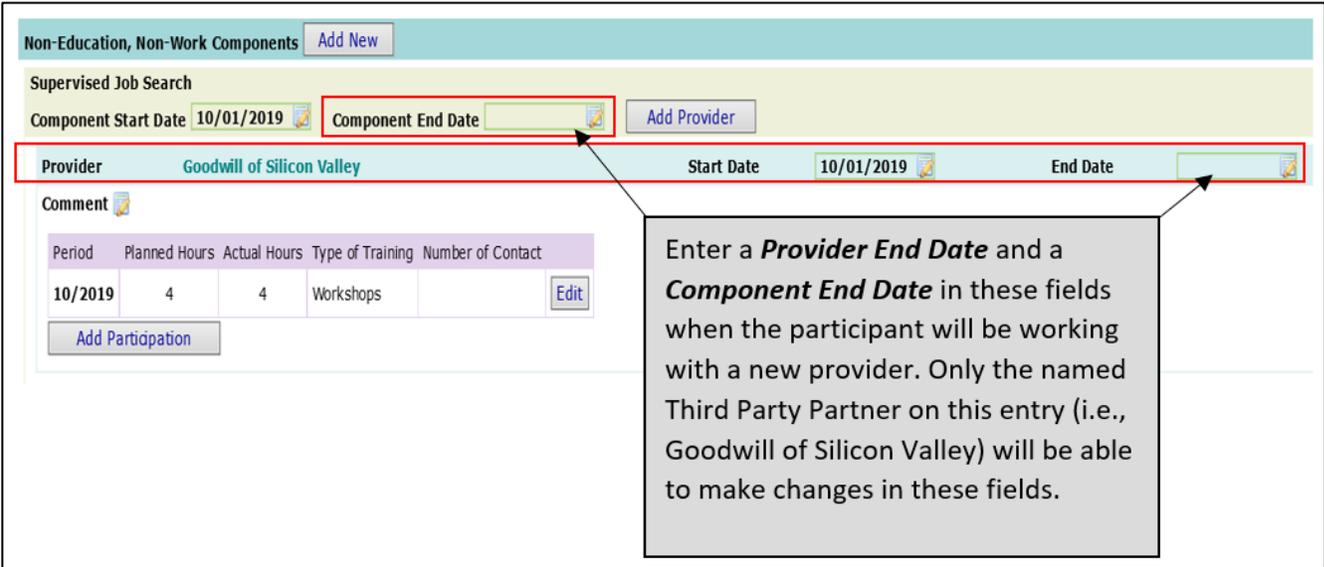
Steps	Action
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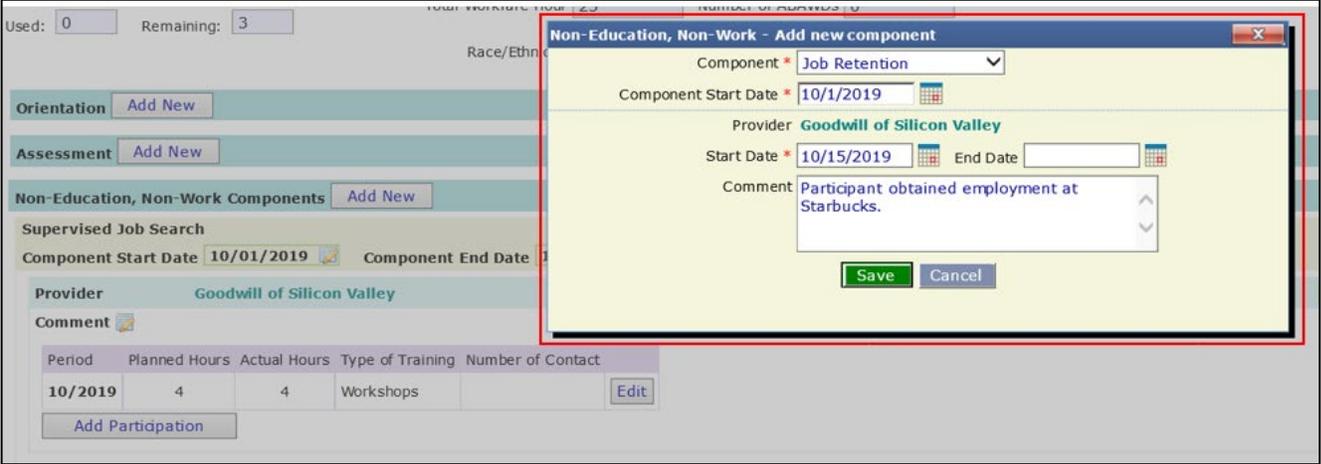
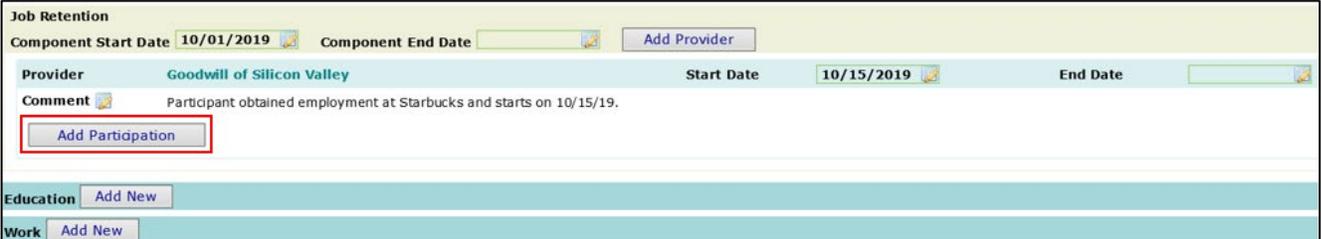
**m.** Next, the user will need to enter the **Component End Date** and Click **[Save]**.

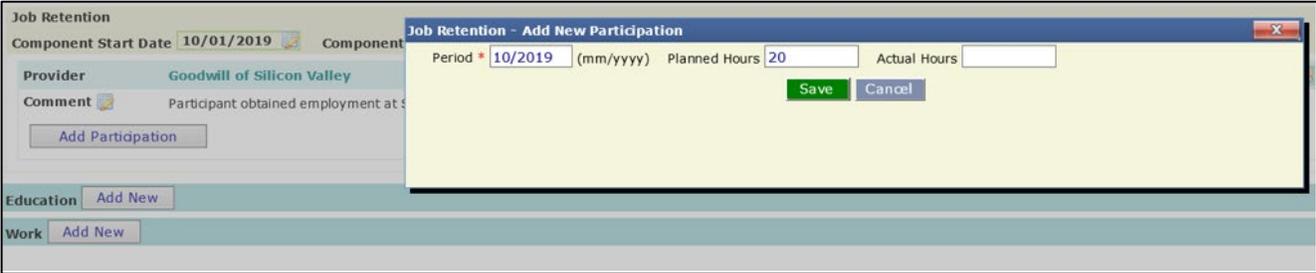
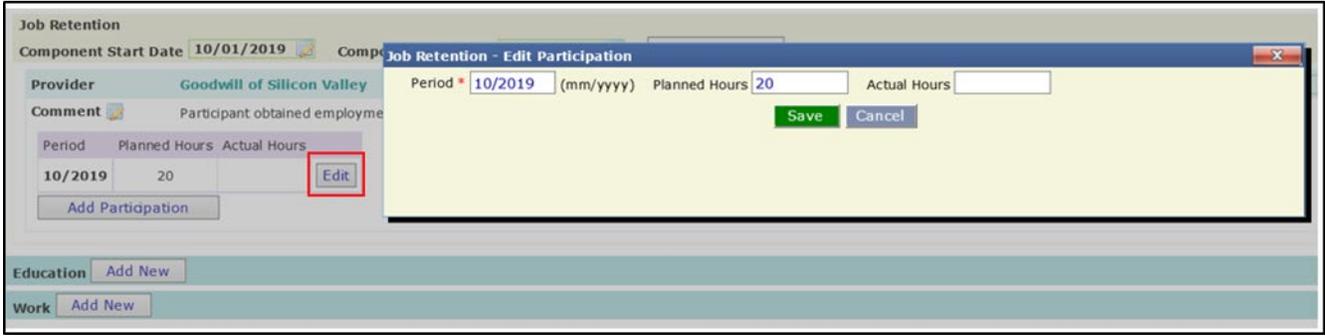
The screenshot shows a web form with several sections: Orientation, Assessment, Non-Education, Non-Work Components, and Supervised Job Search. The Supervised Job Search section is highlighted in yellow. Within this section, the 'Component End Date' field is set to '10/31/2019' and is highlighted with a red box. Next to it are 'Save' and 'Cancel' buttons, also highlighted with a red box. Below this, the 'Provider' is 'Goodwill of Silicon Valley', 'Start Date' is '10/01/2019', and 'End Date' is '10/31/2019'. A table below shows training details for the period 10/2019, with 4 planned and actual hours for 'Workshops'.

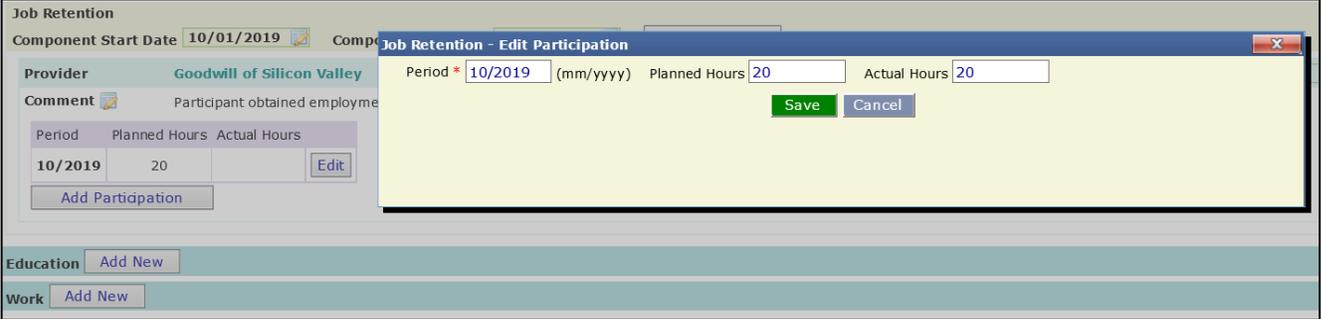
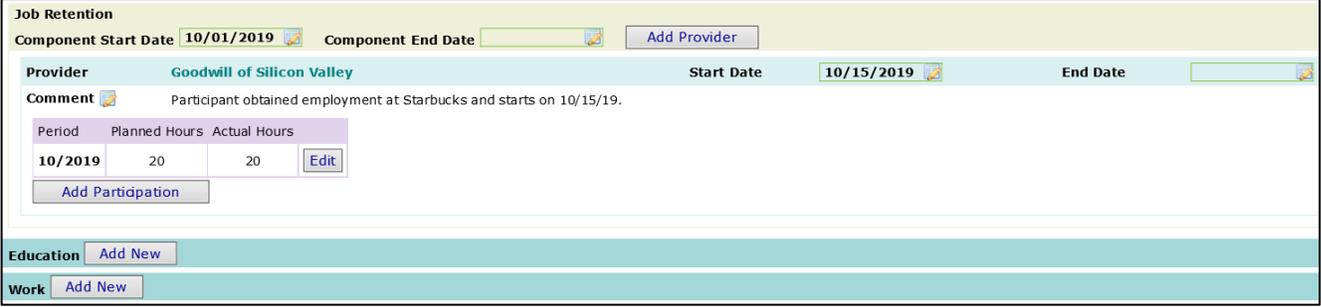
**n.** Now, the entire **Supervised Job Search** component has been End Dated.

This screenshot is identical to the previous one, but the entire 'Supervised Job Search' section is highlighted in yellow. The 'Component End Date' field and the 'Save' button are still highlighted with red boxes. The rest of the form content remains the same.

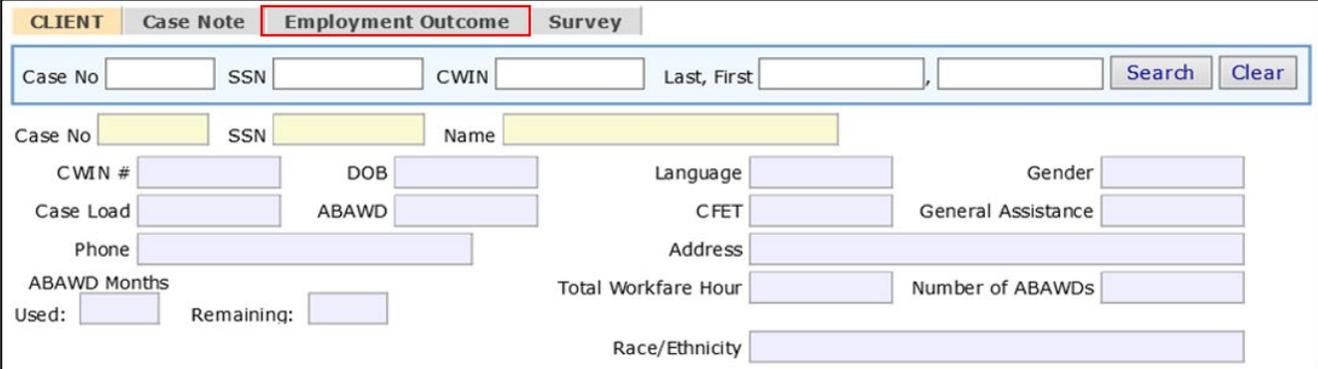
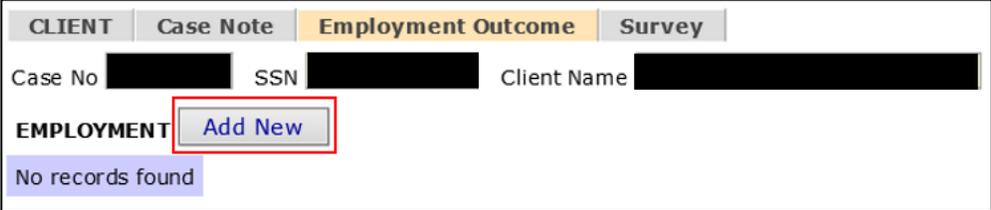
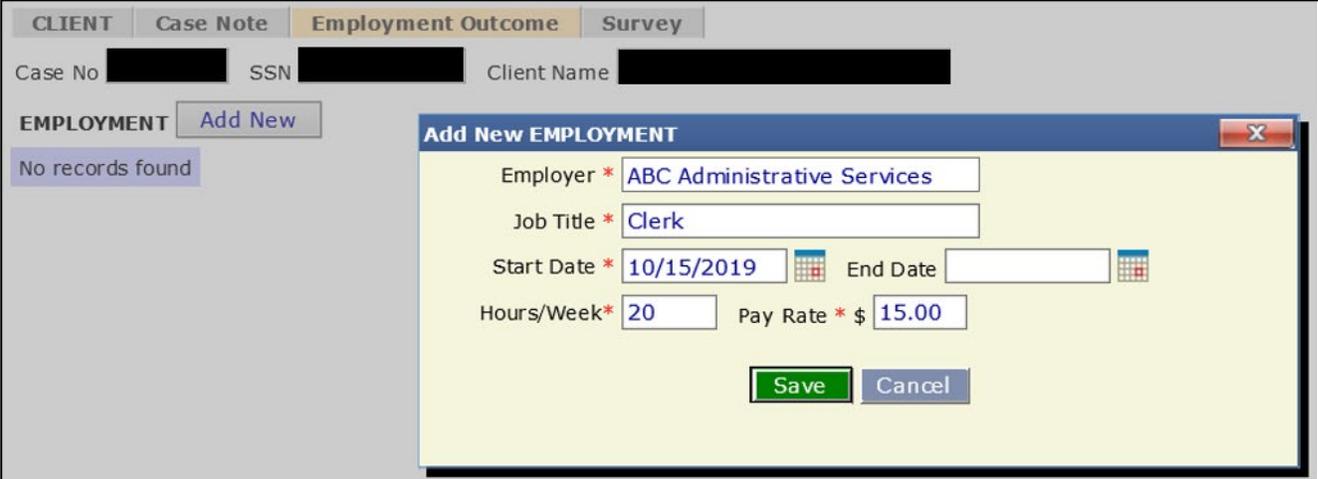
Steps	Action
o.	<p><b>End Dates: SCENARIO 2</b> – If the participant wants to engage the services of another Third Party Partner for the <u>same</u> open Component, users will need to enter a date in the <b>Provider End Date</b> field and the <b>Component End Date</b> field so that the new Third Party Partner may add activities in this component for this participant</p> <p>Note: Refer to the “Conflicting Components” section on page 34 for more information.</p> <p>Do not use the <b>[Add Provider]</b> button.</p> <div data-bbox="212 632 1536 1199" style="border: 1px solid black; padding: 10px;">  <p>The screenshot shows a web interface for managing components. At the top, there's a header 'Non-Education, Non-Work Components' with an 'Add New' button. Below that, a 'Supervised Job Search' section contains 'Component Start Date' (10/01/2019) and 'Component End Date' (empty), with an 'Add Provider' button. A table below lists a provider 'Goodwill of Silicon Valley' with 'Start Date' (10/01/2019) and 'End Date' (empty). A callout box with arrows pointing to the 'Component End Date' and 'Provider End Date' fields contains the text: 'Enter a <b>Provider End Date</b> and a <b>Component End Date</b> in these fields when the participant will be working with a new provider. Only the named Third Party Partner on this entry (i.e., Goodwill of Silicon Valley) will be able to make changes in these fields.'</p> </div>

Steps	Action
a.	<p>To enter a participant's <b>Job Retention</b>, on the <b>Non-Education, Non-Work Components</b> turquoise bar, click on the <b>[Add New]</b> button.</p> <p>Note: Participants MUST have at least one other CFET component open or completed in order to enroll in <b>Job Retention</b>.</p> 
b.	<p>The <b>Non-Education, Non-Work Components – Add new Component</b> window will pop-up.</p> <ul style="list-style-type: none"> <li>▪ Select <b>Job Retention</b> in the <b>Component</b> drop-down field,</li> <li>▪ Enter the <b>Component Start Date</b>, <b>Provider Start Date</b>, and</li> <li>▪ Add <b>Comment</b> &amp; Click <b>[Save]</b>.</li> </ul> 
c.	<p>Under <b>Job Retention</b>, click on <b>[Add Participation]</b> button.</p> 

Steps	Action
d.	<p>The <b>Job Retention – Add New Participation</b> window will pop-up. Enter the <b>Period</b> (mm/yyyy) and <b>Planned Hours</b>. Click <b>[Save]</b>.</p> 
e.	<p>Now the participant has been enrolled in the <b>Job Retention</b> component.</p> 
f.	<p>The user will need to update the information in the <b>Job Retention</b> component by clicking on the <b>[Edit]</b> button <b>by the 5<sup>th</sup> of the following month</b> to track the participant's progress.</p> 

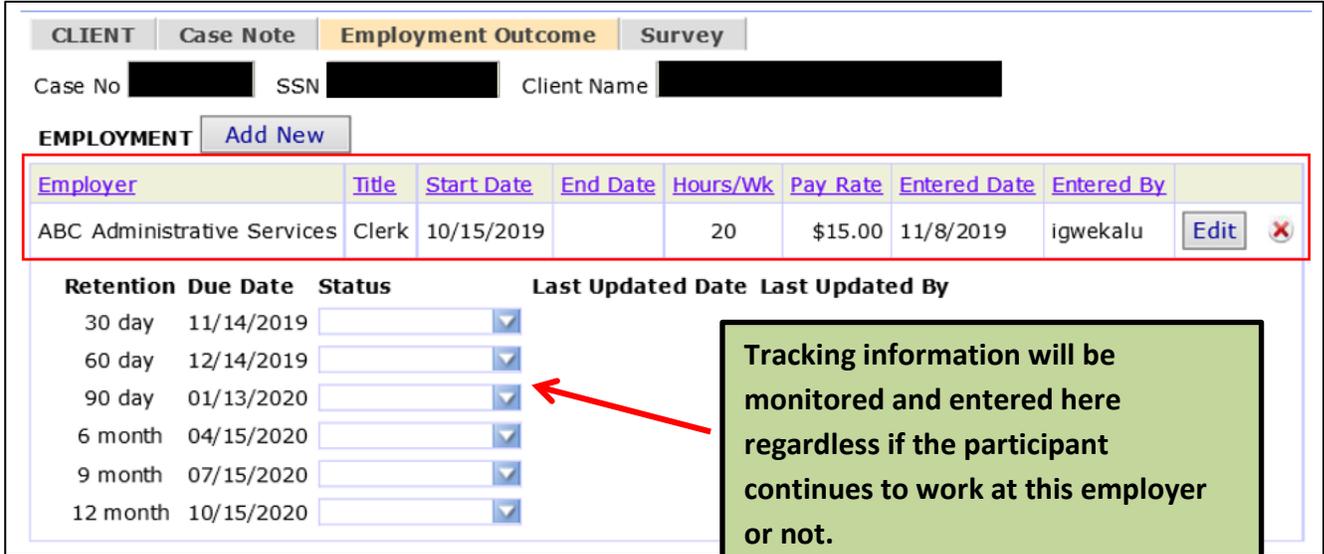
Steps	Action
g.	<p>The <b>Job Retention – Edit Participation</b> window will pop-up.</p> <ul style="list-style-type: none"> <li>▪ Update the <b>Actual Hours</b> that were completed for this component for the specified <b>Period</b> (i.e. 10/2019).</li> <li>▪ Click [<b>Save</b>].</li> </ul> 
h.	<p>The <b>Job Retention</b> component has been entered and completed for the <b>Period</b> of 10/2019.</p> <p><b>Note:</b> to enter another <b>Job Retention</b> component for the following <b>Period</b>/month (i.e. 11/2019), click on the [<b>Add Participation</b>] button and continue making the entries as specified above.</p> <p><b>Reminder:</b> Participants may receive CFET Job Retention services for a minimum of 30 days, up to a maximum of 90 days once participant becomes employed, even if CalFresh benefits are discontinued.</p> 
i.	<p>To end date the <b>Job Retention</b> component, follow Steps k–n on pages 47 – 48.</p>

ii. VSAS Employment Outcome Tab

Steps	Action
a.	<p><b>EMPLOYMENT:</b> To update the employment progress of a CFET participant, click on the <b>Employment Outcome</b> tab.</p> 
b.	<p>Click the <b>[Add New]</b> button to add the employment information.</p> 
c.	<p>The <b>Add New EMPLOYMENT</b> window will pop-up. Complete the *mandatory fields with the <b>Employer, Job Title, Start Date, Hours/Week,</b> and <b>Pay Rate</b> of the participant and click <b>[Save]</b>.</p> 

Steps	Action
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d. The employment information of the participant is now entered into VSAS. As a program reporting requirement, Job Retention entries must be completed at the latest **by the 5<sup>th</sup> day of the following month**.



CLIENT Case Note **Employment Outcome** Survey

Case No [REDACTED] SSN [REDACTED] Client Name [REDACTED]

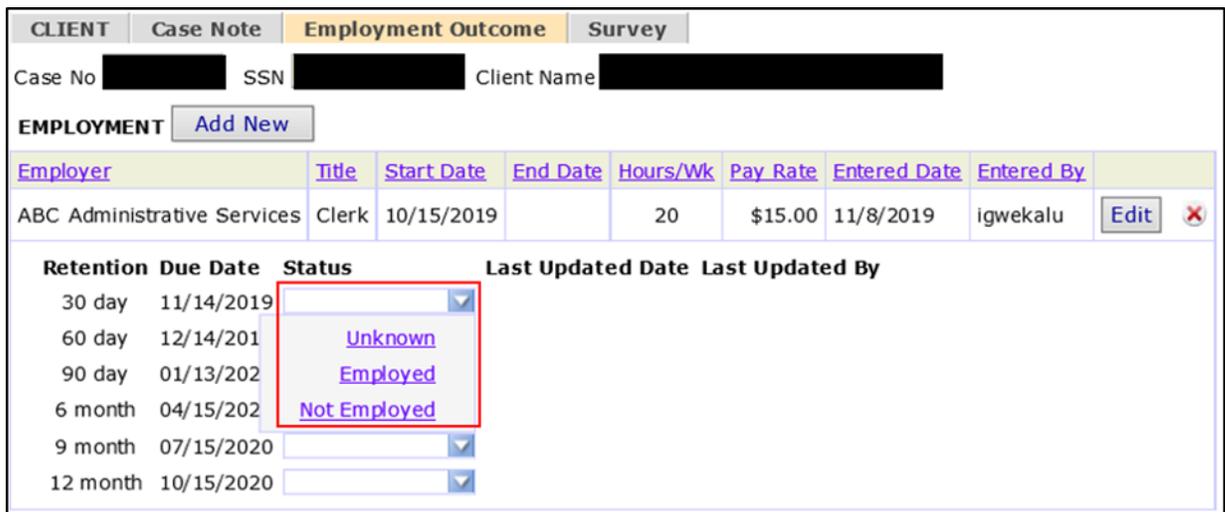
**EMPLOYMENT** Add New

Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By	
ABC Administrative Services	Clerk	10/15/2019		20	\$15.00	11/8/2019	igwekalu	Edit X

Retention	Due Date	Status	Last Updated Date	Last Updated By
30 day	11/14/2019	[Dropdown]		
60 day	12/14/2019	[Dropdown]		
90 day	01/13/2020	[Dropdown]		
6 month	04/15/2020	[Dropdown]		
9 month	07/15/2020	[Dropdown]		
12 month	10/15/2020	[Dropdown]		

Tracking information will be monitored and entered here regardless if the participant continues to work at this employer or not.

e. Third Party Partners will need to promptly update the employment status each month by selecting **Unknown, Employed, or Not Employed** in the **Status** drop-down for each Job Retention month.



CLIENT Case Note **Employment Outcome** Survey

Case No [REDACTED] SSN [REDACTED] Client Name [REDACTED]

**EMPLOYMENT** Add New

Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By	
ABC Administrative Services	Clerk	10/15/2019		20	\$15.00	11/8/2019	igwekalu	Edit X

Retention	Due Date	Status	Last Updated Date	Last Updated By
30 day	11/14/2019	[Dropdown: Unknown, Employed, Not Employed]		
60 day	12/14/201	[Dropdown]		
90 day	01/13/202	[Dropdown]		
6 month	04/15/202	[Dropdown]		
9 month	07/15/2020	[Dropdown]		
12 month	10/15/2020	[Dropdown]		

Steps	Action
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f. Continue to update the **Status** drop-down menu on the specified **Retention Due Date**.

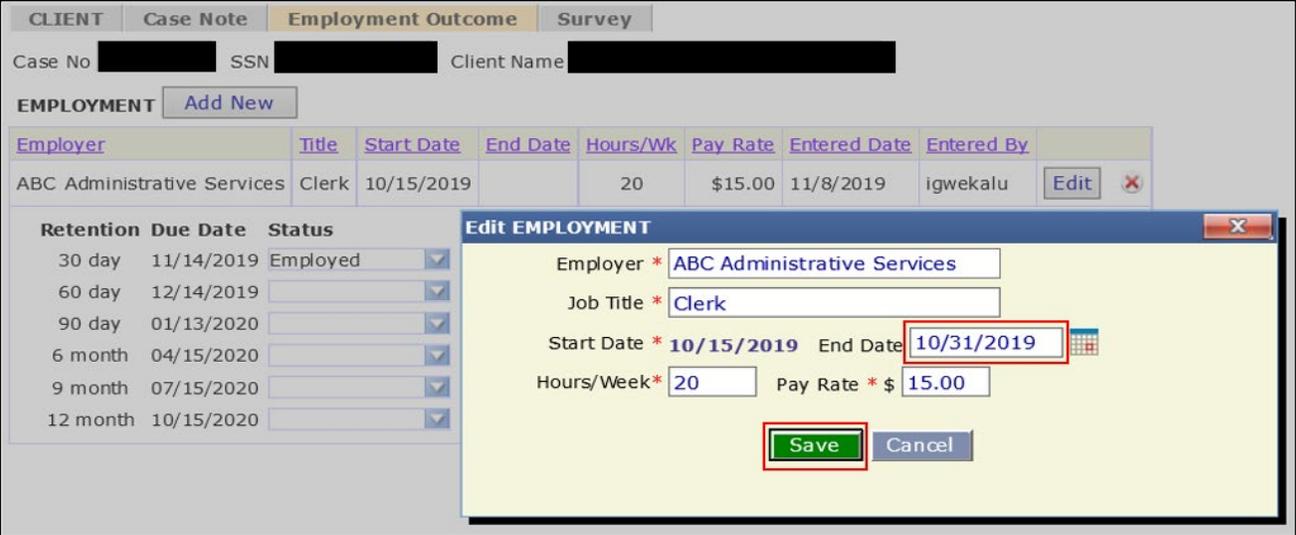
CLIENT	Case Note	Employment Outcome	Survey					
Case No [REDACTED]	SSN [REDACTED]	Client Name [REDACTED]						
<b>EMPLOYMENT</b>		<a href="#">Add New</a>						
Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By	
ABC Administrative Services	Clerk	10/15/2019		20	\$15.00	11/8/2019	igwekalu	<a href="#">Edit</a>
Retention Due Date	Status	Last Updated Date		Last Updated By				
30 day 11/14/2019	Employed <input type="button" value="v"/>	11/08/2019		igwekalu				
60 day 12/14/2019	<input type="button" value="v"/>							
90 day 01/13/2020	<input type="button" value="v"/>							
6 month 04/15/2020	<input type="button" value="v"/>							
9 month 07/15/2020	<input type="button" value="v"/>							
12 month 10/15/2020	<input type="button" value="v"/>							

g. To end date a participant's employment, click on the **[Edit]** button.

CLIENT	Case Note	Employment Outcome	Survey					
Case No [REDACTED]	SSN [REDACTED]	Client Name [REDACTED]						
<b>EMPLOYMENT</b>		<a href="#">Add New</a>						
Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By	
ABC Administrative Services	Clerk	10/15/2019		20	\$15.00	11/8/2019	igwekalu	<a href="#">Edit</a>
Retention Due Date	Status	Last Updated Date		Last Updated By				
30 day 11/14/2019	Employed <input type="button" value="v"/>	11/08/2019		igwekalu				
60 day 12/14/2019	<input type="button" value="v"/>							
90 day 01/13/2020	<input type="button" value="v"/>							
6 month 04/15/2020	<input type="button" value="v"/>							
9 month 07/15/2020	<input type="button" value="v"/>							
12 month 10/15/2020	<input type="button" value="v"/>							

Steps	Action
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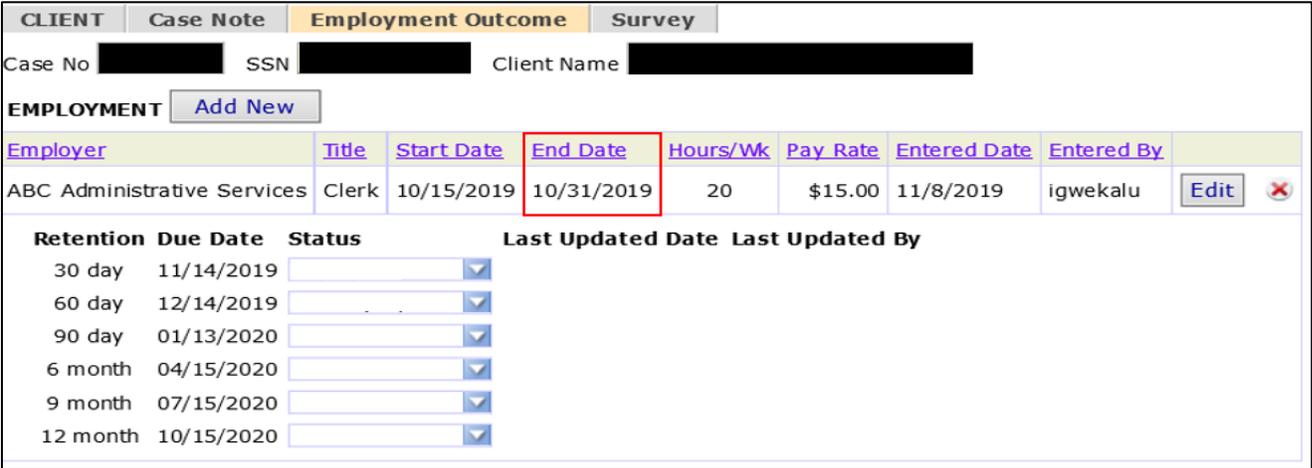
**h.** The **Edit EMPLOYMENT** window will pop-up. Enter the **End Date** for the participant's employment. Click **[Save]**.



The screenshot shows the 'Edit EMPLOYMENT' dialog box. The 'End Date' field is highlighted with a red box and contains the date 10/31/2019. The 'Save' button is also highlighted with a red box. The background shows the 'EMPLOYMENT' table with the following data:

Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By
ABC Administrative Services	Clerk	10/15/2019		20	\$15.00	11/8/2019	igwekalu

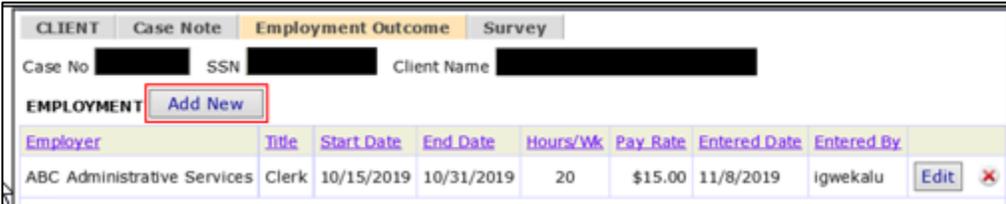
**i.** The **End Date** field is now completed.



The screenshot shows the 'EMPLOYMENT' table with the 'End Date' field highlighted in red. The table contains the following data:

Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By
ABC Administrative Services	Clerk	10/15/2019	10/31/2019	20	\$15.00	11/8/2019	igwekalu

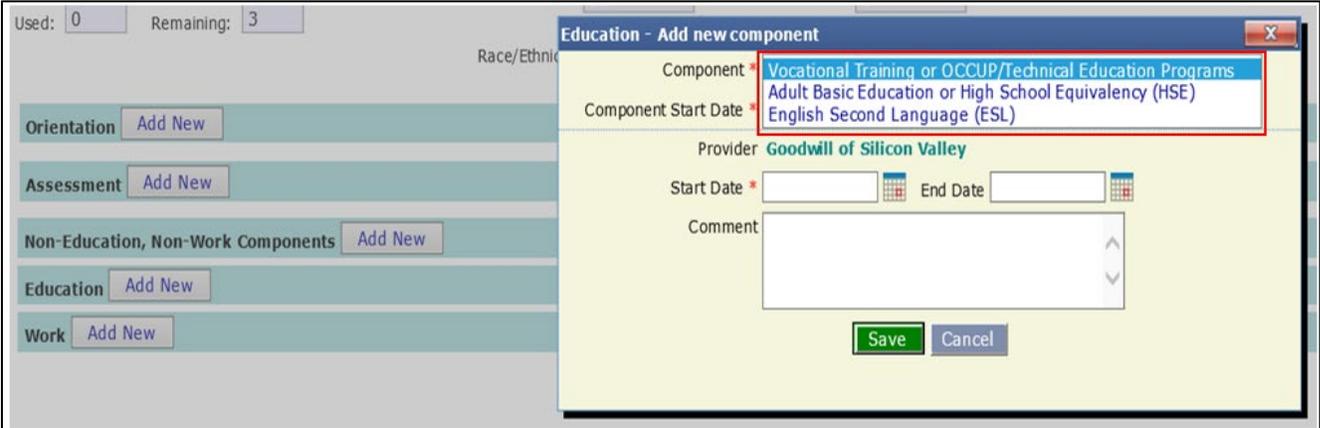
**k.** If the participant obtains new employment, users will need to click on the **[Add New]** button and repeat Steps b-g on pages 53-56.



The screenshot shows the 'EMPLOYMENT' table with the 'Add New' button highlighted in red. The table contains the following data:

Employer	Title	Start Date	End Date	Hours/Wk	Pay Rate	Entered Date	Entered By
ABC Administrative Services	Clerk	10/15/2019	10/31/2019	20	\$15.00	11/8/2019	igwekalu

iii. Education Components

Steps	Action
<p>a.</p>	<p>To enter a new Education component, click <b>[Add New]</b> button on the teal <b>Education</b> ribbon to open the <b>Education – Add New Component</b> pop-up window.</p> 
<p>b.</p>	<p>There are three component options in the <b>Component</b> drop-down field:</p> <ul style="list-style-type: none"> <li>• <b>Vocational Training or OCCUP/Technical Education Programs,</b></li> <li>• <b>Adult Basic Education or High School Equivalency (HSE), and</b></li> <li>• <b>English Second Language (ESL).</b></li> </ul> <p>Select the appropriate Education component.</p> 

Steps	Action
c.	<p>Select the appropriate component in the <b>Component</b> drop-down field;</p> <ul style="list-style-type: none"> <li>▪ Enter the <b>Component Start Date</b>, and <b>Provider Start date</b>,</li> <li>▪ Enter Comment in the <b>Comment</b> field, and</li> <li>▪ Click <b>[Save]</b>.</li> </ul> 
d.	<p><b>Vocational Training or OCCUP-Technical Programs</b> will now show under <b>Education</b> ribbon.</p> <p>Click on <b>[Add Participation]</b> button to open the <b>Vocational Training or OCCUP/Technical Programs – Add New Participation</b> pop-up window.</p> 

Steps	Action
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e.

Enter the **Period** (mm/yyyy), **Planned Hours**, **Program Name**, **Program Type** (this is a drop-down field), **Length** (months). Click **[Save]**.

The screenshot shows a web form titled "Vocational Training or OCCUP/Technical Education Programs - Add New Participation". The form contains the following fields and values:

- Period: 10/2019 (mm/yyyy)
- Planned Hours: 10
- Actual Hours: (empty)
- Program Name: San Jose Culinary School
- Program Type: A dropdown menu is open, showing a list of program types including Administrative, Health Care / Nursing Assistant, Heating, Ventilation and Air Conditioning, Internet Technology, Legal Services, Mechanics, Networking, Recycling, Security Guard, Software Testing & Support, Transportation, Autism Advantage, Warehousing / Forklift, Web Services, Car Detailing, Construction Trades Orientation Program, Customer Service, Data Analytics, E-Commerce, Finance / Accounting, Food Service, and Other.
- Length: 6 (months)
- Certificate Received:
- Start Date: (empty)
- End Date: (empty)
- Provider: Goodwill of Silicon Valley
- Comment: Food Service
- A green "Save" button is highlighted with a red box.

f.

Now the participant has been enrolled in the **Vocational Training or OCCUP-Technical Programs** component.

The screenshot shows the "Vocational Training or OCCUP/Technical Education Programs" component. The component is highlighted with a red box and contains the following information:

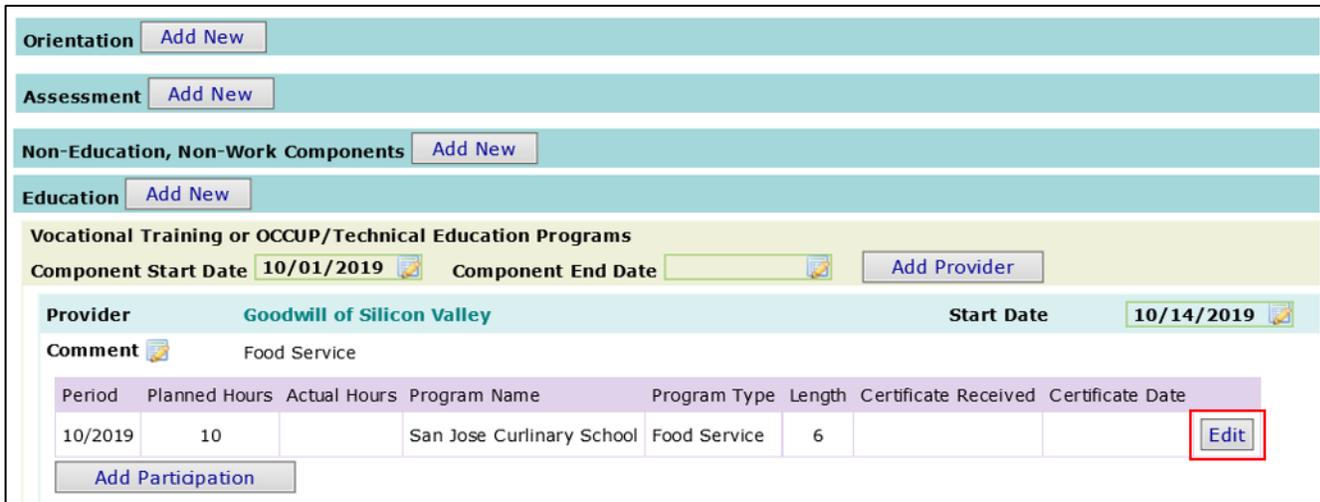
- Component Start Date: 10/01/2019
- Component End Date: (empty)
- Provider: Goodwill of Silicon Valley
- Start Date: 10/14/2019
- Comment: Food Service
- Table of participation records:

Period	Planned Hours	Actual Hours	Program Name	Program Type	Length	Certificate Received	Certificate Date
10/2019	10		San Jose Culinary School	Food Service	6		

An "Add Participation" button is located below the table, and an "Edit" button is located at the end of the table row.

Steps	Action
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g. The user will need to update the information in the Education component **by the 5<sup>th</sup> of the following month** to track the monthly progress of the CFET participant. Click the **[Edit]** button to open the **VC-Edit Participation** pop-up window.

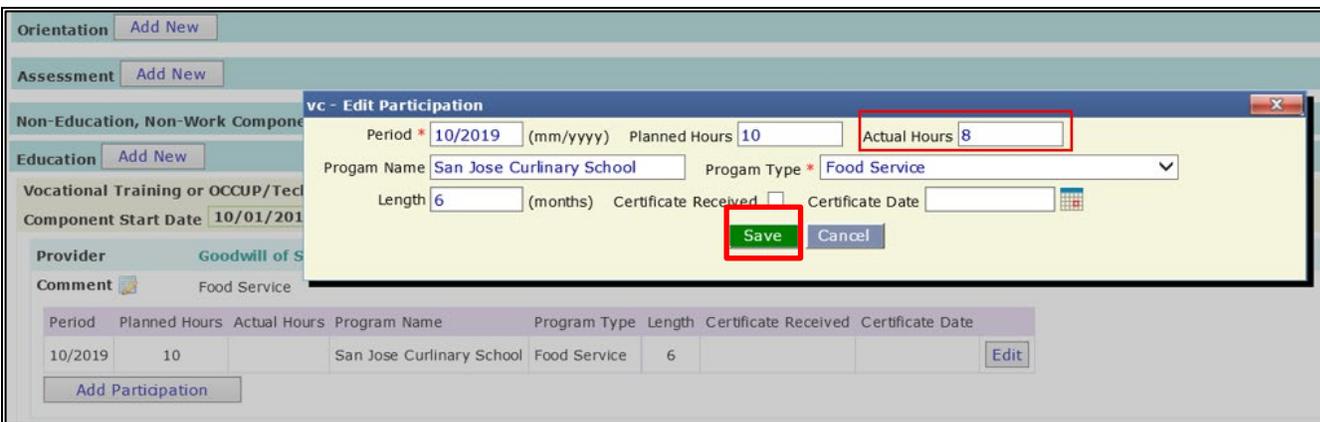


The screenshot shows the 'Education' section of a software interface. It includes several 'Add New' buttons for Orientation, Assessment, Non-Education, Non-Work Components, and Education. Below these is a section for 'Vocational Training or OCCUP/Technical Education Programs' with fields for Component Start Date (10/01/2019), Component End Date, and an Add Provider button. A table lists a provider 'Goodwill of Silicon Valley' with a start date of 10/14/2019 and a comment 'Food Service'. Below the provider information is a table with the following data:

Period	Planned Hours	Actual Hours	Program Name	Program Type	Length	Certificate Received	Certificate Date
10/2019	10		San Jose Culinary School	Food Service	6		

An 'Edit' button is highlighted in a red box at the end of the row for 10/2019. There is also an 'Add Participation' button at the bottom left of the table.

h. Enter the total number of hours client participated in the preceding month in the **Actual Hours** field. Click **[Save]**.



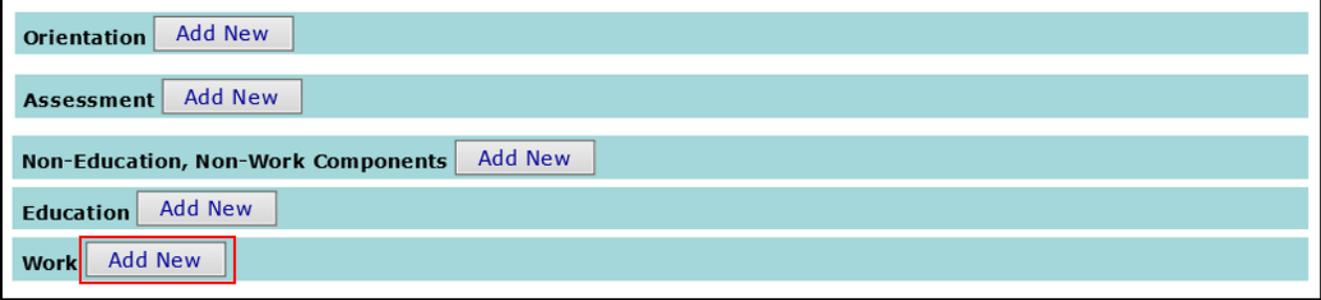
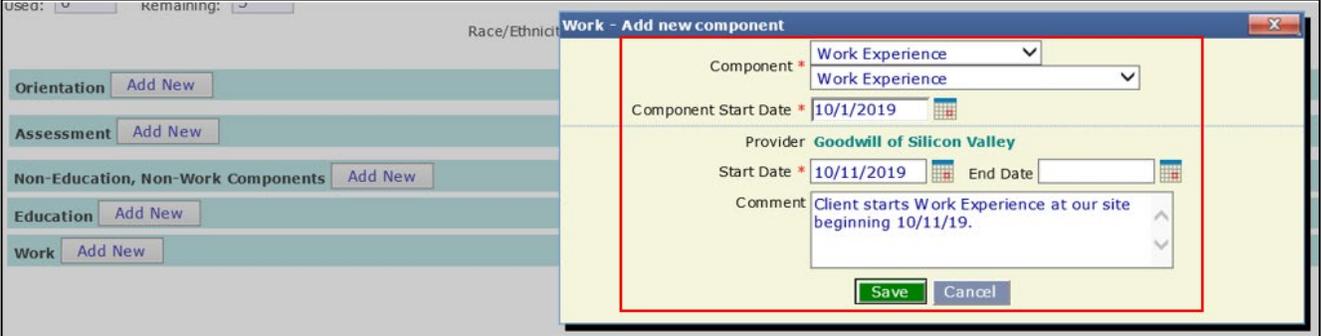
The screenshot shows the 'VC - Edit Participation' pop-up window overlaid on the background interface. The window contains the following fields:

- Period: 10/2019 (mm/yyyy)
- Planned Hours: 10
- Actual Hours: 8 (highlighted in a red box)
- Program Name: San Jose Culinary School
- Program Type: Food Service
- Length: 6 (months)
- Certificate Received:
- Certificate Date: [calendar icon]

At the bottom of the window, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted in a red box.

Steps	Action																
i.	<p>The <b><i>Vocational Training or OCCUP-Technical Programs</i></b> component has been entered and completed for the <b><i>Period</i></b> of 10/2019.</p> <p><b>Note:</b> To enter another <b><i>Vocational Training or OCCUP-Technical Programs</i></b> component for the following <b><i>Period</i></b>/month (i.e. 11/2019), click on the <b>[Add Participation]</b> button and continue making the entries as specified above.</p> <div data-bbox="207 537 1523 1037" style="border: 1px solid black; padding: 5px;"> <p>Orientation <input type="button" value="Add New"/></p> <p>Assessment <input type="button" value="Add New"/></p> <p>Non-Education, Non-Work Components <input type="button" value="Add New"/></p> <p>Education <input type="button" value="Add New"/></p> <p><b>Vocational Training or OCCUP/Technical Education Programs</b></p> <p>Component Start Date <input type="text" value="10/01/2019"/> Component End Date <input type="text"/> <input type="button" value="Add Provider"/></p> <p>Provider <b>Goodwill of Silicon Valley</b> Start Date <input type="text" value="10/14/2019"/></p> <p>Comment <input type="text" value="Food Service"/></p> <table border="1" data-bbox="256 905 1442 978"> <thead> <tr> <th>Period</th> <th>Planned Hours</th> <th>Actual Hours</th> <th>Program Name</th> <th>Program Type</th> <th>Length</th> <th>Certificate Received</th> <th>Certificate Date</th> </tr> </thead> <tbody> <tr> <td>10/2019</td> <td>10</td> <td>8</td> <td>San Jose Culinary School</td> <td>Food Service</td> <td>6</td> <td></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Participation"/> <input type="button" value="Edit"/></p> </div>	Period	Planned Hours	Actual Hours	Program Name	Program Type	Length	Certificate Received	Certificate Date	10/2019	10	8	San Jose Culinary School	Food Service	6		
Period	Planned Hours	Actual Hours	Program Name	Program Type	Length	Certificate Received	Certificate Date										
10/2019	10	8	San Jose Culinary School	Food Service	6												
j.	<p>To end date the <b><i>Vocational Training or OCCUP-Technical Programs</i></b> component, follow Steps k–n on pages 47-48.</p> <p><b>NOTE:</b> Follow the same steps b-i on pages 57-61 to register and track a participant for any of the other activities not described above in the Education component:</p> <ul style="list-style-type: none"> <li>• <b>Vocational Training or OCCUP/Technical Education Programs,</b></li> <li>• <b>Adult Basic Education or High School Equivalency (HSE), and</b></li> <li>• <b>English Second Language (ESL).</b></li> </ul>																

iv. **Work Components**

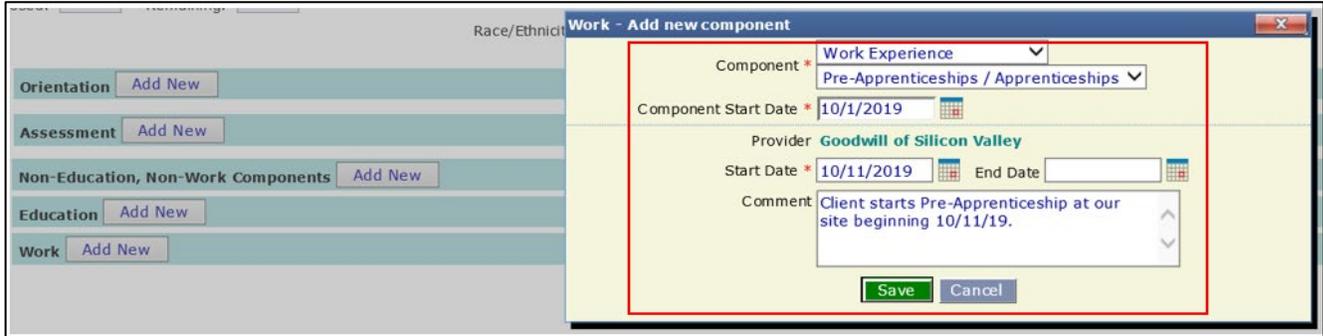
Steps	Action
a.	<p>To enter a participant’s new <b>Work</b> component, follow the steps below. On the <b>Work</b> teal ribbon, click on the <b>[Add New]</b> button.</p> 
b.	<p>The <b>Work – Add New Component</b> window will pop-up.</p> <p><b>Work Experience</b></p> <p>To enter Work Experience,</p> <ul style="list-style-type: none"> <li>▪ Select <b>Work Experience</b> from the 1<sup>st</sup> <b>Component</b> drop-down list,</li> <li>▪ Select <b>Work Experience</b> from the 2<sup>nd</sup> <b>Component</b> drop-down list,</li> <li>▪ Enter the <b>Component Start Date</b>, <b>Provider Start Date</b>, and a <b>Comment</b>,</li> <li>▪ Click <b>[Save]</b>.</li> </ul> 

Steps	Action
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**Pre-Apprenticeships/Apprenticeships**

To enter Pre-Apprenticeships/Apprenticeships,

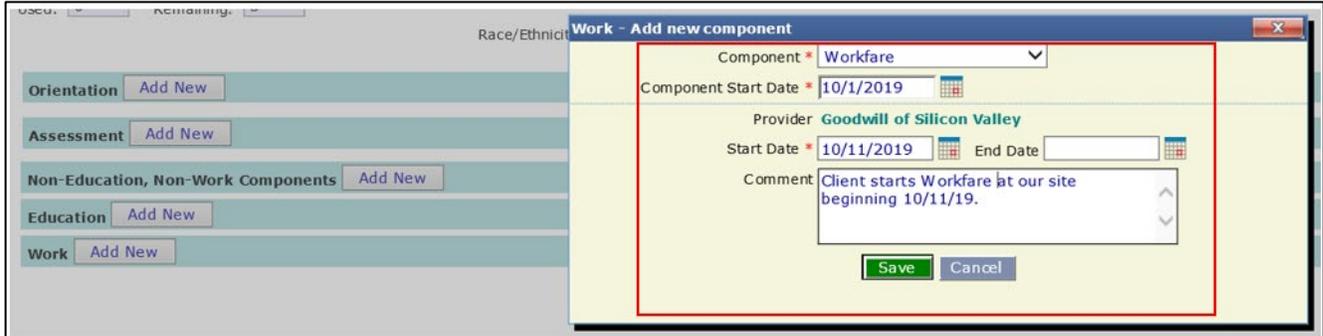
- Select **Pre-Apprenticeships/Apprenticeships** from the 2<sup>nd</sup> drop down list,
- Enter the **Component Start Date, Provider Start Date**, and a **Comment**,
- Click **[Save]**.



**Workfare**

To enter Workfare,

- Select **Workfare** from the 1<sup>st</sup> **Component** drop-down list (notice that a 2<sup>nd</sup> drop-down list does not appear if you select Workfare),
- Enter the **Component Start Date, Provider Start Date**, and a **Comment**,
- Click **[Save]**.

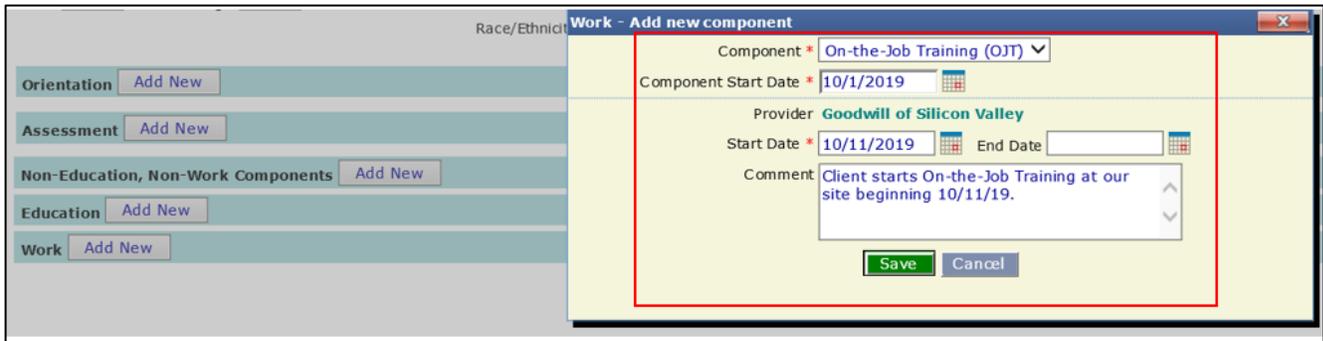


Steps	Action
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**On-the-Job Training**

To enter On-the-Job Training,

- Select **On-the-Job Training** from the 1<sup>st</sup> **Component** drop-down list (notice that a 2<sup>nd</sup> drop-down list does not appear if you select On-the-Job Training),
- Enter the **Component Start Date**, **Provider Start Date**, and a **Comment**,
- Click **[Save]**.



c. Under the Work component bar, click on **[Add Participation]** button to add the planned hours of the participant.

**NOTE:** Step c – j are the same for all Work components: Workfare, Work Experience, Pre-Apprenticeship/Apprenticeship, and On-the-Job Training.



Steps	Action
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d. The **Workfare-Add New Participation** window will pop-up. Enter the **Period** (mm/yyyy), **Planned Hours**, **Work Site**, **Phone**, **Address**, **City** and **Zip** fields. Click **[Save]**.

e. Now the participant has been enrolled in a **Work** component (in this case, Pre-Apprenticeships/Apprenticeships).

Period	Planned Hours	Actual Hours	Work Site	Phone	Address	City	Zip
10/2019	12		Goodwill of Silicon Valley	408-998-5774	1080 N. 7th Street	San Jose	95112

Steps	Action
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f. The user will need to update the information in the **Work** component by clicking on the **[Edit]** button **by the 5<sup>th</sup> of the following month** to track participant progress.

Education

Work

Work Experience - Pre-Apprenticeships / Apprenticeships

Component Start Date: 10/01/2019 Component End Date:

Provider: Goodwill of Silicon Valley Start Date: 10/11/2019

Comment: Client starts Pre-Apprenticeship with our site, beginning 10/11/2019.

Period	Planned Hours	Actual Hours	Work Site	Phone	Address	City	Zip
10/2019	12		Goodwill of Silicon Valley	408-998-5774	1080 N. 7th Street	San Jose	95112

g. The **Workfare** window will pop-up. Update the **Actual Hours** that were completed for this component for the specified **Period** (i.e. 10/2019). Click **[Save]**.

Non-Education, Non-Work Components

Education

Work

Work Experience

Component Start

Provider

Comment

**wex - Edit Participation**

Period \* 10/2019 (mm/yyyy) Planned Hours 12 Actual Hours 10

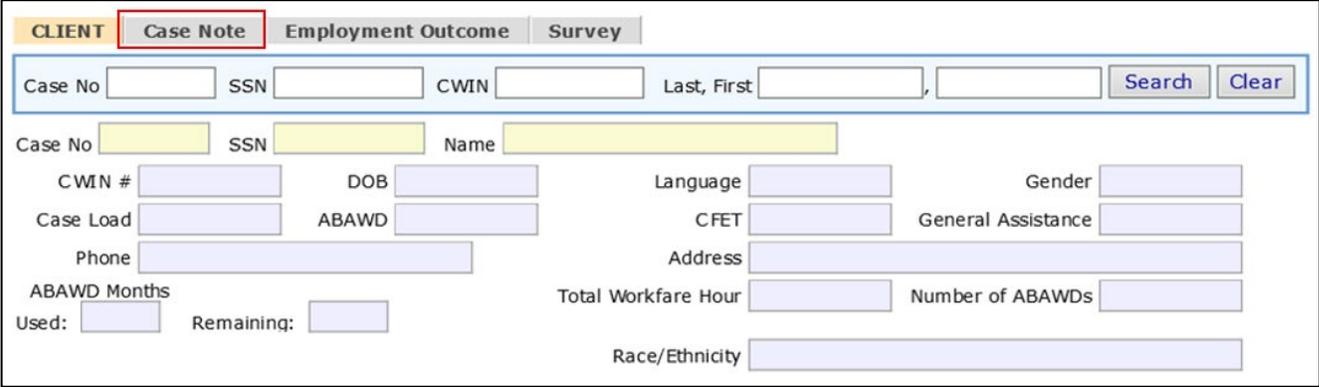
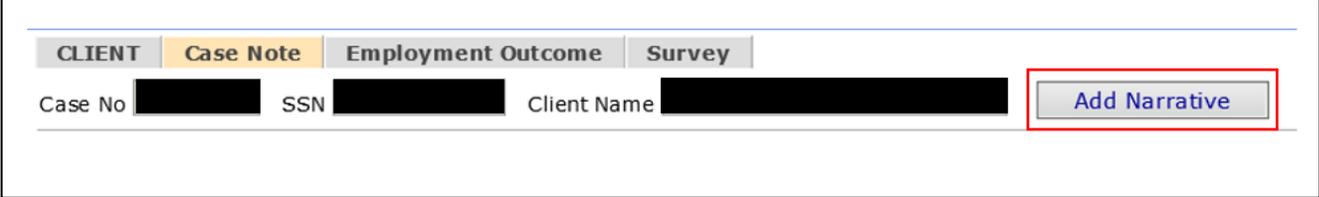
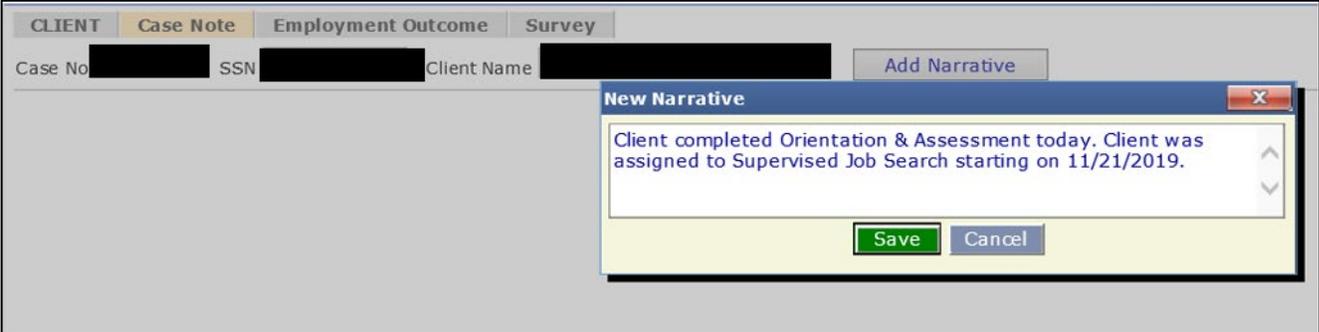
Work Site Goodwill of Silicon Valley Phone 408-998-5774

Address 1080 N. 7th Street City San Jose Zip 95112

Period	Planned Hours	Actual Hours	Work Site	Phone	Address	City	Zip
10/2019	12		Goodwill of Silicon Valley	408-998-5774	1080 N. 7th Street	San Jose	95112

Steps	Action																		
h.	<p>The <b>Work</b> component has been entered and completed for the <b>Period</b> of 10/2019.</p> <p><b>NOTE:</b> To enter another <b>Work</b> component for the following <b>Period</b>/month (i.e. 11/2019), click on <b>[Add Participation]</b> and continue making entries as specified above.</p> <div data-bbox="203 451 1526 861" style="border: 1px solid black; padding: 5px;"> <p>Education <input type="button" value="Add New"/></p> <p>Work <input type="button" value="Add New"/></p> <p><b>Work Experience - Pre-Apprenticeships / Apprenticeships</b></p> <p>Component Start Date <input type="text" value="10/01/2019"/> Component End Date <input type="text"/> <input type="button" value="Add Provider"/></p> <p>Provider <b>Goodwill of Silicon Valley</b> Start Date <input type="text" value="10/11/2019"/></p> <p>Comment <input type="text" value="Client starts Pre-Apprenticeship with our site, beginning 10/11/2019."/></p> <table border="1" data-bbox="251 703 1323 777"> <thead> <tr> <th>Period</th> <th>Planned Hours</th> <th>Actual Hours</th> <th>Work Site</th> <th>Phone</th> <th>Address</th> <th>City</th> <th>Zip</th> <th></th> </tr> </thead> <tbody> <tr> <td>10/2019</td> <td>12</td> <td>10</td> <td>Goodwill of Silicon Valley</td> <td>408-998-5774</td> <td>1080 N. 7th Street</td> <td>San Jose</td> <td>95112</td> <td><input type="button" value="Edit"/></td> </tr> </tbody> </table> <p><input type="button" value="Add Participation"/> ←</p> </div>	Period	Planned Hours	Actual Hours	Work Site	Phone	Address	City	Zip		10/2019	12	10	Goodwill of Silicon Valley	408-998-5774	1080 N. 7th Street	San Jose	95112	<input type="button" value="Edit"/>
Period	Planned Hours	Actual Hours	Work Site	Phone	Address	City	Zip												
10/2019	12	10	Goodwill of Silicon Valley	408-998-5774	1080 N. 7th Street	San Jose	95112	<input type="button" value="Edit"/>											
i.	To end date any <b>Work</b> component, follow Steps k–n on pages 47-48.																		

v. Case Note Tab

Steps	Action
a.	<p>Users will need to update the participant’s progress on the VSAS <b>Case Note</b> tab on a regular basis. Click on the <b>Case Note</b> tab.</p> 
b.	<p>The Narrative tab will open. Click on the <b>[Add Narrative]</b> button.</p> 
c.	<p>The <b>New Narrative</b> window will open. Enter notes on the participants progress. Click <b>[SAVE]</b>.</p> 

Steps	Action														
d.	<p>Click the <b>[Edit]</b> button to make changes or the <b>[X]</b> button to delete the case note entry.</p> <div data-bbox="207 331 1528 598" style="border: 1px solid black; padding: 5px;"> <p>CLIENT Case Note Employment Outcome Survey</p> <p>Case No [REDACTED] SSN [REDACTED] Client Name [REDACTED] <input type="button" value="Add Narrative"/></p> <table border="1"> <thead> <tr> <th>Date</th> <th>Entered By</th> <th>Last Modified Date</th> <th>Last Modified By</th> <th>CBO</th> <th>Narrative Content</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/12/2019</td> <td>igwekalu</td> <td></td> <td></td> <td>Goodwill of Silicon Valley</td> <td>Client completed Orientation &amp; Assessment today. Client was assigned to Supervised Job Search starting on 11/21/2019.</td> <td><input type="button" value="Edit"/> <input type="button" value="X"/></td> </tr> </tbody> </table> </div>	Date	Entered By	Last Modified Date	Last Modified By	CBO	Narrative Content		11/12/2019	igwekalu			Goodwill of Silicon Valley	Client completed Orientation & Assessment today. Client was assigned to Supervised Job Search starting on 11/21/2019.	<input type="button" value="Edit"/> <input type="button" value="X"/>
Date	Entered By	Last Modified Date	Last Modified By	CBO	Narrative Content										
11/12/2019	igwekalu			Goodwill of Silicon Valley	Client completed Orientation & Assessment today. Client was assigned to Supervised Job Search starting on 11/21/2019.	<input type="button" value="Edit"/> <input type="button" value="X"/>									

**vi. Survey Tab**

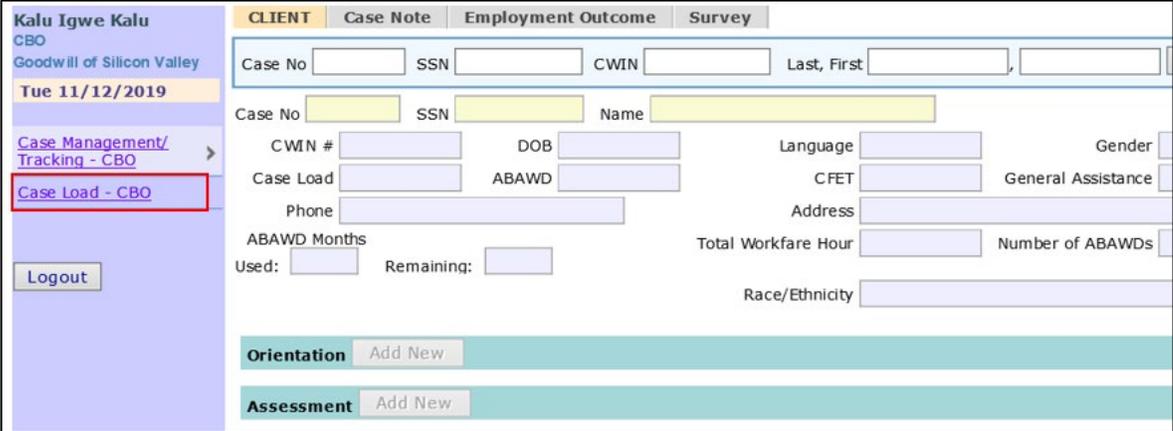
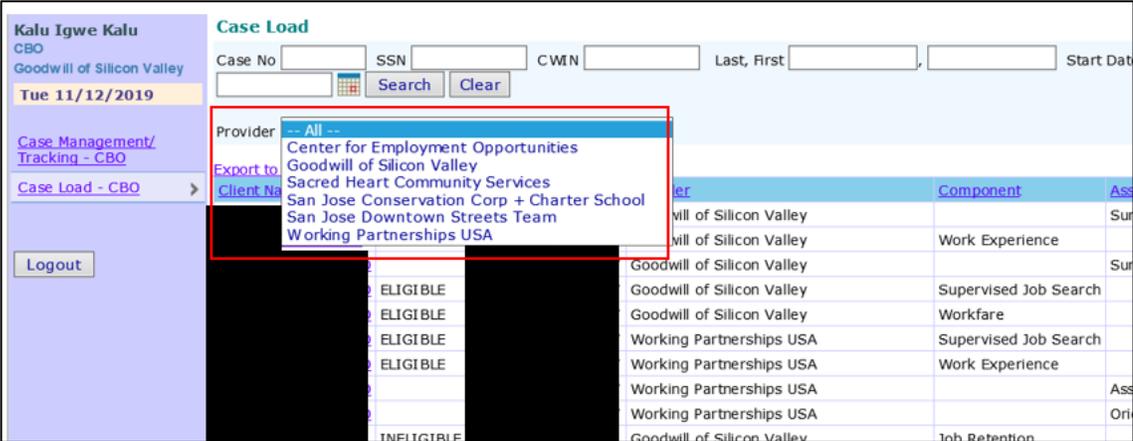
CFET client participation survey must be completed for every client.

Steps	Action
<p><b>a.</b></p>	<p>Click on the <b>[Survey]</b> tab to open the VSAS survey section.</p> <div data-bbox="212 506 1533 905" style="border: 1px solid black; padding: 10px;"> </div>
<p><b>b.</b></p>	<p>Click on the <b><i>Update</i></b> hyperlink to populate the survey questionnaire.</p> <div data-bbox="334 1052 1411 1325" style="border: 1px solid black; padding: 10px;"> </div>

Steps	Action																																												
c.	<p>Complete the three (3) questions by clicking the <b>YES</b> or <b>NO</b> radial button for each question. Click [<b>Save</b>].</p> <p>Click on <b>Reset</b> to clear the survey answers. Click on <b>Cancel</b> to exit the survey without saving any entry.</p> <div data-bbox="212 527 1533 913" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">CLIENT</th> <th style="width: 20%;">Case Note</th> <th style="width: 20%;">Employment Outcome</th> <th style="width: 40%; background-color: #fff9c4;">Survey</th> </tr> </thead> <tbody> <tr> <td>Case No</td> <td>SSN</td> <td>Client Name</td> <td></td> </tr> <tr> <td colspan="4"><b>Survey</b></td> </tr> <tr> <td colspan="4">1. 1. I am better prepared to obtain employment with my updated resume and work documents after completing this program. *</td> </tr> <tr> <td colspan="4"><input checked="" type="radio"/> YES <input type="radio"/> NO</td> </tr> <tr> <td colspan="4">2. 2. I feel my potential for higher paid work has increased after completing this program *.</td> </tr> <tr> <td colspan="4"><input checked="" type="radio"/> YES <input type="radio"/> NO</td> </tr> <tr> <td colspan="4">3. 3. After completing this program, I have gained knowledge of the skillset necessary to obtain and retain employment in my field of preference. *</td> </tr> <tr> <td colspan="4"><input checked="" type="radio"/> YES <input type="radio"/> NO</td> </tr> <tr> <td colspan="4">Survey Completed Date will be automatically entered when you click "Save".</td> </tr> <tr> <td colspan="4"><a href="#">Save</a> <a href="#">Reset</a> <a href="#">Cancel</a></td> </tr> </tbody> </table> </div>	CLIENT	Case Note	Employment Outcome	Survey	Case No	SSN	Client Name		<b>Survey</b>				1. 1. I am better prepared to obtain employment with my updated resume and work documents after completing this program. *				<input checked="" type="radio"/> YES <input type="radio"/> NO				2. 2. I feel my potential for higher paid work has increased after completing this program *.				<input checked="" type="radio"/> YES <input type="radio"/> NO				3. 3. After completing this program, I have gained knowledge of the skillset necessary to obtain and retain employment in my field of preference. *				<input checked="" type="radio"/> YES <input type="radio"/> NO				Survey Completed Date will be automatically entered when you click "Save".				<a href="#">Save</a> <a href="#">Reset</a> <a href="#">Cancel</a>			
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d.	<p>The <b>Survey Completed Date</b> appears after you save the survey.</p> <div data-bbox="212 1058 1533 1377" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">CLIENT</th> <th style="width: 20%;">Case Note</th> <th style="width: 20%;">Employment Outcome</th> <th style="width: 40%; background-color: #fff9c4;">Survey</th> </tr> </thead> <tbody> <tr> <td>Case No</td> <td>SSN</td> <td>Client Name</td> <td></td> </tr> <tr> <td colspan="4"><b>Survey</b></td> </tr> <tr> <td colspan="4">1. 1. I am better prepared to obtain employment with my updated resume and work documents after completing this program.</td> </tr> <tr> <td colspan="4">YES</td> </tr> <tr> <td colspan="4">2. 2. I feel my potential for higher paid work has increased after completing this program.</td> </tr> <tr> <td colspan="4">YES</td> </tr> <tr> <td colspan="4">3. 3. After completing this program, I have gained knowledge of the skillset necessary to obtain and retain employment in my field of preference.</td> </tr> <tr> <td colspan="4">YES</td> </tr> <tr> <td colspan="4">Survey Completed Date: 11/12/2019</td> </tr> </tbody> </table> </div> <p><b>NOTE:</b> To update the Survey questionnaire, click the <b>Reset</b> hyperlink (step c above), populate the survey answers. The <b>Survey Completed Date</b> will change to the most recent survey completion date.</p>	CLIENT	Case Note	Employment Outcome	Survey	Case No	SSN	Client Name		<b>Survey</b>				1. 1. I am better prepared to obtain employment with my updated resume and work documents after completing this program.				YES				2. 2. I feel my potential for higher paid work has increased after completing this program.				YES				3. 3. After completing this program, I have gained knowledge of the skillset necessary to obtain and retain employment in my field of preference.				YES				Survey Completed Date: 11/12/2019							
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**vii. Data Export to Excel**

The CFET Third Party Partners have the option to export client data to excel using the following steps.

Steps	Action
<p>a.</p>	<p>Click on the Case Load -CBO hyperlink on the left side of the screen.</p>  <p>The screenshot shows a web application interface. On the left sidebar, there are several menu items: 'Case Management/Tracking - CBO' and 'Case Load - CBO'. The 'Case Load - CBO' item is highlighted with a red box. The main content area shows a form with various input fields for client information, including Case No, SSN, CWIN, Name, DOB, Language, Gender, Case Load, ABAWD, CFET, General Assistance, Address, ABAWD Months, Total Workfare Hour, Number of ABAWDs, and Race/Ethnicity. There are also buttons for 'Add New' under 'Orientation' and 'Assessment'.</p>
<p>b.</p>	<p>Select your organization from the <b>Provider</b> drop-down list.</p>  <p>The screenshot shows the 'Case Load' page. At the top, there are search filters for Case No, SSN, CWIN, Last, First, and Start Date. Below these is a 'Search' button and a 'Clear' button. A dropdown menu is open for the 'Provider' field, showing a list of organizations: Center for Employment Opportunities, Goodwill of Silicon Valley, Sacred Heart Community Services, San Jose Conservation Corp + Charter School, San Jose Downtown Streets Team, and Working Partnerships USA. The dropdown menu is highlighted with a red box. Below the dropdown, there is a table with columns for 'Provider', 'Component', and 'Assessment'. The table contains several rows of data, including 'Goodwill of Silicon Valley' and 'Working Partnerships USA'.</p>

Steps	Action
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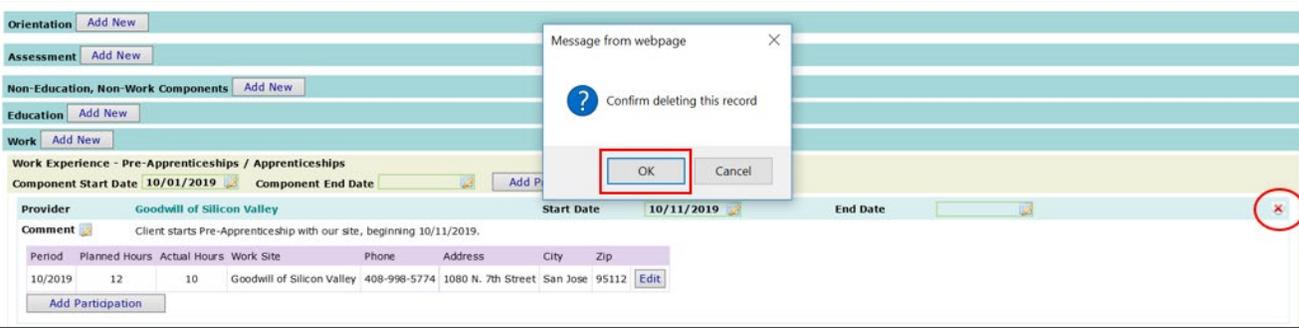
c. Click on the **Export to Excel** hyperlink to open a Microsoft Excel pop-up window.

Client Name	CFET	SSN	Case No	Provider	Component
[Redacted]				Goodwill of Silicon Valley	
[Redacted]	ELIGIBLE			Goodwill of Silicon Valley	Work Experience
[Redacted]				Goodwill of Silicon Valley	
[Redacted]	ELIGIBLE			Goodwill of Silicon Valley	Supervised Job
[Redacted]	ELIGIBLE			Goodwill of Silicon Valley	Workfare
[Redacted]	INELIGIBLE			Goodwill of Silicon Valley	Job Retention
[Redacted]	INELIGIBLE			Goodwill of Silicon Valley	Work Experience
[Redacted]	INELIGIBLE			Goodwill of Silicon Valley	Work Experience
[Redacted]				Goodwill of Silicon Valley	

d. You can view and manage your CFET participant data (check VSAS eligibility, component count, etc.) on the Excel spreadsheet.

Last Name	First Name	CFET	SSN	Case No	Provider	Component	Assessment	Start Date	End Date
[Redacted]	[Redacted]		[Redacted]		Goodwill of Silicon Valley	Survey		10/9/2019	
[Redacted]	[Redacted]	ELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Work Experience		10/1/2019	
[Redacted]	[Redacted]		[Redacted]		Goodwill of Silicon Valley	Survey		10/24/2019	
[Redacted]	[Redacted]	ELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Supervised Job Search		10/22/2019	
[Redacted]	[Redacted]	ELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Workfare		10/1/2019	
[Redacted]	[Redacted]	INELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Job Retention		1/21/2019	4/30/2019
[Redacted]	[Redacted]	INELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Work Experience		4/26/2018	1/20/2019
[Redacted]	[Redacted]	INELIGIBLE	[Redacted]		Goodwill of Silicon Valley	Work Experience		7/2/2018	12/12/2018

### viii. Optional Delete Feature

Steps	Action
a.	<p><b>OPTIONAL - Delete Feature:</b> Please note the “X” button at the far right of the row. This “X” button allows users to <u>delete</u> the entire CFET <b>component</b> entry in VSAS.</p> 
b.	<p><b>OPTIONAL - Delete Feature:</b> If users wish to delete the row that was entered, click on the red [X] button and click on the [OK] button when the <i>Confirm deleting this record</i> pop-up appears.</p> 
c.	<p><b>DISCLAIMER:</b>  <u>Please be mindful of the use of the Delete Feature. This option is <b>only</b> to be used when an erroneous data entry was made and should be used in rare circumstances.</u>   <u>Deleting information from VSAS may affect funding and payment for Third Party Partners, so it is crucial to only use the Delete Feature when absolutely necessary.</u></p>

## VII. PARTICIPANT REIMBURSEMENTS

### Support Services

Support Services are designed to assist participants in overcoming barriers that prevent them from engaging in employment and training components. These services can include, but are not limited to:

- Transportation Expenses,
- Safety Clothing,
- Temporary Housing and Utility Assistance,
- Dependent Care Cost,
- Books or Training Manuals,
- School Supplies, and
- Tools or Equipment.

Support services that are *reasonable and necessary* for the participant to begin to participate and/or continue to participate in a CFET component are eligible for 50/50 reimbursement.

*Reasonable Costs:* A cost is reasonable if, in its nature and amount, it does not exceed that which a prudent person would pay under the circumstances prevailing at the time the decision was made to incur this cost.

- Provide a program benefit generally commensurate with the cost incurred,
- Are in proportion to other program costs for the function that the costs serve, and
- Are within the scope of CFET.

*Necessary Cost:* Necessary costs are incurred to carry out essential functions, cannot be avoided without adversely affecting program operation, and do not duplicate existing efforts.

- Are incurred to carry out essential functions of CFET,
- Cannot be avoided without adversely affecting program operations,
- Are a priority expenditure relative to other demands on availability of administrative resources, and
- Do not duplicate existing efforts.

## Participant Reimbursement Tracking

Third Party Partners must track all Support Services (participant reimbursements).

Records must contain transportation logs, copies of receipts for all other participant reimbursements issued and justifications for each issuance.



## Allowable and Unallowable CFET Participant Reimbursements

The table on the next two pages contains examples of what types of participant reimbursements are and are not allowed. Items marked as "Almost Always" or "Sometimes" assume the item is required for successful participation in a CFET program's component.

**All CFET allowable costs must be *reasonable* and *necessary*.**



Item	Almost Always	Sometimes	Never	Notes
Automobile Insurance			X	
Automobile Purchase			X	
Automobile Repairs		X		Capped or limited to a reasonable amount
Background Checks		X		Only if required for a job
Books & Supplies	X			Must be necessary to complete CFET training session/educational coursework
Clothing for Job Interviews	X			
Clothing for Work		X		As part of a job retention component (up to 90 days)
Course Registration Fees	X			
Dental Work		X		Minor work, such as a cleaning; Not major work such as oral surgery, bridge work, braces, dentures, etc.
Dependent Care Costs	X			
Drug/Alcohol Counseling or Therapy			X	Usually Covered by Medi-Cal
Drug Tests		X		Only if required for a job
Equipment		X		Must be necessary to complete CFET component or job retention component (up to 90 days)
Fingerprinting		X		Only if required for a job
Gasoline	X			
Legal Services		X		
Licensing and Bonding Fees for Work Experience/ Placement	X			
Living Stipends			X	
Medical Services		X		Usually covered by Medi-Cal, but allowable if required for a job (i.e. TB test)
Mental Health Treatment			X	Usually Covered by Medi-Cal
Personal Computers			X	

Item	Almost Always	Sometimes	Never	Notes
Personal Safety Items	X			Must be necessary to complete CFET training session/educational coursework
Relocation Expenses			X	
Student Activity Fees		X		Only if required to participate in class
Student Loans			X	
Test Fees		X		Must be directly associated with an CFET component
Tools		X		Must be necessary to complete CFET vocational training or required for job
Training Materials	X			Must be necessary to complete CFET vocational training
Transportation Expenses (i.e. Public Transportation Fare or Gas Voucher)	X			
Tuition/Fees		X		
Uniforms	X			Must be necessary for a job
Union Dues		X		Must be necessary for job
Vision Needs (Eye Glasses or Eye Exam)		X		

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## VII. REFERRALS

SCC SSA staff will submit referrals by email on behalf of potential CFET participants to CFET Third Party Partners via the CalWIN Eligibility System. The potential CFET participant's contact information will be found in the "Notes" section of the email. Please note that the information listed on the top of the email may only reflect the entire CF household's contact information, and not necessarily that of the specific potential CFET participant.

Please ensure that the specified email Inbox is checked daily.

Sample Referral Email:

-----Original Message-----  
From: [donotreply@calwin.org](mailto:donotreply@calwin.org) [mailto:donotreply@calwin.org]  
Sent: Tuesday, February 27, 2018 8:00 AM  
To: Berthron-Arechiga, Roseann  
Subject: CalWIN Client Referral for: [REDACTED] Reference #141720

Primary Individual Name: [REDACTED]  
Home Phone: [REDACTED]  
Message Phone: [REDACTED]  
Home Address: [REDACTED]  
Census Tract: 503103  
Case #:  
Primary Individual DOB: [REDACTED]  
Referral Language: English  
Prior Referral: N  
Referral Need: CF Employment and Training  
Referral Location: San Jose  
Referral Address: [REDACTED]  
Follow-Up Required: N  
Follow-Up Date:  
Worker Number: 33607  
Worker Name: Mitchell, Heather  
Worker Phone Number: (408)755-7062

Referral Members:  
Name Date Of Birth Sex  
[REDACTED] [REDACTED] M

Notes:  
CF E&T referral

Utility Expense:  
Expense Type Amount  
Assets:  
Expense Type Amount  
Monthly Income:  
Source Amount

This contact information may not be of the potential CFET participant. Use the contact information in the "Notes" section below

Contact information of the SCC Staff that sent the CFET referral to your agency

Contact information of the potential CFET participant

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## **IX. FINANCES**

Third Party Partner CFET Program is a reimbursement program and not a matching program. In a reimbursement program, in order to be eligible for payment, funds for allowable activities must be expended, after which 50% will be reimbursed by SCCSSA. The remaining 50% of the expenditure is the responsibility of the Third Party Partner.

### **Invoices**

Third Party Partner must submit invoices **by the 15<sup>th</sup> day of each month** for services performed during the preceding month.

- Use approved SCCSSA CFET Invoice Template (template provided by CFET Contract Manager).
- Prior to submittal, invoices must be certified and signed by a responsible officer of the Third Party Partner.
- Submit to designate contact for CFET Contract Manager (see County Contact list).

If the Third Party Partner does not have monthly expenses for any month(s) an invoice form with zero claims must be submitted.

SCCSSA will not be required to make payment if the amount claimed is not in accordance with the provisions of the contract.

### **Outcome Reports**

Third Party Partners will cooperate with SCCSSA to meet State and Federal reporting requirements, including but not limited to, the reporting requirements outlined in 7 CFR Part 273.7(c)(6).

CFET contracts require SCCSSA's performance and outcome measurement reporting in order to demonstrate the impact of services on client populations. The service outputs and outcomes are established in collaboration with the Third Party Partners.

Vocational Service & Appeals System (VSAS) is the primary service and outcome objectives data tracking system to meet monthly, quarterly and annual reporting requirements. Third Party Partners will promptly enter in VSAS all pertinent CFET information each month, no later than the **5th day of the following month**.

Third Party Partners will use VSAS to:

- Make sure that participants in their CFET program remain eligible for CF benefits each month on the **1<sup>st</sup> working day of the month**,
- Make sure that a CFET participant is not enrolled in the same, conflicting component as another CFET Third Party Partner, and
- Track participants CFET progress monthly.



Reports will be pulled from VSAS to meet invoice verification and monthly, quarterly and annual reporting requirements. As a backup and for auditing purposes all Third Party Partners must maintain case files and an internal data base that tracks participant's monthly progress, including:

Demographic and service reporting:

- ✓ Social Security Number (SSN);
- ✓ Date of Birth;
- ✓ Gender;
- ✓ English as a second language;
- ✓ Possession of a high school degree (or GED) prior to being provided with E&T services;
- ✓ Placements and retention in each service/component including component start and end date;
- ✓ Cost per participant in each service/component and funding source;
- ✓ Enrollments, completions, certifications, etc.;
- ✓ The types of employment obtained and the rates of pay of participants who move into paid employment after program participation.

CFET program only counts enrollment once per participant per component unless a break in CFET service lasts more than 180 days. If the break of service lasts a more than 180 days, consider the individual a new CFET participant upon enrollment.

Additional information may be required, on an as needed basis, regarding the type of components offered and the characteristics of persons served, depending on the contents of the CFET plan.

Third Party Partner may be required to make modifications to Scope of Service if Food and Nutrition Service (FNS) determines that CFET outcomes are inadequate.



## **X. MONITORING & AUDITING**

Third Party Partners are subject to auditing by SCCSSA and/or FNS in order to ensure all appropriate laws, rules and procedures are followed. This may involve auditing of databases, client case files on-site and surveying of participants.

SCCSSA staff will conduct annual monitoring visits to providers (including subcontractors and vendors). Monitoring visits will occur on-site at some or all sites where client services are provided. Upon completion of the monitoring visit, any findings by SCCSSA will need to be addressed with a corrective action plan. SCCSSA will ensure that the corrective action steps are completed and that continued compliance occurs. This may involve continued monitoring after the on-site visit or remote monitoring.

Third Party Partners must monitor the participant's progress in CFET and document it in VSAS and the Third Party Partner's database on a monthly basis. Expected documentation includes the following:

- Participation Progress,
- Changes to an IEP,
- Changes in activities and/or schooling,
- All participant reimbursements with a brief description and amount of the reimbursement, and
- Job [search/application] Logs must include what activities were completed to further job search and reach goals, including jobs a participant applied for.

Third Party Partners must keep case files for all CFET participants. SCCSSA will review files as part of the annual CFET program and fiscal monitoring. The Third Party Partner is responsible for keeping case files that include the following documentation:

- Intake Information, including Emergency Contact,
- CFET Consent to Release Information,
- Assessment Information,
- All Standardized Tests,
- Copy of IEP,
- Components Provided,

- Component Dates and Hours Spent,
- Support Services Documentation,
- Employment Outcomes, and
- Case Notes.

Information entered into participants' VSAS records will be also used during the monitoring and audit. Additional information may be required, on an as needed basis, regarding the type of components offered and the characteristics of persons served, depending on the contents of the CFET plan.



### XIII. ANNUAL PLAN REQUIREMENTS FOR ONGOING PARTNERS



*The approved partner must submit a new CFET plan and budget for each federal fiscal year (Oct. 1 to Sept. 30) annually. The deadline to submit the annual plan is May 1.*

To continue to serve CFET participants, ongoing Third Party Partners must submit a new CFET plan and budget for each federal fiscal year (October 1 to September 30) annually.

Go to <http://www.bidsync.com> and search for the Request for Approval (RFA) by entering **Santa Clara County CalFresh Employment and Training Program** and follow instructions contained in this RFA.



