Employment Support Services Number: 272

Approved: ***Signature on file*** Date: 10/07/09

PURPOSE

Employment Support Services are provided to CalWORKs Welfare-To-Work participants to obtain or retain employment or to advance to new employment that may provide greater income or benefits. It provides support services such as emergency child care, transportation, food and shelter assistance, financial counseling, and referrals to services providing domestic violence, mental health or substance abuse services, all with the goal of assisting clients to obtain employment or remain employed by removing these barriers to self-sufficiency. Specific services that are available are listed on Attachment 1.

Employment Support Services are available to all aided CalWORKs Welfare-To-Work participants with no time limit, as long as the client is participating in an approved WTW activity and a specific need is identified and agreed upon. Employment Support Services are also available to employed CalWORKs Welfare-To-Work participants as long as they are full-time employed and remain on aid.

Employment Support Services are provided by a contracted service provider through direct service or subcontracts with established community resources. The contracted service provider will provide service to WTW participants to assist them in removing barriers to employment and self-sufficiency.

ELIGIBILITY

Participants may be referred to Employment Support Services if they are participating in an approved WTW activity. Please note that Employment Support Services are available to participants within established limits as indicated in Attachment 1. It will be the worker's and the contracted service provider's responsibility to inform the participant of these limits; however, it will be the contracted service provider's responsibility to ensure that participants are not provided services beyond the established limits.

Participants who are not fully engaged in a WTW activity can only be referred for Employment Support Services on

a case-by-case basis, with Regional Manager approval. Participants may receive services if they are in the referral phase or active participation phase of the activity.

Employment Support Services are voluntary to the participant; therefore, no penalty is to be imposed on a participant refusing the service.

REFERRALS

The expectation of staff is to focus on client self-sufficiency by actively assessing client needs in a strength-based manner by utilizing other resources such as community and faith based organizations, Ancillary Supportive Services, 2-1-1, and the Rainbow Book to meet client needs prior to referring for Employment Support Services.

Employment Support Services may be delivered at the following service delivery points:

- Before participants obtain full-time employment, and are enrolled or participating in an approved WTW activity
- After participants obtain full-time employment but continue to receive CalWORKs assistance

A referral for service will be made to the contracted service provider when a specific need is identified and agreed to by the worker and the participant. This includes, but is not limited to, Initial Services and Ongoing Services participants.

- Complete the Request for Service/Service Plan Referral Form F063-41-251.
- Email the completed referral form as an attachment to the appropriate RET system mailbox
- Obtain the participant's signature on the completed referral form
- Provide a copy of the completed referral form to the participant
- File a copy of the completed referral in the case record

Full-time employed participants that continue on cash aid may also receive Employment Support Services. Staff is to inform the participant to consult with his/her worker for a referral rather than the participant contacting the

contracted service provider directly. The worker will assess the participant's need, and ensure all other resources are explored prior to referring the participant for Employment Support Services.

Any participant seeking Employment Support Services without a referral will be directed back to his/her worker for a referral. If the contracted service provider identifies any additional need(s), such as during JSR, the contracted service provider will consult with the worker for a referral prior to providing the additional service(s).

CALWIN ENTRIES

The contracted service provider will record the Employment Support Services referral and final outcomes in Case Comments. Employment Support Services is not a WTW activity or Supportive Services so is not to be entered in the Maintain Employment Services Participation screens.

FORMS

Request for Service/Service Plan Referral Form F063-41-251

ATTACH-MENTS

Attachment 1 - Employment Support Services/Service Limits