Workforce Development Division Handbook
Disclaimer: The information provided in this Handbook is only general guidelines and information. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to the Human Services Agency
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80-0 Introduction to Workforce Development Division (WDD)

I. Introduction/Overview

The San Francisco Human Services Agency (HSA) offers a broad range of social services to San Francisco's disadvantaged residents that promote self-sufficiency; prevent abuse and neglect of the disabled, infants, youths, adults and seniors; provide safety net services for the needy and those unable to care for themselves; provides health and/or nutritional services for children, single adults, families and seniors; and assist with employment related services to the unemployed, working poor and under-employed.

WDD provides support services to augment internal programs, (i.e., CalWORKs, PAES, etc) and plays the lead role in managing numerous employment and training contacts and staffing an array of employment and training functions. WDD is the Agency’s lead division in providing coordinated training and employment services across a variety of internal programs, participating agencies and resources.

Within the context of employment and training related services, WDD has provided multiple front-end services such as CW & CAAP Orientation, vocational assessment, career counseling, job readiness training and job placement services to CalWORKs and CAAP/PAES participants since 1998.

WDD is under the direction of the WDD Division Director, E000. WDD’s organizational structure is divided into three (3) primary sections:

1. Administration – oversees all administrative functions of WDD, including; personnel; contract services; CalWIN and data systems oversight, quality control, CalWORKs, PAES, and WDD handbook development and maintenance; policy and procedure development, training; WFC program; and time study systems; oversees CalWORKs Orientation; oversees the Employment Information Center (EIC) and Southeast center at 1800 Oakdale.
2. Training and Supportive Services - oversees the development and delivery of employment training and services primarily to single adults and youth in the PAES and PAES/YES program; oversees the Vocational Assessors serving PAES clients, PAES, GEPS, IGEPS, JRT and Job Club programs; manages the Tenderloin Workforce Center; interfaces with the CAAP program.

3. Employment and Business Services – oversees the development and delivery of employment services primarily to adults with children in the CalWORKs program; oversees the BARS, ESRs, and Vocational Assessors; oversees the Jobs NOW program; oversees the Workforce Development Centers at 3120, 3125, and 3127 Mission II. Programs

Welfare reform and new legislative policies mandated that employment services be an integral component of any public welfare program. In light of these changes, HSA established the CalWORKs, PAES and Welfare-to-Work (then called Employment Support Services) programs.

Part of the goal of welfare reform legislation was to provide intensive case services (i.e., screening, assessment, orientation, training and job placement) to assist clients in obtaining the skills that lead to self-sufficiency and permanent employment.

Welfare-to-Work (WtW)

In providing WtW services, HSA employs both the Citywide and neighborhood models to provide employment services citywide.

The CalWORKs program is located at all three Workforce Centers (170 Otis Street, 3120 Mission Street and, 1800 Oakdale Avenue) to provide convenient neighborhood access. The PAES program is located at 3120 Mission Street and, effective January 2012 at 1800 Oakdale St.

CalWORKs

The CalWORKs program serves families under the federal Temporary Assistance to Needy Families (TANF) program. Adults with dependent children receive a monthly cash grant and most are required to participate in an employment activity as a requirement to continuing to receive a full monthly cash grant. The CalWORKs program has two basic components: eligibility (intake and eligibility services) and Welfare-to-Work (case management for employment services, which includes development of an individualized employment plan).

Personal Assisted Employment Services (PAES) and Youth Employment Services (YES)
The Personal Assisted Employment Program (PAES) is a program designed to provide employment services to single adults on county public assistance (GA). The YES program provides targeted employment training and services to PAES clients between the ages of 18 and 24.

PAES program participants receive a larger monthly grant than those on regular GA and are required to have an employment plan and participate in various pre- and post-employment activities.

Training and Employment Development

The Workforce Development Division (WDD) administers, manages, and/or interfaces with inter-program training, assessment and employment development services with community and institutional partners that provide:

- Specific vocational hard skill instruction,
- intensive ESL immersion,
- grant-based On-the-Job Training (OJT), work study,
- job readiness instruction,
- Behavioral health services for CalWORKs, Personal Assisted Employment Services (PAES), homeless and foster youth.
- Jobs NOW program services

WDD client-serving staff positions include:

Trainers who facilitate the CalWORKs Orientation, CAAP Orientation, Group Employment Preparation Session (GEPS) for PAES and Job Readiness Training / Job Club for CalWORKs and PAES participants.

- Vocational Assessment Counselors (VAC), Masters-level vocational counselors, who perform targeted vocational assessment testing, test interpretation and, career counseling services for CalWORKs and PAES participants.

- Employment Services Representatives (ESR) who provide job placement services for CalWORKs, PAES and foster youth. They operate structured job clubs, as well as provide individualized, case managed job search services.

- Business Account Representatives (BARs) who are responsible for engaging the local employer community to provide job leads for all program participants. BARs work closely with the Trainers and ESRs to place clients into jobs.

- PAES Employment Specialists (ES) who provide employment-focused case management services to PAES clients, including the development and monitoring of clients’ Employment Plans and related activities and benefits.
II. References

- CalWORKs WTW Handbook and Jobs Now Guidebook
- CalWORKs Eligibility Handbook
- PAES Handbook
- CAAP Handbook
- HSA Intranet

III. Forms

Forms used in each section are listed at the end of each section, where appropriate forms in the table will be on the HSA intranet in WDD webpage or applicable link, and/or the O: drive (public).
Section 80-1: WDD Administration

Section 80-1: Administration

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80-1A: Handbooks

I. Introduction/Overview

The development and maintenance of the Workforce Development Handbook and forms, the PAES Handbook and forms, and the CalWORKs Welfare-to-Work Handbook and forms are under the purview of the WWD Administrative Manager. The WDD Administrative Manager works in conjunction with the CalWORKs and WDD Section Managers and the WDD Handbook Coordinator(s) to ensure that handbooks and forms are updated and accessible to staff, and are either posted on the HSA Intranet or O-drive locations.

II. References

- PAES HB
- CalWORKs Eligibility
- CalWORKs Welfare to Work

III. Policy

WDD Handbook Committee

The WDD Committee provides oversight for all new, revised and/or pending updates to policies and procedures outlined in Workforce Development Division handbooks (i.e., PAES HB and WDD HB).

The WDD Handbook Committee reviews, proofreads and provides feedback on new policies and procedures, revisions and/or updates to both forms and handbooks.

The Committee shall consist of:

- WDD and CalWORKs Managers
- WDD Handbook Coordinator(s)
- WDD and CalWORKs Line Supervisors (as needed)
- WDD and CalWORKs Line Staff (as needed)
IV. Process/Procedures and Responsibilities

Management Review Team (MRT)

The Management Review Team will provide oversight and approval responsibility for setting policy in the context of guidelines received from federal, state and local authority. The Management Review Team (MRT) will retain "veto" authority over any procedure or policy that the Committee approves and/or authorizes for release to staff and is responsible for giving feedback on all handbook section drafts submitted for their review.

The MRT has the sole authority to finalize new or revised handbook policies and/or procedures prior to release to staff for publication.

Division Handbook Coordinator(s)

The Division Handbook Coordinators are responsible for the following: organizing, classifying, formatting, copyediting and technical writing of handbook drafts and program forms. Duties also include; researching federal, state and local legislation, CDSS All County Letters/All County Information Notices, creating and updating Division forms, and serving as contact person for Support Services and resource vendors. (For more information on ACLs/ACINs, see below)

The Division Handbook Coordinator(s) also serves as a consultant for Division staff and maintains communication and correspondence through email and/or the HSA intranet. The Division Handbook Coordinator(s) will be responsible for printing and distributing new polices and/or procedures via email or intranet posting, submitting Form 033 requesting reproduction services and numbering and distribution of new and/or revised forms, prepares drafts and distributes Procedural Information Memo (PIMs), creates and distributes information or notification memos via email, revises and posts forms. and assigns form numbers.

Preparing a Handbook Section

Policies, procedures, staff guidelines and/or functions are usually drafted from federal, state or local regulations and/or laws. A policy or procedure can also be the result of a division Procedural Information Memo (PIM) for a particular program or function.

Once a need is identified to create or revised a policy or procedure, the author(s) of that policy/procedure must submit a draft to the Division Handbook Coordinator(s) for copyediting, formatting and designation to the appropriate handbook section.

In most cases, policies and procedures should be drafted based on necessity, relevancy and for the purpose of clarifying a particular policy, procedure, process or function. When there is an urgency or immediate need for a policy or procedure to be disseminated to staff, a PIM should be sent out as a precursor to that policy/procedure being adopted into a handbook.
(For more information, see Procedural Information Memoranda below)

**Procedural Information Memoranda (PIMs)**

All Procedural Information Memos (PIMs) and similar notices that are issued and affect procedures or policies that impact how services are delivered, and/or outline division processes and functions will become incorporated into the Division Handbooks within 15 days of issuance or when directed by the Division Director.

Procedural Information Memos (PIMs) will continue to be issued at the discretion of Supervisory/Management staff to announce news or policies that must be emphasized because of urgency.

Any staff needing to issue a PIM must prepare a draft of the policy/procedure information and send it to the Handbook Coordinator(s) for review and for a designated PIM number for the purpose of maintaining a chronological archive of important and/or informational memos for WTW Division.

Any policy or procedural content in PIMs or such memos will either become obsolete in time or be incorporated into the division handbooks.

Program Managers, Unit Supervisors or staff may issue or approve email memos or similar statements that are of interest or pertain to a particular unit or section, without issuing a PIM. Policy statements that are of general interest within the Division or those that impact or affect more than one unit must be drafted as a PIM and numbered by the Handbook Coordinator(s) for future reference.

**All County Letters/All County Information Notices**

All County Letters/All County Information Notices (ACLs/ACINs) are letters or notices from the California Department of Social Services that outline changes in state laws, regulations, policies or procedures and revisions to the Manual of Policies and Procedures for Child Welfare Services (MPP or aka Division 31 Regulations).

Since ACLs/ACINs are usually related to state-mandated policies and procedures, the inclusion of their content into the WTW handbooks is the same as any other revision or change.

Although the process of review and approval is the same, inclusion of policies that are directly related to legislative changes and which require immediate release are under discretion and approval of the Executive Director, Division Director or Program Manager and do not require Committee review or Management Team approval.
Handbook Section Drafts for Consideration

The Committee will receive copies of any new or revised section drafts via email notification from the Division Handbook Coordinator(s). Supervisors and/or workers may be asked to review drafts for subject areas about which they are knowledgeable. Once the Committee has received a copy of the proposed draft, the Committee will have approximately seven (7) working days to respond with comments, revisions or edits.

Process for staff input on changes or revisions to Handbook Sections and/or to WDD forms

An employee who identifies changes or errors in a section of the Handbooks should submit the proposed change to their supervisor for review.

After review for appropriateness and accuracy, supervisors should submit the proposed change to their Manager. After review for appropriateness and accuracy, the Manager should submit it to the Handbook Coordinators, who sends it through the management committee review process and distribution process.

The submission for revision of forms should include: request for a form number, if none exists. Identification of precisely where the form(s) should be posted: on the WDD intranet link or on the WDD Employment Services forms file on the public drive (O: drive).

Review and Response

Committee participants must respond via email with comments or suggested revisions/changes, or with a statement of having reviewed the draft and no comments by the deadline. Silence should not be accepted as agreement. If there are conflicting comments or suggested revisions/edits, the Division Handbook Coordinator(s) will prepare a summary of the details and send them back to the Committee and call a face-to-face meeting if necessary.

If no agreement or consensus is reached regarding a particular policy or procedure, the issue will be forwarded to the MRT via email for review and resolution.

“In Absentia” and Face-to-Face Meetings

Review/approval of HB section and/or policy drafts by the Committee will be done via email. It will be very important for Committee participants to respond as soon as possible, so the process can move forward without unnecessary delay. Face-to-face meetings will occur only when required or necessary.

Face-to-face meetings will be based on need and appropriate scheduling. The meetings will last for approximately one hour, although, in some instances, more time may be necessary. Alternate or additional meetings could occur depending on the need.
The Division Handbook Coordinator(s) will provide drafts seven (7) days prior to a face-to-face meeting date at which drafted policies/procedures will be discussed.

Any changes to a face-to-face meeting schedule or date must be made by consensus and participant availability. It will be the responsibility of the Handbook Coordinator(s) to schedule and confirm meeting times and locations.

**Finalization of Section Drafts**

The Committee will operate by consensus, sharing and consulting. Disagreements on certain policies will be brought to the MRT for clarification and resolution. Notification of final review and approval on policy or procedure drafts will be made via email to the MRT within ten (10) days prior to distribution to staff.

The Management Review Team can delay release and/or distribution drafts approved by the Committee if further discussion or revision is needed. If the MRT does not respond to the finalized draft after the ten (10) day review-period, then the finalized draft will be issued and adopted into the appropriate handbook.

**Release and Adoption**

Once approval is authorized by the MRT, the Division HB Coordinator(s) will finalize the section, upload to the intranet and notify all staff with an email containing a summary of the new/revised/updated policy and/or procedure with a link to the on-line handbook.

**V. Process/Procedures and Responsibilities for Form Updates**

All forms must be numbered and dated to ensure that staff have access to and are using the current versions.

Staff who identify the need for new program or administrative forms, or changes or errors in existing forms should submit the proposed change or new draft form to their supervisor for review.

After review for appropriateness and accuracy, supervisors should submit the proposed change to their Program Manager.

After review for appropriateness and accuracy, the Manager should submit the revised or new form by email to the WDD Handbook Coordinators for posting on the Intranet and distribution to staff.

The submission for addition/revision of forms should include:
Workforce Development Division Handbook

- Request for a form number, if none exists

- Identification of precisely where the form will be posted on the WDD Employment Services O-Drive or CalWORKs O-drive.

The Program Manager (or his/her designee) will be responsible to place updated, numbered forms on the O-drive, advise staff of the exact placement, and archive obsolete versions of the forms.

The Handbook Coordinator(s) will be responsible to place the updated forms on the appropriate place on the Intranet (WDD or CalWORKs) and advise staff of the placement, and archive obsolete forms.

All forms should be posted on the HSA Intranet and on the O-drive, as appropriate.

The specific placement of forms will be as follows:

WDD forms will be on the Workforce Development pages under one of the following:

a. WDD Admin Forms
b. WDD Program Forms
c. PAES Forms

CalWORKs forms will be on the CalWORKs pages under "CalWORKs Forms".
80-1B: WDD Personnel Administration and Staff Training

I. Introduction/Overview:

The WDD EIC and Programs Coordinator (E400) oversees WDD’s personnel functions, including staff work schedules and vacations, time and attendance issues, and emergency contact information. The WDD Program Support Analyst (E600) oversees staff changes and staff moves.

The WDD WDD Administrative Manager (E200) oversees the development and implementation of new initiatives (such as the CalWORKs Service Center) and of staff training for WDD and CalWORKs staff. The Administrative Manager also interfaces with HSA’s Human Resources division on behalf of the WDD Division Director on position control and other high level personnel matters.

II. References

- HSA Human Resources Procedures Handbook (located on the HSA Intranet)
- Staff Development Training Calendar (located on the HSA Intranet)
- WDD Handbook Administration Sections as appropriate

III. Policy

Under the direction of the WDD Division Director (E000), the Administrative Manager (E200) the Program Support Analyst (E600), and the EIC and Programs Coordinator (E400) and their staff work in conjunction with HSA’s Human Resources (Operations and Employee Labor Relations) and Staff Development units to ensure that personnel-related matters are maintained according to established HSA policy and that appropriate training is provided to staff in a timely and effective manner.

It is the policy of HSA to ensure the confidentiality of all client information.

It is the policy of HSA that each HSA employee is required by law to report any suspected abuse or neglect of a child, elder or dependent adult.
IV. Process/Procedures and Responsibilities

A. Confidentiality Policy
B. Mandated Reporting Policy
C. Staff Work Schedules and Vacation Requests
D. Staff Time & Attendance Reporting
E. Staff Emergency Contact Information
F. Staff Changes and Moves
G. Staff Performance Appraisals (PARs)
H. Staff Training

A. Confidentiality Policy and Procedure - Refer to Personnel Procedures Handbook Section 9-2.2 and 9-12

B. Mandated Reporting of Abuse Policy and Procedure - Refer to Personnel Procedures Handbook Section 9-2.2

C. WDD Staff Work Schedules and Vacation Requests

- Work Schedules and vacation requests should be completed by staff, signed by the Supervisor, and submitted to the WDD EIC and Programs Coordinator, (E400).

- Supervisors are responsible to update and submit Staff Work Schedules for each employee they supervise. Work hours are between 7am and 6pm. Staff can elect either a half-hour or an hour lunch period, as long as that meets program coverage requirements.

- Supervisors are responsible to track employee Vacation Requests to ensure appropriate coverage for their unit functions. Staff should submit vacation requests in writing and in advance to the Supervisor.

- Vacation Requests for three consecutive weeks or more must be reviewed and approved in advance by the WDD Division Director.
• No more than one person per unit should be on vacation at any given time.

D. Staff Time & Attendance Reporting

• All WDD staff are required to report in to their Supervisor (and or the designated clerk or acting supervisor) to verify the time that they arrive at work, and the time that they leave work.

• Supervisors should routinely check the sign-in and sign-out times to ensure that staff are working their scheduled number of hours and are adhering to their work schedules.

• Section Managers set the procedures for their staff, be it email, call-in, or sign-up sheets.

• Any hours worked in addition to staff’s normally scheduled work hours must be pre-approved by the Supervisor and/or Section Manager.

• Supervisors are responsible to sign and submit accurate timesheets for all their staff on each Friday morning. Timesheets should be delivered and/or faxed to E400 and/or faxed directly to the HSA Human Resources unit, per specific arrangements based on site location.

• When there is an error in the timesheet as submitted, supervisors must prepare Form 313, Weekly Attendance Exception/Amended Form and submit it to E400 to submit to WDD Director for approval.

• Supervisors are encouraged to be as accurate as possible in submission of the weekly timesheets, so as to minimize the need for submission of Exception cards, which adversely impacts the workload of the Payroll Unit.
Supervisors and Staff are required to complete Time Studies during the time period as identified by management. Refer to WDD Handbook Section 80-1P for Time Study procedures.

**E. Staff Emergency Contact Information**

Supervisors are responsible to ensure that each employee they supervise HSA a current Emergency Contact form in the supervisors’ file, and that the form HSA been submitted to the WDD EIC and Programs Coordinator (E400).

**F. Staff Changes and Moves are coordinated by the Program Support Analyst (E600)**

The following Forms must be used for staff changes and moves. WDD staff MUST use the WDD-specific move and change forms which are found on the WDD Forms section of the Intranet.

- WDD IT/Personnel Action Workflow Request (PAW), Form 103
- WDD Form 046
- Form 089C
- Form 089M

All staffing changes and moves should be discussed with and approved by the supervisor’s supervisor.

Staff must not remove any furniture or equipment from vacant cubicles. This is the role of Support Services.

Staff should not contact Support Services directly regarding any move-related issues. All contact should go through E600.

Support Services staff are not to be asked to move staff personal items. Moving personal items is the responsibility of individual staff.
• Outstation Move Liaisons: E600 will consult with the Outstation Move Liaisons with any move-related concerns:

  - For 3120 Mission, clerical support worker 8E0X (Theresa Choy) is the liaison
  - For 1800 Oakdale, clerical support worker 7E76 (Jeff Williams) is the liaison

• Staffing changes must be reported to the Program Support Analyst (E600) (Joseph Lau) well in advance of the change occurring whenever possible. The changes include new hires, transfers in and out of the unit, terminations, retirements, etc.

• All forms for staff changes must be submitted first to the WTW Director (E000) (Tony Lugo) for review. Upon approval, the WTW Director will forward the changes to the Program Support Analyst (E600) (Joseph Lau) 3-170 Otis.

• Staffing changes are managed through the WDD IT/Personnel Action Workflow Request (PAW), Form 103 which can be accessed either on the HSA intranet, under WDD Forms.

• Supervisors are responsible for identifying space, preparing the workstation and submitting any requests (for IT, equipment and supplies, etc), including the PAW well in advance of the staff change occurring. The PAW is submitted up the chain of command by staff in the Administrative Unit and informs other areas of the agency (e.g. Personnel, IT, etc) of the changes.

For NEW HIRES:

When a new person has been hired and the Supervisor has been notified of their start date, the Supervisor must:

a. Thoroughly review the space that will be assigned to the new staff to determine if the appropriate space and equipment are available to accommodate the new staff.
b. Ensure there is a clean workstation available

c. Complete **WDD Form 046** to order any equipment necessary to ensure that new staff have the office supplies and equipment necessary to perform their duties (e.g. file cabinet, chair, tape dispenser, etc.)

d. Complete **WDD IT/Personnel Action Workflow Request (PAW), Form 103** to establish the staff’s Worker number and inform Personnel that we are establishing this person in our program.

e. Complete the **WDD IT/Personnel Action Workflow Request (PAW), Form 103** to request a new PC when necessary, establish the network ID, Lotus Notes Account, as well as request special software (e.g. OASYS, Eureka, CalWIN, etc) necessary for the person to perform his/her job function, etc.

f. Complete **Form 089C** to ensure there is a telephone and Audix voicemail for the staff.

g. Complete these forms and submit them to the Program Support Analyst (E600) for approval in time to allow for two weeks lead-time (whenever possible)

For staff leaving the unit, the supervisor must submit to the WTW Director (E000) for review and approval, and forwarding to the Program Support Analyst (E600):

a. Submit the **WDD IT/Personnel Action Workflow Request (PAW), Form 103**.

b. Ensure the workstation is cleared for the next occupant.
c. The Supervisor should determine what materials/documents/files are relevant to the staff’s new assignment. Only materials related to the new assignment should be moved by Support Services. Non-related materials should be stored or re-cycled, paying attention to the re-cycling of confidential materials, as appropriate.

d. A maximum of five (5) boxes will be allowed per staff move.

For staff leaving the agency, the supervisor must submit to the WTW Director (E000) for review and approval, and forwarding to the Program Support Analyst (E600) and:

a. Collect the ID badge and forward with it with WDD IT/Personnel Action Workflow Request (PAW), Form 103.

b. Submit the WDD IT/Personnel Action Workflow Request (PAW), Form 103 to the Program Support Analyst (E600):

c. Must ensure that the departing worker does not take any City property.

d. Ensure the workstation is cleared and cleaned for the next occupant.

For staff moves to a different location, the receiving Supervisor should take the following actions. If staff is remaining in the unit but moving to a new location, the current Supervisor must complete these tasks:

a. Inform the moves coordinator, the Program Support Analyst (E600) as soon as the move is identified

b. Submit details and forms in a timely manner as requested
c. Thoroughly review the space that will be assigned to the new staff to determine if the appropriate space and equipment are available to accommodate the new staff.

d. Complete **Form 089M** to move any ergo equipment or boxes as necessary. Remember, Support Services does not move personal belongings.

e. Complete **Form 089C** to ensure there is a telephone and Audix voicemail for the staff.

f. Complete **Form 046** to order any missing equipment (e.g. file cabinet, chair, tape dispenser, etc.)

g. Complete **WDD IT/Personnel Action Workflow Request (PAW), Form 103** to inform Personnel that we are moving this person within our program.

h. Complete the **WDD IT/Personnel Action Workflow Request (PAW), Form 103** to request to move the PC only when necessary. If there is a functioning PC at the new location the staff should use that one.

i. Complete **Form 089C** to ensure there is a phone at the new location, delete the Audix at the old location and establish it at the new location.

j. The Supervisor should determine what materials/documents/files are relevant to the staff’s new assignment. Only materials related to the new assignment should be moved by Support Services. Non-related materials should be stored or re-cycled, paying attention to the re-cycling of confidential materials, as appropriate.

k. A maximum of five (5) boxes will be allowed per staff move.
G. Staff Performance Appraisal Reports (PARs)

- Supervisors are responsible to adhere to HSA Personnel Procedures Handbook Section 9-5 Performance Appraisal System Policy & Procedures

- WDD PARs are due to the WDD Division Director by the end of July of each year. The period covered for the PAR is the prior fiscal year – July through June.

H. Staff Training

- The WDD Administrative Manager (E200) is responsible for the development and delivery of training to WDD and CalWORKs staff, including: database training on WDD and CalWIN systems (emae, Jobs NOW database, GEPS database, etc.), case narrative, and crystal reports.

- The Administrative Manager works in conjunction with HSA’s Staff Development and with contracted agencies in the development and implementation of necessary staff training.

V. Forms

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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
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<tr>
<td></td>
<td>Performance Appraisal Report (PAR)</td>
<td>Annual assessment of staff performance</td>
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<td>WDD Form</td>
<td>WDD Staff Work Schedule Form</td>
<td>Record and verify staff’s work schedules</td>
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<td>WDD Form</td>
<td>Change of Personal Information and Emergency Contact Form</td>
<td>Record personal and emergency contact information</td>
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<tr>
<td>WDD Form</td>
<td>Vacation Requests</td>
<td>Request time off in advance</td>
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<tr>
<td>WDD 046</td>
<td>Support Services Request form</td>
<td>Order supplies, equipment, file cabinets, chairs etc)</td>
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<td>WDD 046</td>
<td>For Purchase Order</td>
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<tr>
<td>WDD 046B</td>
<td>Business Card Form</td>
<td>Request for business cards for staff</td>
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<tr>
<td>WDD Form 103</td>
<td>WDD Personnel Action Workflow (PAW)</td>
<td>Establish staff worker number and alert Personnel of new staff in WDD</td>
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<td>WDD Form</td>
<td>IT Request</td>
<td>Internal WDD form to request a new PC, establish network ID, Lotus Notes</td>
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<td>Form Type</td>
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<td>WDD Form</td>
<td>Acting Pay Request</td>
<td>Account or special access to software.</td>
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<td>WDD Form</td>
<td>Acting Pay Request Instructions</td>
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<tr>
<td>Form 313</td>
<td>Weekly Attendance Exception/Amended Form</td>
<td>Submit for approval to WDD Director to adjust weekly timesheet; E400 will submit to payroll</td>
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<td>Form 024</td>
<td>Parking Permit Request</td>
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<td>Form 056n</td>
<td>Overnight Care Request</td>
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<td>Form 4028</td>
<td>Request for Check</td>
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<tr>
<td>WDD 089M</td>
<td>Staff Move Request Form</td>
<td>Move ergo equipment or boxes (except personal items)</td>
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<tr>
<td>8014ES</td>
<td>Authorization to Release and Receive Employment Information</td>
<td>For client release of employment information</td>
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<tr>
<td>8014/8015</td>
<td>Authorization to Release Information</td>
<td>For client release of personal and/or confidential information to HSA</td>
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<tr>
<td>WDD Form</td>
<td>Calendar Order Form</td>
<td>To order City and County yearly calendar</td>
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80-1C:

I. Introduction/Overview

II. References

III. Policy

IV. Process/Procedures

V. Responsibilities

V. Forms

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80-1D: Working Families Credit

I. Introduction/Overview

The San Francisco Working Families Credit (WFC) Program was created by former Mayor Gavin Newsom and San Francisco Treasurer Jose Cisneros in 2004 with the intention of boosting take-up of the federal Earned Income Tax Credit (EITC) and retaining more of San Francisco’s families.

The WFC is a local match to the Federal EITC; it gives up to $125 to qualified low-income working families in San Francisco. Qualified applicants who use direct deposit to a bank account will receive $125 for their WFC, but qualified applicants who ask for a paper check receive only $50. Additionally, WFC recipients automatically qualify for other discounted products such as the Muni Lifeline FastPass and City CarShare’s discounted membership, called CommunityShare.

The WFC program also raises awareness of the other tax credits, income supports, money saving opportunities, and key services for San Francisco working families including:

- Federal Earned Income Tax Credit (EITC) and Child Tax Credit
- CalFresh (formerly known as Food Stamps)
- Medi-Cal, Healthy Families, Healthy Kids, Health San Francisco
- Job search & career services through Career Link Centers
- Free and low-cost bank and credit union accounts through Bank on San Francisco
- Online benefits screening & application through BenefitsCalWIN website

II. References

Establishment of the Working Families Credit Program (Admin Code 12S.1) and the Working Families Credit Program Fund (10.100-347) under San Francisco Administrative Code


Amendment to Working Families Credit under the San Francisco Administrative Code

http://www.sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances06/o0308-06.pdf
III. Policy

To be eligible for the WFC Program, applicant must meet all of the following criteria:

- File a current year tax return by the IRS tax filing deadline (typically April 15th)
- Live in San Francisco at the time they file a tax return
- Claim and receive the federal Earned Income Tax Credit on their current year federal income tax return
- Claim at least one qualifying dependent child on their current year federal income tax return

IV. Process/Procedures

Each December, the WFC Program Manager (E210) and staff are responsible for distributing hard copy WFC application forms to partner CBO’s, free tax preparation sites, Treasurer & Tax Collector Office (City Hall), and making the WFC form available electronically via H&R Block tax software, Intuit software, and in downloadable pdf form on the WFC stand-alone website (www.workingfamiliescredit.org).

Applications are available in English, Spanish, Chinese, Vietnamese, and Russian.

WFC Program unit collects incoming applications from individual applicants, free tax site coordinators, small private tax preparers, CBO’s, and H&R Block offices from December through the April submission deadline. Forms must be received or postmarked by the April deadline in order to be eligible for payment.

All late applications will be processed accordingly and denied for payment.

WFC clerical support staff manually enter all applications into a proprietary web-based database established for the WFC Program, assigning each application the appropriate status: eligible, problem (incomplete), or denied.

In September-October, the WFC Program Manager (E210) generates and sends export files to HSA fiscal division for checks and direct deposit payments to be disbursed. All checks and direct deposit notification letters are mailed out by no later than the 31st of the October following the recent tax season.

V. Responsibilities

The WFC Program unit mails at least one written communication to every family that submits an application to the WFC Program. In many cases, it is necessary to mail more than one letter.
to one family, due to missing paperwork, or challenges related to IRS deadline compliance for page 1 of the WFC application packet (4506T-EZ Request for Tax Transcript).

Staff sends out the following letters to the respective groups:

- Applicants with Denied Applications (e.g. missing the application deadline or who do not meet the program eligibility criteria according to their IRS tax transcript

- Denial letter with specific denial reason

**Applicants with Denied Applications due to being a Past Recipient**

- Letter explaining funding cuts and how to access other benefits and savings for working families, signed by HAS Executive Director (Trent Rhorer)

**Applicants with Problem Applications (e.g. incomplete application, missing signature)**

- Problem letter with indication of specific problem and necessary paperwork to complete

**Applicants with Eligible Application**

- For those requesting a paper check or with closed/invalid bank accounts: Letter accompanying $50 check and explaining how to open a bank/credit union account (Bank on SF), access other benefits and savings for working families

- For those requesting $125 Direct Deposit: Letter notifying applicant of the direct deposit transaction, and explanation of how to access other benefits and savings for working families
VI. Forms

Working Families Credit Application Packet:

1. 4506T-EZ Request for IRS Transcript
2. Application for Working Families Credit

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<td>4506T</td>
<td>EZ Request for Tax Transcript</td>
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<td></td>
<td>WFC Denial Letter</td>
<td>With specific reasons why application is denied</td>
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<td>WFC Denial Letter</td>
<td>To past recipients with explanation of funding cuts and how to access other benefits</td>
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<td>WFC Problem with application letter</td>
<td>Explanation of specific problem and necessary paperwork</td>
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<td>Letter to recipients getting $50 (paper check recipients or closed bank accounts)</td>
<td>on how to open an account</td>
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<td>Letter notifying applicant of direct deposit transaction of $125</td>
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80-1E: P.A. CalFresh Quality Assurance

I. Introduction/Overview

CalFresh Quality Assurance (CFQA) (formerly FSQA) has been reviewing cases and reporting payment error (dollar error) data since September 15, 1999, with the goal of improving accuracy and reducing Quality Control error rates. This process takes into account the standards and practices of the Quality Control section, but is a separate desk review function under the control of the Public Assistance CalFresh (NACF) and Non-Assistance CalFresh (NACF) programs. The PACF unit consists of two Program Specialists in the Administrative Unit of Welfare to Work Services. This unit works closely with CalWORKs Eligibility staff and management.

II. References

Staff consult the California Department of Social Services website (cdss.ca.gov – Letters and Notices) for policies, ACLs and ACINs related to the specific subject matter at issue.

WDD Handbook Section 80-1G for eReview Database summary

III. Policy

It is a State mandate and the policy of HSA to ensure quality assurance reviews of CalFresh cases and possible payment errors with the goal of improving accuracy and reducing error rates.

IV. Process/Procedures

PACF cases are reviewed by random sample for errors by the QA reviewers. The QA reviewers summarize their findings in the eReview Case Report. The QA reviewers provide the eReview Case Reports to the Unit Clerk who provides them to the Unit Supervisor. Unit Supervisors must review the errors and instruct the case workers to correct the case record and, where appropriate, initiate the Overpayment or Underpayment process. The Supervisor must inform the QA reviewer that the corrections have been made so that the QA reviewers can check and record that the QA process has been completed.

The findings in the eReview may include, but are not limited to:
No Dollar Error: No dollar error was found in the review month, though procedural issues may have been cited. Dollar errors in months other than the review month are noted for correction but not counted in error rate determinations for the review month.

Unable to Determine (UTD): UTD is noted when it is likely that a dollar error occurred, and/or CFQA cannot compute the exact amount of the dollar error. This can be the result of certain errors occurring prior to the review month, and may indicate a serious problem. (See Case Error Rate below). UCDs can result from conflicting information in the case, such as two different shelter costs, or ambiguities as regards earned/unearned income, shelter, utilities, rent, family unit, immigration or student status, etc.

Dollar Error (payment error): The difference between the allotment issued and the correct allotment is the dollar error amount. Dollar errors are categorized as follows:

- Ineligible. Example: the client is receiving SSI and is therefore completely ineligible.
- Overissuance
- Underissuance

Manual budgets are not attached if the dollar error amount is immediately apparent, i.e., as an under- or overissuance on the 278F, or when the household should have been issued the maximum allotment. Otherwise, manual budgets are included with the review form to document payment error computations.

Dollar Error Rate: The total dollars issued in error (Ineligible + Overissuance + Underissuance) expressed as a percentage of the total dollars issued. Cases considered Unable to Determine are not included in these computations.

Procedural Note: For CFQA purposes, this is any error or issue commented on that is not directly linked to a dollar error, for example, missing forms or incorrect computation of income or shelter costs that do not affect dollar allotment.

Review Month: The first prior month. If at Intake the case was inactive or no benefits were issued for that month, the review month is the current month. Retrospective budgeting often requires reviewing month(s) prior to the review month. Errors affecting benefits or eligibility in the review month are cited. For NACF, ABAWD tracking is reviewed for the second prior month.

PIA (Policy Incorrectly Applied): In this case, the County Welfare Department (CWD) had information, action was taken, but the action taken was incorrect.

FTA (Failure to Act): CWD had information, but took no action. Some other FTA examples from the QC
Error Cause Codes:

1. Reported Information Disregarded:
2. No follow-up on incomplete or inconsistent information;
3. No follow-up on impending changes;
4. Failure to verify.

Case Error Rate: The total of the number of cases in each error category, expressed as a percentage of the total cases reviewed. A high percentage of Unable to Determine cases indicates serious problems requiring immediate attention.

V. Responsibilities

CalWORKs Unit Clerical Staff responsibilities:

- In the week prior to review, the CalWORKs clerk assigned to pull QA cases will request the case folders from workers based on a random selection

- Deliver the case reviews completed by the QA staff to the Unit Supervisor for review prior to giving them to the EW to correct the errors

QA Reviewer responsibilities:

- Notify CW Unit Clerk to prepare cases for review

- For each case, perform a review of the paper or electronic case file, CalWIN data and any other information source necessary to find, identify and analyze CF payment and procedural errors and compute the amounts of under-and over-issuances quickly and accurately.

- Provide completed reviews to CW Unit Clerk
• Complete the eReview database screens to document the finding of the QA review

• As needed, conduct case conferences with Section Managers, Unit Supervisors, Eligibility Workers, Administrative Manager, Quality Control staff, etc.

• Organize and explain CF case findings and error analysis; explain and demonstrate correct application of regulations and assist in problem-solving as required.

• Serve as an expert resource and provide support for eligibility workers and other staff.

• Clearly communicate the results of desk reviews to CF program staff using required forms, clarifying payment and procedural errors with brief objective comments if necessary, and attaching relevant documents as needed.

• Make the appropriate entries in eReview when corrections (e-Review findings Form 1) are returned from the Supervisors

• Publish monthly reports to the Administrative Manager and the CalWORKS Eligibility Section Manager

**CalWORKs Eligibility Workers’ responsibilities:**

• Review QA findings on Form 1

• Make the necessary corrections to the case

• Return the corrections to the Unit Supervisor for approval
CalWORKs Eligibility Supervisors’ responsibilities:

- Review the QA findings and ensure the worker performs the required corrections to the case

- Review the case after the workers make the corrections to ensure the corrections were completed accurately

- Return the e-review findings (Form 1) by email or signed hard copy to the QA Reviewer for eReview data entries

VI. Forms

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<th>Purpose</th>
<th>Language</th>
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<tbody>
<tr>
<td>Form 1</td>
<td>QA Correction Certification/Rebuttal Form</td>
<td>Communication on corrections needed and documentation of corrections being made</td>
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<td></td>
<td>eReview Data base</td>
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80-1F: Contracts

I. Introduction/Overview

In order to meet the employment needs of special populations of CalWORKs, PAES, Refugee Cash Assisted (RCA), Transgender individuals, and Homeless individuals, HSA WDD/WTW contracts with community-based non-profit agencies, private businesses, individuals and other public and private agencies.

These services include:

- Transitional Employment that increases participants’ employability through 4 to 6 months work experience at community non-profits, coupled with classroom skills training and supportive services for employment barriers. Community Jobs Program (CJP) and San Francisco Clean City Coalition Partnership Program.

- Vocational English-as-a-Second Language Immersion Program (VIP) to provide intensive English language instruction focused on teaching the vocabulary and the cultural norms of the workplace concurrent with work experience at community non-profit agencies and supportive services

- Re-engagement through Rapid Response, a one-month subsidized job to re-engage CalWORKs participants who are not in compliance with Work Participation Requirements (WPR).

- Work Study at City College of San Francisco (CCSF) for CalWORKs participants improving their vocational skills through study at CCSF.

- Individualized Vocational training at State certified local training agencies.
- Vocational rehabilitation services through the Department of Rehabilitation for persons with disabilities

- Individualized Vocational training at State certified local training agencies: Individual Referral Program (IR)

- Employment services for people in supportive housing to assist them toward economic self-sufficiency, provided as part of the Continuum of Care system for homeless persons. Services funded through HUD McKinney federal funds are determined by the Local Homeless Coordinating Board.

- Employment services for Transgender individuals including mentoring, employment rights education and legal support, and employer education

- Youth Employment Services (YES) for PAES youth that include job readiness training and supportive services specific to the needs of the youth.

- Resume preparation services

- Third party vocational assessment – Effective 9/1/12, a reciprocal agreement has been made with San Mateo County Human Services Agency to provide Third Party Assessments as mandated in the WTW San Francisco County Plan. The procedures are outlined in WTW Handbook Section 72-2.9 and in PAES Handbook Section 141-2.

In addition to the aforementioned employment services contracts, WDD/WTW contracts to provide supportive services for participants including:

- Mental Health and Substance Abuse counseling for CalWORKs participants
• Domestic Violence services for CalWORKs participants

• Client Advocacy services for CalWORKs and PAES participants

• Education services for CalWORKs WTW Teen Program (formerly Cal-Learn) participants

• Income Tax Preparation services for HSA clients and other low-income persons

II. References

WDD Contracts List: O:\Employment Services\Division Contracts\WDD Contracts List

IR Sections of the WTW Handbook (Section 73-12.1)
IR Section of the PAES Handbook (Section 142-1.3)
RCA Section of WDD Handbook (Section 74-7)
RCA Section of WDD Handbook (Section 80-1 I).

III. Policy

Per Civil Service guidelines, the City and County of San Francisco (City) contracts to perform a service rather than having it performed by City employees in the following circumstances:

• Services are specialized and needed on an intermittent or short-term basis
• City lacks required equipment or facilities
• Situations where the City transmits funds but does not directly provide services. Examples are Federal or State funding requirements which specify that a particular contractor is to receive funds
• Circumstances where it is required or prudent to employ non-City personnel to make independent appraisals.
• Legal mandates for contractual services, such as independent client advocacy
• Cases where future funding is so uncertain that the establishment of new Civil Service positions, classes and/or programs, is not feasible.
• Emergency or immediately-needed services.
IV. Process/Procedures

1. WDD and WTW program service needs are determined and budgeted by HSA Management. Management determines whether services should be provided by HSA staff or by contractors.

2. Contractors are selected by standardized City and Department contracting procedures which are listed on the O-drive under Employment Services in the Division Contracts file, including:

- Review & Evaluation of Proposal & Selection of Contractor
- Contract Protocols,

Written policies cover such items as Request for Proposals (RFP) and Request for Qualifications (RFQ). Service specifications are determined by WDD or WTW program staff. HSA Contracts Staff administers the selection process.

3. Contracts are negotiated jointly by the WDD/WTW Community Services Manager (E300) and HSA Contract Staff for a designated period of time and for designated dollar amounts. The WDD/WTW Community Services Program staff establish the services to be provided and the Service and Outcome Objectives to be achieved. Typical WDD/WTW service objectives are:

   - # of participants to be served
   - # of participants to be referred by HSA or recruited directly by the contractor
   - # of program completions
   - # of placements

4. For Individual Referral (IR) contracts, benchmarks are established to provide payment to contractors, with a usual one-third payment at enrollment, one-third payment at program completion, and one-third payment at placement.

5. The WDD/WTW Community Services Manager (E300) and/or staff prepare in a timely manner the program materials necessary for presentation to and review and approval by the HSA Human Services Commission (Appendix A). The HSA Contract Staff prepares the budget and other fiscal materials for approval (Appendix B).
6. WDD/WTW staff are assigned to specific contracts to monitor contract program services. HSA Contracts Staff oversees the fiscal portion of the contract, including payment of invoices, pays contractor invoices, and monitors and reports on a regular basis on the fiscal and administrative aspects of the contract.

7. WDD/WTW Community Services Manager (E300) and/or designated staff provides technical assistance to the contractor and monitors the contract progress in meeting the Service and Outcome Objectives. Contractors are required to submit monthly or quarterly reports and specific information on each participant served. As program monitors, staff are expected to conduct annual (or as determined by the contract) site monitoring reviews, using the contract tools posted on the O-drive under Division Contracts, and complete program monitoring reports. When it is determined that a contract is not meeting its goals or objectives, the program monitor must do follow-up monitoring and provide appropriate technical support.

8. WDD/WTW Community Services Manager (E300) is responsible to ensure that contractors provide required reports (monthly, quarterly and/or annual) and that program data are entered on the Client Tracking Database v.2 in a timely manner. The WDD/WTW Community Services Manager (E300) is also responsible to ensure that data is provided in a timely manner to the WTW Administrative Management Unit (E200).

V. Responsibilities

Under the direction of the WTW Services Director (E000), the WDD/WTW Community Services Manager (E300) is responsible to oversee all aspects of the WDD/WTW contracted services. The duties include:

- Developing Contract Goals and Objectives in consultation with WDD/WTW Management, HSA Contracts, and WDD/WTW program staff

- Supervising the WDD/WTW Community Services Unit (E303 and E304), which includes:
  - Ensuring the coordination of the preparation and presentation of contract-related materials to management and to the Human Services Commission
Working with Contract staff to ensure that contractors provide required reports (monthly, quarterly and/or annual)
Ensuring that program data are entered on the Client Tracking Database v. 2 and contract Database in a timely manner
Facilitating and following up on meetings with contractors and program staff to ensure the smooth operations of the contract system
Provide supervision to the WDD Contracts Unit to ensure that data (participant enrollment, completion, and placement) are entered into the WDD Contract database in a timely manner
Provide supervision to the WDD Contracts staff to ensure that staff provide technical support to and perform on-site monitoring of contractors, usually once a year, or as needed

- Serving as liaison to the other designated WDD/WTW Contract Monitors and HSA Contracts Unit

The WDD/WTW Community Services Unit works under the direction of the WDD/WTW Community Services Manager (E300):

E303 Special Projects Coordinator:

- Oversees the IR Contracts (Individual Referral). For more information, refer to the IR sections of the WTW Handbook (Section 73-12.1) and PAES Handbook (Section 142-1.3)

- Oversees the RCA Refugee Cash Assistance Program. For more information, refer to the WDD Handbook (Section 74-7) WDD Handbook (Section 80-1 I).

E304 Special Projects Coordinator:

- Oversees the WDD community services and homeless employment contracts

- Oversees the monthly data submissions by contractors regarding PAES and CalWORKs WTW participants
• Oversees the monthly data entry into the Client Tracking Database v.2

**Responsibilities of Contractors providing WTW services to CalWORKs and PAES participants:**

• Submit monthly Attendance Reports for each participant served (due by the 3rd of the Month or as specified in the contract) for the prior calendar month to WDD/WTW Special Projects Coordinator

• Submit all required contract reports and budgets in a timely manner

• Attend coordination meetings as requested/required

• Provide contracted services in a timely and non-discriminatory manner

• Contact the WDD/WTW Community Services Manager (E300) regarding any possible issues of noncompliance with the contract

**V. Forms**

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80-1G: WDD Databases and Reporting

I. Introduction/Overview

Workforce Development Division (WDD) is committed to provide vocational assessment and employment training services to its participants (public assisted or public in general) as they prepare to enter into training programs, welfare-to-work activities, work, and advance toward economic self-sufficiency in accordance with the HSA Mission and Vision.

O-drive: WDD uses the Employment Services Folder on the O-drive for shared documents and files, such as Participant folders, client status reports and assessments, test scores, WDD-specific IT request forms, and the WDD Organizational Chart. Staff should consult with their supervisors about appropriate methods to save and store clients and other information securely on the O-Drive.

HSA WDD Page of the Intranet: WDD has a dedicated series of pages on the Intranet, which can be accessed by selecting DHS, then WDD, and then the specific document needed. WDD materials on the Intranet include: WDD Handbook, WDD forms; PAES Handbook and forms; PIMS; meeting minutes, etc. To update or post items on the WDD page, staff must get approval from their supervisor and contact WDD Administration Clerk Paulina Low (worker # E20X) for posting.

HSA Intranet: HSA maintains an Intranet page for each HSA program, as well as to provide reference materials and links. Tabs include: Mission and Vision and Core Values; Room Scheduler; Forms Central; Links; Workflow; Reference; Communication; and Help. Staff can submit emergency IT requests, get instruction on how to request phone interpreters; how to get a document translated; reserving meeting rooms; etc.

WDD Data Bases: The staff user-friendly databases are capable of maintaining records of participant’s progress, attendance, and can generate periodic reports as requested by the Program Managers and Directors. Databases that WDD is currently maintaining are:

- **GEPS (Group Employment Preparation Session) database** – Keeps track of and schedules PAES participants who, as part of the PAES approval period, are required to attend IGEPS and GEPS (GEPS A, A+, B, B+, C & D) sessions.
• **eMae Swipe Card System** – Keeps records of publicly assisted participants and general public accessing employment-related services through the workforce information centers currently located at 170 Otis St; 3120 Mission St, and 1800 Oakdale Ave. Individuals who wish to gain access to any one of the center’s services must apply for a swipe card.

• **TWC (Tenderloin Workforce Center) eMae database** – Parallel to eMae Swipe Card System, maintains records of publicly assisted participants as well as universal participants accessing the center’s employment-related services.

• **JN (Jobs Now) Databases** – an in-house tracking system specifically designed to interact between the Business Services Unit (BSU) and Contracts Unit, to monitor JobsNOW participants’ job seeking progress. BSU add/view/edit client’s information, case history, activity start/end/completion date, job referrals, case notes, case status, and CalWORKs grant summary. Contracts Unit add/view/edit employer information, JobsNOW application, job listings, job order approvals or denials notices, job bank, placed/terminated client information, track monthly invoiced/subsidized amount, and generate AB98 reports, etc.

• **CalWIN** – A real-time computer program that supports the administration of public assistance programs including CalWORKs, Food Stamps, Medi-Cal, General Assistance, Foster Care, Employment Services case management functions and supportive services. CalWIN facilitates accounting and management reports, interfaces with the State of California, and satisfies the US federal mandate for SAWS (Statewide Automated Welfare System).

• **OASYS** – As of 7/1/2011, all new placement information will be logged into JN database. This database will only be maintained for historical reference.

• **Client Tracking Database** – This is limited access for authorized staff only. This database keep tracks of all contracts HSA is currently funding and has funded in the past, and all participants who are currently served by and/or were served by the contracted providers. Contracts include but are not limited to CJP, VIP, IRs, HEC, MUNI, LGBT, and youth contracts.
• **CCMS (Collaborated Case Management System) Database** – Maintained by JBS International, this database imports its data from CCSF (City College of San Francisco) Banner Information System and HSA/CalWIN Program. It contains participants’ class schedules, activity progress, attendance, grades, educational plans, work study attendance and authorizations of book vouchers. CCMS enables staff from both CCSF and HSA to monitor and maintain participants’ progress and eligibility. CCMS database in CW program is administered by CW supervisor worker #C640, Florence Hays. Staff who wish to have access to the database can contact Ms. Hays via phone at 557-5321.

• **eReview database** – Maintained by HSA Information Technology (IT) department, this database keeps track of department-wide CalFresh quality assurance (QA) reviews for publicly assisted CalFresh (CalWORKs), non-public assistance CalFresh program, and dual application (Medical and CalFresh) benefits. Each program’s QA staff requests cases for review monthly. After QA staff completes monthly reviews, QA staff documents and enters the findings into the database. The database also tracks the turn-around-time it takes for the workers to make corrections.

• **WFC (San Francisco Working Family Credit) database** – a web-based database maintained by HSA IT department and administered by the HSA WFC Program Manager, worker #E210, Tara Cohen. WFC database keeps track of San Francisco county low-income families (below $48,400 for 2010 Tax year) who filed for working family credit (4506T-EZ Form), subject to fund availability and eligibility, will receive $125 with direct deposit or $50 paper check in additional to federal EITC (Earn Income Tax Credit) payment.

**II. Required Reports**

Reports are generated from the above databases which can be exported in PDF format and/or presented in Excel spreadsheet, are:

• **GEPS** – Monthly Attendance, Missed Classes, Fiscal Year Summary, Fiscal Year Next Steps, and Graduated Reports.

• **eMae Swipe Card System** – Monthly Usage Report includes type of services provided to participants, for each EIC (Employment Information Center) locations managed by WDD.
Section 80-1: WDD Administration

- **TWC eMae** – Monthly attendance and usage reports for CAAP job search participants at the Tenderloin Workforce Center.

- **JN** – Utilizing Crystal Reports (data extracting software), JN database generates weekly performance reports that capture the number of participants served by WDD staff as well as identifies employers and the types of employment opportunities offers (public sector/PST, LIFT, CJP, VIP, CTIP, Wage Subsidy, and Unsubsidized Employment).

- **CalWIN** – Posts County Management Reports for the following programs:
  
  i. Record Management: Discontinued Food Stamps New Application, Cancelled Signed Apps with Case Number, Pending Signed Apps with (Case Number), Unsigned Apps, and Bad CWIN report (last 30 days).
  
  ii. Fiscal: WIN004Request, Monthly warrants without pickup code, monthly Foster Care Special Indicator Active 9X.
  
  
  
  v. CW program: Aided Adult with 2 Children Under 6 Years Old, Aided Adult With Child Over 1 Under 2, CW Absent Parent CLAIM, Daily Exception Report by Worker, Food Stamps TFS Over Issuances, IEVS Report by Worker, Listing of Active Refugee Cases, O/P Claim Authorized in Batch, JOBS NOW Special Indicator, WDTIP Approaching 60 Month-time Clock, Federal Stimulus O/I Reports, COLA Exception Report.
  
  vi. WtW (Welfare to Work) Reports: Caseload Detail by Worker, Active WtW Active Activities No Actual Begin Date, Monthly WPR (Work Participation Rate) Reports, Management and Intake Reports.
  
  vii. CFET (formerly Food Stamps): Daily Exemption Report by Worker, IEVS Reports by Worker, COLA Exception Reports, OP Claims Authorized in Batch Alerts, Federal
Stimulus OI Report, Food Stamps Approved, Discontinued for “Out of County”, MRQ003R Food Stamp Issuances.


ix. Foster Care: 9X Comments, Special Indicators Active 9X, AAP Caseload Report, AAP Caseload Report Without Base Rate, Active MC RRR Due Date, Daily Exception Report by Worker, IVES Report by Worker, COLA Exception Report, FCS Children becoming Age 18, and OP Claims Authorized in Batch.


- **WDD Monthly Contracts Progress Report** – monitor number of participants enrolled, completed, placed through JobsNow program, and employer’s participation and their information.

- **CCMS** – Currently there is no report generated from this database.

- **eReview database** – generates monthly, semi-annual, and annual error summary reports that reveal the overall CalFresh error rates, commonly found error types, cause of the errors by programs, by units, and by workers.

- **WFC** – Generates annual reports on number of San Francisco low-income families applying and eligible for, or disqualified for the credit; the total amount each low income family received for that tax year, and the grant total amount paid out by HSA.

- **WDD Performance Measure** – Aggregate data from various databases currently maintained by WDD, crystal report, to generate semi-annual performance measures that report the participation rate of enrollment and completion in a job readiness program, job club, intensive services provided and job placement through One Stop Centers, subsidized and unsubsidized placement rates, and job placement rate at or
above 125% of San Francisco minimum wage for both publicly assisted and universal
participants for that period.

III. References

Training materials and How-To’s for most of the databases are located in the “O drive”,
“Employment Services folder” folder, under each program (TWC, OASYS, PAES/GEPS, Jobs Now)
sub-folders. The exceptions are:

- CCMS (www.ccmscentral.net);
- eReview (intranet, hddp://ereview/);
- WFC (HSA.WFTC); and
- CalWIN program, which require supervisor approval and an I.T request.

The levels of access:

- Read only;
- Read and write privileges;

Access to the databases is determined by WDD management and depends on staff
assignments. Supervisor should refer to WDD HB Section 80-1-N, IT request process on how to
arrange for appropriate staff access.

IV. Policy / Procedures / Responsibilities

Under general direction of the Program Managers and Directors, staffs that are assigned to
and/or authorized to update these databases are expected to up-hold the highest accuracy and
integrity of the databases. Staff must keep client’s information confidential, as well as database
passwords.

Unauthorized changes and updates to the databases which result in reporting discrepancy or
compromise of the accuracy of the reports and/or sharing and releasing information to the
public are all prohibited.
# 80-1H: CalFresh Employment & Training Plan (CFET)

## I. Introduction/Overview

The CalFresh Employment & Training (CFET), formerly known as Food Stamps Employment and Training (FSET), is Federal funding for employment and training for CalFresh (CF) recipients. Each year the State of California passes a minimal guaranteed amount to each county that operates an employment program for CF recipients. If a county provides services beyond the amount of the allocation, 50% of the allowable costs are reimbursed with Federal dollars. In San Francisco, CFET participants are primarily CAAP/GA and CAAP/PAES clients, though some CalWORKs Timed-Out and CalFresh-only recipients are also served.

## II. References

- [http://www.cdss.ca.gov/cdssweb/PG128.htm](http://www.cdss.ca.gov/cdssweb/PG128.htm)

## III. Policy

The Human Services Agency (HSA) is mandated by the California Department of Social Services to develop a yearly CFET plan. The draft plan, once complete, is circulated to senior management for final review and submitted to the state prior to its due date, usually late September.

## IV. Process/Procedures

Each year, once the instructions and allocation have been received from the state, the Administrative Manager completes a full review of the prior year’s approved plan, does a comparison to the new instructions and template and gathers the data related to developing the updated plan for the coming federal fiscal year. This data includes prior year information related to:

- Education/ Vocational Training Contracts
- Mental Health/Substance Abuse Contracts
- Housing First Contracts
• CalFresh Applicants and Recipients
• CFET Component Participants
• Salaries and Benefits and Overhead costs of staff serving CFET Participants
• Transportation and Ancillary costs for CFET Participants

V. Responsibilities

All staff serving CFET participants must Time Study to those program codes in order to ensure that the County is able to receive the maximum reimbursement.

Person Responsible for Work Registrant and ABAWD reporting:

Name: John Murray
Title: Senior Administrative Analyst
Telephone: (415) 557-6425
Email: John.Murray@sfgov.org

Person Responsible for completing the FSET Plan:

Name: Terri Austin
Title: Administrative Manager
Telephone: (415) 557-5364
Email: Terri.Austin@sfgov.org

Person Responsible for Financial Analysis and Claims:

Name: Joseph Huang
Title: Revenue Manager
Telephone: (415) 557-5181
Email: joseph.huang@sfgov.org
80-1I: County Refugee Services Coordination

I. Introduction/Overview

In 1980, the U.S. Congress passed the Refugee Act of 1980 which standardized the resettlement services for all refugees admitted to the U.S., including providing federal assistance for the resettlement of refugees.

In California, the California Department of Social Services (CDSS) Refugee Programs Bureau (RPB) supervises county administration of the Refugee Resettlement Program (RRP) within the parameters of federal and state statutes and regulations, and the State Plan for Refugee/Entrant Assistance and Services.

County Boards of Supervisors determine which agency within the county government structure will be responsible for administering the RRP. Most often the County Welfare Department (CWD), such as HSA in San Francisco County, is the designated agency.

II. References

www.cdss.ca.gov/refugeeprogram
www.acf.hhs.gov/programs/orr
O:\Employment Services\Refugee Services Coordination

III. Policy

A. County Refugee Coordinator

Counties that have received 400 or more refugee arrivals during the most recent five year period are considered “refugee impacted”. In 2011, eleven California counties, including San Francisco, were designated as “refugee impacted”. A representative in each of these counties with knowledge and experience in refugee policies and issues and public assistance programs and services, is appointed to serve as the County Refugee Coordinator with the following responsibilities:

- Planning, coordinating and overseeing the delivery of public social services in the county to assist refugees to become economically self-sufficient.
• Manages Refugee Social Services (RSS), Targeted Assistance (TA), and federal Office of Refugee Resettlement (ORR) grant funds allocated to counties by the RPB
• Works with local governmental and non-governmental organizations to ensure necessary services are available to refugees.
• Regularly participate in local refugee forums and community meetings to address concerns in an ongoing effort to improve the provisions of services for the refugee population
• Participate in RPB quarterly meetings with other CRCs to share information on issues and developments affecting the California RRP. In addition, the CRCs select from among themselves a CRC that represents them on the State Advisory Council on Refugee Assistance and Services.

B. “Refugee” Eligible Populations

Refugees, Cuban and Haitian Entrants, Asylees, Amerasians, Human Trafficking Victims, Afghans and Iraqi Special Immigrants, Trafficking and Crime Victims Assistance Program (TCVAP)

C. Cash Assistance

Refugees are eligible to apply for the same assistance programs as U.S. citizens, including CalWORKs, CalFresh, Medi-Cal, SSI and General Assistance.

Single refugee adults or families without children who are not eligible for other welfare assistance may be eligible to receive Refugee Cash Assistance (RCA) for their first eight months in the U.S. RCA is provided through CalWORKs and eligibility for RCA primarily parallels that of the CalWORKs program. CalWORKs clients are primarily assigned to employment services activities such as: ACE, VIP, and LEN.

D. Employment Services

Refugees who have been in the U.S. for five years or less are eligible to participate in employment services designed to help them become employed within one year or to retain employment after finding a job. Adult refugees with minor children receive CalWORKs cash aid and employment services through CalWORKs Welfare-to-Work.

In San Francisco, single refugee adults or families without minor children who receive RCA, receive employment services paid by Refugee Social Services (RSS) funds which are annual ORR allocation issued by RPB to refugee-impacted counties based on the number of refugees currently receiving cash assistance.

Services for all TCVAP-eligible clients include social, employment training, and medical services. Employment-directed education and training must be appropriate to the situation. Therefore, is a recipient is technically or legally unable to participate, she or he cannot required to do so.
If a recipient is unable to work or participate in a county approved employment-directed program due to lack of work authorization, he or she would not be required to participate in job search activities or be referred to the Employment Development Department. Activities should be identified that will assist the recipient to prepare for future employment, such as English language training, job skills development or job-specific training.

RCA/TCVAP participants are required to participate in a county approved employability activity within 30 days of the application approval date unless exempt.

E. Other Services

When appropriate, the CWD is expected to refer refugees to services provided by other agencies and organizations. Examples: San Francisco Department of Public Health Refugee Health Clinic, Legal services for Citizenship and Naturalization, culturally sensitive Mental Health services, English as a Second Language services, and Translation/Interpretation services.

F. Older Refugee Discretionary Grant Funding (ORDG)

San Francisco is one of nine counties that receive federal Older Refugee Discretionary grant funds through the State to outreach to the state’s older refugee population to link them with mainstream programs for the elderly and provide assistance with the citizenship process. HSA’s Department of Aging and Adult Services (DAAS) administers contracts for these services.

IV. Process/Procedures

CRC is the liaison between the RPB and HSA, coordinating and ensuring requests from RPB are responded to such as Data Requests, RPB audits of County records, and Corrective Action plans.

Upon receipt funding allocation and instructions from RPB, the CRC prepares and submits County Refugee Services Annual Plan and modifications for RSS and ORDG funding. Plans require community input and include amounts projected to be spent for defined service modalities and the number of clients to be served.

CRC coordinates with HSA Fiscal, Budget and Contracts staff in the management of the expenditure of the RSS and ORDG allocations.

CRC provides trimester RSS performance progress reports and semi-annual ORDG performance reports to RPB. ORDG reports are coordinated with DAAS.

CRC represents HSA on SF–CAIRS, the San Francisco Coalition for Asylees, Immigrant and Refugee Services created in 2007 which is a coalition of more than twenty organizations and agencies that provide services to asylee, immigrant and refugee communities in San Francisco. The coalition meets every two months in an ongoing effort to improve the provision of services for the refugee population.
CRC provides technical support to CalWORKs to provide services that comply with RRP regulations. Information is kept current through quarterly RPB CRC meetings. Support can be in advisement of policies and procedures or assist in training staff.

RCA cases are assigned to CalWORKs RCA Employment Specialist (ES) for employment services. See CalWORKs WtW HB Section 74-7 RCA.

After assessment, the ES refers to participant for employment services, generally through one of the following:

- Arriba Juntos Individual Referral for English Language instruction coupled with Employment Readiness training / Supervised Job Search or Vocational Training /Employment Readiness Training/Supervised Job Search
- L.E.N. Business and Language Institute, Individual Referral for English Language instruction with General Office training/Employment Readiness training/Job Placement
- ACE (Assessment for Continuing Employment) is an eight-week WtW activity, which includes one week of employment assessment and up to seven additional weeks of structured workshops in job readiness and job search, with a job placement component for employment-ready clients.

(Also see PAES Handbook Section 142 -1)

CRC approves the Individual Referrals to Arriba Juntos and L.E.N. and monitors the services.

V. Responsibilities

County Refugee Coordinator
170 Otis St, 1st Floor
Phone (415) 557-5638
E-mail: eva.iraheta@sfgov.org

VI. Forms

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80-1J: Violence in the Workplace

I. Introduction/Overview

The purpose of this section is to provide a context for staff to recognize potentially violent behaviors and to take appropriate action. This section reinforces and clarifies the Department’s overall policy of how to address Violence in the Workplace as it relates to serving the public in an employment services setting.

II. References

Section 9-15 of the DHS Personnel Procedures Handbook for a detailed explanation of DHS’ Policy on Violence in the Workplace.

CAAP Eligibility Handbook, Section 90-9 Security.

CalWORKs Eligibility Handbook 50-42 Flagging Violent/Hostile Clients

III. Policy

It is the policy of San Francisco’s Human Services Agency to provide a safe work environment for its employees and participants. Acts, and/or threats of violence against the life, health, well-being, or property of employees or participants and their families in the workplace, or in connection with an employee’s ability to conduct business with the public or other employees of the City and County will not be tolerated.

The DHS Personnel Procedures Handbook describes three levels of workplace violence. It is important that all staff recognize the behaviors associated with each level and take action appropriate to the level of violence witnessed. As noted in the handbook, appropriate action taken at an early (lower) level can many times prevent the actions or behaviors from escalating to a more serious level of violence.

IV. Process/Procedures and Staff Responsibilities

Because of the high level of need and possible distress experienced by social service clients, inappropriate behaviors may be exhibited by clients at WDD sites. WDD staff should familiarize themselves with the types of threatening behavior, and with the procedures to address these issues and to ensure the safety of both staff and clients.
In order to ensure both client and staff safety, WDD sites have some or all of the following:

**Employee photo ID Badges:** Staff is expected to wear and have in their possession their ID badges at all times.

**Visitor Passes:** are issued by front desks to contractors, student interns and CBO staff to identify them as visitors.

**Security guards:** employed to detect, deter, and report threats to employees, clients, visitors, property, and assets. It is important to note that HSA security guards are not police officers and may use physical force only when there is a clear and immediate threat of bodily harm to persons on the premises. Whenever there is a situation that exceeds the security guard’s scope of authority or an incident that involves the use of force, the police must be notified. The security guards are expected to monitor “red dot” clients when they are in HSA buildings.

**Incidents of a disruptive or violent behavior:**

- If the worker feels he or she cannot contain the situation, the worker should call for his/her supervisor and/or the security guard for assistance.

- The worker or supervisor should report all incidents to the Section Manager as soon as possible.

- The Section Manager should assess the level of disruptive behavior to determine appropriate next steps.

- Clients who display disruptive or violent behavior may be ejected from the building for an “over-night” cooling off period, during which the individual involved will not be allowed to enter the building.

- Such an incident, depending upon the seriousness of the incident, may lead to the flagging of the client as either “yellow dot” or “red dot.”
Yellow Dot status:

Low-level, Indirect non-verbal behavior which by intent or impact is intimidating may result in the Section Manager determining that the client should be identified as “yellow dot” status:

A “Yellow Dot: is – issued as a warning to staff to be aware that the client has displayed and may display inappropriate behavior in the future

These are the most common form of behaviors that cause staff to feel threatened or uncomfortable in working with individual clients. It is client behavior intended to intimidate either a DHS staff person or another client.

Some examples of low-level behavior are:

a. Actively refuses to cooperate with staff in completing assigned activity
b. Consistently argues with staff or fellow clients
c. Acts belligerently towards staff or fellow clients
d. Swears at staff or fellow clients
e. Makes an unwanted sexual comment toward staff or fellow clients
f. Uses DHS’ or Center’s equipment or facilities in an inappropriate manner; such as using a computer to access pornographic sites; and/or violating other Center rules of conduct.

Actions/Procedures

- Staff shall notify supervisor immediately and make appropriate notation in the case record and the ES Client Summary or other appropriate client documents.

- Based upon the circumstances or disruptive extent of the behavior, staff may also need to notify security and request that participant be removed temporarily from the premises.

- Staff may prepare a DHS Report of Threat or Incident of Violence in the Workplace (Form 144).
• The Unit Supervisor will review the Form 144 and investigate and assess the incident; completing the form with the written results of their investigation of the incident, and inform the Section Manager of the incident.

• Unit Supervisor and Employment Service staff shall refer client back to their CalWORKS or PAES Employment Specialist using the ES Summary Form describing the incident, with recommended next steps.

• If the Services Section Manager or Program Manager concurs that if there is a need to monitor and limit future contact with client, s/he will instruct staff to mark case folder with a yellow dot and make a note on any client referrals or reports so workers will be alerted to the fact that client has behaved inappropriately in the past.

• The Employment Services Supervisor shall also attach a notation on the Form 4700 Participant Activity Summary as a further alert to staff that the case has received a yellow dot.

• Clients receiving a yellow dot may be considered to be not ready for employment and training activities and may be referred back to their CalWORKS or PAES Employment Specialist with specific recommendations concerning next steps. These next steps could include counseling, anger management classes, etc.

• The “yellow dot” serves as a “heads-up” to staff to be aware that the client may display inappropriate behavior in the future.

• Non-aided Job Seekers accessing services at one of DHS’ Workforce Centers shall be notified verbally of the inappropriateness of their behavior by a supervisor or Center Manager, if available; and, based upon the circumstances or disruptive extent of their behavior, will be required (with assistance from Security, if necessary) to leave the facility premises for a 24-hour “cooling off” period.
Red Dot Status:

Higher level behavior should result in the Section Manager determining that the client should be given a “red dot” status. Clients’ “red dot” on client’s file and in all client reports and referrals is to advise staff that client must be accompanied by a security guard at all times during his/her presence at any WDD site, for the one year duration of the red dot status, dating from the date of the incident.

These types of client behavior are more confrontational and aggressive than the yellow dot-type behaviors cited above. In some instances, it is a matter of degree of the type of behavior; in other cases it is the behavior itself is considered more serious.

Direct expression of intent to do harm

This type of client behavior is more confrontational and aggressive than yellow dot behaviors cited above. In some instances, it is a matter of degree of the type of behavior; in other cases it is the behavior itself is considered more serious.

Some examples of this behavior are:

a. Argues increasingly with DHS staff or fellow participants
b. Sabotages equipment or steals the Department’s, employees’ or other participants’ property
c. Verbalizes wishes to hurt DHS staff or other participants
d. Sends violent notes to others
e. Sends sexual notes or makes sexual advances to DHS staff, other participants, or partner staff
f. Makes verbal or physical threats
g. Acts out anger (slamming doors, punching walls, throws materials)
h. Makes suicidal or homicidal threats or gestures
i. Brandishes or threatens use of weapons
j. After receiving a verbal or written warning of lower level violation, continues to exhibit inappropriate behavior upon subsequent visits to the DHS facility

Frequent displays of intense anger or attempts to control or retaliate against others

This represents the highest level of violence and staff must act swiftly to contact security and possibly the police out of the concern for their own safety, other DHS staff’s safety and the safety and security of other participants.
Some examples of this behavior are:

a. Physically strikes staff or another participant  
b. Destroys DHS property  
c. Makes recurrent homicidal or suicidal threats or gestures  
d. Stalks DHS staff or other participants  
e. Abducts or restraints others

**Actions/Procedures**

- The worker shall immediately report the incident to security and to their immediate or site supervisor, who shall notify the Section Manager.

- Based on the nature of the incident the worker or security staff may need to immediately notify the police.

- Staff should always prepare a DHS Report of Threat or Incident of Violence in the Workplace (Form 144).

- After assessing the situation, the Supervisor shall immediately report the incident to the Section Manager, Program Manager and/or the Investigations Manager and the Deputy Director.

- If it is determined that there is a need for further action, the supervisor and/or Section/Program Manager shall report incident to Deputy Director and to the CalWORKS or CAAP Program Manager if appropriate.

- If necessary, the Investigations Manager will assist by obtaining a copy of the police report so that it can be placed in the case record to document the incident or for other appropriate use.
• Upon review, if the Employment Services Section Manager or Program Manager concurs that if there is a need to monitor and limit future contact with client, he will instruct staff to make case folder with a red dot and to make a note on any client referrals or reports so workers will be alerted to the fact that client has been deemed to be a threat.

• Employment Services Supervisor shall also attach a notation on the ES Summary Form as a further alert to staff that the case has received a red dot.

• Clients who have received a red dot shall be considered to be not ready for employment and training activities and should be referred back to their CalWORKS or PAES Employment Specialist with specific recommendations concerning next steps. These next steps could include counseling, anger management classes, etc.

• Clients who have a red dot on their case record should not be referred back for Employment Services and will not be allowed access to Employment Services Program sites without being accompanied by a security guard until recommended next steps have been completed; and without prior consultation and authorization of the Employment Services Program Manager/Section Manager.

• The Employment Services Section Manager will be responsible for notifying the client in writing regarding the agency’s policy concerning employment and training services, and that the. A copy of this letter will be forwarded to the appropriate PAES or CalWORKs Section Manager placed in the case file.

• Based upon the nature of the incident, Program management of the PAES or CalWORKs Programs should require that participant have supervision by security on subsequent visits to CalWORKS or PAES office for the duration of the red dot period.
• PAES or CalWORKS Program Management will be responsible for notifying the client in writing regarding physical access to their sites, and that the client must be accompanied at all times in WDD sites by a security guard for the one-year duration of the red dot period.

• PAES or CalWORKs Section Manager should notify the other HAS programs which with this client is engaged to ensure the safety of staff in other divisions, by cc:ing the client letter to other Section and Program Managers, as appropriate.

• When the incident involves non-aided individuals accessing services at one of DHS’ Success or career Centers staff immediately report the incident to security and to their immediate or site supervisor.

• Based upon the nature of the incident, security may need to immediately notify the police.

V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form 144</td>
<td>HSA Report of Threat or Incident of Violence in the Workplace</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Form 4800</td>
<td>WDD Participant Activity Summary Form</td>
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</tbody>
</table>
80-1K: Injury on the Job: Job Prevention and Response

I. Introduction/Overview/Policy

It is the policy of San Francisco’s Human Services Agency to provide a safe work environment for its employees. HSA implemented several measures to address both the prevention of on-the-job-injuries as well as to respond to instances of injury. The prevention measures include: IIPP safety training; staff ergonomic training; individual ergonomic assessments; and email updates on facility issues. The response measures include: HSA Hotline for staff to call in concerns about facility issues; Workers’ Compensation Program; Temporary Transition to Work Program (TTWP); and systematic responses to ensure quick action to address onsite safety issues as well as to respond promptly and appropriately to instances of employee injury on the job.

II. References

HSA Personnel Procedures Handbook Section 9-15 HSA Policy on Violence in the Workplace
HSA Personnel Procedures Handbook Section 9-17 Temporary Transition to Work Program
HSA Personnel Procedures Handbook Section 9-19 Ergonomics Policy and Program
HSA Intranet – Reference Tab: Ergonomics/Health and Safety, IIPP info
HSA Intranet, Human Resources page, Workers’ Compensation section

IV. Process/Procedures/Responsibilities

HSA Prevention Programs:

Injury and Illness Prevention Program (IIPP)

- In accordance with the HSA Injury and Illness Prevention Program (IIPP) Supervisors are responsible for conducting quarterly health and safety training for all staff.
- Management should conduct the IIPP training with their Supervisors and then have the Supervisors conduct the training with their employees.
- Training should be provided in a timely manner, according to the direction of management
- Original staff sign-up sheets which verify that staff have received the training should be submitted to the WDD Administrative Manager, E200
Ergonomics training

Ergonomics is the science of designing and adjusting the work environment to fit employees to the job tasks, tools and equipment that meet the employee’s physical abilities and limitations. When the demands of a job exceed these capabilities, there is a potential for the employee’s discomfort and injury. Identifying and controlling conditions in the workplace that contribute to the potential for injury, as well as applying ergonomic principles to the organization of tasks and work processes, will reduce injuries and promote a healthier workplace.

- This program has been established to provide guidelines and control measures designed to minimize the potential for employee injuries, such as RMIs, that may be caused or aggravated by exposure to work-related ergonomic risk factors.
- Staff Development presents Ergonomic Trainings which staff and Supervisors are encouraged to attend.
- Ergonomics evaluation and equipment: Staff should contact their Supervisors, who should contact the Mark Matyjas P106 at 557-5760 for an ergonomic evaluation and/or to request specific ergonomic equipment.

HSA Response Programs:

HSA Health & Safety Hotline: 557-6400

- Staff should call the Health & Safety Hotline to report any health or safety issues that need immediate attention in their facilities or work environment.
- The line is open Monday through Friday, from 8am to 5pm.
- Issues to be reported include: power outages, plumbing problems, work environment; physical hazards, pest control needs; and janitorial maintenance.

TTWP Program:

- The purpose of this policy is to standardize and expand current HSA practices for providing injured or ill employees an opportunity to return to work at the earliest, medically approved opportunity.
- The focus of the policy is temporary transition to work.
- Employees with permanent conditions (or temporary conditions which become permanent) may be helped through vocational rehabilitation, reassignment, disability retirement or reasonable accommodation as specified by the Americans with Disabilities Act (ADA).
- The emphases of this policy are work-related injuries and illnesses.
• On a case-by-case basis, the procedures described in this policy may also be applied to non-work related conditions.

Workers’ Compensation Program:

• Workers’ Compensation is a state-mandated benefit for workers injured on the job.
• In the case of injuries that do not require immediate emergency treatment, the employee will report the injury to his/her Unit Supervisor prior to seeking medical treatment at a CCSF Medical Provider Network (MPN) clinic.
• In the case of injuries that do require immediate emergency medical treatment, the employee must inform the Unit Supervisor as soon as possible. Unless they are medically unable to do so, employees must inform their Unit Supervisor on the same day/shift of the injury.
• In the case of occupational illnesses, it may be difficult to associate a specific event or exposure. The employee will report the illness to the Supervisor as soon as there is a suspicion or diagnosis of an occupational illness.

For detailed information on the program, to access the current packet of forms for submission, and the list of medical providers, please refer to the HSA Intranet, Human Resources page, Workers’ Compensation section

V. Forms

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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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<tbody>
<tr>
<td>(SIIR)</td>
<td>Supervisors Incident Investigation Form</td>
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<tr>
<td>Form 5020</td>
<td>Employer’s Report of Occupational Injury or Illness Form</td>
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<tr>
<td>Form DWC-1</td>
<td>Employee’s Claim for Worker’s Compensation Benefits Form</td>
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<tr>
<td>Form 8049</td>
<td>Automotive Accident Report Form if the incident involved a city vehicle.</td>
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<td></td>
<td>CCSF Physician Predestination Process and Forms</td>
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80-1L: Non-Discrimination Policy and Serving Participants with Special Needs: Limited English Proficiency (LEP) and Disabilities (ADA)

I. Introduction/Overview

Please refer to the link below for more information on non-discrimination and civil rights policy at the Human Resources web site.


Serving Participants with Special Needs: It is the policy of San Francisco Human Services Agency that programs and staff will make every reasonable effort to provide appropriate services to people with limited English proficiency (LEPS) and people with disabilities under the Americans with Disabilities Act of 1990.

II. References

HSA Intranet, under Reference Tab: (for complete step-by-step processes)

- Language Line Phone Interpreting
- Procedure and Form for Interpretation Request
- HSA Processes – Translation of Documents

CalWORKs Eligibility Handbook: Section 50-41 ADA Procedures

CAAP Handbook: Section 90-10: Servicing Clients with Disabilities (ADA)

HSA Personnel Procedures Handbook, Section 9-1.12 Americans with Disabilities Act

HSA Personnel Procedures Handbook, Section 9-2.16 Equal Employment Opportunity
III. Policy on providing services to people with Limited English Proficiency (LEP)

WDD is committed to making programs accessible to participants with limited English proficiency.

Oral interpretation (as opposed to written translation) services can be provided in several ways.

Staff can:

- Find staff on-site who speak the participant’s language to provide the service.

- Consult the list of bilingual staff who might be able to provide assistance.

- Utilize the HSA contract for over-the-phone interpretation services, as described on the HSA Intranet, Reference Tab, Language Line Phone Interpreting section: There should be a dual head set for the phone at 3120 (and at all HSA reception desks) so that staff and client can both be on the phone with the Language Line Phone Interpreting service. Staff can call the language Line, following the directions outlined on the Intranet. This is a service to use for walk-ins, short interactions, or to schedule a future meeting with a client who speaks little or no English. The Reception Desk should have a copy of the “I Speak” card to help identify what language the client speaks. If the worker cannot identify the language, operators at the Language Line should be able to listen to the client and identify the language.

Language Line Over-the-Phone Interpretation Service (1-866-874-3972; Client ID # 501641) program access codes for Workforce Development/PAES is H12.

- Utilize the HSA contract to arrange for live interpreters onsite, as described on the HSA Intranet, Resource Tab, Procedure and Form for Interpretation Request section. Once a meeting/session has been scheduled with the client, staff can submit an Interpretation Request (for an interpreter to come to the site) to the HSA Personnel staff, with as much advanced notice as possible, to arrange for a contracted interpreter to come to the site.
Written translations of program forms and documents should be available on the program Intranet site or on the forms shelves. For documents that have not been translated, staff can arrange through the supervisor and/or Section Manager with the WDD Handbook Writer, E203 (Kyle Bourne), for the translation of forms or letters. There is also a section under References on the Intranet that explains the process for the translation of written forms, although the request for the translation of WDD forms should go through the WDD chain of command.

IV. Policy on providing services to people with disabilities

The San Francisco Department of Human Services is committed to evaluating each participant on the basis of personal skill and merit. The Department will make every effort to ensure that both the letter and the spirit of the laws prohibiting employment discrimination are fully implemented in all our working relationships.

The Federal Americans with Disabilities Act of 1990 requires all public employers to address issues of discrimination against individuals with disabilities in all areas of employment and access to services.

This means that qualified participants with disabilities must be provided with equal access to employment opportunities and services without regard to their mental, physical or medical condition, so long as the accommodation needed to provide access to employment opportunities and services does not result in an undue hardship on business operations.

Discrimination against qualified people with disabilities with regard to any employment practices or terms, conditions, and privileges of employment is prohibited.

WDD is committed to providing employment services and opportunities to all clients in a non-discriminatory manner. WDD and PAES staff should be sensitive to any possible disabilities (mental or physical) of their clients, and provide, in consultation with their Supervisors, accommodations which would allow clients with disabilities to conduct job search, become job ready, be placed in appropriate jobs or training programs, in order to reach the goal of self-sufficiency.

Definitions

1. An individual with a disability is an individual who:

   a. has a physical or mental impairment that substantially limits one or more major life function, such as breathing, walking, seeing, working;
   b. has a record of such impairment;
   c. and regarded as having such an impairment.
2. A **qualified individual with a disability** is an individual with a disability who meets the skills, experience, education, and other job-related requirements of a position held or desired, and who, with or without a reasonable accommodation, can perform the essential functions of a specific position.

3. **Essential job functions are the fundamental job duties of the position.** Factors to consider in determining essential job functions include, but are not limited to whether:

   a. employees in the position are actually required to perform the job functions;
   b. removing the job function would fundamentally change the job;
   c. the position exists to perform the job function;
   d. a limited number of other employees are available to perform the job function, or among whom the job function can be distributed;
   e. a job function is highly specialized, and the person in the position is hired for special expertise or ability to perform it.

**Conditions not covered under ADA:**

- Lack of proficiency in English, or illiteracy, is not considered a disability under the ADA, unless the individual suffers from a physical or mental impairment.
- An individual illegally using drugs is not covered under the ADA.

**Reasonable accommodation** is any effective modification or adjustment to a job, an employment practice, or the work environment that enables a qualified individual with a disability to enjoy an equal employment opportunity.

**V. Process/Procedures and Staff Responsibilities**

WDD staff is expected to provide easily determined reasonable accommodations and/or modifications to ensure that participants with disabilities are able to access WDD’s programs and services.

- Reasonable accommodations that may be easily determined and provided by the worker include, but are not limited to, the following:
  - Offering to read forms to the client, and if available, provide forms with large print
  - Writing notes back and forth, until an ASL interpreter can be secured
  - Assisting the client in completing forms
  - Providing referrals to appropriate community resources
Some accommodations may be more complex and require the approval of a supervisor or the involvement of the HSA Personnel Office, such as:

- Requesting an American Sign Language (ASL) interpreter by contacting the HSA Human Resources Division for sign language interpretation
- Use of the 7-1-1 Telephone Relay system to communicate with clients who have hearing impairments
- Any specific accommodation requested by the client to meet an identified disability-related need, and to which the worker does not have ready access.

WDD staff should consult with their Supervisor and/or with the participant’s Employment Specialist about appropriate accommodations and/or referrals for participants with special needs.

Services available to participants include (but are not limited to):

- Barrier removal/Counseling services for CalWORKs participants provided by Westside and Homeless Pre-Natal Program (consult with CalWORKs ES)
- Barrier removal/Counseling services for PAES clients provided by PAES Counseling Services (consult with PAES ES)
- Referral to WDD Vocational Assessors for Learning Needs Screening
- Referral Department of Rehabilitation for employment services and/or Learning Needs Assessments for people with disabilities, (consult with PAES or CalWORKs ES)

A. ADA Process for WDD Staff (COR, ACE, PAES/GEPS Trainers)

When a participant is first assigned to a WDD activity, WDD staff shall:

1. Determine if the participant has a previously identified need for accommodation based on the information provided by the ES on the activity referral form.
2. Provide the needed accommodation and/or
3. Consult with the Unit Supervisor to determine how best to provide the needed accommodation

If the participant’s need for an accommodation has not been previously identified in the Intake or Appraisal processes, and the participant states that he/she may need an accommodation, and/or if the WDD staff determines that an accommodation might be necessary, the WDD staff shall:

1. Refer the participant to the WDD Social Worker at 3120 Mission or at 1800 Oakdale.
B. ADA Process for WDD Social Workers

1. Give the participant a copy of the OCR 1, "The Americans with Disabilities Act: Your Rights to DHS Programs and Services" brochure.
2. Engage the participant in discussion and, if appropriate, assist the participant in filling out the OCR 2, “HSA Invitation to Disclose” and develop and accommodation plan to identify accommodations that can be provided by HSA.
3. Advise the referring WDD staff of the outcome of the discussion with the participant, and of any accommodation that may be needed.
4. Consult with the WDD staff to ensure that the accommodation is provided.

5. For CalWORKs participants:
   a. Enter in Case Comments in CalWIN that the OCR 2 (and accommodation plan if separate) has been developed.
   b. Enter a note in the Jobs Now database that the OCR 2 (and accommodation plan if separate) has been developed.
   c. Forward the completed OCR 2 and accommodation plan (if separate) to the WTW Onsite Supervisor (8C60 at 3120 Mission; 7C60 at 1800 Oakdale)

6. For PAES participants:
   a. Enter in Case Comments in CalWIN that the OCR 2 (and accommodation plan if separate) has been developed.
   b. Enter a note in the Jobs Now database that the OCR 2 (and accommodation plan if separate) has been developed.
   c. Forward the completed OCR 2 and accommodation plan (if separate) to the PAES ES Unit Supervisor (8E70).

C. Responsibilities of the PAES Unit Supervisor (8E70) for PAES participants upon receiving the OCR 2 from the WDD Social Worker:

1. Arrange for the completed OCR 2 (and accommodation plan if separate) to be scanned.
2. Email the scanned document(s) to the PAES ES who will enter the need for an accommodation in Case Comments in CalWIN.
3. Email the scanned document(s) to the CAAP EW.

D. Responsibilities of the WTW Onsite Supervisor (8C60 or 7C60) for CalWORKs participants upon receiving the OCR 2 from the WDD Social Worker:

1. Arrange for the completed OCR 2 (and accommodation plan if separate) to be scanned and iFiled under index code 1302 (green label Case Documents – General)
2. Initiate a task request to CWClericalTMT@sfgov.org to change the fourth digit of the banked caseload number from “N” to “A” to indicate the ongoing need for an accommodation.

E. Complaints

Every effort should be made by the ES and the Supervisor to address and resolve complaints directly with the participant.

Participants who feel that they have been discriminated against by WDD should be directed to:

- Talk to their worker
- Talk to the worker’s supervisor
- Submit Form 8019, Complaint of Discrimination, which is located on the forms shelves at each HSA location.

To assist WDD staff in working effectively and sensitively with people with disabilities, the following Tips are provided:

A. General

1. Ask the participant about his or her functional limitations and ask how to provide appropriate accommodations.

2. You only need to know what the functional limitation is and how to provide an accommodation.

3. Avoid referring to participants by their disability. For example, a participant is not "an epileptic", but rather "a person who has epilepsy".

4. Conduct the interview as you would with anyone. Be considerate without being patronizing.

5. Feel free to ask the ADA Social Worker for help at any time.

B. Hearing Impairment

1. At the initial meeting, find out how the participant can best communicate with you. Start by exchanging notes. Other methods include using a sign language interpreter, moving to a quieter space, and lip-reading.

2. Speak in a normal tone of voice. Look and speak directly to the participant you are addressing, not at another person who may be assisting.
3. Only raise your voice when requested. It may be helpful to communicate with brief, concise notes.

C. Visual Impairment

1. When greeting a participant with a vision impairment, always identify yourself and introduce anyone else who may be present.

2. When offering seating, ask if you can help. If the participant gives you permission, place his or her hand on the back or arm of the chair.

3. Ask what the participant can and cannot see. Ask whether any assistance is desired in moving to the interview area.

4. Ask the participant what is his or her preferred method of receiving information. If the answer is Braille, explain that DHS will try to provide it. In the meantime, offer the participant some options, such as help in reading or filling out forms.

5. Let the participant know if you move or need to end the conversation.

D. Partially blind

1. Provide forms or written information in large print.

2. Ask the participant if he or she needs any help in filling out forms.

E. Mobility Aids

1. Enable participants who use crutches, canes, or walkers to keep them within reach.

2. When speaking to a participant in a wheelchair for more than a few minutes, sit in a chair. Place yourself at the participant's eye level to facilitate conversation.

F. Speech Impairment

1. Give your whole attention when talking to a participant who has speech impairment.

2. Listen carefully. Do not pretend to understand if you do not. Try rephrasing what you think you heard to find out if you were correct, or ask the participant to repeat what you do not understand.

3. Ask the participant short questions that require brief answers or a nod of the head.
4. Show patience - do not finish the participant's sentences before he or she has a chance to complete them.

5. Do not raise your voice unless asked to do so by the participant. Many people with speech impairments can hear adequately.

V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>8019</td>
<td>Client Complaint of Discrimination</td>
<td>Available to participants to submit complaints of discrimination.</td>
<td>Spanish, Russian, Chinese, Vietnamese</td>
</tr>
<tr>
<td>OCR 1</td>
<td>&quot;The Americans with Disabilities Act: Your Rights to DHS Programs and Services</td>
<td>This brochure which informs participants of their rights under the ADA to access HSA programs and services.</td>
<td>Spanish, Russian, Chinese, Vietnamese</td>
</tr>
<tr>
<td>OCR 2</td>
<td>“HSA Invitation to Disclose”</td>
<td>This form invites participants to inform HSA of any disability that may interfere with his or her application for CalWORKs benefits or PAES benefits and gives the participant the opportunity to identify what accommodations would help in meeting eligibility requirements. This form also documents that the worker and the participant have discussed his or her rights under the ADA.</td>
<td>Spanish, Russian, Chinese, Vietnamese</td>
</tr>
</tbody>
</table>
80-1M:

I. Introduction/Overview

II. References

III. Policy

IV. Process/Procedures

V. Responsibilities

V. Forms
80-1N: WDD Specific IT Requests

I. Introduction/Overview

An IT Request is a formal request to the HSA IT division for new software, hardware, enhancements to existing systems and requests to repair or move equipment maintained by IT. IT Requests are submitted electronically to IT. In order to track IT Requests made by the WDD program staff and allow for follow up, only certain staff in the Administrative Section submit the requests. IT requests must be approved by the Supervisor, Section Manager and Program Manager before being submitted to IT.

II. References

See WDD Handbook Section 80-1 B  WDD Personnel Management and Training for information on staff moves using the WDD IT/Personnel Action Workflow Request Form. This form can be accessed either on the HSA Intranet, under WDD Forms, or on the 0-Drive, Employment Services/forms & Templates; Request Forms/IT.

III. Policy

Initial requests for assistance with IT problems:

At the first sign of trouble, staff should submit a Help Ticket directly to IT, by following the instructions on the Intranet Home Page under the Help Request Tab. This system is the preferred way of reporting immediate problems so that IT is able to see trends. Staff should retain the ticket number for follow up if the problem is not resolved timely. If the technician who responds to the ticket instructs the end user (you) to submit an IT Request, follow the process below to use the WDD IT/Personnel Action Workflow Request Form (103), (not the IT Request under the Help Request Tab).

Staff can also call the IT Help Desk at 557-5888, to report an immediate problem or issue.
Initial Requests for new software, etc.

For all requests for new software, hardware, major initiatives (changing the assessment system, etc) or as instructed by a technician should be made on the WDD IT/Personnel Action Workflow Request Form (103). Forms must be signed by Supervisor and Section Manager. Section Manager must submit the form to Sylvia Tiongson, E400 at 170-2.

IV. Process/Procedures

Complete the WDD IT/Personnel Action Workflow Request Form 103, obtain the appropriate signatures and forward to E400. This form can be accessed either on the HSA Intranet, under WDD Forms, or on the 0-Drive, Employment Services/forms & Templates; Request Forms/IT.

V. Responsibilities

- Staff making and IT Request must submit the IT Request form to their Supervisor
- Supervisor, if approving will forward the Section manager
- Section Manager will forward to E400 for Program Manager approval and submission
- On approval, E400 staff will submit the electronic IT Request, email the requestor the IT Request number and record the request in the tracking database for future reference.
- If necessary, when the IT Requests is pending for longer than expected, the Admin Manager may contact IT on behalf of the requestor for follow up.

V. Forms

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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Form 103</td>
<td>WDD IT/Personal Action Workflow Form</td>
<td>Multiple uses:</td>
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<tr>
<td></td>
<td></td>
<td>• Internal WDD form to request a new PC, establish network ID, Lotus Notes account or special access to software</td>
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<td></td>
<td>• Establish staff worker number and alert Personnel of new staff in WDD</td>
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</table>
80-10:

I. Introduction/Overview

II. References

III. Policy

IV. Process/Procedures

V. Responsibilities

V. Forms
80-1P: Staff Time Study

I. Introduction/Overview

Effective with the November 2011 Time Study period, all staff who are required to submit a Time Study will record their hours using Time Study Buddy instead of the previous method of using Excel spreadsheets. Time Study Buddy is a web-based application created specifically to automate the Time Study process. Excel spreadsheets will not be accepted in lieu of using Time Study Buddy.

II. References

For WDD Templates and Information and on Time Studies, see HSA Intranet, Fiscal and Planning, Time Study Information go to the WDD webpage link on the HSA intranet.

III. Policy

Each Time Study period, all staff, as determined by their position, are required to complete a Time Study document, which itemizes the hours worked and allocated to the codes that correspond to the client populations or tasks completed. The hours recorded to the codes must match as accurately as possible the populations served. Additionally, the hours recorded on the Time Study document must exactly match the time recorded on the time sheets submitted to payroll each week.

IV. Process/Procedures

Most staff Time Study (TS) on a quarterly basis during the mid-month of the quarter, showing allocable hours worked on specific program elements, along with non-allocable hours during the regular workweek. Staff Trainers (opposed to Employment Specialist who train clients) TS monthly. Supervisors are required to TS on a monthly basis or on a quarterly basis during the mid-month of the quarter, based on who they supervise, but only record their working (allocable) and non-working (non-allocable) hours during their regular workweek.
Staff Trainers (as opposed to Employment Specialists who train clients) must TS monthly. They do not need to TS down to the specific program code level. Their hours are allocated to specific programs based on the time studies of the caseworkers they supervise.

All staff who directly serves clients, and their supervisors, must complete TSs.

Most support staff, such as analysts and clerical support do not complete TSs, with the following exceptions:

- Staff Trainers must complete monthly TSs.
- QA staff must complete quarterly TSs.
- Clerical staff that directly serve clients and are funded by a special grant. The supervisor is responsible for identifying those specific staff and ensuring they complete the TS.

Time Study forms have been revised and consolidated, the forms can be found on the Intranet at HSA, Finance and Planning, Timestudy Instructions.

The time marked on the Time Study must match exactly what is recorded on the Time Sheet. A copy of the Amendment/Adjustment Card must be included if the Time Study and Time Sheet do not match.

V. Responsibilities

Although reminders are sent by both WDD program management and by the Fiscal staff, staff and Supervisors are responsible for submitting completed TSs to HSA’s Fiscal unit regardless of whether they received a reminder.

- Line Staff must record the hours worked with each population matching to the appropriate codes on the TS document. This may be difficult when simultaneously serving multiple populations, such as a mixed Job Club. Below is an example:

A Job Club Facilitator has an all-day Job Club that has 8 CW Participants, 4 PAES Participants and 4 non-Aided Participants. This 8 hour workday would be recorded as such:

- Code 4641 FSET 4 hrs
- Code 6221 WtW Post Assessment-Other 2 hrs
- Code C249 Workforce Dev-County-Only 2 hrs
• Supervisors must review the TS documents and ensure that the TS matches the corresponding time sheet exactly,

• Supervisors must submit the completed TS documents directly to HSA Fiscal Timestudy staff, along with any Amendment/Adjustment Cards as appropriate.

It is very important that time studies are completed accurately and on time. The State flags Welfare Claims that are late.

Both the worker and the supervisor need to check the math and sign the time studies. If a staff member is not present to sign the time study, a supervisor may sign on his or her behalf, with a note.

If there are errors in the computation of hours, total hours submitted or missing signature, the Fiscal staff will be returning the Time Study to the supervisor for correction and re-submission. However, it must be corrected and re-sent as soon as possible to avoid holding up the entire process.

Contact information:

• Questions about using Time Study Buddy can be directed to Anna Boyd worker F322 at 557-5625

• Questions about the overall Time Study process and code usage can be directed to F300, Rojana Turner, Revenue Manager, at 557-6016.

• Questions about Time Study Buddy Training can be directed to HSA Staff Development Manager Kathleen Kennett via Lotus Notes or by calling 558-4721.

V. Forms

Time Study form templates are developed by Fiscal staff, in consultation with individual programs. The templates change based on the appropriate codes for the staff person, number of days in the month and where the weekend days fall.
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<th>Purpose</th>
<th>Language</th>
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<tr>
<td></td>
<td>Time Study Buddy</td>
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</table>

80-1Q: CalWORKs Orientation

I. Introduction

To comply with CW State program informing requirement, universal engagement and Welfare-to-work (WtW) participation rules and regulations, the San Francisco Human Services Workforce Development Division (WDD) conducts on-going multiple weekly CW Orientation sessions in English, and multiple monthly sessions in Chinese, Vietnamese, Russian and Spanish languages at 170 Otis St, 3120 Mission St, and 1800 Oakdale Ave.

II. Overview

CW applicants are required to attend a scheduled orientation session. The orientation session consists of a verbal and visual aided PowerPoint presentation which describes:

1. The general CalWORKs program requirements;
2. The adult 48-month time on aid limit; (24-Month Time Clock for completing activities within the 48-month time limit on aid)
3. Mandatory participation in core and non-core WtW activity;
4. The weekly average of 20 and 35 hours of participation;
5. Supportive services
6. Exemptions; and
7. The consequences for failure to comply with the program requirements;

The orientation session also include presenters from HSA Social Work Services unit, and local non-profit organizations that provide Domestic Violence Services, Mental Health Services, Childcare Services, Client Advocate Services to the participants, and finally post-aid services.

III. References

- Eligibility and Assistance Standard (EAS) Manual 42-711;
- HSA/CalWORKs/WtW/Handbook section 70-6, and 72-1;
- WtW-PIM 06-04;
- The CW PowerPoint Slides maintain by worker #E400, Sylvia Thompson, and is located in the “O” drive, Employment Services folder, CalWORKs orientation folder.
IV. Policy / Procedures

CW applicants are scheduled to one of the orientation sessions by the intake Eligibility Worker as part of initial application process. Applicants who miss the initially scheduled orientation session can drop-in at a later session. The monthly orientation calendar is posted at the reception desk at all three locations.

V. Responsibilities

The CW orientation function is primarily supervised by worker E400, Sylvia Tiongson, staffed by worker E406, Veronica Davila, and bilingual WtW and WDD staff are assigned to cover the non-English sessions.

1. Employment Specialist (ES) trainer, worker # E406, Veronica Davila is currently responsible for producing, and notifying all program managers and their workers of the monthly CW orientation calendar via email, as well as adding additional sessions in CalWIN as needed.

2. Each site ES trainers are responsible for:

   a. Printing the sign-in sheet prior to each orientation session.
   b. Stocking and distributing Muni tokens, and updating token inventory file in the “O” drive, Employment Services folder, CalWORKs Orientation sub-folder, token inventory file.
   c. Updating client attendance status in CalWIN, adding drop-in participants to the sign-in sheet if any, reporting the updated status to assigned ES and their supervisors.
   d. Preparing the orientation packages in all languages.
   e. Collecting and submitting the signed participant’s background form (7000 CW) and Rights and Responsibility forms (WTW 1) to the assigned ES with the initial welfare-to-work appraisal appointment letter (WTW 9).

3. CW intake Unit Clerks are responsible for scheduling CW applicants to the orientation in CalWIN.

VI. Forms

Forms that are included in the orientation package and are distributed during each orientation session are:
<table>
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<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalWORKs Guide Book</td>
<td>Take-home reference book for participants</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
<td></td>
</tr>
<tr>
<td>7000CW</td>
<td>Participant Background form</td>
<td>Participant education and employment information form; client’s signature required</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
</tr>
<tr>
<td>WTW1</td>
<td>Welfare-To-Work Plan Rights and Responsibilities (2 copies per package)</td>
<td>Program informing form requires client’s signature; client and program each keep a copy</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
</tr>
<tr>
<td>7208 CW</td>
<td>Learning Needs Screening Information</td>
<td>Informing notices</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
</tr>
<tr>
<td>7009 CW</td>
<td>Counseling Resource List for CalWORKs Clients</td>
<td>Informing notices</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
</tr>
<tr>
<td>7206 CW</td>
<td>CalWORKs Welfare-to-Work</td>
<td>CalWORKs Welfare-to-Work fact sheet</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
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<tr>
<td>Westside Child, Youth and Family Services (Pink)</td>
<td>Mental health counseling resources flyer</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
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<tr>
<td>Homeless Pre-Natal Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CalWORKs Client Advocates (Yellow)</td>
<td>Client advocate services flyer</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
<td></td>
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<tr>
<td>Community Health Advocacy Project</td>
<td>Health Care Access Advocate flyer</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
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<tr>
<td>Bay Area Legal Aid</td>
<td>Legal Barriers to Employment Project flyer</td>
<td>Eng, Ch, Vn, Ru, Sp</td>
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<tr>
<td>RAMS – Richmond Area Mental Health Services</td>
<td>Mental health counseling services for Chinese, and Vietnamese speaking participants</td>
<td>Ch, Vn</td>
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<tr>
<td>WTW 9</td>
<td>Welfare to Work Appraisal Appointment Letter</td>
<td>To schedule client for welfare to work appraisal appointment after the CW orientation</td>
<td>Eng</td>
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</table>
## 80-1R:

**I. Introduction/Overview**

**II. References**

**III. Policy**

**IV. Process/Procedures**

**V. Responsibilities**

**V. Forms**
80-1S Adding Providers, Sessions and Activities in CalWIN

I. Introduction and Overview

For all approved providers of CalWORKs and PAES Welfare-to-Work activities, the type of activity, the number of sessions including the language sessions, the number of slots per session, and the duration of the activity must be clearly identified and registered in CalWIN.

If the provider recommended by the Vocational Assessment Counselor (VAC) and/or the CalWORKs or PAES ES is not already listed in CalWIN, the ES must complete the “Provider Request” form (revised 9/2010), and submit it to WDD clerical staff via email to be entered into CalWIN.

II. Policy / Procedures / Responsibilities

When a CalWORKs or PAES ES has identified an appropriate welfare-to-work activity for a participant, the ES is responsible to:

- Verify that the provider is on the current county provider list. on the O-drive (Employment Services/CalWIN/Providers)

- If the provider is not on the current list, ES must get an approval from the ES Supervisor to complete the mandatory “Provider Request” form on line which is on the O-drive/Employment Services/Forms & Templates/Provider Request Form 9/2010:
  1. At the Requestor Information box – clearly print the requestor’s name, worker #, and telephone number.
  2. At the request type box – enter today’s date; indicate only one request per form, for adding a new provider, modification, or new session.
  3. Complete the Provider Information box – Clearly print: the provider’s name or organization’s name; the provider’s Tax ID #; the provider’s tax status if known; the
provider’s address; primary contact person’s name; and contact telephone and/or fax number.

4. At the Activities group box – Check all the activity types the provider offers, use the “Other” check box to indicate other activities not listed in the group box, and use comments field to add any comment about the activities.

5. At the “Session Detail Information” box – complete the activity type; duration of the session; start and end date of the session; the days of the week the activity is offered; number of hours per day; the language that session is conducted in; and the number of slots per session.

- ES must email the Provider Request Form as an attachment to clerical staff to be entered into CalWIN.

- Upon notification from the WDD Admin staff that the information has been entered into CalWIN, schedule the client for the activity.

**WDD Admin Staff is responsible to:**

- Review the Provider Request for accuracy within two business days
- Enter the provider and activity information into CalWIN
- Notify the ES that the Provider Request has been processed and the provider and sessions information has been entered into CalWIN

**III. References**

a. The current county provider list is located at: O:\Employment Services \CalWIN\Providers

b. The “Provider Request” form (revised 09/2010) is located at: O:\Employment Services folder \Forms & Templates\Provider Request Form (9/2010)

c. The “How-To’s” is located at: Intranet \CalWORKs \CalWIN How to’s

**IV. Forms**

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<thead>
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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Provider Request.doc Rev 9/2010</td>
<td>To add new provider, session, or activity</td>
<td>English</td>
</tr>
</tbody>
</table>
80-1T: Jobs NOW PST Hotline Procedures

I. Client Referral Process

1. Answer JN calls: Thank you for calling JobsNow Hotline how can I help you?

2. May I get your name, social security number and telephone number (if available) please?

   Reason: In case phone gets disconnected, you have client’s information to call him/her back and data to use for the program eligibility

3. Request client to hold: May I put you on hold for few minutes, I need to check if you are eligible based on the information you gave.

   CHECK CLIENT IN CALWIN:

   1. Check the Active PAES client list – listed by First Name in alphabetical order

   2. If name is on list, get case number and check in CalWIN to verify for active status

   - Select INTAKE & CASE MAINTENANCE
   - Enter CASE #________
   - Select COLLECT CASE SPECIAL INDICATORS
   - Review CLIENT’S PROGRAM

   ELIGIBLE IF:

   - CASE: OPEN
   - PROGRAM: PAES - CAPP
   - PEC CODES: I – client has work plan with Employment Specialist
     K – Client is engaged in Alternative Work Fare assignment
     W – Client is engaged in Work Fare assignment
     Z – 55 Years or Older
Immediately open schedule:

O:\Employment Services\Jobs Now\JN SCREENING & ORIENTATION SCHEDULE\JN3 DPW - PAES

II. Orientation

- Tell client the next available screening session and location
- Confirm that he/she is available, and request to write it down
- If not, offer the next date and tell the location.

IF CLIENT IS NOT FOUND IN THE LIST: In CalWIN screen

- Select INQUIRY
- Type clients name or SS #
- Review information and get Case Number and follow instruction above “CHECK CLIENT IN CALWIN.

III. Questions and Answers

If client asks why he/she is not eligible:

- Only client who is in work plan with Employment Specialist, engaged in Work Fare assignment is eligible to JN3 DPW – PAES program

What should he/she do next?

- Client can contact their worker for additional information
- Make sure you have client’s full name, social security number, and contact number – enter this information to the “INELIGIBLE” list folder

ONLY if client calls back and was unsuccessful in connecting with his ES or had not received the information he needs:

Client may contact Greg Katts at 558-1310 to assist him/her.
IV. PAES PST DPW Recruitment

Hotline Calls

To determine whether client is eligible or not, use the following PEC codes to determine eligibility:

ELIGIBLE:

I – In Plan with Employment Specialist
K – Client is engaged in Alternative Workfare Assignment
W – Client is engaged in Work Fare Assignment
Z – 55 Years or Older

NOT ELIGIBLE:

A – Job Search (not Work Fare)
C – Lack Capacity
E – Employed
G – Admin Exempt
H – Resident of Halfway House
J – G.E.D. or High School (engaged in school)
M – Triage Assessment Referral
P – Admin Exempt for non-psychological problems
Q – Special Program
R – PAES Counseling Services with Job Search
S – Approved Training
X – Temporarily Disabling Condition (TDC)
Y – Long Term Disability

To get to the screen in Calwin that displays CAAP PECs follow the path as outlined:

1. INTAKE & CASE MAINTENANCE - COLLECT CASE SPECIAL INDICATORS – ENTER CLIENT CASE NUMBER – See “Special Type of Indicator (on left side of screen), scroll down: look for I K W Z codes.

The new PST DPW/RPD initiative procedure is a working progress and will be adjusted to the program's needs as we move along.
Information you need to know:

- This program is open for: PAES: Job Club, JRT, and GEPS, Caseload GA: TWC, Intake, Workfare CalWORKs: ACE/COR, Caseload
- ALSO ELIGIBLE: Drug Felony and Fleeing Felony are eligible
- NOT ELIGIBLE: Previous PSTs are not eligible
- Candidates have to be clean and sober and physically able and willing to work outdoor and for different shifts. No Drug Test is required.
- Clients must have a current picture ID and available original social security card
- The program will be 2 cycles, 200 people each for 6 months or 1 cycle, 200 people for 12 months. 32 hours/week. No overtime.

REFERRAL PROCESS:

1. ONLY General Assistance (GA) Workfare, CAAP Intake, TWC and CalWORKs clients can call the JN Hotline at: 1-877-562-1669 or 1-877-Job1NOW to be scheduled ORIENTATION.

2. Other clients who are interested in applying for JN jobs will have to be pre-screened as follows:

   i. PAES Caseload clients are pre-screened by ESs
   ii. GEPS, JRT, and JCL are pre-screened by the Trainers
   iii. CW ACE/COR are pre-screened by CORs

Contact Person for Recruitment Scheduling: Please email your pre-screening result with the client’s names and positions they are applying for to Jonathan Baggao/DHS/CCSF by 2:00 pm on Wednesdays. Jonathan will prepare the sign-up list for the recruitment. The recruitments will be held on different days and in 2 different locations: 3125 Mission and 1800 Oakdale. The 3125 Recruitments will be always on Thursdays from 1:00 pm to 4:00 pm. Recruitments dates at 1800 Oakdale are to be determined.

Application Process on Friday:

Everyone who attended recruitment and were interviewed will be asked to come on following Friday at 9:00 am for the selection result. Please ask clients to have their SSN (they can bring the copy, but must have the original at home. If they don’t posses a SSN, the only substitute is a document from Social Security indicating the number and that a new card will be issued. In order to stay employed they will be required to bring the SSN to Personnel office later once they get it). Clients have to commit to stay the whole day on Friday to complete their City Application and Conviction History form if they were offered and accepted the PST position.

Personnel: The Application Package will be delivered to Personnel on Monday. Expected start date for work is approximately in 2 to 3 weeks after Monday delivery day.
Section 80-2: Workforce Centers

80-2A: Workforce Center - 3120 Mission Street

I. Introduction/Overview

The 3120 Mission Street Workforce Development Center is a resource center dedicated to the development and implementation of innovative programs and services that promote successful job search and career management skills. The Workforce Center also includes the facilities at 3125 Mission Street and 3127 Mission Street, which house Jobs Now recruitments, PAES Job Club, and GEPS and IGEPS classes.

The Center’s mission is to provide high quality and customer-friendly employment services to participants and to the general public to achieve employment and career objectives in a clean and professional environment. The Center’s policies were created to ensure that the use of the Center would be an enjoyable and positive experience.

The Mission Workforce Center provides employment and training services to those individuals in the CalWORKS and PAES programs and computer/internet, fax and phone access to universal customers living in the Mission Section of the City. The Center also houses HSA Children and Family Services, CalFresh, EDD, Arriba Juntos and other CBOs in order to serve customers in the community.

The Mission Workforce Center provides the following services for CalWORKS & PAES customers:

- CalWORKS Case Management (WTW case carrying)
- CalWORKS Social Workers
- CalWORKs Rapid Response Program with CBO partner Arriba Juntos
- Childcare in the children’s playroom which is staffed by HSA
- PAES Case Management
- PAES Youth Employment Services (YES) program with CBO partners Arriba Juntos and Larkin Street
- Vocational Assessment services,
- Job Skills Testing
• Career Counseling
• Job Readiness workshops (COR, GEPS, PAES Job Club)
• Job Placement services (BARS)
• Labor market resources
• Jobs Now 3 job announcements
• Workforce Solution job announcements
• Job fairs/recruitments
• Work Experience
• Subsidized Employment (ITIP, PST, JN3)
• Unsubsidized Employment (Workforce Solutions)
• Mental Health services (Westside and PAES Counseling Services)
• Bay Area Legal Aid

Staffs from the following HSA divisions are stationed at 3120 Mission to provide client services:

• Workforce Development (WDD)
• CalWORKs
• CalFresh (formerly called Food Stamps)
• Family and Children’s Services

Staffs from the following City Agencies or CBO’s are co-located at 3120:

• Bay Area Legal Aid
• Westside Mental Health services
• Arriba Juntos
• Larkin Street Youth Services
• Veteran’s Job Services
• Child Support services
• City Build
• EDD
• NCOA
• Self-Help for the Elderly
• City College of San Francisco
• CA Department of Rehabilitation (DOR)

Universal Customer Services:

• Information & referrals to other community agencies
Section 80-2: Workforce Centers

- Career Resource Library
- Job Postings
- Fax Machine
- Copier
- Internet access (to sites including CalJOBS)
- Telephones
- Wagner Peyser (EDD) services
- Designated phone bank for filing UI claims
- Citybuild
- Access to DOR services
- Title V Senior Services Benefits counseling
- Earned Income Tax credit & Working Families Credit
- Sector Academy Orientations
- RAMP Orientations
- Reentry Navigator
- Child Support Job Program Orientations
- City College Biotech Orientations
- Typing Test
- “Basic Computer Skills for Job Seekers” workshops
- CalFresh Workshops
- CalFresh Intakes

II. References

HSA
WDD Handbook
PAES Handbook
CalWORKs Welfare-to-Work Handbook
CalWORKs Eligibility Handbook
CalFresh Handbook
Family & Children’s Services Handbook
Helpful Links to job readiness and search services
Veterans Services http://www.edd.ca.gov/jobs_and_training/services_for_veterans.htm
EDD www.edd.ca.gov/
CalJobs: www.caljobs.ca.gov/
Department of Rehabilitation: www.rehab.cahwnet.gov/
Citybuild: www.oewd.org/CityBuild.aspx
Train Green Academy: www.traingreensf.org
Health Care Academy: www.jvs.org/training_Health_Care_Academy.shtml
RAMP Academy Orientation: www.sfyec.org/2010/02/ramp-sf-academy/
CCSF Biotech Orientation www.ccsf.edu/Departments/Biotech_Training/orientation.htm
Earned Income Credit www.irs.gov/eitc
Working Family Credit: www.workingfamiliescredit.org/
Title V Senior Services:
www.aging.ca.gov/programs/SCSEP_documents/.../TitleV_15_Projects.pdf
CalFresh: www.calfresh.ca.gov/

III. Policy

The Mission Workforce Center requires all customers to adhere to center policies and procedures regarding the use of services, equipment, and hours of operation. Anyone requesting to use the computers in the Center must obtain a Workforce Center card and swipe in at the Computer Services desk.

IV. Process/Procedures and Staff Responsibilities

HOURS and LOCATION:

Mission Workforce Center
3120 Mission Street, 1st Floor, San Francisco, CA 94103
Tel No.: 401-4800
Fax No.: 401-4809
Open to customers: Monday through Friday 8:00am - 4:30pm
Closed on legal holidays.

Staffing at the Workforce Development Center Front Lobby:

- The HSA Center Manager (8E00 James Whelly) 401-4960 is responsible for the operation of the Center.
- The Center Coordinator (8E30 Craig Leary 401-4942) supervises the Reception staff, schedule board, job board and basic computer class staff
- The Senior Analyst (8E60 Cedric Jackson 401-4803) supervises the computer services staff are supervised by Senior Analyst (Cedric Jackson).
- The Workforce Center is staffed by a team consisting of 9704’s, 2903’s,1426’s,1414’s, 9916’s, HSA staff on TTWP assignments, Rapid Response, NCOA and Self Help for the Elderly staff.

Classes and Workshops Available:

Basic Computer Skills for Job Seekers class: Introduction to computers, keyboard, mouse and the internet is the goal of this class. Class is for job seekers unfamiliar with computers. NCOA staff teaches this two hour class two times per week.
CalFresh Workshop: Workshop teaches CalFresh applicants how to apply on-line. Staff walks customers step-by-step through the on-line application process. Workshop is offered twice a week by rotating Center staff.

Job Readiness Workshops: conducted by GEPS, COR, Vocational Assessors.

Services Available:

Reception: The Center Coordinator oversees the reception function, with the goal of having at least two staff at reception at all times, one of whom is Bilingual Spanish. Staff is comprised of one senior employee, familiar with center activities, accompanied by either a PST, TTWP or Rapid Response staff person. Staff directs CalWorks and PAES customers to the appropriate workshop or resource by reviewing the workshop attendance lists, Mission Merge Calendar, Schedule Board or Center Phone Directory. Customers are directed to the Computer Services counter, to the One Stop Calendars and resource flyers.

Schedule Board: The Center Coordinator designates one clerical staff person to update the Front Desk Schedule board on a daily basis. Staff reviews the online Mission Merge Calendar at the end of the day and prepare the board for the next day. Included are workshop title, facilitator, time, building number and room number.

Resource Information/flyers: Clerical staff replenishes resource folders on a weekly basis.

Mission Merge Calendar: The Section Secretary (8E0X Theresa Choy 401-4823) maintains the online room scheduling calendar.

Reserve Rooms for meetings and Workshops: To reserve a room at either 3120, 3125, 3127, interested parties go to http://our.calendars.net/mission/merged

login: center
password: ur4real

Review the calendar rooms for available space. Once an empty room is found, room seeker calls Theresa Choy @ 401-4823 and asks to reserve room.

Job Board: Job announcements are obtained by staff, on a daily basis, by searching CalJobs and other on-line job search websites. Announcements are categorized by labor market sector and saved to the O-drive. Next, staff prints out announcements and hand to Lobby Computer Services Staff. Computer Services staff post to the job board. When customers request a copy of an announcement, computer services staff go to the O-drive and print announcement.

Computer Services: NCOA, Self Help and Rapid Response staff assists customers at the Computer Services counter with Center registration, faxing, and copying. Staff assigns computers to customers, and assist customers with internet job search and resumes when time allows. Computer use is for a maximum of 1 hour; copying limit is 10 pages.
Workforce Development Division Handbook

**Registration:** Staff assists customers in completing a Workforce Center registration form at one of the computers on the west wall. Upon completion, customers will receive a center number to be written on a center card. Customers use their center number to select the appropriate center activity on the touch screen. This selection is recorded and tracked in EMae.

**Center Calendar:** Calendar is developed in conjunction with the Mission Merge Calendar. Activities scheduled on the Mission Merge are also listed on the Center Calendar. Intermittent CBO activities, such as Sector Academy Orientations, are included on the Center Calendar when the CBO notifies Center Manager of upcoming events.

**Center Phone Directory:** Center staff update Center phone directory monthly and sends out to all WDD, CalWorks and PAES staff. Prior to release, staff sends out draft to all supervisors, in the Center, and requests additions, deletions and changes to staff and staff phone numbers.

**Security:** Security guards as contractors of HSA monitor activities at 3120, 3125, and 3127, as assigned. Security reports to Center Manager.

**Mail:** HSA mail is delivered to mail room at rear of building. US Mail is delivered to front desk and brought to mail room where it is sorted by Center staff.

**Deliveries:** Large deliveries, such as paper, are delivered to rear of building and brought into the building via the freight elevator. Center Staff accompany delivery person. Small deliveries are delivered to front desk and signed for by a receptionist. No equipment should be removed from Center unless authorized by Center Manager.

**Employment Career Resource Library:** The Center Library has a collection of books on topics such as how to create resumes, cover letters, interviews, thank you letters, career search and career development.

**VI. Forms**

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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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94
80-2B: Southeast East Career Center - 1800 Oakdale Ave.

I. Introduction/Overview/Mission

The South East Workforce Development Center is a resource center dedicated to the development and implementation of innovative programs and services that promote successful job search and career management skills.

The Center’s mission is to provide high quality and customer-friendly career and employment services to participants and to the general public in the South East community and all other communities in San Francisco. The Center aims to help our customers achieve employment and career objectives in a clean and professional environment. The Center’s policies and procedures were created to promote a positive and rewarding experience, by offering high quality and friendly customer services.

II. References

- WDD Handbook Sections 80-3 and 80-4
- PAES Handbook
- Jobs Now Guide

III. Policy

The South East Workforce Center requires all customers to adhere to center policies and procedures regarding the use of services, equipment, and hours of operation. Anyone requesting to use the computers in the Center must obtain a Workforce Center card and swipe in at the reception desk. Occasionally, Customers are also asked to sign a visitor’s log. When swiping or signing, our customers receive a “Customer Agreement,” which outlines the Center’s visitor and user policies and addresses expectations of behavior and usage of the equipment services and facilities.

IV. Process/Procedures/Responsibilities

General Information

The South East Workforce Center provides employment and training services to those individuals in the CalWORKs and PAES programs, and also provides computer/internet, fax and phone access to universal customers in the South East Section of the City.
The SE Center also houses a comprehensive array of services offered by other HSA programs local and state as well as Community Based Organizations such as Health Care Options, EDD, Arriba Juntos, Larkin Street Youth Services, Bay Area Legal Aid, Department of Rehabilitation, and Child Support Services amongst others.

The South East Workforce Center provides the following services for CalWORKs & PAES customers:

- CalWORKs Case Management (WTW case carrying)
- CalWORKs Social Workers
- Distribution of Fast-Pass, Vouchers, Welfare Checks, EBT Cards etc.
- Childcare in the children’s playroom which is staffed by HSA
- PAES Case Management
- PAES Youth Employment Services (YES) program with CBO partners Arriba Juntos and Larkin Street
- Vocational Assessment services,
- Job Skills Testing
- Career Counseling
- Job Readiness workshops (COR, PAES)
- Labor market resources
- Jobs Now 3 job announcements
- Workforce Solution job announcements
- Job fairs/recruitments
- Department of Rehabilitation Counseling
- EDD assistance
- Subsidized Employment (ITIP, PST, JN3)
- Unsubsidized Employment (Workforce Solutions)
- Bay Area Legal Aid Counseling

Staffs from the following HSA divisions are stationed at the South East Center to provide client services:

- Workforce Development (WDD)
- CalWORKs
- Finance and distribution

Staffs from the following City Agencies or CBO’s are co-located at the South East Center:

- Bay Area Legal Aid
Section 80-2: Workforce Centers

- Arriba Juntos
- Larkin Street Youth Services
- Veteran's Job Services
- Child Support services
- City Build
- EDD
- NCOA
- Self-Help for the Elderly
- City College of San Francisco
- CA Department of Rehabilitation (DOR)

Universal Customer Services are available at the South East Workforce Center, including:

- Information & referrals to other community agencies
- Career Resource Reference Materials
- Job Postings
- Fax Machine
- Copier
- Internet access (to sites including CalJOBS)
- Telephones
- Wagner Peyser (EDD) services
- Designated phone bank for filing UI claims
- Referrals to City Build
- Access to DOR services
- Earned Income Tax credit & Working Families Credit in partnership with Community College
- Sector Academy Orientations
- RAMP Orientations
- Child Support Job Program Orientations
- City College Biotech Orientations
- Typing Test
- Basic Computer Skills for Job Seekers
- Resume and interviewing workshops

Classes and Workshops Available at the South East Workforce Center:

Basic Computer Skills for Job Seekers class: Introduction to computers, keyboard, mouse and the Internet is the goal of this class. Class is for job seekers unfamiliar with computers. Center staff teaches this class.

Job Readiness Workshops: Conducted by SE program staff.
Location and Hours:

South East Workforce Center
1800 Oakdale Avenue Room 304, San Francisco, CA 94124
Tel No.: (415) 970-7762
Fax No.: (415) 970-7719
Open to customers: Monday through Friday 8:00am - 4:30pm
Closed on legal holidays

Staffing at the South East Workforce Development Center

- **Management:** The HSA Center Manager (7E70 Edwin Florentino) 970-7722 is responsible for the operation of the Center. The Center Manager oversees the reception functions, with the goal of having at least two staff at reception at all times, one of whom is Bilingual Spanish.

- **Center Reception:** Reception staffing consists of one senior employee, familiar with center activities, accompanied by a PST or NCOA / SHE staff. Center Staff direct CalWORKs and PAES customers to the appropriate workshops or resources by reviewing the workshop attendance lists, SE Center Workshop Calendar, Room Schedule, or Center Phone Directory. Customers are directed to the Computer labs, to partner agency calendars, and / or resource flyers.

- **Program Staff:** The Workforce Center is staffed by a team consisting of HSA staff, CalWORKs staff, NCOA and Self-Help for the Elderly staff.

**Resource Information/flyers:** Program staff replenish resource folders on a weekly basis. South East Center Room Calendar The Center’s Senior Clerk (7E7Y Danielle Thompson) (415) 970-7762) maintains the room scheduling calendar.

**Reserve Rooms for meetings and Workshops:** To reserve a room at the South East Center Contact: Danielle Thompson worker 7E7Y at: (415) 970-7762 or Nina Marillo worker 7E71 at: (415) 970-7702

Rooms are assigned based on availability on a first-come first-served basis.
**Job Board:** Job announcements are researched and classified by staff on a daily basis, by searching Cal-Jobs and other on-line job search websites. Announcements are categorized by labor market sector and saved to the O-drive. The staff prints out announcements and hands to designated center support staff. Computer Services staff post to the job board. When customers request a copy of an announcement, computer services staff go to the O-drive and print announcement.

**General Services:** NCOA and Self-Help for the Elderly staff assist customers with Center registration, faxing, and copying. Staff assigns computers to customers, and assist customers with Internet job search and resumes, when time allows. Depending on demand, computer use may be for a maximum of 1 hour; copying limit is 20 pages.

**Registration:** Staff assists customers in completing a Registration Form either on a paper form or an electronic form at one of the registration computers. Upon completion, customers will receive a center number to be written on a center card. Customers use their center number to select the appropriate center activity on the touch screen. This selection is recorded and tracked in e-Mae via a bar-code scanner.

**South East Center Workshop Calendar:** Calendar is developed monthly. Intermittent CBO activities, such as Sector Academy Orientations, are included on the Center Calendar when the CBO notifies Center Manager of upcoming events.

**Center Phone Directory:** Center staff update Center phone directory monthly and sends out to all WDD, Cal-Works and PAES staff. Prior to release, staff sends out draft to all supervisors, in the Center, and requests additions, deletions and changes to staff and staff phone numbers.

**Security:** Security guards as contractors of HSA monitor South East Center activities. Security reports to Center Manager. In addition the South East Community College Campus Police has SFPD officers assigned to patrol the campus where the center is located.

**Mail:** HSA mail is delivered to mail drop on the 2nd Floor room 106. U.S. Mail is delivered to front desk and brought to mail room where it is sorted by Center staff.

**Deliveries:** Large deliveries are directed to a lot located in the rear of building and brought into the building through the loading dock or first floor access doors. Elevators are accessible for deliveries depending on need. Authorized Center Staff must accompany all delivery persons. Small deliveries are delivered to the reception desk and signed for by a receptionist. No equipment should be removed from Center unless authorized by Center Manager.

**Employment Career Resource Library:** The South East Center operates a small Reference Library and has a limited collection of books on topics such as how to create resumes, cover letters, interviews, thank you letters, career search and career development.
## V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Registration Form</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Customer Agreement</td>
<td></td>
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<tr>
<td></td>
<td>Visitor’s Log</td>
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</tr>
</tbody>
</table>
80-2C: Tenderloin Workforce Center (TWC) - 39 Jones Street

I. Introduction/Overview

Workforce Development’s Tenderloin Workforce Center at 39 Jones Street provides services to CAAP/PAES clients to establish and maintain their CAAP eligibility during the Presumptive Eligibility and Appraisal processes, to connect clients to Workfare assignments, to fulfill the CAAP Job Search requirements, and to assist clients in their job search activities.

The TWC offers the following sessions/services:

- CAAP Orientation
- CAAP Evaluation
- CAAP Job Search Workshop
- CAAP Swipe System
- Other Client Services that enhance client job search and job readiness, including the use of computers, telephones, fax machines, copier, and 1:1 assistance from Staff with résumés, letters, and Internet job search techniques

II. References

CAAP Eligibility Manual Section 95-4 Job Search
CAAP Eligibility Manual Section 95-4.1 TWC Job Search
CAAP Eligibility Manual Section 95-2.5 PAES Appraisal Period
PAES Ordinance CAAP Eligibility Manual Section 90-1.1
WDD Handbook Administrative section 80-1 R: Data base: emae report instructions
CAAP Orientation Script – English - see CAAP Intranet site
CAAP Orientation Script – Spanish - see CAAP Intranet site
CAAP Evaluation Script – English –O-drive Employment Services WDD/TWC Staff folder
CAAP Evaluation Script – Spanish - O-drive Employment Services WDD/TWC Staff folder
CAAP Job Search Script – English –O-drive Employment Services WDD/TWC Staff folder
PIM 13-09
III. Policy

CAAP Orientation: According to CAAP Ordinances (GA §20.57 (b), PAES §20.75 (c), SSIP §20.205 (e), CALM §20.105 (e)), an applicant is required to attend Orientation prior to receiving cash aid benefits. No applicant shall be issued aid without completing this requirement.

CAAP Evaluation: All clients must attend the Evaluation Session, unless exempt. As a major component of Work Experience, PAES clients who are participating in the Appraisal process must also be engaged in one or two three-hour shifts per week of a Work Assignment, or a qualifying substitute, unless a substitute is unavailable. These assignments are designed to foster the observance of routine working habits, in preparation for re-entry into the work force. At Evaluation, WDD Evaluation Staff review the Evaluation schedule to determine which clients are receiving PAES and ensure that the work assignment schedule is not in conflict with a client's GEPS schedule. WDD's Evaluation Staff will also remind clients who are interested in Alternative Workfare assignments that clients must work out a schedule with the agency that would not be in conflict with GEPS participation (Mondays and Tuesdays).

CAAP Job Search and CAAP Swipe System: Employable clients who are required to perform Job Search and who choose to perform CAAP’s Tenderloin Workforce Center Job Search (TWC JS), as outlined in the CAAP Manual Section 95-4, must look for work by performing job search activities at the TWC located at 39 Jones Street. The TWC JS is designed to give clients access to resources which will help them secure employment. At the TWC, clients will be able to use resources such as computers and/or employment bulletin boards to look for work.

IV. Process/Procedures and Staff Responsibilities

CAAP Orientation at the TWC

- TWC Staff delivers the CAAP Orientation script at the CAAP Orientation Session, as part of the client’s Presumptive Eligibility Requirements.

- The schedule for CAAP Orientation is as follows:

<table>
<thead>
<tr>
<th>Language</th>
<th>Day of the Week</th>
<th>Appointment</th>
<th>Sessions Begin</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Daily M-F</td>
<td>8:45am</td>
<td>9:00am</td>
</tr>
<tr>
<td>English Overflow</td>
<td>Daily M-F</td>
<td>10:00am</td>
<td>10:15am</td>
</tr>
<tr>
<td>Spanish</td>
<td>Daily M-F</td>
<td>9:45am</td>
<td>10:00am</td>
</tr>
</tbody>
</table>
There are **two Orientation sessions per day (M-F) with a maximum of 40 attendees per session:**

a. 8:45 AM Session A, begins at 9 AM
   - English speaking attendees (maximum 40)

b. 10 AM Session B, begins at 10:15 AM
   - Overflow for English speaking attendees
   - Spanish monolingual clients. The Spanish-speaking monolingual attendees will be given their monolingual session in a separate location in the TWC at 10 AM.

The TWC Staff deliver the English and Spanish Orientation Scripts which are written and maintained by CAAP and are posted on the CAAP Intranet page.

WDD will provide daily and monthly statistical Orientation/Evaluation reports to electronically store daily/monthly information - broken down by category for 9 AM Orientation Session A, 10:15 AM Session B and Spanish—to show totals, shows and no-shows.

**CAAP Staff Responsibilities for Orientation Process**

- As part of the client’s Presumptive Eligibility process, the CAAP EW schedules the client for the Orientation session at the applicant’s Initial Intake Appointment.

- The Clerk from the CAAP Workfare Administrative Support Section (U130) e-mails the list of attendees (Orientation/Evaluation Transmittal Form 2115) to TWC Staff, at least one day prior to the Orientation Session. A hardcopy will be sent as back-up. The hardcopy is sent in a packet picked up by the WDD Orientation Worker at 4:30 PM the day before the Orientation session.

- Only English- and Spanish-speaking clients should be sent to the TWC Orientation
• The sign-up sheets and binders are on the resource table on the first floor at 1235 Mission St., for Intake Workers to register the attendee’s names. These lists will be picked up at the end of the day by U130 or backup and information will be sent to TWC Orientation Workers.

• CAAP workers cannot call over to the Orientation/Evaluation Workers and request the addition of names that were left off the list. If the client brings the Appointment Form 2350 at the time of the session, then the client will be added to the list. If the client does not have the Appointment Form 2350, the client will be told to return to the CAAP EW. On a case by case basis, and if time allows, the TWC Staff may contact the EW to verify that a client who does not have the 2350 and is not on list should be attending.

**TWC Staff Responsibilities for Orientation Process:**

• On the workday before the Orientation Session, the TWC Staff (or Clerk) fills out a 2168 OR for each client whose name is on the list for that session. The TWC Staff fills in the client’s name, case number, and worker number, as well as the date.

• The TWC Clerk makes copies of the 2115 Orientation Transmittal Forms for the Orientation Workers to use during the Orientation session and for the cross-checking of information after the session is completed.

• CAAP EW’s are responsible for providing 1:1 Orientation to clients who speak neither English nor Spanish. If a client who speaks neither English nor Spanish is mistakenly sent to Orientation, the TWC Staff will have the client report back to the CAAP EW.

• If a Spanish-speaking monolingual client appears and there is no available Staff to interpret, TWC Staff should give the Spanish speaking participant a copy of the Spanish Orientation and handout to read, or contact the 24-hour Telephone line for the over-the-phone interpretation services, using the dual handset at the TWC Reception Area. The Spanish Orientation speech and Handout (Form 2460SP) are available on the HSA Intranet.
• During the Orientation Session, the TWC Staff will use the prepared script to provide clients with an overview of the different CAAP programs. The TWC Staff will also pass out an informational hand-out regarding the program – Form 2460.

• At the end of the presentation, there is a question and answer period. The TWC Staff should refer clients who have specific case-related questions back to the CAAP EW.

• When the Orientation presentation is done, the TWC Staff calls out the clients’ names one by one. The names of the no-show clients are called out three times. The TWC Staff will ask if there are any attendees whose names do not appear on list. If an attendee’s name does not appear on the list, the Worker will add it to the bottom of the list, as long as the client has an Appointment Form 2350 with the current date. If the attendee does not have an Appointment Form, the attendee is told to contact the CAAP EW.

• As the clients come to the table, the TWC Staff checks the clients’ name on the 2115 list with a check mark (✓), and asks the client to sign their 2168 OR Form.

• The TWC Staff signs and dates each form. The TWC Staff gives the bottom copy of the 2115 NCR form to the client.

• For no-show clients, the TWC Staff signs and dates the failure line on the form 2168 OR.

• Once the Orientation is finished, the TWC Staff will use a new clean copy of the 2115 Transmittal List to check shows and no-shows against the actual 2168OR’s. This copy of the 2115 is cross-checked with the 2115 used during the Orientation session (check marks are placed next to clients’ names if they are shows and O’s are used to denote no-shows during the session) to see if the information is the same on both versions of the 2115. Discrepancies are researched and corrected through the TWC QC process, and the information is sent via e-mail, to U130, at the end of the day by the TWC Staff or clerk.
• After the Orientation session, if client was a no-show, the WDD Orientation Staff fills out, signs, and dates the 2168 OR - Failure to Attend Orientation notice. The 2168 OR Forms must be filled out completely by the TWC Staff. The TWC Staff sorts the 2168 forms first by shows and no-shows, and then by CAAP Staff unit numbers.

• The TWC Staff or Clerk bundles the 2168 forms with the backup hardcopies of the 2115 Orientation/Evaluation Transmittal List, showing shows and no-shows, and places them in an envelope that is delivered by the TWC Staff, to the CAAP Administration Support Clerk by 4:30 PM, on the day of the Orientation session.

• A copy of the 2115 Forms is kept by the TWC Staff and filed for a two-year period.

• The TWC Staff manually notes statistical information for the CAAP Orientation (daily totals of assignees, shows and no-shows), and totals and averages this information on the manual sheet, (former CAAP Orientation Daily Status Report-Form 2265).

• Either the TWC Staff or the Clerk enters this information on a regular basis into an Excel spreadsheet which has been developed to track this information on the computer. The accumulated data which is collected for each month are compiled and summarized on two TWC reports: one which tracks categories of visits and total visits; and one which shows the breakdown of Workfare assignments.

• The electronic spreadsheets are transmitted by email by the tenth of each month for the previous month’s data.to U100 (Manager of Administrative Section), U130 (Principal Clerk – supervisor to Admin Support Clerks), and to U000 Program CAAP Evaluation at the TWC

CAAP Staff Responsibilities and Process for Evaluation:

• The CAAP EW schedules eligible clients to attend the CAAP Evaluation at the TWC, as part of the client’s Appraisal Period.
• The 2115 Transmittal List is taken from Form 2116 - Intake Daily Report, and the Carrying names listed on the Evaluation Sign-up Sheet are listed in the binders located on the first and second floors at 1235 Mission St (Clerk U13N picks up these lists).

• CAAP Evaluation Sessions are offered at the TWC every weekday. The client appointment time is 1:15 PM, and the session start time is 1:30 PM.

• Only English-speaking and Spanish-speaking clients should be assigned to Workfare by the EW’s. Spanish Evaluation is held one day a week on Tuesdays. The client appointment time is 1:45 PM; the session start time is 2:00 PM. The client’s appointment slip is given with appointment time indicated as 15 minutes earlier (1:45 PM) than the actual start time (2:00 PM).

• The CAAP Workfare Administration Support Clerk (U130 or back-up) emails to the TWC staff the Evaluation/Orientation Transmittal Form 2115, which lists the Evaluation attendees to the TWC Staff. The list of attendees will be e-mailed out by 5:00 PM, at least one day prior to the Evaluation session.

• The 2115 Transmittal List indicates how many hours of Workfare the clients will be assigned per week – usually 6 hours divided into 3 hours per day for 2 days, or, on occasion, 2 hours per day for 3 days. Less often, a client is assigned per week, which is indicated as a one-day assignment, which means the clients should only be scheduled for 3 hours per week of Workfare. If there are more than one client assigned to only 3 hours, the CAAP Clerk places these names on a separate 2115 list with a 3-hour subheading.

• The columns on Form 2115 appear in the following order: client’s name; case #; Worker #; Social Security #; PAES/GA program indicator; site, days; time; and start date. The CAAP Clerk fills out the columns Client name through PAES/GA program indicator. The site, days, time, and start date on the Form 2115 are filled in by the TWC Staff at the time of session, based on the contract signed by the client.
• A hardcopy of the 2115 Transmittal List is provided to the TWC as a back-up document. The hard copy of the 2115 will be picked up at CAAP, by TWC Staff by 4:30 PM two days before the upcoming Evaluation session.

• Once the information is received by the Support Section Clerk U130, the clerk distributes the Alternative Workfare contracts to U13P. The contracts are then copied and a copy is sent to the client’s CAAP Worker. Another copy of the contract is then filed and kept by the Workfare Clerks (U13N and U13P) for about 6-8 weeks. (Alternative Workfare contracts are turned in using two methods: 1) turned in at time of Evaluation session or 2) given to client’s Worker. In the case of the latter, the contract is copied by the Worker and the copy is placed in the case folder. The turned-in copy is placed in a tray near the Intake Support Clerk’s desk and is collected by 130 or another clerk. All Alternative Workfare contracts are reviewed for completeness and verified. Clerk 130 informs the worker if there is a problem with the contract and appropriate action is taken.

• CAAP Clerk U130 makes sure that all no-shows and AWOL notices match (actual AWOL notices match the no-shows on the 2115 denoted on the list) and sends the notices to the client’s CAAP Worker, for them to take action.

• 2115’s are sent to the Transmittal Clerk on the 4th floor of 1235 Mission by Clerks (Intake Clerks pickup Evaluation lists from 13N desk and provide a copy of Orientation 2115 from the Intake packet) which are filed and kept for two years.

TWC Staff Responsibilities and Process for Evaluation:

• During the Evaluation session, the TWC Staff present the Evaluation script as well as the Accrual and Use of Sick Leave sheet (Form 2118). Finally, a question and answer session occurs. TWC Staff should refer clients with specific questions back to their EWs.

• The following four City agencies are contracted to serve as Workfare agencies for the CAAP Workfare Program:
Section 80-2: Workforce Centers

DPW (Department of Public Works) (usually attends Mondays through Fridays)
MUNI (usually attends Mondays, Tuesdays, and Fridays)
Recreation & Park (Fridays, and an additional day if more clients are needed)
SFGH (San Francisco General Hospital) (no regular schedule)

Note: The days that each agency attends the Evaluation are subject to change.

- TWC Staff should follow the same process as outlined under the Orientation section for clients who do not speak English or Spanish and are mistakenly assigned to the Evaluation Session.

- The TWC Clerk makes multiple copies of the 2115 Transmittal Lists (one copy for the worker to use at the Evaluation session, one copy for DPW with the names of DPW Workfare participants assignees highlighted) and finally one to be used by WDD Staff for cross-checking against Form 2168 EV after the session.

- The TWC Staff works with the Workfare site Staff to have client sign the NCR Contract

- The TWC Staff give the client
  - the last sheet of the signed contract (Form #?)
  - a contract backer (Form #?)
  - Designated Medical Providers list (Form #?)
  - Alternative Work Assignment sheet (Form 2380)

- The Agencies (DPW, Muni or Rec & Park) take the top sheet of the contract with the original signature.

- The TWC Staff take the middle copy of the contract along with the Alternative Workfare Contracts and the backup hardcopies of the Evaluation Transmittal Lists (2115) and 2168 EV notices for the no-shows. These are to be to be bundled and delivered by 4:30 PM to the Workfare Admin. Support Clerk,
• If there are clients present at the session whose names do not appear on the list, the TWC Staff ask the clients to step forward. If the clients have their appointment slip with them (Form 2124 or 2601) their names are added to the list and they are given a contract. If they do not have their appointment form, and their name is not on the list, the client is told to go back and see their EW for a new Evaluation appointment. The client’s name has to be on a Transmittal List or have an appointment form showing he/she was assigned that day in order to be given a contract.

• EW’s should not call the TWC Staff with names of clients to be added to the list after the 2115 has been sent out. If client shows up at a session and is not on the list, but has an appointment letter with the day and time, the TWC Staff will add the client’s name to the list and the current procedure will be followed. If the client does not have appointment letter and name is not on the list, the TWC Staff should refer the client back to the CAAP EW.

• PAES clients should not be given Workfare assignments on Mondays and Tuesdays, so as not to conflict with GEPS classes. TWC Staff should periodically remind the city agencies of this conflict.

• If a client has already received an Alternative Workfare contract, he/she can turn it in at the time when his/her name is called or turn it in directly to the EW if a contract is obtained after the Evaluation session. The TWC Staff will look over the contract to make sure it is filled out correctly and dated and signed. Alternative Workfare contracts will be included in the afternoon packet which is returned to U130. The Alternative worksite and daily assignment information are also recorded on the 2115.

• The TWC Staff reviews the work site (Workfare or Alternative Workfare) information and the assigned number of workdays on the form for each client. If the client was a no-show, this information is entered in the site column of the 2115.

• The TWC Staff gives a copy to DPW of the 2115 Transmittal List with the names of clients to be assigned to DPW highlighted for the following day’s Evaluation session so
that DPW can pre-assign the clients. This process enables DPW to set up the necessary contracts ahead of time and to assign people where needed.

- Muni and Rec & Park do not pre-fill out contracts. Muni’s contract lists all the worksites on the contract and the assigned site is circled.

- Assignments of participants to Muni and DPW are set at a ratio which is monitored and determined by the CAAP. Administrative Manager (U100). If clients request a change from Muni to DPW or vice versa, at the time their contract is being signed, it is up to the discretion of the Muni and DPW reps to make the switch, as long as the overall assignment ratios remain equivalent.

- Blank and pre-filled out copies of the contracts are provided by representatives from the different agencies (DPW, Muni and Rec & Park) at the Evaluation. The TWC maintains extra copies of the contracts to have on hand, if needed.

- The Remedy Transmittal List is also given to the DPW representatives at the beginning of the Evaluation Session the day prior to the Remedy date. The Remedy list is used as the sign-in sheet for Remedy Workfare.

- The site and days on the Form 2115 are filled in by the TWC Staff at the time of session, based on the contract signed by the client.

- The TWC Staff send the signed Remedy List to the Workfare Administrative Support Section Clerk (U130 or backup).

- After the Q & A portion of the session has finished, the TWC Staff reads the names of clients on the 2115 Evaluation Transmittal List and the clients come up, if present, to sign the contract (the names of the no-shows are called three times). A copy of Form
2115 is marked to show whether the client attended the session or not, and the client’s contract status is recorded (agency assigned, location assigned and days assigned).

- The TWC Staff must completely fill out a 2168 EV for each no-show. The TWC Staff must manually sign and date each 2168 EV.

- After the Evaluation session, the TWC Staff tally this information and send it via e-mail to U130 by 4:30 each day of the day. A clean copy of the 2115 is cross-checked against the contracts and the 2115. Discrepancies are researched as part of the the TWC’s QC review.

- After the 2168 EV–Failure to Attend Evaluation notices are filled out, the TWC Staff sorts them by the unit numbers of the Workers at 1235 Mission St. The 2168 EV’s are bundled with the copies of the Workfare/Alternative Workfare contracts and the filled-out back-up hard copies of the 2115, and the packet is delivered to the Workfare Administrative Support Section Clerk (U13N) by 4:30 PM each day. Note: if the packet is not delivered that evening, it must be delivered no later than the next day at noon, along with the new Orientation packets, so workers can process work in an expedited fashion.

- TWC Staff files and keeps copies of all 2115s for a two year period.

- The TWC Staff notes statistical information for the Evaluation (daily assignees, shows, no-shows, number of contracts given to each Workfare site and collected Alternative Workfare contracts and locations—this information is totaled at the end of the month and averaged), as well as the orientation on the Daily Status Report, Form 2265. This information is recorded on a regular basis by the TWC Staff or clerk on the electronic tracking sheet.

- The electronic report will be emailed by the tenth of each month for the previous month’s data/totals/averages to U100 - Manager of Administrative Section), U130 (Principal Clerk – supervisor to Admin Support Clerks) and to U000 Program Manager.
• Instructions on how to produce the monthly TWC reports through the emae system can be found in the WDD Handbook, Administrative Section 80-1 R.

• Blank hard copies of forms should be stored at the TWC as needed.

• The TWC Clerk (or staff) contacts the CAAP Handbook Writer/Forms Coordinator, CAAP worker # U303 (Delilah Dominguez) to request additional forms from Support Services, as needed.

CAAP Job Search Workshop

The CAAP Job Search Workshop provides the PAES client with an introductory overview of the CAAP TWC Job Search process. The Workshop is offered by TWC Staff at 3:00 PM on Mondays, Wednesdays, and Thursdays.

TWC Job Search clients will be given cards that they will swipe at the Tenderloin Workforce Center (TWC) - at 39 Jones St - to record a Job Search activity. TWC will monitor the clients’ progress via an activity report which will be sorted by SHOWs, NO-SHOWs, ADDed clients, etc.

1. In the first month of the Job Search process, that number will be adjusted depending on the scheduled date of their initial CAAP TWC Job Search Workshop session. Clients who attend the Workshop from the 1st to 15th day of the current month are required to swipe in at the TWC and select the CAAP JS button on the kiosk (dedicated computer for swipe cards) at least 5 (five) different days until the end of the current month. Clients who attend the Workshop from the 16th until the end of the current month are not required to swipe their cards in the current month,

2. With the exceptions stated above, CAAP Job Search clients are required each month to swipe in ten times, on ten different workdays. Multiple swipe-ins on any day count as one swipe only.

3. After attending the initial CAAP TWC Job Search Workshop, clients are required to swipe in and select the CAAP JS button on the kiosk at the TWC 10 (ten) times, on ten different days during the calendar month, to conduct their ongoing job search activities. These Job Search activities can be done anytime during the TWC’s regular business hours, from 8:15 AM to 11:45 AM and 1:00 PM to 4:45 PM.
4. Swipe-ins done on the same day as the client’s CAAP Job Search Workshop do not count for the required number of swipes, swipes. While the client may have a swipe card already from a prior, even if the client has a pre-existing swipe card from prior participation in CAAP Job Search.

5. Following their initial CAAP TWC Job Search Workshop, clients must return to the TWC (within three workdays) to pick up their swipe card on the date assigned to them, by TWC Staff, at the workshop.

6. Clients are not required to turn in any written verification of their Job Search activities; their compliance will be verified by swiping their card and selecting the CAAP JS button, and manually signing in, once on any given day, every time they conduct a Job Search activity. The manual sign-in sheet provides back-up verification, and serves as the main attendance record if the swipe system is down. CAAP workers will receive an attendance report each month to confirm attendance and compliance with the program.

Clients must swipe their own card. Clients who allow other people to swipe their card for them will be discontinued for fraud. (Clients swiping cards for someone else, if they are on CAAP, will be discontinued for fraud as well.) The identity of the client will be verified against information from CHANGES according to the TWC QC process.

7. Clients may attend TWC as many times as they wish on any given day, but using the swipe card more than once per day will only count as one TWC job search activity.

8. If the client doesn't have his/her card, he/she can still comply with his/her TWC JS requirement by entering his/her social security number at the time of swiping, and by signing the back-up attendance log.

**CAAP Staff Responsibilities and Process for Job Search:**

EW’s schedule eligible clients to attend the CAAP Job Search Workshop at the TWC by completing Form 2350, the CAAP TWC Job Search Appointment (the appointment must be scheduled for the next available workshop). This initial workshop will provide the client with an introductory overview of the CAAP TWC Job Search process.

- CAAP Clerical Staff will maintain a referral list in the first floor interview area with enough sign-up sheets to cover a month. Workers will enter the appropriate information on the referral list. The referral list will contain the following information: name, Social Security number, worker number, case number, and a space to indicate “RD” or “YD”, for those clients who have been flagged as either red dot or yellow dot.
• At the end of the day prior to the workshop, CAAP Clerical Staff will submit the referral list to WDD via email. The email will be addressed to the TWC Clerk 9E1X, and all TWC Staff, (with a cc to U100, and U130). The referral list alerts the TWC Staff to the number of clients who will attend the workshop. If the system is down, fax the list to WDD. Fax number: 415-621-4637.

• Upon receipt of the TWC Referral Show and No-Show List, the CAAP Clerk makes copies and distributes to those workers whose clients did not show for the introductory workshop.

• Upon receipt of the monthly CAAP Job Search Reports from the TWC, U400 will inform the supervisors who will, in turn, inform the workers handling the cases of the clients who failed the requirement.

• Client’s who fail to conduct the required number of TWC Job Search activities or attend and complete the introductory TWC Job Search Workshop, will be discontinued. Clients can present Good Cause to their EW’s for failing the requirement (if one exists) or they can remedy the failure. Remedy for missing the TWC Job Search Workshop consists of attending another TWC Job Search Workshop.

**TWC Staff Responsibilities and Process for Job Search:**

• TWC conducts the CAAP Job Search Workshops on Mondays, Wednesdays, and Thursdays at 3 PM based on the CAAP Job Search script.

• TWC Staff make sure that all participants have signed the CAAP TWC Job Search Referral List. (2115)

• TWC Staff distribute the clipboards and pens,
• TWC Staff explain and distribute the blank CAAP TWC JS Agreement, Form 2351 and the Tenderloin Workforce Center Intake Form (FORM #) and work with clients to complete the forms as needed.

• TWC Staff call the clients who have completed their forms one by one. Staff check that all the information is filled out and legible. Staff collects the signed Agreements (2351), and TWC Intake Forms, check them against the sign-in sheet, sign and date the agreement and give client the top (White) Original.

• TWC Staff must check off on the left hand side of the Referral list the names of those clients who attended and submitted their paperwork. Mark with an “O” those clients who did not show up.

• TWC Staff take the group (in two sections, if the group is larger than 10 or so) up front to show the swipe card process to clients.

After the demonstration of the Swipe card process:

• The TWC Staff distributes copies of the three-part NCR Job Search Agreement Form 2351 as follows:

  Original (White) copy is given to client at the end of the workshop
  Middle (Yellow) copy is given to the CAAP Worker, along with the original CAAP TWC Job Search Referral List
  Bottom (Pink) copy stays with TWC, and is given to the Clerk along with the Intake forms to be entered into the swipe card system

• If clients who are not on the list do show up, TWC Staff make a copy of their appointment slip and submit it to the TWC Clerk along with the rest of the paperwork.

The TWC Clerk will:

• Type in the Show/No-Show/Add information, and email it to CAAP worker U40X,
Section 80-2: Workforce Centers

- Email the Referral List to the Carrying Manager, U400, and copies to U40X, U300, U30X, and U50X. If the system is down, fax the list to 415-558-4104. This log will indicate shows, no-shows, and added clients.

- Send page 2 (yellow copy) of Form 2351, CAAP TWC JS Agreement, via inter-office mail at the end of each workshop to U40X who will distribute to the CAAP Unit Supervisors to distribute to assigned workers for filing in the case folder.

- At the beginning of each month, but no later than 10th calendar day of the month, send the report TWC New/Continuing CAAP Client Activity Log via email to the Carrying Manager, U400, and copies to U40X, U300, and U30X.

- If the computer system is down: the TWC Clerk will fax the Referral List (with the show/no-shows) to 415-558-4104.

- If the swipe system is down, TWC Staff will fax the CAAP Daily Job Search Log sheet to CAAP Administration Manager # U100 at 558-4785 so clients can get credit for their swipe that day. Indicate on the cover sheet that these clients have signed in, but that the swipe was not recorded because the system was down.

Replacement of lost swipe cards: Clients who lose their cards will be instructed by their EW’s and by TWC Staff to go to the front desk at 39 Jones St and inform Staff that they need to replace a lost TWC JS swipe card. Clients will be given a time and date to pick up their replacement cards within 3 business days.

Address issue of fraud: TWC Staff will conduct random ID checks against the information stored in CHANGES as part of the TWC QC process. Clients caught sending someone else to swipe their card for them will be discontinued (clients swiping cards for someone else, if they are on CAAP, will be discontinued for fraud as well). When this occurs, TWC Staff will confiscate the card and write a report of the incident that will be emailed to the assigned EW, the Supervisor, and CAAP management. Upon receipt of this written report, the EW will discontinue the case.

Monthly report requirements and process:
• TWC Supervisor and TWC Clerk are responsible for the timely submission of statistics and reports to both CAAP and WDD management.

• TWC Supervisor/Clerk send the report TWC New/Continuing CAAP Client Activity Log via email to the Carrying Manager, U400, and copies to U13B, U300, U13M and U100. If the system is down, fax the list to 415-558-4104.

• The report is sent by the Tenth of the following month which identifies the number of swipes for each client in two different reports:
  - Ongoing CAAP Job Search client report
  - New enrollees in the current month

Employment Verification (EV) Process for Tenderloin Workforce Center (TWC) CAAP Job Search participants and TWC customers who obtain unsubsidized employment:

A. Under 9E10, TWC Employment & Training Staff responsibilities:
   1. Obtain the ES (Form 4506) from the employer or directly form the participant for unsubsidized employment
   2. Attach a paycheck stub, offer letter, or proof of employment to verify placement.
   3. Submit the hard copy of the EV (Form 4506) and the paycheck stub, offer letter, or proof of employment to the BAR Unit Supervisor for entry into the JN Database.
   4. If participant is in CAAP Job Search, advise him/her to report placement to participant’s CAAP EW.

A. TWC Clerical Staff Responsibilities
   1. Track placements for TWC’s Monthly Report

NOTE: No client case files are kept on TWC premises.
## V. Forms

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<td>Email copy daily and backup hard copy sent - the list is given to the DPW representative at the evaluation session the day prior to the remedy date.</td>
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<td>CAAP Workfare/Alt Workfare Sick Leave Policy Agreement</td>
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<td>Evaluation Referral for GA Recipients</td>
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<td>CAAP 2168OR</td>
<td>Orientation/Evaluation Attendance Form and Worker Notification</td>
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<td>Alternative Work Agreement</td>
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<td>Tenderloin Workforce Center Intake Form</td>
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<td>Email process write up</td>
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80-2D: Employment Information Center - 170 Otis Street

I. Introduction/Overview

The Employment Information Center (EIC) is a workforce development resource center dedicated to the development and implementation of innovative programs and services that promote successful job search and career management skills.

The EIC’s mission is to provide high quality and customer-friendly employment services to participants and to the general public to achieve employment and career objectives in a clean and professional environment. The EIC’s policies were created to ensure that the use of Employment Information Center would be an enjoyable and positive experience.

II. References

WDD Handbook Vocational Assessors Section 80-3 D
Section 72- Entry to Welfare-to-Work
Section 72.2.4: TVA Test Only-Job Skills Assessment

III. Policy

The EIC requires all clients to adhere to center policies and procedures regarding the use of services, and equipment, and hours of operation. Anyone using the resources in Employment Information Center (EIC) needs to have a One Stop Card and to swipe in at the Front Desk each time the EIC is accessed.

IV. Process/Procedures and Staff Responsibilities

HOURS and LOCATION:

Employment Information Center
170 Otis Street, 1st Floor, San Francisco, CA 94103
Tel No.: 557-5636
Fax No.: 557-5640
Open to clients: Monday through Friday 8:30am - 4:30pm
Closed from 12:00pm to 1pm and legal holidays
Workforce Development Division Handbook

Staffing at the EIC:

Supervised by the EIC and Program Coordinator (worker E400 Sylvia Tiongson), the EIC is Staffed by a team consisting of 9704’s, 1820’s, 1426’s and PST 9916’s.

The EIC staff is committed to providing the resources for clients to explore diverse career opportunities. Staff members provide eligible clients with career counseling and career development services, self-assessments, workshops, presentations for academic departments, career fairs, in addition to other services. The EIC offers tools and resources needed for job search assistance with ADA accessibility and language services.

- Access to free referral to public benefits, job training information, job counseling, and placement services.

- Current Job Listings

- Employer Contact Phones - phones are made available to the Public to contact and follow up on their employment.

- Fax/Copier

- Employment career resource library - EIC has a collection of books and videos on helping clients get a job by giving tips on how to create resumes, cover letters, Thank you letters, and how to do interviews.

- Access to Computers, Internet, Fax and Copy Machines

- Free voicemail
The following Workshops are offered at the EIC:

E-LEAD - (Education Leading to Employment) – refer to WDD PIM 14-10

TVA Test Only-Job Skills Assessment – refer to WTW Handbook Section 72-2.4: TVA Test Only-Job Skills Assessment

Career Scope - refer to Bill Wedemeyer for information and process.

CW Orientation (170 1st floor – Room 2) – refer to WTW Handbook Section 72-1: Orientation and WTW PIM #06-04

The EIC staff is committed to providing the resources for customers to explore diverse career opportunities. Staff members provide eligible customers with career counseling and career development services, self-assessments, workshops, presentations for academic departments, career fairs, in addition to other services. The EIC offers tools and resources needed for job search assistance with ADA accessibility and language services.

The EIC provides:

- Access to free referral to public benefits, job training information, job counseling, and placement services.
- Current Job Listings
- Employer Contact Phones - phones are made available to the Public to contact and follow up on their employment.
- Fax/Copier
- Employment career resource library - EIC has a collection of books and videos on helping customers get a job by giving tips on how to create resumes, cover letters, Thank you letters, and hot to do interviews.
- Access to Computers, Internet, Fax and Copy Machines
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Career Scope - refer to Bill Wedemeyer for information and process.
CW Orientation (170 1st floor – Room 2) – refer to WTW Handbook Section 72-1: Orientation and WTW PIM #06-04

Please note: Process for customers to register for workshops is described in each workshop PIM or WTW Handbook Section

Process for customers to register for and receive Swipe Cards:

Any customer using the resources in the EIC needs to have a One Stop Card swiped at the Front Desk. If the customer does not have a One Stop card, staff will request the person to complete a One Stop registration form at one of the computer by selecting the EMae Fast Track Registration on Desktop. After completing registration, customer is issued a swipe card to use when accessing services in the center.

One Stop Rules and Regulations: are posted at the One Stop. Vandalism, theft, and property damage are strictly prohibited. Failure to comply with the Rules and Regulations may result in the loss of privileges to use EIC services and resources. To ensure compliance with the policies and procedures, center staff reserves the right to monitor each person’s use of center resources.

Daily processes: Customers are required to sign in with a One Stop Swipe Card before accessing any type of service at the center (job board, computer workstations, and telephones)

To obtain a Swipe Card: Customers can obtain a Swipe Card by completing an Intake Form from the front desk

Use of computers, telephones, copier, equipment:

- Customers should make requests at the front desk
- Maximum computer time is one hour
- Maximum telephone us is 30 minutes
- Telephones are not for personal use
- Use of the fax and copy machine should be requested through staff
- Use of books, videos and EIC diskettes
- Use must be requested through staff
- ID will be required for usage
- Maximum time for books or videotapes is two hours
- Materials should be returned to the receptionist after use
### V. Forms

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<td>Job Skills Assessment Referral</td>
<td>Register customer for Job Skills Assessment Testing</td>
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<td>5000</td>
<td>ELEAD Appointment Letter</td>
<td>Schedule customer to ELEAD Activity</td>
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Section 80-3: Employment and Business Services

80-3A: Assessment for Continuing Employment (ACE)

I. Introduction/Overview

Assessment for Continuing Employment (ACE) is a WtW employment assessment activity plus triage to an education or employment path designed to allow CalWORKs and PAES participants to maintain consistent and on-going program participation while awaiting the start date of the next approved activity.

Effective January 1, 2013, with the implementation of SB 1041, several significant changes have been made to the CalWORKs Welfare-to-Work Program. These changes will be outlined in detail in forthcoming PIMs.

As stated in ACL 12-67, “The 24-month period, established by SB 1041, is effective January 1, 2013.”

During this time period, CalWORKs clients will be able to participate in the CalWORKs WTW activities they need, consistent with an assessment, to become self-sufficient without the current CalWORKs WTW core hourly requirements. In addition, the weekly hours of participation have been aligned with federal hourly requirements.

- 30 hours per week for single parents with no child under six years old,
- 20 hours for single parents with a child under six, and
- 35 hours for two-parent families).

II. References

- ACL 12-67
- CalWORKs Jobs Now Program Guide: ACE for Continuing Employment
- WDD Handbook Section 80-3 D Vocational Assessment
Workforce Development Division Handbook

- PIM 12-63, 13-15

III. Eligibility

Most eligible CalWORKs and RCA participants shall be referred to ACE as the next step following completion of the initial CalWORKs Orientation and Appraisal.

PAES ES’s may refer PAES participants to the ACE sessions at 1800 Oakdale only. ES’s will also continue to refer PAES participants to the JRT/Job Club sessions at 3120/3125/3127 Mission.

Exceptions include:

- SIPs
- Engaged in part-time employment
- Engaged in part-time activities
- Limited English proficiency

NOTE: Exempt/Volunteers must agree to participate for the required program hours.

IV. Activity Description

Assessment for Continuing Employment (ACE) is a five week WtW employment assessment/job readiness activity, leading to an education or employment path.

A. Duration: Starting with the Monday, January 7, 2013 ACE session, all sessions will be five weeks:

- Week One – Assessment
- Weeks two through five – job search/job readiness activities

B. Change in weekly participation hours: In order to ensure that participants in ACE meet the new average weekly hour requirements, WDD has modified ACE to provide three tiers:

- 22 hours for single adults with children under 6 (including RCA participants)
- 32 hours for single adults with no children under 6 (including RCA participants)
- 38 hours for two-parent households (including RCA participants)

The first week includes vocational assessment, career exploration and career counseling. Subsequent weeks (2 - 5) are job search and/or job readiness activities.
Section 80-3: Employment and Business Services

The information obtained during Week 1 (Assessment) includes: basic academic competencies, past work experiences, vocational aptitudes, interests, and work attitudes. Participants will engage in standardized testing and group and individual activities.

**Note:** RCA clients are only eligible for the employment track and for unsubsidized employment.

Employment: Participants referred to the Employment path attend a COR Job Club for up to 7 weeks and are prepared (when eligible) for several employment opportunities:

- Unsubsidized Employment
- Wage Subsidy
- Public Service Trainee (PST)
- Individual Internship Trainee Program (ITIP)
- Community Jobs Program (CJP)

**Note:**

- PAES participants may only be referred to the ACE sessions at 1800 Oakdale (South East Workforce Center).
- PAES participants are not eligible for CJP positions.
- RCA participants are only eligible for unsubsidized employment positions.

Participants who are appropriate for the Education path will be referred back to their WTW Employment Specialist to develop an Employment Plan for an educational activity.

The following options will be available for participants on the education track:

- Referral by the ES to an IR
- Referral by the ES to programs at City College: CCSF students who do not meet their hourly participation requirement will need to be enrolled in a job search activity or in a voluntary community service assignment at a host site. Students must fit their school schedule around their job search activity or a part-time job.
- Advised by the ES to secure a voluntary community service assignment at a host site, to be tracked by the 7024 CW Non-Contract Monthly Attendance Report. ESs can recommend that participants can look to their child’s school, their church, or non-profit community-based organizations in their community as possible volunteer sites. Attendance must be monitored on a monthly basis by the ES.
Workforce Development Division Handbook

- Referral by the ES to ELEAD for as many hours as are needed to meet the required participation hours

- Referral by the ES to Supervised Job Search (SUS). It is expected and required that participants actively engage in a productive job search, follow all activity requirements, and if offered a job,

V. Process/Procedures and Responsibilities

Referral Process: ES Responsibilities

A. Meet with new participants after completion of CalWORKs Orientation to complete the Appraisal process.
B. See section below for specific instructions on enrollment of RCA participants to complete the Appraisal process.
C. Complete Employment Plan for ACE activity (eight weeks)
D. Issue supportive services as appropriate
E. Determine eligibility for AB98 subsidized employment activities
F. Schedule participant in the next available ACE activity session in CalWIN.
G. Schedule participant in the next available ACE activity session in CalWIN. Sessions are now offered at both 3120 Mission Street and at South East Workforce Center at 1800 Oakdale
H. Give participant ACE Appointment Letter (Form 7328)
I. Prepare and send referral packet via Interoffice mail by the Thursday Noon prior to ACE Start Date to ACE session location, either;

3120 Mission: Julie Foster, Worker 8E5X, phone 401-488 (if past Thursday Noon, FAX packet to Julie, FAX 401-4899)

or

1800 Oakdale: Rudy Rivas, Worker 7E75, phone 970-7741 (If past Thursday Noon, FAX packet to Rudy, FAX 970-7740). ES’s who miss the Thursday deadline, must fax the referral packet by close of business Friday.

- The Referral packet includes:

    - ACE Referral Form 5100
    - Participant Background Information (Form 7000CW)
    - Discussion Survey (Form 7001CW).
Referral form (5100CW) must indicate if participant is eligible for AB98 subsidized employment activities. Participants may not be eligible for AB98 for the following reasons:

- Former PST’s are ineligible for another PST slot
- Exempt clients (with the exception of participants with young children who are temporarily exempt through 6/30/12) are ineligible for PST/CJP/VIP/ITIP subsidized employment positions
- Safety Net clients (with the exception of Rapid Response participants) are ineligible for PST/CJP/VIP/ITIP subsidized employment positions

J. Issue Supportive Services as appropriate: (Child care; transportation, ancillary benefits)

Note: Special requests for ancillary funds shall be handled on a case-by-case basis. WDD staff shall email the request with justification to ES, ES Supervisor, WDD supervisor and WDD and CalWORKs Program Managers.

CalWIN Entries made by ES:

- WtW Activity: Assessment for Continuing Education (ACE)
- Duration: 8 weeks
- Number of Hours: 35 (single parent); 38 (two parent)
- Provider: WDD

Special ACE Procedures for Refugee Cash Assistance (RCA) participants

Effective 1/17/12, RCA participants who are English proficient should be referred to ACE. RCA participants have a maximum total of 8 months on Cash Aid. ACE services can only be provided if participant is on RCA cash aid.

ES Responsibilities:

1) Schedule RCA participant in CalWIN for ACE session that begins on a Monday, (Tuesday if Monday is holiday)

- Program = Welfare to Work
- Provider = WDD
- Activity = ACE
NOTE: If desired session is filled on CalWIN, please contact Eva Iraheta (E303, phone 557-5638) to add a slot for your participant. If Eva is not available, you may contact Hope Kamimoto (E300). Eva and Hope can add up to 5 added slots per session. If more is needed, they must consult with Bill Wedemeyer (E500).

2) Complete RCA ACE Referral packet (Note difference from standard ACE referral packet)

- RCA Referral form 5100 RCA (attached)
- Family Self Sufficiency Plan (RS 1)

3) Send RCA Referral packet via Interoffice mail by the Thursday Noon prior to ACE Start Date to

ACE session location, either:

3120 Mission: Julie Foster, Worker 8E5X, phone 401-4883. (If past Thursday Noon, FAX packet to Julie, FAX 401-4899)

or

1800 Oakdale: Rudy Rivas, Worker 7E75, phone 970-7741. (If past Thursday Noon, FAX packet to Rudy, FAX 970-7740)

4) Make CalWIN entries as appropriate.

5) If the 5100 ACE Referral Form is missing or incomplete, the COR staff will send an email to the WDD and WTW Program Managers, and to the appropriate supervisors. The ES will have two business days to complete and return the amended form.

VAC and COR Representative Responsibilities:

Note: RCA participants are only eligible for the employment path.

RCA participants are only eligible for unsubsidized employment.

1) E-mail ES and Vlad Komanovsky (worker C605) of participant Show/No Show

   a. First day of ACE (Julie Foster will notify)
   b. First day of COR (COR Rep will e-mail ES by COB Monday)

2) Negative reporting: If RCA participant is not participating, send e-mail within 2 business days of occurrence to ES, ES Supervisor, and Vlad Komanovsky

3) Monthly Attendance Reporting
a. ACE/COR staff will send e-mail by the 8th day of the month to Shuk-Wah Yen, E10X, WDD Refugee Services Admin Support with report on each RCA’s participant participation in prior calendar. Report will be either being "Satisfactory Progress" or "Unsatisfactory Progress". If participant exited ACE during the report month, Exit Date will be indicated with Reason for Exit.

b. Shuk-Wah Yen will make CalWIN entries, updating each participant's CalWIN Employment Plan activity accordingly.

4) Dis-Enrollment from ACE (Negative or Positive reason): WDD will e-mail within 2 business days of occurrence to ES, ES Supervisor, and Vlad Komanovsky.

5) If the 5100 ACE Referral Form is missing or incomplete, the COR staff will send an email to the WDD and WTW Program Managers, and to the appropriate supervisors. The ES will have two business days to complete and return the amended form.

**ACE Schedule for Week 1:**

**Monday:** Participants arrive at 8:45am at 3120 Mission St. and meet with ACE staff (Vocational Assessor Counselor). Participants who have not been assessed (tested) are taken to the PC lab for a brief appraisal (CASAS test) and are then tested (TVA Test Only/CareerScope, Read Free etc.) based on their reading scores and/or PC literacy.

**Tuesday:** All tested participants return at 8:45am for test interpretation and career research/exploration. Reappraisal participants work on Master Applications and resumes.

**Wednesday through Thursday:** Participants meet with a Vocational Assessment Counselor (VAC) to review test results and develop tentative next steps and complete career research/explorations. Participants complete the Barriers to Employment Success Inventory (BESI) followed by individual career counseling appointments with the VAC staff.

**Friday:** Group Wrap-Up – VAC staff introduce the Coordinator and COR Representative who explain the next step and issue an appointment letter (Form 5101 or 5102) for the following Monday’s activity.

- 5101 - ACE COR Job Search Services Letter

**VAC Unit Responsibilities for Week 1 of ACE:**

A. Create a roster from CalWIN entries for ACE activity.

B. Inform ES if referral packet not received timely.
C. Inform Employment Specialist by email on a spreadsheet of NO SHOWS to Day 1 by COB on Day

   1. The ES will need to do a re-referral of the No-Show clients to ACE.
   2. Participants who fail to show for two days during Week 1 will be considered “drop-outs.”

D. Administer and score the CASAS test, evaluating reading grade level and enter the scores in CalWIN. Participants scoring below GE 6 on CASAS reading evaluation will be referred to a concurrent Read-Free testing. (CASAS stands for Comprehensive Adult Student Assessment System.)

E. Administer Job Skills Testing

F. Schedule and conduct one-on-one career counseling appointments with ACE participants to identify vocational assets and barriers during Week 1.

G. Administer the Learning Needs Screening (LNS) if appropriate, and client has not had the LNS screening previously. If participant’s score on the LNS is 12 or over, recommend to the ES that the participant be referred to Westside for a Learning Needs Assessment.

H. Complete a WDD Participant Activity Summary (Form 4800) documenting the results of each participant’s vocational assessment in Week 1, including; participant’s vocational assets and barriers, suggested remediation of barriers, recommended next steps; i.e., Employment or Education/Training path.

I. At the end of Week 1, the VAC provides via email a spreadsheet to the ES on participants who have completed Week 1 of ACE, as well as provides a report on No-shows to the ES. Inform the ES of recommendations for the next path for participants. Spreadsheet will also identify the designated COR staff if participant is recommended for Employment Path.

J. the ES can take appropriate action, and re-refer the No-show participants to ACE.

K. Post the week 1 CareerScope Summary and the WDD Participant Activity Summary (Form 4800)

L. On the O-drive and refer the participant to the Employment or Education/Training path for the next 7 weeks of the ACE activity.

M. Email copy of the WDD Participant Activity Summary (Form 4800) to the ES.

N. Send employment and education path lists to WDD COR and staff.
O. Issue the appropriate appointment letter (Form 5101) to the participant for the following Monday’s activity.

- Form 5101 - ACE COR Job Search Services Letter (for employment path)

P. Pass the referral packet to the assigned COR staff or Coordinator depending on the selected path.

NOTE: For VAC Determined Exceptions:

After the Week 1 assessment in ACE, the VAC may determine that some participants will have difficulty succeeding in either job search or:

- The VAC will hold a 1:1 meeting with the participant to "exit" them gracefully from ACE, and explain that the ES will contact the participant about next steps.
- The VAC should talk to the participant about what types of services are needed to assist the participant in getting back to the job market.
- The VAC will notify the ES by email that the participant's case will be discussed at a Collaborative Case Clinic. The email will have as a header “ACE EXIT – participant name.” The email should make clear to the ES not to sanction the participant since the participant’s next steps will be discussed and determined at an upcoming Collaborative Case Clinic.

ES Responsibilities for Week 1 of ACE:

A. Review attendance spreadsheet.


C. Determine Good Cause for participants who did not successfully complete Week 1.

1. Start noncompliance process for participants without Good Cause.
2. Create a new Employment Plan to re-refer participants with Good Cause for the next available ACE session.
3. Create compliance/curing sanction plan to re-refer participants without Good Cause for the next available ACE session.
4. Confirm with WDD Clerk (8E5X) whether a new referral packet for the participant is needed and send, if necessary.
D. Participate in Collaborative Case Clinic for identified participants.

**Description of Employment Path: Weeks 2 through 8 (ACE COR Job Search)**

Participants on the Employment Path meet as a group and individually with a Comprehensive Occupational Resource (COR) Employment Service Representative who supervises an effective job search and enhances job search skills, i.e., resume, interview skills, etc.

This focused job search activity is a minimum 35/38 hour/week activity and lasts for 7 weeks.

**Samples of job seeker activities are:**

**Week 2**

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Orientation/Registration</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Job Search/Marketing Methods/Voucher Introduction/One on One Appointments</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Interview Prep Workshops/Job Matching/ E-LEAD2 referral, Job Search</td>
</tr>
<tr>
<td>Thursday</td>
<td>Employer Recruitment/Interviews/</td>
</tr>
<tr>
<td>Friday</td>
<td>Meet w/ BARs/Interview De-brief, Job Search</td>
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**Week 3**

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Resume Review, Job Search</td>
</tr>
<tr>
<td>Tuesday</td>
<td>One on One Appointments, Job Search</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Interview Prep Workshops/Job Matching, Job Search</td>
</tr>
<tr>
<td>Thursday</td>
<td>Employer Recruitment/Interviews,</td>
</tr>
<tr>
<td>Friday</td>
<td>Meet w/ BARs/Interview De-brief, Job Search</td>
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**Week 4**

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Interviewing Practice/Individual Next Steps discussion, Job Search</td>
</tr>
<tr>
<td>Tuesday</td>
<td>One on One Appointments, Job Search</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Interview Prep Workshops/Job Matching</td>
</tr>
<tr>
<td>Thursday</td>
<td>Employer Recruitment/Interviews, Job Search</td>
</tr>
<tr>
<td>Friday</td>
<td>Meet w/ BARs/Interview De-brief/Refer back to ES with Recommendations</td>
</tr>
</tbody>
</table>

Employment Path participants are required to conduct an aggressive job search that includes:

- Attending all required COR activities,
• Attending the weekly employer recruitments to apply for job openings, i.e., Public Service Trainee (PST), Wage Subsidy (WS), Individual Training and Internship Program (ITIP)
• Conducting an independent job search with appropriate employers.

**COR staff Responsibilities during the 7 weeks of ACE Job Search (weeks 2-8):**

A. Meet with assigned group from ACE assessment the Friday before the start of the Job Search activity to introduce themselves to participants and to explain the job search activity.

B. Notify VA clerk (worker #8E5X) of participants who did not show to the Monday Job search orientation. VA clerk will update VA ACE spreadsheet.

C. Notify CalWORKs ES, via email, of participant no-show by COB Monday.

D. Complete the JN Job Seeker Registration Form and the 8014 ES Release of Information for all participants who attend Monday’s Orientation.

E. Enter all participant information in the JN database. Job Seekers should be categorized as CalWORKs ACE.

F. Create master participant job search file and place copies of electronic documents in client WDD electronic file. Electronic client files can be found: O:\Employment Services\WDD Participant Files, filed in the alpha files. Employment Specialists have access to client electronic file. Samples of documents in electronic file should include: vocational assessment results, copies of resumes, Job Seeker Registration form, copies of resumes, Form 7024A CalWORKs Attendance Report – Contract and WDD Participant Activity Summary sheet (Form 4800).

G. Give job ready participants a JN Job Seeker Voucher (Form 4511) early in the job search process so participants can use the voucher as a tool to market themselves to employers. Voucher should be authorized for 2 months. Copies of the voucher should be placed in client job search file and recorded in the JN Job Seeker database.

H. Complete and sign the 7024A CalWORKs Attendance Report – Contract (due to WDD Support Staff by the third day of the month following the report month). WDD Support staff will post the 7024A on the O-drive in the participant alpha folder by the seventh business day of the month following the report month.

I. WDD Section clerk will scan and email an electronic copy to the ES. One copy is placed in the WDD electronic file.
J. Complete the Job Seeker Prescreening Rating Sheet (Form 4503) for Job Seekers signed up to interview for an employer attending one of the Thursday recruitments. The rating sheet will be used as a basis to schedule the best 12 candidates for employer interviews. (Refer to PIM 13-19 for more information.)

K. Inform participants engaged in Job Search activity of the requirement to submit an Employer Contact form each Friday to their assigned COR staff. This form will be used to document participant compliance with activity participation requirements and as a guide to coach participants towards an effective job search. Participants who fail to provide weekly Employer Contact forms may be found to be in non-compliance with activity requirements. COR staff will place a copy of each form in the participant’s job search file.

L. Report any compliance issues to the assigned ES within 2 business days to assist in maintaining job seeker participation.

M. Inform ES within 2 business days, via email, if client will be dis-enrolled. Dis-enrollment reasons may include: two unexcused absences; failure to accept a job; failure to show up for a scheduled job interview; or failure to demonstrate work readiness.

N. Notify ES and ES supervisor of any job placement outcomes within 2 business days. Advise ES if employment is unsubsidized and verification needs to be provided by the participant.

O. Verify employment and give placement information to 8E1X for entry into the JN database. Check with ES/EW to see if verification is on file.

P. 8E1X will email a copy of the Employment Verification to the ES and ES supervisor.

Q. Update JN database with activity status and end date upon conclusion of job search activity for all enrolled participants.

R. Complete the WDD Participant Activity Summary (Form 4800).

S. Email WDD Participant Activity Summary (Form 4800) to the ES and place in client electronic WDD file.

**Noncompliance:**

Upon notification of noncompliance from WDD, the ES shall:

- Initiate noncompliance process
- Sanction participant as appropriate
Section 80-3: Employment and Business Services

- Narrate noncompliance process in CalWIN. Include reason for Good Cause determination if appropriate.

**NOTE:** Participants whose noncompliance is during the seven weeks of job search within ACE shall not be re-referred to ACE. An appropriate Compliance Plan/ Cure Sanction Plan is Supervised Job Search.

**Job Placement:**

Upon notification of job placement, the ES shall:

1. Review placement information to determine if new Employment Plan is needed. (No Employment Plan needed if unsubsidized employment for required hours.)
2. Schedule an appointment with the participant within two business days if Employment Plan is needed.
3. Authorize supportive services as appropriate.
4. Update CalWIN entries as appropriate.

**Failure to secure a job:**

Upon notification of failure to secure employment during the seven weeks of ACE activity ES shall review COR staff recommendation for CJP referral or Job Search extension.

**Job Search 4-week Extension:**

For participants who fail to secure employment during the eight weeks of ACE activity:

A. COR staff shall recommend referral to CJP or an extension of job search for an additional 4 weeks by emailing the ES by Monday afternoon of the 7th (last) week of job search.

B. For participants not recommended for an extension, COR staff shall email WDD Summary (Form #) by the following Monday with the recommendation for the next step.

For participants who fail to secure employment after successfully participating in the four week job search extension, the COR staff shall schedule an individual career counseling/reappraisal appointment with the VAC during the 11th (last) week of job search.

The VAC shall notify the ES of the result of the re-appraisal.
Employment Specialist responsibilities for job search extensions:

A. Review the recommendation and develop a new Employment Plan.

B. Email Employment Plan to COR staff.

C. Request COR staff to have participant sign the new Employment Plan and to return a hard copy of the signed Employment Plan to the ES.

D. Continue supportive services as appropriate.

**NOTE:** If participant has had a job search extension, has not secured employment and is ineligible for CJP, the ES shall review all WDD summaries and schedule an individual career counseling/re-appraisal appointment.

Employment Specialist responsibilities for CJP recommendation:

A. Review recommendation and re-verify AB 98 eligibility.

B. Schedule participant for CJP orientation on the following Monday.

C. Send CJP referral packet.

D. Meet with participant to develop new Employment Plan.

E. Issue supportive services as appropriate.

WDD Contact Staff:

- Assessment: Bill Wedemeyer E500, 557-5278
- COR Staff: Cedric Jackson, 8E60, 401-4803
- E-LEAD: Craig Leary, 8E30, 401-4942
- RCA Questions: Eva Iraheta, E 303, 557-5638

**VI. Forms**

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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<td>7000CW</td>
<td>Participant Background Information</td>
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<tr>
<td>7001CW</td>
<td>Discussion Survey (Form 7001CW)</td>
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<tr>
<td>7328CW</td>
<td>ACE Appointment Letter</td>
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<tr>
<td>5100CW</td>
<td>ACE Referral Form</td>
<td>Referral to ACE by ES</td>
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<tr>
<td>Code</td>
<td>Description</td>
<td>Details</td>
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<tr>
<td>5100RCA</td>
<td>Referral Form to ACE for RCA clients</td>
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<tr>
<td>5101</td>
<td>ACE COR Job Search Services Letter</td>
<td>Week 2 of ACE for employment track clients</td>
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<td>7024A</td>
<td>CalWORKs Attendance Report - Contract</td>
<td>Verification of participant attendance in activity</td>
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<td></td>
<td>Career Counseling Summary</td>
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<td></td>
<td>Week 1 assessment report</td>
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<tr>
<td>4800</td>
<td>WDD Participant Summary</td>
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<tr>
<td>7001A CW</td>
<td>Learning Needs Screening (LNS)</td>
<td>For the purpose of screening applicants educational background, skills and training needs. This is a two part form and both need to be completed.</td>
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<tr>
<td></td>
<td>(aka) WTW 18 Part 1 WTW 19 Part 2</td>
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<td>4512B</td>
<td>JN Job Seeker Registration form</td>
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<td>8014/8015</td>
<td>Client Release of Information</td>
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<tr>
<td>8014ES</td>
<td>Client Release of Information for employment</td>
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<td>4511</td>
<td>JN Job Seeker Voucher</td>
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<tr>
<td>4503</td>
<td>Job Seeker Prescreening Rating Sheet</td>
<td>Form 4503 uses a standardized prescreening rating scale, to be completed by staff, as part of the referral process of participants to job recruitment sessions.</td>
<td></td>
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<tr>
<td></td>
<td>Employer Contact Form</td>
<td></td>
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<tr>
<td>4506</td>
<td>Employment Verification</td>
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</tbody>
</table>
80-3B: Supervised Job Search

I. Introduction/Overview

Supervised job search is a full-time or part-time WtW Activity that is independent of the ACE process. SUS activities are limited to 8 consecutive weeks with possible extension to 12 weeks upon extension request from the COR Representative. The COR Representative will request an extension of the activity if the participant’s performance during the original four weeks indicates that extending the SUS activity is likely to result in employment.

Note: Under Federal guidelines participation in Job Search and Job Readiness activities is limited to no more than four consecutive weeks and up to six weeks total in the preceding 12 month period. Reporting any hours in a week uses a week of participation (The six-week limit may be extended to 12 weeks only during the months that California meets the definition of a "needy State")

Participants who are unavailable to work a new job at least 10 hours a week shall not be referred to SUS. Supervised job search is not a “Filler” activity. Participants can look for either a full-time, part-time, or a second job within SUS.

Participation can be for a minimum of 2 hours a week, or a maximum of 40 hours a week depending on the needs and schedule of the participant.

In Supervised Job Search, participants are assisted in:

- Refining their job search skills.
- Developing effective personal marketing strategies.
- Identifying appropriate job openings.

This activity is a combination of:

- direct face-to-face meetings with COR staff,
- participation in group activities,
- email and phone consultations with COR staff
- Self-initiated job search.
If the ES has determined SUS is an appropriate activity for the participant, the ES completes JN2 Supervised Job Search Referral Form and emails to cedric.jackson@sfgov.org.

II. References

JN Program Guide Supervised Job Search section

WDD Handbook Sections, as appropriate

III. Policy

WDD is committed to providing appropriate and meaningful work activities to CalWORKs Welfare to Work participants. The Supervised Job Search activity enables CalWORKs participants to refine their skills and pursue employment activities in a structured environment.

IV. Process/Procedures

Referral Process: Employment Specialists Responsibilities

For full-time supervised job search (40 hours per week), ES’s shall:

1. Complete Referral Form 4500

2. Email the Referral Form 4500 to Rontez Vaughan (8E6X) and cc Ngoc Nguyen (8E65) and Supervisor Cedric Jackson (8E60)

3. Enroll participants in CalWIN as follows:

   • Provider: WDD
   • Activity: Supervised Job Search

4. Advise participants to bring copies of any job search related materials, i.e., master application, resumes, cover letters, references, etc. to the 1st day of class

5. Advise participants to arrive on time and be dressed for success (offer Goodwill voucher if needed)

NOTE: New sessions start every Monday and are offered at 3120 Mission or 1800 Oakdale. Check CalWIN session location.
For part-time supervised job search (less than 40 hours per week), ES’s shall:

1. Complete the Supervised Job Search Referral Form 4500

2. Email the Referral Form 4500 to Rontez Vaughan (8E6X) and cc Ngoc Nguyen (8E65) and Supervisor Cedric Jackson (8E60)

3. Advise participants to bring copies of any job search related materials, i.e., master application, resumes, cover letters, references, etc. to the 1st day of class

4. Advise participants to arrive on time and be dressed for success (offer Goodwill voucher if needed)

V. Responsibilities

COR Staff Responsibilities:

For full-time Supervised Job Search, COR staff shall:

1. Notify the ES within one business day if participant failed to show up to activity.

2. Develop a job search schedule that satisfies Employment Plan requirements based on information provided on the SUS Referral Form 4500.

3. Work with participant to assist and monitor an effective job search.

4. Complete the JN Job Seeker Registration Form, the 8014 ES Authorization to Release Information, and the EZ Tax Credit Release of Information;

5. Enter information in the JN database

6. Create master participant job search file and place copies of electronic documents in participant WDD electronic file

NOTE: Electronic participant files can be found O:\Employment Services\WDD Participant Files, filed in the alpha files. CalWORKs Employment Specialists have access to the client electronic files. Samples of documents in electronic file include: vocational assessment results, copies of resumes, Form 7024A CalWORKs Attendance Report - Contract and WDD Participant Activity Summary Form 4800.

7. Provide participants a JN Voucher (if AB 98 eligible) early in the job search process so participants can use the voucher as a tool to market themselves to employments. Voucher should be authorized for two (2) months. Copies of the voucher should be placed in participant job search file and recorded in the JN Seeker database.
Section 80-3: Employment and Business Services

8. Complete and sign the 7024A CalWORKs Attendance Report – Contract (due to WDD Support Staff by the third day of the month following the report month). WDD Support staff will post the 7024A on the O-drive in the participant alpha folder by the seventh business day of the month following the report month.

9. Notify ES and ES supervisor promptly of any non-compliance or non-participation in assigned activity via email.

10. Notify ES and ES supervisor of any job placement outcomes within two (2) business days.

11. Verify employment and give placement information to 8E1X (Lisa Garcia) for entry into the JN database.

12. 8E1X (Lisa Garcia) will email a copy of the employment verification to the ES and ES Supervisor.

13. Complete WDD Participant Activity Summary (Form 4800) at end of activity

14. Email the WDD Participant Activity Summary (Form 4800) to the ES and file a copy in the WDD Participant file in the “O” drive.

For part-time Supervised Job Search, COR staff shall:

1. Contact participant and schedule initial meeting within two (2) business days.

2. Contact the ES within two (2) business days if participant fails to contract COR to set up initial job search meeting.

3. Develop a job search schedule that satisfies Employment Plan requirements based on information provided on the SUS Referral Form (Form 4500).

4. Work with participant to assist and monitor an effective job search.

5. Complete the JN Job Seeker Registration Form, the 8014 ES Authorization to Release Information, and the EZ Tax Credit Release of Information

6. Enter information in the JN database

NOTE: Electronic participant files can be found O:\Employment Services\WDD Participant Files, filed in the alpha files. CalWORKs Employment Specialists have access to the client electronic files. Samples of documents in electronic file include: vocational assessment results, copies of resumes, CalWORKs Attendance Report, Form 7024A - Contracts and WDD Participant Activity Summary Form 4800.

NOTE: CW participants with a part-time job being referred to part-time supervised job search are not AB98 eligible.

8. Complete and sign the CalWORKs Attendance Report, Form 7024A - Contracts, verifying participant attendance for each calendar month the participant is enrolled in the activity. The form is scanned, and an electronic copy is placed in the WDD electronic file.

9. Notify ES and ES supervisor promptly of any non-compliance or non-participation in assigned activity via email.

10. Notify ES and ES supervisor of any job placement outcomes within two (2) business days.

11. Verify employment and give placement information to Lisa Garcia (8E1X) for entry into the JN database.

12. 8E1X (Lisa Garcia) will email a copy of the employment verification to the ES and ES supervisor.

13. Complete WDD Participant Activity Summary (Form 4800) at end of activity.

14. Email the WDD Participant Activity Summary (Form 4800) to the ES and file a copy in the WDD participant file in the “O” drive.

ES Responsibilities during activity:

1. Schedule an appointment with the participant within 5 business days to complete an Employment Plan.
2. Authorize all appropriate supportive services
3. Enter the plan information in CalWIN
4. Document pertinent information in Case Comments
5. Enter monthly participation hours in CalWIN.
Upon notification of employment from WDD or the participant, the ES shall:

1. If WDD has not already provided the Employment Verification (Form 8014ES), request verification from the COR Representative
2. If WDD is unable to provide verification, request verification from the participant and, upon receipt, forward a copy to the COR Representative.
3. Update CalWIN as appropriate (Full time employment does not require an Employment Plan.)
4. If the new employment is a concurrent activity, schedule an appointment within 5 business days to complete a new EP.
5. Share employment information with EW and EW supervisor via email.
6. Authorize additional supportive services, as needed.
7. Document pertinent information in Case Comments

Upon notification of noncompliance from WDD, the ES shall:

1. Initiate noncompliance process
2. Sanction participant as appropriate
3. Narrate noncompliance process in CalWIN. Include reason for Good Cause determination if appropriate.

NOTE: WDD will not accept a re-referral to SUS unless the activity is part of a compliance plan, or Good Cause has been determined. Process must be documented in CalWIN.

CalWIN Entries:

ES shall enter Employment Plan for 8 weeks of Supervised Job Search:

- WTW activity: Supervised Job Search
- Duration: 8 weeks
- Number of hours: TBD (2 up to 40)
- Provider: WDD
Supportive Services

ES shall authorize supportive services as appropriate:

- Childcare
- Transportation
- Ancillary

Contact Information

- Cedric Jackson, 8E60, 401-4803
- Rontez Vaughan, 8E6X, 401-4836
- Ngoc Nguyen, 8E65, 401-4935

VI. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
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<tr>
<td>4500</td>
<td>JN Supervised Job Search Referral Form</td>
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<td>4800</td>
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<td>7024A</td>
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<td>8014/8015</td>
<td>Authorization to Release Information</td>
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<td>ES Authorization to Receive Employment Information</td>
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<td>JN Job Seeker Registration Form</td>
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80-3C Bridge Program (Suspended - March 2012, see PIM 12-13)
80-3D: Vocational Assessment

I. Introduction/Overview of WDD Vocational Assessment Services

WDD is committed to conduct a basic Vocational Assessment for CalWORKs Welfare-to-Work and PAES clients, to evaluate the clients’ work readiness, marketability and support service needs. The Assessment provides the Employment Specialist with necessary information to develop an Employment Plan which is tailored to meet each client’s specific needs.

The Assessment may include: basic acquired academic competencies, past work experience, vocational aptitudes, interests, barrier identification, and job skills testing. Participants engage in both standardized and self-report instruments.

The Assessment results in a list of jobs or vocational areas for which the individual is best suited. The particular assessment tool used is chosen to match the needs and skills of the client; delivery options include personal computer, paper and pencil tests, and pictorial inventories.

All clients have the opportunity to make a Career Counseling follow-up appointment to meet individually, with a Vocational Assessment Counselor to discuss results and vocational options.

The VAC develops a Career Scope Summary Report or Read Free Summary and posts it on the O-drive under Employment Services in the client files folder, under the client’s last name. The VAC also creates a Career Counseling Summary which is emailed to the Employment Specialist, and posted on the O-drive in the client files folder.

II. References

CalWORKs Welfare to Work Handbook, Section(s) 71-4, 72.2.1
PAES Handbook, Section 141

III. Policy

WDD Vocational Assessment Counselors (VACs) are responsible for the provision of vocational assessment services to both CalWORKs/welfare-to-work clients and PAES clients to determine the job readiness and marketability of these clients. In addition, WDD VACs develop reports to advise and assist the Employment Specialists in both PAES and CW welfare-to-work in the development of clients’ Employment Plans.
IV. Process/Procedures/Responsibilities

For PAES clients:

Targeted Vocational Assessment Workshop (TVAW):

Generally, new PAES clients are referred for a TVA through the Workforce Development Division’s (WDD) Targeted Vocational Assessment (TVA) Workshop

In most cases, the TVAW is the first client activity in the PAES client’s Employment Plan. The PAES ES schedules the client for the next available TVAW by signing the client up in CalWIN and providing the client with an appointment letter (FORM 4607PS)

NOTE: DETAILED PAES REFERRAL PROCESSES TO BE ANNOUNCED:

See the CalWORKs section below for details on the ACE schedule.

Effective January 9, 2012, a new blended ACE Program will be made available to PAES clients in addition to the PAES sequence:

PAES clients may be assigned in CalWIN by the ES to either:

- the new Pilot Blended ACE (for PAES and CalWORKs clients) to be held at the Southeast Workforce Center at 1800 Oakdale by sending referral form

OR

- the PAES sequence of TWAV Workshop, JRT, and Job Club held at 3120/25/27

PAES Sequence

The client attends the one-week TVAW, which consists of:

Day One: Clients are asked by the VAC or WDD Support Staff if they are comfortable taking computerized tests. If they are not, they are offered paper and pencil tests.

- Clients take the CASAS Reading test to assess if they have sufficient literacy skills to take the TVA Test Only/CareerScope Assessment
- VAC’s or WDD Support Staff score the CASAS
• VAC’s or WDD Support Staff separate the clients into two groups: those taking Read-Free and those taking CareerScope
• VAC’s or WDD Support staff administer and score the appropriate tests

During the first week the VAC:

• holds a group session to review the testing results with the clients.
• holds one follow-up 1:1 appointment with each client to review the individual client’s test results,
• Administer the LNS (7001ACW - Learning Needs Screening) if an LNS has not previously been administered
• Administer Job Skills Testing if appropriate (this testing is optional for PAES)
• Identify possible next steps and employment goals.

Note: With the exception of SIP/STEP PAES clients, PAES clients who wish to participate in any training program as part of their Employment Plan must first have completed a Targeted Vocational Assessment (TVA). For those clients who have not completed a TVA, the only activities that may be included in their Employment Plan are the sequence of Job Readiness Training (JRT), Job Club, employment and/or PAES Counseling Services, as appropriate OR the Pilot Blended ACE sessions.

At the end of the first day of the TVAW, the VAC or WDD Support Staff notifies the PAES ES by email if the client is a No-Show.

The PAES ES initiates the discontinuance process, as outlined in the PAES Handbook.

At the end of the TVAW week, the VAC or WDD Support Staff:

• Files a copy of the CareerScope Summary or Reading Free Assessment Reports on the 0-drive, Employment Services, in the client’s alpha folder.
• Prepares the Participant Activity Summary Report and files it on the 0-drive, under Employment Services, in the client files folder, which is alphabetically sorted by client’s last name
• VAC ONLY: Recommend to the ES, if the clients’ LNS score is 12 or over (or if other conditions warrant based on VAC’s observation) that the client should participate in a full Learning Needs Assessment (For PAES clients, the LNA is conducted by the Department of Rehabilitation, following a referral by the ES to DOR)
• Emails the PAES ES that the client has successfully completed (or failed to complete) the TVAW
• Emails the PAES ES a copy of the Participant Activity Summary

If the client has not successfully completed the TVAW, the PAES ES initiates the discontinuance process, as outlined in the PAES Handbook.
Reappraisal Career Counseling Appointment for PAES clients

The PAES ES can schedule the client for a Career Counseling Appointment with a VAC in CalWIN when:

- the PAES client has completed Job Club and has not yet found employment
- the PAES client has completed a vocational activity or training and reassessment is appropriate, per agreement from the PAES Supervisor
- Other reasons, to be determined on a case-by-case basis

Assessment Services for CalWORKs Welfare-to-Work Clients

For new CalWORKs participants, the Assessment for Continuing Employment (ACE) Workshop will be the first activity in their Employment Plan.

- Most new eligible CalWORKs participants shall be referred to the ACE Workshop to participate in vocational assessment, as the first activity in their Employment Plan.

- Exceptions include those participants who are approved SIPs, exempt or working.

- Consideration for a referral to a training program is contingent upon completion of a Targeted Vocational Assessment supporting that recommendation.

- The TVA is generally a one-time event.

For CalWORKs carrying cases, the ES can schedule the client in CalWIN for either:

- the ACE Workshop

  OR

- a standalone TVA (if the client has not completed a TWA previously)
Referral Processes in CalWORKS

CalWORKs Eligibility and Engagement Specialists meet with new participants after completion of a CalWORKs Orientation to begin the appraisal process. In the appraisal appointment the Employment Specialists work with participants to complete the Participant Background Form (7000-CW) and the Discussion Survey (7001CW).

Once a participant completes the Participant Background Form and the Discussion Survey, the Employment Specialist should attempt to identify any possible WtW exemption issues and/or develop the client’s first Employment Plan, based on the procedures outlined in the WtW Handbook, Section 71-4, Exemptions.

NOTE: PLEASE REFER TO THE WtW HANDBOOK FOR EXEMPTION DETAILS.

WDD staff (COR Representatives, BARs, Vocational Assessment Coordinators) who are working with CalWORKs’ Welfare to Work clients should be aware of CalWORKs restrictions and exemptions from participation in WtW activities.

While in most cases, the CalWORKs EW or ES has already determined that the client is exempt from participation in WtW activities, it is important that WDD staff be aware of the status (or change in status) of participants who are enrolled in WDD employment or job search activities which might exempt the client from participation.

If WDD staff should learn of a participant’s situation that may exempt the participant from WtW activities, the WDD staff should notify their Supervisor as well as notify the CalWORKs ES, who will review the participant’s situation and take action as appropriate.

Although clients may qualify for these exemptions, staff are expected to make every effort to encourage participants to participate as “registered Volunteers” to take advantage of the many employment services that are available.

Non-Eligibility for AB98 wage subsidy funding: Participants may NOT participate in Wage Subsidy programs if they are otherwise employed at the time entry into the subsidized employment program (Per SB72’s changes to SB98)

Other exemption categories that WDD staff should be specifically aware of are:

- Individuals required to care for an ill or incapacitated member of the household:

  Any individual whose presence in the home is required because of the illness or incapacity of another member of the household (whether of not that person is a member of the AU) and those caretaking responsibilities would impair the caretaker’s ability to be regularly
employed or to participating in WtW activities. These clients would likely be employed by IHSS.

- Parent or other relatives who are the primary caregivers of an infant

A parent or other relative who has primary responsibility for providing care to one child who is from 12 to 23 months of age, inclusive, or two or more children who are under six years of age.

Note that SB72 enacted on March 24, 2011 extended this short-term exemption to June 30, 2012, or until the exemption no longer applies to the client, whichever date comes sooner.

Client Eligibility for ACE

Most eligible CalWORKS participants shall be referred to ACE as the next step following completion of the initial CalWORKs Orientation and Appraisal.

Exceptions include:

- SIPs
- Engaged in part-time employment
- Engaged in part-time activities
- Limited English proficiency

NOTE: Exempt/Volunteers must agree to participate for the required program hours

CalWORKs Referral Process to ACE/ CW ES Responsibilities

A. Meet with new participants after completion of CalWORKs Orientation to complete the Appraisal process.
B. Determine eligibility for ACE activity
C. Complete Employment Plan for ACE activity (eight weeks)
D. Issue supportive services as appropriate
E. Determine eligibility for AB 98
F. Schedule participant in the next available ACE activity session in CalWIN.
G. Give participant ACE Appointment Letter (FORM 5100CW)
H. Prepare and send referral packet to 3120 Mission St. via inter-office mail to Julie Foster, Unit 8E5X no later than the Thursday prior to the start of the Monday session. ES’s who miss the Thursday deadline, must refer the client to the next available ACE session.

- The referral packet includes the Participant Background Information (Form 7000CW) and Discussion Survey (Form 7001CW).
- Referral form (S100CW) see attachment must indicate if participant is eligible for AB 98

**CalWIN Entries**

- WtW Activity: Assessment for Continuing Education (ACE)
- Duration: 8 weeks
- Number of Hours: 35
- Provider: WDD

**WtW Employment Plan Development:**

The first activity in the WtW Employment Plan should be the ACE Sessions:

- Consult the WtW and Jobs Now 3 Handbook on Employment Plan processes

**ACE Assessment Process**

Assessment for Continuing Employment (ACE) is an eight-week WtW activity which includes one week of employment assessment and up to seven additional weeks of structured workshops in job readiness and job search, with a job placement component for employment-ready clients. At the end of ACE, clients are triaged to an education or employment track designed to allow CalWORKs participants to maintain consistent and on-going program participation while awaiting the start date of the next approved activity. ACE is essentially a starting place for WtW Participants.

The ACE activity provides eight weeks of structured participation and provides vocational assessment, career exploration and career counseling. During the first week, which is the ACE Assessment phase, the VAC conducts a Targeted Vocational Assessment with each client who has not been tested previously. Each client takes a battery of tests, participates in a group review session, and has a 1:1 meeting with the VAC to discuss individual results.
ACE Schedule for Week 1 (the assessment component)

**Monday:** Participants arrive at 8:45am at 3120 Mission St. and meet with ACE staff (Vocational Assessment Counselor). Participants who have not been assessed (tested) are taken to the PC lab for a brief appraisal and are then tested (TVA Only Test/Career Scope, Read Free, etc.) based on their reading scores and/or PC literacy. Participants who have already been tested are scheduled for a Career Counseling appointment with the VAC.

**Tuesday:** All tested participants return at 8:45am for test interpretation and career research/exploration. Reappraisal participants work on master applications and resumes.

**Wednesday thru Thursday:** Participants meet with a Vocational Assessment Counselor (VA) to review test results and develop tentative next steps and complete career research/exploration. Participants complete the Barriers to Employment Success Inventory (BESI) followed by individual career counseling appointments with the VA staff.

**Friday:** Group Wrap-Up –VAC staff introduce the COR Representative who explain the next step and issue an appointment letter (Form 4635) for the following Monday’s activity.

**Activities during the assessment week of ACE include:**

- Targeted Vocational Assessment (for each CalWORKs client who has not been tested previously)
- A battery of tests, including Job Skills Testing
- Group review session
- One-on-one meetings with each participant to discuss individual results and next steps and administer the LNS (Learning Needs Screening).

**VAC/ WDD assessment staff Responsibilities for Week 1 of ACE**

A. Create a roster from CalWIN entries for ACE activity.

B. Inform ES if referral packet is not received on time.

C. Inform ES of No Shows to Day 1 within 24 hours. No-Show for Day 1 can be re-referred by the ES to the next ACE session. Participants who fail to show during Week 1 will be considered “drop-outs.”
D. Administer and score the TVA Test Only, evaluating reading grade level and enter the scores in CalWIN. Participants scoring below GE 6 on CASAS reading evaluation will be referred to a concurrent Read-Free testing. (CASAS stands for Comprehensive Adult Student Assessment System).

E. Administer Job Skills Testing

F. Schedule and conduct one-on-one career counseling appointments with ACE participants to identify vocational assets and barriers.

G. Administer the Learning Needs Screening if participant has not previously had an LNS.

H. If participant’s score is 12 or over, recommend to the ES that the participant undergo a Learning Needs Assessment (LNA).

I. Complete a Participant Activity Summary to document the results of each participant’s vocational assessment in Week 1, including; participant’s vocational assets and barriers, suggested remediation of barriers, recommended next steps; i.e., Employment or Education/Training path.

J. Post the Week 1 TVA Test Only/CareerScope Summary Report and Participant Activity Summary of the ACE activity on the O-drive and refer the participant to the Employment or Education/Training path for the next 7 weeks of the ACE activity.

K. Email copy of the Participant Activity Summary to the CW ES.

L. Complete a spreadsheet showing who completed Week 1 of ACE and recommendations of the next path. Spreadsheet will also identify the designated COR staff if participant is recommended for Employment Path.

M. Send attendance spreadsheet to the ES via email at the end of Week 1 and Employment and Education path lists to WDD COR and staff.

N. Issue the appropriate Appointment Letter to the participant for the following Monday’s activity.

O. Pass the referral packet to the assigned COR staff depending on the selected path.

**ES Responsibilities Week 1**

A. Review attendance spreadsheet.
B. Determine good cause for participants who did not successfully complete week 1.
1. Start noncompliance process for participants without good cause.

2. Create a new Employment Plan to re-refer participants with good cause for the next available ACE session.

3. Create compliance/curing sanction plan to re-refer participants without good cause for the next available ACE session.

4. Confirm with the WDD Clerk (8E5X) whether a new referral packet for the client is needed.

At the end of Week 1, participants are recommended for one of two paths based on their vocational assessment and interests:

- **Employment** – Those in the employment track will move on to the COR phase of ACE and will spend a maximum of three weeks in job readiness activities, (e.g. resume preparation, interview practice, computer skills, etc.) and job search. During that time WDD staff will complete an assessment to determine which of the employment paths are appropriate for the client and assist with the application, interview and selection processes to places clients in jobs.

- **Education** – Those participants who will be entering educational activities are referred to ELEAD in order to maintain participation while waiting for the training/education to begin. A new Employment Plan is required for these participants reflecting education/training activities.

**Subsequent weeks of ACE: (2 - 8)** include either Comprehensive Occupational Resources (COR) Job Club or placement depending on selected path.

**Employment:** Participants referred to the Employment path attend a seven week ACE Job Club and are eligible for several employment opportunities:
Workforce Development Division Handbook

- Unsubsidized Employment
- Wage Subsidy
- Public Service Trainee (PST)
- Individualized Trainee Internship Program (ITIP) (formerly known as CTIP)
- Community Jobs Program (CJP)

Activity Change Request within ACE Employment Plan

VAC Responsibilities

- Confirm the change request with the participant and respond to the ES via email.
- Instruct the participant to attend the Friday morning handoff meeting.
- Revise the Summary and note this change to the Employment Path.
- Provide Summary to Employment Track staff. The participant will then meet with the COR Job Club group the following Monday.

Participants who request a change from the employment to the educational path should be referred to the ES to begin the re-appraisal process.

LIFT Referral Processes

Participants must meet the following referral criteria:

- Active on CalWORKS.

- Vocational Assessor recommendation for LIFT participation. If no prior TVA has been completed, the Employment Specialist shall schedule the participant for Career Scope (formerly TVA Test Only) and a follow up career counseling appointment, requesting a recommendation for LIFT participation. This must be completed within the 4 week Induction Training period. The VA shall include reading, math and reasoning grade levels as part of the assessment/recommendation. (no minimum level required by urban university.)

- Be able to pass background check.
Tools:

The Targeted Vocational Assessment (TVA) is conducted by WDD’s Vocational Assessment Counselor (VAC) and provides information about the approximate reading and math grade levels, vocational aptitudes and vocational interests of a client.

There are several on-line assessment tools utilized:

- **TVA Test Only** – TVA-Test Only is the new name for the testing activity which includes CASAS Reading and Math testing and CareerScope Assessment. This activity is for participants who are working part-time or are unable to participate in the ACE activity for CalWORKs. This activity was formerly called "PESCO." The "PESCO" testing system is no longer in use.

- **Job Skills Testing** is PC-based and assesses areas such as PC literacy, PC skill level, and customer service skill level.

- **Lynda** - computer application training (Word, Excel, etc.)

- **Read Free** - An alternative instrument used for a Vocational Assessment of clients whose primary language is not English or who may have a reading deficiency or who lack basic computer skills; appropriate for English or non-English speaking individuals whose reading levels are below CASAS 221. Read Free assesses areas such as general learning aptitude, pictorial interest inventory. and math scores

- **Rosetta Stone** – English language training; but, not just for ESL but for people wanting to gain second language literacy in a language that that they already speak -- for instance clients that are educated in English but grew up speaking Spanish at home, but never learned written Spanish-language. There are all sorts of combinations and permutations.

- **Learning Needs Screening** assessment (7001A CW) of clients’ learning ability level.
- Mavis Beacon – typing tutorial

V. Forms

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<thead>
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<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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<tr>
<td>4607PS</td>
<td>PAES Appointment letter</td>
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<tr>
<td>4800</td>
<td>WDD Participant Activity Summary</td>
<td>Track participant progress</td>
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<td>5100</td>
<td>ACE Referral</td>
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<td>ACE COR Job Search Services Letter</td>
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<td>7000CW</td>
<td>Participant Background Form</td>
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<td>7001CW</td>
<td>Discussion Survey</td>
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<tr>
<td>7001A CW (aka) WTW 18 Part 1 WTW 19 Part 2</td>
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<td>7056CW</td>
<td>Computer Literacy Questionnaire</td>
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<td>Career Scope Summary Report</td>
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<td>Read Free Summary</td>
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<td>Job Skills Testing</td>
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80-3E: Fast Track to Employment

I. Introduction/Overview

Fast Track to Employment is a Workforce Development Division activity which allows new CalWORKs applicants the opportunity to engage in a supervised job search activity while waiting for their CalWORKs application to be processed (approved / denied). Choosing Fast Track to Employment is voluntary; however, there are participation requirements that the applicant must follow on the Employment Plan is signed.

- CalWORKs Jobs Now Guide - Fast Track to Employment section
- CalWORKs Jobs NOW Guide – Supervised Job Search
- WDD Handbook (sections related to WDD activities for CalWORKs participants)

III. Policy

It is the policy of HSA’s Workforce Development Division (WDD) to provide aided clients with meaningful job preparation and job search activities. Fast Track to Employment is designed to connect to job search activities those CalWORKs applicants who are able and willing to work and desire structured job search assistance during their application process.

IV. Process/Procedures

Program Summary: The purpose of the Fast Track to Employment program is to quickly connect CalWORKs applicants to Jobs NOW employment opportunities. Choosing Fast Track to Employment is voluntary and is designed to jump start job search activities for CalWORKs applicants. Many of these participants have not yet been approved for CalWORKs. The goal is to quickly ascertain eligibility and approve applications for participants who are job ready, prior to hiring.

Referral Criteria

Applicants who express interest (at Intake or in the CalWORKs Orientation activity) in looking for and obtaining a job, are available to work, and are also willing to commit to a structured job search while applying for CalWORKs, are referred to Fast Track to Employment.
New CalWORKs applicants are given a Fast Track Job Search Referral Form (4900) by Reception Clerical Staff or a Fast Track Appointment Letter (4901) by WDD staff who conduct the scheduled English CalWORKs Orientation.

NOTE: Clients with medical exemptions, or timed out clients are ineligible for subsidized jobs.

Fast Track Client Referral Process

There are two different referral processes, based on the two points of entry for CalWORKs applicants to Fast Track to Employment:

1. Referral from CalWORKs Reception Clerical staff at 170 Otis on the day of application
2. Referral from Tuesday CalWORKs Orientation conducted by WDD staff in English

Referral from CalWORKs Clerical Staff (Unit at 170 Reception Counter) on the day of application:

1. Under the direction of Supervisor Ana Villalpando (CX40), CW Reception Staff identify appropriate applicants during intake process on the day of application. The Fast Track Job Search Referral Form 4900 is attached to the CalWORKs application.
2. Staff have applicants answer the questions from the Referral Form 4900:
   - Is the applicant interested in looking for and getting a job?
   - Available to work right now?
   - Willing to commit to a structured job search while continuing the CalWORKs application process
3. If applicant answered “Yes” to the above questions, and completes the Fast Track Job Search Referral Form 4900, the CW Reception staff direct the applicant to take the Referral Form 4900 to the Employment Information Center (EIC, first floor, 170 Otis).
4. WDD EIC staff will provide the applicant with a Fast Track Appointment Letter Form 4901
5. There are four FasTrack to Employment Appraisals: Mondays and Wednesdays, from 9am to 10am and from 10am to 11am at the EIC.

Referral from Tuesday CalWORKs Orientation conducted by WDD staff:

1. At the Tuesday CalWORKs Orientation (English session) at 170 Otis, WDD Orientation staff (Veronica Davila E406) (under the direction of Supervisor Sylvia Tiongson, worker E400), identifies appropriate applicants for Fast Track to Employment.
2. WDD Staff ask the applicant questions (from the Referral Form 4900):
   - Is the applicant interested in looking for and getting a job?
   - Available to work right now?
• Willing to commit to a structured job search while continuing the CalWORKs application process

3. WDD Orientation staff gives the applicant a Fast Track Appointment Letter (Form 4901) for the following Monday at the EIC at 170 Otis.
4. WDD Orientation staff prepares a spread sheet listing the applicants from the Tuesday Orientation who are referred to Fast Track.
5. WDD Orientation staff sends the spread sheet to the WDD EIC staff (Karis Bituin Worker E403) who is the Fast Track Facilitator.
6. WDD EIC staff Karis Bituin prepares a Fast Track Daily Attendance Form (Form #___) to track attendance for each week of the WtW activity.

V. Responsibilities

WDD EIC Staff (Fast Track Facilitator) Responsibilities

If Referral is from CalWORKs Clerical Staff (Unit at 170 Reception Counter) on the day of application:

1. Provide short orientation at the EIC to applicants who come to the EIC with a Fast Track Job Search Referral Form 4900, one-on-one, when referred by CW Intake.
2. Schedule Intake applicants for next Monday morning Fast Track Activity.
3. Give the applicant a Fast Track Appointment Letter (Form 4901)
4. Log applicant name, date of referral, and, if known, case number and EW name and number into O-Drive Spreadsheet located at O:\Employment Services\EIC\FAST TRACK 2012 – Client Log

If Referral is from Tuesday Orientation conducted by WDD staff:

1. At the Tuesday CalWORKs Orientation (English session) at 170 Otis, WDD Orientation staff (Veronica Davila E406) hands out a packet along with the Fast Track Job Search Referral Form 4900.
2. The client is advised to take the Referral Form 4900 to the EIC to receive the Fast Track Appointment Letter Form 4901.

Fast Track Facilitator (EIC staff) Responsibilities:

1. Conducts four FasTrack to Employment Appraisals per week (held Mondays and Wednesdays at 9am and at 10am).
2. Identifies if the client is job ready by providing brief assessment using Job Readiness Checklist (Form #4902).
3. Advises clients who are not job ready or need to take care of other barriers to employment to be in touch with their EW in regards to their CalWORKs application.

4. Refers the job ready clients (approved or CalWORKs pending clients) to 3120 Mission Street, Library, (or to 1800 Oakdale) for the COR Supervised Job Search, and gives clients a paper appointment reminder card with appointment date, time, and location of Supervised Job Search at 3120 Mission or 1800 Oakdale, indicating that the applicant will be meeting with a COR Specialist.

5. Creates a spreadsheet with the clients’ information and posts it on the 0-Drive located at O:\Employment Services\EIC\FAST TRACK 2012.

6. Emails, by Friday of each week, the spreadsheet to WDD COR staff Rontez Vaughan (worker 8E6X) with a cc: to Acting Supervisor Queena Lu (worker 8E68).

7. Send weekly spreadsheet to Sylvia Tiongson (E400) with summary of the week’s activity (number referred, number showed, number referred to COR Job Search), cc: to WDD Manager (Jim Whelly) and WTW Services Director (Tony Lugo).

**Designated CW Supervisory (Josefina Gumba Worker C440) Responsibilities:**

1. The backup for C440 Josefina Gumba is Monique Baluyot, C410.

2. Check the list on 0-Drive located at O:\Employment Services\EIC\FAST TRACK 2012 - Client Log, twice weekly, and enters the assigned intake EW name and number and case number on the O-Drive spreadsheet.

3. Serve as the point of contact for WDD COR Staff, in order for WDD Staff to request expediting a Fast Track case that has moved forward for a job interview.

4. Review the weekly list of job-ready Fast Track participants whose case approval/denial needs to be expedited. Cases must be reported as pending, denied, approved, or withdrawn. In addition, the individual client’s status of the Fast Track client needs to be reported. The participant must be employable and potentially CW eligible to participate in Fast Track.

Clients that cannot be approved for Fast Track include:

- undocumented
- SSI
- NNP
- Drug/fleeing felons
- Unrelated adults in the HH

5. WTW Sanctioned clients can participate in Fast Track, and can cure their sanction by participating.
6. Contact the EW and EW Supervisors regarding cases to be expedited. EW’s should be reporting any change of status on the Fast Track cases to C440 and C410.

WDD COR Staff Responsibilities

1. Welcome participants to COR Job Search Activity and provide overview of services and participant responsibilities
2. Update Fast Track Client log on the 0-drive (for show/no-show clients), at Employment Services; EIC/ Fast Track 2012 Client Log. The client log includes: participant name; referral date; case number; EW worker name and number; ES worker name and number; start date for Fast Track; case status (approval/denial); and approval date.
3. At the end of Day 1 of the Supervised Job Search, COR staff send a list of “shows” to C440 (Josefina Gumba) with a request to expedite the CW case approval/action on those applicants.
4. Provide to CW Supervisor C440 or her backup C410 a weekly list of job-ready Fast Track clients whose case approval/denial needs to expedited. The COR staff should advise the Fast Track client when contacted by CW that a Fast Track client needs to bring in verification or meet with the intake worker to be expedited through intake.
5. Once the applicant’s CalWORKs case has been approved, the WDD COR staff work with the participant to complete a CalWORKs Employment Plan (WtW2) for four (4) weeks Fast Track Job Search and identify needed supportive services (childcare, transportation, etc.)
6. The effective dates of the start of the Employment Plan and of the start of the four-week Fast Track Job Search activity is on the date of the signing of the EP.
7. The Employment Plan must signed by the participant and the COR staff within five (5) business days of case approval and sent to Worker C662 with a cc to Supervisor C660.
8. The WDD COR staff indicates Fast Track Job Search in CalWIN to give the ES’s a heads up that this is a Fast Track participant.
9. Within five days of case approval, the WDD COR staff must forward an electronic copy of the Employment Plan to CW via Du Le Mack (worker C662) with a cc: to Supervisor Margarita Gallo (C660).
10. The WDD COR staff must prepare Form 4800 WDD Participant Activity Summary for each participant and post it on the 0-drive.
11. All communication regarding Fast Track participants should be sent to Du Le Mack, with a cc: to her Supervisor, Margarita Gallo.
12. The WDD COR staff must track participant attendance on CW Attendance Report 7024A and post it on the 0-drive by the third day of the month following the report month.

NOTE: Fast Track clients who have not attended CW Orientation should be released from COR Job Search in order to attend. CW Orientation is mandatory. Failure to comply will lead to CalWORKs denial.
Responsibilities of CW QA Staff Du Le Mack (C662) regarding EP and supportive services:

1. Record the Employment Plan in CalWIN and issues supportive services (transportation and child care) for four (4) weeks, per the signed Employment Plan.
2. Following authorization of supportive services, forward the Employment Plan to the assigned ES.
3. Emails WDD COR Staff Rontez Vaughan (8E6X) with a cc to Queena Lu (Worker 8E68) what benefits have been authorized, so the COR staff can notify the participant.

CalWIN Employment Plan Entry (made by C662)

- WtW activity – Fast Track Job Search
- Duration - 4 weeks
- Number of hours - 35
- Provider - WDD
- Location - 3120 Mission or 1800 Oakdale

Disenrollment of clients not approved for CalWORKs:

When the COR staff check the 0-drive, and find that a Fast Track participant has NOT been approved for CalWORKs, the applicant will be dis-enrolled from the activity by the WDD COR staff and directed to One Stop Universal services for employment services.

Fast Track Supervised Job Search Activity Summary:

- COR Job Search for Fast Track participants is 5 days per week, 7 hours per day or 35 hours per week activity.

- WDD COR staff is the facilitator of the four-week Job Search Activity for Fast Track participants.

- Participation in Fast Track is voluntary until the Employment Plan is signed, at which point participation in the Fast Track Job Search activity becomes mandatory.
• If the participant is absent or unable to attend a session, participants must contact their ES and the WDD COR staff immediately.

• If a participant indicates a need for further assistance with childcare, transportation, and /or has concerns that may prevent him/her from attending this activity, he/she should immediately contact the ES and notify the WDD COR staff.

### VI. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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<tr>
<td>4800</td>
<td>WDD Participant Activity Summary</td>
<td>Prepared by WDD staff (Fast Track Facilitator) for each participant.</td>
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</tr>
<tr>
<td>4900</td>
<td>Fast Track Job Search Referral Form</td>
<td>Issued by CW Clerical staff on day of application</td>
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</tr>
<tr>
<td>4901</td>
<td>Fast Track Appointment Letter</td>
<td>Issued by WDD staff at Tuesday CW Orientation and by EIC staff when participants come with Referral Form from Reception at 170</td>
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</tr>
<tr>
<td>7024A</td>
<td>CalWORKs Attendance Report - Contract</td>
<td>Monthly attendance report to verify participant attendance</td>
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<tr>
<td></td>
<td>Fast Track Daily Attendance Form</td>
<td>Tracking sheet on which clients sign in and out</td>
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</tr>
<tr>
<td></td>
<td>Paper appointment reminder card</td>
<td>Given to Fast Track client by EIC Fast Track Coordinator with appointment date and time for Supervised Job Search at 3120 Mission or 1800 Oakdale, indicating applicant should meet with COR Specialist.</td>
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<tr>
<td></td>
<td>Job Search History</td>
<td>Sheet clients turn in each week to show job search efforts</td>
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<td>8014ES</td>
<td>Authorization to Release and Receive Information</td>
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<td>8014/8015</td>
<td>Authorization to Release information</td>
<td>Used for all other information</td>
<td></td>
</tr>
</tbody>
</table>
Section 80-4: Jobs NOW

Section 80-4: JOBS NOW!

<table>
<thead>
<tr>
<th>Workforce Development Division</th>
<th>Workforce Development Handbook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 80-4A: Wage Subsidy</td>
<td>Effective: 3/4/13</td>
</tr>
</tbody>
</table>

80-4A Wage Subsidy

I. Introduction/Overview

The goals for San Francisco Human Services Agency Wage Subsidy programs are to provide work opportunities to low-income San Franciscans while stimulating the local economy. The program began on October 1, 2010. The term "subsidized employment" is an "umbrella" category that may include any employment in the public or private (for-profit or nonprofit) sectors, in which part or all of the wages paid to the Participant are provided by an entity other than the employer.

For Welfare to Work participants, the principal subsidized employment programs are:

- Community Jobs Program (CJP)
- Vocational ESL Transitional Immersion Program (VIP)
- Individualized Training & Internship Program (ITIP)
- Public Service Trainee (PST)
- Wage Subsidy (Private Employers)

NOTE: Program descriptions for CJP, VIP, ITIP & PST are described elsewhere in the Guide.

The Wage Subsidy program offers a $5000 reimbursement for all new hires of qualified participants. Employers are reimbursed a maximum of $1000 per month in wage costs for up to five months. The Wage Subsidy encourages employers to hire from the HSA qualified candidate pool and helps to maintain the positive relationship HSA developed with businesses during the JobsNOW! Program.

Employers are encouraged to invest in and retain successful wage subsidy employees after the subsidized period ends. Business Account Representatives (BARs) will provide on-going support and assistance to the employer and the employee to help reach this milestone.
The focus of the Wage Subsidy Program is to provide eligible participants with employment opportunities which can provide salary above the minimum wage, offer advancement opportunities and lead to self-sufficiency.

II. References

- JN3 Guide
- WDD Handbook on CJP, VIP, ITIP, PST
- PIM 13-09

III. Policy

It is the policy of HSA to provide eligible welfare-to-work clients (CalWORKs and PAES) with employment opportunities. To the extent that the HSA budget allows, HSA will provide wage subsidy positions to WtW participants with private for profit and non-profit employers.

The gateway to wage subsidy positions for CalWORKs participants is through ACE and Supervised Job Search. The gateway for PAES participants is primarily through referral from JRT(Job Club). Participants are prescreened and recommended by COR and/or PAES staff if the participant meets the minimum qualifications.

Job Seekers are only allowed to have one subsidized employment opportunity per Jobs NOW Guidelines.

IV. Process/Procedures

A. Employer Application Process:

Employers apply to the Program by completing the Wage Subsidy Employer Application and Agreement (Form 4504) (for new employers) or the Employer Statement of Intent Form (Form 4505) (for approved JN2 employers) and submitting to the WDD Business Services Supervisor. A Business Account Representative (BAR) is assigned to each applicant and the BAR reviews each application for completeness. BAR staff are required to follow-up with the applicant if there are any questions regarding the application.

BAR completes WS BAR Coversheet (Form 4507) and submits, with their recommendations to approve or deny, to the Wage Subsidy Management Team (WDD & Contracts) for their final review and approval.

Once approved by the Wage Subsidy Management Team, applications are forwarded to HSA Executive Director for final approval.

Criteria for application and approval include:

1. Past Agency experience with Employer in previous subsidized employment programs.
2. Employers having demonstrated fiscal capacity in having the ability to retain Employees once subsidy ends.

3. Completeness of Application.

4. Employer providing job opportunities consistent with the skills present in the job candidate pool.

5. Employers having experience in managing a workforce.

All individuals hired under the Wage Subsidy program shall be hired as regular members of the Employer’s work force and are subject to the same conditions of employment as the Employer’s other regular employees, including periodic wage increases for performance or termination for unsatisfactory performance. Other conditions of employment include the following:

1. The Employee is on the Employer’s regular payroll.

2. The Employee receives the same benefits as the employees on the Employer’s regular payroll performing similar work.

3. The Employee receives the same starting wage and other wage increases as other employees performing similar work.

4. If Employee is performing work not being performed by other employees, Employer will pay a starting wage consistent with the local labor market.

5. The Employee is provided special clothing or equipment if such is provided to the Employer’s regular employees performing similar work.

6. The Employee is provided supervision and training in the occupation for which the individual is hired in order to obtain transferable skills.

**B. BAR Unit Clerk Responsibilities - Logging in Application:**

1. Check Business Services Supervisor’s mailbox twice daily for applications.

2. Date stamp all applications

3. Log new applications into JN Employer database including the following information:

   - Under Notes – indicate date sent to BAR for QC Processing
   - Under Application Detail – enter submission date
4. Copy application packet and file into a newly created hard copy Employer Folder to be housed in master file cabinet at 3120 Mission.

5. Route original Application Packet to Assigned BAR to complete BAR Feedback Coversheet (Form 4507).

C. BAR Responsibilities - upon receipt of application packet:

1. Complete BAR Feedback Coversheet (Form 4507) within 24 hours of receipt.

2. Notify employer immediately on what is missing from packet and document contact in database, under APPLICATION Issues.

3. Attach completed BAR Feedback Coversheet (Form 4507) it to the application packet and submit to Business Services Supervisor.

D. Business Services Supervisor Responsibilities:

1. Review application packet

2. Submit to clerical support for routing to Employment and Business Services Manager.

E. Wage Subsidy Management Team Responsibilities:

Approvals:

- Contracts Staff will forward approved application packet to HSA Executive Director for final signature

Denials:

- Contracts staff shall alert assigned BAR advising of denial reasons.

NOTE: Original application packet will be housed at 1650 Mission (Contracts Office)

F. Contract Staff Responsibilities - Closing Database Entry and Employer Notification:

1. Update the database with the following:
• Under Edit Application Information - Date Sent to TR, Application Status, Qualification Letter Date,

Application Issues

• Under Job Application – enter approved position and wage

2. Mails approval or denial letter to employer.

3. Scan and Save to O-drive (Employment Svs/BAR Unit JNv2/Employer Files) the BAR Feedback Coversheet, the Application and Approval and/or Denial Letter.

4. Emails BAR on final application status.

G. Participant Wage Subsidy Hiring Process

After the Wage Subsidy application is approved, Business Account Representatives contact employers to follow-up on filling their approved job orders and determine which recruitment method works best for the employer. Hiring decisions are made by employers through two different conduits:

1. Invitation to Thursday Recruitment at 3125 Mission and/or

2. Direct referral to the employer at their respective location

H. Job Order Processing by BAR Unit Clerk:

1. After the BAR obtains the job order (Form 4509) from the employer, the Business Account Administrative Clerk assigns a job order number to each job, regardless if it is a recruitment lead or non-recruitment lead.

2. The BAR Clerk then sends the job orders via email to the respective programs (CalWORKs, PAES, WDD)

3. The BAR Unit Clerk saves the job orders to a master list on the O-drive. Each order must contain the salary amount, closing date, job description and minimum qualifications stated by the employer.

I. Recruitment Process for Thursday Recruitment session by COR/BAR/PAES:

1. Job seekers are prescreened by the COR Staff or the PAES Job Club Staff.
2. Staff access the Recruitment Job Orders, every Monday by 2pm, found on the O-drive, for that week’s Recruitment event.

3. Job Seekers are pre-screened using (Form 4503) a rating scale and those rated highest are scheduled into the respective interview slots on the O-drive. Any rating of 8 or above requires supervisory approval.

4. Due to time and availability, there are 12 interview slots per employer.

5. Employer Recruitments generally happen once a week and are shared with wage subsidies, unsubsidized and PST employers.

6. Following the recruitment, the Business Account Representatives conduct a debriefing session, asking employers to rate participants, using a rating scale.

7. BARS send the Debriefing Report to the Pre-screening Staff and their respective supervisors with outcomes for each job seeker interviewed that day.

8. BARS save the debriefing report to the O-drive for reference.

J. Non-Recruitment Process / Direct Referral to Employer by COR/BAR/PAES

1. For the non-recruitment process, COR Staff or the PAES Job Club staff access the non-recruitment job orders via the master list, found on the O-drive every Monday by 2pm.

2. Each job order has the respective BAR initials attached,

3. For any qualified candidates, the COR Rep or PAES Job Club staff email the resume directly to the BAR for consideration.

4. The BAR reviews the resume

5. If no changes are needed, the BAR forwards the resume to the employer for consideration.

6. After one week, the BAR follows up with the employer on the status of the referral and reports outcome to the respective COR Staff or PAES Job Club Staff.

NOTE: All Wage Subsidy placements shall be verified using the JN4 WS Employment Verification (Form 4506) which is to be completed and submitted by employer.

K. Employment Verification (EV) Process for JN Wage Subsidy positions:

A. Under 8E10, WDD BAR (Business Account Representative) Unit Responsibilities:
1. Obtains the EV (Form 4506) from the employer
2. Gives the EV (Form 4506) to the BAR Unit Clerk (Worker # 8E1X)

B. BAR Unit Clerk (8E1X) Responsibilities:

1. Enters the information in the JobsNOW Database
2. Scans the EV (Form 4506) so it becomes an electronic document
3. Sends the EV (Form 4506) as an attachment by email to the PAES ES’s, COR Staff, and their respective Supervisors, with a cc: to the BAR Supervisor
4. Saves an electronic copy of the appropriate EV form in the participant’s file and the employer’s file in the 0-drive, at 0:\Employment Services\WDD Participant Files

**NOTE:** If the COR or PAES ES has any questions about the Employment Verification, they should contact the BAR Supervisor (8E10). If they need a copy of the EV, they should contact their Supervisor if a copy is not available in the participant’s folder.

V. Responsibilities

A. COR Staff Responsibilities / Informing Welfare to Work Staff of Placement

Within one business day of receipt of JN WS Employment Verification form (Form 4506) from the BAR, COR staff is responsible for:

- Emailing the assigned ES, attaching the JN Employment Verification form (Form 4506)
- CC email to COR and ES Supervisor

B. ES Responsibilities

Upon notification from COR staff that a participant has been selected for a Wage Subsidy position, the ES shall:

- Contact Participant
- Complete new Employment Plan

1. Provider: WDD
2. Activity: Wage Subsidy
3. Duration: 6 months, minimum 25 hrs./week
Workforce Development Division Handbook

- Determine if concurrent activity is needed based on participant’s eligibility status due to income, household composition, and hours of employment
- Authorize necessary supportive services
- Update CalWIN
- Enter case comments
- Notify EW of employment

C. Invoicing

Employers are encouraged to submit invoices to Fiscal every 30 days.

Contracts staff responsibilities:

- process invoices timely
- ensure payment is sent out timely to all employers
- update JobsNOW database with payment date
- inform BAR of any invoice issues

D. BAR Responsibilities:

After confirming placement, send WS Invoice Instructions (Form 4513) and WS Employer Invoice (Form 4514) to be completed every 30-day.

- To do an initial screening of invoices and cross matching it against the approved job order and employment verification submitted on file.
- To inform Contracts timely when invoice is authorized for payment
- To inform employer on any outstanding invoice issues reported by Contracts
- To obtain supporting documents, if requested by Contracts, within a timely manner.

E. Employer Database

- All employer applications are tracked by WDD and Fiscal staff via the Employer Database. This includes status of the approval process, job orders approved and filled, BAR contact narrative logs and the invoicing process.
- Contracts and BAR staff must input entries in a timely fashion to ensure accurate reporting of data.
## VI. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4503</td>
<td>Job Seeker Pre-screening Rating Sheet</td>
<td>Completed by staff, using a standardized rating scale, for recruitment sign-up</td>
<td>English</td>
</tr>
<tr>
<td>4504</td>
<td>WS Employer Application and Agreement</td>
<td>Employer’s Application and Agreement to participate in JN4 program</td>
<td>English</td>
</tr>
<tr>
<td>4505</td>
<td>WS Employer Statement of Intent</td>
<td>Statement of Intent for Approved JN2 Employers</td>
<td>English</td>
</tr>
<tr>
<td>4506</td>
<td>Employment Verification</td>
<td>Verification confirming start date, wage, hours, location</td>
<td>English</td>
</tr>
<tr>
<td>4507</td>
<td>WS BAR Coversheet</td>
<td>BAR Feedback form for recommendation and review of potential employers (staff use only)</td>
<td>English</td>
</tr>
<tr>
<td>4508</td>
<td>WS Change Request</td>
<td>For employers to request a change to original application or plan</td>
<td>English</td>
</tr>
<tr>
<td>4509</td>
<td>WS Job Order</td>
<td>Job announcement/order request</td>
<td>English</td>
</tr>
<tr>
<td>4510</td>
<td>WS Employment Separation</td>
<td>Employee separation or resignation information</td>
<td>English</td>
</tr>
<tr>
<td>4511</td>
<td>WS Job Seeker Voucher</td>
<td>Applicant voucher</td>
<td>English</td>
</tr>
<tr>
<td>4513</td>
<td>WS Invoice Instructions</td>
<td>Instruction on how to prepare WS Invoice</td>
<td>English</td>
</tr>
<tr>
<td>4514</td>
<td>WS Invoice Form</td>
<td>How to reimburse employee wages</td>
<td>English</td>
</tr>
</tbody>
</table>
80-4B: Unsubsidized Employment

I. Introduction/Overview

Unsubsidized Employment is the goal of all Welfare to Work (WtW) Participants. It means that the Participant is an employee of the employer and that the employer is paying all wages. Unsubsidized employment can be in the public (government) or private sector (includes both private businesses and nonprofit organizations).

II. References

CAAP Manual Section: 94-14
PAES Handbook Section: 142-1
WtW Handbook Section: 73-1
PIM 13-09

III. Policy

A. Unsubsidized Employment is the Goal

Unsubsidized Employment is the goal for all Welfare to Work (WtW) Participants. Participants must be paid at least the California minimum wage ($8.00/hour as of January 1, 2011).

For San Francisco specifically, effective January 1, 2011, all employers must pay to each employee who performs work in San Francisco (including temporary and part-time employees) wages not less than $9.92 per hour. More information can be found at this website http://sfgsa.org/index.aspx?page=411.

B. ADA Considerations

The Americans with Disabilities Act (ADA) ensures that people with disabilities are protected from discrimination and requires programs and employment opportunities to be accessible to people with disabilities. Participants who have disabilities must be provided reasonable accommodation in gaining access to programs and employment.

The Employment Specialist shall utilize the services of the Department of Rehabilitation as well as Targeted Vocational Assessment to plan for persons with disabilities.
Should a specific program or employer seem to be in conflict with ADA, the Participant shall exhaust that program's (or employer's) grievance procedure. If dissatisfied with the results, the Participant may report this to the Employment Specialist. In cases in which the Department has a contractual relationship with the program or employer giving rise to the complaint, the Department’s Civil Rights Office may be of some help.

Another resource in this regard is the Employment Law Center, which can counsel clients about these kinds of issues and how to handle them most effectively.

1. The Employment Specialist must be informed of the problem

If there is an ADA-related problem, the Participant shall report it to the Employment Specialist so that the Employment Specialist will know there is a problem. If the problem precludes the Participant from working, the Employment Specialist will then know that the Participant has good cause to quit work.

2. Participant may contact the Employment Law Center

The Participant may contact the Employment Law Center (864-8208) for advice and/or to obtain assistance in filing a complaint. See Avenues for Filing Various Employment-Related Complaints. This information is also available as a handout (Form 7035 CW).

IV. Process

A. Employment Verification (EV) Process for Unsubsidized Employment

A. Under 8E60, COR Staff Responsibilities:

1. Obtain the EV (Form 4506) from the employer or directly from the participant for unsubsidized employment.
2. Attach a paycheck stub, offer letter, or proof of employment to verify placement.
3. Submit the hard copy of the EV (Form 4506) and the paycheck stub, offer letter or proof of employment to the BAR Unit Supervisor for entry into the JN Database.
4. Notify the WTW ES via email that the employment verification form is posted on the O-Drive.

B. Tax credits available to employed WtW Participants

There are several tax credits available to Participants who become employed. During job search and upon obtaining employment, Participants will be informed about tax credits in "informational packets" and workshops.

1. Earned Income Credit (EIC)
The EIC is a special tax benefit for working people who earn low or moderate incomes. It has several important purposes:

- To reduce the tax burden on these workers
- To supplement wages, and
- To make work more attractive than welfare.

Workers who qualify for the EIC and file a federal tax return can get back some or all of the federal income tax that was taken out of their pay during the year. Workers who are raising children can get part of this EIC in their paychecks throughout the year and part in a check from the IRS after they file their tax return. They may also get extra cash back from the IRS. Even workers whose earnings are too small to have paid taxes can get the EIC. The EIC also reduces any tax the worker may owe from previous tax years.

2. Child Tax Credit

For every tax payer raising dependent children, this credit is worth up to $500 per dependent child under age 17 and it is claimed on the federal tax return. Claiming the Child Tax Credit does not reduce benefits from the Earned Income Credit.

More information about these federal tax credit programs may be obtained by:

- Calling 1-800-TAX-1040 (1-800-829-4059 for hearing- or speech-impaired persons who must use a TDD).

C. Tax Credits are available to employers of WtW Participants

Information on tax credits to employers is included here for information purposes. Tax credits have been provided for employers as an incentive to hire welfare recipients and other high-risk groups.

Local

Clean Technology Payroll Tax Exemption

The City of San Francisco provides a payroll tax exemption for up to 10 years to clean technology companies located in the City. Any business that employs between 10 and 99 employees is eligible for the payroll tax exemption.
SF Enterprise Zone (EZ) Payroll Tax Credit

The local Enterprise Zone program enables businesses located in targeted locations of the City to reduce their payroll tax expense for qualified employees. The tax credit is for new jobs created on or after January 1, 1992.

Biotechnology Payroll Tax Exemption

San Francisco’s Mission Bay community is at the center of the biotechnology revolution. To support the expansion of this flourishing industry and the creation of new jobs, the City of San Francisco offers a payroll tax exemption for up to 7.5 years to San Francisco-based businesses engaged in biotechnology pursuits.

Film Production Incentives

The SF Film Office offers a rebate program providing funding to eligible productions on all City fees, local payroll taxes and a portion of hotel and sales tax paid during production.

State

California Enterprise Zone (EZ) Tax Credits & Incentives

The State of California EZ program helps businesses reduce their state income tax liability through hiring tax credits, business expense deductions, accelerated depreciation, and a 15-year carry-over of up to 100% of net operating losses. Eligible businesses must be located in designated Enterprise Zone areas.

California New Jobs Tax Credit

The new jobs tax credit offers tax credit to small businesses for each additional full-time employee hired after January 1, 2009. Eligible businesses must pay each additional full-time employee for a minimum of 35 hours per week, employ 20 or fewer employees during the preceding taxable year, and be able to demonstrate an increase in number of full-time employees from the preceding taxable year.

Federal

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit is an income tax credit for employers who hire employees from eligible groups including youth, ex-offenders, and public assistance recipients.
Historic Preservation Tax Credit

The US Department of the Interior supports the preservation of historic buildings through federal tax incentives, including a 20% tax credit for the certified rehabilitation of historic structures, and a 10% tax credit for the rehabilitation of non-historic buildings built before 1936.

Renewal Community (RC) Tax Credits & Incentives

San Francisco businesses are eligible to receive wage credits, tax deductions, capital gains exclusions and bond financing to stimulate economic development and job growth in locally designated Federal Renewal Community Zones.

For more complete information on tax credits, you may find it at this website: www.oewd.org

D. Avenues for Filing Various Employment-Related Complaints

This chart lists the various avenues for filing complaints related to discrimination on the job and in education and training programs, as well as complaints related to working conditions.

The Employment Law Center (first entry on the chart below) is the local agency to refer individuals for assistance in filing complaints. Other resources for filing complaints are listed on the chart. In addition to these, if a Participant is protected by a union on the job, the union is another possible avenue for filing a complaint.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>KINDS OF COMPLAINTS HANDLED</th>
<th>PHONE/TDD NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Labor Commissioner: Division of Labor</td>
<td>Standards Enforcement Pay, benefits, working conditions - unpaid wages, overtime, vacation, bonuses; minimum wage violations; improper deduction or withholding practices; child labor; unequal pay (based on gender), retaliation for reporting safety violation or filing workers’ compensation or wage claims; other hours or conditions complaints</td>
<td>557-7878 No TDD number</td>
</tr>
<tr>
<td>LIMITATIONS: Employer must employ 5 or more employees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIMITATIONS: Employer must employ 15 or more employees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. Department of Labor</td>
<td>Wage and Hour Division Pay - minimum wage violations; unpaid wages or overtime; record keeping violations; retaliation for filing DOL claims; improper deductions, other hours or work conditions complaints, family and medical leave..</td>
<td>(415) 744-5590 No TDD number</td>
</tr>
<tr>
<td>LIMITATIONS: Work must involve “interstate commerce” or meet a “gross sales” test.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**E. Job Retention**

The term "job retention" spans the period when the Participant is employed and still on aid, as well as up to one year after aid is discontinued.

Ensure that the Employment Specialist, the employer, the Participant, and any CBO or other entity involved in the job placement are in agreement about how Job Retention Services will be addressed how the Job Retention Plan will be carried out. (See WTW HB Section 75-7: Job Retention Services).
### V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>CW 63 (4/01)</td>
<td>Income and Eligibility Verification Form</td>
<td>Employment earnings and income verification (WTW)</td>
<td></td>
</tr>
<tr>
<td>IRS W-5</td>
<td>Earned Income Credit Advance Payment Certificate</td>
<td>Federal tax form for Participants to use if they chose to get part of the Earned Income Tax Credit (EIC) in their paychecks. The ES shall give this form to Participants when they get a job.</td>
<td>Spanish</td>
</tr>
<tr>
<td>WTW 2 (12/12)</td>
<td>Employment Plan - Activity Assignment</td>
<td>This specifies up to two welfare to work activities that the Participant is committing to engage in.</td>
<td>Chinese Russian Spanish Vietnamese</td>
</tr>
<tr>
<td>4506</td>
<td>Employment Verification</td>
<td>Verification confirming start date, wage, hours, location</td>
<td>English</td>
</tr>
<tr>
<td>7035 CW (7/99)</td>
<td>Avenues for Filing Various Employment-Related Complaints</td>
<td>A listing of agencies (with phone numbers) for filing grievances related to discrimination or employment conditions - a handout for participants.</td>
<td></td>
</tr>
<tr>
<td>7040 CW (9/99)</td>
<td>CalWORKs and Tax Credits</td>
<td>A flyer summarizing tax credit information for employed Participants. A tool for Job Developers, Enhanced Screeners, and retention services</td>
<td></td>
</tr>
<tr>
<td>8014(15) (5/07)</td>
<td>Authorization to Release Information</td>
<td>Standard DHS form for client signature – ES must have a client’s authorization before communicating with any agency or party outside DHS about the client.</td>
<td></td>
</tr>
</tbody>
</table>
80-4C: Individualized Training Internship Program (ITIP)

I. Introduction/Overview

ITIP is a transitional employment program for CalWORKs and PAES participants only, offering a temporary host site position that combines real work and skill development at a designated non-profit agency. By working in an ITIP host site position, participants acquire work experience and receive mentoring and support by both the employer and the CTIP Coordinator. Participants may work at their host site for a maximum of 4 months. During their host site experience, the ITIP Business Account Representative (BAR) works closely with the enrollee at month three (3) in their job search efforts and securing unsubsidized employment.

II. References

CalWORKs Jobs Now Program Guide
WDD HB Section 80-3A Assessment for Continuing Employment (ACE)
PIM 13-09

III. Policy

It is the policy of HSA to provide transitional employment opportunities to Welfare-to-Work clients (both CalWORKs and PAES) who combine real work and job skill development.

CalWORKs participants who are eligible for AB98 are eligible to participate in ITIP, with the following exceptions:

- Exempt participants with the exception of participants with young children who are temporarily exempt through 6/30/12
- Safety Net participants.

NOTE: All CW Rapid Response Transitional Employment Participants are eligible for ITIP. In a two parent household, only one parent is eligible to participate in subsidized employment.

PAES participants who are enrolled in JRT or Job Club are eligible to participate in ITIP (as of July 1, 2011).
IV. Process/Procedures and Staff Responsibilities

A. ITIP Procedures for CalWORKs participants:

ITIP is a work activity. CalWORKS participants who are enrolled in the COR Job Club are screened for ITIP job openings by the COR Representative. The ITIP BAR will work individually with referrals.

Participants who are referred to an ITIP job opening are expected to continue in their COR Job Club activity until accepted by an ITIP Host Site.

1. CalWORKs ITIP Activity Summary:

   - An ITIP Host Site position is designated at 32 hours per week for a single parent family and 35 hours per week for a two-parent family if the second parent is not participating in WtW. If the second parent is meeting partial hours, the ITIP parent must agree to participate 32 hours.

   - Participants earn $11.03 per hour

   - At ACE, the VAC will designate if client will be diverted to the employment or educational track.

   - If the employment track is determined, the participant is then assigned to a COR Representative the following Monday, after completing the Assessment portion.

   - The COR Representative reviews active ITIP Job Leads, found on the O-drive, and prescreens (Form 4503) participants for eligible positions.

   - If participant meets qualifications for open ITIP Job Order (Form 4525), COR Representative schedules participant for the Thursday Recruitment Process or sends resume directly to the assigned BAR (for non-recruitment job opening).
Participant is then referred to eligible employer for interview.

Upon interview completion, ITIP BAR will inform COR Representative if employer has hired participant.

COR Representative then informs Employment Specialist on hiring status and proceeds to close out case from ACE Job Search.

2. There can be no direct referrals to ITIP by Employment Specialists.

In order to be referred to ITIP, CalWORKs participants must:

- Be referred to the ACE Activity by the ES.
- Have completed Vocational Assessment in Week 1 of ACE and determined to be appropriate for the employment track
- Participate in the ACE the Employment Track during weeks 2 – 8 of ACE activity
- Be screened for ITIP Host Site openings by COR Representative.
- Continue in their Job Club until accepted by an ITIP Host Site.

3. Form 8014 Authorization to Release Information

COR staff is responsible for ensuring that Form 8014 is completely filled and signed in both sections by client.

Information to SFHSA: Progress and Attendance in ITIP, employment information and verification if I get a job

Information from SFHSA: Assessment Results, WtW History, CalWORKs Information
4. CalWIN Employment Plan shall be completed by the ES as follows:

   - WtW activity = ITIP
   - Provider = WDD
   - Duration = 4 months
   - Number of hours:

     Single parent AU: 32 hours

     Two parent AU: 35 hours if the second parent is not participating in WtW activity. If the second parent is meeting partial hours, the ITIP parent must agree to participate 32 hours. ITIP positions are either 32 or 35 hours per week.

   - Hourly Pay Rate = $11.03
   - Pay dates vary depending on the Host Site

5. Child Care

While participant is waiting for ITIP job to start, the ES shall ensure that there is no break in childcare authorization. The ES shall also authorize childcare for the duration of the ITIP employment when signing the Employment Plan.

CW ES should authorize Child Care from the time ES is doing the referral into ITIP for Monday – Friday for

   - 32 hours per week (single parent AU) or
   - 35 hours per week (two parent AU, 35 hours if the second parent is not participating in WtW activity. If the second parent is meeting partial hours, the ITIP parent must agree to participate 32 hours.

6. Transportation (i.e. MUNI Fast Pass)

MUNI Fast pass should be authorized at time of referral as well for the duration of the ITIP employment. Again, client can not participate without it.
7. Ancillary Benefits (i.e. uniforms, interviewing clothes, tools for work).

ES shall authorize any appropriate requests. Any unusual ancillary requests can be verified by contacting the assigned BAR. The assigned BAR can be found on the WDD Placement Form (Form #).

8. The JN Database shall be updated as follows:

1. The COR Staff is responsible for completing the JN Job Seeker pre-screening form (Form 4503) information and entering the participant in the JN database.
2. The COR staff is responsible for updating Access Tracking in JN Job Seeker database, indicating specific job order number to which the participant was referred.
3. The ITIP BAR will forward a copy of the employment/placement verification (Form 4522) within two business days of receipt to the COR staff and to the Business Services Unit Clerk (8E1C) for input into the database.
4. The COR staff will email to the ES the ITIP Employment Verification (Form 4522) within two business days of receipt.

NOTE: All ITIP placements shall be verified using the ITIP Employment Verification form (Form 4522) which is to be completed and submitted by the Employer.

B. ITIP Procedures for PAES Participants

PAES participants who are enrolled in JRT/Job Club are screened by the JRT/Job Club Trainer and referred to ITIP as appropriate. Participants who are referred to an ITIP job opening are expected to continue in their PAES Employment Plan (EP) activity until accepted by an ITIP Host Site.

1. PAES ITIP Activity Summary:

- PAES Job Club Trainer reviews active ITIP Job Leads, found on the O-drive, and prescreens (Form 4503) participants for eligible positions.

- If participant meets qualifications for open ITIP Job Order (Form 4525), Job Club Trainer sends referral via the Thursday Recruitment Process and/or directly to the assigned ITIP BAR (for non-recruitment job openings).
• Participant is then referred to eligible employer for interview.

• Upon interview completion, ITIP Coordinator will inform PAES Job Club Trainer if employer has hired participant.

• PAES Job Club Trainer then informs Employment Specialist on hiring status and proceeds to close out case from PAES Job Club.

• GEPS Unit Supervisor or designee is responsible for updating Access Tracking in Seeker Database indicating specific job order number participant was referred to.

• ITIP Coordinator will forward copy of employment/placement verification (Form 4522) to the PAES Job Club Trainer and to the Business Services Unit Clerk for input into the database.

2. New PAES Employment Plan to be prepared by PAES Employment Specialist

• WtW activity = ITIP
• Duration = 4 months
• Number of hours = 32 paid hours
• Pay dates vary depending on the Host Site
• Provider = WDD

3. Form 8014 Authorization to Release Information

PAES JRT and/or Job Club staff are responsible for having Form 8014 completely filled and signed in both sections by client.

• Information to SFHSA: Progress and Attendance in ITIP, employment information and verification if I get a job
• Information from SFHSA: Assessment Results, WtW History, CalWORKs Information
C. ITIP Hiring Process:

After the Employer’s ITIP Application and Agreement (Form 4520) is approved, the assigned BAR will contact the Employer to follow-up on filling the approved job orders and to determine which recruitment method works best for the Employer.

Hiring decisions are made by Employers through two different conduits:

1. Recruitment Process: Invitation to Thursday Recruitment at 3125 Mission
2. Non-Recruitment Process: Direct referral to the Employer at the respective location

1. ITIP Job Order Processing by BAR Unit Clerk (worker # 8E1C)

Each ITIP job order (Form 4525) is assigned a job order number, regardless if it is a recruitment lead or non-recruitment lead by the BAR Unit Clerk. Each job order is sent by email to the respective programs (CalWORKs, PAES, WDD) and saved to a Master List on the 0-drive. Each job order has the salary amount, closing date, job description and minimum qualifications stated by the Employer.

2. Recruitment Process by the COR/BAR/PAES staff:

Job seekers are pre-screened (Form 4503) by the COR staff or the PAES Job Club staff. Staff access the Recruitment Job Orders, every Monday by 2pm, which are found on the 0-drive, for that week’s recruitment event. Job seekers are pre-screened with Form 4503 using a rating scale. Those rated highest are scheduled into the respective interview slots, on the 0-drive, by the BAR Unit Clerk. Due to time and availability, there are 12 interview slots per Employer. Every Wednesday, by 3pm, the BAR Unit Clerk, will send notification to the COR staff and PAES staff via email, on the confirmed interview list, so staff are informed if their client secured an interview slot. COR staff and/or PAES Job Club Staff are then responsible for notifying their participants on their interview status.

Following the Recruitment, the BAR conducts a debriefing session with employers, asking them to use a rating scale, and the Debriefing Report is then sent to the Pre-screening Staff, by the BAR Unit Clerk, and their respective supervisors with outcomes for each job seeker interviewed that day.

3. Non-Recruitment Process by COR/BAR/PAES Staff:

For the non-recruitment process, COR staff or the PAES Job Club staff access the non-recruitment job orders via the Master List (Form #), found on the 0-drive every Monday by 2pm. Each job order HSA the respective BAR initials attached. For any qualified candidates, the
resumes are then emailed by the COR Rep or the PAES Job Club staff directly to the BAR for consideration. The BAR reviews the resume and, if no changes are needed, the BAR forwards the resume to the Employer for consideration. After one week, the BAR follows up with the Employer on the status of the referral and reports the outcome the respective COR staff or Job Club staff.

D. Informing CalWORKs and PAES WTW Staff:

Within two business days of receipt of ITIP Employment Verification Form (Form 4522) from the BAR, COR staff or PAES Job staff are responsible to:

- Email the assigned ES, attaching the ITIP Employment Verification Form (Form 4522)
- CC email to COR and ES supervisor

E. Host Site Agreement:

After an ITIP Employer has selected a candidate(s) to hire, the assigned BAR must arrange for a Host Site Meeting. At the meeting, the following documents are discussed and reviewed with the Host Site Supervisor, the participant, and the BAR to ensure a successful working relationship:

- Host Site Agreement (Form 4523)
- Performance Review (Form 4526)
- Attendance Report (Form 4530)
- Invoice Instructions and Form (Form 4531 and 4532)

As documents are completed, they are maintained in a participant hard copy working file managed by the BAR. The BAR sends a notification email to the respective ES alerting him/her of the signing and start date.

1. Attendance Reporting by BAR:

ITIP Attendance form(s) (Form 4530), completed by the Host Site Supervisor, are emailed to the ES by the 10th of each month and posted on the O-drive. If performance issues arise at the Host Site which require the ITIP participant to be separated, the assigned BAR will notify the ES via email to discuss the next step for the participant.

Any questions regarding participation shall be directed to the assigned BAR. ES’s should not contact the Host Site directly.
2. Activity Completion by BAR:

ITIP BAR will complete the WDD Summary based on the ITIP Performance Review (Form 4526), which is completed by Employer, at month 2 meeting and final month meeting, indicating participant’s progress in activity. The Performance Review is signed by participant as well.

For CalWORKs participants who do not get the job, the BAR makes recommendations including re-appraisal, supervised job search, behavioral health services, and/or skill building.

The BAR files the summary in the electronic WDD Participant File and sends a copy to the ES within 2 business days of activity completion.

If the CalWORKs participant is post-aid, the ES will notify the assigned BAR and will forward the WDD Summary to the appropriate CW Retention clerk.

F. ITIP Employer Application Process:

BAR Unit Clerk (worker 8E1C) Responsibilities: Logging in Application

1. Check Business Services Supervisor mailbox twice daily for new Applications (Form 4520) from Employers

2. Date stamp all Applications

3. Log new Applications into JN Employer database, and include the following information:
   - Under Notes – indicate date sent to BAR for QC processing
   - Under Application Detail – enter submission date

4. Copy Application Packet and file into a newly created hard copy Employer Folder to be housed in master file cabinet at 3120 Mission.

5. Route original Application Packet to Assigned BAR to complete ITIP BAR Feedback Coversheet (Form 4528).

BAR Responsibilities - QC:

1. Complete ITIP BAR Feedback Coversheet (Form 4528) within 24 hours of receipt, noting specific reasons for recommendation and/or denial.
2. Notify employer immediately on what is missing from packet and document contact in database, under APPLICATION Issues.

3. Attach completed ITIP BAR Feedback Coversheet (Form 4528) to the Application Packet and submit it to Business Services Supervisor

Business Services Supervisor Responsibilities:

1. Review Submitted Application Packet from BAR, review for accuracy, and then submit it to clerical support for routing to Employment and Business Services Manager (Worker # 8E00 James Whelly).

Wage Subsidy Management Team Responsibilities– Final Review (WDD and Contracts Managers)

APPROVALS: Contracts Staff will forward approved Application Packet to HSA Executive Director for final signature

DENIALS – Contracts Staff will alert BAR advising of reasons for denial

NOTE: Original Application Packets will be housed at 1650 Mission (Contracts Office)

Contracts Staff Responsibilities - Closing Database Entry and Employer Notification

1. Update the database with the following:

   - Under Edit Application Information - Date Sent to HSA Executive Director, Application Status, Qualification Letter Date, Application Issues
   - Under Job Application – enter approved position and wage

2. Mail Approval Letter or Denial Letter to employer.

3. Scan and save to )-drive (Employment Services/BAR Unit JN/Employer Files) the ITIP BAR Feedback Sheet (Form 4529), the Application (Form 4520) and approval and/or denial letter.

4. Email BAR on final Application status

G. ITIP Employer Approval Process

Employers apply to the ITIP Program by completing the ITIP Application and Agreement Form (Form 4520) and submitting it to the WDD Business Services Supervisor. A Business Account Representative (BAR) is assigned to each applicant. The BAR reviews each application for
completeness. BAR staff are required to follow-up with the employer applicant if there are any questions regarding the application.

The BAR completes the QC Form and submits it, with their recommendations to approve or deny, to the Wage Subsidy Management Team (WDD & Contracts) for their final review and approval.

The following criteria are to be used to evaluate ITIP Employer Application/Agreement (Form 4520):

- Past Agency experience with Employer in previous subsidized employment programs
- Employers demonstrating the fiscal capacity to maintain employee payroll and possibility to retain employees once subsidy ends
- Completeness of Application Packet
- Employer providing job opportunities consistent with the skills present in the job candidate pool
- Employers having experience in managing a workforce
- Employers having the ability to provide a highly supervised work experience for participants with little work experience
- Available funds

All individuals hired under the Jobs NOW ITIP Program shall be hired as employees of the Employer’s workforce. The Employer shall act as Employer of Record. Other conditions of employment include the following:

1. The employee is on the Employer’s regular payroll

2. The employee is provided supervision and training in the occupation for which the individual is hired in order to obtain transferable skills

3. The Employer will make good faith effort to retain the employee once subsidy period ends. Employer who cannot retain employee(s) agrees to cooperate with HSA ITIP Business Account Representative in assisting employee to transition to unsubsidized employment

Once approved by the ITIP Management Team, Applications are forwarded to the HSA Executive Director for final approval.

H. Employment Verification (EV) Process for ITIP positions:

A. Under 8E10, WDD BAR (Business Account Representative) Unit Responsibilities:

1. Obtains the EV (Form 4506) from the employer
2. Gives the EV (Form 4506) to the BAR Unit Clerk (Worker # 8E1X)

B. BAR Unit Clerk (8E1X) Responsibilities:

1. Enters the information in the JobsNOW Database
2. Scans the EV (Form 4506) so it becomes an electronic document
3. Sends the EV (Form 4506) as an attachment by email to the PAES ES’s, COR Staff, and their respective Supervisors, with a cc: to the BAR Supervisor
4. Saves an electronic copy of the appropriate EV form in the participant’s file and the employer’s file in the 0-drive, at 0:\Employment Services\WDD Participant Files

NOTE: If the COR or PAES ES has any questions about the Employment Verification, they should contact the BAR Supervisor (8E10). If they need a copy of the EV, they should contact their Supervisor if a copy is not available in the participant’s folder.

I. Invoicing

Employers are encouraged to submit invoices to fiscal every 30 days.

Contracts Staff responsibilities:

- Process invoices timely
- Ensure payment is sent out timely to all Employers
- Update JN database with payment date
- Inform BAR of any invoice (Form 4532) issues

BAR Responsibilities:

- After receiving email from Contracts requesting approval to pay, BAR must cross-check invoice (Form 4532) against attendance reports (Form 4530) submitted by Employer to ensure that hours reported match invoice.
- Communicate any invoice issues to Employer and update Contracts Team with new information as submitted

J. JN Employer Database:

All Employer Applications (Form 4520) are tracked by WDD and fiscal staff via the JN Employer database.
This includes status of the approval process, job orders approved and filled, BAR contract narrative logs and the invoice process.

V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Number</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4503</td>
<td>Job Seeker Pre-Screening Rating Sheet</td>
<td>Completed by staff, using a standardized rating scale, for recruitment sign-up</td>
<td>English</td>
</tr>
<tr>
<td>4506</td>
<td>WS Employment Verification</td>
<td>Verification confirming start date, wage, hours, location</td>
<td>English</td>
</tr>
<tr>
<td>4520</td>
<td>ITIP Application and Agreement</td>
<td>Submitted by employers to participate in JN Program</td>
<td>English</td>
</tr>
<tr>
<td>4521</td>
<td>ITIP Intent</td>
<td>Submitted by JN2 Employers wishing to reup for JN3 ITIP</td>
<td>English</td>
</tr>
<tr>
<td>4522</td>
<td>ITIP Employment Verification</td>
<td>Submitted by employer, confirming hire</td>
<td>English</td>
</tr>
<tr>
<td>4523</td>
<td>JN Host Site Agreement</td>
<td>Signed by Employer, participant, and BAR at the time of hire, indicating responsibilities of Host Site Supervisor and Participant</td>
<td>English</td>
</tr>
<tr>
<td>4524</td>
<td>ITIP Change Request</td>
<td>Submitted by employer, wishing to modify existing agreement (i.e., add/change positions requested)</td>
<td>English</td>
</tr>
<tr>
<td>4525</td>
<td>ITIP Job Order</td>
<td>Submitted by employer, listing job description (MQs, Wage, Schedule)</td>
<td>English</td>
</tr>
<tr>
<td>4526</td>
<td>ITIP Performance Review</td>
<td>Completed by Employer, at month 2 meeting and final month meeting, indicating participant’s progress in activity, Signed by participant as well.</td>
<td>English</td>
</tr>
<tr>
<td>4527</td>
<td>ITIP Separation Form</td>
<td>Submitted by employer indicating reason for separation of hire</td>
<td>English</td>
</tr>
<tr>
<td>4528</td>
<td>ITIP BAR Feedback Coversheet</td>
<td>BAR Assessment of Employer</td>
<td>English</td>
</tr>
<tr>
<td>4529</td>
<td>ITIP Marketing Flyer</td>
<td></td>
<td>English</td>
</tr>
<tr>
<td>4530</td>
<td>ITIP Attendance Form</td>
<td>Submitted by Host Site, monthly, documenting attendance</td>
<td>English</td>
</tr>
<tr>
<td>4531</td>
<td>ITIP Invoice Instructions</td>
<td>One page doc explaining how to complete invoice</td>
<td>English</td>
</tr>
<tr>
<td>4532</td>
<td>ITIP Invoice</td>
<td>Submitted by employer for wage reimbursement</td>
<td>English</td>
</tr>
<tr>
<td>8014</td>
<td>Authorization to Release information</td>
<td>Share work related information between WDD and Host Site.</td>
<td>English</td>
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80-4D: Community Jobs Program (CJP)

1. CJP-1 Overview

The Community Jobs Program-1 (CJP-1) is a short-term, transitional employment program that is an approved CalWORKs Welfare to Work (WtW) activity, and meets the federal Work Participation Rate (WPR). All participants referred to JobsNOW! as their WtW activity start with CJP-1, also known as Tier 0. Tier 0 can be as short as less than a week, and up to no more than 30 days. CJP-1 is designed to help eligible CalWORKs WtW participants with minimal employability potential and who need barrier remediation, transition to other employment. CJP-1 is administered by WDD (Workforce Development Division) and contracts with providers also referred to as Community Based Organizations (CBOs). The participants are referred from CalWORKs for their WtW activity, and the CBOs – Arriba Juntos and Young Community Developers - retain the participants so that they can receive paid job preparation. Prior Tier 0 participants are not automatically disqualified from repeating the program unless determined within the established review process. This process constitutes of a case review during case conferencing meeting between CW and WDD that then submits a joint recommendation to the CW and WDD Program Managers for approval.

2. Providers

A. Arriba Juntos (AJ) and Young Community Developers (YCD)

Arriba Juntos and Young Community Developers are the CJP-1 host sites that provide Workplace Evaluation, Job Readiness Training, Case Management, Soft Skills Training, Barrier Remediation, and Job Placement Services for one month. The providers and WDD work together to mitigate participant barriers, identify educational needs, and build up employment skills toward placing participants in other subsidized and unsubsidized employment opportunities. In addition, they provide monthly attendance and progress reports to CalWORKs staff while also communicating with the Employment Specialist on any attendance or behavioral issues that arise.

B. Richmond Area Multi-Services (RAMS)

RAMS is a private, non-profit, behavioral health agency that provides community based, culturally competent, and consumer-guided comprehensive services. Participants can be referred to RAMS by their Employment Specialist at any time; RAMS staff also facilitates braided behavioral health workshops for participants during CJP-1.
C. Five Keys Charter School

Five Keys is a charter high school that offers classes so that students can earn either their GED or High School Diploma. Five Keys staff are located at 3120 Mission Street and are available to assist CalWORKs participants with earning their diploma.

3. Components of CJP-1

A. JobsNOW! Job Match

Participants start CJP-1 with 1-Day Job Match on a Monday at 3120 Mission Workforce Center. Participants complete a W-2 form with the CBO they will be placed with and begin getting paid the following day. Participants are also assessed by a staff person from the WDD Comprehensive Occupational Resource (COR) unit. COR staff assess the participant for their job readiness, education, any barriers to employment, and whether or not they have prior participation in JobsNOW! Participants’ receives an introduction workshop on wellness as part of the braided mental health services that addresses work relationships, work/family balance, and stress management. This workshop falls under Family Stabilization services.

B. Job Preparation

For the first two weeks, participants in CJP-1 do paid job preparation at WDD. During the first week, workshops include Job Skills Testing, Interview Skills, Online Applications, and 5-Keys TABE Testing to determine participant’s reading and math skills. The primary focus is to match participants to available subsidized or unsubsidized JobsNOW! employment opportunities. During week two, participants continuing with CJP-1 will participate in workshops with RAMS staff, meet with assessors to do a Targeted Vocational Assessment (TVA), and receive career counseling from WDD staff. On the last day of the second week, participants meet with staff from the CBO they will be working with during weeks three and four. Arriba Juntos and Young Community Developers switch off each week as the designated CBO in order to control participant flow.

C. Round Table

Toward the end of Week 2, WDD organizes a Round Table discussion with CalWORKs, WDD, and CBO staff, in order to determine the next steps for each client in CJP-1. Topics discussed include the participant’s job readiness, TVA results, and Five Keys testing results. It is also determined if the client will stay in CJP-1 for the next two weeks, be exempt from participating in WtW, or whether they were able to obtain a position through the Thursday recruitment.
D. Filler Hours

Filler hours are provided to participants that have completed 30-days with CJP1 and have a pending start date on their next activity or employment.

4. CJP-1 Details and Processes

CJP-1 is a short-term, 30-day, subsidized program. It is not meant to be a destination for CalWORKs WtW participants, but as a means to successfully engage clients, begin to build employment experience and skills for participants with minimal work history, and to help them be successful in long-term employment. CJP-1 lasts up to 1 month and is designed for participants to be able to seamlessly move into their next employment opportunity through JobsNOW!

CalWORKs Case Managers are responsible for referring work-eligible participants to WDD for CJP-1 (participants with two months or less on their CalWORKs Time on Aid will be referred to Supervised Job Search, however), the referral process starts with the ES/SWS filling out a referral form that is due to WDD staff by 2 pm on Fridays. When the participant attends Job Match on Monday, they are required to provide documents that show they’re eligible to work in the United States so that the CBO can begin paying the participant the following day. If participants are not able to submit their documentation by the second day of Job Match, then they will be referred back to the assigned ES/SWS. Clients who arrive after 9:15 am on the first day will be sent to speak with a WDD Social Worker before joining the activity. Participants who do not show for day one of Job Match must show on day two by 9:15 am, otherwise they will need to be referred again by their Employment Specialist for the following Monday.

During the first two weeks the participant is with WDD, they are given the opportunity to interview with JobsNOW! employers from both the public and private sectors. On Tuesdays, participants work with WDD staff to select the jobs in which they are qualified and want to interview for. If a participant wishes to work in a clerical or customer service position, they are required to do Job Skills Testing on Tuesday in order to evaluate their MS Excel, Word, typing and customer service skills. On Thursday, they attend the JobsNOW! recruitment and interview with the employers and jobs for which they’ve been pre-screened. On Fridays, participants learn the outcome of their interviews: whether they were made a job offer, asked to come back for a second interview, or if they were not hired. Those who did not get hired remain in CJP-1 until they find employment or complete the 30-day program. Participants who are made a job offer within the 30 days must remain in CJP-1 until their start date. If their start date is after they’ve completed 30 days of CJP-1, then the participant must move to the PST-Pending activity until they begin employment.

Participants are also assessed for an educational or vocational path. Five Keys staff verify whether or not the participant has a High School Diploma or GED, and if they don’t, participants have the option of working with Five Keys in order to obtain this. Five Keys also
administers the TABE (Test of Adult Basic Education) in order to determine which TVA test participants need to take the following Monday. Once participants have taken the TVA test, they then meet with a Vocational Assessor the next day to go over the results in order to determine which career path is best based on their interests and skill sets. If participants wish to do vocational training, then the TVA test can be utilized to determine if CalWORKs will support this as a WtW activity.

During week two, participants attend two RAMS workshops: Work Relationships and Family Balance. If the participant attends at least one workshop, then they sign a Family Stabilization Program (FSP) Employment Plan with WDD staff, which is sent to the participant’s assigned ES/SWS to be entered into CalWIN. A client may elect to be part of FSP longer term which would require an assessment by CalWORKs staff to determine if FSP is an appropriate path. If so, then the client would be exempt from WtW for a short period of time. It also may be determined through the Round Table discussion that a client is appropriate for FSP, and in that case WDD staff would let the assigned ES/SWS know that this recommendation was made.

On the last day of week two at WDD, participants meet with the CBO that they will be assigned to for the remainder of CJP-1. During the last two weeks of CJP-1, participants are continuing to participate in paid job search activities designed by the CBO. Participants also continue to attend Tuesday pre-screening and Thursday recruitment, working closely with the WDD CJP Liaisons in order to prepare for recruitment and participate in WDD workshops if requested. Participants not selected for a higher tier and who successfully complete CJP-1 will be transitioned to regular CJP.

A. Employment Plan

Job Match activity does not require an activity Employment Plan, however if a participant is recommended for CJP-1 on day one of Job Match, WDD staff will initiate an Employment Plan. Participants sign the plan, and the plan is forwarded to the designated Case Manager to enter into CalWIN.

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Subsidized Core Hours</th>
<th>Non-core Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Parent-Child Under Six</td>
<td>25 hrs./wk.</td>
<td>25 hours/week</td>
<td>N/A</td>
</tr>
<tr>
<td>Single Parent-Child Over Six</td>
<td>33 hrs./wk.</td>
<td>25 hours/week</td>
<td>8 hours/week</td>
</tr>
<tr>
<td>Two Parent Household</td>
<td>38 hrs./wk.</td>
<td>32 hours/week</td>
<td>6 hours/week</td>
</tr>
</tbody>
</table>
* When both parents participate, they start one week apart from each other and are stationed separately.

A. **Open Lab**

Open Lab hours are offered every day at WDD: Monday, Tuesday and Wednesday in the afternoon from 1-4:30 PM, and Thursday and Friday from 9-4:30. The purpose of Open Lab is for participants to do additional core and non-core hours as well as make up hours missed during the week.

B. **Rapid Response Flow**

Participants who have completed Rapid Response and the recommendation to move to CJP-1 has been made, will start on Day 2 of Job Match. Since Day 2 includes pre-screening at WDD, participants will immediately start looking for jobs to interview for on Thursday. Participants will stay with Arriba Juntos for the entire four weeks while continuing to go to WDD for pre-screening and recruitment.

C. **Reporting Between Agencies**

Once participants begin to work with the assigned CBO, the CBO will send a report on the first day to let WDD staff know who showed and who didn’t show.

D. **Make-up Hours**

Participants can make up core and non-core hours in a variety of ways: through the Open Lab at WDD, by using a tablet, completing a homework assignment, or completing a job search log. (this has been a longstanding concern with CW. They indicated that by the time they are notified by WDD that the client is being exited, there could have been proactive ways to addressed missed hours to make-up time. Again, speaks to structure within COR unit in how to address attendance)

E. **Participant Incidences**

The CBO and CJP Liaison will attempt to resolve any conflicts between participants. If there’s continuing conflict, then the ES/SWS, CJP Liaison, and Case Manager will be notified and the participant may be moved to the other CBO; or if incident is serious enough, may be terminated from CJP1.
These should be routed to the case conferences for discussion and recommendation to the CW and WDD Program Managers for approval.

**F. Initiating Non-compliance**

If the participant is not meeting the hours for the month they are in CJP-1 and good cause cannot be determined, then the ES/SWS will need to initiate non-compliance. When a participant has two unexcused absences, the CBO informs the ES/SWS and the ES/SWS is expected to start non-compliance. Once the compliance plan is created between the participant and the ES, the CJP Liaison will notify the CBO that the participant will be returning to CJP-1 for 30 days in order to fix the non-compliance.

**G. Participant Exits CJP-1**

A participant may be exited from CJP-1 for a variety of reasons: other employment, attendance, behavioral issues, or if they completed the program successfully. Once it’s determined a participant has been exited, the CBO will send an Exit Form to the ES/SWS within 2-3 business days, and the ES will meet with the participant to determine next steps.

**H. Pay and Holidays**

The CBO is the employer of record starting on day two of Job Match. Although the participant’s job search is performed at WDD the first two weeks, the CBO issues the paychecks, and provides the timesheets to WDD and CalWORKs staff.

   i. Pay

   The CBO will pay participants the San Francisco Minimum Compensation Ordinance wage rate (currently at $13.00 per hour, but will increase to $14.00 per hour starting July 1, 2017) for hours worked, approved paid time off, and CJP-1 holidays.

   ii. Holidays

   Participants will not work on CJP-1 holidays, which include: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.
5. Communication and Meetings

A. JobsNOW! Database Entries

The JN Job Match/CJP-1 activity is entered into the JobsNOW database by WDD staff. The information includes case notes from the Round Table meeting, and any exemptions the client might have.

B. Form 4800

When participants complete CJP-1, WDD staff fill out Form 4800 which details the participant’s next activity, TVA scores, and any barriers to employment. This form is kept in the O Drive and is accessible for ES to refer to.

C. CJP Conference

Every two weeks, WDD and CalWORKs staff, along with the CBOs, meet in order to discuss CJP-1 and CJP programs. Included in the discussion are processes and procedures review, as well as participant issues that need to be discussed.

D. Work Participation Rate Meetings

Twice a month, meetings are held regarding CalWORKs’ WPR. These meetings consist mainly of managers and supervisors from both WDD and CalWORKs. Topics include ways to improve CalWORKs’ WPR, specifically on how to best engage our participants and ensuring that they are meeting WPR through subsidized employment opportunities.

E. JobsNOW! Meetings

Once a month, staff from CalWORKs, WDD, and HR, come together to discuss the various subsidized employment programs under JobsNOW!. Topics covered include analyzing current enrollment and enrollment goals, HR updates with regard to participants employed under JobsNOW!, and updates from the Deputy Director of Economic Support and Self-Sufficiency Programs.

F. Services and Operations Meeting (SOM)

Every other week, WDD and CalWORKs staff meets to talk about policies and procedures on both sides. Each week the topics discussed are driven by staff in order to streamline and understand processes.
80-4E: Public Service Trainee (PST)

I. Introduction

The 9916 Public Service Trainee (PST) Program JN3 was created to help CalWORKs (CW) and PAES participants to successfully transition to unsubsidized employment through skills training and work experience.

PST CW and PAES Participants are required to be actively engaged during the PST assignment in building their job skills, education, job search, career advancement and retention activities with the support of their host site supervisor and PST Liaison in order to attain and secure an unsubsidized employment.

Length and Salary of the PST Program:

- PST employment is an as needed “Temporary Exempt” position (32 work hours per week) not lasting more than 6 months.
- The hourly rate is $14.68

Hiring Process

- PSTs are employees of the City and County of San Francisco and will be offered employment through the HSA Human Resources Office.

For the PST positions the process is:

1. PST is interviewed and selected by host site supervisor.

2. PST candidate meets with the PST liaisons to start the application process.
3. PST manager submits PSTs’ application packages to HSA Human Resources to start the hiring process.

4. HSA Human Resources contacts selected participant to offer the position (only HSA Human Resources can offer city positions).

5. Human Resources notify the host site supervisor and PST manager of the status of the hiring process, including the acceptance of the job and the date the PST will begin their assignment.

**Note:** It is crucial for PST not to miss and to be on time to any appointment scheduled by HSA Human Resources including fingerprints appointment!

**Employment Verification (EV) Process for PST who obtained unsubsidized employment after the PST job**

Under 8E90, PST Liaison (PSTL) Responsibilities are to:

1. Obtain the employment verification (pay stub, letter from the employer, copy of the check, etc.) from the PST or directly from the employer for unsubsidized employment.

2. Submit the hard copy of the Employment Verification Form 4506 (and the employment verification documentation) to BAR Unit Supervisor for entry into the JN Database.

3. Notify the ES via email (cc to his/her supervisor and section manager) about PST’s new employment.

**PST Tracking**

To get actual start date, projected end date and host site assignment of the CW and PAES participants who obtained PST (Public Service Trainee) positions, please refer to the “PST Tracking” Excel spreadsheets located on: O:\Employment Services\JN PST

- To check the information for the PSTs who started prior to July 1, 2012, please click on JN PSTv3 and open the JN3 PST Tracking.

- To check the information for the PSTs who started on or after July 1, 2012, please click on JN PSTv4 and open the JN4 PST Tracking.

Please note that there are several tabs on the bottom of these spreadsheets:
• for the current active PSTs: DPW, RPD, HSA, MTA, DOL
• for separated PSTs (SR): DPW SR, RPD SR, HSA SR, MTA SR, DOL SR

Note: CalWORKs or PAES ESs are NOT to contact PST Host Site Supervisors for ANY reason. All questions and concerns should be addressed to the PST Liaison assigned to the client. The PST Liaison’s information is available on the tracking sheet.

II. Introduction of Standards and Guidelines

The host site supervisor introduces standards, guidelines and sets the pace for the PST to develop good work habits and to learn, at a minimum, the job skills listed on the PSTJN3 Request Form. Direct involvement with the PST’s development will allow the host site supervisor to:

• Mentor and coach
• Set, review and adjust benchmarks, as appropriate
• Enforce standards
• Evaluate progress with PST and HSA PST Liaison
• Write evaluations based on performance at four months (120 actual work days) of service and at separation of service.

III. New Employee Host Site Orientation

Orientation for the 9916 PSTs should cover the goals, expectations, work hours, attendance policy and standards (code or ethics) of the host site department. Written and verbal job description should be provided at this orientation.

IV. Reporting Structure

It is imperative that the host site supervisor be the direct line of reporting for the PST. The host site supervisor is in the best position to gauge the development of the soft and hard skills that the PST needs to obtain gainful employment and self-sufficiency. A backup supervisor may be assigned.

V. Work Expectations & Communications

Supervisors are expected to provide a realistic work environment for the PST. The PST workstations are to be set up by the host site. Supervisors should have check-ins/supervision with the PST on a regular basis. Mentoring and coaching are important aspects of this process.
Supervisors should stay in contact with the HSA PST liaison to assist with any problems that may occur. Meetings should occur as needed with the PST if there is a need to correct unacceptable behavior(s); for example: tardiness or cell phone use at workstation.

- PSTs should stay in contact with the HSA PST Liaison to assist with any problems that may occur.
- PSTs should schedule any personal/medical appointments at the free of work time.

**Please note:** Every other month, or as needed, the HSA PST liaison will visit the PST worksite to review work experience, attendance and progress and to develop individualized skill building activities.

**VI. Attendance Policy**

All absences must be reported in a timely matter either on the PST’s timesheet or by using the Weekly Attendance Exception/Amended Form (form 313). PSTs must call their immediate supervisor within the first 30 minutes of the scheduled starting time of the assigned shift. Any absences in excess of 52 hours (paid or unpaid) per a 6 month period may be grounds for dismissal and will require a conference with the PST, HSA PST liaison and host site supervisor.

**Approved Time Off:** Paid (e.g. floating holidays) time off is granted at the discretion of the host site supervisor and requires the host site supervisor’s approval prior to time being taken off.

Host site supervisors shall grant participants release time for job interviews and appointments with HSA staff as long as the participants request the time off in writing and at least 24 hours in advance. The request must include: Name of the interviewer and company or HSA staff, date and time of the interview/appointment and the job title of the position (in case of job interview).

Training sessions attended and approved by host site supervisors are also paid. No special notation is needed for these two excused absences on the time sheets.

**VII. Employee Benefits and Leave**

The 9916 PST’s are classified as “temporary exempt” employees and, as such, are entitled to the following leaves and benefits:

- Under the Paid Sick Leave Ordinance (Admin Code Section 12W) employees may take sick leave after 90 days. Paid sick leave is allowed on and after the 91st day of service.
• All regularly scheduled employees who work 20 hours or more a week are entitled to legal holiday pay.

• PSTs are entitled to furlough floating holidays. The specific number of hours accrued depends on the hire and separation dates. The total number of furlough hours may range from 19 hours to 57 hours. PST does not need to work for 3 months prior to being eligible for using furlough floating holidays; PSTs can start using their FF as soon as they are accrued.

• PSTs are not entitled to any floating holidays, except those listed above as furlough floating holidays.

• PSTs can not cash out or use their accrued vacation, sick time, or furlough floating holidays after they vacate the position.

VIII. Schedule, Overtime, Shift Differential, Bilingual Pay and Premium Pay

• The PST will work a total of 32 paid hours per week. No overtime is allowed.

• The work schedule shall include the 32 hours of paid work time, an unpaid daily lunch break (either 1 hour or 30-minute) and two 15-minute breaks.

• The host site supervisor will set the work schedule with the PST. These schedules may vary depending on host site needs.

• PST host supervisors must receive an approval from the PST Liaison and HSA Human Resources prior to approving compensatory time, shift differential, and/or premium pay.
• PSTs are qualified for the bilingual pay. If qualified, PSTs may be required to provide emergency bilingual services. Bilingual pay will be granted for a total of four pay periods during a six month time period. When completing the HSA Bilingual Pay Form, please check either box 3 or 4 only.

IX. On-the-Job Injuries/Workman’s Compensation

PST must report on-the-job injuries immediately to the host site supervisor. Host site supervisor must report on-the-job injuries immediately to the HSA PST Liaison and process completed forms:

1. DWC 1 Workers’ Compensation Claim Form
2. Supervisor’s Incident Investigation Report
3. HSA 5020 Employer’s Report of Occupational Injury or Illness

Please note: PSTs, who are on a leave of absence due to a workers’ compensation injury must report to HSA Employee/Labor Relations prior to reporting back to the work site. The employee/labor relations representative will meet with the PST and either release him/her back to work with no restrictions, or, when needed, consult with the host site supervisor if the returning PST has work restrictions (e.g. limited typing, lifting, etc.). PSTs may not report directly to the worksite after returning from a workers’ compensation related leave of absence.

Human Resources Issues

Any issues regarding discrimination, harassment, medical leaves, disability, etc should be brought up directly to your host site supervisor and your PST Liaison. HSA has the following offices to address all of these issues:

• Employee and Labor Relations
• Leaves of Absence
• Americans with Disabilities Act (ADA)
• Equal Employment Opportunity (EEO)

Please note: PSTs, who are on a leave of absence (e.g. via workers’ compensation, ADA, pregnancy disability leave, etc.), must report to HSA Employee/Labor Relations prior to reporting back to the work site. The employee/labor relations representative will meet with the PST and either release him/her back to work with no restrictions, or, when needed, consult with the host site supervisor if the returning PST has work restrictions (e.g. limited typing, lifting, etc.). PSTs may not report directly to the worksite after returning from a leave of absence.
X. Payroll Issues

Payroll Checks

PSTs are paid every other Tuesday. The HSA Payroll Office will work with city departments to develop the check distribution procedure. All payroll issues should be brought up directly to your host site supervisor.

XI. Training and Job Search

A. Mandatory Training provided by the HSA Staff Development: Public Service Trainee Career Development Workshop Series

The Public Service Trainee Career Development Workshop Series is designed to provide PSTs with tools to succeed in their current jobs at HSA and prepare them for future employment. The Series consists of the seven half-day workshops listed below.

1. Career Planning
2. Goal Setting
3. Bringing Your Best to Work
4. Learning the Written and Unwritten Rules at Work
5. Resume Writing
6. Job Search Tips and Techniques
7. Interviewing Skills

To assist superiors in adjusting their PST’s work schedules to accommodate the training schedule, Staff Development provides two different workshops from the series on the same day. The PST Liaisons will provide host site supervisors with the schedule of trainings as they become available. Supervisors should identify the dates their PSTs will attend the trainings and register than by sending an email to: DHSTrainingCenter@sfgov.org

At the completion of each workshop, Staff Development provides the PSTs with a certificate of completion which can be used by the supervisor to verify attendance. Staff Development will contact host site supervisors via email (cc to PST Liaisons and PST Manager) whenever a PST is registered for, but does not attend, a workshop.

Please note: Failure to attend any or all mandatory trainings will be reflected on the PST performance appraisals.
B. Additional Training

Supervisors are encouraged to motivate and support PSTs in attending the other soft skill and technical training provided by Staff Development. A list of courses can be found on the Staff Development page of the HSA Intranet.

C. On the Job Training

Supervisors will train PSTs. The list of job skills is in the PST request form. This list may be used as a guide to provide the appropriate on the job training to the PST. Additional training sessions may be provided by the host site depending on the program’s needs and agreement between the host site and the PST.

D. Job Search

The goal of the PST Program is to provide work experience and training to help participants transition to unsubsidized employment (see “Introduction” on page 3 of this handbook). To that end, all PSTs who started working prior to July 1, 2011 are required to attend at least two Jobs Now Recruitments per month, utilizing those opportunities to apply for Wage Subsidy and unsubsidized jobs.

Please Note: PSTs who started working on or after July 1, 2011 are not eligible for Wage Subsidy jobs. They are only eligible for unsubsidized jobs.

Participation in job search activities is mandatory. PSTs must engage in all activities necessary to finding a job:

- Job Skills testing, an assessment tool which measures proficiency levels in a number of areas, including the use of various computer software programs, customer service skills and medical terminology
- Resume and Interview preparation and workshops
- Attendance of E-Lead, a self-paced computerized learning lab for skill enhancement
- Job search
- Recruitments and Interviews
- Follow-up correspondence, etc.

E. What to do When

PST leaves position before term ends due to permanent employment or resignation:
• HSA PST Liaison will notify host site supervisor immediately if participant secures permanent employment. Should the host site supervisor learn this information before the HSA PST Liaison, the host site supervisor will forward the information immediately to the PST Liaison. Host site supervisor should obtain the resignation letter from the PST and forward it to the PST staff.

In case of resignation, PST will report to Human Resources, will submit a letter of resignation, and will turn in ID badge.

• the host site supervisor will have Exit Meeting with PST and HSA PST Liaison.

• the host site supervisors will complete Form 103 (HSA supervisors only).

• the evaluations (PAR) will be completed by the host site prior to separation.

• PST will complete the exit evaluation form documenting their experience with the program and at the host site.

• Human Resources will mail the separation letter to the PST

Host site needs to release PSTs because the participant consistently fails to meet stated time or performance standards at the host site before the term ends (terminations):

• Contact Employee and Labor Relations staff and HSA PST Liaison immediately.

• PST will have an exit meeting with HSA PST Liaison and host site supervisor. The release date will be scheduled in this meeting.
• The PST will report to Human Resources to turn in his/her ID badge.

• Human Resources will mail the separation letter.

PST (PAR) evaluation for a PST is determined to be unsatisfactory:

• A meeting should be scheduled with the HSA PST Liaison, host site supervisor and PST to try to resolve the existing problems.

• HSA PST Liaison will provide guidance and counseling to the PST.

• The PST may need a referral to the (EAP) Employee Assistance Program, HSA social worker or other appropriate services.

• Evaluations (PAR) will be completed by the host site supervisor minimally at the completion of 4 months (120 actual work days) of service and at the time of separation of service.

XII. PST Staff

PST Manager

Viktoriya Dostal
Phone number: (415) 401-4902
E-mail: viktoriya.dostal@sfgov.org

PST Liaisons

Lasha Scranton Lasha.Scranton@sfgov.org
970-7717

Magdalene Lee Magdalene.Lee@sfgov.org
401-4936
Jerrica Hau  Jerrica.Hau@sfgov.org
401-4857

Rosemary Morgan (Clerical Support) Rosemary.Morgan@sfgov.org
401-4932

Star Puaauli (PST) Star.Puaauli@sfgov.org
401-4911

XIII. Forms

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<td>WC Packet and HSA Employer's Report of Occupational Injury or Illness Form</td>
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80-4F: Education Leading to Employment (E-LEAD)

I. Introduction/Overview

The Education Leading to Employment (E-LEAD) Activity at 3120 Mission provides CalWORKs and PAES participants with meaningful computer-based activities to augment their required weekly activity hours so they can be in compliance with their Employment Plans.

II. References

CalWORKs Jobs NOW Program E-LEAD Section

III. Policy

CalWORKs participants who are meeting the required CORE hours (working, VTR, etc), but not meeting the Non-CORE WPR hourly requirements and/or need additional activity hours for their Employment Plan, can complete the required non-core hours by attending the E-LEAD activity (i.e., computer class/lab, etc.)

PAES participants who need additional hours to meet their weekly requirement (26 to 32 hours) can be referred to ELEAD.

Participants can gain useful job skills and meet the WPR because of the flexibility in hours.

IV. Process/Procedures

1. At the E-LEAD Intake, the participant meets with the Vocational Assessment Counselor (VA) who not only introduces E-LEAD policy, procedures and requirements, but also attempts to understand the participants past, current and future employment goals and in doing so assists in tailoring a plan for the participant while h/she is a participant in E-LEAD.

2. E-LEAD is not meant to replace formal vocational training or education – rather E-LEAD is a self-paced instruction; participants are somewhat on their own to pursue their stated goals. Therefore, the intake involves not only understanding the participant’s
employment goals, but also creating an initial “buy-in” so that participants agree to utilize the learning lab for their stated goals.

3. The vocational assessment counselor will utilize previous information such as career counseling summaries and assessment tests in attempting to understand where the client has been and where they are going in the vocational journey through the WtW system. However, the one-on-one intake is essential to both foster a personal connection for the client to E-LEAD, as well as for the assessment counselor to attempt to understand the multifaceted specifics of the client’s situation and advise a relevant course of study.

Homework

As an example of homework, take a participant that lacks GED certification and who states wishing to find out what it would take to complete said certification. A viable E-LEAD homework assignment is to have the participant visit the Adult Basic Education office at City College of SF (located on Gough St). This relatively short off-site visit will count for E-LEAD hours. The hoped-for result is that the participant has a better fix on what it will take to finish the GED. The actual completion of the GED may not occur during E-LEAD, although if the participant states that this goal is primary, E-LEAD can provide some skills enhancement. Other participants may benefit by a long-term homework assignment (although this is not the regular case) -- for example participant pursuing GED studies who needs to work in a supportive study environment such as provided by the Episcopal Community Services program (they provide tutors with a GED).

Attendance and Reporting

During intake participants are made aware of the importance of signing in and out. They are told that hours are reported weekly to employment specialists. There have been some instances where participants are attempting to obtain hours fraudulently -- for instance signing in and then disappearing from the premises -- and this is a continual issue we are working on. Participants are asked to sign in and sign out on a daily attendance sheet. We currently use an "honor" system, since we don't have formal time clock or punch card, nor is staff constantly watching comings and goings to run from the computer lab. Since participants are in the lab without a staff person there, they are all told to access us via telephone if they need to. Staff also regularly visits the lab a couple of times an hour if possible, to both see what participants are doing as well as to be available to assist participants with specific questions.
Reporting

1. WDD Admin Support staff will notify, via e-mail, the Employment Specialist /cc the supervisor, of the participant’s attendance. They will report for each participant his/her DAY 1 attendance on the following business day and will provide participants’ total attended hours for each week on the following Monday. Actual monthly aggregate attendance for all participants will be reported in form CW7024 (CSC 66) or form 4610PS (PAES by the fifth of the following month.

2. ESs will update the status of the activity reflecting the appropriate attendance in CalWIN. ALL CalWIN entries are done by CW ESs. The Computer Lab Coordinator notifies via e-mail/phone call, the Employment Specialist (and cc’s the supervisor) immediately when there is an issue with the participant. The Computer Lab Coordinator will refer back participants who are not satisfactorily attending/performing the activity.

Employment plan activities

- WtW Activity = Education Leading to Employment (E-LEAD)
- Duration = up to 12 weeks
- Number of Hours = 12 hours per week maximum
- Provider = WDD

V. Responsibilities

The following are role descriptions based upon personnel currently running the E-LEAD program at 3120 Mission St.:

A. Coordinator -- usually a VA

Conducts intakes, assigns and approves "homework" visits, communicates to ESs and supervisor(s), troubleshoots issues with participants and staff, oversees general daily activities, visits with participants in lab and works with them on a one-on-one basis to solve problems, conducts job skills tests (and other tests when relevant).

B. Assistant to coordinator

Troubleshoots issues with participants, visits clients in lab and works with them a one-on-one basis, substitutes for coordinator, , conducts job skills (and other) tests, assists in general clerical and administrative tasks.
Clerk

Tabulates weekly and monthly attendance reports; communicates to referring ESs and checks for referrals and Calwin.

C. WDD Computer Lab Coordinator and Admin Support

1. Report attendance to CW ESs with a cc to Supervisor and Attendance Sheet (Form 7024A CalWORKs Attendance Report – Contract) to unit # CX20 as follows:
   - DAY 1 of the session on the following business day (e-mail).
   - Weekly attendance on the following Tuesday (e-mail).
   - Actual Monthly attendance (Form 7024A/CSC 66), by fifth of the following month.

2. Report ESs with a cc to Supervisor, immediately, any critical incidents that may result in participant being terminated from the activity.

3. Check E-LEAD activity status in CalWIN for each participant for monthly reporting.

4. Consult with ESs, if unsupervised Homework hours are appropriate for participant.

D. Child Care

ES should authorize Child Care from the date of the E-LEAD Orientation at the time ES is doing the referral.

E. Transportation (i.e. MUNI Fast Pass)

MUNI Fast pass should be authorized at time of referral as well.

- Meet with assigned group from ACE assessment the Friday before the start of the Job Search activity to introduce themselves to participants and to explain the job search activity.

- Notify VA clerk (worker #8E5X) of participants who did not show to the Monday orientation. VA clerk will update VA ACE spreadsheet.

- Notify CalWORKs or PAES ES, via email, of participant no-show by COB Monday.

- Complete the JNv2 Job Seeker Registration form and the 8014 ES Release of Information for all participants who attend Monday’s Orientation.
• Enter all participant information in the JNv2 database. Job Seekers should be
categorized as CalWORKs ACE or PAES.

• Create master participant job search file and place copies of electronic documents in
client WDD electronic file. Electronic client files can be found: O:\Employment
Services\WDD Participant Files, filed in the alpha files. Employment Specialists have
access to client electronic file. Samples of documents in electronic file should include:
case notes, vocational assessment results, Job Seeker Registration form, copies of
resumes, Form 7024A CalWORKs Attendance Report – Contract and WDD Activity
Summary sheet.

• Give job ready participants a JNv2 Voucher early in the job search process so
participants can use the voucher as a tool to market themselves to employers. Voucher
should be authorized for 1 month. Copies of the voucher should be placed in client job
search file and recorded in the JNv2 Job Seeker database.

• Complete and sign the Form 7024A CalWORKs Attendance Report – Contract (due to
WDD Support Staff by the third day of the month following the report month). WDD
Support staff will post the 7024A on the O-drive in the participant alpha folder by the
seventh business day of the month following the report month.

• Complete a JNv2 Job Seeker Interview Rating Sheet for Job Seekers signed up to
interview for an employer attending one of the Thursday recruitments. The rating sheet
will be used as a basis to schedule the best 12 candidates for employer interviews.

• Inform participants engaged in Job Search activity of the requirement to submit an
Employer Contact form each Friday to their assigned COR staff. This form will be used to
document participant compliance with activity participation requirements and as a
guide to coach participants towards an effective job search. Participants who fail to
provide weekly Employer Contact forms may be found to be in non-compliance with
activity requirements. COR staff will place a copy of each form in the participant’s job
search file.

• Report any compliance issues to the assigned ES immediately to assist in maintaining job
seeker participation.

• Inform ES immediately, via email, if client will be dis-enrolled. Dis-enrollment reasons
may include: two unexcused absences, failure to accept a job, failure to show up for a
scheduled job interview, or failure to demonstrate work readiness.

• Update JNv2 database with activity status and end date upon conclusion of job search
activity for all enrolled participants.
• Complete the WDD Activity Summary.
- Email Activity Summary to the ES and place in participant electronic WDD file

1. Upon placement notification, schedule an appointment with the participant within two business days.

2. Complete EP plan and approve supportive services as appropriate.

3. Update CalWIN entries as appropriate

4. If participant did not obtain employment following the Job Search extension, the ES shall review all WDD summaries and schedule an individual career counseling/re-appraisal appointment.

5. Upon notification of a no show, start noncompliance within two working days of notification.

**E-LEAD Processes**

At the E-LEAD Intake, the participant meets with the Vocational Assessment Counselor (VA) who not only introduces E-LEAD policy, procedures and requirements, but also attempts to understand the participants past, current and future employment goals and in doing so assists in tailoring a plan, including possible homework assignments, for the participant while h/she is a participant in E-LEAD.

E-LEAD is not meant to replace formal vocational training or education – rather E-LEAD is a self-paced instruction; participants are somewhat on their own to pursue their stated goals. Therefore, the intake involves not only understanding the participant’s employment goals, but also creating an initial “buy-in” so that participants agree to utilize the learning lab for their stated goals.

The VAC will utilize previous information such as career counseling summaries and assessment tests in attempting to understand where the client has been and where they are going in the vocational journey through the WtW system. However, the one-on-one intake is essential to both foster a personal connection for the client to E-LEAD, as well as for the assessment counselor to attempt to understand the multifaceted specifics of the client’s situation and advise a relevant course of study.

**Attendance and Reporting**

During intake, clients are made aware of the importance of signing and in signing out. They are told that hours are reported weekly to their Employment Specialists.

Students are asked to sign in and sign out on a daily attendance sheet.
Since students are in the lab without a staff person there, they are all told to access WDD staff via telephone if they need to.

WDD Staff also regularly visits the lab a couple of times an hour if possible, to both see what clients are doing as well as to be available to assist clients with specific questions.

### Reporting

1. WDD Admin Support staff will notify, via e-mail, the Employment Specialist /cc the supervisor, of the participant’s attendance. They will report for each participant his/her DAY 1 attendance on the following business day and will provide participants’ total attended hours for each week on the following Monday. Actual monthly aggregate attendance for all participants will be reported in form CW7024 (CSC 66) by the fifth of the following month.

2. ESs will update the status of the activity reflecting the appropriate attendance in CalWIN. ALL CalWIN entries are done by CW ESs.

3. The Computer Lab Coordinator notifies via e-mail/phone call, the Employment Specialist (and cc’s the supervisor) immediately when there is an issue with the participant. The Computer Lab Coordinator will refer back participants who are not satisfactorily attending/performing the activity.

### VI. Forms

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