



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY

Self Sufficiency Services Division

POLICY AND PROCEDURE:

Work Experience - Unpaid

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-2008-19

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| | <input checked="" type="checkbox"/> Quality Mgmt |

EFFECTIVE DATE: January 7, 2000
 ORIGINAL DATE OF ISSUE: October 5, 2001
 LAST REVISION DATE: January 4, 2019

APPROVAL:	<u>Teresa Brown</u>	<u>1/8/19</u>
	Employment Services Manager	Date
APPROVAL:	<u>Lynn Perry</u>	<u>1/9/19</u>
	SSSD Deputy Director	Date
APPROVAL:	<u>Mary Butler</u>	<u>1/11/19</u>
	HHSA Director	Date

POLICY STATEMENT:

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

ADMINISTRATION:

- Work Experience Coordinator (WEC)
- Employment Services Worker (ESW)
- Social Worker (SW)

DEFINITIONS:

Serious Injury, Illness, or Death – Any injury or illness occurring in a place of employment which requires inpatient hospitalization for an employee for a period in excess of 24 hours (for other than medical observation); results in a loss of any member of the body; or any serious degree of permanent disfigurement.

Unpaid Work Experience (WEX): WTW training activity in the public or private sector under the close supervision of the activity provider, that helps provide basic job skills, enhance existing job skills in a position related to the participant's experience, or provide a needed community service that shall lead to unsubsidized employment.

END OF POLICY

PROCEDURE

I. General Overview

- A. WEX is a core activity, assigned as part of a participant's WTW plan.
- B. WEX provides basic job skills to participants who lack work experience and/or appropriate work behavior skills.
- C. WEX 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 WEX site.
- E. If transportation is not available, the ESW will consider WEX in the participant's area to meet WTW requirements.
- F. Development of WEX sites and monitoring of the participants' progress at the site is done by the designated Work Experience Coordinator (WEC).
- G. Participants in WEX activities are covered by State Compensation Insurance Fund through a contract with the California Department of Social Services.

II. Referral to the WEC

- A. The ESW will obtain a resume from the participant in Microsoft Office Word format
- B. The ESW will complete the Referral to Activity Form (Plan 109 CIV). In the comments section of the Plan 109 CIV the ESW will:
 - 1. Identify the job skills to be developed or enhanced by the WEX 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, felony status, etc.
 - 3. Motivation level of the participant
 - a. High – Participant is excited and is very likely to show and participate.
 - b. Medium – Participant is willing and likely to show and participate.
 - c. Low – Participant is unwilling and not likely to show or participate.
- C. The ESW will meet with the participant to review the objectives of the WEX activity.
 - 1. If during the WEX assignment the participant meets their participation hours with unsubsidized employment, the WEX activity is considered complete and an email is sent to inform the WEC.
- D. Attach a copy of the Plan 111 CIV to the referral.
 - 1. Complete top half of the Plan 111 CIV.
 - 2. A new Plan 111 CIV will need to be completed at the time of placement, if placement does not occur in the same month as the referral.
- E. The ESW will give the completed and signed Plan 109 CIV with attached documents to the WEC within one (1) business day of identifying the needs for a WEX assignment.
- F. The ESW will schedule a half (1/2) hour appointment with the WEC and the participant within one (1) week of the date of the referral to discuss and begin setting up the WEX site.

III. ESW Responsibilities

- A. ESW will ensure that the WEX assignment is consistent with the participant's WTW plan and is effective in preparing the participant to obtain employment.

- B. WEX Activity is entered into C-IV upon signing of the WTW2 – Activity Assignment.
 - 1. Provider will be the agency/business in which the participant is assigned to.
 - a. If the provider is not listed with a WEX activity in the Resource Databank (RDB), an RDB request must be made.
 - 2. Create a journal entry that WEX has been assigned.
 - a. Include information provided in comments section of Plan 109 CIV (See Section II.B).
- C. Participants in WEX shall participate for the number of hours required by completing the hours computation. (see Section VI).
 - 1. ESW will notify the participant of their required number of hours to participate in a WEX activity by sending the Plan 111 CIV to the participant.
- D. The ESW will notify the WEC of any changes in WEX participation hours by sending a copy of the new Plan 111 CIV within two (2) business days of the change.
 - 1. The ESW 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 Plan 111 CIV must be completed.
 - a. ESW will notify the participant of the change in their required number of hours to participate in a WEX activity by sending the Plan 111 CIV to the participant.
- E. During the WEX assignment, the ESW remains the primary case manager.
 - 1. ESW will review the WEX activity as necessary to determine the participant’s progress toward reaching the transitional training goal.
 - 2. ESW will collect attendance/participation verification monthly from the participant.
 - 3. ESW will set task to review case at month 5 of every 6 months to determine if the WEX activity should continue or if participant has progressed to another activity.
 - a. Criteria that will constitute a participant continuing include, but are not limited to:
 - 1) Participant has had attendance or participation issues that are still being worked through.
 - 2) Transportation is still not available for participant to participate in another activity.
 - 3) Work site is continuing to provide new skills that will enhance the participant’s employability.
 - 4) The ESW and WEC determine participant should continue for an additional time period.
 - b. ESW shall notify the WEC of decision via email and document the decision in the C-IV Journal.
- F. The ESW will notify the WEC, via email, if there is a CalWORKs discontinuance for a person who is participating in WEX.
 - 1. Complete a C-IV journal entry that this email was sent

IV. WEC Responsibilities

- A. WEC will complete a contract with the WEX site.
 - 1. WEC will obtain a Certificate of Liability Insurance from all providers to submit with the contract.
 - a. WEC will need to monitor expiration dates of all certificates and obtain new certificates if original certificate is near expiration.
 - b. WEC will retain all copies of these certificates, even if expired.

2. WEC will inform site supervisor that they must display the displacement grievance guidelines.
 3. WEC shall image and index the final contract and notify the ESW by email that it is complete.
- B. WEC must provide the participant with the “Time of Hire Pamphlet – Compensation Benefits” at the time of placement and the DWC-7 – Notice to Employees – Injuries Caused by Work.
1. WEC shall also provide this document to any WEX participant upon request by the participant.
- C. WEC will notify the ESW of all attendance/participation issues that the job site supervisor communicates.
1. If the participant does not respond to two (2) attempts to contact in regards to issues, the case will be referred back to the ESW to review for starting the compliance process.
 - a. WEC will email ESW to inform of no response to attempted contacts and complete a C-IV journal entry.
 2. The ESW will take part in the resolution of these issues as appropriate.
- D. Upon placement, the WEC will make a site visit at the end of the first week. The WEC will make subsequent site visits as needed. Except in the case of problems, incompatibility or other issues, the visits will be to assess progress. The WEC will make contact with the work site supervisor at least once per month to receive input and discuss issues of training and progress. In cases where the participant exhibits need, the WEC will spend as much time as necessary to provide job coaching or other services as needed.
1. The WEC will complete a C-IV journal entry and email the ESW that a contact/visit just occurred.
- E. WEC will complete journal entries in C-IV after each contact or visit or anytime a problem arises.
- F. Contracts shall be applicable for up to twelve (12) 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 WEC and ESW. Contract periods may not be extended more than twelve months per amendment.
1. WEC shall check in with the ESW prior to the end of every five (5) months to determine extension with the WEX site.
- G. When the Plan 111 CIV is received from the ESW, the WEC will inform the site of the change in hours for the up coming month and ensure the site adjusts the participant’s WEX schedule to reflect the change.
- H. The WEC shall facilitate the site supervisor completing assessments at every three (3) and six (6) months. The WEC will provide the ESW with a copy of the mid and final assessment.
- I. WEC will communicate with the ESW when the participant has exhibited professionalism and responsibility to the degree that the WEC ascertains that they are ready for services to assist them in transitioning to private sector employment.
1. Review for referral to Workforce Innovations and Opportunity Act (WIOA) services if appropriate.
- J. When the WEC receives notification of the CalWORKs discontinuance, the WEC will terminate the WEX contract.
- K. When the participant is about to complete the terms of their WEX placement, the WEC will schedule an exit interview in the last week of the WEX placement.
1. Exit interview will include the site supervisor, WEC, ESW and participant.

2. Exit interview will include a discussion on strengths and skills the participant gained, how the participant will do in a regular work setting, and any skills or areas the participant can show some improvement.

V. WEX Placement with Goodwill Industries

- A. When the WEC determines that the Production Associate Trainee position at Goodwill Industries is the best suited work experience placement, the WEC shall:
 1. Inform the participant of the following:
 - a. Placement opportunity
 - b. Requirement for background investigation
 - c. Dress Code
 - 1) Collared shirt
 - 2) Solid color shirt
 - 3) Solid color pant (Jeans permissible if dark colored)
 - 4) Comfortable shoes
 2. Complete the Goodwill Industries Referral Form and include, at minimum, the following information:
 - a. Site preference
 - b. Client availability
 - c. Skills needing enhancement
 - d. Criminal history information if available.
 3. Obtain a release of information for communication between Goodwill and WEC.
 4. Provide the participant with the "Time of Hire Pamphlet – Compensation Benefits" at the time of placement and the DWC-7 – Notice to Employees – Injuries Caused by Work.
 - a. WEC shall also provide this document to any WEX participant upon request by the participant.
 5. When an updated Plan 111 CIV is received from the ESW, the WEC will inform the site of the change in hours for the upcoming month and ensure the site adjusts the participant's WEX schedule to reflect the change.
 6. The WEC will provide the ESW with a copy of the final assessment.
 7. When the WEC receives notification of the CalWORKs discontinuance, the WEC will terminate the placement.
 8. When the participant will complete the terms of their WEX placement, the WEC will schedule an exit interview in the last week of the WEX placement.
 - a. Exit interview will include the site supervisor, WEC, ESW and participant.
 - b. Exit interview will include a discussion on strengths and skills the participant gained, how the participant will do in a regular work setting, and any skills or areas the participant can show some improvement.

VI. Computing Work Experience Hours

- A. Participants whose assistance units (AUs) include CalFresh shall participate in unpaid work experience activities for the number of hours each month that is the lesser of the two following equations:
 1. An average of 20/30/35 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 CalWORKs (CW) AU's grant plus the AU's portion of the CalFresh allotment divided by the higher of the state or federal minimum wage.
- B. A participant who's AUs does not include CalFresh shall participate in unpaid work experience activities for the number of hours each month that is the lesser of the two following equations:
 1. An average of 20/30/35 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 Simplified CalFresh Program (SFSP) Calculation is used to compute the hours, using only the CW household's income and CalFresh allotment.
 1. For mixed CalFresh households with both CW and non-CW individuals, only the prorated portion of the CalFresh allotment for members receiving CW is used in determining the community service participation hours. Proration of the CalFresh allotment is calculated by dividing the total CalFresh 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 work experience is computed using the appropriate formula in Section V. A. or B. do not meet the 20/30/35 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 CW or CalFresh allotment result in a decrease or elimination of additional activities, the ESW 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 20/30/35 hours per week is not allowed.
 - F. Computation of the WEX hours is done after processing the SAR 7 and authorizing CW and CalFresh for the upcoming (Activity) month
 1. The participant is informed in writing of the initial WEX participation hours computation and of any changes in the hours with the PLAN 111 CIV.
 2. The PLAN 111 CIV is sent to the WEC.

VII. Workers' Compensation Benefits

- A. Workers compensation is covered by the state for individuals while they participate in Unpaid Work Experience who does not have coverage through their WEX provider.
 1. The California Department of Social Services (CDSS) contracts with York Risk Services Group, Inc. (York) to administer the workers compensation benefits to specified CW participants.
- B. When an employee is injured on the job, the law requires employers to file an Employee's Workers' Compensation Claim Form (DWC-1 (lines 9-17)) within one (1) working day after knowledge of injury.
 1. Employer shall have the employee sign and date the Acknowledge of Receipt of the Employee Workers' Compensation Claim Form.
 2. Employer shall provide the DWC-1 form to the employee.
- C. Every serious injury, illness, or death must be reported immediately by telephone to the nearest office of the California Division of Occupational Safety and Health (DOSH).

1. A list of DOSH offices can be found by following this link:
<http://www.dir.ca.gov/dosh/DistrictOffices.htm>
 2. Immediately means as soon as practically possible, but no later than eight (8) hours of when the employer knows or with diligent inquiry would have known of the death or a serious illness or injury.
 3. Immediate reporting also applies to injuries or illnesses initially determined to be non-serious, but later fall within the definition of a serious injury or illness.
- D. Every fatality or serious injury, the representative of the worksite must immediately call the York at (866) 391-9675 and also contact the WEC immediately to report the incident.
- E. The appropriate supervisor should complete the Supervisor's Report of Injury
- F. The Employer must complete the Employer's Report of Occupational Injury or Illness Form (Form 5020)
1. This form can be accessed online by following this link: www.yorkrsg.com
 2. The information provided on the Form 5020 must be complete, accurate, and contain the worksite supervisor's signature and title.
 3. Form 5020 shall be submitted as soon as possible, however no later than five (5) business days.
- G. The employer must submit all of the above to York along with any medical reports and bills, verification of employment assignment, (e.g.) employments contract, and information regarding the participant's grant/benefit amounts.
1. The employer shall work with the WEC to ensure all information is obtained and submitted.
 2. The employer should retain a copy for their records.
- H. The WEC or employer should contact York directly with any questions related to reporting requirements, completion of claims reporting forms or worker's compensation in general. York contact information is:
- York Risk Services Group
P.O. Box 619058
Roseville, CA 95661
Phone (855) 446-9675
Fax (866) 548-2637
- I. The WEC and/or employer is responsible for cooperation with York Claims Examiners and Adjusters to provide all necessary information. Some questions that may be asked, can include
1. Return to work dates
 2. Length of assignments
 3. Availability of alternative/modified work
 4. Background information
 5. Medical information
 6. Grant/Benefit information

REFERENCES:

ACIN [I-33-13](#) – Posting Displacement Grievance Guidelines for Non-Union Employees at Worksites w/WTW Participants.

ACL [11-17](#) – Workers' Compensation Insurance Coverage for Participants

ACL [13-56](#) – New Third Party Worker’s Compensation Claims Reporting Procedures

ACL [16-60](#) – Updated forms for Workers’ Compensation Coverage

MPP [42-716.3\(j\)](#)

FORMS

DWC-1 – Workers’ Compensation Claim Form

DWC-7 – Notice to Employees – Injuries Caused by Work Poster

Form 5020

Plan 109 CIV – Referral to Activity

Plan 111 CIV – Work Experience and/or Community Services Hours of Participation Notification

Time of Hire Pamphlet – Compensation Benefits

WTW 2 - WTW Plan - Activity Assignment

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	12-22-10	Biennial Review – Updated to new template, Updated referral form to CIV form.	S. Gardner, SSA
1.0	08-09-12	Biennial Review - Updated information on RS and CSC responsibilities. Established some basic criteria for continuing a CS activity.	S. Gardner, SSA
2.0	10-27-16	Biennial Review - Updated to add Workers Compensation Benefits and show changes in processes. Included ACIN I-33-13 and ACL 13-56. Changed Name of	S. Gardner, SSA

		Community Service to Work Experience.	
2.1	11-28-17	Added in Goodwill Industries Process. Release in 60 day working draft for new process.	S. Gardner, SSA
2.2	03-02-18	No changes after working draft period.	S. Gardner, SSA
3.0	01-04-19	Biennial Review. Updated amount of time for appointment with WEC, ESW and participant. Removed reference to Business Services Analyst.	S. Gardner, SSA