



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

WTW Flow

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-2012-18

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APPROVAL:	<i>Mary Butler</i>	<i>11/16/18</i>
	HHS Director	Date

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to provide Welfare-to-Work (WTW) service(s) for CalWORKs (CW) program participants when eligible for cash assistance, or prior to eligibility determination upon applicant's request.

ADMINISTRATION:

- Community Aide
- Employment Services Worker (ESW)
- Social Worker (SW)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. General Criteria

- A. All CW recipients are mandated to participate in the WTW program unless they meet one of the following criteria:
1. Non-Needy Relative
 2. SSI/SSP Recipient
 3. Undocumented Noncitizen
 4. Exempt for one of the following reasons:
 - a. Age under 16
 - b. Age 16,17, or 18 and not deemed chronically truant
 - c. Age 60 or older
 - d. Disabled over 30 days
 - e. Pregnancy which impairs ability to participate
 - f. Caretaker responsible for providing care of a newborn child (16 weeks for 1st child, 12 weeks for 2nd child and subsequent children)
 - g. Once-in-a-lifetime exemption for a parent or caretaker relative that has primary responsibility for personally providing care to one child from birth through 23 months of age.
 - h. Non-Parent caretaker responsible for an at-risk child
 - i. Caretaker responsible for an ill member of the household
 - j. An individual living on Indian Land (Rancheria or Reservation) that has at least a 50% unemployment rate.
 5. Have Good Cause to not participate
 6. A second parent in a two-parent assistance unit (AU), when one parent is meeting the required number of hours
- B. All CW recipients who are pregnant or parenting teens under the age of 19, and who have not yet graduated from high school or equivalent, must participate in the Cal-Learn Program.

II. WTW Participation Requirements:

- A. Hours of Participation for California minimum requirements.
1. All participants have an average weekly requirement for the number of hours they must participate in a month. Hours may be in a core or non-core activity.
 - a. A single custodial parent with a child under six (6) years of age must participate a minimum of 20 hours per week.
 - b. A single custodial parent with no child under six (6) years of age must participate a minimum of 30 hours per week.
 - c. A pregnant woman only (PWO) AU must participate a minimum of 20 hours per week.
 - d. A two-parent AU must participate a minimum of 35 hours per week
 - 1) Both parents in a two-parent assistance unit may contribute toward the 35 hour per week requirement.
 - 2) If one parent is a Cal-Learn parent, hours spent in Cal-Learn activities may be counted as actual hours participating when totaling the AU's hours of participation.
 - i. The other parent must meet any remaining required hours of participation to meet the 35 hour per week requirement.

- e. A two-parent AU where the second aided adult in the home is exempt from WTW due to a disability, the non-exempt aided adult must participate for an average of 30 hours per week.
 - 1) The non-exempt parent may participate for an average of 20 hours per week if one of the following exists:
 - i. There is a child under six (6) in the assistance unit.
 - ii. There is a child under six (6) in the home who is not in the assistance unit but the adult recipient exercises responsibility for the day-to-day care and control of that child still meets this criteria.
 - f. An optional stepparent shall participate for an average of 30 hours per week unless meets the criteria of having a child under six (6) in the home, at which time they must participate for an average of 20 hours per week.
 - 1) At the option of the participants, the parent or optional stepparent may participate for the 20-30 hours per week
 - i. Only one adult may contribute towards the 20-30 hours. Hours may not be shared.
 - 2) If one parent is exempt, the other parent or stepparent must participate for 20-30 hours.
 - g. Registered domestic partners or same-sex spouses (where the child has not been adopted) shall participate for an average of 30 hours per week unless meets the criteria of having a child under six (6) in the home, at which time they must participate for an average of 20 hours per week.
 - 1) At the option of the participants, the parent or optional stepparent may participate for the 20-30 hours per week
 - i. Only one adult may contribute towards the 20-30 hours. Hours may not be shared.
 - 2) If one parent is exempt, the other parent or stepparent must participate for 20-30 hours.
- B. Hours of Participation for California federal standards.
- 1. All participants have an average weekly requirement for the number of hours they must participate in a month.
 - a. A single custodial parent with a child under six (6) years of age must participate a minimum of 20 hours per week.
 - 1) 20 hours per week must be in core activities
 - b. A single custodial parent with no child under six (6) years of age must participate a minimum of 30 hours per week.
 - 1) If there is a child under six (6) in the home who is not in the assistance unit but the adult recipient exercises responsibility for the day-to-day care and control of that child the single custodial parent still meets this criteria.
 - 2) 20 hours per week must be in core activities
 - c. A pregnant woman only (PWO) AU must participate a minimum of 30 hours per week.
 - 1) 20 hours per week must be in core activities.
 - d. A two-parent AU must participate a minimum of 35 hours per week
 - 1) Both parents in a two-parent assistance unit may contribute toward the 35 hour per week requirement.
 - 2) 30 hours per week must be in a core activity

- e. A two-parent AU where the second aided adult in the home is exempt from WTW due to a disability, the non-exempt aided adult must participate for an average of 30 hours per week.
 - 1) The disabled exempt parent may not contribute to the 30 hours.
 - 2) 20 hours per week must be in a core activity.
 - f. A two-parent AU when one parent has exhausted his/her CalWORKs time on aid is required to participate for 35 hours per week.
 - 1) The parent who has exhausted his/her CalWORKs time on aid may contribute toward the 35 hour requirement.
 - 2) 30 hours per week must be in a core activity.
 - g. An optional stepparent shall participate for an average of 30 hours per week.
 - 1) 20 hours per week must be in a core activity.
 - 2) At the option of the participants, the parent or optional stepparent may participate for the 30 hours per week
 - i. Only one adult may contribute towards the 30 hours. Hours may not be shared.
 - 3) If one parent is exempt, the other parent or stepparent must participate for 30 hours.
 - h. Registered domestic partners or same-sex spouses (where the child has not been adopted) shall participate for an average of 30 hours per week.
 - 1) 20 hours per week must be in a core activity.
 - 2) At the option of the participants, the parent or optional stepparent may participate for the 30 hours per week
 - i. Only one adult may contribute towards the 30 hours. Hours may not be shared.
 - 3) If one parent is exempt, the other parent or stepparent must participate for 30 hours.
 - 4) If the registered domestic partner or same sex spouse adopts the child, the case becomes a two-parent AU.
- C. Sixteen (16) and Seventeen (17) year old teens are not subject to CW minimum requirements or CW federal standard hourly participation requirements.
- 1. Teens deemed chronically truant shall have a WTW plan developed with the sole purpose to complete high school or its equivalent.
 - a. Teen may volunteer to participate in other WTW activities, as long as the other activities do not interfere with his/her school attendance.
 - 2. Teens who have completed high school or its equivalent shall attend WTW orientation, appraisal, and assessment and have a WTW plan developed that considers the teens educational and occupational aspirations.
 - a. Although not mandated to participate in minimum hourly requirements, the ESW must work with the teen to identify and include in the WTW plan a required number of participation hours not to exceed 20 average hours per week. Any hours beyond 20 average hours is considered voluntary.
 - 3. Any hours of participation by the teen cannot contribute toward the participation requirements of the parent(s) in the AU.
- D. Core WTW Activities include:
- 1. Unsubsidized employment
 - 2. Subsidized private sector employment
 - 3. Subsidized public sector employment
 - 4. Work experience
 - 5. On-the-Job training

6. Grant-based on-the-job training
 7. Supported work or transitional employment
 8. Work study
 9. Self-employment
 10. Community service
 11. Vocational education and training
 - a. Vocational education and training only counts as a core activity for a maximum of 12 months. After 12 months it becomes a non-core activity.
 12. Job Search and job readiness assistance.
 - a. Job search and job readiness is limited to four consecutive weeks, not to exceed six weeks in a 12-month period.
 - b. During the time California is considered a "Needy" state, a participant can participate for up to 240/360 hours per twelve month period in Job Search / Job Readiness activity.
- E. Non-Core WTW Activities include:
1. Adult basic education (i.e. instruction in reading, writing, arithmetic, high school proficiency, general education development (GED), or English-as-a-Second-Language (ESL))
 2. Job search and job readiness beyond the four consecutive week, six week limit.
 3. Job skills training directly related to employment
 4. Education directly related to employment
 5. Satisfactory progress in secondary school or in a course of study leading to a certificate of GED
 6. Mental health counseling/services
 7. Substance abuse counseling/services
 8. Domestic violence services
 9. Other activities necessary to assist an individual in obtaining unsubsidized employment.
 - a. Consult with supervisor and obtain approval for this activity.
 10. Participation in vocational education and training beyond the initial 12 months.

III. Activity Flow

- A. All cases in which eligibility has just been determined or at the time the participant is required to participate, shall follow the following activity flow unless the participant meets one of the exceptions listed in III B:
1. Orientation – At the intake appointment participants are scheduled for a WTW orientation meeting. Orientation may be conducted as part of the appraisal appointment. During the orientation the ESW reviews the following:
 - a. WTW1 – Rights and Responsibilities
 - b. WTW Handbook
 - c. TEMP CW2186A – WTW Exemption Request
 - d. LD information is provided verbally and in writing.
 - e. A General description of the WTW program, including available activity components and supportive services, including child care.
 2. Appraisal – Once the participant has attended the orientation an appraisal appointment is scheduled. If no orientation was conducted, appraisal is the first activity and requirements of the orientation appointment must be completed during appraisal. During the appraisal appointment:
 - a. ESW informs the participant of the requirement to participate in available WTW activities and for the required number of participation hours.

- b. The Online CalWORKs Appraisal Tool (OCAT) must be conducted.
 - 1) Appraisal Summary Report shall be imaged and indexed into C-IV.
 - 2) For Spanish participants the SSSD 3005 – Participant History Questionnaire shall be completed.
 - c. LD screening is offered and administered.
 - d. Review for referral to the Workforce Investment and Opportunity Act (WIOA) program.
 - e. Provide participant with the Earned Income Tax Credit (EITC) publication – PUB 428 – It’s Your Money Claim It and Save It and Work Opportunity Tax Credit Information.
 - f. ESW determines if the participant meets the Self-Initiated School Program (SIP) criteria. (Refer to the SIP procedure)
 - 1) If participant meets SIP criteria, they do not have a core/non-core activity requirement.
 - 2) If participant is a SIP – complete the SIP process and do not continue with flow unless they are unable to meet the 20/30 hour a week requirement with his/her schooling and other allowable activities.
 - g. Obtain a release of information for all agencies participant is currently receiving services from.
 - h. If participant is employed for the full amount of required hours, a WTW plan shall be developed to include unsubsidized employment activities.
 - 1) If a participant is requesting or needing additional activities to enhance his/her job skills to obtain a higher paying job, the participant shall be referred to vocational assessment as part of his/her WTW plan.
 - 2) Participant shall be given the option of completing a vocational assessment.
 - i. Participant shall be informed that if they do not go to assessment the WTW plan shall provide only for unsubsidized employment and necessary supportive services.
 - 3) If at any time these participants are no longer employed or meeting his/her required hours with employment, they shall immediately be referred to vocational assessment.
 - i. If participant is identified as not having obtained a high school diploma or its equivalent, a WTW plan shall be developed to include activities to lead to obtaining a high school diploma or its equivalent.
 - 1) If a participant chooses to not participate in these educational activities, the participant shall sign the SSSD 3077 – Opt Out for WTW Early Engagement Education Activities, not have a WTW plan developed, and shall continue with the normal WTW flow.
 - 2) If a participant needs additional hours to meet his/her hourly requirements or if the participant’s appraisal determines that additional activities may be beneficial, the participant shall be referred to vocational assessment as part of his/her WTW plan.
 - 3) Upon completion of the high school diploma or equivalent educational activities, the participant shall be immediately referred to a vocational assessment if one has not already been completed.
3. Job Search / Job Readiness – ESW shall assign job search / job readiness activities for four (4) weeks.
- a. Participant shall create and provide a job search portfolio which includes a master application, resume and cover letter to the ESW.

- b. If participant does not make satisfactory progress while in their Job Search activity, the ESW would review for good cause and if good cause does not exist, the ESW will start the non-compliance process.
 - 4. If the participant completes Job Search satisfactorily and:
 - a. The participant finds employment for the full 20/30/35 hour per week requirement – a WTW plan is developed for unsubsidized employment.
 - 1) If a participant is requesting additional activities to enhance his/her job skills to obtain a higher paying job, the participant shall be referred to vocational assessment as part of his/her WTW plan.
 - b. The participant finds employment however cannot meet the 20/30/35 hour a week requirement – refer to vocational assessment.
 - c. The participant is unable to find employment – refer to vocational assessment.
 - 5. If ESW determines that the participant should be excluded from the Job Search / Job Readiness activity, the ESW should refer the client directly to vocational assessment. Reasons to exclude a participant include:
 - a. Participation in job search has been determined not to be beneficial.
 - 1) Participant and ESW should agree that job search or further job search would not be beneficial, **or**
 - 2) ESW determines that the recipient will not benefit because he/she may suffer from an emotional or mental disability that will limit or preclude the participant from participating.
 - b. If participation in the job search schedule will interfere with unsubsidized employment or participation in an approved SIP.
 - c. A noncitizen who is a victim of human trafficking, domestic violence, or other serious crimes, who does not have authorization to work, shall not be required to participate in job search.
 - 1) Upon earning a high school diploma or its equivalent, the above individuals shall not be required, but may be permitted, to participate in job search activities as their first program assignment following an appraisal.
 - 2) English as Second Language classes are another allowable activity.
 - 6. Vocational assessment - assesses the participant's employability, any barriers, and the participant's career direction. The ESW and participant use the assessment results to determine what activity/activities would benefit the participant's employability.
 - 7. Once assessment is completed a participant will be placed into a WTW plan.
 - a. WTW plan shall be developed using the results of the assessment and should list all activities the participant should complete to move towards unsubsidized employment and self-sufficiency.
 - 8. Upon case discontinuance, ESW shall make contact with the participant if the discontinuance reason is due to employment, to explain and offer retention services.
 - a. ESW shall journal the participant's decision.
- B. The following cases are exempt from starting job search and should be immediately placed into assessment.
- 1. Participant agrees to an LD Evaluation.
 - 2. Participants in mental health, substance abuse, and domestic violence treatment that the county determines are necessary for the individual to participate in core activities.

- a. A substance abuse, mental health or domestic violence assessment shall be completed immediately or after four (4) weeks of services to determine a plan.
 - 1) A WTW plan shall be developed after completion of this assessment.
3. The county determines that job search would not benefit the participant.

IV. Timeframes (Universal Engagement)

- A. Cases have **30 days** from the date that the individual's eligibility for aid is determined, to begin a Job Search Activity.
 1. The eligibility determination date shall be the date cash assistance is granted.
- B. If a participant completes job search satisfactorily and has not found employment meeting the 20/30/35 hour requirement, the ESW/SW has **90 days** from the day Job Search ends to place the participant into a WTW plan.
 1. Within the 90 days the participant must be referred to Assessment, receive results, and meet with the worker to develop and sign the WTW plan.
- C. If a participant is referred to LD evaluation rather than Job Search, the ESW/SW has **90 days** from the date of eligibility to complete the evaluation and be placed into a WTW plan.
 1. A participant has a maximum of 90 days, apart from the required 90 days, to complete the LD evaluation.
 - a. This maximum of 90 days does not count towards the 90 day requirement to be in a WTW Plan.
- D. If a participant is referred to Assessment rather than Job Search, the ESW/SW has **90 days** from the date of eligibility to complete the assessment and be placed into a WTW plan.
- E. The 90-day period to develop a WTW plan does not include time that an individual:
 1. Spends in Good Cause Determination.
 2. Spends in Non-compliance.
 3. Spends in the process of curing their sanction.
 4. Spends in LD evaluation (maximum of 90 days).

REFERENCES:

ACIN [1-47-15](#) – Emergency Regulations Implementing SB 1041
 ACL [04-41](#) – Implementation of SB 1104
 ACL [13-49](#) – Q&A regarding Cal-Learn
 ACL [14-16](#) – 5th set of Q&A on SB 1041 (Hourly Participation Requirements)
 ACL [15-09](#) – WTW Flow Changes per AB 74
 ACL [16-13](#) – Same Sex Marriages and Same-Sex Registered Domestic Partners
 ACL [16-21](#) – WTW Participation Requirements for Pregnant Woman-Only AUs
 ACL [16-67](#) – Second Set of Q&As for OCAT
 ACL [16-99](#) – WTW Participation Requirements for Teens
 ACL [18-40](#) – WTW Early Engagement and Assembly Bill 1604
 ACL [18-84](#) – WTW Participation Hours for 2-Parent AUs w/one Disabled Adult and PWO AUs
 Job Retention Procedure
 MPP [42-709.2](#)
 MPP [42-711.5](#)
 Vocational Assessment Procedure

WTW Program Non-Compliance Procedure

FORMS

SSSD 3005 – Participant History Questionnaire

SSSD 3077 – Opt Out of WTW Early Engagement Education Activities

WTW 1 – WTW Plan Rights and Responsibilities

WTW 2 – WTW Plan Activity Agreement

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	06-14-09	Biennial Review – Placed into new format. Removed implementation timeframes section which is no longer in use	S. Gardner, SSA
1.0	04-24-12	Biennial Review. Minor changes, Updated short term exemptions. Included information from the Case Management Protocol.	S. Gardner, SSA
2.0	10-27-16	Biennial Review. Added OCAT, Hours requirements for two parent HHs, Optional Stepparents, and Same-Sex couples. ACL 15-09, 14-16, 13-49, 16-21 and ACIN I-47-15.	S. Gardner, SSA
3.0	11-09-18	Biennial Review. Added in ACL 16-99, ACL 18-40 and ACL 18-84, which includes new form SSSD 3077. Added in Attachment #2 – CW WTW Hourly Participation Requirement Chart and changed original attachment 2 to attachment #3.	S. Gardner, SSA

Example 1: An individual was granted a 12-month exemption from WTW participation, due to a physical problem; at the time he started receiving aid. Therefore, he will not be required to sign a WTW plan until his exemption ends. The county has information from the individual's doctor that his exemption is scheduled to end on June 15, 2005. Unless he can provide verification that the exemption should extend beyond June 15, 2005, the county must develop, and have the individual sign, a WTW plan no later than 90 days from June 16, 2005.

Example 2: An individual has been receiving aid since 2003. She was participating in sufficient hours of unsubsidized employment to meet her work participation requirement, prior to assessment, so she did not need to sign a WTW plan. During the county's monthly monitoring of the individual's participation, on June 8, 2005, the county discovered that she lost her job on May 27, 2005. Since she was still required to participate in WTW on May 27, 2005, but was not participating, the county has up to 90 days from June 1, 2005 to develop a WTW plan for this individual.

Example 3: Identical circumstances as in Example 2, except that the county found that the recipient lost her job on June 3, 2005. Under this scenario, the county has until no later than 90 days from July 1, 2005 to develop a WTW plan for the individual.

Example 4: The adult in a one-parent AU does not meet WTW exemption criteria and must participate in 20 hours of core WTW activities and 12 hours of non-core activities. However, the county also has determined that a combined 18 hours of substance abuse and domestic abuse treatment (8 and 10 hours, respectively) is necessary for her to participate in her core WTW activity. Because only 12 of the necessary 18 hours of treatment hours can be accommodated as non-core participation hours, the remaining six hours of substance abuse services are to be counted toward her core requirement. She must then participate for 14 hours in a core WTW activity to fulfill her 32-hour CalWORKs work requirement.

Example 5: The adult in a two-parent AU must participate in 20 hours of core WTW activities and 15 hours of non-core activities. The county has determined that he needs 20 hours of classroom, laboratory, or internship activities in a job skills training program (computer training) to assist him to obtain a self-supporting job as an office clerk, and the training meets the four criteria. Because only 15 of the necessary 20 hours of job skills training can be accommodated as non-core participation hours, the remaining five hours of training are to be counted toward his core requirement. He must then participate for 15 hours in a core WTW activity to fulfill his 35-hour CalWORKs work requirement.

Example 6: An adult in a one-parent AU must participate in 20 hours of core WTW activities and 12 hours of non-core activities. The county has determined 20 hours of classroom, laboratory, or internship activities in a job skills training program (mechanical drawing program that meets all specified criteria) is necessary for him to obtain a self-supporting job as a draftsman. The county also has determined that the individual needs eight hours of substance abuse treatment to participate in his core WTW activity. While all eight hours of the substance abuse services can be completed as non-core participation hours, only four of the 20 job skills training hours can be counted toward meeting the non-core requirement. As a result, the remaining 16 training hours can be counted as participation in a core activity, and the individual must then participate for four hours in a core WTW activity to fulfill his 32-hour CalWORKs work requirement.

Family Type	CW Minimum Requirements	CW Federal Standards	
	Total Average Hours (No Core Required)	Total Average Hours	Total Average Core Hours
Pregnant Woman Only (no eligible children in home)	20	30	20
Single Parent AU w/child under 6 (no other parent/stepparent in the home)	20	20	20
Single Parent AU w/child under 6 (other parent/stepparent in the home ¹)	20	30	20
Single Parent AU w/no child under 6	30	30	20
Two-Parent AU, one parent disabled and a child under 6	20	30	20
Two-Parent AU, one parent disabled and no child under 6	30	30	20
Two Parent AU, neither parent disabled	35	35	30
Two Parent AU, One parent is sanctioned	35	35	30
Two Parent AU, one parent is CW timed out	35	35	30

¹ These households may include aided or unaided stepparents or ineligible second parents, such as undocumented non-citizens or recipients of Supplemental Security Income (SSI).

Universal Engagement Flow Chart

Step #1
 Case Granted? and
 Exemption Ended? and
 Required to Participate? and
 Employment Ended or not meeting required # of hours? and
 Sanction Ends?

