SSA Intranet

Santa Ana Workforce Investment Board (WIB)

Number: 276
Date: 06/28/12

Approved: ***Working Draft***

PURPOSE

The purpose of this policy is to provide information on the services to be offered by the Santa Ana Workforce Investment Board (WIB) effective March 7, 2012.

The Santa Ana (WIB) will provide Employment Services in the form of Paid Work Experience (WEX) and Vocational Training for individuals who need training in the skills and knowledge essential to job performance that shall lead them to employment.
Santa Ana WIB staff will work closely with each participant to assess needs, career goals, arrange an appropriate Paid WEX or Vocational Training activity and ensure weekly participation of 32/35 hours per week.
Santa Ana WIB provides services at the following One Stop Center:

• **Santa Ana W/O/R/K Center**
1000 E. Santa Ana Blvd., Suite 200
Santa Ana, CA 92701

DESCRIPTION OF SERVICES

Paid Work Experience (WEX)
Paid WEX is a planned, structured learning experience that occurs in the workplace for a limited period not to exceed four (4) months in length. The Paid WEX work site may include public or private, for-profit or nonprofit organizations. Paid WEX is a post-assessment activity designed to provide the participant exposure to work environments. Under close supervision, Paid WEX activities provide basic job skills and enhance existing job skills and work experience while meeting an identified community need.
The goal of Paid WEX is to transition participants into unsubsidized employment. At the end of the Paid WEX activity it is generally expected that the worksite will hire the participant as a regular employee.

Vocational Training
Vocational Training is a temporary, transitional, and short-term educational activity varying in length, not to exceed 12-months per referral, to prepare participants for employment in a specific trade, occupation, or vocation. Vocational Training activities must be provided by vocational-technical schools, post secondary institutions or proprietary schools. Vocational Training activities will be made available to participants in areas identified as growth oriented, current or emerging occupation, meeting an unmet community need, and in high demand for new employees. Vocational Training activities shall include but not be limited to the following:

• Certified Nurse's Assistant
• Office Technology
• Child Care Provider
• Medical Liens Collections
• Health Care careers
• Hospitality
• Protective Services
• Transportation

*For a description of the services offered by the WIBs refer to Workforce Investment Board Services at a Glance document.

OC-SSA

REFERRAL CRITERIA

Participants to be referred for Paid WEX and Vocational Training activities shall meet all of the following criteria:

• Have been deemed suitable for the activity by the Initial Services Worker (ISW) or Case Manager (CM).
• Have not found unsubsidized employment sufficient to meet the minimum required hours of WTW participation.
• Reside in Orange County.
• Have completed Vocational Assessment.

Note: The ISW/CM should focus on referring participants who can have Vocational Training assigned as a core activity to be able to count the 32/35 hours as core hours. Refer to policy 202 "Work Participation Hours"

REFERRAL PROCESS

When it is determined that the participant meets the referral criteria for Paid WEX or Vocational Training, the ISW/CM will:

• Document referral criteria in CalWIN Case Comments per the Case Comments Resource Guide

• Complete sections 1, II and III of the Referral_for_WIB_Employment_Services and send via secure email or fax to the designated Santa Ana WIB CM at the One Stop Center.

Santa Ana W/O/R/K Center
Case Manager: David Flores
Email Address: dflores@santa-ana.org
(714) 565-2697
Fax : (714) 565-2602

• Provide a copy of the Vocational Assessment via secure email or fax to the designated Santa Ana WIB CM at the One Stop Center.

Note: When emailing the referral form and the Vocational Assessment Report to the Santa Ana WIB CM, staff must include the word "secure" inside square brackets in the beginning of the subject line of the email: [secure]. This will ensure confidentiality for participants when sending both items via e-mail.

• Provide a copy of the referral form to the participant as a reminder.

ISW/CM RESPONSIBILITIES

The ISW/CM is responsible for case management, and shall:

• Communicate to the participant the nature of the Paid WEX or Vocational Training assignment.

• Initiate referral to Paid WEX or Vocational Training activities and work with Santa Ana WIB to match the appropriateness of the assignment to the individual.

• Provide a copy of the vocational assessment report to Santa Ana WIB via secure email or fax.

• Schedule activity to WEX – Paid, Vocational Training Core, or Vocational Training in CalWIN.

• Vocational Training Core: The first 12 months of participation in vocational training are counted as a core activity and are 12 month life-time limited.

• Vocational Training: After completion of the 12 month life-time limit of vocational training, any additional approved vocational training is counted as a non-core activity. (Refer to policy 223 Vocational Training.)

• Enter actual Paid WEX, Vocational Training Core, or Vocational Training attendance hours in CalWIN and monitor the participant's attendance and progress per the Participation Tracking Resource Guide.

• Ensure documentation of the participation hours are in the case file.

• Review and respond to the participant's supportive services needs. (See policies 301 Childcare, 310 Transportation, and 315 Ancillary).

• Enter appropriate case comments in CalWIN, including supportive needs.

• Coordinate with Santa Ana WIB for the participant's attendance and progress.

• Ensure compliance with the Paid WEX or Vocational Training and any other WTW activity in the WTW Plan.

OCSSA

SANTA ANA WIB RESPONSIBILITES

Santa Ana WIB will:

• Receive the referral for a Paid WEX or Vocational Training placement via email or fax.

• Obtain the vocational assessment report.

• Meet one-on-one with participants to evaluate skills and evaluate the participants for an assignment to an existing worksite.

• Work with the ISW/CM in determining the appropriate Paid WEX or Vocational Training placement.

• Schedule job interview(s) with employer(s).

• Provide case management, and coaching to assist the participant in obtaining and retaining employment.

• Assign the participant to an appropriate Paid WEX or Vocational Training activity within seven (7) business days from the date of the referral.

• Complete Section IV of the referral received for a Paid WEX or Vocational Training placement and return to ISW/CM via secure email or fax as soon as the participant is assigned to a worksite or training facility.

• Report problems, achievements, attendance, or other inquires about participant's assignments with participant and employer/training facility to the ISW/CM within five (5) business days.

• Contact the ISW/CM within 24 hours in the event that a participant misses an appointment, a day at the Paid WEX or Vocational Training assignment (including the first day), or has attendance/cooperation issues.

• Refer participants' supportive services needs, such as food, transportation, housing, legal assistance, and clothing to WTW Staff for assistance.

• Monitor the participant's attendance and progress by meeting every two (2) weeks with the participant and the training facility/worksite supervisor to discuss action steps needed to successfully complete the program.

• Report monthly attendance and progress of each participant by the tenth (10th) calendar day of the following month via the WIB_Report_Form.

TREATMENT OF INCOME

Income derived from Paid WEX is treated as regular earned income from employment and is countable for cash aid and CalFresh.

WORKERS' COMPENSATION

Santa Ana WIB will ensure that all the participants in Paid WEX or Vocational Training are covered by Workers' Compensation Insurance as determined by the California Department of Social Services (CDSS).

ATTACHMENTS

202 "Work Participation Hours"
Case Comments Resource Guide
223 Vocational Training
Participation Tracking Resource Guide
301 Childcare
310 Transportation
315 Ancillary
Case Comments Resource Guide
Referral_for_WIB_Employment_Services
F063_41_188_WIB_Report_Form
Workforce Investment Board Services at a Glance

REFERENCES

Contract Agreement effective March 7, 2012 between SSA and the Santa Ana Workforce Investment Board
EAS 44-101 (2)(F)
FS Manual 63-507(a)(4)

OCSSA

OCSSA