



A Tradition of Stewardship  
A Commitment to Service

# NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY

Self Sufficiency Services

Employment and Temporary Assistance Branch

**POLICY AND PROCEDURE:**

**Community Service**

**REVIEW FREQUENCY:**

Every two years

**POLICY # 2000601-1008-10**

**DISTRIBUTION:**

- Employment Services
- Public Assistance
- Quality Mgmt

**EFFECTIVE DATE:** January 7, 2000  
**ORIGINAL DATE OF ISSUE:** October 5, 2001  
**LAST REVISION DATE:** December 22, 2010

**APPROVAL:**

<b>Title and Signature</b>	<b>Date</b>
<b>APPROVAL:</b>	
	1/10/11
Division Manager	Date

**APPROVAL:**

	1.10.11
HHS Director	Date

**POLICY STATEMENT:**

It is the policy of Napa County Health and Human Services Agency (NCHHSA) to provide a community service placement to those participants for whom community service is the appropriate Welfare-To-Work (WTW) activity.

**ADMINISTRATION:**

Employment and Training Worker (ETW)  
Resource Specialist (RS)

**DEFINITIONS:**

**Community Service:** A WTW training that is temporary and transitional, is performed in the public or private nonprofit sector under the close supervision of the activity provider, and provides participants with basic job skills that can lead to employment while meeting a community need.

**Napa County Training and Employment Center (TEC)** – A department of Health and Human Services responsible for developing community service sites, placing participants, and monitoring their attendance and progress.

**END OF POLICY**

## **PROCEDURE**

### **I. General Overview**

- A. Community Service is a core activity, assigned as part of a participant's WTW plan.
- B. Community Service provides basic job skills to participants who lack work experience and/or appropriate work behavior skills.
- C. Community Service is an appropriate activity for participants who need to gain experience and begin establishing a work history due to a gap in recent employment or to gain hands-on experience of newly acquired skills.
- D. The participant's employment interests and job goals will be considered in determining the community service site.
- E. If transportation is not available, the RS will consider community service in the participant's area to meet WTW requirements.
- F. Development of community service sites and monitoring of the participants' attendance and progress at the site is done by the TEC ETW.

### **II. Referral to TEC**

- A. The RS will complete the Referral to Activity Form (Plan 109 CIV). In the comments section of the Plan 109 CIV the RS will:
  - 1. Identify the job skills to be developed or enhanced by the community service training and/or specific job title(s) participant is interested in.
  - 2. Identify any special needs or barriers the participant may have. This includes but is not limited to: Disabilities, Time constraints, etc.
- B. The RS will meet with the participant to review the objectives of the community service activity.
  - 1. Consent to Release Information form ABCDM 228 for the placement provider is completed and signed by the participant.
    - a) Form is imaged and indexed.
  - 2. If during the community service assignment the participant meets their participation hours with unsubsidized employment, community services are considered complete and an email is sent to inform the TEC ETW.
- C. Attach a copy of the Community Services Hours Worksheet (WTW15) to the referral.
- D. All forms are forwarded to the Supervising RS who will review for appropriateness of the community service activity assignment and signs the Plan 109 CIV.
- E. The RS will place the completed and signed Plan 109 CIV with attached documents into the inbox of the ETW Supervisor within one (1) business day of identifying the needs for a community service assignment.
- F. The ETW will schedule an appointment with the participant within one (1) week of receiving the referral to discuss and begin setting up the community service site.

### **III. RS Responsibilities**

- A. RS will ensure that the community service assignment is consistent with the participant's WTW plan and is effective in preparing the participant to obtain employment.
- B. Community Service Activity is entered into C-IV.
  - 1. Provider will be the agency/business in which the participant is assigned to.
    - a) If the provider is not listed with a community service activity in the Resource Databank (RDB), an RDB request must be made.

2. Make a journal entry that community service has been assigned..
- C. Participants in community service shall participate for the number of hours required by the hours computation– see Section V. Computing Community Service and Work Experience Hours.
- D. The RS will notify the ETW of any changes in community service participation hours by sending a copy of the new WTW15 within two (2) business days.
  1. The ETW is contacted for information regarding the worksite assignment dates/hours and the worksite supervisor name, as needed.
  2. The RS will need to review the case within the last week of each calendar month to determine if benefit amounts have changed in the upcoming month. If benefits have changed a new WTW 15 must be computed.
- E. During the community service assignment the RS remains the primary case manager.
  1. RS will review the community service activity as necessary to determine the participant’s progress toward reaching the transitional training goal.
- F. Participants in community service activities are covered by State Compensation Insurance Fund through a contract between the California Department of Social Services.
- G. The RS will notify the ETW, via email, when cash discontinues for a person who is participating in community service.
  1. Complete journal entry that this email was sent

#### **IV. ETW Responsibilities**

- A. Once referral is received, ETW will contact participant and schedule to meet with the participant within one (1) week.
- B. ETW will monitor attendance and participation in the community service activity and will provide attendance verification/reports to the RS biweekly.
- C. ETW will notify the RS of all attendance/participation issues
  1. If the participant does not respond to two attempts to contact, the case will be referred back to the RS to begin the compliance process.
- D. Upon placement, the ETW will make a site visit at the end of the first week. The ETW will make subsequent site visits every two weeks. Except in the case of problems, incompatibility or other issues, the visits will be to assess progress. The ETW will meet with the work site supervisor each time to receive input and discuss issues of training and progress. In cases where the participant exhibits need, the ETW will spend as much time as necessary to provide job coaching or other services as needed.
- E. ETW will complete journal entries in C-IV a minimum of once per month or anytime a problem arises. This will be completed by the last working day of every month.
- F. Contracts shall be applicable for up to six months at a time. Contracts may be amended to either lengthen or shorten the agreed upon time frame. This amendment must be agreed upon by HHS, including the ETW. Contract periods may not be extended more than six months per amendment.
- G. When the WTW 15 is received from the RS, the ETW will inform the site of the change in hours for the up coming month and adjust the participant’s community service schedule to reflect the change.
- H. The ETW will provide a progress report to the RS at the end of the first week of the participant’s assignment. A verbal or e-mail report will be made to the RS after each site visit. The RS will receive a copy of mid and final assessment as well. Any problems which may arise will be communicated to the RS immediately. The RS will take part in the resolution of these issues as appropriate.

- I. Participants who have exhibited professionalism and responsibility to the degree that the ETW ascertains that they are ready for services to assist them in transitioning to private sector employment may be referred to their RS for further services.
- J. When the ETW receives notification of the CW discontinuance, the ETW will terminate the community service contract.

## V. Computing Community Service and Work Experience Hours

- A. Participants whose assistance units (AUs) include food stamps shall participate in unpaid community service activities for the number of hours each month that is the lesser of the two following equations:
  - 1. An average of 32 /35 hours per week for a single parent or two parent family, respectively, less the number of hours spent in unsubsidized employment, **or**
  - 2. The number of hours determined collectively for the AU equal to the CW AU's grant plus the AU's portion of the food stamp allotment divided by the higher of the state or federal minimum wage.
- B. Participants whose AUs do not include food stamps shall participate in unpaid community service activities for the number of hours each month that is the lesser of the two following equations:
  - 1. An average of 32 /35 hours per week for a single parent or two parent family, respectively, less the number of hours spent in unsubsidized employment, **or**
  - 2. The number of hours determined collectively for the AU equal to the grant received by the CW AU divided by the higher of the state or federal minimum wage.
- C. The WTW 15 Community Service Hours Worksheet is used to compute the hours, using only the CW household's income and food stamp allotment.
  - 1. For mixed food stamp households with both CW and non-CW individuals, only the prorated portion of the food stamp allotment for members receiving CW is used in determining the community service participation hours. Proration of the food stamp allotment is calculated by dividing the total food stamp allotment by the number of individuals in the household and multiplying the quotient by the number of CW individuals
- D. Participants whose hours of participation in unpaid community service as computed using the appropriate formula in V. A. or B. do not meet the 32/35 hours per week participation requirement shall participate in other welfare-to-work activities for the additional number of hours necessary to satisfy the participation requirement.
  - 1. Participation hours are calculated on a monthly average. The weekly average is determined by dividing the monthly hours by 4.33 (average number of weeks per month).
- E. If changes in the grant or food stamp allotment result in a decrease or elimination of additional activities, the RS may allow the participant to continue in these activities until a natural break occurs, e.g. the end of the school semester. Participation in any WTW activity for more than the 32/35 hours per week must be voluntary and cannot be required.
- F. Computation of the community service hours is done after processing the QR 7 and authorizing the cash grant and food stamps for the upcoming (Activity) month
  - 1. The participant is informed in writing of the initial community service participation hours computation and of any changes in the hours
  - 2. The WTW 15 is sent to the participant and a copy is sent to the ETW.

**REFERENCES:**

MPP 42-716.3(j)

**FORMS**

ABCDM 228 – Authorization for Release of Information

Plan 109 CIV – Referral to Activity

WTW 15 – Community Services Hours Worksheet.

**CONTACT PERSON(S):**

Shanna Gardner, Staff Services Analyst

**END OF PROCEDURE**

**REVISION HISTORY:**

<b>Revision</b>	<b>Date</b>	<b>Description of Change</b>	<b>Requested By</b>
0.0	12-22-10	Biennial Review – Updated to new template, Updated referral form to CIV form.	S. Gardner, SSA