

## CalWORKs Program Guide Letter No. 332

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**Subject** ELIGIBILITY STAFF RESPONSIBILITIES AND EMPLOYMENT SERVICES

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**Effective Date** Upon Receipt

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**Purpose** To issue a new CalWORKs Program Guide (CPG) Chapter 40-200 and associated eligibility resources for internal staff use.

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**Background** Eligibility staff and the Overpayment Specialist Unit (OSU) are responsible for taking eligibility actions necessary for Welfare-to-Work (WTW), Cal-Learn, and Child Care case management.

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**Changes** New eligibility worker responsibilities:

- Have an Employment Services (ES) discussion with applicants/recipients during the face-to-face interview
- Provide the *WTW Informational Flyer (27-371 HHSA)* at the time of the ES discussion unless the parent/caretaker relative has already received the flyer
- Offer exempt individuals the opportunity to voluntarily participate in WTW
- Make referrals to WTW or Cal-Learn on the same day whenever possible but no later than two business days after a CalWORKs approval or change in participation status
- Process *Employment Services Requests (ESRs), Form 27-357*, from Case Managers within the following timeframes:
  - Initial requests: Two business days for expedited requests or five business days for all other requests.
  - Elevations to management: Three business days.
  - Elevations to CalWORKs Program: One business day.

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**New Program Guide Sections**

Section	Title
<a href="#">40-200.A</a>	Eligibility Responsibilities and Employment Services Requests
<a href="#">40-200.B</a>	Employment Services Information for Applicants and Recipients
<a href="#">40-200.C</a>	Employment Services Participation and Exemption

<a href="#">40-200.D</a>	Sanction and Penalty Actions
<a href="#">40-200.E</a>	Child Care Assistance
<a href="#">40-200.F</a>	Supportive Services Overpayment Actions
<a href="#">40-200.G</a>	Domestic Violence Waivers for Welfare-to-Work
<a href="#">40-200.H</a>	Welfare-to-Work Time Clock Actions

**Note:** [CPG 10-005.B](#) has been incorporated into these new sections.

**WTW  
Informational  
Flyer (27-371  
HHSA)**

The *WTW Informational Flyer* has been updated and assigned a form number, **27-371 HHSA**. This version replaces all previous versions of the WTW flyer and is available in the [HHSA Eligibility Form Repository](#) and Xerox Print Center in English, Spanish, Vietnamese, and Arabic.

FRCs must provide the 27-371 HHSA to parents/caretaker relatives during the WTW presentation of the Health Care Options (HCO) Orientation and during the ES discussion at the face-to-face interview.

**Program  
Impact**

No impact.

**Automation  
Impact**

No impact. How To instructions for eligibility staff are posted in the [HHSA CalWIN Intranet](#). Updates will be issued when available.


**Document  
Capture  
Impact**

No impact. The 27-371 HHSA is not barcoded and will not be submitted for document capture into CERMS.

**Quality  
Control (QC)  
Impact**

QC will cite the appropriate error on any case that does not comply with the requirements outlined in this material.

**Director  
Approval**



**RICK WANNE, MA, MFT**  
Director  
Eligibility Operations

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