



A Tradition of Stewardship  
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY  
Self Sufficiency Services Division

<p><b><u>POLICY AND PROCEDURE:</u></b></p> <p><b>Job Retention Services</b></p> <p><b><u>REVIEW FREQUENCY:</u></b> Every two years</p> <p>POLICY # 2000601-2006-19</p> <p><b><u>DISTRIBUTION:</u></b></p> <p><input checked="" type="checkbox"/> Employment Services    <input type="checkbox"/> Eligibility Services <input checked="" type="checkbox"/> Quality Mgmt</p>	<p><b>EFFECTIVE DATE:</b> August 10, 2001</p> <p><b>ORIGINAL DATE OF ISSUE:</b> August 10, 2001</p> <p><b>LAST REVISION DATE:</b> September 24, 2019</p> <p><b>APPROVAL:</b> <u>Teresa Brown</u> 10/14/19 Employment Services Manager Date</p> <p><b>APPROVAL:</b> <u>Lynn Perry</u> 10/14/19 SSSD Deputy Director Date</p> <p><b>APPROVAL:</b> <u>Julius Hernandez</u> 10-14-19 HHS Director Date</p>
--	--

**POLICY STATEMENT:**

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to provide job retention services to participants who have discontinued from cash assistance, while employed, to help ensure continued self-sufficiency.

**ADMINISTRATION:**

Employment Services Worker (ESW)

**DEFINITIONS:**

**Job Retention Services** - Specific supportive services that are available to former recipients who have discontinued CalWORKs (CW) and are provided to assist the former participant in maintaining and progressing in their employment.

**END OF POLICY**

## PROCEDURE

### **I. Informing of Job Retention Services**

- A. An ESW shall contact the participant to explain and offer job retention services within thirty (30) days of CW discontinuance. The ESW will:
  1. Provide SSSD 1012 – Staying on Course Brochure
  2. Explain services that are applicable to the participant
  3. Inform participant they must turn in all verifications for services on a regular basis or else Job Retention Services will be closed after thirty (30) days of no contact.
  4. Provide or redistribute information to participants that will assist in gaining self-sufficiency such as:
    - a. Transitional Medical Services
    - b. Transitional CalFresh program and other nutrition food service programs (i.e. WIC)
    - c. Job retention services
    - d. Supportive services
    - e. Family support services
    - f. HUD/housing programs
    - g. Citizenship
    - h. Other services known and/or listed in the Community Resource Guide
- B. For participants eligible to job retention services, the additional job retention services are explained by the ESW.
  1. The ESW shall inform the participant that the ESW will be the contact for job retention services, provides a business card to the participant, and explains that the CalFresh and/or Medi-Cal case will be handled by an Eligibility Specialist (EW).
  2. If job retention services are not requested at that time, the participant will be given the ESW's business card and informed to contact the ESW if these services are needed within the year.
- C. ESW will create a C-IV journal entry to document the contact, informing, and the decision to utilize job retention services.

### **II. Eligibility to Job Retention Services**

- A. Job Retention Services are available to a former recipient, whether or not the former recipient has exhausted their CW 48 month time limit, of CW who:
  1. Has received CW cash assistance in the past twelve (12) months, **and**
  2. Was discontinued from CW, **and**
  3. Is currently employed or becomes employed within twelve (12) months of CW discontinuance, **and**
    - a. Participant is not eligible to job retention services until the participant is employed.
  4. Needs the services to retain employment or to advance to new employment that may provide greater income or other benefits, **and**
  5. Continues to make satisfactory progress in activity, **and**
  6. The services requested are not provided by the employer or the entity that arranged the job placement, **and**
  7. The services requested are not available from any other source.
    - a. Participants who are self-employed may only receive supportive services that are not able to be claimed as a tax deduction, regardless of whether the participant opts to file taxes or not.

- B. A participant who has reached their 24-Month Time Clock and is removed from aid for not meeting CW federal standards, is not eligible for job retention services.
- C. Job retention services may be provided for a period of up to twelve (12) months. The period of 12 months begins on the earlier of the following dates, but in no event later than one (1) year after the former recipient's CW is discontinued.
  - 1. The date that the former recipient's CW is discontinued, if the former recipient is employed at that time.
  - 2. The date that the former recipient becomes employed.
- D. Job retention services will be closed after thirty (30) days of no contact or requests.
- E. A participant is not eligible to job retention services when:
  - 1. A current job retention recipient moves out of Napa County.
    - a. Job Retention services will discontinue at the end of the month in which the participant moves.
      - 1) Cases who qualify for job retention services and are active on the Housing Support Program (HSP) will still be eligible for job retention services even if living outside of Napa County.
    - b. Any supportive service payment requests acquired prior to leaving Napa County may be processed even if after recipient has left Napa County.
    - c. Job retention services shall continue if a participant moves out of Napa County only during the time the participant is actively placed in an Expanded Subsidized Employment (ESE) placement with Napa County.
      - 1) Job retention services shall end when the ESE placement ends.
  - 2. If a participant was a job retention recipient in another county and moves to Napa County, Napa County will not pick up job retention services from another county.
- F. A participant is only eligible to supportive services from the date the participant requests retention services.
  - 1. No retroactive payments will be approved.

### **III. CW Job Retention Services**

- A. Job retention services include:
  - 1. Supportive services (transportation, ancillary, diapers)
    - a. ESW shall inform participants to turn in supportive service requests monthly, otherwise job retention services may be closed.
  - 2. Case management
  - 3. Mental health and/or substance abuse services
  - 4. Domestic abuse services
  - 5. Parenting classes
  - 6. Vocational training
    - a. Training that will lead to additional skills in current employment or lead to better employment.
    - b. Participant must maintain current employment to be eligible to receive services in Vocational Training
- B. ESW will have a discussion with all job retention recipients to address the participant's plan on how the participant will meet their needs once job retention services are no longer available.
  - 1. For participants who do not have a plan, the ESW will work with the participant to develop a plan.

2. ESW shall document in the C-IV Journal how participant intends to meet their needs or the plan that was developed to eventually be able to meet the participant's needs.
- C. ESW will collect verification that the participant is making satisfactory progress in their activity.

**IV. C-IV Actions**

- A. For participants who do not elect job retention services, the ESW will close the WTW program.
- B. For participants who elect to utilize job retention services, the ESW will:
  1. Go to the WTW Status List and choose the participant
  2. Click on "Add Status" in the Program section.
  3. On the WTW Status Detail Page:
    - a. Status = Active
    - b. Status Reason = Post Emp/Job Retention
    - c. Begin Date = First day of job retention services (refer to Section II.C.)
    - d. Click "Save and Return"
  4. Set C-IV task to close retention services at the end of the thirteenth (13) month.
    - a. Task set for one month following the end of the 12 month job retention services to allow for supportive service processing in the 13<sup>th</sup> month.
  5. All other activity and supportive service entries remain unchanged.
- C. If a participant elects to utilize job retention services after the WTW program has already been closed, the ESW will reopen the WTW program and complete the steps listed in Section IV.

**REFERENCES:**

[ACIN I-65-04](#) – CW Job Retention Services Regulations  
[MPP 42-717](#)  
 Supportive Services – Other Procedure

**FORMS**

SSSD 1012 – Staying on Course Brochure

**CONTACT PERSON(S):**

Shanna Gardner, Staff Services Analyst

**END OF PROCEDURE**

**REVISION HISTORY:**

Revision	Date	Description of Change	Requested By
1.0	12-28-10	Biennial Review. Updated into new procedure format. Changed computer entry from ISAWS to C-IV	S. Gardner, SSA

Revision	Date	Description of Change	Requested By
2.0	06-15-17	Biennial Review. Changed name of procedure from Transitional and Retention Services to Job Retention Services. Updated to reflect changes in not being required to discontinue CW due to employment, Added self-employment information, added in transfer in/out of Napa County information as well as ESE placements.	S. Gardner, SSA
3.0	09-24-19	Biennial Review. Included information about: <ul style="list-style-type: none"> <li>• Retroactive requests</li> <li>• Active HSP cases</li> </ul>	S. Gardner, SSA