

Welfare to Work Handbook 42-7.6:
SUPPORTIVE SERVICES IN THE WELFARE TO WORK PROGRAM

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Update:

The purpose of this revision is to update staff about the diaper cost supportive service effective April 1, 2018, and revisions to the Behavioral Health (BH) referrals via the Support Services Specialist (SSS).

Summary:

This handbook is to identify and describe the various supportive services that are available and explain how to refer and deliver those services to CalWORKs Welfare to Work (WTW) recipients.

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I. General:

Supportive services are provided to CalWORKs recipients including exempt volunteers to enable them to participate in CalWORKs Welfare to Work (WTW) activities or to accept and retain employment. When necessary supportive services are not available, the participant shall have good cause for not participating.

All supportive service referrals and payments must be recorded in CalWIN, and the appropriate Notice of Action (NOA) letter(s) must be mailed or given to the participant. For transportation and ancillary payments, notices must be sent when supportive services are approved, denied, changed or terminated.

Supportive services paid directly to a participant are exempt from the CalWORKs budget to the extent that they are verified as spent on WTW activities or expenses. Employment Services (ES) staff may provide verification to Eligibility staff upon request, if available.

Payments for supportive services, except for child care and Behavioral Health (BH), shall be advanced to the participant when necessary and desired by the participant so that he/she does not need to use personal funds to pay for these services.

Important Note: Post-Aid supportive services are no longer available to former recipients who have reached their CalWORKs 48 month time limit and are no longer receiving cash aid for themselves.

II. Ancillary Expenses

Ancillary expenses include, but are not limited to, the cost of books, tools, work clothing, fees, diaper costs and other specifically required costs of a work, education or training assignment. There are no precise rules as to what is an approvable ancillary expense except that it must be “specifically required” for participation in a Welfare-to-Work activity or for employment purposes.

Important: Students attending any Peralta Community College may be eligible for the AC Transit Easy Pass. See [Employment Program Newsletter :. 09-10 AC Transit Easy Pass for Peralta Community](#)

Tuition and school fees in the nature of tuition are not approvable ancillary expenses for school programs that are not approved by the County. Participants are informed of County approved educational providers. The [Tuition Informing Notice \(42-121\)](#) is used to verify that the participant has been given this information. See [Employment Program Newsletter 09-13 School Tuition Informing Notice Form](#)

Important: Participants **must** seek and receive agency authorization **before** purchasing and submitting claims for reimbursements. Whenever possible, the Employment Counselor (EC) will authorize direct payments to the provider or issue two-party checks.

Note: Refer to [CalWIN How To #175– Ancillary Payments/Services](#) about issuing two-party checks and checks made out to providers.

The EC shall:

- a. Conduct a search in CalWIN to determine if provider is listed in the system.
- b. Send form [10-15 Provider/Session Request Form](#), via email, to EC Supervisor for Clerical staff to request for provider to be added to CalWIN, if the provider is not listed.

Note: EC supervisor will forward completed form to Supervising Clerk to be assigned to clerical staff for processing.

Clerical Staff shall:

- a. Follow instructions found in [CalWIN How To #117– Enter a Provider for Employment Services to enter requested provider information](#)

A. Diaper Cost Supportive Service:

Ancillary expenses also includes **diaper costs supportive service**, which provides CalWORKs recipients (both single and two-parent households) who are participating in the WTW program, thirty dollars (\$30) per month to assist with diaper costs for each child, who is under 36 months of age, in the care and control of the participating adult.

1) **Qualifying criteria to be eligible to receive the diaper supportive service, the WTW participant(s) must:**

Have a child who is under 36 months of age, under the care and control of the participant, and the child is either receiving CalWORKs aid or ineligible to receive aid (e.g. child receives Supplemental Security Income benefits).

- a. The qualifying child must be under 36 months of age during the month the supportive services are issued.

2) **A qualifying participant in the WTW program is defined as:**

- a. A participant actively participating or waiting to be engaged in WTW activities and in good standing with program requirements
- b. Teens with qualifying children in the Cal-Learn program
- c. A CalWORKs recipient who is not:
 - o Sanctioned or removed from aid;
 - o Exempt from WTW;
 - o Excused from participation due to participation of another adult;

Exceptions:

- Sanctioned or removed from aid clients who are participating as part of a curing sanction plan may receive diaper supportive service payments;
- Exempt and excused clients who are participating voluntarily;
- Clients in noncompliance (not yet sanctioned or removed from aid); and;
- Clients with good cause to not participate may receive diaper supportive service payments; as long as participants is not in ***deferred/good cause status for the entirety of the month***

3) **Determining "participation"** to be eligible for the diaper supportive service benefit is:

- a. Not based on assignment of activities, verified or scheduled hours of participation, nor the absence of a WTW Plan.
- b. Individuals can be considered "participating" in WTW regardless of their number of participation hours, even if the number is zero, ***unless the client has deferred/good cause to not participate for the entirety of the month.***

The diaper supportive service is considered a "necessary supportive service" for eligible CalWORKs recipients, and participants should have good cause for not participating if payment is not provided in advance of an assigned activity.

B. Authorization Guidelines:

There is no maximum amount, or “cap,” on the total ancillary payments to any one participant. However, prior to issuance, an EC Supervisor or Program Manager must approve supportive service payments that appear excessive. The EC must approve and authorize supportive services payments in CalWIN. Refer to [CalWIN How To #175 Ancillary Payments/Services](#).

EC Supervisor must approve ancillary payments over \$500 and notify his/her Program Manager.

1. Clothing purchases:

Authorizations for clothing must be based on the participant’s case situation, and if clothing has been authorized previously, it may not be necessary to authorize again when a new activity begins or the participant starts work.

- a. During the Job Club/Job Search activity, up to \$200 may be authorized for interview clothing.
- b. Upon a definite offer of employment, up to \$200 may be authorized for work clothing.

Note: Requested amounts over \$200 shall be reviewed on a case by case basis.

2. Payments relating to transportation:

Ancillary payments may be paid for a driver's license **fee only, and does not include fees related to DUI and outstanding tickets or warrants**. The driver's license must be required as a condition of employment or is needed for transportation to and from work. Alameda County SSA does not pay for car insurance and car repairs.

3. Large and/or unusual requests, such as a personal computer (PC):

- a. The job or school must state in writing that the item requested is essential;
- b. All of the other employees or students must also be required to have the item(s); and,
- c. If the student or employee does not have the item(s), he or she will not be able to work or otherwise participate in school activities.
- d. The county will not purchase, repair, maintain, or upgrade personal computers for participation in on-line courses.

Important: The limit on how much can be authorized for a PC and the peripherals are \$800.

4. Diaper Cost Payments

- a. Qualifying Assistance Units (AU) shall receive the diaper supportive service payments on a monthly basis for each qualifying child in the home. The qualifying parent shall receive

the full \$30 payment for each qualifying child for the month. Proration of the \$30 payment is not permitted.

- b. In two-parent AUs, the payment may be issued to either one of the participating parents (based on their preference). A non-participating parent is not eligible to receive the diaper supportive service.
- c. Each month, diaper payments shall be issued to eligible AUs, until the participant is no longer eligible for the diaper supportive service or the parent has expressly opted out of the payments. Supportive services payments shall be document in the WTW2 plan.
- d. Issuances are provided once each month in one lump sum for qualifying child(ren) (e.g. an AU with two children under 36 months of age will have one issuance a month, totaling \$60).

Important: Diaper *assistance* may be issued *via EBT or alternate method (e.g. warrant or direct deposit)*.

The Employment Counselors (EC) shall:

- Identify cases who meet or will no longer meet qualifications to receive the diaper supportive service.
 - Use Form NA 823, Notice of Action for the approval or denial of a supportive service for purposes of diaper supportive service payments.
 - Issue "Diapers" supportive service payments via the EBT card or identified method.
- Note:** This is also reflected in Cal-Learn.
- For qualifying AUs, issue diaper cost payments once each month in one lump sum for qualifying child(ren).
 - Document diaper support service issuances in case comments and WTW2 plans.

(Please reference [How To 175: Approve and Authorize Supportive Services](#))

C. Notices of Action:

The following NOAs must be issued on all requests for ancillary expenses.

Description	NOA/Form
WTW Ancillary Services Approval	NA 823
WTW Ancillary Services Denial	NA 823 part 2
Tuition Informing Notice	Form 42-121

III. Transportation Services

Reasonable transportation costs shall be paid to each participant for travel to and from the approved WTW activity or job site and the child(ren)'s school or child care provider as long as the participant is in the approved WTW activity.

EC must evaluate the transportation needs of the entire family and if the children need it to attend school and/or child care, authorize transportation for them.

Example: Participant lives in San Leandro and attends Chabot College. She has a four (4) year old child who attends child care across the street from Chabot College while the participant is in school. Participant and child take the bus to and from school and child care. Allow transportation for participant and child. Authorize an adult bus pass for participant and a youth bus pass for child.

Transportation costs must be paid in advance, that is, by the 25th day of the month prior to the first of the month transportation costs are needed. When a participant starts a new activity issue payments at least five (5) days before the activity is scheduled to begin. The allowable costs for transportation shall be the least costly form of available public transportation that does not preclude participation in WTW activities.

The Participant can report his/her transportation verbally or in writing on the 42-2 Transportation and Child Care Request Form.

A. Authorization Guidelines:

1. Prior to issuance, the EC Supervisor must approve transportation payments that exceed \$200 per month per participant.
2. When the EC Supervisor's approval is required, the following steps must be completed:
 - a. The EC gives the EC Supervisor a CalWIN screen shot of payment authorization with a note explaining the transportation payment and enters CalWIN Case Comments.
 - b. The EC Supervisor will review the request and approve the payment by signing the screen shot. The Supervisor's signature documents the approval.

B. Public Transportation is Available:

Participants may still choose to use their own vehicles. In this instance, they are reimbursed at the lesser of:

1. The county employee's transportation rate; or,
2. The least costly public transportation rate.

Bus passes should be authorized whenever possible. Refer to [CalWIN How To #156" Issue Bus Passes](#). Otherwise, cash payments to the participant may be authorized. AC Transit bus passes are now valid for a 31 consecutive-day period, not for specific months. See [Employment Program Newsletter 06-03: Bus Pass Process](#) for instructions, and [Employment Program Newsletter 10-06: AC Transit Clipper all-in-one Transit Card Program](#)

Examples:

1. Participant A lives in Oakland and attends College of Alameda. She takes the bus to and from school. Allow the actual bus rates. Authorize a bus pass.
2. Participant C lives in East Oakland and drives a privately owned vehicle to her training program in Berkeley. She reports that the bus trip is 1-1/2 hour's round trip. In this situation, allow the lesser of the bus rate or county employee's mileage rate.

C. No Public Transportation is Available:

Public transportation is considered not available if the round trip is longer than two hours, not including the time necessary to transport children to and from school and child care.

Participants may use their own vehicles and be reimbursed at the same rate used to reimburse county employees for the use of privately owned vehicles. Refer to current Employment Programs Newsletter – Mileage Reimbursement Rates for current mileage rates.

The participant must provide the number of miles driven per day and the address of the originating and final destinations.

Parking shall be reimbursed at actual costs. Receipts must be provided except when parking meters are used. A written statement is verification for parking meter use.

D. Calculating Mileage

When a participant requests mileage, the EC must determine if the round trip on public transportation would take two hours or less. In order to make this determination the EC must know the participant's home address, the jobsite or school/training or activity address and the day and time. ECs can use the Trip Planner (<http://www.511.org/>) via the Internet that computes the time it takes for the one-way trip on public transportation.

When computing the round trip travel time for the two hour rule do not count the time and mileage it takes to go to and from child's school or child care.

1. If the round trip is more than two (2) hours round trip, then pay the actual per mile rate including mileage to and from child's school or child care, if it is necessary for participation in the WTW program.

Example A: Participant B lives in Oakland and drives a privately owned vehicle to Hayward Adult School. She reports that the round trip on BART and bus would take 2-½ hours. Since this trip exceeds the two (2) hour round trip requirement, allow the actual mileage using the current county employee transportation mileage rate.

Example B: Participant lives in Dublin and works in Fremont. He takes his child to child care in Pleasanton. Child care is needed in order for him to work and meet participation hours. He is requesting mileage. Since the round trip exceeds the two (2) hour round trip rule, allow the actual mileage including mileage to and from child's child care using the current county employee transportation mileage rate.

2. If the round trip is two (2) hours or less, and the participant requests per mile payment, then pay the lesser amount: the cost of the least expensive form of public transportation or the per mile rate including mileage to and from child's school or child care, if it is necessary for participation in the WTW program.

Example C: Participant's round trip is four (4) miles times five (5) school days per week multiplied by 4.3 equals 86 averaged monthly miles times 56 cents per mile equals \$48. Since the bus pass costs \$80.00, issue a payment of \$48.00.

Example D: Participant lives in Hayward and attends school in Hayward. She takes her child to child care in San Leandro. Child care is needed in order for her to attend school and meet participation hours. She is requesting mileage. Since the trip does not exceed the two (2) hour round trip rule, allow the lesser amount: the cost of the least expensive form of public transportation or the per mile rate including mileage to and from child's child care.

3. When authorizing mileage the EC should:
 - a. Request copy of auto registration or title to verify ownership. If the participant is using someone else's car, then he/she must have the owner provide a statement that he/she has permission to use the car;
 - b. Complete [Mileage Worksheet 42-50](#) ;
 - c. Review [Transportation and Child Care Questionnaire 42-2](#) on file or document request for transportation in CalWIN Case Comments;

- d. Explain to participant that he/she must budget payments to cover all transportation expenses for the month;
- e. All documentation listed above, MapQuest directions and Trip Planner information must be imaged in participant's file.

E. Form 42-2 Transportation and Child Care Request Form:

1. Use form 42-2 to determine the participant's transportation needs. Maintain a copy of 42-2 in Web files to ensure the participant is receiving the proper type of transportation needed.
2. Use form 42-2 at:
 - a. WTW ORE/APR;
 - b. Signing and/or amending of WTW2 Plan; and
 - c. Beginning or changes of WTW activity.
3. Complete form 42-2 through a telephone interview; or, send to the participant with a self-addressed stamped envelope and request that it be completed and returned.
4. Transportation payments should not be authorized for more than three (3) months at a time. If more than (3) three months are approved it must be agreed upon by the EC Supervisor. Refer to [CalWIN How To #268– Authorizing Multiple Months for Supportive Services Payments](#) .

F. Notice of Action Letters:

ECs must issue these NOAs on all requests for transportation payments:

Description	NOA
Transportation Approval	NA 820
Transportation Change	NA 822
Transportation Denial	NA 821-a
Transportation Discontinuance	NA 821 Disc

Important: ECs must inform participants that they must inform the county of changes in transportation and ancillary supportive services at least ten (10) calendar days before an anticipated change, except under emergency or exceptional situations.

IV. Child Care Services

Child care services shall be available when necessary for participation in a WTW activity or to accept or retain employment. Child care will be paid for each CalWORKs participant with a child 10 years of age or younger. Children who are 11 or 12 years of age, who are eligible for and who are receiving Stage One child care services, and for whom a before or after school program is not available, shall continue to receive subsidized child care services. The following are exceptions to the new age limit:

- Children with exceptional/special needs;
- Children who are in child protective services, or at risk of abuse, neglect, or exploitation;
- Children who are homeless; and,
- Children who require care during non-traditional hours. Non-traditional hours are defined as Monday through Friday 6 pm to 6 am and Saturday and Sunday.

Important Notes:

- A child or children with disabilities are eligible for child care services regardless of age.
- Expected timeframes for authorizing child care vary by the participant's WTW component. See [Child Care Newsletter: 08-03, Child Care Request Form Timeframes.](#)

Child Care Stage One and Resource and Referral Agencies (R&R's) complete the referral of participants to child care providers and make payments directly to the child care provider(s). ES staff must notify participants who are, or who may be, eligible for child care services to contact the appropriate Stage One agency and/or R&R to discuss their needs.)

A. The following Individuals are Eligible for Child Care Benefits:

1. CalWORKs applicants that are currently employed or who are starting a job;
2. CalWORKs recipients (including exempt volunteers) who need child care to participate in Welfare to Work activities or to accept or retain employment; and,
3. Former CalWORKs recipients who have been discontinued from cash aid within the 24 months prior to request for child care and who are in unsubsidized employment.

B. Child Care Services Covered by CalWORKs:

The provision of child care is based on parental choice and the parent may choose among the following:

1. Licensed - child care providers who are licensed by the state.
2. Exempt - child care providers who are exempt from licensing.
3. In-home - child care that is provided in the parent's home.

C. Child Care Services Not Covered by CalWORKs:

1. Unlicensed providers who are required by law to be licensed;
2. Child care that includes religious instruction;
3. Child care provided by persons under 18 years of age; and,
4. Child care provided by one of the child's parents or by a CalWORKs Family Budget Unit (FBU) member.

D. Child Care Services Exempt from Licensing:

1. An individual providing care for the child(ren) of only one family in addition to the individual's own children;
2. Any cooperative arrangement between parents for the care of their child(ren) by one or more parents where no payment for the care is involved;
3. Any arrangement for the care of the child(ren) by a relative. In this instance, the relative that is not an aunt, uncle, or grandparent, must go through the Trustline Registration. This screening process is done by the California State Department of Justice (DOJ);
4. Any public recreation program;
5. Extended day care (before and after school) on a school site operated by school employees; and,
6. Latchkey programs.

E. Referral Process:

To access child care, parents must:

1. Be referred to the appropriate Stage One Child Care Agency by Alameda County; or, if the parent is employed, he/she can contact the Resource and Referral Agency that serves the area in which they reside.
 - a. North and Central County residents contact Child Care Links: (510) 568-0306.
North County includes these cities: Alameda, Albany, Berkeley, Emeryville, Oakland, and Piedmont.
 - b. East County residents contact Child Care Links: (925) 417-8733.
East County includes these cities: Dublin, Livermore, Pleasanton, and Sunol.
 - c. South County residents contact 4C's: (510) 582-2182.
South County includes these cities: Castro Valley, Fremont, Hayward, Newark, San Leandro, San Lorenzo, and Union City.

F. Instructions for ECs:

1. Provide general child care information and refer participants to the CalWORKs Handbook;
2. Complete the CalWORKs Child Care Request Form (CCRF), #42-10;
3. Email completed CCRF to the appropriate Stage One Child Care Agency;
4. Print and give/mail the participant a copy of the completed CCRF for his/her record; and,
5. Email any subsequent revisions or terminations to the appropriate Stage One Child Care Agency.

V. DOMESTIC VIOLENCE SERVICES (DVS)

A. Definition of Domestic Violence (DV) and DVS:

Domestic Violence (DV) (or Domestic Abuse) is assaultive or coercive behavior which includes physical abuse, sexual abuse, psychological abuse, economic control, stalking, isolation, threats, or other types of coercive behaviors occurring within a domestic relationship. Domestic relationships may be between or among family members, or people who have dated, married, lived together, engaged in sexual activity, or have a child in common.

DV services include, but are not limited to:

1. Counseling;
2. Emergency housing;

3. Transportation and child care;
4. Medical and public health services;
5. Child counseling;
6. Immigration services;
7. Parenting skills training;
8. Financial planning; and,
9. Relocation activities.

B. Eligibility for DVS:

WTW participants, CalWORKs applicants, recipients, and persons in sanctioned status are eligible for DV services. For complete details, see [CalWORKs Handbook 42-7.7 CalWORKs Domestic Violence/Abuse Policies and Protocols](#).

C. DVS Referral Process:

When an individual discloses that they are a victim of DV, an immediate referral is made to the Social Work unit in the building via the [50-160, Referral for Help with Supportive Services](#). The SW will determine any waivers that are applicable, and provide DV services.

D. DV Waiver of Program Requirements:

1. The Social Worker shall waive on a case-by-case basis, for so long as necessary, any program requirements that would make it more difficult for DV victims or their children to escape DV and/or would be detrimental to or unfairly penalize past or present victims of DV. The rules that can be waived include, but are not limited to:
 - a. Paternity establishment and child support cooperation requirements;
 - b. Time limits on receipt of assistance (stops the CalWORKs clock-not TANF clock);
 - c. Requirements that teen parents live in an adult-supervised setting;
 - d. Deeming and immigration status requirements for immigrants who are victims of DV;
 - e. Work or educational requirements (WTW exemptions).

2. Rules that cannot be waived are:
 - a. Eligibility requirements regarding deprivation;
 - b. Income and assets.

Certain CalWORKs (CW) rules such as WTW participation requirements and time limits may be waived as determined by the assigned SW.

E. DV Referrals:

It is crucial that staff make fast and accurate referrals to the Social Work (SW) Unit in the building via [Referral for Help with Supportive Services 50-160](#) for any individual who reports past or current DV. The SW will inform the EST and EC of program waivers, referrals or supportive services needs via the [Social Worker Determination of CalWORKs Domestic Abuse Waiver Request \(50-172\)](#)

Important: If situation is urgent and dangerous, contact the Sheriff in the building, and phone 911 immediately.

F. DV Confidentiality:

Information with respect to domestic violence victims and their dependents shall not be released to any outside party or other governmental agencies or to any employee of the Social Services Agency who is not directly involved in the applicant's or recipient's case.

G. DV Forms:

Number	Title
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none	DV Poster: Nobody Deserves to Be Abused
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WTW 37	Permission to Release Domestic Abuse Information
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40-87	Domestic Abuse Brochure
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50-160	Referral for Help with Social Services
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50-172	Social Worker Determination of CW and WTW Domestic Abuse Waiver Request
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H. DV Instructions for Employment Counselors:

1. Make referrals as indicated below:

a. Telephone Requests:

- Instruct the individual to call 911 for emergencies;
- Give the individual the SSA Domestic Abuse Hotline phone number, 1-800-246-6833;
- Give the individual the National Domestic Abuse Hotline 1-800-799-7233;
- Make a referral to the Social Work Unit via [50-160](#).

b. In-Person Requests:

- Complete the 50-160, walk individual to waiting room for the on-site Social Worker, give the 50-160 to the SW Unit supervisor; or,
- If the SW Supervisor is not available, walk individual to the on-site Supportive Services Specialist (SSS), and give the completed 50-160 to the SSS.

c. Suspected or Observed Service Need

- Ask the individual if he or she would like to speak to someone about any problems.
- If yes, connect the individual as described in “In-Person Requests” above.
- If no, provide individual with written relevant referral names and phone numbers.

2. Follow-up on SW determinations and recommended as indicated below:

- a. Follow up on referrals and supportive services needs in “Comments Section” of 50-160 form if completed by SW;
- b. Review the [Social Worker Determination of CW and WTW Domestic Abuse Waiver Request \(50-172\)](#) Link and take necessary actions, such as:
 - Enter and end DV Exemptions
 - Enter DV Extenders
 - Add DV activity within the WTW2 Plan
 - Remove sanctions

- Coordinate above actions with the EST on the case via EC/EST Communication Form 42-6.
- Enter “good cause” reasons and follow up as needed
- Authorize child care and transportation as needed

3. Document actions in CalWIN, see How Tos listed below:

Number	Title
CalWIN How-To 291	Enter a Domestic Violence Exemption & Extender
CalWIN How-To 276	ES-Update/Maintain Employment Services Activity Status
CW2190B	CalWORKs 48-month Time Limit Extender Determination Denial Form (CalWIN)

VI. BEHAVIORAL HEALTH (BH):

A. Definition of BH Services:

The Alameda County Social Services Agency is required to provide Behavioral Health (BH) services for issues that create barriers to employment. The services are to help the participant and family to adjust to the participant’s job or training assignment BH includes treatment services for mental health (MH) and Alcohol and Other Drugs (AOD). Treatment services may include assessment or evaluation; psychotherapy, individual and group; psycho education; medication prescription and management; parenting issues and case management. Treatment staff includes Case Managers, AOD Counselors, Social Workers, Marriage and Family Therapists, Psychologists, and Psychiatrists.

B. Eligibility for BH services:

WTW participants (including those in WTW sanction status and CW penalties) and their children are eligible for BH Treatment Services for conditions that create barriers to employment. Supportive services (transportation and child care) are authorized by the EC when needed to attend treatment.

When the participant can participate in both BH treatment and WTW Activities, including employment, the hours in BH treatment count toward the weekly participation requirement. There is a six-month limit on AOD services. After six months, AOD treatment must be combined with other WTW activities, or treatment must be for a MH problem in addition to the AOD diagnosis.

If the participant is in a licensed or certified substance abuse (SA) or AOD program that requires him or her to stay at the program site for a minimum of three hours a day, three days per week, or otherwise

not participate in non-program activities, the requirements of the treatment program shall fulfill the recipient's WTW activity requirement.

C. BH Referral Process:

When completing an appraisal or assessment of a WTW participant, the ES staff should evaluate whether or not the person has any barriers to employment or participation in WTW activities by reviewing the OCAT Appraisal Summary Report (ASR) or WTW Employability Social or Health Issues Self-Appraisal (42-92), if used.

1. If the participant answers "yes" on certain questions in the Online CalWORKs Appraisal Tool (OCAT) (or any question if using the 42-92), a recommendation will be generated in the ASR and ask if the participant would like to speak to someone about this issue. If using the 42-92 and the participant declines the referral, indicate that on the last page of the form.
2. If the ES staff suspects or observes a service need: Ask participant if he or she would like to speak to someone about any problems. If yes, refer the participant as described in "referrals" section below. If the participant is exhibiting impaired behavior, refer to the on-site Support Services Specialist (SSS).
3. The BH referral request will be made to the Support Services Specialist (SSS) via the [Referral for Help with Supportive Services Form \(50-160\)](#)
4. When immediate mental health intervention is needed, the 50-160 shall be hand carried to the SSS.

Important Note: If the SSS is not available for an emergency referral, the ES Staff may refer the participant to the Social Worker (SW).

D. BH Providers:

The Social Services Agency (SSA) in conjunction with Behavioral Health Care Services (BHCS) has established contracts with community based behavioral health providers to serve our CalWORKs WTW participants. These providers have expertise in working with barriers to employment, and may serve as liaisons between the EC and the participant, since they are required to send releases of information to SSA and the EC. (The providers are listed below in section 4. b. Recording BH Referral Results.) If the staff assigned the referral is unable to select one of the contracted providers due to unsuitability for the participant, they will contact ACCESS for a referral to a non-contracted BH provider.

E. BH Forms:

Number	Title
<u>42-92</u>	<u>WTW Employability Social or Health Issues Self-Appraisal</u>
<u>50-160</u>	<u>Referral for Help with Supportive Services</u>
<u>CW 61</u>	<u>Coversheet and Authorization to Release Information</u>
<u>CW 61A</u>	<u>Physical Capacities</u>
<u>CW 61B</u>	<u>Mental Capacities</u>
BHCS Form	Authorization to Disclose Individually Identifiable Health Information (from provider-no link)
<u>42-33</u>	<u>MH/AOD Initial Assessment Report Form (from provider)</u>
<u>42-34</u>	<u>Monthly Progress and Attendance Report Form (from provider)</u>

F. BH Instructions for Employment Counselors:

1. Referrals

The EC or referring staff completes the 50-160, attaches supporting documentation, and puts it in the designated in-box for the SSS in the building. The SSS will return the 50-160 to the EC, with the "Referral Results" section completed. A separate form is used for each staff/service listed below:

- Behavioral Health Referral for all WTW participants;
- Behavioral Health Counseling, on-site;
- Crisis intervention, on-site, all CalWORKs customers;
- WTW Exemption recommendations (CW61), all CalWORKs customers.

Important Note: If the SSS is not available for an emergency referral, the EC may refer the participant to the Social Worker (SW).

Staff assigned the referral will communicate referral results back to the EC using the bottom of the 50-160. The EC records the referral results in CalWIN and places the form in the designated box for imaging.

2. Referral Results

- a. If the participant is determined to have a BH issue that creates a barrier to employment, (based on the evaluation of the professional treatment providers), the EC shall develop the participant's WTW Plan based on the results of an evaluation by the BH provider.
- b. If the treating therapist recommends an exemption from WTW, the EC shall give the participant (or the provider) a CW61 that will be returned to document the recommendation.
- c. If the EC has questions about the treatment, he/she will contact the treatment provider directly. That communication is covered by the Release of Information signed by the participant.
- d. If the EC is assigned a case from the sanction bank due to BH participation, the EC will assist the participant to become an exempt volunteer, provide childcare and transportation if needed, and assist the participant to clear their sanction.

3. BH Provider Forms

The participant's BH provider(s) will send documents to the SSS for each participant being served. The SSS will clear, record and forward the treatment provider report forms to the EC for review and to Web files. The forms are listed in the BH Forms section VI. E.) above.

4. Recording BH Referral Results

a. The contracted BH providers are listed in CalWIN as shown in the table below. The County Provider Number identifies the BH providers. The BH provider "ALAMEDA COUNTY-ACB" (generic) should no longer be used. If a participant is scheduled in generic provider, the EC must remove the participant from this session and add him or her to one of the designated BH providers. The BH component is scheduled and recorded as an activity in CalWIN using the BH Provider that is providing the service to the participant. The BH providers are listed in CalWIN as MH Providers because SSA has contracts with MH providers only. AOD providers must be added as shown in (b.) below.

Important Note: When adding to or removing a participant from the component/ session, make sure, if a WTW2 Plan exists, that the new session is scheduled in the Plan. See [CalWIN How To #278 "ES-Develop a Welfare to Work Plan- Amend A WTW Plan"](#).

Co. Provider #	Contracted MH Providers
MH0002	Asian Community Mental Health Services
MH0003	Community Health for Asian Americans, formerly Asian Pacific Psychological Services
MH0004	Brighter Beginnings (Perinatal Council)
MH0008	East Bay Community Recovery Project
MH0009	Family Paths (Parental Stress), Oakland
MH0010	Family Paths (Parental Stress), Eastmont Mall
MH0011	Family Service Counseling

MH0012	Fremont Family Resource Center
MH0014	Hume Center, Hayward
MH0015	Hume Center, Fremont

- b. The EC shall review the participant's scheduled in BH services and determine if they are assigned to the appropriate provider. If the participant is scheduled in the generic provider, the EC must do the following:
- Determine correct provider and end date participant from generic session.
 - Locate provider in CalWIN from the list of contracted BH providers above.
 - Schedule the participant into correct component and provider above.
 - Complete [Provider/Session Request Form 10-15](#) to request provider to be added to CalWIN if participant is receiving services from a provider not listed in CalWIN.

Please also reference [CalWORKs and Employment Newsletter: 16-05 CalWORKs Behavioral Health Referral Process](#)

Attachments:

- [DV Poster: Nobody Deserves to Be Abused](#)
- [CW 61 Coversheet and Authorization to Release Information](#)
- [CW 61A Physical Capacities](#)
- [CW61B Mental Capacities](#)
- [WTW37 Permission to Release Domestic Abuse Information](#)
- [10-15 Provider/Session Request Form](#)
- [40-87 Domestic Abuse Brochure](#)
- [42-10 CalWORKs Child Care Request Form \(CCRF\)](#)
- [42-2 Transportation and Child Care Request Form](#)
- [42-27 Monthly Attendance Form](#)
- [42-33 MH/AOD Initial Assessment Report Form](#)
- [42-34 Monthly Progress and Attendance Report Form](#)
- [42-50 Mileage Worksheet](#)
- [42-92 WTW Employability Social or Health Issues Self-Appraisal](#)
- [42-121 Tuition Informing Notice](#)
- [50-160 Referral for Help with Supportive Services](#)
- [50-172 Social Worker Determination of CW and WTW Domestic Abuse Waiver Request](#)
- [CalWORKs and Employment Newsletter: 16-05 CalWORKs Behavioral Health Referral Process](#)

CalWIN How Tos:

- [117 Enter a Provider for Employment Services](#)
- [175 Ancillary Payments/Services](#)

[156 Issue Bus Passes](#)

[276 ES-Update/Maintain Employment Services Activity Status](#)

[278 ES- Develop a Welfare to Work Plan- Amend A WTW Plan](#)

[291 Enter a Domestic Violence Exemption & Extender](#)

Notices (not linked):

NA 820 Transportation Approval

NA 822 Transportation Change

NA 821-a Transportation Denial

NA 821 Disc Transportation Discontinuance

NA 823 WTW Ancillary Services Approval

NA 823 Part 2 WTW Ancillary Services Denial

CW2190B CalWORKs 48-month Time Limit Extender Determination Denial Form

Obsolete:

Employment Program Newsletter 02-03--AC Transit youth bus pass price change

Employment Program Newsletter 03-01--Transportation Related Supportive Services

Employment Program Newsletter 03-06--Transportation Authorization

Employment Program Newsletter 03-07--Post Aid Services

Employment Program Newsletter 04-02--Termination of Two Categories of Supportive Services

Employment Program Newsletter 04-05--Application of the Two-Hour Rule in Computing Mileage

Employment Program Newsletter 04-07--Transportation and Ancillary Changes

Employment Program Newsletter 05-01--AC Transit Fare Increase

Employment Program Newsletter 08-05--New Mental Health Providers in CalWIN

CalWORKs and Employment Newsletter 08-03--Referral for Help with Supportive Services Form

References:

EAS Manual Sections:

42-713, Good Cause

42-715, Domestic Abuse Protocols and Training Standards

42-721, Non Compliance with Program Regulations

42-722, Learning Disabilities Protocols and Standards

42-750, Supportive Services (Child care, Transportation, Ancillary, Behavioral Health)

42-765, Supportive Services, Cal-Learn

CalWORKs Handbooks:

[CalWORKs Handbook 42-7.7 CalWORKs Domestic Violence/Abuse Policies and Protocols.](#)

Child Care Newsletter:

[Child Care Newsletter: 08-03, Child Care Request Form Timeframes.](#)