Welfare to Work Handbook :. 42-7.34 Monitoring Attendance and Progress

Effective Date: Immediately

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Summary:

The purpose of this handbook is to inform staff of the policies regarding monitoring attendance and progress which includes the process in reviewing attendance and progress forms, the data entry of attendance in CalWIN, and tracking of excused and unexcused absences.

Updated changes in red font.

I. General

Participants are required to provide verification of participation in work, school and other Welfare to Work (WTW) activities. The Employment Counselor (EC) is responsible for monitoring satisfactory attendance and progress; and ensuring that documentation and verification is on file in the case record.

ECs review attendance and progress forms submitted by participants and/or provided through the CalWORKs Contractors Tracking System (CCTS); calculate total attendance hours for each approved activity; and enter them in CalWIN.

When the Work Verification Plan (WVP), a State policy, was adopted effective October 2008 it identified how verified excused absences could count towards participation hours. With the current WVP Counties are now allowed to count a maximum of 16 hours per month with a maximum of 80 hours in a 12-month period for excused absences for unpaid work or school activities toward Work Participation Rate (WPR).

II. Attendance and Progress Forms

The EC tracks attendance for participants who are engaged in Work Experience or Community Service Orientations and Assessment activities. Participants do not complete attendance and progress form for these activities.

For most activities participants are responsible for tracking their hours of participation on a daily basis and required to obtain the signature of their Provider or designated Employment Services staff.

For contracted activities, the Providers are required to track attendance and provide this information to the County, unless otherwise stated. For each activity the participant is engaged in, a separate attendance and progress form needs to be completed.

Attendance and progress forms have been revised to track hours of participation on a daily basis and absences from activities (Refer to section of **Excused Absences for Unpaid Activities** for more detail).

III. Types of Attendance and Progress Forms

Attendance and Progress Forms

Form #	Title of Form	Delivery Method	Purpose of Form
42-11	School Attendance and Progress Form	Sent from CalWIN monthly;Letter will not generate until first â€˜Satisfactory Progress’ is entered in CalWIN then it will generate automatically	This form tracks participation for all educational activities excluding online educational programs.
42-11E	Employment Attendance Form	Mailed or issued by EC to participants	This form tracks participation in employment and should be used for types of employment that don’t list hours of employment and /or to report absences from employment.
42-11I	Attendance and Information Fact Sheet	Issued by EC to participants	This form provides information to participants to assist with completing and submitting Attendance and Progress forms.
42-11J	Job Readiness Activity Monthly Attendance Form	Mailed or issued to participants by EC, Job Developer or Career Development Specialist I	This form tracks participation in Job Club/Job Search and Supervised Job Search or Job Readiness activities.
	Work Experience / Community Service Attendance and Progress report	Generated from CCTS	This form tracks participation in Work Experience or Community Service activities.
42-34	Mental Health Attendance and Progress Form	Mailed or issued to participant by EC or Provider	This form tracks participation in MH/BH or AOD services.

Important notes:

At the start of each component the EC will provide a participant a copy of the required attendance

and progress form(s), review and explain what attendance form(s) needs to be submitted, when it is due and how it should be completed. Job Developers follow the same process for participants engaged in Supervised Job Search. For attendance and progress forms that are not generated by CalWIN, staff should give participants the forms needed each month to cover the duration of the activity along with self-addressed stamped envelopes.

In preparing participants for the "world of work" ECs must also explain to participants they must contact their Providers (when appropriate) and EC when participants will not be attending their scheduled activity. Participants should be instructed to contact the provider and EC by no later than 9 a.m. including the reason for absence and return phone number.

ECs should remind participants to ensure that they include the documentation of their absence with the attendance and progress form.

IV. Monitoring Attendance and Progress

Attendance and progress forms are due by the 5th of the month for prior month's activities:

- When the attendance form is received the EC must compare the attendance form with actual schedule of WTW activity to ensure there have been no changes to the participant's schedule or hours.
  - If there has been a decrease in hours of participation and the absences are not excused, the EC shall make a determination to start the non-compliance process. See How To:
    - #202 – Initiate Non-Compliance Process
    - #203 – Record Cause Determination Outcome
    - #204 – Initiate a Sanction
    - #206 – Develop a Compliance Plan

  - If the report is correct, all attendance hours are recorded and updated in CalWIN. The EC shall input the attendance hours in CalWIN.
- If the participant does not submit the requested attendance and progress form(s) and/or pay stubs by the 10th of the month the EC must place the participant in non-compliance and discontinue supportive services and send appropriate notices.

Important note:

When a provider from a school or other WTW activity reports a delay in signing off on attendance and progress form(s) this fact must be taken in consideration before initiating non-compliance.

V. Tracking Excused Absences for Unpaid WTW Activities

Non-exempt participants are required to participate in WTW activities for 20 hours per week for a single parent household with a child under six years, 30 hours per week for a single parent household with no child under six years, or 35 hours for two-parent households. When participants are enrolled in activities and they fail to attend, it impacts their ability to meet hourly participation requirements and the WPR.

The excused absence policy identified in the WVP allows excused absences for unpaid activities when verification of absence is provided. **Participants are allowed 16 hours for excused absences each month with no more than 80 hours during the preceding 12-month period.**

Reasons for excused absences must be one of the following (with documentation):

- Job interview
- Planned work shutdown to a maximum of one week

- School breaks that do not exceed two days per month
- Temporary illness of self or child
- Appointment with caseworker, or any related Social Services Agency appointment
- Family problem (includes domestic violence)
- Housing issue (includes eviction notice, fire or vandalism)
- Car breakdown
- Providing child care when no child care is available

Participants are allowed the following ten (10) holidays per year:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

If a participant documents an absence due to an appointment with Social Services or other partner agency and does not provide verification, then the EC should check CalWIN Correspondence or WebFiles or with agency partner to try and obtain verification.

Excused absences count only if participation is scheduled on the day of the absence. The following are examples of excused or unexcused absences:

- A participant shows an absence for vacation on their attendance and progress form for a day he/she is scheduled for an activity. A vacation is not an example of an excused absence.
- A participant reports on their attendance and progress form they had a caseworker appointment for (4) four hours, a car breakdown for (4) four hours, a problem with child care for (4) four hours, and a job interview that took (4) four hours. The total for the (4) four absences is (16) sixteen hours, which is the total number of excused absences for the month. Since they are examples of excused absences, if the participant provides verification of each absence, then a total of 16 hours would be excused for the month.
- A participant is scheduled to participate in an activity on Wednesday from 1:00 p.m. – 5:00 p.m. The participant has a RRR appointment from 1:00 p.m. to 4:00 p.m. and provides a copy of an appointment letter. This appointment would be considered excused. Due to travel time we would excuse the participant for a total of (4) four hours allowing travel time for the participant from 1:00 p.m. to 5:00 p.m.
- In another example, same scenario, but the RRR appointment is from 9:00 a.m. to 12:00 p.m. and the participant did not attend their activity in the afternoon. In this case the absence would not be considered excused.

Tracking Excused Absences in CalWIN:

- For example the table at right shows the 80 hours for excused absences for a 12-month period. In Month one (1) the participant uses seven (7) excused absence hours leaving a balance of 73. In Month two (2) the participant uses eight (8) excused absence hours which leaves a total of 65 hours. In Month three (3) the participant uses five (5) excused absence hours leaving 60 excused absence hours the participant has remaining for the next nine (9) months.

Month 1	Month 2	Month 3
80	73	65
-7	-8	-5
=73	=65	=60

CalWIN will track excused and unexcused hours. Staff will enter hours in excused and holiday fields located on the Attendance ta. (See CalWIN How to 277 Enter Attendance Information for a WTW Activity).

VI. Data Entry of Attendance Hours in CalWIN

As a part of case management an EC has a responsibility to monitor attendance and progress. EC will enter attendance information in CalWIN after verifying the hours of participation.

VII. Process:

A. Employment Counselors

EC will do the following when monitoring attendance and progress:

1. Explain the attendance and progress form and Attendance Information Fact Sheet (Form 42-11I) to participant at the start of each activity.
2. Review pay stub(s) and attendance form(s) from participant and / or attendance verification form from CCTS.
3. Review information regarding excused and unexcused absences, and documentation.
   - If the documentation is not received or incomplete the EC will send Need Letter (form 604) with 10-day due date, and document in CalWIN Case Comments.
4. Annotate in "County Use Only" column of attendance form if absence is â€˜excused' or â€˜unexcused', number of hours and initial.
5. Compute **Total Activity Hrs.**, **Total Excused Hrs**., and **Total Holiday Hrs**., which should equal **Total Monthly Activity Hrs**. and annotate totals on attendance and progress form(s) and/or pay stubs.
   - A "0" should be entered in field(s) if there are no hours for the specific category.
   - For pay stubs, participant's Case Number and work activity totals should be identified or annotated on stubs.
6. Ensure hourly participation requirements are being met and schedule additional WTW activities if appropriate.
   - If participant is not meeting required hours of participation, a determination shall be made if non-compliance should be initiated.
7. Select the appropriate activity and update progress status for each activity on Maintain Status History window in CalWIN (Refer to CalWIN How to 276 Update/Maintain ES Activity Status).
   - If participant's progress is determined unsatisfactory, a determination shall be made if non-compliance should be initiated.
8. Issue supportive services and send appropriate notices.
9. Input participation hours in CalWIN.
10. Enter Case Comments in CalWIN.

References:

EAS Manual: 42-711.8, .811
Work Verification Plan (ACLs: 08-55 and 09-07)