

County of San Diego, Health and Human Services Agency (HHS) CalWORKs Program Guide

Employment Services Plan

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10-005.G

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Revision Date:

June 1, 2021

Background:

Employment Services (ES) participants must be assigned to activities leading to self-sufficiency through employment, education and/or training through an ES plan (WTW2) after their initial engagement. Per state regulations, an ES plan must include activities and services designed to remove barriers to participation and employment leading to self-sufficiency.

Purpose:

The purpose of this revision is to provide information per Senate Bill (SB) 1232 on new regulations regarding participants who are enrolled in **publicly** funded postsecondary education.

Policy:

Assessment

ES participants will be assessed for the following items when developing an ES plan:

- Work history and job readiness
- Education level and vocational interest and goals
- Learning Disabilities (LD)
- Mental Health, Substance Use, Domestic Violence
- Basic reading/math competencies
- English language skills
- Local labor market conditions
- Other needs, such as Family Stabilization and Housing

Timeframe

All non-exempt individuals are required to sign an ES plan no more than 90 calendar days after the completion of Job Search or other initial engagement activities, the date that an individual's eligibility for cash aid is determined, or the date that the recipient is required to participate in ES.

The 90-day period to develop an ES plan does not include the time that an individual spends in good cause determination, compliance or curing processes or time between the date an LD evaluation appointment is scheduled and the date the final report is received (up to a maximum of 90 days). The 90-day period will resume after the final report from the LD evaluator is received, or on the 91st day if the final report has not been received.

All participants are required to sign an ES plan except participants who are assigned to initial engagement activities as referenced in Processing Guide 10-005.E.1.

Elements of the ES Plan

All ES plans will include the following:

- Participation Status
- Core/Non-Core Requirements
- Total Hourly Requirements
- Activities, Location, Schedule and Hours

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- Date when Participation Verification is Due
- Standards for Maintaining Satisfactory Progress
- ES Supportive Services, including Accommodations
- Participant's Certification, including Rights and Responsibilities
- Date to Change Terms of the ES Plan
- Participant and Employment Case Manager (ECM) Signature/Date

Change to ES Plan

Any time there is a change in a participant's current activity, a new ES plan is required.

Participants have 30 days from the beginning of their initial ES activity in which to request a change or reassignment to another activity. This is only available once in a lifetime to each participant.

Participants have three business days after signing an ES plan in which to evaluate and request changes to the terms of the plan.

If the participant and the ECM are unable to reach an agreement on the ES plan, the matter must be referred to the Third-Party Assessor for a review of the participant's Assessment and ES plan. Prior to making the Third-Party referral, the ECM must contact their assigned Self Sufficiency Services (SSS) Program Specialist to review the request and the ES plan to ensure the plan is suitable for the participant's self-sufficiency goals.

The ECM is required to contact the participant and schedule an appointment to complete a Reassessment prior to the expiration of the current ES Plan. The ECM will document all efforts to contact the participant and attempt to conduct the Reassessment to avoid gaps in services.

Backdating of an ES Plan

Backdating of an ES activity start date on the WTW2 is only allowed when a participant contacts the ECM timely to report new employment or a new educational activity and:

- The participant is unable to attend an appointment to complete a WTW2 due to work or school schedule conflicts
- The ECM does not follow-up with the participant timely and the WTW2 is not signed within the appropriate time frames due to ECM error

Limited and Non-English-Speaking Participants

The ES plan must be provided in a language that is understood by the participant. When the ES plan is not available in the participant's preferred language, bilingual staff or interpreter services must be provided. Use of bilingual staff or interpreter services during the development of the ES plan must be clearly documented in CalWIN Case Comments.

Enrollment in **Publicly** Funded Postsecondary Education

ES participants enrolled in **publicly** funded postsecondary education are required to sign a WTW2 plan if eligible to receive standard advanced ancillary payments.

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If enrollment verification is obtained, the ECM will develop/sign the WTW2 with the participant and issue a standard advanced ancillary payment at least ten calendar days prior to the beginning of the academic period.

If enrollment verification is not obtained at least ten calendar days prior to the beginning of the academic period, the ECM will develop/sign the WTW2 with the participant and issue a standard ancillary payment no later than ten calendar days from date of receipt of all required items.

If the participant reported school enrollment and the WTW2 is not developed/signed timely with the participant for the next academic period, ancillary services will continue at the same level until the updated WTW2 is signed. See Processing Guide 10-011.A.2 for information regarding standard advanced ancillary payments and reimbursements.

Important: The ECM will discuss the importance of reporting school enrollment as soon as possible with the participant to ensure timely issuance of standard advanced ancillary payments and successful participation.

Procedure:

Processing Guide 10-005.G.1

References:

Special Notice 21-04; ACIN I-03-19; ACL 15-80, 21-04; MPP 42-711.556; MPP 42-711.6; MPP 42-711.646; MPP 42-711.647

Sunset Date:

This policy will be reviewed for continuance by June 30, 2024.

Approval for Release:



Rick Wanne, Director
Self Sufficiency Services