		SSA Intranet
CalWORKs/Welfare-to-Work Monthly Contacts		201.2
Approved:	***Signature on file***	9-1-02 (R10/12)

OCSSA

PURPOSE

A monthly contact between CalWORKs Welfare-to-Work Case Managers (CMs) and work-eligible Welfare-to-Work participants, or between Ongoing Services Workers (OSWs) and WTW-exempt CalWORKs (CW) recipients, will occur to encourage dialogue and exchange of information, thereby fostering the participant's success in the WTW program.

OCSSA

POLICY

A monthly contact will occur between the CM and the WTW participant. If the client meets WTW exemption criteria and is not assigned to a CM, a monthly contact will occur between the OSW and the recipient beginning 60 days before the exemption is expected to end.

As appropriate, the contact should:

• Build rapport between the parties,
• Educate the participant/recipient about CalWORKs/WTW program requirements and time limits,
• Document participation requirements, including WTW activities and hours of participation,
• Provide information about exemption criteria and the duration of any existing WTW exemption,
• Identify barriers to participation and ways to resolve them, including referrals to services such as Behavioral Health or Domestic Abuse.

During the contact the CM or OSW should:

• Support the participant/recipient and encourage new or continued participation in WTW activities,
• Reinforce availability of supportive services,
• Be positive and motivational, and utilize strength-based techniques to encourage participant/recipient responsibility and self-sufficiency,
• Provide constructive feedback.

WTW CASE MANAGER

CMs will complete a monthly contact with each WTW participant in their caseload, including a minimum of two face-to-face contacts per year. The face-to-face contacts should occur approximately every six months. Monthly contacts may take place in person or on the telephone, and must be documented on the Case Manager Monthly Contact Checklist (F063-41-225).

Monthly contacts may take place:

In the office - A face-to-face office interview may occur when:

• A program requirement must be addressed, such as noncompliance or revision of the WTW Plan,
• The participant is scheduled to meet multiple workers or on-site providers (i.e. the CM sees the participant in coordination with a scheduled appointment with the OSW).

In the field - Face-to-face interviews may occur at a WTW participant's home, place of employment, or another prearranged location. They should be arranged to accommodate the WTW participant's schedule. A face-to-face interview in the field may be necessary when:

• The participant's job hours prevent him from coming into the SSA office,
• A Domestic Abuse Social Worker or a Children and Family Services Social Worker requests a joint home visit,

Loss of contact with the participant occurs, including no response to phone or mail contacts,

There is unknown progress towards self-sufficiency. The CM must assess the participant's WTW progress, circumstances, and possible barriers,

Concerns are raised about the family's well-being (based on observations by the CM or partners working with the participant).

By telephone – Telephone contacts may be initiated by the CM or participant, and can be conducted during months in which a face-to-face contact does not take place. Telephone contacts may occur when:

• The CM follows up on new or existing supportive service needs,
• The participant is working and contacts the CM to request supportive services,
• The participant reports a situation that may change participation in current WTW activities.

Note: A written message requesting that the participant contact the CM is to be sent when the CM has made two documented unsuccessful attempts to reach the participant by phone or in person. Refer to CalWIN Resource Guides: Correspondence - Cross Reference Guides and Correspondence - Manually Generate Form or Other Client Correspondence.

OCSSA

ONGOING SERVICES WORKER

OSWs will complete a monthly contact with WTW-exempt CalWORKs recipients beginning 60 days before the exemption is expected to end. The contact may take place in person or on the telephone, and must be documented on Ongoing Services Worker 60/30-Day Checklist (F063-41-226).

Monthly contacts may take place:

In the office - A face-to-face office interview may occur when the recipient is scheduled to meet with the OSW, multiple workers, or on-site providers (i.e. the OSW sees the client in coordination with a scheduled appointment with the BHS worker, or during an MDT meeting).

In the field - Face-to-face interviews may occur at a client's home or another prearranged location. They should be arranged to accommodate the client's schedule. A face-to-face interview in the field may be necessary when:

- A Domestic Abuse Social Worker or a Children and Family Services Social Worker requests a joint home visit,
- Loss of contact with the client occurs, including no response to phone or mail contacts,
- The OSW must assess the client's circumstances, and potential barriers to self-sufficiency,
- Illness of the client or another family member prevents an office visit from taking place.

By telephone – Telephone contacts may be initiated by either the OSW or recipient.

Note: A written message requesting that the participant contact the OSW is to be sent when the OSW has made two documented unsuccessful attempts to reach the participant by phone or in person. Refer to CalWIN Resource Guides: Correspondence - Cross Reference Guides and Correspondence - Manually Generate Form or Other Client Correspondence.

CASE COMMENTS AND CONTACT DOCUMENTATION

Monthly contacts will be recorded on the Case Manager Monthly Contact Checklist (F063-41-225) or on the Ongoing Services Worker 60/30-Day Checklist (F063-41-226). Completed checklists will be imaged to the Case Comments acco.

Information documented on the Case Manager Monthly Contact Checklist (F063-41-225) includes, but is not limited to:

- Participant's name,
- Assigned activities,
- Actual participation hours,
- Barriers addressed, and
- Supportive Services addressed.

Information documented on the Ongoing Services Worker 60/30-Day Checklist (F063-41-226) includes, but is not limited to:

- Exemption status,
- Referrals needed/requested,
- WTW status, and
- Supportive Services addressed.

As appropriate, the CalWIN system must be updated to reflect information obtained during the monthly contact, including, but not limited to attendance, activity status, noncompliance, etc.

All contacts (face-to-face or person-to-person) must also be recorded as case comments in CalWIN. Unsuccessful attempts to contact the participant, including correspondence attempts, must also be documented in the case record. Refer to CalWIN Resource Guides: Case Comments for detailed instructions.

Safety issues or extenuating circumstances that prevent the CM or OSW from making a monthly contact with the participant must be documented in the case record.

ATTACHMENTS

Case Manager Monthly Contact Checklist (F063-41-225)
Ongoing Services Worker 60/30-Day Checklist (F063-41-226)

CDSSA