
Welfare to Work Handbook:.42-7.36

Onsite Welfare to Work Evaluations

Effective Date: 7/9/09
Published Date: 11/4/2010
Revised Date: 02/09/2017
Published By: E113

Summary:

The purpose of this handbook is to inform all Employment Services staff about the referral process for Welfare to Work (WTW) Evaluations to address WTW participants' barriers to employment.

I. General:

Welfare to Work (WTW) participants are expected to be engaged in specified employment activities to maintain their CalWORKs eligibility. If they have employment barriers, they will find it difficult to sustain active participation in their WTW plan activities. The Employment Counselor (EC) may need assistance to know which WTW activities are appropriate, given the barriers presented by the participant.

For WTW participants with employment barriers, staff can make a referral to the Behavioral Health Care Services (BHCS) Support Services Specialist (SSS) for a WTW Evaluation to recommend strategies for overcoming these barriers. Participants who have been sanctioned may also be referred for WTW Evaluations.

A. Type of Barriers to Employment

Participant barriers may be in areas such as, but not limited to:

- Education and employment;
- Readiness for work;
- Housing or living situation;
- Family relationships;
- Social support;
- Physical health;
- Behavioral health (Mental Health, Alcohol or Other Drugs);
- Legal matters.

B. Referral Criteria

ECs and CDSIs (*during OCAT appraisal*), may refer participants to the SSS for a WTW Evaluation when:

1. The participant discloses social or health barriers.

For example: During the appraisal interview, the participant says that they have problems with their child at school, and cannot participate in employment activities.

2. The participant is consistently in non-compliance status.
For example: The participant has been scheduled for Orientation, Job Club or Assessment, and has been placed in non-compliance for an activity.
3. The participant has poor participation (poor attendance, lack of progress) in the program.
For example: The participant is frequently late or absent, and does not have good cause for missing activities.
4. The participant has a Behavioral Health Assessment from their therapist, and the EC needs assistance developing or modifying the WTW 2 Plan.
For example: The non-exempt participant is in therapy and EC needs information on what types of activities are appropriate for concurrent enrollment.
5. The participant identifies employment barriers to his/her EC, and would benefit from a WTW Evaluation.

II. WTW Evaluation and Referral Process

A. Employment Counselor (EC) shall:

1. Explain WTW Evaluation services to participant
 - If participant agrees to a WTW Evaluation, go to step 2, below.
2. Refer WTW participants to the SSS for a WTW Evaluation using the Referral for Help with Supportive Services form (50-160).
 - The EC shall contact the SSS to initiate the referral, complete a paper copy of form 50-160 and place in designated box.
 - If an appointment is scheduled, establish if transportation and child care services are needed so participant can attend appointment.
 - If WTW participant is in the office and would like to meet with the SSS the same day, complete form 50-160 and contact the SSS to verify if available for a same day appointment. If SSS is not available, follow steps two (2) and three (3) to initiate referral.
3. Place the 50-160 in the designated in-box for ESC to distribute appropriately.
Note: A participant may also initiate referral on their own, by requesting to meet with the SSS or Social Worker in any Self Sufficiency Center waiting room.
4. After the WTW Evaluation has been completed, receive the WTW Evaluation recommendation and referral from the SSS via written communication (letter).
 - If the participant fails to attend the WTW Evaluation appointment, discuss with participant and re-refer if appropriate.
5. Incorporate recommendations into participant's new or amend WTW plan.
6. Make any needed referrals per the recommendations.
7. Consult with the SSS to address identified employment barriers and referrals as needed.
8. If participant is referred to additional activities, authorize supportive services (i.e. transportation and childcare) if appropriate.
9. Document information in CalWIN Case Comments.
10. Place the WTW Evaluation Summary Report into the designated in-box for imaging.

B. Career Development Specialist I (CDSI) shall:

1. If barriers are identified during appraisal, refer WTW participants to the SSS for a WTW Evaluation using the Referral for Help with Supportive Services form (50-160).
 - Contact the SSS via the 50-160 to initiate the referral, complete and place paper copy of 50-160 in designated bin.
 - If WTW participant is in the office and would like to meet with the SSS the same day, complete form 50-160 to provide to SSS and contact the SSS to verify if available for a same day appointment. If SSS is not available, follow step one (1) to initiate referral.
 - Document information in CalWIN Case Comments.

C. Eligibility Support Clerk (ESC) shall:

1. Retrieve the 50-160 from designated in-box, to distribute to SSS mailbox for a WTW Evaluation or complete the 50-160 if participant requests an appointment to see SSS while in waiting room.
 - If request initiated from waiting room, create a call ticket and refer participant appropriately. Check if SSS is available for any same day evaluation requests.
 - If SSS is not available in building, submit a Social Worker (SW) referral to refer participant as appropriate.
2. Place the 50-160, any attached documents from the EC or referring party, in the designated in-box for the SSS.
3. Document actions in CalWIN Case Comments.
 - **Example:** Participant scheduled for or requested a WTW Evaluation on date and time.
4. Receive, and then distribute, completed copy of original 50-160 to the assigned EC.

D. Support Services Specialist (SSS) shall:

1. Receive and review the WTW Evaluation referrals, the 50-160 or emailed referrals, and any other accompanying documents from SSA staff.
2. Contact participant to schedule appointment for WTW Evaluation. Email EC of record, of date and time of scheduled appointment, to allow for any needed support services, if appropriate (e.g. transportation or childcare), in order to attend appointment.
3. Interview participant and perform WTW Evaluation.
4. Record if referred WTW participant attends, does not show for appointment or if SSS is unable to reach participant to make an appointment.
5. Document the results of WTW Evaluation.
6. Provide written communication (letter) to EC and referring party (if appropriate), of WTW evaluation recommendation and referral of participant. Provide participant with a copy of recommendation and referral information.
7. Keep BHCS data reports (per building) on the following:
 - Appointments made;
 - Appointments kept; evaluations completed;
 - Cancellations;
 - No shows; and
 - Referrals made for WTW participants, by number and type.

E. Social Work Supervisor shall:

1. Serve as the main point of contact in the building to address issues and concerns regarding the WTW Evaluation process.

References:

ACIN 1-16-00: Guidelines for Serving Individuals with Mental Health and/or Substance Abuse Problems that Create Barriers to Employment.

ACL 98-26: Providing Mental Health Services to California Work Opportunity & Responsibility to Kids (CalWORKS) Participants.

DSS EAS Manual, Chapter 42-750: Supportive Services

Alameda County CalWORKs Handbook 42-7.6: Supportive Services in the CalWORKs Program

Attachments:

WTW Employability: Social or Health Issues Self-Appraisal (42-92)

Referral for Help with Supportive Services form (50-160)