

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

Eligibility Responsibilities and Employment Services

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Revision Date:

November 1, 2020

Background:

Information about the Employment Services (ES) program is required to be provided to individuals at the time of application for aid or at the time a recipient's eligibility for aid is determined. This information includes benefits of the ES program, activities, conditions of eligibility and related exemptions.

Purpose:

This section is being revised to combine CPG 40-200 sections A, B, D and H into this section and to remove policies addressed in other sections. Sections CPG 40-200.B, D and H become obsolete with this revision.

Policy:

Human Services Specialists (HSS) responsibilities regarding ES, Cal-Learn (CL), and Child Care (CC) programs include:

- Conducting an ES discussion during the face-to-face interview:
 - At initial application
 - At annual redetermination
 - When a new household member who is age 16 or older is added to the Assistance Unit (AU)
- Evaluating individuals for exemption from ES, as well as certain Domestic Violence (DV) waivers (CPG 10-020.A and 40-100.O)
- Referring individuals to participate in ES or CL (Processing Guides 10-005.A1 and 15-000.A1)
- Lifting and reinstating ES sanctions and CL penalties as needed (CPG 40-200.D)
- Referring CalWORKs and non-CalWORKs families to CC (Processing Guide 10-010.A1)
- Updating ES and CL overpayment claim information and initiating recoupment via grant reduction (CPG 44-350.L)
- Notifying certain ES participants of their available WTW months (Processing Guide 10-003.A)

Liaisons

Designated eligibility liaisons coordinate with ES staff to ensure necessary case actions are taken regarding:

- ES, CL, and CC programs
- DV
- Work Participation Rate (WPR)

Employment Services Requests

Employment Services Requests (ESRs) include CalWORKs eligibility actions needed for ES and ES actions needed for CalWORKs case management. ESRs from ES sites are primarily reviewed and processed as a specialized task by Eligibility Operations (EO) HSSs who are out stationed at ES sites. EO HSSs must process ESRs within established timeframes to prevent delays in benefits or services. Untimely processing may result in escalation (Processing Guide 10-005.J1).

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References:

MPP 42-711

Sunset Date:

This policy will be reviewed for continuance by October 31, 2023

Approval for Release:

RW, 11-18-20

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Eligibility Operations