Welfare-to-Work Handbook :. 42-7.38
Welfare-to-Work Case Management

Effective Date: April 1, 2015
Published Date: March 23, 2015
Published By: E109
Revise Date: November 17, 2021
Revision Effective Date: November 1, 2021
Revised By: E113

Update:

The purpose of this update is to provide instruction to staff on collecting California CalWORKs Outcomes and Accountability Review (Cal-OAR) Phase 2 performance measure data by entering data in the Cal-OAR "Collect Individual Cal-OAR Detail" window in CalWIN. The CalWIN Cal-OAR window collects data for Welfare-to-Work (WTW) participants who are referred to and utilize Child Care, Family Stabilization (FS), Starting Out Strong Program (SOSP), and Housing Support Program (HSP) services.

This revision will also include updates to the CalWORKs 2.0 (CW 2.0) referral process to the Employment Counselor (EC) of the Day for new WTW and potential CalFresh Employment and Training (CF E&T) participants.

Summary:

The purpose of this handbook is to inform Workforce and Benefits Administration staff about upfront ongoing Case Management in Welfare-to-Work (WTW). This handbook will outline the requirements and process of conducting case management with a participant.

I. General:

The Department of Workforce and Benefits Administration of the Alameda County Social Services Agency (ACSSA) uses the Career Pathway Employment and Training (CPET) to conduct its WTW upfront activities through contracted service providers. All participants will be assigned to an Employment Counselor (EC) that will provide case management, including those participants who are referred to the CPET Service Provider (SP).

As part of Case Management, the EC will develop a healthy and positive working relationship with the participant to meet established participation requirements and to move the participant to self-sufficiency within time limits.

An EC will monitor and manage the WTW case ensuring the following occurs; the participant makes progress with their WTW2 Plan, the plan is amended as needed, and the participant meets the minimum hours of required participation.

The CalWORKs 2.0 (CW 2.0) approach incorporates strategies and tools that help families set and achieve reachable goals while taking into consideration, participants' strengths and any barriers they may face. These approaches and tools aid staff with increasing client engagement, applying more intentional service selection, addressing the family's needs as a whole and shifting to more "client-led" and goal-oriented case management.

The CPET centers provide ongoing career counseling and intensive supportive case management services by offering employment preparatory training workshops for participants seeking employment opportunities or who will participate in an unpaid or subsidized work experience program that allows CalWORKs participants to gain basic employment skills at private or public work sites. Components of CPET incorporate the Program Support Team (PST), which is designed to have ECs involved earlier and throughout the participant's progress in the WTW program. This meeting will incorporate the CW 2.0 approach of helping families set and achieve reachable goals while encouraging continuous engagement and contact between employment services staff and all registered WTW participants.

Note: One-On-One Orientation - On occasion (and per SEIU Section 13-c of MOU), the EC may conduct a One-on-One Orientation. The following are examples when an EC may conduct a One-on-One orientation:

- A case is pulled for Work Participation Rate (WPR) review, and the client has to complete orientation to move to the next appropriate WTW activity.
- Participant calls and states that they can only come in on a certain day or time due to their work schedule.

EC shall confer with their supervisor before conducting a One-on-One Orientation. The EC Supervisor shall exhaust all other options before approving a One-on-one orientation. Options may include, but are not limited to:

- Rescheduling client for another orientation date and time.
- Having CPET SP conduct a One-on-One Orientation.

EC supervisor shall track the number of days and dates of the one-on-one orientations conducted by the EC.

Please Note: Participants employed with sufficient hours to meet the minimum hours of participation are required to sign a WTW2 Plan.

Case Management will include the following:

- Provide high-quality services to participants;
- Develop a positive and productive working relationship with participants;
- Incorporate PST meetings into the case management processes and schedules to discuss a participant's progress, status, and needs throughout their ongoing program;
- Evaluate and address possible barriers to a participant's employability and self-sufficiency;

- Authorize requested supportive services as needed to participate in the WTW program;
- Refer participants to internal services and/or community-based resources as needed;
- Promote the "Work Focused" and CW 2.0 family-centered approach to the WTW program;
- Encourage and motivate participants to strive for self-sufficiency;
- Monitor progress on a **monthly** basis and amend a participant's WTW2 Plan as circumstances change; and
- Ensure that participant meets weekly participation hours;
  - One-parent families with a child under six years old: 20 hours per week
  - One-parent families with no child under six years old: 30 hours per week
  - Two-parent families: 35 hours per week
- Review Employment Services Case Management Check List Form 42-126

Employment Services Case Management Check List form 42-126 is a tool to ensure all components of Case Management related to Employment Services are completed. The EC can use this tool as a guide anytime they are managing a case.

II. Components of Case Management

A. Newly Assigned WTW Case

1. EC(s) of the day (who may be available at a cubicle in the waiting room) shall:

- Monitor the Employment Services (ES) Engagement email inbox for emails without an attached Form 50-20 for clients who need to be seen.
- Receive ES Engagement emails from Clerical Staff, with the email subject line indicating "client in the waiting room waiting for EC information" for clients who have been assigned an EC and need to be seen.
- Meet with the client in the designated area and conduct a one-on-one ES introductory meeting with the participant(s).
  - **Telephone/Virtual EC of the Day** (if the client is not in the office)**:**
    - For clients who will be contacted by telephone:
      - Call the client before the end of the day or within the next business day.
      - Conduct an ES introductory meeting by telephone.

      Note: The list of clients to be contacted should not transfer to the next EC of the Day on the following day.

- EC will also respond to ES-related inquiries, initiate immediate referrals, provide guidance on sanction related matters and how to cure sanctions, and promote the various programs provided by Social Services Agency Employment Services.

The ES introductory meetings are to encourage participants to attend orientation and all other activities, including upfront and establish/develop EC's relationship with participants for potential ES inquiries and needs. Meeting topics can include, but are not limited to the following:

- Introduction of WTW upcoming activities with an overview of the variety of employment services opportunities and supportive services available through participation;
- Identify availability and needs for supportive services;
- EC may introduce CW 2.0 Goal Plan Do Pocket Reminder tool; the tool can help the EC guide conversation and can be used during upfront activities.
- Provide contact information and point of contact for Employment Services; and
- Enter case comments.

2. When a new case is assigned, the EC of record shall:

- Receive an email with Form 50-20e from clerical staff notifying them of the case assignment; verify the case assignment in CalWIN alerts.
- Review the assigned case for acceptability. CalWIN system needs to be reviewed to make sure that the following are current and updated correctly:
    - Alerts;
    - Activity statuses;
    - Case comments;
    - All APR and ASM CalWIN screens as applicable;
    - Supportive services (child care, transportation, ancillary, referrals to external agencies) authorized for the current month;
    - WTW2 Plan entered as applicable; and
    - All documents related to case imaged
.
- Refer to Generic Processes Handbook 50-5.4e and Welfare-to-Work Handbook 42-7.39 - Transferring and Rejecting Cases in Welfare-to-Work
- Reach out to all new participant(s) to schedule the EC Introduction meeting in CalWIN. During the meeting, the EC shall review the WTW workflow and discuss any subsequent meetings (i.e., Program Support Team meeting, CW 2.0 Interview).

- The EC introduction meeting shall be scheduled and conducted prior to orientation, if possible

B. Program Support Team Meeting

The PST meeting aims to have ECs involved earlier and throughout the participant's progress in the WTW program.

- The EC will lead the coordination of scheduling the PST meeting(s).

  Note: After the Appraisal is completed, the Career Development Specialists I (CDS I) will check if a same day PST meeting is scheduled. If so, the CDS I will notify the EC and SP once the APR has been completed. The CDS I may attend if available.

- In order to engage the client timely before other scheduled activities, the initial PST meeting should be scheduled by the EC within one week of being notified by the SP. When possible, the PST meeting should occur within 30 days from the completion of the WTW plan (if not the same day as APR).
- Once the upfront activities are completed, the SP will provide an upfront activity summary document (Form 42-176 Program Support Team Meeting) to the EC with the following information:
  - Client Information
  - Identified barriers / recommendations (from OCAT)
  - Identified goals and plan (from CW 2.0 interview)
  - Any recommendations for EC review

Note: The SP will assist the EC with scheduling the initial PST meeting if the PST has not been scheduled after one week.

- Once the initial Form 42-176, provided by the SP, is received and reviewed by the EC, the EC shall include any additions or make any necessary changes to Form 42-176.
  - The EC shall sign off on the final summary (Form 42-176) and obtain the EC Supervisor initials.

    Note: Although the PST is part of the WTW process, the participant cannot be penalized for not attending the PST meeting. If the PST cannot take place after several attempts by the EC, the EC shall move forward with the next scheduled activity.
- The EC shall schedule all follow-up PST meetings (via phone/video/in-person/ *email meeting if the client is unavailable). Meetings will be scheduled weekly or monthly based on need.

- If needed, the PST will meet at least monthly to discuss a participant's progress and status as well as to review the WTW and Family Self-Sufficiency plan goals, coordinate future services and offer support throughout the participant's time in the program.
- The initial PST team meetings shall include the EC and SP. CDS I and Job Developers can be included as needed. Subsequent PST meetings shall include the EC and all the aforementioned employment services staff as appropriate.
- The PST meeting will be established after the participant completes the appraisal. The PST meeting will ensure that the Employment Counselor, SP, and the participant are aware of and understand the participant's goals and objectives of the CalWORKs 2.0 Self-Sufficiency Plan and Employment Plan.
- The PST will ensure that all information regarding a participant's status is shared and communicated clearly to all involved SP & the above-mentioned ACSSA staff.
- The EC and SP will develop and propose the meeting agenda items. The EC will make modifications as needed and finalize the agenda prior to the meeting.
- Meeting topics shall include but are not limited to the following:
    - Purpose of meeting;
    - Supportive Services;
    - CW 2.0 Goal Achievement / Status & Progress;
    - Opportunities / Changes;
        - Job Opportunities;
        - WEN/CS;
        - Amendments to WTW2; and
        - Revision to Goals (CW 2.0 tools e.g. Goal, Plan, Do, Review/Revise tool)

In addition to staff, the SP can also provide and initiate referrals for participants when requested by the participant. Any referral made shall include the case manager on it.

C. Monitoring

The SP will be responsible for entering attendance, case comments and all relevant entries in CalWIN when they conduct Orientation, four weeks of Job Club/Job Search and Assessment. Internal staff (i.e. CDS') in collaboration with the Service Provider staff will complete an Appraisal. The SP and CDSs are responsible for entering the appropriate CalWIN entries for the Appraisal and/or Assessment. Refer to WTW Overview Handbook 42-7.0 for detailed information.

It is the responsibility of the EC to monitor the participant's activities and attendance hours to ensure that the participant is currently meeting the 20/30/35 WTW required hours of participation and making satisfactory progress. After an activity has been scheduled, the status and attendance must be tracked monthly. Ongoing supportive services payments shall be issued and child care is authorized, as necessary. Monitoring cases is especially important as it impacts the county's WPR. Whenever a participant's activity status is changed, the EC will need to review and determine if the participant is meeting the required hours. If they are not meeting the 20/30/35 required weekly hours of participation, the EC will need to determine the next step, i.e. schedule an appropriate activity, amend the WTW2 Plan, refer to WTW Support Service Specialist for any potential Behavior Health Care Services referrals, initiate noncompliance, and/or apply a sanction.

Monitoring can be accomplished through several means within the CalWIN system and Power BI.

- Review of alerts for the specified case will inform EC of any pending actions needed, barrier reviews, when an individual has been discontinued from assistance and if the individual has a new exemption. The Alert subsystem provides timely indicators as to actions that are pending or need to be taken;
- Universal Engagement is another tool that can be used to track the progress of the lifetime 12-month limit on vocational education and the 24-month time clock; and
- Case Management Report (608) lists all cases in EC caseloads. EC shall use this report to monitor, review case statuses, and annotate actions taken regarding the below five (5) main categories:
    - Cases discontinued;
    - Cases with no current activity;
    - Cases approaching or at 20-day Good Cause period;
    - Cases with no current activity update; and
    - Cases with past overdue noncompliance.

Note: Once logged in to Power BI the EC shall select "Apps" on the left, choose 7 WBA Daily Analysis and then Case Management Report (608).

D. Cal-OAR "Collect Individual Cal-OAR Detail" window in CalWIN

The Cal-OAR "Collect Individual Cal-OAR Detail" window is used to report data to the California Department of Social Services (CDSS) on clients who were offered and are receiving several ACSSA services. The window helps capture Cal-OAR Phase 2 data elements more easily. Information is collected for the following programs/activities: the Home Visiting Program (HVP) (*known in Alameda County as SOSP*), Family Stabilization Program (FSP), Appraisal/OCAT(*Online CalWORKs Appraisal Tool*), child care, and HSP. The "Collect Individual Cal-OAR Detail" window is divided by program and captures data for the following reasons:

- **SOSP (HVP) –** This section captures data to identify the number of clients offered and participating in the Starting Out Strong Program.

    - Data is collected when an offer occurs after an individual is informed of the CalWORKs SOSP and chooses to accept or decline a referral to participate in the CalWORKs SOSP.

- **FSP** – This section captures the number of clients who transition from FSP to active engagement in the Welfare-to-Work (WTW) program to measure the transition rate into WTW from FSP.
    - **Transitioning from Family Stabilization to WTW:**

      When an individual has exited the FS program and is referred to WTW for any reason, the EC of Record shall enter data in the “Collect Individual Cal-OAR Detail” window in CalWIN.

- **OCAT/Appraisal –** Captures data to identify the number of participants who have completed the OCAT/Appraisal and how quickly they move from completing an OCAT/Appraisal to their next WTW activity. Clients included in the data collected have their next WTW activity scheduled within 30 days of completing their OCAT/Appraisal.
    - When the Appraisal activity status is updated to "completed" in the Maintain Activity Status Window in CalWIN, the OCAT/Appraisal field in the “Collect Individual Cal-OAR Detail” window automatically updates to a "Yes," and the completion date is populated.
    - As long as the Appraisal activity is appropriately updated to a “completed” status in CalWIN, the OCAT/Appraisal field of the "Collect Individual Cal-OAR Detail" window does not require entries from staff.

- **Child Care** – Captures data to identify how many WTW clients are eligible for and indicate a need for subsidized child care and are actually approved/authorized for subsidized child care.

- **HSP** – captures data to identify the number of clients referred to HSP and received services within 30 days of the referral.
    - A referral to HSP occurs after an individual is informed of the CalWORKs HSP and chooses to utilize the services. If slots are available for HSP, an SW will make the referral.

E. Case Dictation in CalWIN Case Comments

Case dictation is an essential part of case management. Documenting and recording case activity is important to ensure that the reason(s) behind any action taken on a case are clear and concise. This is of most importance when cases are transferred or when an EC is out on vacation or extended absences. Extended absences can leave gaping holes of information if case comments are not current. The EC should dictate each participant contact. Case dictation is entered into CalWIN Case Comments under the WTW program. Case dictation shall include, at minimum, the following:

- Date of contact;

- Type of contact (face-to-face or telephone);
- Purpose of contact;
- Results of contact;
- Forms completed (when appropriate); and
- Documents received.

Example:

On 01/15/2020 Ms. Smith called to report an address and telephone number change. Ms. Smith is now living at 123 Hickory Lane, Oakland, CA 94544 and her new telephone number is (510) 123-4567. I indicated that I would make sure the necessary changes were made to her case record. I provided the information to the Eligibility Services Technician (EST) to make appropriate changes to reflect new information.

F. Exempt Volunteers

The EC will assess and develop a WTW 2 Plan when Orientation has been completed and the exempt individual wishes to participate. Refer to Welfare to Work Handbook 42-7.32 Exempt Volunteers in the Welfare-to-Work Program for detailed information.

G. Amending a WTW2 Plan

An amended WTW2 Plan is completed when a participant begins any new activity other than indicated in the original plan, when a concurrent activity is being added to an existing activity, or when there is any change within the existing activity. For example, a change in participation hours, locations, activity start time, an exempt participant wants to become an exempt volunteer, or an exempt individual becomes mandatory. When amending a WTW2 Plan the EC shall meet with the participant to review, discuss, and sign an amended WTW2 Plan. A copy of the completed and signed amended WTW2 Plan shall be given to the participant. The Maintain Employment Services window, Plan tab in CalWIN shall be used to create or amend a WTW2 Plan. Refer to CalWIN How To #302 - Amend a Welfare-To-Work Plan.

Example:

Two months ago a participant signed a WTW2 Plan, which indicates that they are attending an approved vocational training program for 24 hours a week and are concurrently in an approved internship program for 8 hours a week, a total of 32 hours of weekly participation. Today, the participant notifies the EC that they have dropped out of the vocational training program and do not intend to continue. Since there is already a WTW2 Plan in place, the EC would meet with the participant and reappraise for an appropriate activity and amend the WTW2 Plan.

When amending a WTW2 Plan, the participants shall be informed of the following grace periods:

- The participant has **3- working days** after amendments to the plan to request changes to the WTW2 Plan; and

- The participant has **30- calendar days** from the beginning of the initial training or education activity to request a change or reassignment to another activity.

Below are some examples of situations when a plan shall be amended:

- Participants that are no longer employed full-time.
- Participants who have completed their Self-Initiated Program (SIP) or
- Participants that are no longer attending school, and not employed full-time.

H. Exemption

When an individual is exempted from WTW, the EC shall do the following:

1. Verify that the exempt status and exemption reason are correct on the Maintain Employment Services Participation window;
2. Refer the participant to the appropriate internal provider if the exemption is related to permanent disability.
    - If the participant is permanently disabled, refer them to the SSI advocacy unit.
    - If the participant is needed to care for a disabled spouse or child, refer them to IHSS.
3. Ensure CalWORKs 48-month clock has stopped ticking if appropriate;
4. Enter Case Comments indicating the length of exemption; and
5. Monitor exemptions for review and expiration dates.

I. Sanction

The EC is responsible for the following when an individual has been sanctioned from WTW.

1. Verify WTW sanction is imposed correctly;
2. Make sure the registration status is Sanction in the Maintain Employment Services Participation window;
3. Review activity participant is sanctioned in to make sure the status is End-Unsatisfactory Participation in the Maintain Status window in CalWIN;
4. Review other activities to ensure that they have been end dated;
5. Ensure that supportive services have ended and notification sent to the individual;
6. Enter Case Comments; and
7. Contact the client on a monthly basis to determine if the participant's circumstances have changed and the benefits of participating (i.e. CalWIN shows earnings, the barrier that may need to be addressed).

J. Closed Files Bank

A case will close when the following occurs:

- The CalWORKs cash aid has been closed;
- The participant has exhausted their CalWORKs 48-month Time On Aid;
- The participant has been removed from CalWORKs cash aid for other reasons.

1. Employment Counselor (EC):

The EC is responsible for the following when a case or individual has been discontinued for more than 30 days:

- Verify discontinued status in CalWIN Inquiry subsystem;
- Identify cases that will receive CalFresh which may include Transitional CalFresh (TCF) or Non-Assistance CalFresh (NACF) and send an informing notice Form 63-62 CalFresh Employment & Training Option to Continue Employment Services to inform TCF and NACF recipients about the option available to them under the CF E&T program. Refer to CalFresh E&T Handbook 90-2.40-CalFresh Employment and Training Program.
- Review activities to ensure that they have an end dated;
- Ensure that supportive services have ended and notification sent to the individual;
- Enter Case Comments concerning the closing of the ES with the reason leading to the closure of the case;
- Verify individual's case status is "**Closed**" on the Maintain Participant Registration Status window in CalWIN; and
- Complete Form 50-20e, annotating that the case is to be routed to closed files and submit to the EC Supervisor.

2. Employment Counselor (EC) Supervisor:

EC Supervisor is responsible for the following when form 50-20e is received from the EC:

a. Perform case review ensuring all screens in CalWIN Employment Services subsystem have been updated appropriately and case comments are complete;
b. Check eligibility status to ensure the case status is not active;
c. Change case status to "Closed" on the Registration tab, if necessary.
d. Forward Form 50-20e to clerical staff for routing to closed files bank number.

3. Clerical Staff:

Clerical is responsible for the following when form 50-20e has been approved and forwarded by EC Supervisor:

a. Receive form 50-20e and route case to closed files bank number; and

- **Closed Bank**
  - Hayward P999
  - Eastmont V999
  - North Oakland N999

b. Complete Case Comments.

Important note: Cases in which participants require Good Cause/Deferral from WTW participation for any duration of time will remain with the EC of record. Refer to Welfare-to-Work Handbook 42-7.2 - Exemptions and Good Cause Reasons for WTW.

III. Case Management Process

A. Employment Counselor (EC):

The EC shall complete the following actions for assigned cases in their caseload:

1. Review newly assigned cases for acceptability according to the process described in the Generic Processes Handbook 50-5.4e and Welfare-to-Work Handbook 42-7.39 - Transferring and Rejecting Cases in Welfare-to-Work;
2. Schedule the EC introduction meeting in CalWIN. Schedule the meeting prior to orientation, if possible;
3. Review and monitor attendance/progress reports monthly;
4. Update activity status in the CalWIN Maintain Status History window;
5. End date and verify terminated activities.
6. Make contact with participants no less than once a month to discuss changes, progress and document contact in CalWIN case comments. The EC may review OCAT and use the CW 2.0 CalMap Tool and My Road Map Tool;
7. Calculate and annotate total hours of participation, excused/unexcused attendance hours on attendance reports and/or pay stubs and enter into in monthly attendance screens in CalWIN;
8. Authorize, Issue, Deny, or Discontinue supportive services as needed;
9. Review Time on Aid (TOA);
10. Make sure the participant is following the WTW2 Plan and the required weekly participation hours are being met;
11. Review concurrently scheduled activities of the participant so that they will not interfere with each other;

12. Review case to ensure that the SB 1041 24-month rule and new hours of participation information has been provided to each participant (At orientation effective 1/1/13, or SB 1041 appointment if a WTW 2 plan is on file);
13. Create or amend the WTW2 Plan as needed;
14. Schedule the participant to activities within the WTW2 Plan in CalWIN system;
15. Initiate Noncompliance through Sanction process as needed and notify EST of record using form 42-6;
16. Discuss future plans and goals with the participant. The EC may use the CW 2.0 My Road Map Tool to identify new goals or changes addressed in the monthly contact with the participant.
17. Schedule PST meeting in CalWIN weekly/monthly based on need;
    - PST meetings can be conducted via phone/video/in-person
      Note: Email meetings can be conducted if the client is unavailable to do the above.
18. Provide/Initiate referrals for the participant when requested;
    - Domestic Violence
    - Mental Health
    - Substance Abuse
    - Learning Disability Screening
    - SSI Advocacy
    - Child care
    - IHSS
    - Family Stabilization
    - CalWORKs Starting Out Strong Program (SOSP)
19. Enter the appropriate data into Cal-OAR "Collect Individual Cal-OAR Detail" window in CalWIN.
    - Enter the appropriate, effective date in the **"Effective Begin Date"** field for each update to the "Collect Individual Cal-OAR Detail" window.
    - SOSP – Program Planning & Support (PP&S) Staff will email program data to the EC of record. Review the email from PP&S Staff regarding the case(s) referred to SOSP. All CalWORKs cases referred to and participating in SOSP shall have the SOSP **offer** and **participation information** recorded, using the reporting fields on the "Collect Individual Cal-OAR Detail" window in CalWIN. Refer to the References section for *Instructions on How to Enter CalOAR Data in CalWIN for SOSP.*

- FSP – Manually enter the appropriate data when the client has ended their FS plan, exited the FS program, and verified participation in an approved WTW plan activity.
    - Refer to the Reference section for Instructions on How to Enter CalOAR Data in CalWIN for Family Stabilization and CalWORKs Handbook: 42-7.5 Family Stabilization Program for CalWORKs Clients.
- OCAT/Appraisal – For completed Appraisals, verify that the OCAT/Appraisal field in the Collect Cal-OAR detail window has automatically updated to "Yes," and the completion date is populated.
- Child Care – Record the child care data using the reporting fields on the specific window in CalWIN.
    - Refer to the References section for *Instructions on How to Enter CalOAR Data in CalWIN for Child Care and Child Care Handbook: 47-3.1 CalWORKs Child Care Referral Process.*
- HSP –PP&S Staff will email program data to the EC of record. Review the email from PP&S Staff regarding the case(s) referred to HSP.
    - Record applicable HSP data using the reporting fields on the "Collect Individual Cal-OAR Detail" window in CalWIN. Refer to the References section for *Instructions on How to Enter CalOAR Data in CalWIN for HSP.*

20. Send necessary Notice of Actions to the participant;

21. Delete unnecessary Notice of Actions in CalWIN system;

22. Submit documents in designated box to image into WebFiles;

23. Resolve CalWIN Alerts;

24. Update other CalWIN windows when relevant to the participant's WTW situation;

25. Review/Update second parent registration status as necessary; and

26. Conduct WPR advance reviews for WPR on randomly selected cases by the State. Refer to CalWORKs Welfare to Work Handbook 42-7.24 - Alameda County Work Participation Rate Advance Reviews and Reporting Process.

Noncompliance:

For participants who fail to make satisfactory progress and/or complete assigned WTW activity (ies) without good cause, the noncompliance process shall be completed.

- Refer to CalWORKs Handbook 42-7.11 Noncompliance, Cause Determination and Sanction Process in Welfare to Work and the below attachments for detailed information.

B. Employment Counselor Supervisor (EC Supervisor):

The EC Supervisor shall do the following to ensure that workers are managing cases appropriately:

1. Hold regularly scheduled conferences with ECs to discuss unengaged cases;

2. Assist ECs in troubleshooting cases when needed;
3. Complete four (4) supervisory case reviews per EC per month to ensure accuracy in case management and engagement of participants in WTW activities;
4. Review form 50-20e for all cases being transferred out of unit to ensure correct destination; and
5. Ensure ECs complete WPR advance reviews timely and correctly. Refer to CalWORKs-Welfare to Work Handbook 42-7.24-Alameda County Work Participation Rate Advance Reviews and Reporting Process.

Clerical Staff:

Clerical staff shall do the following when form 50-20e is received:

- Route case to the appropriate location as specified on form 50-20e; and
- Complete CalWIN case comments.

PP&S Staff shall:

- Review the SOSP referral spreadsheet for SOSP cases that are newly referred (offered), participating, and the beginning and end dates of participation.
- Review the HSP referral spreadsheet for newly referred HSP cases.
- **Cases with an assigned EC:** Email the client name, case information, and the appropriate HSP/SOSP program data to the EC of Record (copy the EC Supervisor) for cases referred to and participating in HSP and/or SOSP.
  - HSP program data includes:
    - The date the individual was referred to HSP; and
    - If the referred individual has received HSP services within 30 days of the referral date.
  - SOSP program data includes:
    - The date individual was offered SOSP services;
    - If the individual is participating; and
    - For those participating, the begin and end dates of participation.

Cases without an assigned EC (for HSP and SOSP data collection)

Employment Counselors assigned to the PP&S Unit shall:

- HSP – Review the email from the PP&S staff regarding the case(s) referred to HSP.

- Record all applicable HSP data using the reporting fields on the "Collect Individual Cal-OAR Detail" window in CalWIN. Refer to the Reference section for Instructions on How to Enter CalOAR Data in CalWIN for HSP.
- Enter the required data in the HSP reporting fields on the “Collect Individual Cal-OAR Detail” window for cases referred to HSP that **do not** have an assigned EC.

Attachments:

- Employment Services Case Management Check List form 42-126
- CalWIN How To #202-Initiate the Non-Compliance Process
- CalWIN How To #203-Record Cause Determination Outcome
- CalWIN How To #204-Initiate a Sanction
- CalWIN How To #206-Develop a Compliance Plan
- CalWIN How To #206A-Complete a Compliance Plan and Resolve Non-Compliance
- CalWIN How To #234-Cure, Remove, or Delete WTW Sanction
- CalWIN How To #234A-Cure, Remove, or Delete WTW Sanction prior to December 2005
- CalWIN How To #302-Amend a Welfare-To-Work Plan

References:

EAS Manual Sections: 42-701, 42-711, 42-712, 42-713, 42-714, and 42-116

CalWIN Best Practice Guide Case Manager ET/EC guide, July 2009

Generic Processes Handbook 50-5.4 Transferring and Rejecting Cases in the Employment Services Department

Employment Programs Newsletter 06-10 Closing Cases in Employment Services

Employment Program Newsletter 07-03 CalWIN Auto Close Feature

Welfare-to-Work Handbook 42-7.2 Exemptions and Good Cause Reasons for WTW

Welfare-to-Work Handbook 42-7.32 Exempt Volunteers in the Welfare-to-Work Program

Welfare-to-Work Handbook 42-7.39 Transferring and Rejecting Cases in Welfare-to-Work.

CalWORKs Handbook 42-7.11 Noncompliance, Cause Determination and Sanction Process in Welfare to Work

CalWORKs Welfare-to-Work Handbook 42-7.24 Alameda County Work Participation Advance Reviews& Reporting Process

SEIU Section 13-c of MOU

ESEngage_eden@acgov.org
esengage@acgov.org (Eastmont Staff)
ESEngage_n.county@acgov.org

CW 2.0 CalMap

My Road Map Tool (Potholes + Detours)

CW 2.0 Goal Plan Do Pocket Reminder tool

Instructions on How to Enter Cal-OAR Data in CalWIN for Family Stabilization

Instructions on How to Enter CalOAR Data in CalWIN for Child Care

Instructions on How to Enter CalOAR Data in CalWIN for SOSP

Instructions on How to Enter CalOAR Data in CalWIN for HSP

Obsolete:

Employment Program Newsletter 08-13-Transferring Employment Cases from Ongoing Case management