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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Overview of PAES

The PAES (Personal Assisted Employment Services) Program, one of the four County Adult Assistance Programs (CAAP), is unique to the City and County of San Francisco. PAES is dedicated to addressing the needs of employable individuals who would have previously only been eligible to General Assistance. The PAES program provides clients with both a cash benefit, when determined eligible as outlined in the CAAP online manual, as well as Employment Services, as outlined in this PAES Employment Services manual.

Purpose

The purpose of the PAES program is to provide quality evaluation of a client’s work and vocational experience, education, strengths and needs and, through the mutual agreement to a contractual Employment Plan, provide the client with the training and supportive services necessary to assist him/her in obtaining and retaining paid employment.

Goal

The desired result of the PAES program for every client is paid employment and economic self-sufficiency. The programmatic elements are focused on identifying individual’s strengths and resources, developing skills and preparing clients for work, remediating barriers to employment, and moving clients onto a path that will lead to self-sufficiency.

Logistics for the Delivery of Employment Services

• Location

PAES clients are served at the PAES Office at 3120 Mission and at the GEPS training sites at 3127 Mission Street and 3125 Mission Street. Space is also provided there for group meetings and workshops, for individual counseling appointments, and for various resources that are available to PAES clients.

PAES clients are also able to access employment services provided by Workforce Development’s various centers located at:

3120 Mission Street and 1800 Oakdale Avenue.

Employment Information Center located at 170 Otis Street, 1st floor.

• PAES Staff

PAES is staffed by PAES Employment Specialists (ES) and an onsite Social Worker located at 3120 Mission Street.

After successful completion of the Group Employment Preparation sessions (GEPs), cases are assigned by the PAES Supervisor (or designee) either to an Employment
Specialists in PAES or referred to the CAAP Counseling Services (CCS) for up to a 90-120 day evaluation period.

Case management activities for those engaged in developing and pursuing an Employment Plan are handled by Employment Specialists, who have knowledge of services, available resources, problem-solving techniques, and are capable of identifying employment barriers. They also provide program services for limited-English-speaking and non-English-speaking clients.

- **Personal Assisted Employment Services (PAES) Manual**

This PAES Manual contains Departmental Policies and Procedures for the Employment Services Program.

A separate CAAP Eligibility Manual provides eligibility guidelines for the umbrella County Adult Assistance Programs (CAAP), as well as those specific to PAES Eligibility, Policies and Procedures.

**Introduction to PAES**

**PAES Clients**

CAAP applicants who are determined eligible to benefits have the option of selecting the PAES Program if they meet ALL of the following:

- the 30-day residency requirement prior to the time of application;
- are not serving a PAES sanction; and
- have time available (the 27 months of employment services) on his/her PAES clock.

In addition to meeting the above requirements, eligible PAES participants may also include:

- Clients who are currently employable (TDC clients should not be referred to PAES; PAES ES’s will close the employment services for TDC clients during the period of their TDC);
- Clients who are 55 years of age or older and choose to participate in PAES Employment Services;
- Clients receiving GA or SSIP who request an Expedited Program change (EPC) and qualify for an EPC as determined by their CAAP worker.
- Clients eligible for CALM or SSIP are not eligible to participate in PAES.

**Requests for Interpreter or Interpretation Services**

For non-English or limited-English speaking clients:
For brief interactions (less than an hour) with clients who speak less common languages in less complex interactions (such as scheduling a meeting) and when bilingual staff is not available:

Language Line Over-the-Phone Interpretation Service (1-888-419-0164; Client ID # 501641) program access codes for Workforce Development/PAES is 159.

For lengthy (an hour or more), multiple party or more complex interactions (such as client interviews, intake processes, or multi-disciplinary team conferences):

A. For threshold languages (Spanish, Vietnamese, Chinese, Tagalog, Russian and Sign Language)
   
   - Before using a contracted interpreter, please use the interpreter services of certified bilingual staff in the programs. For a list of names in your program, please e-mail ana.marie.lara@sfgov.org.
   
   - If certified bilingual staff cannot be used as an interpreter, please follow the procedure under non-threshold languages (B).

B. For the non-threshold languages, the Office of Civil Rights can arrange for interpretation for non-English or limited-English speaking persons:

1. Provide at least 48 hours notice, if possible
2. Fill out the Form L1 “Request for Translation/Oral Interpreter Form” (link to Form L1)
3. E-mail the form to: HSA.EmployeeRelations@sfgov.org (cc: Lisa Mah/DHS/CCSF@CCSF) and an email confirmation will be sent to the requestor.
4. For questions on requests already submitted, please call 557-5540 or 557-5585.

**Exemption from Participation in Employment Activities**

Exemption from participation in PAES Employment activities may be granted to:

- Clients who have a verified physical or mental condition which precludes employment, and which is expected to last more than thirty days, but less than twelve months. (This is also known as a Temporary Disabling Condition, or TDC.) These individuals are exempt for the duration of the incapacity.

- Clients who are age 55 years or older and choose to take an age exemption.

- Clients age 50 through 54 years, but only when a Targeted Vocational Assessment indicates that employment is unlikely to result from participation in such activities.

**Note:** PAES extends employment and supportive services, which may include payments for ancillary expenses, to clients who are not exempt and engaged in a PAES Employment Plan.
Advantages of PAES Employment Services

• **PAES Benefits**

  The monthly PAES cash benefit amount is larger than the General Assistance (GA) cash benefit for a single individual. In addition, a Muni Fast Pass is provided by the CAAP Eligibility Worker (EW) for those who are not exempt from participation in employment-related activities and have an assigned or acceptable work activity. This includes those clients who are in the Appraisal Period, as well as those who are working on an Employment Plan.

• **Focus on Individual Development**

  In order to maximize the individual’s ability to achieve and maintain self-sufficiency, each client identifies his or her own strengths and resources, as well as what he or she believes are barriers to employment. An individualized Employment Plan is developed to take advantage of the strengths and resources and to remediate the barriers. The client works towards these ends with the guidance and assistance of the Employment Specialist.

  PAES staff will assist the client to learn and practice problem-solving strategies and techniques, as well as provide intensive employment-focused counseling and other services intended to assist the client in meeting the goals of his Employment Plan.

• **Vocational Training & Other Employment-related Activities**

  An assessment of educational and vocational training needs begins in Group Employment Preparation sessions (GEPs) and continues after the Appraisal Period. Results of the assessment are included in the Employment Plan, as needed.

  Employment-related activities, designed to assist the individual improve vocational skills, gain access to the labor market, retain a job and/or advance in an identified career are available to non-exempt PAES clients.

  Included in the Employment Plan are those activities that both the client and the Employment Specialist agree are necessary to enhance the individual’s employability in order to achieve the goal of economic self-sufficiency.

**Education Programs**

Some clients require basic education programs, including General Education Diploma (GED) preparation classes, in order to be able to compete for jobs. Since GED cannot be a standalone activity for an Employment Plan, clients who only wish to participate in a GED program should not be referred to a PAES Employment Specialist. They are referred to Adult Schools. Non-English-speaking participants are referred to English as a Second Language (ESL) and Vocational English as a Second Language (VESL) courses.
Vocational Programs

Clients enrolled in vocational training programs must be able to complete the program within twenty-seven months and the program must be related to a vocation in which there are realistic expectations of employment upon completion. The client may already be aware of a program in which he or she is interested, or the Employment Specialist will assist him or her in identifying an appropriate program. Enrollment in a vocational training program must first be approved by the PAES Unit Supervisor before it may be incorporated into an Employment Plan. If the client is requesting funding for the training program, the ES must first consult with the Vocational Assessor and DHS Individual Referral (IR) Coordinator to determine what additional information, including vendor eligibility, must be gathered before the Unit Supervisor can authorize the training and submit it for funding.

Clients who are approved for any of these educational or vocational training programs are expected to participate fully. Participation and progress are monitored by the Employment Specialist.

• **Funds for Ancillary Expenses**

  Additional funding for ancillary expenses are available when Employment Plan activities are being counted as part of the 27-month PAES time-limit (i.e., "on the clock," ) and may include, but is not limited to, the following:

  • work clothing  
  • tools  
  • equipment  
  • books  
  • fees  
  • dues  
  • licenses  
  • commuter checks/other transportation funding

• **Expanded Supportive Services**

  Expanded supportive services are available to participants to address identified barriers when those barriers are outlined in the individual's Employment plan and when the Employment Plan activities are being counted on the PAES clock.

  1. **Mental health** assessments and treatment;  
  2. **Substance abuse assessments and treatment**, both residential and outpatient;  
  3. **Optical** Services  
  4. Other services specifically dedicated to remove barriers to employment.
The Twenty-Seven Month Time Limit for Employment Services

Participation in PAES employment services is limited to lifetime participation of twenty-seven (27) months, subject to a six-month extension if it is determined that additional services are likely to lead to employment.

The twenty-seven months do not have to be consecutive. For specific information on how the 27 months of PAES employment services are counted, refer to PAES manual section 140-3.

Clients who do not obtain employment by the end of the PAES employment services time limit, through no fault of their own, are entitled to continue receiving the PAES cash benefit, as long as they are otherwise eligible and are not discontinued due to a Program requirement failure. Although such individuals must continue to meet Program requirements, including the performance of appropriate employability activities, they will no longer receive employment services nor be eligible for ancillary or supportive services.

Note: Fast passes are neither an ancillary nor a supportive service.

Participation Requirements

Those individuals who are not exempt are required to participate in specific activities that will lead to employment, both during the Appraisal Period, as stated in the Participant Agreement, and during the Employment Services period, as agreed upon by the client and the Employment Specialist, and as outlined in the Employment Plan.

- Participation Hours

There are requirements relating to the number of hours each week during which a client must conduct employment-related activities.

During the Appraisal Period, the time involved may not exceed 20 hours per week, including all required Work Experience assignments.

Under the Employment Plan, the minimum amount of time spent will be 26 hours up to 32 hours per week, depending upon the individual Participant’s vocational goals and total Plan activities. For more information, see PAES manual section, 141-2.

- Monitoring Participation and Progress

A) PAES Employment Specialists must review and monitor the participation and progress of participants in their assigned employment plan activities.

B) PAES Employment Specialists must meet and/or confer with participant at least once a month to review participation and progress.
C) Procedures for receipt and review of the Form 4610PS, **PAES Attendance and Progress Report**, are found in the **PAES online manual section 142-2**.

**Three Acts of Negligent Failures, Sanctions and Good Cause**

Three Acts of Negligent Failure without good cause results in a **proposed discontinuance** of PAES benefits, and if the negligent failure is directly related to the conditions of the Employment Plan.

- Discontinuance for an **eligibility-related failure** is subject to a **60-day sanction** from participation in the PAES Program (refer to CAAP online manual section 97-6, Non-compliance Failures);

- Discontinuance for an **Employment Plan-related failure** is subject to a **90-day sanction** from participation in the PAES Program.

Time spent serving PAES sanction is **not** considered in computing the time limit for PAES services, i.e., the Employment Services clock stops ticking.

Details regarding policies and procedures relating to Three Acts of Negligent Failures, Good Cause and Sanctions are found in **PAES online manual section 146-3**.

**Grievance policies and procedures**

Details regarding services of the Client Advocate and the Grievance policies and procedures are found in **PAES online manual section 146-2**.

**Confidentiality**

Exchanges of information between the Department and any service provider are **limited** to information necessary for the completion of the client's Employment Plan, and are dependent upon the client’s **signed consent**, as indicated on the Plan.

All data collected and tracked are in an aggregate form, and are subject to the **confidentiality** standards currently in place. (Refer to CAAP's online manual section 90-2.)

**Declaration of Participant Rights**

Clients’ **privacy** shall be protected by the Department.

Clients shall be informed of their **rights** and **educational and vocational choices** in a spectrum of ways, in order to ensure that they all have access to the appropriate resources and programs. These methods include, but are not limited to, **video, pamphlets and peer outreach**, and shall be **available in languages** that are used by at least 5% of San Francisco’s population.
Clients with physical and/or mental disabilities may request **reasonable accommodations** in conformance with the Americans with Disabilities Act.

A Client may request and be granted a **one-time only** change in Employment Specialist per application based on good cause.

Clients have the right to services that are **sensitive** and **responsive** to their primary language and cultural needs.

Clients have the right to be treated with **dignity and respect**.

Clients have the right to **grieve** the Employment Plan if they disagree with it.

Any Release of Information to be signed by a client will list the **specific** agency/organization and the **type** of information to be shared.

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140-3: PAES 27-Month Time Limit

Overview

Policy

Continuing Eligibility for the PAES Stipend

PAES Clock Review Procedures

Forms

ES Responsibilities

PAES Time-Limits & Grievance

Overview

Participation in PAES employment services is limited to a lifetime participation of twenty-seven (27) months subject to a six-month extension if it is determined that additional services are likely to lead to employment or self-sufficiency.

During each of the 27-months that a client is participating in PAES, the ES shall provide the non-exempt client with the agreed-upon employment services as outlined in the client’s Employment Plan. The activities and services provided/offered, and the months in which those services are provided/offered, shall be documented as outlined in this procedure.

This procedure contains specific information on how the 27 months of PAES employment services are counted and instructions for the case review prior to the end of the 24th month of PAES employment services.

Policy

For all clients whose Employment Plans were signed by a PAES Supervisor prior to July 1, 1999, the month of July 1999 shall be the first month applied toward the 27-month PAES time-limit. Employment Specialists shall follow the guidelines below when applying the 27-month PAES time limit.

The following months shall be applied toward a client’s 27-month PAES time limit:

- The start date of an active Employment Plan and every subsequent month the Employment Plan remains active regardless of known breaks between activities or updates to the Employment Plan. For a definition of an "active Employment Plan," refer to PAES manual section 141-2.

- Any month in which an ancillary or supportive service (except PCS-only when ancillary has not been provided in the same month) has been issued on behalf of the
client, regardless of any qualifying PAES exemption. Fast Passes are neither an ancillary nor support service.

For example, after signing the initial Employment Plan, the first full month of an active Employment Plan to be applied toward the PAES time limit will typically be the second month of the Employment Plan unless the client receives ancillary services in the first month of the Plan or signs his/her Plan on the first day of the first month, in either case that first month shall be applied toward the PAES time limit.

Important Notes:
- The months do not have to be consecutive when applying them toward the 27-month PAES time limit.
- ES’s are required to ensure that clients in an active Employment Plan are engaged in 26-32 hours per week of employment activity, as appropriate; however, the month(s) in which a client’s Plan activities fall below 26 hours per week shall not preclude the month(s) from being applied toward the 27-month PAES time limit. Refer to section 142-1 for information regarding interim activities.
- Unless an ancillary is issued within the month, the following months shall not be applied toward the 27-month PAES time limit:
  - The months in which a client has a verified exemption (TDC or PCS only) for the majority of the month (i.e., the TDC or PCS-only is effective prior to the 15th of the month)
  - The months in which the identified services/activities are not available through no fault of the client.

Effective the 23rd month of a client’s employment service time limit, PAES staff will review those cases to identify if a client may be eligible to receive the additional six-months of services, and to ensure that the employment service time limits have been applied properly.

Continuing Eligibility for the PAES Stipend

At the end of the 27-month time limit - even if the six-month extension is not approved -- the client remains eligible to continue to receive the PAES cash benefit as long as the client continues to meet all PAES program requirements. However, employment services including ancillary and supportive services, shall no longer be available to the client.

PAES Clock Review Procedures

Forms

Form 4618PS, PAES Time-limits Worksheet - Twenty-seven Months, will be used to monitor the client’s participation in employment services. The ES will complete this form in all cases. The accuracy of the information on the form should be reviewed regularly by the ES and Supervisor, but no less than once a year.
Notice of Action, Form 4619PS, PAES Time-Limits Notice, will be sent to the Participant after the first, but before the fifteenth, of the 27th month, in the following instances:

- When the six-month extension of eligibility to PAES employment services has been granted.
- When the six-month extension of eligibility to PAES employment services has been denied, but the client will continue to receive the PAES cash benefit.

ES Responsibilities

Employment Specialists shall monitor their clients’ 27-month PAES time limit. The ES will:

1. Document (in CalWIN) the activities/services provided or offered to the client each month.
2. Review the actual case file to ensure that the 27-month PAES time limit has been applied accurately and complete/update Form 4618PS accordingly.
3. Identify those clients who have received 23 months of PAES services as recorded on Form 4618PS.
4. For the clients identified above, schedule the client for a reappraisal appointment, which will be held during the client’s 24th month (the regular bi-monthly case management appointment should be used).
5. At the 24th month appointment, review with the client the regulations regarding the 27-month time limit and the client’s eligibility to services. Use form 4618PS to discuss each of the following:

   Note: If a Targeted Vocational Assessment (TVA) has not been done, a TVA will offered and scheduled as soon as possible, prior to making the decision regarding the six-month extension.

   - What is the client’s Employment Plan status? How much time is needed to complete the current activity (or activities)?
   - Why is the client not employed enough hours or earning enough to be at zero grant level?
   - Is the failure to attain/retain such employment due to circumstances beyond the client’s control?
   - Has the client been compliant with Plan activities?
   - What barriers remain?
   - What services are available that can address those barriers in the time left?
   - Will the six-month extension make a difference in the client’s ability to gain employment or to increase the client’s hours of employment? Will the current
activity be completed within six months? Can the remaining barriers be eliminated or reduced within six months?

6. Ask the client to provide a written personal statement addressing the above questions. Attach the written statement to the Form 4618PS.

7. Note his/her observations and opinions regarding the client’s history with PAES employment services, including compliance, progress - or lack thereof - in each Plan activity, and the client’s suggestion as to whether or not the extension will make a difference in the client’s ability to obtain/maintain employment leading to self-sufficiency. This requires the ES to make a determination, which must be carefully documented. A separate page documenting the decision shall be attached to the Form 4618PS.

8. If the client has been active in PAES Counseling Service, ask the PCS counselor for his/her opinion regarding the extension. A separate written statement from the PCS Counselor may be attached to the Form 4618PS.

9. Review the case with the Vocational Assessor at an individual conference. The VA’s recommendation shall be noted on Form 4618PS-Questionaire or a separate written statement from the Vocational Assessor shall be attached to Form 4618PS.

10. Following the evaluation of all materials, note the recommendations-to extend services for an additional six months or not, and prepare a recommendation to the Unit Supervisor for approval.

11. Following the Supervisor’s review and sign-off by the PAES manager, if PAES employment services are to be extended:
   
   • Send Form 4619PS to the client, notifying the client of the decision. The Notice will be sent after the first, and before the fifteenth, of the twenty-seventh month.

   • On Form 4618PS extend the PAES time limit to thirty-three (33) months and continue to monitor new the time-limit.

   • Continue to review the client’s progress toward self-sufficiency at the client’s monthly case management appointment during the six-month extension.

12. Following the supervisor’s review, and sign-off by the PAES manager, If services are not to continue:

   • Send Notice of Action, Form 4619PS to the client, advising the client of the decision. The Notice will be sent after the first, and before the fifteenth, of the twenty-seventh month.

   • Notate Form 4618PS accordingly, change the PEC Code, schedule the client for Evaluation at Glide (unless exempt), and transfer the case to CAAP Carrying, section U4.

   Note: The PAES cash benefit will continue until the client no longer meets PAES continuing eligibility requirements.
PAES Time-Limits & Grievance

A PAES client who is being discontinued from Employment Services due to the twenty-seven month time limit may receive a Grievance Hearing, if the client requests one.

A client may grieve a decision regarding his Employment Plan. This includes the decision that an additional six months of Plan activities will not enable him to reach his employment goal.

A client who is being discontinued from employment services at the end of twenty-seven months should be referred to the PAES Client Advocate for assistance if he wishes to file for a Grievance Hearing.
141: Appraisal & Assessment

141-2: Assessment & Development of the Employment Plan

- **Assessment**
  - The Initial Assessment Meeting
  - Targeted Assessments
  - Definition of "Work Readiness"
  - Timeline for Development of the Employment Plan

- **The Employment Plan**
  - Participation Hours
  - Definition of "Active Employment Plan"
  - ES Responsibility

- **Updating the Employment Plan**

- **Reappraisal**

**Assessment**

PAES policy is to conduct a basic Assessment with all clients to provide the basis for developing the Employment Plan. The assessment process shall determine the client's work readiness and support service needs.

If a PAES client self-declares a need for a more in-depth or refined analysis of abilities, functioning, mental health or substance abuse needs, or if the Employment Specialist identifies a need for such an assessment, the client will be referred for a targeted assessment. (See Targeted Assessments, below.)

Note: With the exception of STEP PAES clients, PAES clients who wish to participate in any training program as part of their Employment Plan must first have completed an in-depth 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 Job Readiness Training (JRT), Job Club, employment and/or CAAP Counseling Services, as appropriate.

**The Initial Assessment Meeting**
An assessment is conducted by the ES and is an extension of the process that was begun during Intake and the Appraisal period. It begins with an initial assessment meeting between the client and the ES, at which time they will review and build on the Employment Planning Background form to develop the initial Employment Plan.

- The initial assessment meeting appointment letter for PAES clients should be sent out within ten working days following the assignment of a new client to an Employment Specialist. For returning PAES clients, additional time may be needed so the ES can retrieve and review the client’s case file. The date of the scheduled appointment should be entered by the ES in the ES’s online excel Appointment Log.

- The ES will review with the client the Employability Background (Form 4603) and the PAES Discussion Survey (Form 4604) at the initial assessment meeting and following a break-in-aid of more than 6 months.

Form 4603PS, Employability Background Form, will be completed by the client meeting with the ES during the Assessment Period. In reviewing the Form 4603PS with the client, the ES will take time with each element of the PAES Discussion Survey, Form 4604PS, done by the GEPS trainer, unless client doesn't go through GEPS (then done by the ES) to record information relating to the following areas, as they impact on or contribute to the goal of self-sufficiency through employment:

- Income, assets, debt/credit
- Education, training and skills
- Stability of housing and nutrition
- Surroundings and safety
- Health and health care
- Need and access to human services
- Supportive networks, relationships with family and friends
- Personal confidence and life management skills

PAES is a strength-based system, focusing on what the client can do, rather than what the client cannot do.

- During the Group Employment Preparation sessions (GEPs), the client will have performed exercises that will assist the client to identify personal strengths. The GEPs trainer will provide the ES with WDD’s Client Summary form, which will highlight the client’s strengths as well as areas needing improvement. The ES will review this information with the client and use it as a foundation for developing the Employment Plan.

**Targeted Assessments**

There are two types of Targeted Assessments that are conducted by specialists in the area needing additional evaluation. A Targeted Assessment may be obtained at the request of
the client or the ES if there are specific documented reasons to believe that a targeted assessment is needed to address an employment barrier.

These additional assessments allow for a deeper look at the extent to which the individual is capable of employment at the present time and what services may be necessary to prepare the client to obtain and retain gainful employment.

Targeted Assessments may be an activity in the client's Employment Plan.

PAES clients will be scheduled for Targeted Assessments by the ES, as needed, in the following areas:

- **Targeted Behavioral Health Assessment**

  When the client self-declares a **substance abuse problem** or a **mental health issue**, or the ES has reason to believe that a substance abuse problem or mental health issue is preventing the client from becoming self-sufficient, the ES may refer the client for a Targeted Behavioral Health Assessment (TBA). Substance Abuse specialists and Mental Health specialists are available through PAES Counseling & Pre-Vocational Service (PCS) located at 1235 Mission Street. Referrals for a TBA are made using form 2610, Referral to PCS. (See PAES Handbook section 141-3 for a description of the process.)

**Staff Requirements under the American Disability Act (ADA)**

It is HSA’s policy to ensure that staff make every effort to identify participant barriers to reaching self-sufficiency, including identifying and providing accommodations for participant disabilities.

Under Title II of the Americans with Disabilities Act (ADA) of 1990, and the California MPP Division 21, HSA staff are required to identify and address participants’ needs for accommodation so that participants may effectively access HSA programs and services.

To address the special needs of participants with disabilities, HSA had developed the following materials:

**OCR 1: "The Americans with Disabilities Act: Your Rights to DHS Programs and Services"** is a brochure which informs participants of their rights under the ADA to access HSA programs and services.

The OCR 1 is available in English Spanish, Chinese, Russian, and Vietnamese on-line at the HSA intranet under "CalWORKs Forms".

**OCR 2: "HSA Invitation to Disclose"** is a form which 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 documents that the worker and the participant have discussed his or her rights under the ADA.

The OCR 2 is available in English Spanish, Chinese, Russian, and Vietnamese on-line at the HSA intranet under "CalWORKs Forms".
**NOTE:** WDD, WTW, CW, or PAES staff can provide these forms at any time when becoming aware of a participant's disability. The worker will either provide a reasonable accommodation, such as assisting in completing forms, or refer the participant to the WDD or CW Social Worker.

Please refer to WTW Handbook Section 75-9, Part IV. subsection B., WDD Handbook Section 80-1L, Part V. subsection(s); A, B, C and D. and Program Information Memo (PIM) 13-04 for more information and procedures for referring PAES participants who may need accommodation under the ADA.

### Targeted Vocational Assessment

An in-depth 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 at least two types of TVA tools utilized:

- **Job Skills Testing**
- **TVA Test-Only**
  
  The principal instrument used for a Vocational Assessment

- **Reading 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.

**To obtain a TVA:**

Generally, new PAES clients are referred for a TVA through the Workforce Development Division's (WDD) Targeted Vocational Assessment (TVA) Workshop. (See WDD's HB Section 80-3D for a description of WDD's TVA Workshop referral process.)

### Definition of "Work Readiness"

The factors that contribute to a person's work readiness vary and some are subjective. If clients are to move toward greater economic independence and self-sufficiency, they must be prepared for work. They must have a clear and realistic understanding of their short- and long-term employment goals. "Work Readiness" is a combination of factors, including the person's connection to the labor market and employability skills.

### Labor Market Connections

Three generally accepted categories, or levels, of labor market connection are described below:

- **Level 1: High Market Connection (HMC)**
The individual possesses employability skills, marketable job skills, and recent work experience, and therefore is expected to be able to secure a job with minimum assistance. The individual is assisted through job preparation and placement services, as well as with supportive services such as transportation. Clients who are assessed at this level will be concerned primarily with Job Search and Job Placement efforts.

- **Level 2: Moderate Market Connection (MMC)**

  The individual has employability skills, but lacks marketable job skills and recent work experience. The individual may require adult basic education, vocational training or language skills training. A further Targeted Vocational Assessment may be indicated.

- **Level 3: Limited Market Connection (LMC)**

  The individual lacks both employability and marketable job skills. The individual may be helped through work acculturation (e.g., Job Readiness Appraisal) and job skills training. The individual who is assessed at this level will be referred to a combination of work acculturation programs, supported work experience, adult basic education and/or vocational skills programs. The ES will work with the client to build on work experiences, thus ensuring that job skill and employability factors continue to be strengthened toward the long-range goal of self-sufficiency.

**Employability Skills**

These are often called "soft skills", and constitute a critical indicator of Work Readiness, and a crucial factor in retaining employment. Employers often find these skills more important than technical skills; they can be more challenging to teach and/or learn than technical skills.

**Employability Skills include:**

- A Positive attitude
- A Willingness and Ability to comply with instruction
- Appropriate communication skills
- Being a Team player
- Being Dependable (punctual, good attendance)
- Having appropriate Social skills (ability to accept direction, interact appropriately with co-workers, manage stress satisfactorily)
- Being Flexible to change
- Displaying initiative and independence
- Having Good grooming and hygiene
- Exhibiting good money management skills
- Displaying Critical thinking, decision making, and problem solving skills.
PAES clients receive employability skills training in the Group Employment Preparation session (GEPs) workshops, and are also evaluated during their Appraisal Work Assignment.

- Workshop trainers will provide evaluations using Form 4611PS, relating to the client’s participation and successful/unsuccesful completion of subjects covered in the workshops

**Result of the Assessment Process**

As part of the assessment process, the ES will have considered the client’s:

- Education
- Employment history
- Employment skills
- Employment goals
- Barriers to achieving those goals
- Prior PAES Services history, if any.

In addition, the ES will have identified the following:

- Services necessary to remove barriers and facilitate employment, including cost and no-cost services, as well as ancillary expenses to be authorized by the ES.
- Client’s tasks necessary to remove barriers and attain agreed-upon vocational goal.
- Employment Specialist’s tasks necessary to facilitate barrier removal and goal attainment.
- Time frame in which services will be provided and tasks completed.

The client and the ES will come to an agreement on the level of job readiness and appropriate program activities that will lead to gainful employment. They will address mental health, substance abuse, housing and any other considerations that impact on the Employment Plan, and they will agree on strategies for addressing outstanding issues.

At the conclusion of the assessment process, PAES clients will:

- Have an understanding of PAES, including the fact that employment services are time-limited, and the Department’s ability to help them;
- Have an understanding of what is expected of them, their rights and responsibilities, including their access to a Client Advocate, and the process for making and resolving grievances;
- Have knowledge of services that are available to them at the Department and in the community;
• Have been provided with general labor market information and information on employee rights;

• Have been introduced to a strengths-based approach to assessing their capacity for self-sufficiency;

• Have developed an Employment Plan with an attainable vocational goal that can be accomplished within the PAES time limits.

Timeline for Development of the Employment Plan

Time requirements for completing the assessment process and the development of the Employment Plan will vary from client to client. Clients who have graduated from GEPs, completed the Appraisal period and not yet signed an Employment Plan, shall be scheduled to meet with the ES within 2 months of case assignment.

The ES should meet with client weekly after the initial meeting to finalize the EP if case load size allows.

• The assessment process usually takes a minimum of two meetings between the client and the ES. However, depending on the client circumstances (e.g., visiting training programs), additional meetings may be required.

• If an initial Employment Plan has not been developed and signed within 30 days from the date that the client has completed his Appraisal period activities, the ES may schedule a case conference with the client, Vocational Assessor (VAC) and PAES Supervisor to discuss the individual case.

The Employment Plan

Clients must enter into a written PAES Employment Plan that sets forth activities and services that will assist the individual in obtaining his/her stated employment goal. The Plan is developed collaboratively by the client and the ES using the information gathered and discussed, as outlined under "Assessment" above.

The Employment Plan consists of two forms: the 4605PS, Employment Plan Rights and Responsibilities, and 4606PS, Employment Plan Activity Assignment.

• **Form 4605PS, Employment Plan Rights and Responsibilities**
  The client’s signature on the 4605 indicates his/her understanding of the rights, duties, and responsibilities of the client, including the consequences of failure or refusal without good cause to participate in Program components.

• **Form 4606PS, Employment Plan Activity Assignment**
  The 4606 shall include: The client’s employment goal; barriers to achieving those goals; services necessary to remove those barriers; the client’s tasks necessary to remove those barriers; and the time frame in which services will be provided and client tasks will be completed.
The activities set forth in the Plan may be performed concurrently or sequentially, as determined within the context of the Plan.

**Participation Hours**

The agreed upon activities and services documented in the Employment Plan must satisfy the required 26-32 hours per week of participation, unless the client has a verified exemption or accommodation. For the exception to the required 26-32 hours per week of participation, refer to section 142-1 regarding interim activities.

- Time spent in activities such as adult basic education (class work and homework to those enrolled credit courses) training, and working on the removal of barriers to employment is included in computing the number of participation hours. The rule for determining the number of weekly activity hours for homework is 2 hours of study for each hour of classroom instruction.

- Clients who volunteer to participate more than 32 hours per week may do so. If the agreed-upon Employment Plan does include more than 32 hours per week, the total number of hours is the standard against which compliance/non-compliance is measured. Before such a Plan is signed, this must be fully explained to the client.

**Definition of "Active Employment Plan"**

For the purpose of applying the 27-month time limit, an active Employment Plan is defined as an Employment Plan that is (1) signed by the client and the ES AND has at least one activity that satisfies the client's Employment Plan Goal, AND (2) the client is not exempt from employment activities or chooses not to be exempt.

**ES Responsibility**

- Work with the client to develop the Employment Plan.
- Ensure that the Plan is signed by the client and the ES.
- Provide the client with a copy of the Plan (both Forms 4605PS and 4606PS).
- Coordinate and/or arrange for the education, training, and any other programs and services specified in the Plan.

**Updating the Employment Plan**

The Plan may be amended jointly by the client and the ES. Changes may be made to the Plan to reflect changes in activities and/or changes in supportive services. No exemption can be given for an activity, and no activity may be counted as fulfilling a requirement if it is not included in the Employment Plan and approved by the ES. Whenever the Plan is updated, a new 4605PS and 4606PS shall be signed.

If activities to be provided under the Employment Plan are not immediately available to the client, the client may agree to another activity that will enhance his/her employability or capacity to succeed in the activity the client is awaiting.
Re-Appraisal

A re-appraisal of a client’s Employment Plan is required at least once every six months from the date of the most current Employment Plan, or in the following instances:

- Before granting a six-month extension of PAES Employment Services when it appears the client will reach the twenty-seven month time-limited period without completing the Employment Plan.
- When the client has satisfactorily completed his Plan activities but still has not obtained unsubsidized employment.
- When the client requests a change in his Employment Plan Goal.
- Whenever there is a Career Counseling meeting, excluding the first Career Counseling meeting.

Third Party Assessment

While the Third Party Vocational Assessment is rarely needed, the availability of the opportunity for a Third Party Vocational Assessment is mandated by the San Francisco WTW County Plan and outlined in the WTW CalWORKs Grievance Process (Handbook Section 77-1) and the PAES Grievance Process (146-2).

HSA has a reciprocal agreement with San Mateo County Human Services Agency to provide an impartial Third Party Vocational Assessment to WTW participants who disagree with the results of their vocational assessment.

If the participant disagrees with the results of his/her Vocational Assessment completed by the Employment Specialist and the Vocational Assessment Counselor (VAC) during the ACE appraisal process, the TVA Standalone, or the Reappraisal processes, a referral for an independent third party assessment must be made by the Employment Specialist.

All requests for a Third Party Assessment should be reviewed by the ES Supervisor before being sent to the Vocational Assessment Unit Supervisor for review and forwarding to the third party assessment provider.

To initiate a Third Party Assessment, PAES ES’s shall:

1. Fill out and have the participant sigh the 4638PS (WTW 10) within seven business days of the participant’s request for a third party assessment
2. Fill out and have the participant sign Form 8014 (Authorization to Release Information) identifying that the information can be shared with the San Mateo County Human Services Agency
3. Provide the request packet (4638PS and 8014) to the PAES Unit Supervisor 8E70 for review and approval
4. Upon approval, send the packet to the VAC Unit Supervisor 8E30
5. Authorize transportation to the San Mateo appointment at the request of the participant.

6. Share the results with the participant within seven business days of when the third party assessment is received by the ES.

The VAC Unit Supervisor shall review the packet within two business days, and, if appropriate, forward the packet to the San Mateo County Human Services Agency. If the request is inappropriate or incomplete, the VAC Unit Supervisor shall return the request to the ES and the PAES Supervisor.

**The San Mateo County Human Services Agency shall:**

1. contact the participant directly to schedule and conduct the third party assessment

2. notify the VAC Unit supervisor if the participant does or does not attend the assessment

3. Send the results of the third party assessment to the VAC Unit Supervisor

**The VAC Unit Supervisor shall:**

1. Receive the results

2. Share them with the ES and the PAES Unit Supervisor within two business days.

The results of this assessment are final. If dissatisfied with the assessment, the participant cannot file a grievance; however, the participant has the right to ask for a state hearing to appeal the decision and/or consult with a client advocate.

The results of the Third Party Assessment are to be used to develop the PAES Employment Plan.
For more information refer to "Client Health Services Manual Section 154-1".

Overview

A Targeted Behavioral Health Assessment (TBA) is an assessment conducted by a behavioral health specialist that may address issues related to mental health, substance abuse or both mental health and substance abuse. TBAs are available to PAES participants if recommended by GEPs or an Employment Specialist (ES). It is used to assess individuals for behavioral health issues that may create a possible barrier to employment. In addition, the TBA can provide recommendations for treatment, and/or referrals, as appropriate.

The Department of Human Services (DHS) has contracted with Richmond Area Multi-Services (RAMS) to provide Assessment Services for PAES participants who have behavioral health issue(s) which pose barriers to employment; i.e., those which interfere with their ability to obtain or maintain employment. This service is known as CAAP Counseling and Pre-Vocational Services (CCS). CCS also provides ES staff with consultation services that include assessing a participant's employability. CCS staff are located at 1235 Mission Street, 2nd floor.

This procedure applies to CCS Assessments referred by an ES as an Employment Plan activity. For Group Employment Preparation session (GEPs)-recommended CCS Assessments and referral procedures, refer to the CAAP Eligibility manual section 95-2.7, Participants who are not Employment Plan Ready.

Policies and Procedures related to Behavioral Health Treatment, whether provided by CCS or by community service providers, are found in the CHS Manual, Section 154-2, "CCS Treatment Services".

PAES Referrals to CCS

PAES Employment Specialist's (ES) shall refer a participant for a CCS Assessment, using these guidelines:

Determine if the referral is:

1. A voluntary request by the participant,
2. A Behavior Health concern cited by the ES or WDD staff,
3. A result of an Employment Plan failure,

For GEPs referral to CCS:
GEPS clerk will email the participant list along with recommendations to PAES unit clerk Friday before the GEP D session. PAES unit clerk will prepare the referral packet which includes:

- Completed Form 2610, Referral to CCS
  - Referral Initiated By: Check GEPS Recommendation (client not in an Employment Plan)
  - Reason for Referral: Check GEPS Recommendation.
- Completed Form 2610A, CCS Authorization to Release Information
- Completed Form 2610B, CCS Assessment Appointment Notice
- 46030 GEPS Client Summary

ES will attend the GEPS D session and meet with the participants recommended to go to CCS to fill out the referral packet. ES must ensure that the participant receives the original signed 2610B, and the copies of the signed 2610 and 2610A.

ES must schedule participant for the next available slot found in the CCS sign-up binder at 3120 Mission. The referral packet will be placed inside the CCS sign-up binder to be sent out via interoffice by PAES Unit Clerk every Monday, COB, to CCS clerk at 1235 Mission.

For PAES ES referral to CCS:

Following the referral guidelines, the ES will process the referral to CCS which includes:

1. Scheduling participant for the next available appointment slot found in the CCS sign-up binder at 3120 Mission.

2. Completing Form 4606PS, PAES Employment Plan Activity Assignment, with participant:
   
   Activity: PAES Counseling Services (CCS)
   Duration: 6 months

3. Enter activity in Calwin:
   
   Activity: Mental Health Assessment
   Duration: 6 months

   Number of Hours: 26 hours

4. Complete form 2610, Referral to PAES Counseling Services
   
   - Referral Initiated by: Check “PAES Employment Specialist (client in an Employment Plan)” or “Client (client in an Employment Plan)”
   
   - Reason for referral: Check “Other (explain)” indicating the reason for referral. If it applies, check Conciliation referral
5. Complete Form 2610A, PAES Employment Services and CCS Authorization to Release Information, signed by the participant

6. Complete Form 2610B, PAES Counseling Service (CCS) Assessment Appointment Notice

7. Prepare the Referral Packet which includes:
   - Form 2610, Referral to CCS
   - Form 2610A, CCS Authorization to Release Information
   - Form 2610B, CCS Assessment Appointment Notice
   - Form 4603PS, Employability Background
   - Form 4604PS, Discussion Survey
   - Form 4800, WDD Participant Activity Summary (if applicable)
   - 4630 GEPS Client Summary (if applicable)
   - OJA Report (if CCS is recommended as next step)
   - LNA Report (if CCS is recommended as next step)

8. Place Referral Packet in the CCS sign-up binder at 3120 Mission by Friday, COB.

9. PAES clerk will check appointment sign in sheet for referrals Monday afternoon. Sign in sheets will be faxed to CCS clerk at 415-558-4705 and send referral packet by interoffice mail to CCS clerk at CCS -1235 Mission St. 2nd Floor by Monday, COB.

Notes:
*In situations where time constraints don't allow the participant to complete the PAES Discussion Survey and/or the Employability Background at the time of the CCS referral, the ES may submit these two forms to CCS later, but no later than two weeks after the date of the referral.

* Incomplete Referral packets, as well as non-receipt of packets, shall be brought to the CCS Clinical Supervisor's attention for resolution with the WDD PAES Supervisor.

Reporting

The Form 2500, CCS Outcome, will serve as the report for the progress and participation of the participant in the activity.

- If the participant was referred by the ES, CCS will send the report through email to the ES and Unit Supervisor within 24 hours after the following timelines:
  - Attendance to the CCS screening
• Attendance to the Initial Appointment

• Final Assessment

• Failure to attend the CCS Screening / Intake / Initial Appointment / appointments during the Assessment.

After the 90 to 120-day CCS assessment, a next step recommendation will be indicated. Based on the recommendation, the ES will follow the referral process of the activity indicated on the next step recommendation.

Upon receipt of the Form 2500, the ES shall follow the Day Forward procedure for scanning documents to I-files (refer to PIM 13-12 Case Indexing and Confidential Document Processes)

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### 141-7: Clean Slate Program

- **Procedure to Get Started**

- **Types of Petitions Filed**
  - Motion to Dismiss the Conviction
  - Petition to Seal & Destroy the Arrest Record
  - Certificates of Rehabilitation

- **Obtaining a Rap Sheet**

- **PAES Staff Responsibilities**

- **Confidentiality**

PAES clients may have criminal records that can adversely affect their opportunities for employment. Some fields of employment require individuals to submit to a criminal history clearance prior to hiring, e.g., security firms, financial institutions, child care, education and health care facilities. As a result, clients with a criminal record history may not be eligible to participate in certain vocational training programs unless and until their criminal record history has been cleared up. The Clean Slate Program, offered by the San Francisco Public Defender’s Office - believed to be the only one of its kind in the State - provides services to individuals who need assistance with the process of clearing-up their criminal records.

Whenever clients inform their ES that they have been previously arrested or convicted, they may be referred to the Public Defender’s Office for assistance in the clearing of criminal history records.

### Procedure to Get Started

Refer the client to the Public Defender’s Office to obtain the Clean Slate Application Packet. The packet may include some, or all, of the following forms:

- Clean Slate Intake Questionnaire
- Form BCII 8270, Petition to Seal and Destroy Arrest Records Pursuant to Penal Code Section 851.8
- Answers to Expungement (Penal Code Section 1203.4) Questions
- Form BCII 8690, Application and Declaration for Waiver of Fee for Obtaining Criminal History Record
- Rap Sheet fee waiver authorization.

This packet can be mailed, faxed, or dropped off at the Public Defender’s office.
The client does not need to meet with anyone in person. However, if the client feels more comfortable meeting in person, the Public Defender's Office has drop-ins every Tuesday morning between 9:00 and 11:00 at 555 7th Street.

Clients should be advised that because most of the correspondence takes place through the mail and the process is time-consuming, they should keep the Public Defender’s Office abreast of any changes to their mailing address and/or phone number. Homeless clients should be reminded to check their General Delivery mail often.

**Types of Petitions Filed**

There are generally three ways to clean up a rap sheet:

1. **Motions to Dismiss** the Conviction (Penal Code Section 1203.4 et al). Generally used for convictions resulting in probation.

2. **Petitions to Seal and Destroy** (Penal code 851.8 et al). Generally used for arrests only.

3. **Certificates of Rehabilitation** (Penal code section 4852.01 et al). Generally used for State prison commitments and/or felony probation cases.

There are other motions that can help clear up a rap sheet; however, they are not so commonly used (e.g., a motion for early termination of probation; motion to reduce the felony to a misdemeanor; motion to dismiss after a non-probationary period).

**Do NOT refer participants to the Clean Slate Program if they currently are:**

- On probation;
- On parole;
- Serving a sentence;
- Charged with a crime (outstanding arrest warrant; action pending, etc.).

**Motion to Dismiss the Conviction**

A motion to dismiss substitutes for the arrest history but it does not delete it. The arrest history may still be viewed by those who have access to an individual’s rap sheet.

A Motion to Dismiss is used for individuals who have either **successfully completed probation** or **rehabilitated**.

- **Successful Completion of Probation**
  
  A successful completion of probation means all of the following:
  
  - there are no modifications of violations during probation; and
  - no arrests during probation; and
• most fines and fees (including restitution and the restitution fine) have been paid; and
• probation was not terminated unsuccessfully.

• **Rehabilitation**

If the client did not successfully complete probation, he may still be eligible to have a dismissal entered, under the "interest of justice" provision.

It is possible to persuade the court to grant the motion in "the interest of justice," by providing documentation that the individual is "fully rehabilitated." Such documentation includes:

1. proof of employment or of job search, participation in training, participation in treatment programs, therapy, etc.;

2. a personal statement by the person on how his/her life has changed, and why he needs the dismissal;

3. letters of recommendation by friends, relatives, pastors or priests, and teachers; and proof of completion of programs, counseling, awards, degrees, certificates, etc. The Employment Specialist may provide a letter of recommendation outlining the client’s participation and cooperation in PAES activities.

**IMPORTANT:** 1203.4 dismissal does not affect further court action! ALL information is admissible in Court if a person who received such a dismissal gets in trouble with the law again.

This process takes about two months.

**Petition to Seal & Destroy the Arrest Record**

This petition is for cases that resulted in an arrest without conviction. It is more difficult and time-consuming to obtain since it is the petitioner's burden to prove that he was factually innocent of the charges. Some jobs-such as banks, medical, teaching, government, airline industry, etc.-require that job applicants have NO arrests or convictions on their records.

This process takes, on an average, six to eight months to complete.

**Certificates of Rehabilitation**

Certificates of Rehabilitation are used to clear up convictions that have resulted in an individual serving state-prison time, for felony convictions resulting in probation wherein the individual has already obtained a 1203.4 dismissal, or for certain listed misdemeanor sex offenses. There is a statutory waiting time before the petitioner can file the certificate. The time varies depending on the type of crime involved; however, the average time for most cases is seven (7) years from the date of the petitioner’s release from a penal institution. A certificate of rehabilitation can be filed in either the county in which the conviction occurred, or the county in which the petitioner is living.
This process takes, on an average, six to eight months to complete, and requires the petitioner to prove that he has since been rehabilitated.

**Obtaining a Rap Sheet**

A criminal record or Rap sheet is a compilation of an individual's identification, arrest, conviction, incarceration, legal status, sex offender registration, warrant information, and other relevant criminal history. A client's Rap sheet must be submitted with the Clean Slate packet in order to assist the Public Defender in determining what legal action, if any, may be required to clear up an individual's criminal record. Depending on where the offense occurred, there exists a procedure to obtain a Rap Sheet.

**San Francisco Criminal History Records**

- Send the client to the San Francisco Police Department, Room 475, at the Hall of Justice, 850 Bryant Street, to obtain a copy of the local Rap Sheet.

- The normal charge of $5 for the Rap Sheet will be waived if the individual has the 1/2 sheet fee waiver/referral form.

  **REMEMBER:** Do NOT send the client to the Hall of Justice if there is a possibility that he has an outstanding warrant. Instead, refer that person to the Public Defender's Office. If the warrant originated in another county, refer the client to the Public Defender's Office in the county from which the warrant originates.

**California State Criminal History Record**

If the individual served time in a California State Prison, or if he does not know in what county the arrest/conviction took place, or if he is seeking a certificate of rehabilitation, it is necessary to obtain a California State Rap Sheet.

The 1/2 sheet waiver/referral form and a visit to Room 475 of the Hall of Justice are **NOT** necessary.

The Employment Specialist shall:

1. Assist the client with obtaining a California Rap Sheet fee waiver form as follows:

   a. Call California Department of Justice (DOJ) at (916) 227-3835 and leave a telephone message requesting a "Fee waiver for Record Review" be sent to the participant. Provide relevant information as requested by DOJ.

   b. Complete Form 8023A, Verification of County Adult Assistance.

   c. Upon receipt of the fee waiver from DOJ, have the participant complete the request form and return it to DOJ with the completed Form 8023A.
If DOJ approves the waiving of the processing fee, DOJ will send the participant a specially identified "Request for LiveScan Service" form, which the participant must take to a LiveScan/fingerprint agency.

Note: If DOJ does not approve the waiving of the processing fee or if the client requires an expedited California Rap sheet, obtain a LiveScan Form 8016RR from http://www.ag.ca.gov/fingerprint/security.php and issue an in-house check payable to DOJ for the appropriate amount, through the usual ancillary payment process and follow the steps outlined below. Supervisor approval is required.

2. Advise the client that he must submit a completed LiveScan Service form as follows:
   a. Assist the client with completion of the "Request for LiveScan Service" form, if necessary;
   b. Refer to the DOJ website for LiveScan fingerprint information, location and services - http://ag.ca.gov/fingerprints/publications/contact.htm. Assist the client in making a LiveScan fingerprint appointment with the San Francisco Police Department, Room 475, at the Hall of Justice, 850 Bryant Street.
      Exception: If the client has or may have an outstanding warrant, select an alternative, next least costly, LiveScan/fingerprint agency in San Francisco from the web site.
   c. Request an in-house check payable to the selected LiveScan/fingerprint agency in the amount required by that agency, through the usual ancillary payment process.
   d. Instruct the client to pick up the in-house check(s) and take it, with the completed "Request for LiveScan Service" form, to the to the scheduled appointment at the identified LiveScan/fingerprint agency.

3. DOJ will process and send a copy of the Rap sheet to the participant. Advise the client to bring the Rap Sheet into the office when it is received.

4. When the Rap Sheet is received, the ES will assist the client with completing the Clean Slate Packet and can send the Clean Slate Packet to the Public Defender’s Office.

If the History is in Another County

The client must arrange with that county’s Public Defender’s Office (if the Office has a similar service) or with that county’s Probation Department to assist with the filing of the appropriate motion.

The other county may not waive the fee for obtaining the Rap Sheet. If this is the case, refer the client to the Public Defender’s Office for assistance. If it is necessary to pay a fee to obtain the history from the other county, request an in-house check and pay the fee with ancillary funds.
Remember: If the client is seeking a certificate of rehabilitation, the petition can be filed in either the county in which the conviction occurred, or in the county where the participant currently lives.

**PAES Staff Responsibilities**

**Trainners**

During GEPs, the Trainers introduce the subject, explain how a rap sheet may be a barrier to employment, and provide information regarding the Public Defender's Clean Slate program.

Clients are encouraged to discuss this with their ES's, or they may wish to contact the Public Defender’s Office directly if they have questions.

**Employment Specialists**

When a client begins the assessment process with the ES, if it is noted that a criminal record exists, the ES will discuss this with the client, and if the record is in San Francisco, the ES will:

- Assist in obtaining a copy of the Rap Sheet as outlined above.
  
  Do NOT send the client to the Hall of Justice if he/she has an outstanding arrest warrant.

- Assist with obtaining and completing the Clean Slate Application packet.

When the Clean Slate application packet is complete and the Rap sheet is available, send these items to the Public Defender's Office, by fax or mail, or the client may deliver it personally.

If the client’s Criminal History is a barrier to obtaining or maintaining employment, the Clean Slate process must be included in the Employment Plan.

- Progress will be discussed regularly at the bi-monthly case management appointments.

- Failure to petition for, or pursue, the clearing of a record, without good cause, will be considered a noncompliance with a Plan activity, and will result in discontinuance and sanction of the PAES stipend and services.

**Confidentiality**

A Rap sheet is a confidential document, and as such cannot be disclosed to anyone without legal authorization or without the client’s consent. All communication with the client regarding his criminal history is confidential and cannot be disclosed to anyone outside the agency.
142: The Employment Plan

142-1: Employment Activities

- PAES Employment Activities
- Employment Plan - Interim Activities
- Identifying Service Providers
- Employment Service Referrals
- Monitoring Employment Plan Activities
- Retaining Employment

PAES Employment Activities

When the Employment Plan has been developed and signed, the client will begin to engage in one or more employment service activities identified in his plan. The Plan may contain activities that are sequential and/or concurrent. There may be linked program components forming the "program path."

For example, if a client’s interest and aptitude indicate becoming a Certified Nurse’s Aid, then the path may include an educational component, vocational training for obtaining a license, and work experience prior to employment.

Plan activities will be for 26-32 hours per week. A client may volunteer to participate more than 32 hours; if the client does so, the hours in excess of 32 are incorporated in the signed Employment Plan. For more information regarding Participation Hours, click here.

All activities denoted in the Employment Plan will be monitored as long as the client is enrolled in the activity, or unless an updated Plan removing the activity is signed.

Required Assignment Activities include:

- Clients age 18 and up to 21 years old must apply for and comply with the Medi-Cal program.

If a PAES client is at or between 18 and 20 years of age, the client must apply for and comply with the Medi-Cal program. Failure to apply for and comply with the Medi-Cal program shall be considered a noncompliance with a Plan activity and shall result in discontinuance and sanction of the PAES stipend and services, subject to the conciliation and grievance process.
Note: CAAP will provide Medi-Cal with a list of clients age 18-21 years who are discontinued from CAAP as a result of failure to apply for and comply with the Medi-Cal program, so that Medi-Cal may pursue outreach services to these individuals.

- **All Clients must apply for and comply with the Food Stamps Program.**

  PAES clients are required to apply for and pursue receipt of payment(s) from any and all federal, State, and/or private means of assistance for which they may be eligible, including Food Stamps. Failure to apply for and comply with the Food Stamp program shall be considered a noncompliance with a Plan activity and shall result in discontinuance and sanction of the PAES stipend and services, subject to the conciliation and grievance process.

  **Exception:** Clients currently serving a Food Stamps sanction are not required to apply until the Food Stamp sanction period has expired.

- **All Clients shall Obtain and/or Maintain Housing.**

  Because lack of stable housing is a significant barrier to employment, homeless PAES clients must comply with and accept housing services, as available. In addition, housed PAES clients are required to maintain stable housing. Refer to CAAP online manual section 97-11.2, CAAP Benefit Package for housing referral procedures. Failure to comply with and accept shelter or housing services, as available, or to maintain stable housing, shall be considered noncompliance with a Plan activity and shall result in discontinuance and sanction of the PAES stipend and services, subject to the conciliation and grievance process.

- **All Clients shall meet with his/her Employment Specialist as often as is deemed necessary, but at least once every other month.**

**Additional Activities may include, but are not limited to, the following:**

- **Supported Work Experience**

  In instances where a Work Assignment was begun during the Appraisal Period, and the skills being learned on that assignment will secure employment with that agency, continued Work Assignment may be included in the Employment Plan, if the following criteria are met:

  - the Work assignment meets the 26-32 hourly per week requirement; and
  
  - the Work assignment is recommended by WDD's Vocational Assessor and is agreed upon by the client, the ES and the Unit Supervisor.
• **Adult Basic Education, High School Diploma, or GED preparation**

For clients whose immediate job readiness would be enhanced by basic education, a GED or a High School diploma, such programs may be approved for clients who meet the definition of an "eligible student" and are within the time limits as outlined in the CAAP manual section 91-8.

For example, Adult Basic Education may be an appropriate Employment Plan activity for a client who needs to sharpen reading or math skills in order to pass a job or training placement examination.

• **Job skills training (if not already received through GEPs, or if additional help is needed)**

If a client did not receive this training or needs additional help, and may benefit from it, Job skills training (also known as Life skills training) may be included in the Employment Plan. Clients may be referred to one of several service providers who offer concentrated Life Skills courses.

• **Vocational education and/or training**

Vocational training or education programs may be free or for-cost programs. For information regarding accessing vocational training programs, refer to PAES Manual section 142-1.3: Individual Referrals.

• **Targeted Vocational Assessment Workshop (TVAW)**

DHS's Workforce Development Division (WDD) provides a Targeted Vocational Assessment (TVA) workshop for PAES. The workshop provides clients with a Vocational Assessment report which takes into account the vocational aptitudes and vocational interests of a client. PAES clients may be referred to TVAW as the next step following the completion of GEPs or PCS Assessment. For referral criteria and specific information, refer to WDD's HB Section 80-3D.

**Note:** Clients needing a stand-alone TVA may be referred to TVAW upon the recommendation from the Unit Vocational Assessor.

**TVAW Non-Compliance**

Clients who fail to attend any one of the scheduled TVAW days are subject to discontinuance and sanction, good cause withstanding. The conciliation plan for a failed TVAW day shall be as follows:

- If the client missed day 1 or day 2: Complete TVAW days 1 and/or 2 and 3, as determined by WDD. The ES shall schedule the client for another TVAW in CalWIN. No referral packet is necessary if the conciliation TVAW is within three months of the initial missed TVAW appointment.
• If the client missed day 3: Complete TVAW day 3. The ES shall schedule the client to meet with the Unit Vocational Assessor (VA) for evaluation of the Vocational Assessment report. Provide a copy of the TVAW referral packet to the Unit VA.

• **Job search**

  **Job Readiness Training (JRT)/Job Club (JCL)**

  WDD’s JRT/JCL is up to a 16-week daily activity designed for PAES clients for whom full-time job search is the appropriate activity.

  The JRT/Job Club program is seamlessly delivered in two parts:

  - Job Readiness Training (JRT) is a four-week, daily activity designed to prepare CalWORKs and PAES clients for WDD’s structured job search program, Job Club. Completion of JRT is required prior to participating in WDD’s Job Club. Clients who successfully complete JRT will be seamlessly enrolled in JCL on the Monday following JRT completion.

  - Job Club (JCL) is an 8-12-week, full-time daily structured job search activity designed to connect clients to unsubsidized employment.

  **Supervised Job Search (SUS)**

  WDD may also offer Part-time Supervised Job Search for PAES clients who are prepared for unsubsidized employment but require a staff-assisted job search activity.

  **Unsupervised Job Search**

  WDD may provide part-time One Stop Core Service Job Search activity for PAES clients engaged in at least 20 hours per week of Employment Plan activities but require more hours to meet the 26 hours per week Employment Plan requirement.

  **Employment (subsidized or unsubsidized)**

  PAES clients may be assisted with placement in subsidized employment, such as on-the-job training programs, sheltered workshops, or positions subsidized through a designated Contracts Agency or other government or private funding sources for unsubsidized jobs, including Jobs Now positions.

  PAES clients in unsubsidized employment with income in excess of PAES earned income and asset disregard limits may continue to be eligible to PAES with a zero benefit amount and receive a Muni Fast Pass for up to three months. Refer to CAAP manual section 94-14 for specific information.

  **Behavioral Health Services**

  - **Targeted Behavioral Health Assessments (TBA)** are available through PAES Counseling and Pre-Vocational Services (PCS) for the purposes of identifying
employment barriers as it relates to a client’s mental health and/or substance abuse issues, and identifying the level of treatment required to address the barrier.

Employment Specialists refer clients for behavioral health assessments using form 2610, Referral to PCS, when the need for such an assessment is identified, or when a client requests an assessment. The PCS counselor completes Form 2500, CAAP PCS Outcome, to report the Assessment outcome. Refer to PAES manual section 141-3 for more information on Behavioral Health Assessments.

The assessment process may identify clients (if ES identifies, contact the EW) with mental health disabilities that may qualify them for aid under SSI, OASDI, or SSIP. In such cases, the EW will discuss this option with the client as well as the requirement to apply for SSI. The EW will refer the client to SSI Case Management and transfer to client to SSIP, as appropriate.

Reminder: CAAP clients who newly qualify for SSIP on the basis of a previously unreported 12-month disability may transfer to the SSIP Program without loss in benefits at any time after acceptable verification of a 12-month disabling condition is provided.

Behavioral Health Treatment may be recommended by PCS following a behavioral health assessment and outlined in either a treatment plan or Form 2500. The treatment plan shall indicate to the ES the number of treatment hours per week the client will participate in PCS and that client must engage in vocational activities. PCS counselors are available to provide behavioral health treatment and rehabilitation services, as necessary, to overcome substance abuse or mental health barriers to employment. Refer to PAES manual section 142-6 for more information regarding Behavioral Health Treatment.

If a client wishes to seek and obtain treatment services without disclosure to the Department, this arrangement may be kept confidential between the client and the treatment provider; however, such treatment may not be counted as a PAES activity and the hours engaged in that treatment will not apply towards the 26-32 hours per week.

PCS Services Exhausted

Clients who have used up their allotted 18 months of PCS treatment will be discharged from PCS Services, and will not be referred to PCS again. PCS will complete Form 2139 and will attach it to the completed Form 2500.

Upon receipt of these two forms, the Eligibility Worker shall:

If the client is employable but has not been assigned an ES

• Assign client to work activity (per form 2139) and update PEC accordingly.
• Refer to D+.
• Complete a new form 2601.
• Enter special indicator "PCS 18 mos. Expired" in CalWIN.
If the client is employable, has been assigned an ES, and has an employment plan

- Enter special indicator "PCS 18 mos. Expired" in CalWIN.
- Ensure the client has been assigned PEC "I".

If the client is not employable (PEC X) with or without assigned ES

- Update PEC accordingly
- Enter special indicator "PCS 18 mos. Expired" in CalWIN.
- Complete a new form 2601.

If the client is not employable (PEC Y) with or without assigned ES

- Update PEC accordingly.
- Enter special indicator "PCS 18 mos. Expired" in CalWIN.
- Follow procedure for PEC "Y" cases.

- Other activities identified and agreed upon as being necessary to assist an individual to obtain employment.

Employment Plan - Interim Activities

Clients with Employment Plan activities such as training or education programs - particularly at City College - may have breaks in their Plan activities for as long as a month or more. As a result, an exception may be made to the 26-32 hours per week of plan activity, only during this interim period, if ALL of the following conditions are met:

- The client has been actively and cooperatively participating in his/her Employment Plan activities - i.e. attendance and progress are acceptable - AND it is clear that he/she will return to the course of study or planned activity no later than the next regular semester/quarter or program schedule.

- The break in activity is less than one full calendar month.

This may mean that the client’s hourly requirements will be less than the 26-32 hour/week standard for parts of two months.

For example, the class ends on December 15th. The next class does not begin until January 22nd. Although this will be less than the standard for five weeks, the break is less than one full calendar month. It is not necessary to add interim activities. (Both December and January will have weeks with less than 26 – 32 hours of work activities.)

If the above conditions are not met, the ES and the client shall evaluate the availability of other classes/activities that support the client’s vocational goal and meet the 26-32 hours per week requirement. The College Counselor or Vocational Assessor may be of assistance.
NOTE: When a new Employment Plan is being developed that will include more than one semester of education/training activities, the ES, the client and the College Counselor/Vocational Assessor should discuss what the interim activities will be PRIOR to the break, not during. The Employment and Education Plans should reflect such decisions. This requires planning.

Example: The client’s class ends June 8th and the next class won’t begin until August 20th. Because the break is more than one full calendar month, the ES and the client will explore the availability of summer school classes in the same or similar fields. For instance, a student in the pre-construction program might want to take a math class that will help him/her pass the apprenticeship exam for the union.

If there are no classes related to the client’s vocational goal, a class that simply is of interest to the client may be included or a job readiness program may be assigned (including programs offered by the various CBO’s), as long as it can be completed during the break.

If there are no activities available, the client may be required to engage in six (6) One Stop visits per week, as outlined in WDD’s One Stop Core Service Job Search (i.e., Swipe card), during the interim period.

**Identifying Service Providers**

The Department has developed Memorandums of Understanding (MOUs) with public, private and CBO partners to provide services to PAES clients pursuant to their Employment Plans, in order to ensure that services are available and procedures are in place to monitor and support the progress of PAES clients whenever they are receiving such services.

The MOUs outline the services to be offered, weekly hours of activity, protocols for coordinating client support services and protocols for monitoring and reporting outcomes.

The ES has overall case management responsibility for PAES clients; however, once an individual is enrolled in a program, it is expected that additional client support will be provided by the program, e.g. school counselors, site supervisors, etc. The ES will coordinate various sources of support to ensure the maximum benefit to the client.

**Employment Service Referrals**

When a potential service provider has been identified and agreed upon by the client and the ES, Form 4607PS, Employment Services Referral, is completed for each provider, unless another referral procedure is identified by the provider. This is a four-part NCR form.

**Form 4607PS, Employment Service Referral, Completion Instructions.**

1. **Program Information** - Information for this section must be obtained from the service provider. The appointment date and time information can be completed if the ES or the client has called the service provider to schedule an initial appointment. In some instances, the client may take the form to the
agency/organization without an appointment, in which case, those spaces are left blank.

2. **Client Information** - Identifying information regarding the client, found in the PAES file, plus the following:
   - Department of Labor/Welfare to Work (DoL/WtW) Eligibility - This relates to the eligibility of certain PAES clients to services provided specifically to non-custodial parents of children in CalWORKs assistance units, who have child support orders which are in nonpayment status. If this does not apply to the client, leave blank.
   - FSET - if the client is also receiving Food Stamps, check "yes," if not, check "no."
   - Housing Authority Resident - if the client lives in a Housing Authority or Section 8 property, whether alone or with someone else, check "yes." If this does not apply to the client, leave blank.
   - Refugee Status - If the client was admitted into the United States within the past sixty (60) months with the INS status of Refugee, the client is eligible for programs funded by Refugee Employment Social Services or Targeted Assistance Programs. If this does not apply to the client, leave blank.
   - Enter the client's CASAS Reading and Math Scores, if available.

3. **DHS Information** - Identifying information regarding the Employment Specialist including the ES's signature.

4. Client’s Signature and Date

5. The ES will retain the gold copy of the form in the PAES ES file, and send three copies to the Service Provider.

6. **Program Acceptance** - this section is completed by the Program Representative, reflecting enrollment acceptance or rejection, the start and expected completion dates, the program schedule and the service provider contact information. The three copies of the form are then returned to the Employment Specialist.

7. The ES completes the final section of Form 4607PS, indicating whether the program is to be included in the client’s Employment Plan, or not, and will retain the white copy of the form in the PAES ES file. The ES shall send two copies of the form 4607PS. If the program is included in the Employment Plan, attach to Form 4607PS a copy of the client’s updated Employment Plan, and a supply of Form 4610PS, Attendance and Progress Report, to the service Provider. (Provide one 4610PS per month for the expected duration of the program.)

8. **Employment Plan Inclusion** - completed by the ES. If the program is to be included in the client's Employment Plan, this must be reflected on the Form 4606, Employment Plan - Activity Assignment.

**Monitoring Employment Plan Activities**
**Submission of Employment Plans to EW and PCS**

The PAES Employment Specialist (ES) will notify via e-mail, the Eligibility Worker (EW) when a client is enrolled in CJP, to give the EW notification to expect income reporting from the client that will affect the client’s grant amount.

Otherwise, new Employment Plans (EP) need only be submitted every year, at the client’s second six month recertification, if changes have been made, as outlined below.

The ES sends the initial Employment Plan to the EW (and to PCS for PCS clients), and, at the year mark (the second six-month RV) the EW will request from the ES a new copy of the EP, which the ES will send if there have been changes, or will send an acknowledgment that there have been no changes. Since PCS receives monthly updates on PCS clients on the Form 2500, there is not a need to send the revised EP to PCS.

**Progress Reporting**

During the course of any program - i.e., vocational training, education, substance abuse or mental health treatment, etc. - the service provider is required to report to the ES, the client’s attendance and program status. Generally, Form 4610PS, PAES Attendance and Progress Report, will be used although treatment providers may use other means of notification.

Upon receipt of a completed Form 4610PS (or acceptable substitute), the ES will review the report, and evaluate the client’s progress against what was agreed upon in the Employment Plan. Problems will be noted and addressed at the client’s next case management meeting.

**Case Management Appointments**

The Employment Plan includes a required assignment activity that the client shall meet with his/her Employment Specialist one-on-one or in a group as often as is deemed necessary, but not less than once every other month. Whether these appointments are weekly, biweekly, or monthly will be determined at the time the Plan is established, and will depend upon the client’s own needs and circumstances. However, these appointments will be no less frequent than once every other month.

At the case management appointment, the ES will review the progress reports with the client, noting positive reports, as well as those which indicate a danger of being out of compliance with the Plan.

**CalWIN Entries**

ESs must accurately enter all Employment plans and Employment Plan activities into the CalWIN system. Refer to "How to Develop an Employment Plan" #100 and "How to Amend an Employment Plan" #101 for specific instructions. In addition, ESs are required to enter an "end date" in CalWIN for any Employment Plan activity that is not currently part of the client's Employment Plan.
Unit Supervisors are required to:

- Ensure CalWIN entries are recorded accurately; and
- Record in CalWIN the date the Employment Plan was reviewed, approved and signed by the Unit Supervisor.

**Retaining Employment**

In order to assist PAES clients to retain employment once they obtain it, the following post-employment services will be provided:

- **Earned Income Disregard**

  PAES clients who obtain paid employment may be eligible to participate in the Earned Income Disregard Program, which shall provide for disregarding a certain amount of gross earned income that a client receives as wages, as well as savings derived from that income, when determining a client’s eligibility to PAES and benefit amount.

  See CAAP Handbook section 94-14, "Earned Income & Asset Disregard Program," for details regarding the Earned Income Disregard Program, including the client’s reporting responsibilities, net nonexempt income computation, etc.

- **3-months of Muni Fast Passes**

  When a client is no longer eligible for a PAES stipend due to excess earnings, he will be eligible to receive a Muni Fast Pass for up to three months, if a timely and complete CAAP 1 is received each month. For specific information, refer to CAAP manual section 94-14, under excess income.
142-1.2: Self Employment and Casual Employment

Introduction

PAES clients are subject to the 27-month employment services time limits and therefore, have limited time to benefit from training and education activities. Statistics show that half of all small self-employment businesses fail each year. Therefore, to encourage maximum success for self-employed clients and those in casual employment, it is incumbent on the Employment Specialist (ES) to review with the client, the client’s business plans and ideas for becoming self-sufficient. As applicable, the ES may introduce clients to self-employment/business development training or other Welfare-to-Work (WtW) activities in order to create an Employment Plan that is consistent with the client’s casual/self-employment occupation and meets the goal of self-sufficiency.

Definitions

Self-employment is defined as employment in which the client does not work for someone else and is engaged in a self-owned business enterprise. Examples of self-employment include but are not limited to beautician or manicurist either renting a space or home based, licensed family day care provider, home based web designer, an established small business owned by the participant.

Casual employment is defined as employment in which the client does not work for an established employer. Examples of casual employment include but are not limited to baby sitting, automotive work, leaflet distribution.

The standard for self-employment and casual employment earnings is the equivalent of the federal minimum wage.

Self-employment training includes business development training and/or technical assistance offered by one of the following approved providers: Women’s Initiative for Self-Employment, SF Renaissance Entrepreneurship Center or Children’s Council of San Francisco.

POLICY

Earnings and cash grant determination

To determine the appropriate CAAP grant, refer to the established policy in the CAAP online manual section 94-14, Earned Income and Asset Disregard Program.

Formula to determine PAES Employment Services participation hours
Total monthly net non-exempt earned income from reported self-employment or casual employment income determines how many hours of vocational activity can be used toward the PAES Employment Plan participation requirement of 26-32 hours per week. The hourly earnings for the casual- or self-employed client must be no less than the federal minimum wage. Earnings are reported on the CAAP 1 should ES require verification of hours of employment as part of the EP bi-monthly.

To determine the number of hours a casual or self-employed client shall apply to his/her employment plan, divide the total monthly net non-exempt earned income by the current federal minimum wage. This will provide the number of hours worked in the month. Divide by 4 to determine the number of hours per week to be applied towards the Employment Plan activities.

If the casual- or self-employed income fluctuates significantly from month to month, or is seasonal, use the average net non-exempt earnings for the last two months and retrospectively apply the hours towards the next future month's Employment Plan (see Note, immediately below). This may require a new Employment Plan each month. The client must provide most of hours worked per week/month to help determine actual hours needed to reach the minimum of 26 hours week.

Note: Good cause applies to clients who can provide verification of self-employment earnings for any month in which the anticipated Employment Plan activities and calculated self-employment hours exceed the 26-32 hour weekly requirement.

**PAES Employment Plan Participation Requirements**

When the hours of self-employment meet the PAES Employment Plan participation requirements of 26-32 hours per week, no additional employment activities are required. However, in the interest of good case management, the client shall be offered a referral or other activities, every month, to assist the participant in becoming self-sufficient. This referral must be documented in CalWIN.

When the client's hours of casual- or self-employment do not meet the PAES Employment Plan participation requirements of 26-32 hours per week, the client must choose either:

- to continue to pursue the casual- or self-employment endeavor as his employment plan goal AND engage in other WtW activities that will promote the goal of self-sufficiency and satisfy the participation requirements (see Self-employment Training and Other Employment Plan Activities below); or

- not to pursue the casual- or self-employment endeavor. If this is the choice, proceed with the next appropriate step in the WtW process.

**Targeted Vocational Assessment Required**

A targeted vocational assessment is required prior to approval of business development training or other WtW activities for a client pursuing casual-employment or self-employment as an employment goal.
**Self-employment Training and Other Employment Plan Activities**

Clients whose employment goal is casual employment or self-employment, but whose hours from self-employment do not meet the participation requirements of 26-32 hours per week, must participate in additional WtW activities to satisfy the PAES participation requirements.

**Self-employment Training and Business Plan Requirements**

A self-employment training referral to one of the providers listed below may be offered using the Individual Referral process. The provider will give the client individual training and technical assistance needed to complete a satisfactory business plan and improve chances for success in the self-employment venture. This referral is appropriate for the client with either a new or an established business.

There are two providers of business development training and technical assistance in San Francisco. Additionally, the Children's Council of San Francisco provides training and consultation for individuals interested in providing licensed child care. Providers welcome PAES participants and waive or offer reduced training fees. Refer participants to provider's internet sites for detailed descriptions of services offered.

1. **Women's Initiative for Self-Employment**
   1398 Valencia Street  
   Phone: 415-641-3460  
   website: www.womensinitiative.org

2. **SF Renaissance Entrepreneurship Center**
   275 5th Street  
   Phone: 415-541-8580; -OR-  
   Bayview Business Resource Center  
   3801 3rd Street, Suite 240  
   Phone: 415-647-3728  
   website: www.RENCENTER.org

3. **Children's Council of San Francisco**
   445 Church Street  
   Phone: 415-276-2900  
   website: www.childrenscouncil.org

**Other WtW Activities**

Other WtW activities that may be incorporated into the client's Employment Plan may include:

- One Stop Core Service Job Search (swipe card)
- Part-time subsidized or unsubsidized employment
- Work Experience (in a similar or related field)
- ESL or basic reading and math

- Other Job Skill Training Leading to Employment - including word processing or Excel skills classes that are not part of a certificate program and may be available at sites such as the One Stop or City College.

- Vocational Training

The agreed upon activities must relate to either the business plan, other needs identified in the TVA and provider's assessment or the goal of becoming self-sufficient.
142-1.3: Individual Referrals

- Overview
  - Differences Between Contracted Services and IR's
  - DHS IR Coordinator
  - IR Guidelines
  - IR Funding Considerations
  - An IR will not be Approved for the Following Situations

- Procedures
  - Determine Appropriateness of the IR Program
  - Submit the Expedited IR Request to Unit Supervisor
  - IR Request Approval/Disapproval Actions
  - Complete the IR Enrollment
  - Enrollment in the Training Program

**Overview**

The Individual Referral program is designed to allow eligible PAES participants a full range of job training opportunities to help them get jobs, keep jobs, or get better jobs. The IR program allows the Human Services Agency (HSA) to negotiate with a large number of training providers to obtain the most effective training programs for PAES participants.

Refer to PIM# 12-30 on the IR Process for PAES, CalWORKs, and RCA participant enrollment processes. This PIM replaces PIM 07-1 Expedited IR Process.

**Differences between Contracted Services and Individual Referrals.**

**Contracted Services**

The Community Services Manager (E300) shall be responsible for Welfare-to-Work (WTW) contracts for employment and training services with a variety of community-based organizations (CBO’s) and service providers. A specific number of these training slots are designated for PAES participants and are funded through these contracts.

**Individual Referrals**

Some participants choose to attend training outside of the WTW contracts. When this occurs, participants may seek funding for training through the Individual Referral (IR) process. Enrollment and funding of a training program of the participant's choice (outside of the contracted training) must first be approved through the Individual Referral (IR) process.
• The HSA IR Coordinator maintains a "vendor" list of training programs that PAES participants may access through IR's. Programs on the vendor list are paid for on a per-person basis.

• Before discussing an activity with a participant, the ES should check to see if the specific provider is on the vendor list which is located on the 0-drive/ Employment Services/IR/Vendor list.

• The ES can check with the IR Coordinator to determine if specific programs are on the Eligible Training Provider List (ETPL) or have a current Bureau of Private Post-secondary Vocational Education (BPPVE). Certification may also be approved through the IR process with Manager’s approval, and paid for on a per-person basis.

**HSA IR Coordinator**

Under the supervision of the HSA Community Services Manager (E300), the HSA IR Coordinator (E303) is responsible for reviewing and approving all IR's. The HSA IR Coordinator is located at 170 Otis Street, 1st floor at the Employment Information Center; Worker #E303; telephone number 557-5638.

**IR Guidelines**

Generally following ACE (for CalWORKs and RCA participants) or TWA/Reappraisal (for PAES participants), the Vocational Assessment Counselor (VAC), in consultation with the participant and the Employment Specialist (ES), will recommend an appropriate training program when the initial assessment or reappraisal supports vocational training as a WTW activity. If the identified training program is not a WTW contracted service, the ES and the participant may evaluate whether an IR referral is appropriate, by reviewing the following areas:

1. **Participant's LNS score**

   If the Learning Needs Screening score indicates a need for Evaluation (i.e., scores above 12), the participant must complete the full evaluation before proceeding with any vocational training program. After the ES refers the participant to the Department of Rehabilitation (DOR), DOR can provide a full evaluation (including a Learning Needs Assessment) for PAES participants.

2. **Participant's WTW history**

   When vocational training is being considered at the point of Reappraisal, the ES must carefully review the participant's WTW history. If there is a history of non-compliance with "no good cause," referral to IR is not appropriate. The ES should assign the participant to a WTW activity, other than training through an IR. The ES should give the participant an opportunity to demonstrate capacity to attend and make satisfactory progress in this WTW activity before pursuing vocational training.

3. **Program's entry-level requirements**

   The ES and the participant must verify and document that the participant meets the entry-level requirements for the identified occupation for which the training would
prepare him/her; such as: DMV, GED, drug testing, background checks, English or math levels. All entry-level requirements must be met prior to an IR referral. Ancillary funds may be used to meet these requirements.

- **Drug Testing**

  For programs/occupations that require clean drug tests, the ES informs the participant of this requirement and the training provider will conduct drug testing after the approval of the IR request. The ES must obtain participant consent on the HSA Form 8014 Authorization to Release Information for the training provider to share "the pass/fail results of the drug testing" with the ES.

- **Background Checks**

  Because many occupations, such as health care, child care, security and banking, require a background check prior to hiring, a discussion regarding a participant’s criminal background may be required after any IR referral. While this information should have been addressed during the appraisal period, this information needs to be reviewed again, prior to the IR referral, to ensure the participant is informed of this requirement. See the Clean Slate Program procedure (PAES Handbook § 141-7)

**IR Funding Considerations**

**Due to limited WTW funds for training, the participant, ES and the ES Supervisor must carefully evaluate both the cost and effectiveness of the proposed training program.**

1. The ES can use the IR Funding Checklist (Form 4637 IR) which is a tool to ensure the appropriateness of the IR referral.

2. The ES must make sure that the participant’s remaining time on aid (TOA) is equal to or greater than the length of the training.

3. The ES and participant must explore cost-effective programs.

   The ES is strongly encouraged to explore programs that are publicly funded; e.g. CCSF, Weekend College, providers with the designated Contracts Agency, etc.

   The ES and participant are encouraged to evaluate any available provider performance data and tuition costs to assist the participant with the choice of the best provider to meet his or her needs.

   If there are two or more approved providers offering the same or similar training, with similar completion/placement rates, and within the same or close geographical area(s), and the total costs for training and support services are different, select the provider with the most cost effective training program.

   For example: If a program offered by CCSF is comparable to one offered by a private school or training institution, in terms of content, completion and placement rates, in the absence of other extenuating circumstances, the private school would not be approved.
The participant and the ES must justify and document that the requested training is the most cost-effective alternative, and demonstrate a demand by employers for persons in that occupation for which the requested training will prepare the individual. The VAC may assist with providing occupational information.

Note: If a participant wants to attend training at a provider whose training costs exceed $6,000, a second-level review will be conducted.

The participant must not be required to apply for student loans.

An IR will **NOT** be approved for the following situations:

- Tuition for an academic degree program;
- If the participant was previously enrolled in a publicly-funded vocational training program (e.g., designated Contracts Agency, etc.) as part of his/her Employment Plan, whether completed or not. An exception for this policy will be current or former participants who are working in the occupational field for which they received paid WTW training and are requesting funds to assist them in securing additional training as part of the HSA Career Advancement initiative;
- If the participant does not meet the entry-level requirements for the proposed training program or the job for which the training would prepare him/her;
- If the participant’s enrollment in training is prior to the IR funding request;
- If the proposed training is not with an approved WTW provider, is not included on the ETPL, or does not have a current BPPVE certification;
- If comparable training is available locally at a lower cost;
- If there are insufficient local employment opportunities related to the occupational field.
- If requested follow-up verification is not provided to the HSA IR Coordinator prior to the expiration of the IR process.

**PROCEDURES**

**Putting an IR Request Together**

- It is recommended that the IR process begin at least thirty days prior to the training start date.
- An IR request must be approved or disapproved within sixty (60) days from the date it is received by the HSA IR Coordinator.
- An IR request to the HSA IR Coordinator is initiated by an ES only, not by a CBO or a Training Provider.
• Training Providers or CBO’s may identify and recruit participants to enroll in their training program, however before the ES may initiate an IR request, the Training Provider or CBO’s must:

1. Send the agency’s signed Release of Confidentiality (or the HSA Form 8014 Authorization to Release Information) to the appropriate ES (via fax, mail or hand delivery).

2. Contact the ES by phone and/or email to advise that the participant is interested in enrolling in the training program, and discuss the appropriateness of the training with the ES. Training Provider’s or CBO’s staff inform ES of participant’s conditional acceptance to participate in identified training program as his/her WTW activity.

3. Upon receiving the required information from the Training Provider or CBO, the ES must complete or review the assessment, or complete a reappraisal, to determine the appropriateness of training as a WTW Activity.

4. If the assessment or reappraisal supports training as a WTW activity, and the training selected requires an IR Request, the ES must proceed as described below.

• **Determine the Appropriateness of the Program**

If the assessment or reappraisal supports training as a WTW activity and the program selected for the training requires an IR Request, proceed as follows:

1. The ES will conduct an assessment and make an initial determination of the appropriateness of the identified training program based on the participant’s statement and other available information regarding his/her background, interests and abilities, using the information gathered during the initial assessment and/or reappraisal and throughout the participant’s involvement in employment service activities.

2. The ES must consult with the VAC and HSA IR Coordinator to determine what additional information must be gathered before a decision is made, including vendor eligibility.

3. The ES must make sure that the participant’s Time on Aid (TOA) matches or is greater than the length of the training.

4. It is recommended that the PAES ES complete the IR Checklist (Form 4637 IR) to ensure that the IR referral is appropriate.

• **Submit the IR Request to the Unit Supervisor**

If it is determined that the program is appropriate, the ES will complete an IR Request (Form 4636 IR) and submit the request to the Unit Supervisor as follows:

1. On the Intranet, go to DHS, Workforce Development, PAES Forms to find the Individual Referral/Approval Request (Form 4636 IR).
2. "Open" the WDD IR Approval Request (Form 4636 IR) and "Save As" to a file or to your desktop using the participant's name. Complete the form and "Save." For detailed instructions review PIM 12-30.

3. Attach the completed IR Approval Request (Form 4636 IR) to an email addressed to your Unit Supervisor and send.

4. Submit the participant's case folder/file to the Unit Supervisor for review, ensuring that the following completed documents are filed appropriately in the case folder:
   - Form 4800 WDD Participant Activity Summary, which should include:
     - Participant’s Learning Needs Screening (LNS) score
     - Participant’s CASAS Scores and ESL Level, if applicable;
   - Learning Needs Assessment Report, if applicable;
   - Any other copies of documents or information pertinent to the Individual Referral request.
   - Approval/Disapproval of IR Request by Unit Supervisor

The Unit Supervisor shall review the appropriate IR documents in the participant's case folder/file prior to approving the IR request.

APPROVAL: If the Unit Supervisor approves the IR Request, the Unit Supervisor shall forward the IR Approval Request (Form 4636 IR) by email to the HSA IR Coordinator. This action signifies the Supervisor's approval of the IR request.

The HSA IR Coordinator will accept IR Approval Requests from Unit Supervisors only.

DISAPPROVAL: If the Supervisor disapproves the IR request, the Supervisor shall send an email reply to the ES and indicates the reason(s) for the disapproval and a case conference may be scheduled.

**IR Request Reviewed by HSA IR Coordinator**

The HSA IR Coordinator (E303) will:

1. Review the IR Approval Request (Form 4636 IR) and appropriate documentation.

2. Approve (using Form 8021 IR) or disapprove (using Form 8022 IR) the request by email to the ES with a cc: to the ES Supervisor.
   - If approved, the IR Coordinator will send Form 8021 IR Funds Approval to notify the ES, the ES Supervisor, and the Training Provider.
   - If disapproved, the IR Coordinator will discuss and provide documentation of disapproval reasons via Form 8022 IR Disapproval of Individual Referral (IR) Funding Request, to the ES and the ES Supervisor, and offer alternatives, including the option of the PAES Participant Advocate.
IR Request Approval/Disapproval Actions by the ES

If the request is approved, the ES will:

1. Print out the Form 8021 IR Funds Approval from the IR Coordinator and file in the case folder.
2. Update the Employment Plan (Form 4606PS), reflecting the inclusion of the training program, and obtain the participant’s and the Unit Supervisor’s signatures.
3. Prepare the IR Referral Packet for the participant to bring to the training provider containing all of the following:
   - The Employment Service Referral, Form 4607PS;
   - Signed Form 8014, Authorization to Release Information, between HSA and the training provider/CBO;
4. Give the package to the participant to bring to the Training Provider/CBO.
5. Important Note: If an activity has been approved but the participant cannot be enrolled, due to limited space or other factors, the PAES clock shall be stopped. As soon as the participant begins the activity, the ES will start the participant’s PAES clock again.

NOTE: The training provider/CBO will receive the Referral Packet from the participant and the approval email (Form 8021 IR) from the HSA IR Coordinator.

If the request is disapproved, the ES will:

Print out the email with the Disapproval of the IR Funding Request for Training (Form 8022 IR) from the IR Coordinator and file it in case folder, and inform the participant verbally and in writing as follows:

1. Fill out NOA Disapproval of IR Funding Request for Training (Form 4617PS IR Denial) to inform the participant that the IR Coordinator has disapproved the request and why.
2. Preferably, give Form 4617PS to the participant after discussing the disapproval reasons, or mail it to the participant.
3. Meet with the participant to determine next steps, which may include:

   If the individual meets the entry-level requirements for the training and occupation, but the IR request cannot be approved for funding:
   - Consult with the IR Coordinator and/or VAC AND assist the participant in identifying alternative funding for the provider and proceed with enrollment;
     - or -
• Identify alternative training provider(s) and alternative funding as appropriate; proceed with referral.

If the participant does not meet the entry-level requirements for the training and occupation, the ES should review the TVA outcomes with the participant and VAC to determine an appropriate Employment Plan, i.e. complete a reappraisal.

4. The participant has the option of engaging with a Participant Advocate, and/or filing a Grievance, should he/she want to pursue the IR request. (See PAES Handbook 146-2.)

Safety Net Cases and IRs

• IRs for Safety Net cases will be decided on a case-by-case basis with Manager’s Review.

• Employment Specialists need to review the participant’s WtW history, provide a synopsis of the WTW history and justification as to why an IR should be granted post aid services.

• If there have instances of noncompliance, please justify why an IR should be approved for participant.

• Requests for safety net cases should be sent to the IR Coordinator for review.

Completing the IR Enrollment

The HSA IR Coordinator will receive all paperwork from the training provider to complete the enrollment process.

Per contract guidelines, the participant is considered “enrolled” after he/she attends training for at least five consecutive working days.

The Training Provider’s and/or CBO’s Responsibilities upon receipt of the IR approval email (with Form 8021 IR) from the IR Coordinator and the IR Referral packet from the participant:

1. Fill in and return the 4607PS to the ES so the ES knows the participant’s schedule

2. Provide training to the participant, as outlined in the HSA contract

3. Provide case management services to the participant, as outlined in the contract, including job placement services

4. Complete and submit the PAES monthly Attendance Report (Form 4610PS) to HSA worker E304 (until the participant completes, or is terminated from, the program) on a timely basis by the third of each month following the report month.

NOTE: HSA worker E304 routes the Form 4610PS to the appropriate ES after E304 oversees the logging of the participant’s attendance into the WDD contract database.
5. Communicate in a timely manner with the ES if there are any potential problems with the participant’s attendance or progress.

The ES will:

1. Monitor the participant’s monthly attendance by reviewing Form 4610PS completed by the training provider/CBO.

2. Discuss any problems regarding the receipt of Attendance Reports with the HSA IR Coordinator, worker #E303.

3. Link the participant with HSA or Training Provider/CBO placement services as needed. After 90 days, participants who have not been placed shall be referred by their ES’s to the VAC for reappraisal.

4. Notify the HSA IR Coordinator if the participant decides not to attend the approved training, is unable to attend due to a disability, or if the participant is discontinued from PAES prior to attending the approved program.

NOTE: Once a PAES participant starts an approved IR training program, the participant may continue in the training program regardless of his/her PAES eligibility status. Attendance reports will continue to be forwarded to the last ES on record, who must ensure the forms are filed appropriately in the participant’s case file.

Forms

<table>
<thead>
<tr>
<th>Form #</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4605PS</td>
<td>PAES Employment Plan – Rights and Responsibilities</td>
<td>Given to participant by ES at signing of EP</td>
<td></td>
</tr>
<tr>
<td>4606PS</td>
<td>PAES Employment Plan – Activity Assignment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4617PS</td>
<td>Disapproval of IR Funding Request NOA</td>
<td>Provided to participant by ES when IR request has been denied</td>
<td></td>
</tr>
<tr>
<td>4636 IR</td>
<td>WDD Individual Referral/Approval Request</td>
<td>Sent by ES to Unit Supervisor, who, after approval, sends it to the IR Coordinator</td>
<td></td>
</tr>
<tr>
<td>4637 IR</td>
<td>IR Funding Checklist</td>
<td>Tool for ES’s to make sure the IR referral is appropriate</td>
<td></td>
</tr>
<tr>
<td>4800</td>
<td>WDD Participant Activity Summary</td>
<td>To be included as part of IR request</td>
<td></td>
</tr>
<tr>
<td>8021 IR</td>
<td>IR Funds Approval Notice</td>
<td>Sent by IR Coordinator to ES to approve IR request</td>
<td></td>
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<tr>
<td>8022 IR</td>
<td>Disapproval of the IR Funding Request for Training</td>
<td>Sent by IR coordinator to ES when IR is NOT approved</td>
<td></td>
</tr>
</tbody>
</table>
142-1.5: PAES Participants Who Have Family & Children's Services Involvement

A framework has been developed for PAES, CalWORKs and Family and Children’s Services staff to work together to better serve those individuals and families that have active cases in two of the programs.

Following are the guidelines for working with a PAES Participant who is involved with Family and Children’s Services, most likely because her or his children were removed from the home and placed in Foster Care or with other family members.

An individual whose children were removed from her/his custody and placed in foster care or with other family members will generally have a Reunification Plan. A Reunification Plan can last from six to eighteen months. During that time, the parent with no other source of support may apply for CAAP. If s/he selects PAES, there will be court-ordered reunification plan activities that will impact the PAES Employment Plan.

In PAES, we want to encourage and assist the Participant to honor those activities, and will make them part of the individual’s Employment Plan. Time spent on Reunification activities will count toward the weekly participation hours.

Many of these parents will be required to be involved in substance abuse or mental health treatment. Participation in CAAP Counseling Services - either in-patient or outpatient services - will probably meet the court ordered requirement. It is important that the ES confer with the PCS Counselor and the FCS Social Worker to ensure that the treatment plan will meet the FCS requirements as well as the PAES Employment Plan activity requirements.

Other activities such as scheduled visitation (supervised or unsupervised), parenting classes, domestic violence counseling, court dates, other legal requirements, and so forth, will be included in the PAES Employment Plan.

Additionally, if the Participant was involved in a CalWORKs employment plan, the elements of that plan that can be continued while still allowing for FCS activities, will be continued.

Communication - between the PAES ES, the FCS Social Worker, the CalWORKs ES, PCS (if involved), and other service providers - is of the utmost importance. A Release of Information, Form 8032, has been developed. It is important that these be signed and filed in the case records to authorize communication between all of the involved parties. The training will provide specific direction regarding the sharing of information, and what FCS information can and cannot be shared with the Employment Specialists and service providers.

All involved DHS staff members form the Team, that will work together to develop case plans and authorize support services to address the client’s and family’s needs. The FCS
worker will take the lead in establishing priorities for the case plans; the ES will take the lead in authorizing support services.
The PAES Attendance and Progress Report (Form 4610PS) is used by PAES service providers to report to the Employment Specialist (ES) on the status of each PAES client in their program on a monthly basis.

The form covers the period from the 1st of the month through the end of the month and should be completed each month a PAES client is participating in an approved vocational activity.

- If the activity is an approved Individual Referral (IR), the completed forms are due to DHS no later than the 10th of the following month. Instructions regarding the completion and return of the forms are located on the form. The completed 4610PS forms are routed to PAES staff no later than 1 business day after DHS receipt.

- If the training activity is not an IR (i.e., STEP or previously approved training), the client is responsible for having the 4610PS completed by the training provider and providing the completed 4610PS at his monthly case management appointment with his ES.

This section provides direction to PAES Employment Specialists on the use of the form.

Form Collection and Distribution Procedures

For PAES clients participating in an approved IR activity, there is one central DHS location for receipt of the completed Form 4610PS, it will be directed to Worker #E10X, Human Services Agency, P.O. Box 7988, San Francisco, Ca 94120.

- The forms will be received by fax or mail.

- Each month the original forms will be batched and forwarded to the PAES Clerk, for distribution to the ES’s.

Employment Specialist’s Responsibilities

For client's participating in an approved IR:
1. Complete the top line of Form 4610PS before sending a supply, along with the Form 4606, Employment Plan - Activity Assignment, to service provider.

2. Receive a completed Form 4610PS for each client, monthly, from WDD staff.

3. Review each form for the next case management appointment with the client. Discuss and problem-solve any attendance and/or performance problems reported on the form with the client. Acknowledge positive reports.

4. If a form is missing for one or more individuals when the forms are received, contact the client(s) and the provider(s) immediately to inquire about the individual’s attendance and progress.

5. WDD's IR Coordinator tracks 4610PS's on a monthly basis and will follow up with the providers who fail to provide the forms timely. However, the ES is responsible for ensuring the monthly reporting for each client participating in a program, and must be pro-active to obtain information from the client and the provider.

**For client's participating in a non-IR approved training:**

1. At each monthly case management appointment with the client, complete the top line of Form 4610PS and provide to the client.

2. Instruct the client to have the 4610PS completed by the training provider and return the completed form at the next monthly case management appointment.

3. Review the completed form with the client. Discuss and problem-solve any attendance and/or performance problems reported on the form with the client. Acknowledge positive reports.

**Provider Responsibility**

**IR Providers**

- These providers have been advised to send ALL progress reports to DHS Worker #E10X, Human Services Agency, P.O. Box 7988, San Francisco, Ca 94120, FAX 415-557-5618 by the 10th of every month.

- IR providers are required to provide monthly progress reports on all PAES clients as outlined in their contracts with DHS/PAES.

- Problems with receiving completed forms 4610PS from IR Providers will be routed through DHS IR Coordinator, worker #E303.

**Non-IR Providers**

- When a PAES participant is engaged in an approved non-IR program (i.e., STEP or previously approved training), the client is responsible for obtaining a completed 4610PS from the training provider.
• Failure to provide a completed form 4610PS shall result in an Employment Plan activity failure and is subject to conciliation.
Introduction

A PAES recipient may already be enrolled in a training or education program at the time he begins to meet with the Employment Specialist to develop the Employment Plan. In order for the Self-Initiated Training/Education Program (SIP) to be included in the client's Employment Plan, it must be evaluated against the criteria set forth in this section, and approved.

Note: For PAES clients whose course/training was approved using Form 2525, if the approval has not expired, they are not required to obtain a STEP approval for the same course/training to be included in their Employment Plan.

Policies

In order to be approved for inclusion in the client's Employment Plan, the training/education program must meet the following criteria. Exceptional programs not meeting these criteria may be reviewed and approved by the PAES manager, if the Employment specialist and the client agree that the plan is the best one for the client.

Programs must meet #1 OR #2, #3, #4 AND #5.

1. Be a program of basic education—such as, but not limited to, GED Preparation, High School Diploma, and English as a Second Language—that one needs in order to meet the requirements of a vocational training program or of a particular job.

   Note: Clients who are participating in ESL level 6 or above must be referred for additional Employment Activities.

2. Be a vocationally-oriented program which is consistent with the client's employment goals and aptitude.

3. Be expected to lead to employment upon completion of the program.

4. Will not last more than twelve (12) months from the date approval is requested.
5. Is at least 26-hours-per-week.
   • The 26 hours may include classroom time, lab time, and study time.
     Study time is calculated at two hours of study for every hour of class time.
     Time in excess of the formula may be documented by the instructor.
   • Clients involved in work/study programs may count the time spent in class,
     lab, study and work.
   • If the time for the program (including classroom, lab, and study) is less than
     26 hours per week, other work activities must be added to the client’s
     Employment Plan. These may include Job Readiness Training programs or
     other activities.

**Procedures**

The ES will:

1. Give Form 4608, SIP Request for Employment Plan, to the client for completion by a
   representative of the program. Page 3 of Form 4608 explains the criteria for
   Employment Plan inclusion.

   The client will complete section 1 of Form 4608PS, have the school/program counselor
   or administrator complete section 2, and submit the form, with verification of
   enrollment in the program, to the ES.

2. Review the request, and complete section 3 of the form. If assistance is needed in
   order to make the determination of whether or not to approve the program, the ES
   will conference with the Vocational Assessor.

   The ES Supervisor will review the request, complete section 4 of the form, and return
   the form to the ES. If the request, or the reasons for approval or disapproval are not
   clear, the Supervisor will conference with the ES. Additional assessments, verification
   or documentation may be required.

3. When the ES receives the form from the Supervisor, send the notice of
   approval/disapproval (Form 4609PS) to the client.

4. Upon approval, the program will be included in the client’s Employment Plan.
   Criteria for successful participation will be included. (Form 4606PS, Employment
   Plan, Activity Assignment.)

   Employment Plans require the review and approval of the Unit Supervisor.

5. Give the client the Form 4610PS, PAES Employment Activity-Attendance and
   Progress Report. Advise the client that he/she is responsible for having the
   vocational program provider/instructor complete the 4610PS each month the client is
   enrolled in the program. The client is responsible for providing the completed
   4610PS to the ES at the next bi-monthly case management appointment.
6. Monitor participation with the client at the case management appointments. Appointments will be scheduled as often as needed, but no less frequently than once every other month. The Employment Plan will reflect the frequency of these appointments.
142-5: Employment Training Programs

• General

• Program Descriptions

General

Certain training programs for PAES Participants are established through agreements between the Department of Human Services and other City Departments and/or Community Based Organizations.

• These programs are not part of the designated Contracts Agency process, either in terms of funding or referral process.

• They may or may not include financial participation by DHS. Some are funded exclusively by other sources.

Some of the programs target specific segments of the PAES population, such as the "hard-to-serve" - e.g. those with learning disabilities, and others simply target PAES participants.

Program Descriptions

As programs are added, a separate handbook section will be issued to cover each.

The section(s) will include a program description and instructions for making referrals. The method for monitoring attendance and progress will be described, as well as any special instructions regarding ancillary items needed, etc.

If a program ends, the handbook section will be deleted.

Subsections for Employment Training Programs:

142-5.1 - Youth Employment Services (YES)

142-5.2 - MUNI Training Program (Discontinued)

142-5.3 - Vocational English as a Second Language Immersion Program (VESL)

142-5.4 - Community Jobs Program

142-5.5 - Clean City Partnership

142-5.6 - Individual and Internship Training Program

142-5.7 - Dept. of Rehabilitation HSA Contracted Services (DOR HSA)
142-5.8 - Dept. of Rehabilitation DPH Contracted Services (DOR DPH)
142-5.9 - RAMS Hire-Ability Program
142-5.10 - Group Employment Preparation Services (GEPS)
142-5.11 - Job Readiness Training/Job Club (JRT/JC)
142-5.12 - PAES/PST - Jobs NOW3 Program
Introduction/Overview

Based on data from a study conducted by UC Goldman student interns in 2009, there is an identified need to provide targeted job readiness and employment services to CAAP/PAES Transitional Aged Youth (TAY), ages 18-24. The study showed that the number of TAYs on the CAAP/PAES caseload have been increasing over the last few years. The study recommends that targeted, youth-appropriate services be tailored to TAY needs and provided in a location other than 1235 Mission.

Effective July 5, 2011, PAES-eligible Transitional Age Youth (TAY) between the ages of 18 and 24, have the option of participating in the YES program, which will provide four months of job readiness training, life skills, job search activities and other services, as necessary, to assist the TAY in gaining employment, obtaining self-sufficiency, and incoming-off PAES benefits.

References

See CAAP Online Manual 95-2.6.1 Youth Employment Services (YES)

Policy

At Intake, PAES clients between the ages of 18 and 24 will have the option to participate in the Youth Employment Services (YES) Program. YES provides job training, life skills, and other services to assist young adults to become self-sufficient.

Space is limited, so participation in the YES program is based on the availability of program slots. **YES services are not available to PAES LEP participants.**
Process/Procedures

Process

The CAAP Intake EW or CAAP Carrying EW will offer the youth the opportunity to participate in the YES Program.

Participation in the four month YES Program will mean that the youth will:

- Sign the Participant Agreement (CAAP form 2601)
- Participate 26 (to 32) hours per week in the activity/ies provided by either Larkin Street Youth Services or Arriba Juntos for a period of six months
- Be excused from workfare or CAAP Job search while enrolled in the YES program
- Participate in CAAP Counseling Services, if recommended by Larkin or AJ, with agreement from the WDD ES
- Be eligible to receive a monthly Fast Pass from the EW, according to the regular process
- Be eligible to receive ancillary services from the ES
- Be eligible, with agreement from the CBO CM, to request IR vocational services, as appropriate
- Be eligible to be screened for Jobs NOW positions, through the ES

If the youth agrees to participate, the EW will enter the client’s name in the YES Binder for the next available Tuesday YES Orientation Session to be held at 2pm at 3120 Mission.

The CAAP Clerk will email the YES Intake Registration Sheet, Form 1510, containing the names of YES Participants to the PAES YES ES, worker 8E77 at winston.cheuk@sfgov.org by each Friday at 4pm.

The PAES YES ES, worker 8E77, will be the lead staff, under PAES Supervisor, worker 8E70, to ensure the smooth running of the YES Program. The PAES YES ES will maintain the signup sheets, and the binder, and will be the designated worker for youth in the YES Program.

AJ and Larkin Street will attend the weekly Tuesday YES Orientation Session on an alternating basis.

At the Tuesday YES Orientation Session, the PAES YES ES, PAES Supervisor, and the CBO case manager (CM) will make a presentation to the group of youth about the YES program, the availability of ancillary services (once the EP is signed) and review the attendance requirements (26 hours per week, etc.).

The PAES YES ES and CM will meet 1:1 with each youth to develop/sign the following documents:
• Employment Plan, Form 4606PS, to be signed by the youth and the PAES YES ES, indicating to which CBO the youth is assigned.

• Form 8014 – Client Release of Information

• Form 4605 – PAES Employment Plan Rights and Responsibilities

Youth will be assigned to the first day of activities at either Larkin or AJ, and will be provided with an appointment letter developed by Larkin or AJ.

**Lateral Referrals**

PAES ES’s can refer YES-eligible participants to Tuesday YES Orientation Sessions by sending an email to the PAES YES ES, worker 8E77, with a cc to the PAES Supervisor, worker 8E70, and providing the client with a PAES ES Appointment Notice, Form 4602.

By end of the YES Orientation Session week (Friday), the PAES YES ES will email the current PAES ES, PAES ES Supervisor, PAES Unit Clerk, CAAP EW, and CAAP EW Supervisor of the client’s registration into the YES program. The PAES Unit Clerk will formally assign the client to the PAES YES ES via CalWIN. The CAAP EW will assign the appropriate PEC code on CalWIN.

Larkin Street Employment Plan template language:

• The services Larkin Street Youth Services offer in our Hire UP programming consist of but not limited to the following:

• Youth Force - A 4-week hands-on training program that helps participants in preparing for real employment.

• Job Readiness Course - A comprehensive 4-week training program that focuses on the soft skills needed to get hired and to retain a job, such as resume, cover letter, and thank you letter writing. Other skills training/covered include, interview preparation, work place etiquette, how to take direction from a supervisor, mock interviews, etc.

• Institute for Higher Learning - A 3-month internship program where youth are placed in supportive work environments that help them acquire skills to obtain permanent work placement.

• Individual Employment Case Management - Helps participants navigate the employment environment, as well as supports the youth in their search for employment.

• GED Program - Helps participants in obtaining a GED.

Arriba Juntos Employment Plan template language:

*Arriba Juntos provides the following employment services and educational programs to help participants reach their individual goals:*

• Work readiness (life/soft skills)
• Employer motivation workshop
• Peer support
• Educational guidance
• Case management
• Supportive services and resources linkage

**Noncompliance and Conciliation**

**During the Enrollment Period -**

1. Upon PAES YES ES notification on the YES Orientation Registration Sheet, Form 1510, of a client’s failure to attend the YES Orientation Session, the EW will discontinue the case for failure to attend the scheduled appointment.

2. Participants who request Remedy will be conciliated back into the YES Orientation Session by the CAAP EW or PAES YES ES (for laterals). Attendance at the YES Orientation Session will satisfy the Remedy.

3. Participants who attend the first day but miss subsequent days during evaluation week will NOT be enrolled into the YES program.

4. Participants who are not enrolled into the YES program following evaluation week will be conciliated into a new PAES Employment Plan for TVA (if not already completed) or Career Counseling. The PAES YES ES, worker 8E77, and the participant will develop/sign the following documents: Form 4605PS Rights and Responsibility, Form 4606PS Employment Plan, and Form 4623PS Conciliation Plan.

**While in Employment Plan -**

1. Upon notification by the CBO (of plan failure) or by the EW (of eligibility issues), the ES will proceed with the conciliation process (refer to section 140-2 of the PAES Handbook). The conciliation will be for the client to bring the Conciliation Plan to the CBO which will outline the client’s remedy of attending the CBO’s YES program activities for a two-week period without an excused absence. If the youth fails to conciliate or remedy, the youth’s case shall be discontinued.

**Responsibilities**

**PAES YES ES Responsibilities**

- At the end of the Tuesday YES Orientation Session, the PAES YES ES, worker 8E77, will email the YES Orientation Registration Sheet, Form 1510, to the CAAP clerk, My Van Tran, worker U13J, by Wednesday, at noon. (Phone number - 558-1159). If the email system is down, the YES Orientation Registration Sheet, Form 1510, should be faxed to 415-621-4637.
• Develop and sign with youth the template Employment Plan (EP), Form 4606PS, and PAES Employment Plan Rights and Responsibilities, Form 4605PS

• Provide ancillary services as appropriate

• PAES YES ES, worker 8E77, will email the EP’s to the CAAP worker within two business days, provide copies of the EP to the CBO and to the youth within two business days, and file the signed EP in the client’s PAES file.

• Upon receipt of the YES Orientation Registration Sheet, Form 1510, the EW will change the client’s PEC to IY and transfer the case to the specialized CAAP worker for PEC I cases

• Review the PAES Attendance Report (Form 4610) monthly to track youth’s progress

• Maintain accurate reports of enrolled youth in both the Jobs NOW and Contracts databases

• Track all attendance and compliance issues, and issue NOA as appropriate (refer to section 140-2 of the PAES Handbook).

• Maintain a list of participants who have graduated or been closed out of YES so EW’s can consult with the list to make sure clients are not sent back to YES if they have graduated or failed out. The list is located on the O-drive at O:\Employment Services\PAES\YES Program\Referrals

PAES Supervisor Responsibilities

• Monitor and oversee the performance of subcontractors for the YES Program as outlined in the contracts’ scope of services.

• Report any problems or challenges encountered by the subcontractors or PAES YES ES in completing goals, objectives or assignments to the WDD Section Manager, worker E100

• Recommend to the WDD Section Manager, worker E100 – best course of action, best practices and or best strategies for optimizing program performance

• Attend Tuesday YES Intake Sessions, as needed

• Attend monthly operational meetings with CBO representatives, PAES YES ES, and WDD Section manager

CBO Responsibilities

• Enroll 160 participants per year, serving an average of 60 participants at any given time

• Advise PAES YES ES, worker 8E77, of show/no-show for first day of activities and/or names of participants who are not compliant due to attendance or performance issues
• Assess each participant’s education, work experience, interests, aptitudes, and barriers to employment to determine vocational goals and draft the Employment plan.

• Create Employment Plans for each youth with a minimum of 26 hours per week of structured and supervised activities that will lead to employment. Each Employment Plan must be signed by the CBO and the youth. Activities will include work readiness and job search. Other activities may include vocational training, computer skills training, GED preparation and barrier remediation activities such as substance abuse counseling. Activities may be provided by the CBO or by other agencies. The CBO is responsible for coordinating participant’s enrollment in activities. Employment Plan duration will not exceed four months. However, plans may be extended up to two months longer for a total duration of six months. A copy of the Employment Plan must be sent to the PAES YES ES, worker 8E77, for inclusion in the client’s PAES file.

• Provide case management, coaching, and other support to each youth to aid them in completing their assigned activities. Follow and review the progress of each youth. Work with PAES and other service providers to provide the best interface of services to benefit the participant.

• Attend the weekly Tuesday YES Orientation Sessions on an alternating basis. For instance, AJ will attend the 1st and 3rd Tuesdays of the month while LSYS will attend the 2nd and 4th Tuesdays or vice versa. AJ and Larkin will be in communication to identify and discuss TAY clients who might be better served by either AJ or Larkin, will arrange for any transfer, and will alert the PAES YES ES of any adjustments to assignments.

• Using Form 4610 PS – PAES Attendance Report, provide PAES YES ES and PAES ES Supervisor with monthly status reports on each participant.

• Inform the PAES YES ES, worker 8E77, and PAES Supervisor, worker 8E70, via email of the names of all graduating participants one month before the graduation or “time-out” date.

• Attend monthly operational meetings with PAES YES ES, PAES ES Supervisor, and WDD Section manager.

Locations and Time of Services

**Arriba Juntos** - Services will be primarily provided at Arriba Juntos, 1850 Mission Street, San Francisco.

**Larkin Street Youth Services** – Services will be primarily provided at Larkin Street Youth Services HIRE UP Education and Employment Center located at 1154 Sutter Street, San Francisco. Pre-vocational and employment services are provided five days per week, 8:30am – 7:00 pm on Mondays and Wednesdays, and 8:30am – 6:00pm on Tuesdays, Thursdays and Fridays.

### Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
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78
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1501</td>
<td>YES Brochure</td>
<td></td>
</tr>
<tr>
<td>1502</td>
<td>YES Informational Flyer</td>
<td></td>
</tr>
<tr>
<td>1510</td>
<td>Referral/sign up list of YES Participants</td>
<td>Emailed by designated CAAP clerk to PAES YES ES (worker # 8E77) and PAES Supervisor (worker # 8E70)</td>
</tr>
<tr>
<td>2601</td>
<td>CAAP Participant Agreement/ Appointment notice</td>
<td>Signed by PAES client with CAAP EW; given to PAES client to bring to YES Intake Session</td>
</tr>
<tr>
<td>4602PS</td>
<td>PAES ES Appointment Notice</td>
<td></td>
</tr>
<tr>
<td>4605PS</td>
<td>PAES Employment Plan Rights and Responsibilities</td>
<td>Informs participants of their rights and responsibilities as it pertains to their EP</td>
</tr>
<tr>
<td>4606PS</td>
<td>PAES Employment Plan</td>
<td>Prepared at Tuesday Intake by PAES ES, with template language, and provided to CAAP EW and CBO provider</td>
</tr>
<tr>
<td>4610PS</td>
<td>PAES Attendance Report</td>
<td>Verification of participant attendance in activity</td>
</tr>
<tr>
<td>4623PS</td>
<td>PAES Conciliation Plan</td>
<td>Informs participants of their rights and responsibilities as it pertains to their EP</td>
</tr>
<tr>
<td>8014</td>
<td>Client Release of Information</td>
<td>Signed by PAES client, part of PAES and CBO case record</td>
</tr>
<tr>
<td>N/A</td>
<td>IEP – CBO Individual Employment Plan</td>
<td>Detailed EP developed by the CBO and the youth; copy sent to PAES upon completion</td>
</tr>
</tbody>
</table>
142-5.3: VIP (VESL Immersion Program)

- General
- Program Description
- Referral Process
- Attendance and Reporting

**General**

In order to better meet the needs of PAES participants who have limited English Proficiency (LEP), the Department of Human Services has developed a Vocational English as a Second Language (VESL) Immersion Program (a.k.a. Vocational Immersion Program: VIP).

The goal of the program is to offer intensive vocational English-as-a-Second-Language instruction combined with job readiness, job search and on-the-job training.

**Program Description**

**Overview:**

Effective October 1, 2012, the VIP program will consist of six months of educational training which includes a specified number of VESL Education Leading to Employment classroom activity hours plus a specified number of either VESL internship hours (unpaid) or VIP Subsidized Employment hours (paid). PAES participants may be enrolled up to 18 months.

- The vocational English classroom instruction portion is provided at Arriba Juntos (AJ) by City College and Arriba Juntos staff.

- The internship and/or work experience portion may be at AJ or at a community non-profit agency.

- The VIP program is a thirty-five hour five-day per week program. The number of hours in employment activity and the number of hours in the classroom education activity vary according to the ESL Level.

- The educational component is located at Arriba Juntos, 1850 Mission Street.

- AJ will determine the participant’s ESL Level during the Orientation process.

- As part of the ongoing VIP process, the participant will work with AJ staff to identify permanent employment opportunities.
- WDD staff will collaborate with AJ staff during the program at specified intervals to discuss employment options and opportunities.

- At the end of Level 4, if the participant is job ready, the participant may be referred to AJ for Supervised job search for four weeks. Or to vocational training.

- The goal is to place the participant in unsubsidized employment.

- VIP has the capacity to serve 20 PAES participants (and 80 CalWORKs participants) at any one time.

- In the final month of the participants six-month VIP Employment Plan, AJ will discuss the participant’s VIP performance with the ES. Input from AJ, the result of the test by AJ, and the ES assist in the development of the participant’s next WTW activity.

- Participants may only repeat one level during their 18 month enrollment.

**Detailed Service Description of the VIP Program:** The VIP Program provides participants with time-limited work experience concurrently with vocational English development, and supportive services to increase participants’ marketable work skills so that they may obtain permanent employment/self-sufficiency.

Under the new VIP program, there are four ESL levels (Literacy Level 0 is combined with Level 1). The participant’s ESL Level assignment is determined as part of the VIP Orientation process by the contracted provider, Arriba Juntos.

The two components of the VIP program are education and work experience. The required number of hours for each activity at each level is outlined in the chart below. The different classes range from ESL Level 0 integrated with ESL Level 1 (low level ESL) to ESL Level 4 (low level advanced ESL).

<table>
<thead>
<tr>
<th>VIP Levels</th>
<th>Education Leading to Employment (weekly hrs)</th>
<th>VESL Internship UNPAID (weekly hrs)</th>
<th>VIP Subsidized Employment PAID (weekly hrs)</th>
<th>Weekly Hours TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literacy 0 is combined with ESL Level 1</td>
<td>30</td>
<td>5</td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>VIP Level 1</td>
<td>30</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIP Level 2</td>
<td>30</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIP Level 3</td>
<td>30</td>
<td></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>VIP Level 4</td>
<td>30</td>
<td></td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

Language skills are assessed at the beginning and end of each 6-month session to measure improvement. The performance objective is to assist participants to improve one or more ESL levels during the 6-month period.
Vocational English (VESL) classroom training hours are unpaid. Participants must do all components of VIP to remain in the program. Participants usually begin VIP internship or employment assignments about two weeks after enrollment.

Participants in ESL Levels 3 and 4 are engaged in paid work experience. At ESL Level 3, the participant is engaged in 15 hours of subsidized employment. At ESL Level 4 participants are engaged in 20 hours of subsidized employment. Participants will earn the San Francisco living wage, currently $11.03 per hour. The VIP employer is Arriba Juntos, the VIP service provider, although work may be done at a different community non-profit agency.

NOTE: If the participant incomes off PAES (likely at ESL Level 4), the participant may remain in VIP up to the duration of the current six-month Employment Plan.

Referral Process

1. After the ES develops the initial Employment Plan for the LEP participant to attend Read Free, the Vocational Assessment Counselor shall make one of the following recommendations for the next Employment Plan (EP) activity:
   - Referral to VIP
   - Referral to LEN
   - Referral to IR

2. The ES process for referrals to the VIP Program begins with a referral to the VIP Orientation as follows:
   a. Review participant eligibility to participate in VIP.
   b. Review TOA: Participant must have sufficient remaining time on the clock to complete a six month Employment Plan.
   c. Contact the participant to discuss VIP participation
   d. Develop and sign an Employment Plan to attend VIP Orientation.
   e. Meet with the participant to fill out and sign Form 4607 Employment Services Referral Form and the 8014 Authorization of Release of Information

Form 4607: Employment Services Referral

Service Provider: Arriba Juntos

Program Name: VIP

Address: 1850 Mission Street, SF, CA

Contact Person: Noemy Membreno, Employment DEPT Coordinator; phone 487-3253

Comment: participant’s primary language
Participant signature and date

**Form 8014 Authorization to Release Information**

Must be completely filled out and signed in both sections by participant

Information to SFHSA: Progress and Attendance in VIP, employment information and verification if I get a job

Information from SFHSA: assessment results, WTW History, PAES information

f. Check CalWIN for the next available VIP Orientation in CalWIN and schedule the participant.

Activity: VIP Orientation

Provider: Arriba Juntos

Date: Enter date of Orientation

g. Prepare and submit the Referral packet (4607 and 8014) by the prior Wednesday at noon to:

E304 (Marlén Sánchez) 170 Street, 3rd floor,

Phone 557-6267; fax 557-5618 or hand-deliver to E304 if located at 170 Otis.

h. Provide a copy of the forms to the participant.

3. Arriba Juntos will notify E304 and the ES:

   - that the participant has attended the Orientation
   - that the participant has been accepted into the VIP program
   - the participant’s ESL Level
   - the participant’s VIP start date
   - once the participant is enrolled in VIP, AJ will provide monthly attendance reports on the PAES Form 4610 PS

4. Upon notification of participant acceptance by AJ, the ES shall:

   a. Schedule an appointment with the participant to sign a new Employment Plan for the VIP program at the specific ESL Level:

   b. For the Literacy ESL Level 0, there is only one CalWIN entry for 35 hours per week.

   c. For ESL Levels 1 through 4, two CalWIN entries are required:
• one for the number of hours in the education component (Education Leading to Employment) AND
• one for the number of hours in the internship/work experience or subsidized employment component.

**CALWIN entries:**

*Note: The total numbers of hours per week must total 35 for all ESL levels. Two CalWIN entries are required for all ESL Levels.*

**Literacy ESL Level 0**

<table>
<thead>
<tr>
<th>WTW Activity</th>
<th>Duration</th>
<th>Number of Hours per Week</th>
<th>Provider</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Leading to Employment</td>
<td>Six months</td>
<td>30</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
<tr>
<td>VIP Level 0 VESL Internship</td>
<td>Six months</td>
<td>5</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
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</table>

**ESL Level 1**

<table>
<thead>
<tr>
<th>WTW Activity</th>
<th>Duration</th>
<th>Number of Hours per Week</th>
<th>Provider</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Leading to Employment</td>
<td>Six months</td>
<td>30</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
<tr>
<td>VIP Level 1 VESL Internship</td>
<td>Six months</td>
<td>5</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
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</table>

**ESL Level 2**

<table>
<thead>
<tr>
<th>WTW Activity</th>
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<th>Number of Hours per Week</th>
<th>Provider</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Leading to Employment</td>
<td>Six months</td>
<td>25</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
<tr>
<td>VIP Level 2 VESL Internship</td>
<td>Six months</td>
<td>10</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
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</table>

**ESL Level 3**

<table>
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<tr>
<th>WTW Activity</th>
<th>Duration</th>
<th>Number of Hours per Week</th>
<th>Provider</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Leading to Employment</td>
<td>Six months</td>
<td>20</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
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</table>
### ESL Level 4

<table>
<thead>
<tr>
<th>WTW Activity</th>
<th>Duration</th>
<th>Number of Hours per Week</th>
<th>Provider</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Leading to Employment</td>
<td>Six months</td>
<td>15</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
<tr>
<td>VIP Level 4 VESL Internship</td>
<td>Six months</td>
<td>20</td>
<td>Arriba Juntos</td>
<td>as reported by AJ referral form</td>
</tr>
</tbody>
</table>

**Attendance and Reporting**

*Arriba Juntos will provide to the ES the monthly PAES Attendance Report 4610PS according to PAES Handbook section 142-2.*

The ES will be contacted by AJ if there are problems with attendance, performance, or other issues. The ES should make contact with the client to address the issues.

It is expected that the ES will maintain contact with the Participant during the program. The ES will schedule his/her own times for these contacts.

Following completion of each VIP session, the ES will enter the completion in CalWIN.

The ES will then need to meet with the participant to develop and sign a new six-month Employment Plan.

At participant’s exit from each session, AJ will send the Exit Form to E304 and to the ES.

**Next steps:**

Following completion of the entire VIP curriculum, or at the completion of the participant’s allowed 18 months in VIP, or if the participant is exited from VIP without permanent employment, the ES will schedule a re-appraisal for his/her participant to determine the next steps and develop a new Employment Plan, which could be:

- Vocational training or four weeks of Supervised Job Search with Arriba Juntos,
- CalWIN Registration for Supervised Job Search with AJ:

  **WTW Activity:** Supervised Job Search
  **Duration:** 4 weeks
  **Number of Hours:** 35 hours
Provider: Arriba Juntos
142-5.4: Community Jobs Program (CJP)

I. Introduction/Overview

The Community Jobs Program (CJP) combines work, skills development, and supportive services to increase participants’ relevant job skills, to transition participants into the labor market. By working in a CJP position for up to six (6) months, participants acquire work experience and receive mentoring and support.

The CJP Program is available to PAES participants. CJP Provider for PAES participants is: Young Community Developers YCD).

It is the policy of HSA to provide opportunities to PAES clients to reach self-sufficiency. CJP provides PAES participants with work experience, coaching, and job search opportunities.

II. References

See WDD Handbook, Section 80-4 D Community Jobs Program

III. Policy

It is the policy of HSA to provide opportunities to PAES clients to reach self-sufficiency. CJP provides PAES participants with work experience, coaching, and job search opportunities.

IV. Process/Procedures/Responsibilities
Provider of CJP services for PAES participants:

Young Community Developers (YCD)

501 Cesar Chavez Suite 209 San Francisco, CA 94124

CJP Contact at YCD – Rosa Pascual, Career Coach, 415-822-3491, ext. 223

**Eligibility Criteria**

PAES participants may be recommended for CJP by:

**Job Preparation A and B unit.** Clients not placed after completing the Job Prep A and B workshops and using their 3 JN Prescreening/Recruitment opportunities will be referred to CJP.

**CCS.** PAES clients may also be recommended by CAAP Counseling Services to participate in CJP at the completion of the CCS program. When the CJP referrals are initiated by CCS, the CCS Counselor will:

- Schedule the client in Q-flow for a CJP Orientation by close of business on Thursday for the following week’s appointment (Q-flow calendar is managed by WDD)
- Complete Referral Form 4607, Release of information Form 8014, and Form CJP Appointment 2354 Form with client
- Complete and e-mail the referral packets to the WDD Linkage Supervisor for processing
- CAAP EWs, may also re-scheduled clients that are a No Show to the CJP Orientation for CJP referrals initiated by CCS when clients agree at their failure appointment to follow the CCS recommendation. In this case, EWs will schedule the clients to a Group Check In session in Q-flow with a notation “re-scheduled” after the name of the client.

NOTE: PAES participants whose CAAP or PAES cases are discontinued may continue to participate in CJP.

**Process/Procedures**

**Service Description:** CJP provides clients with time-limited work coupled with skills development, and supportive services as needed to increase client’s employability. Clients receive mentoring and support to acquire marketable skills while in the program.

1. Host site work is done at a San Francisco community non-profit agency and is coupled with classroom training in computer/ life skills training, or GED preparation.

2. During the last two months of CJP, the client works with the contract service provider to identify permanent employment opportunities.

3. The goal is to place participant in unsubsidized employment.
4. Typical work experience opportunities are Administrative/Clerical, health Care/Caregiving, Outreach workers, Youth/Recreation Program Assistant, Teaching Assistants, Food Service, Janitorial, Cashiers, and Gardening.

**Participation Hours:** Participation in CJP is 32 hours per week, which includes;

- 25 hours paid work experience and
- 7 hours unpaid professional development classroom training activities.
- Client must do all components of CJP to remain in the program.
- Client usually begins CJP jobs about 1.5 to 2 weeks after enrollment.

**CJP Wages:** Clients will earn the San Francisco living wage, for the host site component of CJP, which is 25 hours per week. The CJP employer of record is the CJP service provider (Young Community Developers), although work may be done at a different community non-profit agency.

- Clients will not be paid for the 7 hours per week of classroom activity.
- PAES clients are expected to report their monthly earnings to their CAAP EW, per CAAP policies and procedures.
- PAES clients participating in the CJP program are afforded the full benefits of the PAES Earned Income and Asset Disregard Program while receiving CJP earnings.

After participating in CJP for approximately two months at the maximum number of hours, PAES clients will receive earnings in excess of PAES maximum allowable earnings and will not qualify for a PAES cash benefit. When this occurs, these clients will be discontinued and will continue to receive transportation benefits for one additional month after reaching zero grant. Clients will then be expected to purchase their own transportation benefit (i.e., Fast Pass) after receiving their last transportation benefit.

**Referral Processes:**

**Referrals of PAES participants to CJP are initiated by:**

- **Job Preparation A and B unit.** The Job Prep A and B unit, in consultation with RAMS, may recommend the client for CJP. If the client agrees to participate in CJP, the clerical staff will schedule the client for a Group Check In session in Q-flow for the client to sign the referral to CJP.
- **CCS.** The CCS clinician may recommend CJP as next step for the client. CCS staff will schedule the client for a Group Check In session in Q-flow.
The PAES ES’s Responsibilities:

- Meet with client to discuss CJP participation

- If client agrees to participate in CJP:

  Complete a CJP referral packet which consists of:
  **Form 4607: PAES Employment Services Referral**

  Service provider: YCD  
  Program Name: Community Jobs Program  
  Address: 501 Cesar Chavez Suite 209 San Francisco, CA 94124  
  Contact Person: YCD: Rosa Pascual 822-3491, ext 223  
  Vocational Goal: A job ready vocational goal  
  Comment: 32 hours  
  Participant signature and date

  **Form 8014: Authorization to Release Information**

  Must be completely filled out and signed in both sections by the participant

  **Appointment Letter**

  - Schedule the client for the next CJP Orientation in Q-flow  
  - Send an e-mail to the Clerical Hub supervisor Kim Young informing client is scheduled in Q-flow for a  
    CJP Orientation with the date and time of the Orientation  
  - Placed referral packet in Clerical Hub “In Box”

The WDD Clerical Hub Responsibilities:

- Reviews referral packet to ensure all forms are included.

- Scans the CJP packets to send it via e-mail to Marlen Sanchez with cc to Shuk-Wah Yen, Jovita  
  Ramos, Margarita Gallo and Tamara Yagolnitser by Friday, 12:00 noon.

- Schedules CJP activity in JAMS (reference CJP Orientation date as start date)

- Updates CJP Orientation Show/No Show in Q-flow and JAMS

- Creates schedule appointment I-task for the clients that attended the Orientation  
  with the following notation on the comments section: “Attended CJP Orientation  
  on date of appointment with provider name”. After receiving the I-task, CAAP will  
  schedule an appointment with the client to inform the client of the income  
  reporting and income disregard
• Creates a **NOSH CJP Orientation** task in i-Tasks **ONLY** for the CJP referrals initiated by CCS with the following notation on the comments section: “Missed CJP Orientation on (date of appointment) with (provider name)”

**WDD Contracts Clerical Staff (Worker # E30X) Responsibilities:**

- Review CJP referral packet for accuracy and alert ES if the packet is incomplete
- Email YCD the list of expected participants
- Email the CJP Referral packets to the providers
- Ensure that Providers send the Orientation show/no shows to the ESs and clerical staff for follow up and data entry.
- Ensure that Attendance Report 4610PS (CJP monthly report) is received
- Distribute the 4610PS forms to the ES

**Supportive Services:** to be issued by the ES as appropriate, and/or upon request from CJP provider.

**The CJP Providers’ (YCD) Responsibilities for PAES Clients:**

Provide monthly Attendance Report 4610PS to WDD worker E304 (Marlén Sánchez) at 170 Otis, Third floor.

**Contacts:**

Marlén Sánchez, E304, 557-6267 (fax: 557-5618)

Shuk-Wah Yen, E30X,

### V. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4602PS</td>
<td>PAES Appointment Letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4607PS</td>
<td>PAES Referral to CJP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4610PS</td>
<td>PAES Monthly Reporting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4800</td>
<td>Participant Activity Summary</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Clean City Partnership Program provides Transitional Employment concurrent with Classroom Occupational skills and Employment Readiness training, and Supervised Job Search/ Job Placement.

TRANSITIONAL EMPLOYMENT

12- 20 hours per week transitional employment opportunities through community improvement activities such as street sweeping, graffiti removal; and neighborhood greening. Low-income and homeless individuals are paid an hourly wage (SF Minimum wage) for up to four months as they strive to rejoin the workforce.

EMPLOYMENT READINESS AND OCCUPATIONAL SKILLS TRAINING

Participants are required to attend weekly employment readiness workshops that include resume writing, interview techniques, job search strategies, and basic computer skills. The program’s on-the-job training component covers such topics such as workplace safety, graffiti abatement, light landscaping and recycling practices.

SUPERVISED JOB SEARCH/ JOB PLACEMENT

Participants attend a series of individualized training appointments with an employment counselor covering topics such as development of a work plan, job application instructions, and skills assessment; as well as participating in daily job search sessions in the computer lab.

JOB RETENTION

The program promotes job retention through peer support while providing ongoing access to program services and networking opportunities.

Participants are encouraged to attend monthly support meetings, receive assistance with career advancement goals, and have access to the computer lab and Internet.

PROGRAM CONTACT:

Artena Dickerson, Program Manager
SF Clean City Coalition
366 Eddy Street
San Francisco, CA 94102
Phone: 552-9201 X14

PARTICIPATION PREREQUISITES:

- Proof of recent Tuberculin Skin Test or Chest X-ray. TB results must be negative and be no more than 6 months
- Photocopies of social security card and a current photo ID issued by the State of California
- A resume, job history outline or a completed job history worksheet
- Medical physical exam attesting to fitness to do work
• Drug Test – Negative

It usually takes about two weeks from program acceptance before the person starts working in the program. There’s more people than available program slots, but program acceptance priority is given to PAES who are a good fit for the program.

REFFERRAL PROCESS

1. PAES Employment Specialist (ES) looks on SF Clean City website, www.sfcleancity.com under Partnership Orientation for DATE, LOCATION, and ORIENTATION Flyer to refer PAES participant.

2. ES prepares PAES Referral form (4607PS) which includes the following:

   SERVICE PROVIDER: SF Clean City Coalition
   PROGRAM NAME: Clean City Partnership Program
   ADDRESS: 141 Eddy St, West Hotel (for Orientation)
   CONTACT PERSON: Artena Dickerson, PHONE: 552-9201, Ext 14
   APPOINTMENT: Date of Selected Orientation
   APPOINTMENT TIME: 10:00 AM Sharp

and HSA Authorization to Release Information form 8014

3. Participant takes completed 4607PS and 8014 documents to Orientation and gives to SF Clean City Coalition staff at the Orientation.

4. SF Clean City will complete bottom of Referral form regarding Program Acceptance and FAX back to ES

5. ES can contact Artena at phone 552-9201, Ext 14 to confirm participant Attendance/Non-Attendance of Orientation

CAL-WIN Employment Activity

Provider = SF Clean Cities
Activity = Transitional Employment
142-5.6: Individual Training and Internship Program (ITIP)

- Introduction/Overview
- References
- Policy
- Processes, Procedures and Staff Responsibilities
- Forms

**Introduction/Overview**

ITIP is a transitional employment program for CalWORKs and PAES participants, 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 ITIP Business Account Representative (BAR). Participants may work at their host site for a maximum of 4 months. During their host site experience, the ITIP BAR works closely with the enrollee at month three (3) in their job search efforts and securing unsubsidized employment.

**References**

- CalWORKs Jobs Now Program Guide, ACE and ITIP sections
- Program Information Memo 13-09

**Policy**

It is the policy of HSA to provide transitional employment opportunities to Welfare-to-Work clients (both CalWORKs and PAES) which 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

- Reference the CW PIM _______ for more details.

PAES participants who are enrolled in JRT or Job Club are eligible to participate in ITIP (as of July 1, 2011).

### 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 participants for eligible positions.

- If participant meets qualifications for open ITIP Job Order, 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 are 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 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 placement verification 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 #) within two business days of receipt.

   **NOTE:** All ITIP placements shall be verified using the JN Employment Verification form (Form #) 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 participants for eligible positions.
   • If participant meets qualifications for open ITIP Job Order, 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 placement verification 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 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 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 HSA 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 prescreened 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 prescreened using a Rating Scale (Form #). 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 there 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 (Form #) is then sent to the Prescreening 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 JN Employment Verification Form (Form #) from the BAR, COR staff or PAES Job staff are responsible to:

- Email the assigned ES, attaching the JN Employment Verification Form (Form #)
- 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 #)
- Performance Appraisals (Form #)
- Attendance Reports (Form #)
- Invoicing Forms (Form #)

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 Forms (Form #), 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 (Form #) based on the JN ITIP Performance Appraisal (Form #), which is completed by Employer, at month 2 meeting and final month meeting, indicating participant’s progress in activity. The Performance Appraisal 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’s (Bernie Santos worker # 8E10) mailbox twice daily for new Applications (Form #) 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 BAR Feedback Coversheet (Form #).

BAR Responsibilities - QC:

1. Complete BAR Feedback Coversheet (Form #) 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 BAR Feedback Coversheet (Form #) 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 (Form #) or Denial Letter (Form #) to employer.

3. Scan and save to )-drive (Employment Services/BAR Unit JN/Employer Files) the BAR Feedback Sheet (Form #), the Application (Form #) and the Approval (Form #) and/or Denial Letter (Form #)

4. Email BAR on final Application status

**G. ITIP Employer Approval Process**

Employers apply to the ITIP Program by completing the ITIP Agreement Form (Form #) 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 (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 #):
a. Past Agency experience with Employer in previous subsidized employment programs

b. Employers demonstrating the fiscal capacity to maintain employee payroll and possibility to retain employees once subsidy ends

c. Completeness of Application Packet

d. Employer providing job opportunities consistent with the skills present in the job candidate pool

e. Employers having experience in managing a workforce

f. Employers having the ability to provide a highly supervised work experience for participants with little work experience

g. 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 JN Wage Subsidy and 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 (Form #) 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 #) issues

BAR Responsibilities:

- After receiving email from Contracts requesting approval to pay, BAR must cross-check invoice (Form #) against attendance reports (Form #) 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 #) 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.

Contact Information:

Bernadette Santos, 8E10, 401-4849

Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4520</td>
<td>JN ITIP Application and Agreement</td>
<td>Submitted by employers to participate in JN Program</td>
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<tr>
<td>4528</td>
<td>JN ITIP BAR Feedback Coversheet</td>
<td>BAR Assessment of Employer</td>
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</tr>
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<td></td>
<td>JN Employer Approval Letter</td>
<td>Issued by Contracts</td>
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<tr>
<td></td>
<td>JN Employer Denial Letter</td>
<td>Issued by Contracts</td>
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<tr>
<td>4521</td>
<td>JN ITIP Intent</td>
<td>Submitted by JN2 Employers wishing to reup for JN3 ITIP</td>
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<tr>
<td>4532</td>
<td>JN ITIP Invoice</td>
<td>Submitted by employer for</td>
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<tr>
<td>Document Code</td>
<td>Document Name</td>
<td>Description</td>
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<td>---------------</td>
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<td>------------------------------------------------------------------------------------------------</td>
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<tr>
<td>4531</td>
<td>JN ITIP Invoice Instructions</td>
<td>One page doc explaining how to complete invoice</td>
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<tr>
<td>4525</td>
<td>JN ITIP Job Order</td>
<td>Submitted by employer, listing job description (MQs, Wage, Schedule)</td>
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<tr>
<td>4506</td>
<td>Employment Verification</td>
<td>Submitted by employer, confirming hire</td>
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<tr>
<td>4524</td>
<td>JN ITIP Change Request</td>
<td>Submitted by employer, wishing to modify existing agreement (i.e., add/change positions requested)</td>
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<td>JN ITIP Separation Form</td>
<td>Submitted by employer indicating reason for separation of hire</td>
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<tr>
<td></td>
<td>Job Order Master List</td>
<td>Lists the individual job order numbers assigned by BAR and sent out by mail, with Master List on the O-drive</td>
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<tr>
<td></td>
<td>JN Rating Sheet</td>
<td>Completed by COR/PAES staff, using a standardized rating scale, for recruitment sign-up</td>
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<tr>
<td></td>
<td>JN Employer Feedback Form</td>
<td>Completed by Employer, following recruitment, indicating status of each client interviewed</td>
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<td>4530</td>
<td>JN ITIP Attendance Form</td>
<td>Submitted by Host Site, monthly, documenting attendance</td>
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<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>
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<td>4526</td>
<td>JN ITIP Performance Appraisal</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>
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<tr>
<td></td>
<td>JN Job Seeker Registration form</td>
<td>Completed by COR or JRT/Job Club Trainer</td>
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<tr>
<td></td>
<td>WDD Summary</td>
<td>Completed by BAR</td>
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<tr>
<td>8014</td>
<td>Authorization to Release Information</td>
<td>Share work related information between WDD and Host Site.</td>
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<tr>
<td></td>
<td>ITIP Job Leads, found on the O-drive</td>
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</table>
Introduction/Overview

HSA maintains a contract (see WDD Section 80-1-F; Contracts) with DOR to provide employment and training services to PAES participants who have difficulty entering the workforce due to physical, developmental, or cognitive disabilities. Under the DOR HSA contract, DOR counselors work with PAES participants to develop a detailed Employment Plan which may include short-term training, job readiness preparation, job accommodations and/or job modifications. The program is designed to enable participants to obtain and retain employment consistent with their aptitudes and abilities in order to secure employment and reach self-sufficiency.

References

Workforce Development Division Section 80-1F: Contracts

Policy

The job search and development needs of PAES clients with disabilities can be effectively addressed by the Department of Rehabilitation, HSA contract.

Clients should be referred to DOR HSA by the PAES ES, based on one of the following: results of Learning Needs Screening administered by the Vocational Assessors; client’s self-identification of having a disability; PAES ES observation; and/or PCS recommendation.
Process/Procedures

PAES ES will make client referrals to DOR HAS by signing up the client for one of the following scheduled DOR H S A Individual Intake Appointment to be staffed by DOR H S A counselors and held at 3120 Mission. The intake appointment is estimated to last for 45 minutes to an hour. The Intake Appointments are:

Tuesday 2:00 – 3:00 pm
Tuesday 3:30 – 4:30 pm
Wednesday 9:30 – 10:30 am

Under the direction of the PAES Supervisor (Worker # 8E70), the PAES Clerk will maintain the signup sheets, and the binder, and ensure that ES’s are providing the necessary materials for each client.

For each PAES client who is referred to DOR HSA, an Employment Plan is developed by the PAES ES with the following template language:

The cooperative contract between the State Department of Rehabilitation (DOR) and the City and County of SF, Human Services Agency, serves individuals with significant disabilities who are receiving any of the following: CalWORKs (California Work Opportunity and Responsibility to Kids), PAES (Personal Assisted Employment Services), food stamps, other San Francisco County Adult Assistance Programs or are being served at the One Stop Center at 3120 Mission Street. Services mainly consist of identifying barriers to employment, job search/work clothing, transportation to look for work and possible short-term training, but mostly job placement services utilizing the individual’s transferable skills and the assistance of a job developer from JVS (Jewish Vocational Services).

Responsibilities

PAES ES Responsibilities

PAES ESs who identify DOR HSA services, as part or all of the appropriate Employment Plan for a client will sign up the client on the DOR HSA Individual Intake Appointment sheet at 3120 Mission, for the next available time slot.

- The DOR HSA signup sheets will have the time slots for the appointment.
- The sessions will be offered weekly at 3120 Mission.
- PAES ES’s will give the client a DOR HSA appointment letter.
- PAES ES’s will assemble a packet for each referred client, to be placed in a DOR HSA binder for pick-up from which will include:
  - Form 4644, DOR HSA Appointment letter
  - Signed Form 8014 – Client Release of Information
CalWIN Employment Plan Entry

Employment Plan entry: 6 months plan
Activity: DOR
Location: 301 Howard St. Suite 700, San Francisco, CA
Schedule: varies
CALWIN Entry: 6 months plan
Activity: DOR

- The PAES Clerk (8E7X) will collect all the referral packets from the binder including the DOR HSA sign up sheet and placed it on a envelope to be placed at the DOR desk at 3120 Mission.
- The PAES Clerk (BE7X) will provide sign up sheets to the PAES Supervisor for tracking.

DOR HSA Responsibilities

- DOR HSA will provide individual intake appointments every Tuesday and Wednesday at 3120 Mission.
- DOR HSA will ensure that the signup sheet containing specific client attendance (show/no-show), will be placed at PAES Supervisor inbox at COB each Wednesday.
- DOR HSA counselors will maintain the Individual Intake Appointments every Tuesday and Wednesday and will notify the PAES Supervisor (8E70) well in advance if any sessions must be cancelled.
- DOR counselor will provide a monthly progress update for each client to the PAES ES and will provide requested information to management as per the terms of the DOR contract with HSA.

Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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<tbody>
<tr>
<td>4644</td>
<td>DOR-HSA Appointment Letter</td>
<td>Copy to client to advise client of appointment date and</td>
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<tr>
<td>Code</td>
<td>Description</td>
<td>Details</td>
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<tr>
<td>----------</td>
<td>-------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>4800</td>
<td>Participant Activity Summary</td>
<td>time; copy in file; copy to DOR with packet</td>
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<td>N/A</td>
<td>DOR HSA Orientation sign-up sheet</td>
<td>Faxed to DOR; copy in file, copy to DOR with packet</td>
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<td>DOR HSA Orientation Form (green sheet)</td>
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<td>8014</td>
<td>Authorization to Release Information</td>
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<td>4606PS</td>
<td>Employment Plan</td>
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<td>7001A (Part 1)</td>
<td>Learning Needs Assessment Tool</td>
<td>Administered by VA; accompanied by recommendation by the VA for client to be referred to DOR. This is a two-part form and both must be completed.</td>
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<tr>
<td>4614</td>
<td>LNA Referral Form</td>
<td>Initiated by PAES ES – still in use?</td>
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</tbody>
</table>
Introduction/Overview

HSA maintains a contract (see DOR DPH Contract section____) with DOR through the Department of Public Health to provide employment and training services to PAES clients with disabilities, mental, physical, developmental, learning, etc. Under the DOR DPH contract, the DOR counselor works with the PAES client to develop a detailed Employment Plan which provides activities and/or services to enable the client to gain employment and reach self-sufficiency.

References

Policy

The job search and development needs of PAES clients with disabilities can be effectively addressed by the Department of Rehabilitation, DOR contract. Clients can ONLY be referred to DOR DPH based on a direct referral from CAAP Counseling Service, usually as a follow-up to the PAES client’s successful completion of the RAMS Hire-Ability program, which is a PCS-affiliated program.

Process/Procedures

PAES ES’s will make client referrals to DOR DPH ONLY after referral from PCS by signing up the client for a scheduled DOR DPH Group Intake Session to be staffed by DOR DPH counselors and held at 1234 Indiana Street, under the auspices of RAMS Hireability. The orientation is estimated to last for 45 minutes to an hour.
Yuvetta Pryor, 8E77 PAES 9704, will be the lead staff, under PAES Supervisor John Leto, to ensure the smooth running of the referral process. Yuvetta will maintain the signup sheets, and the binder, and ensure that ES’s are providing the necessary materials for each client.

For each PAES client who is referred to DOR DPH, an Employment Plan will be developed by the PAES ES with the following template language:

"Services provided under this contract include Vocational Assessment, Assessment services that identify and address work barriers, Employment services that include job preparation, placement and retention services. Non-contract services include Occupational Skills Training--Janitorial. Individuals must be eligible for Department of Rehabilitation (DOR) services, have an Axis 1 diagnosis, be 18 years or older and a San Francisco resident."

### Responsibilities

#### PAES Responsibilities:

- Only those clients who are recommended to DOR DPH by PCS (on the 2500) will be referred to DOR DPH. Clients MUST have completed RAMS Hireability in order to be recommended by PCS for DOR DPH services.

- PAES ES will prepare an Employment Plan to attend DOR DPH with the client, and will sign up the client on the DOR DPH Group Intake sheet, for the intake session to be held at 1234 Indiana Street, for the next available Group Intake session.

- The DOR DPH signup sheets will have space for up to eight (8) clients per session.

- The sessions will be offered on the first and third Wednesday of each month, at 2pm.

- PAES ES’s will give the client a DOR DPH Group Intake appointment form.

PAES ES’s will assemble a packet for each referred client, to be placed in a DOR DPH binder for pick-up from the PAES Supervisor’s cubicle which will include:

- DOR DPH Group Intake sign-up sheet (will also be faxed to DOR DPH)

- Appointment letter

- Signed Form 8014 – Client Release of Information

- The 9704 Unit #8E77 will fax the Sign Up Sheet, the Appointment letters, and the signed 8014’s to the DOR DPH Intake Coordinator Nancy Gobaleza at fax 415-920-6877 by each Tuesday at 4pm

- Track assignment to DOR DPH in TBD

#### PCS Responsibilities:

- PCS will send the 2500 to the PAES Supervisor John Leto (8E70) and the PAES 9704 Yuvetta Pryor (8E77) (or assigned ES) to identify those PCS clients who should be referred to the DOR DPH program
- PCS will send the client referral form directly to Nancy Gobaleza at DOR DPH.

**DOR DPH Responsibilities:**

- DOR DPH will provide Orientation sessions every first and third Wednesday at 2pm at 1234 Indiana Street.

- PCS will pick up the DOR DPH signup sheet and client packets on Tuesday afternoons at 3120 and place them in the DOR DPH Inbox

- Staff at 1235 will place all faxes to the DOR DPH Counselor in the “DOR DPH In-box” which is located next to the fax machine

- PCS staff will deliver the hard copy packets to 1234 Indiana

- DOR DPH will ensure that the signup sheet with information on the shows and no-shows will be faxed to Yuvetta Pryor at # 401-4839 by attn: Yuvetta Pryor by each Thursday at noon.

- DOR DPH counselors will contact the Yuvetta Pryor (or the assigned ES) to report on the clients status at first meeting and on a monthly basis to report compliance and progress.

- DOR DPH counselors will maintain the Wednesday Orientation schedule, and will notify Yuvetta well in advance if any sessions must be cancelled

- DOR counselor will provide progress updates on clients to the PAES ES and will provide requested information to management as per the terms of the DOR contract with DPH.

**Forms**

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
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</thead>
<tbody>
<tr>
<td>-</td>
<td>PAES Appointment Letter</td>
<td>Copy to client to advise client of appointment date and time; copy in file; copy to DOR with packet</td>
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<tr>
<td>8014</td>
<td>DOR DPH Orientation sign-up sheet</td>
<td>Faxed to DOR; copy in file, copy to DOR with packet</td>
<td></td>
</tr>
<tr>
<td>8014</td>
<td>Authorization to Release Information</td>
<td>Signed by client; original to client; copy in file; copy to DOR with packet</td>
<td></td>
</tr>
<tr>
<td>4606PS</td>
<td>Employment Plan</td>
<td>Signed by ES, client, and worker; original in file; copy to client; copy to EW and PCS if appropriate</td>
<td></td>
</tr>
<tr>
<td>2500</td>
<td>PCS Monthly Summary</td>
<td>PCS counselor recommends client be sent to DOR DPH as next step in their EP</td>
<td></td>
</tr>
</tbody>
</table>
142-5.9: HIRE-Ability (RAMS) Contracted Services

- Introduction/Overview
- References
- Policy
- Process/Procedures
- Responsibilities
- Forms

**Introduction/Overview**

HSA maintains a contract (see RAMS Hire-Ability Contract section) with RAMS through the Department of Public Health to provide a sheltered workshop environment to assess and deliver employment and training services to PAES clients with disabilities, mental, physical, developmental, learning, etc. Under the RAMS Hire-Ability contract, the Hire-Ability counselor works with the PAES client to develop a detailed Employment Plan which provides activities and/or services to enable the client to gain employment and reach self-sufficiency.

**References**

**Policy**

The job search and development needs of PAES clients with disabilities can be effectively addressed by the RAMS Hire-Ability contract. Clients can ONLY be referred to RAMS Hire-Ability based on a direct referral from CAAP Counseling Services, usually as a follow-up to the PCS Assessment process.

**Process/Procedures**

Upon receipt of a referral Form (2500 or 2340) from PCS recommending that the PAES client be enrolled in the RAMS Hire-Ability program, the PAES ES’s will make client referrals to RAMS Hire-Ability by signing up the client for a scheduled RAMS Hire-Ability Group Orientation Session to be held every Wednesday at 3:30 pm at 1235 Mission Street to be staffed by RAMS Hire-Ability counselors, under the auspices of PCS. The orientation is estimated to last for 45 minutes to an hour.
Yuvetta Pryor, (Worker # 8E77) PAES 9704, will be the lead staff, under PAES Supervisor John Leto, to ensure the smooth running of this referral process. Yuvetta will maintain the signup sheets, and the binder, and ensure that ES’s are providing the necessary materials for each client.

For each PAES client who is referred to RAMS Hire-Ability, an Employment Plan will be developed by the PAES ES with the following template language:

RAMS-Hire-Ability Program at PCS provides “Live” experience and assessment in work settings:

Client will be assigned to the “Shelter Workshop” where he/she is asked to provide packaging assembly line type work, keeping track of productivity, participating in “soft skills” training. Client may also be assigned to Café Phoenix where he/she will help with the “back end” which may include food preparation and other sanitary procedures. If client is comfortable, he/she may be assigned to the “front end” service working with cash registration and customer services.

Responsibilities

PAES Responsibilities:

- Only those clients who are recommended by PCS to RAMS Hire-Ability services (on the 2340 or 2500) will be scheduled for the RAMS Hire-Ability Group Intake session.
- PAES ES will sign an Employment Plan with the client, with PCS and RAMS Hire-Ability as the client’s EP activities.
- The PAES ES will then sign up the client on the RAMS Hire-Ability Group Orientation sheet for the next available Group Orientation session.
- The RAMS Hire-Ability signup sheets will have space for up to eight (8) clients per session.
- The sessions will be offered weekly on Wednesdays at 3:30pm at 1235 Mission Street
- PAES ES’s will give the client a RAMS Hire-Ability Group Orientation appointment letter
- PAES ES’s will assemble a packet for each referred client, to be placed in a RAMS Hire-Ability binder for pick-up from the PAES Supervisor’s cubicle which will include:
  - RAMS Hire-Ability Orientation sign-up sheet
  - Appointment letter
  - Signed Form 8014 – Client Release of Information
  - Track assignment to RAMS Hire-Ability in TBD
Yuvetta will fax the sign up sheet to the RAMS Hire-Ability staff at Fax # 558-4705 (at 1235 Mission) by each Tuesday at 4pm

**PCS Responsibilities:**

- PCS will send the 2340 (clients not yet with an ES) or 2500 (clients with an ES) to the PAES Supervisor (8E70) and the PAES 9704 Yuvetta Pryor (8E77) or the assigned ES to identify those PCS clients who should be referred to the RAMS Hire-Ability program.
- PCS will send any required assessment materials directly to RAMS Hire-Ability
- PCS will pick up the RAMS Hire-Ability signup sheet and client packets on Tuesday afternoons at 3120 and place them in the RAMS Hire-Ability Inbox
- Staff at 1235 will place all faxes to the RAMS Hire-Ability Staff in the “RAMS Hire-Ability In-box” which is located next to the fax machine

**RAMS Hire-Ability Responsibilities:**

- RAMS Hire-Ability will provide Orientation sessions every Wednesday at 3:30pm at 1235 Mission Street, starting February 17, 2011.
- RAMS Hire-Ability will ensure that the signup sheet with information on the shows, no-shows, assigned counselor, and date, time, and location of intake appointment will be faxed to Yuvetta Pryor at # 401-4839 by attn: Yuvetta Pryor by each Wednesday at noon.
- RAMS Hire-Ability counselors will maintain the Wednesday Orientation schedule, and will notify the PAES Supervisor well in advance if any sessions must be cancelled

**PCS Responsibilities:**

- PCS will send the 2500 to the PAES Supervisor John Leto (8E70) and the PAES 9704 Yuvetta Pryor (8E77) (or assigned ES) to identify those PCS clients who should be referred to the DOR DPH program
- PCS will send the client referral form directly to Nancy Gobaleza at RAMS Hire-Ability.
- RAMS Hire-Ability counselor will provide progress updates on clients to the PAES ES and will provide requested information to management as per the terms of the Hire-Ability contract with DPH.

### Forms

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<td>RAMS Hire-Ability Orientation sign-up sheet</td>
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</tr>
<tr>
<td>8014</td>
<td>Authorization to Release Information</td>
<td>Signed by client; original to client; copy in file; copy to RAMS Hire-Ability with packet</td>
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</tr>
<tr>
<td>4606PS</td>
<td>Employment Plan</td>
<td>Signed by ES, client, and worker; original in file; copy to client; copy to EW and PCS if appropriate</td>
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<td>2340</td>
<td>PCS Outcome for CAAP</td>
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<tr>
<td>2500</td>
<td>PCS Monthly Summary</td>
<td>PCS counselor recommends client be sent to RAMS Hire-Ability as next step in their EP</td>
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Introduction/Overview of IGEPS and GEPS

The Introduction to Group Employment Preparation Session (IGEPS) is a one-hour orientation and appraisal activity that outlines and introduces the GEPS process and classes.

IGEPS takes place 4 times per week at 39 Jones Street. Sessions are conducted by the TWC Trainers:

- 10:30am and 11:00am on Monday
- 2:30pm and 3:00pm on Fridays

Group Employment Preparation Sessions (GEPS) is a required 6 week Appraisal activity for new PAES clients. It is designed to identify the clients’ next steps, which are referrals to WDD-JP to pursue employment and/or training opportunities, WDD-Barrier Support for clients that present short term barriers needing immediate attention, to address before moving on to WDD-JP, or a direct referral to CAAP Counseling Services (CCS) for an assessment on barriers to employment.

The Workforce Development Assessment (WDD): Client is assigned to an Employment Specialist (ES). The ES develops the client’s Employment Plan (EP) which may include Targeted Vocational Assessment (TVA), employment activities, Jobs PLUS, or vocational activities

OR

The PAES Counseling and Pre-vocational Skills Assessment (CCS):
• One-on-one
• Group counseling sessions to address clients’ barriers to employment

The GEPS Unit is responsible for training PAES participants who are returning to work. PAES clients are single adults or non-custodial parents. The curriculum is developed and maintained by the GEPS Supervisor.

GEPS facilitators assist participants in assessing their personal values, lifestyles and habits, social skills, practical and economic survival skills, as well as providing resource information and support. GEPS facilitators will help participants acquire new skills and ways of being more effective in their job search. GEPS will also help lay the ground work for future success in gaining employment and provide useful methods for participants to grow personally and professionally.

The GEPS Unit is responsible in delivering the following training:

• GEPS – for PAES participants before signing an EP with an ES
• Jobs PLUS - activity for PAES participants after signing an EP with an ES

GEPS staff, in concert with the CAAP Counseling Services (CCS) staff, will identify if the client can benefit from employment and training services, or if the client should first be referred to counseling to address barriers to employment. A variety of assessment options are available to help determine clients’ job readiness, employability in the labor market, support service needs, and other program resources.

GEPS facilitators participate in weekly GEPS Case Conference sessions with a CAAP Counseling Services clinician to assess the appropriate next steps for clients after GEPS:

• Referral to Workforce Development Division (WDD) for employment services
• Referral to Workforce Development Division (WDD) Barrier Support to address short term barriers that require immediate attention
• Referral to CAAP Counseling Services (CCS) for counseling

References

CAAP Handbook 95-2.5 PAES Appraisal Period
PAES Handbook Section 141 Appraisal and Assessment
PAES Ordinance CAAP Eligibility Manual Section 90-1.1

For GEPS Database: See WDD Handbook, Administrative Section 80-1 R.
Policy

As part of the Appraisal process, all Personal Assisted Employment Services (PAES) participants are required to attend the IGEPS introductory session and the GEPS classes, unless excused by CAAP regulations.

Process/Procedures

1. CAAP Process and Responsibilities

CAAP EWs enroll clients for IGEPS by signing them up in the next available appointment in the IGEPS Q-Flow calendar. Referred clients need to be able to communicate in English in order to participate and benefit in GEPS. Before signing up a client for IGEPS, the EW will check to see if the client has previously graduated from GEPS, by looking on the Intranet: DHS/CAAP/Program Topics/ GEPS Graduation Report OR: by entering in the Intranet Address space: O:/CAAP/Intranet/GEPsGradReport.pdf

**IGEPS/GEPS is appropriate for English proficient clients only:**

- Clients who are Limited English Proficient (LEP) who self-identify as English proficient speakers will be assigned by the Eligibility Worker (EW) to IGEPS/GEPS.

- LEPs who fail to self-identify to the EW, and are sent to IGEPS (or who want to try GEPS but find they cannot understand enough to benefit), will be identified by TWC Facilitator who will advise the TWC Center Manager. The TWC Center Manager will email the CAAP Section Manager (worker # U400) to advise CAAP of the inappropriate referral. These cases will be addressed on a case-by-case basis.

- Those clients, who self-declare to their EW as needing language assistance (LEP), will be referred by their EW directly to the PAES Supervisor, for assignment to a PAES ES (and will not be sent to IGEPS or GEPS). Once the PAES Supervisor assigns the case to an ES, the EW is notified of the assignment. EW staff can advise LEP clients that they would likely be better served in the VIP program than in GEPS, since they will receive both job readiness training and English training at the same time.

- Those LEP clients who are currently enrolled in ESL classes, (as verified by the Form 2174) will be considered exempt from IGEPS (at levels 1-5), and will stay with the EW. Once the ESL program ends, the EW will refer these clients to the PAES Supervisor for assignment to a PAES ES.

2. WDD Process and Responsibilities
1. TWC Unit Clerk must close IGEPS Q-Flow calendar by 9:00 am the day before the scheduled sessions. (Refer to Q-Flow Process 3)

2. TWC Unit Clerk will create sign-in sheet by exporting the list into the sign-in sheet template and indicate the next GEPS session by reviewing client history from GEPS database and JAMS. (Refer to Q-Flow Process 1.5)

3. TWC Unit Clerk will print sign-in sheets to be placed in the session inbox by COB.

4. TWC Unit Clerk will print attendance slips on yellow paper which will indicate the next GEPS sessions and place slips in the session inbox along with the Employment Worksheet (Form 4011) and Release of Authorizations (Forms 8014ES and 8014/8015) by COB.

5. Reception Clerk will ask clients to sign-in upon arrival to TWC, provide Employment Worksheet and Release of information packet to fill out and direct clients to the workshop room. Note: All clients who arrive to the center after the sign-in sheets have been submitted to Q-Flow should be referred back to the CAAP Service Center.

6. PST will deliver sign-in sheet and appointment slips to Facilitator. Facilitator will do final roll call and concurrently initial GEPS appointment slips. Following roll-call, facilitator will give sign-in sheet and appointment slips to PST.

7. PST will make copies of the sign-in sheet and appointment slips.

8. PST will give yellow appointment slips to Facilitator along with a copy of the sign-in sheet.

9. PST will submit original sign-in sheet to Unit Clerk for Q-Flow entries and copies of appointment slips.

10. TWC Unit Clerk will enqueue all clients who showed up to the session into Q-Flow within 30 minutes from the start of the workshop. All entries must be completed after client is enqueued. (Refer to Q-Flow Process 2)

11. TWC Unit Clerk will enter “no shows” into I-Task. (Refer to I-Task Process)

12. TWC Unit Clerk will schedule IGEPS client into Q-Flow for their next GEPS appointment session by Monday, COB. (Refer to Q-Flow Process 4)

13. The TWC manager will email the GEPS Supervisor and GEPS Clerk, by Tuesday NOON, confirming Q-flow scheduling of all new and returning clients for GEPS.

14. The Unit Clerk will submit scanned Employment Worksheet and Release of information forms to GEPS Unit Clerk by Wednesday NOON.

**Notes:**

- Upon notification that a client has failed IGEPS, CAAP EWs take the appropriate action based on clients’ failure to meet eligibility requirements and/or show of good cause.
• EWs may send clients back to IGEPS as a remedy. Clients are then routed by the GEPS Clerk to the GEPS class that the client failed to attend, if it is within six months.

• If the client attended IGEPS more than six months in the past, the client will repeat the IGEPS and GEPS full program again.

TWC Facilitator Responsibilities

• TWC Facilitator will do roll call of attendance and sign GEPS attendance sheets for all clients that attended the IGEPS workshop

• Facilitates the IGEPS workshop

• Instruct clients on filling out Employment Worksheet (Form 4011) and Release of Information forms (Form 8014 ES and 8014/8015)

• Meets 1:1 with each clients to review Employment Worksheet and Release of Information Forms

• Submits Employment Worksheets and Release of Information forms to TWC Unit Clerk

GEPS Unit Clerk Responsibilities

• TWC Unit Clerk creates sign in sheets for all IGEPS sessions.

• Enter activity to JAMS for all scheduled clients.

• Submits scanned Employment Worksheet and Release of Information to GEPS Unit Clerk

• Process Show/No Show attendance in Q-Flow and report “no show” attendance in Itask

• Reviews client’s history in GEPS database and JAMS to determine next GEPS session

GEPS Appraisal

GEPS is a six-week appraisal program, delivered over a period of 6 weeks. Classes meet every week. The curriculum covers values-based employment, skills assessment, self-esteem building, communication, conflict resolution, introduction to CAAP Counseling Services, computer assessment, one-on-one interviews, and an introduction to available community resources, including One-Stops.

During GEPS, the client/participant will participate in exercises that will help the client identify personal strengths and barriers. The curriculum includes assessment of "soft skills" i.e. personal attributes (positive attitude, communication skills, grooming, punctuality, etc.)
and “hard skills” i.e. accomplishments (word processing, fork lift certification, cooking, child care, etc.) to prepare the participant for future employment.

GEPS is a six session program, covering the following areas:

**Session A – Are You Job Ready**
- 1:1 Meeting using the PAES Participant Questionnaire (PPQ 4412)
- Resource Information Packet Sharing

**Session A+ - Building Confidence and Self-Esteem at the Workplace**
- CCS Timeline and Services
- Self Esteem and Conflict Resolution

**Session B – Computer Skills Review**
- Completing a Computer and Email Assessment

**Session B+ - Pre-Employment Review**
- Master Application-Review and Complete

**GEPS Case Conference**
- Client case review between RAMS and HSA staff to determine appropriate next step recommendations

**Session C – Final Review and Recommendation**
- Follow-up 1:1 Review of Next Step Recommendations which may include; CCS, WDD-JP, WDD-Barrier Support

**Session D**
- Graduation/Next Step Recommendations
- Client Feedback Form – GEPS Training

A PAES Client Advocate from Bay Area Legal Aid attends the last class, GEPS D Graduation, to give an overview of the services available through the PAES Client Advocacy Project. The Client Advocate can work with clients on issues such as disagreements over what Employment Plan is best and/or what services the client needs to assist in his/her job search. Bay Legal informational flyers are kept on stock on-site in the languages provided by Bay Legal.

**GEPS Process and Responsibilities**
• GEPS Unit Clerk receives an email from TWC Site Manager on Tuesday of each week, confirming that all client entries in Q-Flow are accurate

• GEPS Unit Clerk creates the Attendance Sheet for GEPS classes from Q-Flow

• GEPS Clerk sends the GEPS Supervisor the GEPS-B session client list in order to generate “PROVE IT ID’s”

• GEPS Clerk alternates each week, sending the CCS Early Exit Client list to PAES ES Unit Staff and Supervisor and the GEPS “D” client Graduation list to Vlad and the CAAP Unit staff, PAES, GEPS Supervisors and Management staff

• GEPS PST staff gives Attendance sheets to GEPS Unit Clerk at end of each GEPS class

• GEPS Clerk sends the GEPS Supervisor the GEPS-B session client list in order to generate “PROVE IT ID’s”

• GEPS Clerk records Shows and No Shows in Q-Flow

• GEPS Clerk schedules clients into next recommended GEPS class in Q-Flow

• GEPS Unit Clerk records Shows and No Shows in the JAMS database

• The GEPS Unit Clerk creates an Individual No Show in I-Task no later Tuesday by noon of each week

• Upon notification that a client has failed GEPS, CAAP EW’s take the appropriate action based on clients’ failure to meet eligibility requirements

• Clients may be sent back to IGEPS as a remedy, and are then routed by the IGEPS Clerk to the GEPS class that the client failed to attend, if it is within six months

• If the client attended GEPS more than six months in the past, the client will repeat the IGEPS and GEPS full program again

**GEPS Facilitator Responsibilities**

• GEPS Facilitator reviews GEPS Attendance Policy and Behavior Standards

• Facilitates GEPS training, GEPS A, A+ (lead taken by CCS), B, B+, C and D

• Monitors clients’ sign-in Attendance sheets

• Works closely with clients to build a strong foundation for successful return to work

• Instructs, assesses, and guides clients on the path to employment

• Meets 1:1 with each participant to facilitate the PAES Participant Questionnaire (PPQ-Form 4412)
• Collects background information and makes recommendations for clients’ Next Steps in the GEPS Case Conference, in conjunction with the CAAP Counseling Services’ Facilitator/Clinician

• Provides clients with employment-related materials and handouts, including the Community Resources Packet

• At end of class, the GEPS Clerk records Shows and No Shows in the GEPS database

• At end of class, the GEPS Clerk schedules clients into next recommended GEPS class in database

• After processing Attendance sheets for each GEPS class, the PST staff gives the GEPS Unit Clerk the daily Attendance sheets

GEPS Unit Clerk Responsibilities

• GEPS Unit Clerk sends GEPS Graduation report to appropriate CAAP Unit staff every other week
• GEPS Unit Clerk generates the GEPS-A, A+, B, B+, C and D Attendance Sheet each week
• GEPS Unit Clerk processes Show/No Shows for GEPS classes in Q-Flow and updates in the JAMS database
• GEPS Unit Clerk prepares Graduation Packets for GEPS Facilitators (Certificate, Participant Evaluation)
• GEPS Unit Clerk makes Graduation Certificates for GEPS Facilitators
• GEPS Unit Clerk sends Graduation List with Next Step Recommendations and sends to CAAP and CCS
• CCS-only referral report emailed to CCS distribution list with the client’s name, case and social security numbers
• GEPS Unit Clerk sends weekly graduation list to WDD management
• GEPS Unit Clerk sends CAAP monthly list of GEPS graduates to CAAP Worker #303 to post on CAAP Intranet page
• GEPS Unit Clerk provides infrastructure for the unit’s activities, including sign-in sheets, tracking attendance
• The GEPS Clerk makes sure that the following forms are scanned and filed in the O-Drive in assigned Client file folder: Computer Appraisal Results, Master Application, PAES Participant Questionnaire, GEPS Employability Summary, and Release Forms
• With regards to clients that will only be exiting to CCS, the GEPS Clerk is also responsible for submitting the following forms to the ES Lead Staff: Signed Referral, Signed Release, Signed Recommendation and Internal GEPS Graduation List with Next Step Recommendations

Participant Attendance Standards and Tracking

• Participants are required to attend all GEPS classes as scheduled
• In GEPS-A, clients will be briefed on Attendance Policy and Behavior Standards
• Participants are allowed a 15-minute grace period at the start of each class
• Participants who arrive later than the 15-minute grace period will not be admitted to the class, and will be marked as a No-Show

**Participant Assessment**

The GEPS facilitator is responsible for observing client behavior as part of the assessment process to determine participants’ appropriate Next Steps.

Each week, an assigned GEPS facilitator prepares for the GEPS Case Conference, bringing observations about client behavior to the meeting.

**Prior to GEPS Case Conference, for each client, the GEPS facilitator will prepare:**

- Completes the GEPS PAES Participant Questionnaire (PPQ), Employability Checklist and Summary form to indicate next step recommendations for the client, Master Application and GEPS Computer Assessment

- A recommendation for next appropriate step is made between the GEPS and RAMS facilitator during the GEPS Case Conference. The recommendation(s) for next steps are delivered to the client in GEPS C session

**If client fails to complete IGEPS or GEPS**

**IGEPS No Show:** No Show clients reassigned by EW to IGEPS (if Good Cause established or as a remedy)

**GEPS No Show:** No Show clients reassigned by EW to IGEPS (if Good Cause established or as a remedy)

Clients are assigned to IGEPS for missed GEPS classes and continue-on through the program.

**Clients who successfully complete GEPS at D Graduation are assigned to either:**

- Workforce Development-JP (WDD): clients who have successfully graduated from GEPS and are recommended to pursue employment activities. They are assigned to a PAES Employment Specialists (ES) to develop an Employment Plan.

- Workforce Development-Barrier Support (WDD): clients who have successfully graduated from GEPS and need to address immediate short term barriers are assigned to work with staff to address those needs in Barrier Support Services

- CAAP Counseling Services: clients who have graduated from GEPS-C with a recommendation to pursue supportive services with CAAP Counseling Service (CCS) are scheduled for the next available CCS Wednesday Orientation to begin the 45-day CCS appraisal period.

**Transferring Cases to PAES - During GEPS D Graduation and D+:**
During the GEPS “D” Graduation, the GEPS facilitator is joined by designated PAES staff that will provide the appraisal appointment slip for the client.

**Following GEPS D Graduation,** a D+ session is also facilitated by a designated PAES staff for those clients who have not gone through the current GEPS cycle but have been referred to PAES by their EW.

If a client has graduated from GEPS “D” and came back, the EW from CAAP will refer the client to “D+”. The PAES Unit Clerk will assign GEPS “D” and “D+” clients to an ES.

The PAES ESs are responsible for preparing and sending Appointment Notices (Form 4602) to the participants in a timely manner to ensure that the participants receive the notices within ten working days from the last attended GEPS D/D+, as indicated on Form 4601.

After the client is assigned to a PAES Employment Specialist, the ES will follow procedures outlined in the PAES Handbook.

### Forms and Materials

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<th>Form Name</th>
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<td>GEPS Employability Summary</td>
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<tr>
<td>4411</td>
<td>Employment History Worksheet</td>
<td></td>
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<tr>
<td>8014/8015</td>
<td>Release Forms-Employment</td>
<td></td>
<td>English/Spanish</td>
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<td>4606PS</td>
<td>PAES Employment Plan</td>
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<tr>
<td>CAAP Form 2610</td>
<td>CAAP Form 2610 Referral to CCS</td>
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<td>English/Spanish/Chinese</td>
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<td>GEPS curriculum (A, A+ B, B+, C, D)</td>
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<td>GEPS Database</td>
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<td>GEPS Reports</td>
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<td></td>
<td>Community Resources Packet</td>
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<td>English/Spanish/Chinese/Vietnamese</td>
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<td>PAES ES assignment letter</td>
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<td></td>
<td>Bay Area Legal Aid Flyers</td>
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</tbody>
</table>
Introduction/Overview

Effective January 29, 2013, Jobs PLUS has replaced the former PAES Job Readiness Training (JRT) and PAES Job Club (JCL).

PAES participants are employable single adults or non-custodial parents. The Jobs PLUS activity is provided to PAES participants based on the activities specified on the participant’s Employment Plan, which is developed by the PAES ES and the participant.

PAES Jobs PLUS is a six-week comprehensive employment support activity, using a multi-disciplinary team approach, focusing on job readiness, vocational assessment and job search in addition to group support, and one-to-one individualized coaching, to better assist PAES participants with soft skill development around job acquisition and job retention.

The content of each weekly session of Jobs PLUS is detailed in the Jobs PLUS Curriculum Summary. WDD staff conduct the AM (morning) sessions, while RAMS will conduct the PM (afternoon) sessions.

The AM employment exercises, during Week 1, and then Weeks 3-6, are extracted from JIST materials – The Quick Job Search and The Quick Job Success Guide. During Week 2, ReadFree and Careerscope are the main assessment tools used for the Vocational Assessment week, in addition to CASAS and BESI and the Learning Needs Screening (LNS). The PM group support exercises, led by RAMS, focus on motivation, emotional stressors and how unemployment affects one’s sense of self. The individual 1:1 coaching is also offered by RAMS, as-needed by the client.

References

- CAAP Handbook 95-2.5 PAES Appraisal Period
- PAES Manual Section 141 Appraisal and Assessment
Policy

Participant Eligibility for Participation in Jobs PLUS

Jobs PLUS is usually the first activity on the PAES participant’s Employment Plan, based on the ES Appraisal and the materials from the GEPS Trainers, including the GEPS Participant Summary (Form 4631 PS), PAES Employability Background Form (Form 4603 PS) and the Discussion Survey (Form 4604 PS) which can be found on the O-drive in the alphabetical files, by participant’s last name.

Exceptions to a referral to Jobs PLUS will be made for participants who:

- are enrolled or to be enrolled in another vocational activity or training activity, or in DOR or Hire-Ability, etc.
- are employable but do not have sufficient English-language proficiency to benefit from Jobs PLUS
- are engaged in another part-time activity, including unsubsidized employment or vocational training
- have already completed WDD JRT and/or JCL within the last 2 years

Process/Procedures/Responsibilities

1) Staff Responsibilities:

Jobs PLUS is staffed by a multi-disciplinary team consisting of PAES Trainers, Vocational Assessment Counselors, RAMS staff and PAES ESs:

The WDD PAES Trainers are responsible to:

- Provide group Jobs PLUS activities on job readiness and job search
- Monitor participant attendance, Job Search Log, Accountability Form (Form 4654) and Weekly Action Plan (Form 4655)
- Assist participant in completing all mandatory forms required for the working file (see Section 10)
- Refer to 1:1 Coaching sessions, provided by RAMS Staff
- Participate in Round Table sessions in Week 2 AND Week 5
- Maintain hard copy “working file” containing all mandatory documents. At completion of activity, save “soft copy of working file” to the O-drive WDD Participant Files, within 5 days of client exiting Jobs PLUS.
- Send Day 1 Roster (Form 4650) to Employment Specialists and RAMS and VAC staff, via email
• Update CalWIN status, within 2 business days, both from the start and the end of the activity

• Input participants into JN database with COMPLETE information, within 2 business days, of referral date to JN positions; Input closing date, within 2 business days of completion of activity.

**The Vocational Assessment Counselors are responsible to:**

• Schedule, Administer and review CASAS test, BESI and Job Skills

• Schedule, Administer and review Read Free and CareerScope tests

• Schedule, Administer and review the Learning Needs Screening (LNS) (Form 7001A): and fill out LNA Referral Form (Form 4614); Notify the ES if the LNS score is 12 or over, so a referral to Westside can be initiated by the ES

• Review any prior participant summaries or test results found on the O-drive

• Conduct Vocational Counseling 1:1 and group sessions

• Participate in Round Table sessions

• Completing Section 1 of Form 4800 (WDD Participant Activity Summary) by the end of Week 3, using O-drive saving protocols established in PIM 12-23

• Follow up with participants post assessment in weeks 4 to 6 re: occupational research etc.

**RAMS Staff is responsible to:**

• Distributes the RAMS Welcome Flyer (Form 4646) and Group Agreement Form (Form 4657) on Day 1

• Participate in Round Table sessions to provide input on participant progress and next steps

• Conduct group support workshops in the afternoon to assigned cohort based on established curriculum

• Conduct 1:1 individual coaching sessions tailored to specific needs of participants or issues observed by Trainers, VACs or ESs.

• Collaborate with Trainer in identifying clients who should be referred to 1:1 sessions, should participants exhibit behaviors that put them at risk of being referred back to their ES (i.e. acting belligerent towards Trainer or students)

• Report any potential issues to Trainer

• Provide participant with information and referrals to behavioral health resources, as appropriate

• Complete Section 1A of Form 4800, within 5 business days of participant exit
The PAES ES’s are responsible to:

- Determine participant eligibility
- Schedule the participant in CalWIN for the next available Jobs PLUS session
- Provide the participant with Form 4602 and Jobs PLUS flyer (Form 4647) for the first day of Jobs PLUS, which will be a Tuesday
- Fully Inform participants of activity description (promote benefits of activity) as well as attendance and punctuality expectations, when referring them to Jobs Plus.
- Participate in Round Table sessions during Week 2 and Week 5
- Meet with the participant during Jobs PLUS Exit Meeting, to sign-up participant for subsequent employment plan, based on Round Table (R/T) recommendation
- Authorize all necessary transportation and ancillary benefits as appropriate

2) Referral Procedures:

Employment Specialists should submit their referrals via the O-drive path at this location:

O:\Employment Services\JobsPLUS\Jobs Plus Referrals

PAES Employment Specialist Instructions for Completing the Referral:

- Complete all sections of Form 4639 and save a copy to their desktop.
  - First Referral - all boxes must be checked for Week 1, Week 2, Week 3
  - Re-referral – check box next to corresponding Week, to where client was exited from Jobs PLUS.

  *(Refer to Re-referral protocols section below)*

- Create a Participant Folder in the O-drive, following STEP 1 Instructions of Form 4639
- Copy 3 Documents into Participant Folder. These documents include the 4603, 4604 and the 4639.

Re-Referrals:

If a participant needs to be re-referred back to Jobs PLUS, the following entry points are as follows:

- Participant dropped out in week one - Check off Week 1 Box
- Participant dropped out in week two BEFORE testing - Check off Week 1 Box
- Participant completed testing but not Career Counseling (CC) – Check off Week 2 Box.
• Participant completed testing and CC – Check off Week 3 Box

Note: At Day 1, the Trainer will explain requirements to those being re-referred, and will inform participant of where to continue based on his/her referral status.

3) CalWIN and Express Reservations:

CalWIN:

• PAES Employment Specialists will schedule participant for Jobs PLUS in CalWIN.

• Provider is WDD.

• Activity is Jobs PLUS.

• CalWIN Sessions and slot counts are inputted and monitored by Jobs PLUS Supervisor.

• Participants who do not show up to the Jobs PLUS session will be logged as "No Show" by the Trainer, who also sends out a Day 1 Attendance Report to the ESs, and to RAMS and the VAC.

• Participants who are participating in the Jobs PLUS Workshop will be logged as "Satisfactory" in CalWIN by the Trainer.

• Activity status for Jobs PLUS will be then be changed from Satisfactory Progress to Not Completed or Completed, at the conclusion the activity, by the Trainer

• The participant FINAL status, at exit, will be reflected in the excel spreadsheet Completion Report sent out by the WDD Unit Clerk to the PAES ESs.

Express Reservations:

For those PAES participants who are in the conciliation process, or recently exiting PCS with a recommendation for Jobs PLUS and may be facing an unreasonable wait (more than 2 weeks) for an open session, the ES can contact the Jobs PLUS Supervisor by email to make an “express reservation” for the next Jobs PLUS session. Once the express reservation request is granted, a slot will be opened in the appropriate Jobs PLUS session so the ES can immediately enroll the participant for the session in CalWIN.

No Shows:

ESs must take action on a participant’s failure to show up for activity.

Upon notification, PAES ES should take appropriate action to determine Good Cause or not, and provide participants with the opportunity to conciliate by returning to the Jobs PLUS activity, unless other recommendations are noted on the last Form 4800 on file.

Participants who fail to conciliate are discontinued by the ES from employment services. The PAES ES also notifies the CAAP EW when a PAES participant’s employment services have been discontinued, per the CAAP and PAES Handbook policies.
4) Participant Requirements:

Attendance:

There will be one attendance sheet for the AM and one attendance sheet for the PM. The Trainer is responsible for collecting the PM attendance sheet from the RAMS staff, for accurate record-keeping.

As a backup measure, participants will also sign-in when they arrive at 3127 Mission and sign-out when they leave 3127 Mission. This will be maintained in a binder, at the Security Guard station.

There are 2 Jobs PLUS Agreements that Trainers will explain and participants will sign:

- One Agreement for Weeks 1 and 2 (Form 4648)
- One Agreement for Weeks 3-6 (Form 4649)

Weeks 1 and 2

1. If participant misses any part of the first two weeks, s/he will be sent back to ES.

- An exception to this rule would be for 1) housing appointments 2) job interviews, or 3) CAAP Eligibility appointments. Clients must submit verification of their appointment, in order to be excused for any of these criteria, and staff should work with participant on any make-up assignments.

- Job Interviews must be a pre-scheduled individual job interview, hiring test, or HR administered actions (background check, fingerprinting, TB test etc). Jobs NOW Recruitments or Job Fairs do not count under this exception.

- Trainer must ASK class on Day 1 if there any appointments that meet the above exception policy.

- ESs should NOT schedule participants for Jobs PLUS, if they have upcoming medical or legal appointments that may conflict with Week 1 and/or 2 activities. Instead, ESs should allow the participant to complete their necessary appointments within 30 days (Appraisal phase), and schedule the participant for a future session once the appointments have been completed and/or resolved, or no longer conflict with Week 1 and 2 attendance requirements.

2. Participants will be told that assessment starts at 9:00, but it will actually start at 9:30. If participant comes after 9:30, s/he will be sent back to ES.

Weeks 3-6

- 2 excused absences with Accountability Form (Form 4654) and verification
- 1 unexcused absence
- 3rd late – sent back to ES (with call but no Accountability Form)

Conduct:
Jobs PLUS is designed to be a wrap-around service for PAES participants. Jobs PLUS is a full-time activity. For some participants, this may pose a challenge and cause participants to become disruptive or exhibit conduct issues that go against the written agreements, especially during Week 1.

If a participant exhibits conduct issues that go against the Participation Agreement (i.e., yelling at the Trainer or other students) or displays behaviors that become disruptive to the classroom instruction, the following measures shall be taken by the Trainer, to best assist participant, BEFORE referring the participant back to his/her ES for non-compliance.

1. 1st time – Counseling with trainer and/or PCS staff. (Trainer and PCS staff will discuss with each other and reinforce counseling with client)

2. 2nd time – Warning notification issued to client; Trainer shall reinforce the 1:1 sessions as a means of support if needed. ES should be notified by Trainer via email that the client has been given a 2nd warning.

3. 3rd time – referred back to ES

**Jobs PLUS participants must:**

1. Sign and adhere to the Job Search Participant Agreements for Weeks 1 & 2 (Form 4648) and for Weeks 3-6 (Form 4648). Participation in both the AM and PM components is mandatory, as Jobs PLUS is one single activity, comprised of both.

2. Fill out forms as requested, including Release of Information (Form 8014), Form 8014ES, Master Application (Form 4001), Job Seeker Registration Form (4512B).

3. Inform Trainer when participant obtains employment, fill out Employment Verification (Form 4506) and provide documentation, i.e. copy of pay stub or paycheck.

4. Participants must provide documentation to show good cause for any absence from the Job Search, using the Accountability Form (Form 4654)

**5) Resume Development in Jobs PLUS:**

WDD maintains a personal services contract (see Contracts Section 80-1 F) with Write Touch to create participants’ resumes. The GEPS Trainers send the Master Applications to Write Touch for this purpose.

Effective July 1st, the resumes are to be scanned and emailed to the Contracted Provider, following these procedures:

**WDD Clerk will:**

1. Obtain from Trainer the Master Application Packet by Friday, day 4 of week 1 of Jobs Plus activity.

2. Clerk will complete the Resume Transmittal Form (RTF) that will include the Trainers name, session number and program category (PAES, or PAES/FSET)
3. Clerk will scan Master Applications and other resume materials, along with the Resume Transmittal Form (RTF) to Write Touch Resume Writer for creation of participant resumes.

4. Resumes to be completed and e-mailed to trainer within three days after the scanned documents have been received.

5. Clerk will scan Master application and completed resumes received from Write Touch Resume Writer into the WDD Participant Files on the Employment Services O drive.

PAES participants are also able to access WDD Skill Building Workshops, offered at 3120 Mission Street. Some workshops include the Master App, Online App, Intro to Word Part 1 and 2.

6) PC LAB @ 3127 Mission

Priority usage for the lab (room 2) at 3127 Mission will go to the cohort, which has most recently started. As much as possible, Trainers should collaborate in using the lab.

When there are larger classes, so that the lab cannot be shared, then the most recently started cohort has the priority. However, if the most recently started cohort does not need the lab on any particular day, then the Trainer of the most recently started cohort should inform the other Jobs PLUS Trainers that the lab is open that day.

It may also be possible for the Trainers to work out a schedule among themselves, so that one Trainer may use the lab for the first hour of the morning, from 10 to 11 AM, and another Trainer may use the lab from 11 to 12 AM.

Note: The lab is reserved exclusively for Jobs PLUS cohorts, Tue-Fri, 9am to 4pm. Staff should be encouraged to use this lab, versus scheduling other labs at 3120 Mission.

7) Jobs NOW REFERRALS

JobsNOW positions have been allocated this fiscal year (FY 13-14) for PAES participants. PAES participants are eligible for Wage Subsidy, ITIP and PST Positions.

As Trainers refer participants to the JN Recruitments, or other JN events, they must complete Form 4503 (Pre-screening Rating) and submit to the BAR Unit Clerk by the Wednesday deadline, for that week’s recruitment. (Refer to Wage Subsidy section of handbook for more details)

Due to the intensity of Jobs PLUS, Trainers should refer clients to JN Recruitments, beginning Week 3 of the activity. Exceptions to this rule must be approved by the Jobs PLUS Supervisor.

Due to the limited number of slots for Jobs NOW, participants are allowed only to partake in one subsidized employment opportunity. Exceptions to this rule must be approved by the Deputy Director of Business and Employment Services.

8) AM to PM Handoff Meeting
At the conclusion of the AM activity, the Trainer should check in with the assigned RAMS staff for the PM activity. This check-in is scheduled at 1pm, to ensure that communication flows smoothly between WDD and RAMS components.

**9) Round Tables**

Jobs PLUS Round Tables are held at Week 2 and Week 5, to review each case of Jobs PLUS participants, as a means of staff check-in and to determine next steps, as agreed upon by the multi-disciplinary team.

All staff assigned to the cohort are expected to attend. This includes the Trainer, RAMS staff, the assigned ES and the Vocational Assessment Counselor who comprise the multi-disciplinary team.

The Roundtables Schedules are sent and facilitated by the Workforce and Training Services Managers, by assigned rotation. Each staff reports on the following:

- Jobs PLUS Trainer: presents participant’s progress in AM sessions
- PAES ES: provides additional information on his/her participant
- Vocational Assessment Counselor: presents assessment scores and provides input based on interests, aptitudes, and vocational options
- RAMS Staff: provides information on the participant, including any past history with PCS, and provides input on participant’s progress in PM sessions

The outcomes for each Roundtable should coincide with the available options as noted in the Round Table Options Checklist (Form 4656)

All staff are encouraged to participate in this collaborative process. Staff should come to a consensus regarding the participant’s next step. In the event that a consensus is not reached among the team, the participant’s case should be forward to the Workforce and Training Services Section Manager, for final determination.

**10) EXIT Meetings**

Jobs PLUS Exit Meetings are held on Friday afternoons, during Week 6.

The Exit Meeting is conducted by the Trainer, and includes the participant and assigned Employment Specialist.

**The Jobs PLUS Trainer completes the following:**

- Explains to the client the “next step,” following Jobs PLUS, based on the last Round Table recommendation
- Administers the Jobs PLUS Post-Evaluation Checklist (Form 4652) to participant
- Administers the Jobs PLUS Exit Survey (Form 4658) to participant
After the Trainer completes the Exit Interview, the ES then meets with the participant to sign the subsequent Employment Plan. Whenever possible, the subsequent Plan should aim at starting the following week, to ensure continuity.

**NOTE:** The subsequent Plan signed at the EXIT meeting must coincide with the Round Table Option agreed upon during the Week 5 Round Table Session.

### 11) Working File

Each Trainer shall be responsible for maintaining a “working file” for each client participating in Jobs PLUS.

The “working file” shall be stored in the Jobs PLUS central filing cabinet at 3120 Mission. Since Jobs PLUS involves a multi-disciplinary team working with the participant, there may be instances where the file must be accessed by the other team members (RAMS, VA, ES). For this reason, there will be a check-in/check-out system which must be used whenever the file is removed from the cabinet. To check-out a file, staff must complete the check-out card, noting date, time, and staff initials and insert it into the file cabinet, and vice-versa, when returning the file.

The “working file” shall be deemed closed, at the completion of the activity. Once the participant is CLOSED from Jobs PLUS, the working file must be submitted to the Jobs PLUS Supervisor for final review. Final Review includes a detailed review of all mandatory documents, content/recommendations noted on Form 4800 and accurate completion of all JN database entries.

Once approved by the Jobs PLUS supervisor, the working file (minus the Case Notes/Correspondence) must be scanned and saved by the Trainer into the O-drive, WDD Participant Files, using the O-drive current file naming protocols already established, within 5 business days of completion of activity.

**The working file should contain the following documents:**

<table>
<thead>
<tr>
<th>Document</th>
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<tbody>
<tr>
<td>Vocational Assessment Results</td>
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<tr>
<td>Resume, Cover Letter, References</td>
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<tr>
<td>JN Voucher</td>
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<tr>
<td>Case Notes and/or Correspondence (do not scan)</td>
</tr>
<tr>
<td>WDD Master Application</td>
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<tr>
<td>Form 4503 JN Pre-Screening Rating Sheet</td>
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<tr>
<td>Form 4506 Employment Verification</td>
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<tr>
<td>Form 4648 Jobs PLUS Participant Agreement - Weeks 1&amp;2</td>
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<tr>
<td>Form 4649 Jobs PLUS Participant Agreement - Weeks 3-6</td>
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</table>
### 12) Notification of Employment Verifications

Staff should refer to PIM 13-09C for instructions on how to report placements for both subsidized and unsubsidized hires.

### 13) Business Process Timelines

<table>
<thead>
<tr>
<th>Prep Work before Cohort Begins:</th>
<th>Trainer</th>
<th>Vocational Assessor</th>
<th>Clerk</th>
<th>PST</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Friday before start of Cohort</td>
<td>1. Review Referral Forms to determine if any clients are referrals only for week 2 or week 3.</td>
<td>1. Review referral list to determine who is new and returning clients.</td>
<td>1. Print CALWIN Session list to prepare attendance sheet. Place attendance sheets in Trainer and Security inboxes.</td>
<td>Check and replenish Jobs Plus handouts and forms at 3127 and Prepare Jobs Plus packets:</td>
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<tr>
<td></td>
<td>2. Check WDD Participant Files folder in the O drive for previous test or activity summary info.</td>
<td>2. Check WDD Participant Files folder in the O drive for previous test or activity summary info.</td>
<td>2. Email ES, PAES Sup and Unit Sup for any missing referral packets in “O” drive.</td>
<td>1. Form 4646</td>
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<td></td>
<td>2. Form 4651</td>
<td>2. Form 4646</td>
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<td>3. Form 8014ES</td>
<td>2. Form 4646</td>
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<td>4. Form 8014</td>
<td>2. Form 4646</td>
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<td></td>
<td></td>
<td></td>
<td>5. Form 4512B</td>
<td>2. Form 4646</td>
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</table>
### WEEK 1

**Tuesday**

1. Do introduction and discuss schedule for the 1st two weeks. During the break, talk to client about any schedule conflicts; send clients to see their ES right away, except for Job Interview, Court/Legal, Medical, Eligibility and/or Housing Appointments.

2. Make sure Jobs Plus Packet are filled out correctly.

3. Fill out bottom part of 4512B JN Registration Form. Cross-check Jobs Now Database for previous JN History.

4. Fill out Case Number on Ancillary Form (4612PS), Write ES and Trainer’s name on top of

1. Give CASAS test to clients and score

2. Give test sheets to Clerk for CALWIN data entry by COB, Tuesday

3. Determine which clients will take CAREERSCOPE and ReadFree.

### 6. Form 4612PS

### 7. Computer Skills Survey

### 8. Fair Chance Ordinance

1. Email the Show/No Show list to Trainer, VA, PAES Sup, Unit Sup, ES and RAMS Sup.

2. Update CALWIN activity using set protocol.

3. Update Client Tracking Spreadsheet.

4. Give PST list of clients to create files.

1. Assist Trainers with handouts and forms to give out to clients.

2. Copy Ancillary Forms, place original in ES inbox and put copy in client files.

3. Make 2 copies of the Pre-Evaluation forms. One copy goes to Supervisor and the other goes back to the client files.
| **Wednesday** | 1. Start working on Master Application and give clients to take home to finish. | 1. Group work – Scenario  
2. Review client files for Career Counseling  
3. Start filling out 4800  
3. Review Jobs Now Database for JN history. | 1. Enter CASAS score in CALWIN  
2. Log Pre-Eval info into O drive.  
3. Enter information into the Evaluation report spreadsheet in O drive and keep forms in Binder. | 1. Assist Trainer in the Computer Lab.  
2. Create client files with referral packets and give it to Clerk for review by COB. |
<p>| <strong>Thursday</strong> | 1. Complete Master Application | 1. Met with Jobs Plus participant for Career Counseling, if any | 1. Assist Trainer in Computer lab |</p>
<table>
<thead>
<tr>
<th><strong>Friday</strong></th>
<th><strong>WEEK 2</strong></th>
<th><strong>WEEK 3</strong></th>
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</thead>
</table>
| 1. Work on Cover Letter and References  
3. Have all women fill out the Dress For Success referral forms, fax and give a copy to the ES. Keep original form in file | 1. Remind Clients about their Assessment schedule  
2. Prepare for RT by reviewing attendance, participation, JN database history, and other observations  
3. Prepare BAR Meet and Greet Template Form to be given to BAR on Week | 1. Administer CareerScope test  
2. Print out CareerScope result  
3. Meet with clients for group interpretation and 1:1 Career Counseling sessions  
4. Prepare for RT by reviewing assessment results, career counseling notes and any observation during groups. |
| 1. Give Master Application to PST for scanning and email to Gary and ‘cc Trainer, and Unit Sup  
2. Update the Resume Tracking Sheet. | 1. Administer Readfree Test to clients  
2. Send out Roundtable A list to Trainer, VA, RAMS Sup, PAES Sup, Unit Sup and ES by Wednesday, COB.  
3. Prepare and print certificates to all clients scheduled for Roundtable A.  
4. Place certificates in Trainers inbox by Friday, COB |  |
1. Handout certificates to clients.
2. Email Unit Sup with any JN exemptions.
3. Submit 4512B Jobs Now Registrations form for all Jobs Plus clients continuing on to Weeks 3 – 6 to Unit Clerk for scanning by Monday, COB.
4. Review Form 4649 (Week 3 – 6 Agreement) with clients and have them signed it.
5. Fill out JN vouchers and give original to clients. The yellow copy goes back to the client file.
6. Refer Jobs Plus participants to Thursday Recruitment by emailing Jonathan Baggao, Rontez Vaughn, Ana Guererro and Unit Supervisor and attaching JN registration forms and Form 4503 Rating Sheets.
7. Remember to print out rating sheets for the client files.

<table>
<thead>
<tr>
<th>WEEK 4</th>
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| 1. Finish 1:1 Career Counseling appointments |
| 2. Finish filling out 4800 and save in O-drive |
| 3. Submit Learning Needs Screening Form WTW18 to Unit Supervisor by Friday, COB. |

<p>| 1. Update CALWIN based on RT A result within 48 hours |
| 2. Scan 4512B Jobs Now Registration form and email to Trainer. Return 4512B Jobs Now Registration form back to trainer by Tuesday, noon. |</p>
<table>
<thead>
<tr>
<th>WEEK 5</th>
<th>WEEK 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send 4800s to RAMS by Monday COB.</td>
<td>1. Enter LNS scores in CALWIN and submit LNS forms to PAES Unit clerk for scanning. By Friday, COB</td>
</tr>
<tr>
<td>2. Refer Jobs Plus participants to Thursday Recruitment by emailing Jonathan Baggao, Rontez Vaughn, Ana Guererro and Unit Supervisor and attaching JN registration forms and Form 4503 Rating Sheets.</td>
<td>2. Update LNS scores in JP Tracking Report by Friday, COB.</td>
</tr>
<tr>
<td>3. Remember to print out rating sheets for the client files.</td>
<td></td>
</tr>
<tr>
<td>1. Refer Jobs Plus participants to Thursday Recruitment by emailing Jonathan Baggao, Rontez Vaughn, Ana Guererro and Unit Supervisor and attaching JN registration forms and Form 4503 Rating Sheets.</td>
<td>1. Send out Roundtable B list to Trainer, VA, RAMS Sup, PAES Sup, Unit Sup and ES by Wednesday COB.</td>
</tr>
<tr>
<td>2. Prepare for RT B by reviewing participant’s progress in class as well as reviewing PST / WS Debriefing feedback reports</td>
<td></td>
</tr>
<tr>
<td>3. Remember to print out rating sheets for the client files.</td>
<td></td>
</tr>
</tbody>
</table>
1. Refer Jobs Plus participants to Thursday Recruitment by emailing Jonathan Baggao, Rontez Vaughn, Ana Guererro and Unit Supervisor and attaching JN registration forms and Form 4503 Rating Sheets.

2. Submit Original Exit Survey and Post-Evaluation forms to Julie for scanning. Make a copy for client files.

3. Remember to print out rating sheets for the client files.

4. Inform clients about the Exit meeting schedule with their ES:
   - 9:45 - 10:00 Michael B.
   - 10:00 - 10:15 Lam D.
   - 10:15 - 10:30 Sara G.
   - 10:30 - 10:45 Larry D.
   - 11:00 - 11:15 Ngoc N.
   - 11:15 - 11:30 Tamara Y.
   - 11:30 - 11:45 Antonio M.

5. Update Client Tracking Sheet based on the Roundtable B results.


**WEEK 7**

1. Complete 4800 and save it to O drive by Friday, COB.

2. Submit client’s files to Unit Supervisor for review by Friday, COB.

1. Update CALWIN within 48 hours for all clients exiting cohort.

**Forms**

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For information about WDD PST/Jobs NOW Program, refer to WDD Handbook Section 80-4E.
142-6: Behavioral Health Treatment

*Please refer to CAAP Manual Section 154-1: Behavioral Health Services Overview*
142-6.1: PAES Methadone Services

Refer to CAAP manual section 96-41.1.
142-7: Domestic Violence*

This procedure is to be followed when a Participant is a victim of domestic abuse.

A brochure PAES Form 4600PS (6/10) has been prepared for PAES. This brochure will be available to clients and to PAES staff on our PAES forms shelves.

When an ES is working with a client who self-declares to be a victim of domestic abuse, the ES will discuss the situation with the client to determine the client's needs. For example:

- The client may already be involved with a Domestic Violence program, either as a shelter resident or an outpatient counseling program. If so, the ES will advise the client that the time spent in DV-related activities may be included in the Employment Plan. The ES and/or ES Supervisor should consult with PCS on a case-by-case basis about appropriate programs and referrals.

- If the client is not already involved with a Domestic Violence program, but indicates a desire to be referred to one, the ES will offer the client both a PCS Assessment referral (voluntary status) and the referral options listed on the DV pamphlet. If the client needs assistance initiating contact with Domestic Violence resources, the ES may help make contact.

- If the client is unable to perform vocational activities while involved in DV-related activities, PCS will assess and make recommendations about appropriate activities for the client on a case-by-case basis.

If an ES suspects that a client may be the victim of Domestic Violence, but the individual does not disclose it, the ES may want to broach the subject once the ES/client relationship has been established. If the client is reluctant to talk to a DV counselor, a PCS Assessment referral ("voluntary" status) may be offered. If the client accepts, the ES will make the referral, and will assist the client as needed.

Whenever a client self-identifies as an abuse victim, the ES shall discuss with the client how to direct any future communication and correspondence, including notice of sanctions, in a way that does not jeopardize the safety of the client. If an alternative mailing address is requested, the actual address must be verified quarterly.

Confidentiality

Any identifying information pertaining to any client who claims to be a past or present victim of abuse, and their dependents, shall be kept confidential. This information shall be used solely for the purpose of referral to services, or developing the Employment plan.

Information with respect to victims of abuse or anyone who claims to be a victim of abuse shall not be released to any outside party or parties, other governmental agencies, or to any other employee of DHS who is not directly involved in the client’s case, unless the information is required by law to be disclosed or is authorized in writing by the client.

This includes, but is not limited to:
• Information about the client’s current address, workplace, work placement or training site;

• Information that the individual has been identified as a victim of abuse or any details concerning the abuse.

In situations where there may be potential harm to a DV client, information shall be shared with only those DHS employees who are directly involved in the client's case in an effort to maintain the client's safety. An authorization for release of information shall be requested from the client. Additionally, in an effort to maintain client safety, PAES case assignment may be modified, with PAES manager approval.
143-1: Overview of Ancillary Services

- Policy
- Procedure
  - Obtain Authorization for Ancillary Funds
  - Determine the Type of Ancillary Fund to Issue
  - Issue Approved Ancillary
  - Obtain Receipts
  - Track Approved Ancillary Expenses

Policy

When an Employment Plan is developed, the Employment Specialist (ES) and the client may identify barriers to a client’s employment that may be addressed through the purchase of certain special need items. Funds have been allocated to the PAES Employment Services Program for the purchase of such special need items, called ancillary services.

Funding for ancillary services are available to non-exempt PAES clients only when their Employment Plan activities are being counted as part of the 27-month PAES time-limit (i.e., "on the clock," ) and may include, but is not limited to, the following: transportation (both in and out of county), clothing, tools, fees, licenses, dues, books and supplies, voice mail service.

Note: Fast Passes are not an ancillary service.

- Each ancillary item to be authorized must address a specific barrier to employment.

Examples:

1. The client has recent job skills and employment history, but has no clothing suitable for an interview or for employment; funds for the purchase of clothing may be requested.

2. The client has experience as a carpenter and has a bona-fide job offer, but lacks the required tools; funds for the purchase of a toolbox and the minimum supply of tools may be requested.

3. The client has been a long-time member of the Plumbers Union. Due to inability to pay his dues, his status with the Union is inactive. If he is guaranteed a job if his dues are current, the minimum amount required to bring his dues current may be allowed. (This will be done on a case-by-case basis in consultation with the Unit Supervisor and PAES manager.)
• There is no maximum allowance per client, although a one-time issuance of over $450 per client should be rare.

  • Each item must be reviewed and approved by the Unit Supervisor. (Request and approval must be processed using Form 4612PS, PAES Ancillary Expense Request and Authorization.) Unit Supervisors are responsible to ensure that the use of ancillary expense funds is consistent with the purpose of PAES.

  • Authorization for a single item that exceeds $450 requires the approval of the PAES Manager. (Request and approval must be recorded on Form 4612PS.)

  • When a cumulative total of up to $999 has been authorized, each request thereafter requires the approval of the PAES Manager. (Request and approval must be recorded on Form 4612PS.)

• Ancillary issued in a month counts against the PAES 27-month clock.

If a client is "off the PAES clock" (i.e., the time spent in a PAES Employment Plan does not count against the 27-month PAES time limit) for any reason (e.g. client is exempt from vocational activities, employment activity is unavailable, etc.) the client is not eligible to receive ancillary funds in that month unless the client agrees to have the month in which an ancillary fund is issued count against the 27-month PAES time-limit.

• Ancillary payments shall be recorded in CalWIN

In order to ensure that all authorized PAES Support Services, i.e., Ancillary Expenses, are tracked appropriately, all approved ancillary payments shall be recorded in CalWIN regardless of whether they are paid by voucher, commuter check or ancillary check.

• Ancillary emergency fund availability

In the event that ancillary funds cannot be issued timely, an ancillary emergency fund is available to clients in an Employment Plan who qualify for ancillary funds from the ES. Access to the ancillary emergency fund is made by specific request from the Bay Legal Client Advocate who must contact the PAES manager directly for ancillary fund authorization. If approved, the PAES manager will notify the appropriate ES and ES Supervisor of the name of the client and the specific dollar amount or ancillary service to be issued.

Procedure

When a barrier to a client's employment-related goal is identified, the ES and client may explore if ancillary funds are an appropriate means to address the barrier. If it is determined that providing ancillary funds shall directly address the barrier, the ES shall follow the procedures outlined below.
1. Obtain Authorization for Ancillary Funds

Clients must request authorization for ancillary funds through their ES prior to obtaining reimbursement or payment of an ancillary item. After the request for ancillary has been approved, clients may purchase the ancillary item using their own funds and submit original receipt(s) to their ES within 10 work days from the date of purchase to obtain reimbursement. Clients who are unable to pay for an identified ancillary item up-front may be required to provide an estimate of the cost of the item before requesting approval for a pre-pay ancillary payment. Clients approved to receive pre-pay ancillary funds shall be advised that original receipts must be submitted within 10 work days from the date the ancillary fund was issued for all items purchased using ancillary funds, otherwise an overpayment will be charged to the client (exception: For Goodwill vouchers, no receipt is necessary).

If an item was not pre-approved and the client requests reimbursement within three work days from the date of the purchase, the ES will evaluate the request, and with the Unit Supervisor's approval, may authorize reimbursement using Form 4612PS.

The ES shall obtain authorization for ancillary funds as follows:

1. Have the client complete and sign Section 1 of the PAES Ancillary Expense Request and Authorization, Form 4612PS;
2. Advise the client that original receipts must be submitted to the ES within 10 days from the date of purchase, otherwise reimbursement will not be issued or an overpayment will be charged to the client.
3. Complete Section 2 of Form 4612PS and attach the vendor's written estimate, if appropriate.
4. Submit completed Form 4612PS to the Unit Supervisor.
5. If the Unit Supervisor approves Form 4612PS, submit Form 4612PS to PAES manager for approval if required.
   - If the ancillary expense is approved the ES shall:
      1. Complete Section 3 of form 4612PS.
      2. Enter the authorization for ancillary into CalWIN (refer to PAES CalWIN How Tos': #102 Issue Commuter Check, #103 Issue Ancillary Voucher and #104 Issue Ancillary Check for instructions).
      3. Advise the client that Distribution will require client identification to pick-up any authorized ancillary funds.
   - If the ancillary expense is disapproved, the ES shall issue the client written notice using Form 4626, Disapproval of Ancillary Expense Request.

2. Determine the Type of Ancillary to Issue
Once an ancillary request has been approved, the ES must determine the type of ancillary fund to issue. Ancillary funds are available by either voucher, commuter check or by ancillary check to a client or provider, depending on the client's barriers and needs.

**Vouchers** shall be used whenever possible. Vouchers are payable to specific DHS-approved providers and are available to address the following needs:

- Goodwill Industry offers most clothing, accessories and some shoe purchases at Goodwill.
- Banner Uniform offers various uniforms (e.g., Security uniforms) or other apparel. A Banner Uniform voucher can be authorized based on the listed price on the vendor's price list.
- City College of San Francisco (CCSF) offers book vouchers for CCSF required textbooks. (Refer to PAES manual section 149-3.)

If a voucher is not available or appropriate to meet the client's needs, a commuter check and/or ancillary check shall be issued.

**Commuter checks:**
Transportation for employment related activities may be met through the issuance of a monthly Muni Fast Pass, commuter check or ancillary check. (Refer to PAES manual section 143-6 for transportation information.) Out-of-county transportation that is necessary for training, job search or employment may be met through the use of commuter checks. (Refer to PAES manual section 143-6 for commuter check information.)

**Ancillary checks** may be used to pay for such items including, but not limited to:

- Clothing from A Miner Miracle, Dress for Success or other provider (Refer to PAES manual section 143-3 for more information);
- Tools;
- Union Dues and Fees

### 3. Issue Approved Ancillary Funds

Ancillary funds, whether Voucher, Commuter Checks or Ancillary checks, are issued by the Distribution Office at 1235 Mission street, unless otherwise indicated. Normal Distribution hours are Monday through Friday, 8:30 AM to 5:00 PM. Extended hours are 8:00 AM to 7:00 PM on the last three workdays and the first two workdays of each month.

Ancillary funds may be distributed at any time during the month.

**To Issue Vouchers:**

The ES shall:

1. Enter voucher authorizations into CalWIN as instructed in the CalWIN How To #103 Issue Ancillary Voucher.
2. Follow specific instructions depending on the type of voucher being authorized (e.g. Goodwill voucher, Banner voucher, etc.).

Note: When changing, updating or stopping a voucher authorization, the ES shall update CalWIN as needed and call Distribution immediately to notify them that the authorization has been modified and to request that Distribution pull the voucher if necessary.

- **Goodwill Vouchers:**

  Refer to PAES Manual Section 143-3, Clothing for specific Goodwill procedures.

- **Banner Uniform Vouchers:**

  Refer to PAES Manual Section 143-3, Clothing for specific Banner Uniform procedures.

- **City College of San Francisco (CCSF) Book Vouchers:**

  Refer to PAES Manual Section 149-3 for procedures related to CCSF.

**To issue Commuter Checks:**

Commuter Checks may be issued to PAES clients who have consistent, out-of-county transportation which is necessary for training, job search or employment activities on public transportation, outside of San Francisco, as opposed to reimbursing clients after the fact. See PAES Handbook section 143-6 for specific information regarding Transportation procedures and issuing Commuter checks.

**To issue Ancillary Checks:**

When a voucher is not available to address a barrier, an ancillary check may be issued. Usually, ancillary checks are issued payable to the client to reimburse him/her for a pre-approved item that has been verified by an original receipt, or for transportation costs in excess of the amount of Commuter Checks. Occasionally, a pre-pay ancillary check may be issued - usually payable to the vendor, sometimes to the client - when the client submits a written estimate from the vendor and is unable to pay for the item up-front.

When issuing an ancillary check, the ES shall:

1. Refer to the CalWIN How To #104 Issue Ancillary Check, for instructions on issuing and authorizing an ancillary check. Reminder: In CalWIN, ancillary check authorizations are "one-time" authorizations.

2. Providers not listed in CalWIN shall be added into CalWIN by contacting the PAES Principal Clerk.

3. Advise the client that ID is required when picking-up an ancillary check at 1235 Distribution.

Note: Ancillary checks shall be issued for office pick-up only. Exceptions to issuing ancillary checks by office pick-up must be approved by the Unit Supervisor.
**When issuing an ancillary check, 1235 Distribution staff shall:**

1. Review the information in CalWIN to verify ancillary check authorization before issuing a check to the client. Distribution will not give out a check without seeing an authorization for the client in CalWIN nor will they give a check to anyone other than the client or the ES.

2. Ask the client for his/her SSN and ID.

3. If the ancillary check has been authorized, print the check and match payee and amount. (If no ancillary check has been authorized in CalWIN, advise the client to call the assigned ES.)

4. Fill out Ancillary Check Signature Log:
   - SSN
   - Print Name
   - Record ID
   - Check #
   - Check Amount
   - Obtain client’s Signature and date. (If the ES picks up check for the client, the ES will sign, print worker #, and date.)

5. Give check to client.

6. Update CalWIN as appropriate.

Note: After 10 work days, unclaimed checks will be voided.

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4. **Obtain Receipt for Ancillary Expense**

Clients who receive ancillary funds must provide original receipts within ten work days from the date the ancillary fund was issued.

**Exception:** No receipt is necessary for Goodwill vouchers.

**Overpayments**

Failure to provide receipts in a timely manner will result in the client either not being reimbursed for the approved ancillary funds, or the ancillary amount issued shall be treated as an **overpayment**. If the ancillary amount issued is more than the actual cost of the goods or services, the client is required to refund the overpayment.

The ES shall discuss ancillary overpayment collection procedures with the Overpayment Supervisor, Worker S400 at 503-4884.
5. **Track Approved Ancillary Expenses**

In order to determine when a client has received ancillary funds totaling $999 or more, it is important to track the ancillary funds paid to each client. Effective 08/18/08, ES’s are responsible for tracking approved ancillary expenses for all PAES clients using Form 2701, Ancillary Tracking Log.

ES’s shall track all approved ancillary funds issued to clients during the following time frames:

- Effective on or after 08/18/08;
- Effective the date the case was assigned to the ES through 08/17/08 (without a break in aid), if the client was assigned to that same ES on 08/18/08.

Approved ancillary items to be tracked are those expenses that an Ancillary check, Commuter check or voucher has been issued for, such as, but not limited to, the following:

- Clothing, uniforms
- Tools, equipment
- Transportation expenses
- Union fees
- Trainings not paid through the Individual Referral (IR) process
- Book vouchers from City College of San Francisco (CCSF)

**Exception:** PAES Methadone treatment expenses shall not be included on the client’s cumulative ancillary expense total.

**Note:** Ancillary expenses/services issued by PAES but not tracked on form 2701 include: Muni Fast Passes, Trainings authorized through the IR process and PAES Methadone treatment services.

One form 2701, Ancillary Tracking Log, shall be utilized for the life of the PAES service case file, and shall be filed prominently on top right side of the PAES Service case file.
The PAES Optical Services/Site for Sore Eyes Program has been terminated.
PAES clients who work as IHSS Independent providers may be eligible for health care and dental insurance. ESs' should direct client questions regarding enrollment or eligibility to IHSS Public Authority at (415) 243-4477 or to the S.F. Public Authority website: SFIHSSPS.org.
143-3: Clothing

- Overview
- Goodwill Industries
- Banner Uniform Store
- A Miner Miracle
- Dress for Success
- Providers not on the Approved Provider List

Overview

Because PAES clients often lack suitable clothing for job search and employment, clothing may be a barrier to employment. In addition, some training programs require that the client have professional attire for the training. When a client is referred to a training program with this requirement, the ES will check with the client to see if he/she has suitable clothing. If not, a referral for clothing will be made immediately.

The Department of Human Services provides clothing through a variety of vendor resources: Goodwill vouchers are available for individuals needing every day clothing or casual work clothes; Banner Uniform Store vouchers are available for individuals needing uniforms and accessories for security, restaurant, nursing, and other jobs requiring uniforms; A Miner Miracle provides men and women with clothing and supportive services for job interviews and retail or office work settings; Dress for Success provides low-income women with clothing and supportive services for job interviews and job retention. Providers not listed on the DHS provider list may be utilized at the worker's discretion and require Supervisory approval.

Obtaining approval for ancillary payment is required prior to issuing any ancillary funds. Instructions for obtaining approval of ancillary funds as well as reconciling ancillary payments are found in PAES Handbook section 143-1, Overview of Ancillary.

Note: Failure to keep a clothing appointment is not a program noncompliance, and is not subject to discontinuance or sanction.

Goodwill Industry Stores

Stores, as well as individuals, donate stock to Goodwill Industry stores; therefore both new and previously owned clothing are available. Some stores stock large sizes for men and women. Goodwill Industries has entered into partnership with DHS to provide vouchers redeemable for clothing, shoes, and accessories (ties, belts, etc.). Goodwill vouchers can be used to purchase: Simple uniform of white blouse/shirt and black skirt/pants; stockings
and underwear; shoes; pants/shirts appropriate for outdoor work; e.g. construction, landscaping, etc.; dresses, skirts, blouses appropriate for indoor work; e.g. sales, office, etc.

The client may shop at any Goodwill store in San Francisco, San Mateo and Marin, but not in the East or South Bay. Goodwill has staff at each store who are trained to help clients with appropriate clothing selections. The client should ask for a manager for assistance.

Goodwill vouchers must be used within 30 days of the date of issuance. Distribution staff will enter the expiration date. If the full amount of the voucher is not spent, a store credit will be given to the client. The store credit may be used at any of the Goodwill Stores in San Francisco, San Mateo and Marin. Store credit carries an expiration date.

Goodwill requires that the client present ID when redeeming the voucher. The client will be asked to sign the back of the voucher at Goodwill.

- **Issuing Goodwill Vouchers:**

  Goodwill vouchers are printed and numbered at Goodwill, then sent to 170 Distribution. Goodwill vouchers are valid only when presented to a San Francisco, San Mateo or Marin Goodwill location unaltered.

  **When issuing Goodwill vouchers, the ES shall:**

  1. Obtain authorization via Form 4612PS prior to issuing ancillary. (Refer to 143-1)
  2. Determine the amount of the voucher the client will receive. Goodwill vouchers come in $50.00
  3. Authorize the Goodwill voucher(s) in CalWIN. (Refer to CalWIN How To #104.)
  4. Advise the client to bring ID when picking-up the Goodwill voucher(s) at 170 Distribution and when redeeming the voucher at Goodwill.

  **When issuing Goodwill vouchers, 170 Distribution staff shall:**

  1. Ask the client for his/her SSN and ID.
  2. Review the information in CalWIN to verify voucher authorization before issuing a voucher to the client. Distribution will not give out a voucher without seeing an authorization for the client in CalWIN nor will they give a Goodwill Voucher to anyone other than the client or the ES.
  3. If CalWIN authorization does not appear, refer the client to his/her ES.
  4. If CalWIN authorization appears, complete the Goodwill Signature Log and enter:
     * Client’s SSN;
     * Client’s Name;
     * ID presented by client;
• Amount and serial number of the voucher;
• Distribution Worker Number.

5. Have the client sign and date the Goodwill Signature Log.

6. Type the client’s name on the voucher and have the client sign the back of the voucher;

7. Give the voucher to the client and keep a copy of the voucher in Distribution.

8. Update CalWIN, as appropriate.

Banner Uniform Store

When a uniform, shoes, accessories are required for employment or training, or when needed items are not available at Goodwill Stores, Banner Uniform vouchers may be authorized for the purchase of needed clothing or other items. Banner Uniform also carries watches, stethoscopes, etc. Banner Uniform store is located at 345 9th Street. The telephone number is 771-5593; fax number is 771-7393. The contact person is Jason Worth.

Banner Uniform vouchers are available for pick-up at 170 Otis Distribution. Banner Uniform vouchers are valid only when presented unaltered to Banner Uniform store. Banner Uniform has been instructed to contact Distribution when it is suspected that the voucher has been tampered with. Banner Uniform will be referred to the ES for all other questions.

Banner Uniform will not issue store credit. Instead, they will bill DHS Accounting directly on a monthly basis. Voucher expenditures shall be reconciled by DHS Accounting using Banner Uniform’s original cash register receipts. Adjustments for any unused amount will be done when the bill is reconciled.

When issuing Banner Uniform vouchers, the ES shall:

1. Obtain authorization via form 4612PS prior to issuing ancillary.

2. Determine the amount of the voucher the client will receive.

3. Authorize the Banner Uniform voucher in CalWIN. (Refer to CalWIN How To #104).

4. Advise the client to bring ID when picking-up the Banner Uniform voucher at 170 Otis St. Distribution.

5. Advise the client that an original receipt must be submitted within 10 work days from the date the voucher is issued.

A Miner Miracle

After a client has completed vocational training or school, or is otherwise ready to begin intensive job search, and a voucher will not meet the client’s needs, he/she may be eligible to be referred to A Miner Miracle.
A Miner Miracle is a San Francisco based non-profit organization that provides professional clothing and image counseling to low-income men and women. The Director is Kathy Miner. The purpose of the program is to educate individuals on the importance of workplace appearance and assist clients in selecting appropriate workplace apparel. The program's goal is to enhance clients' employment potential and self-esteem as they begin to take control of the direction of their lives. At Miner Miracle, clients meet individually with a representative and are taught about proper grooming and wardrobe for interviews and employment. Clients shall receive a clothing consultation and one interview-appropriate outfit. Women's services also include makeup, skin care & hair consultation, as well as shoes and accessories. A Miner Miracle also sells low-priced clothing for women and young adults at their shop on Mission Street.

- A Miner Miracle's men's shop is located at 441 Sutter Street. The telephone number is 217-7230. The fee for the Men's clothing program is $150.
- A Miner Miracle's women's shop is located at 441 Sutter Street in San Francisco. The telephone number is 217-7230. The fee for the Women's clothing program is $100.

**Appointments are one-time only. Missed appointments will not be rescheduled.**

As part of determining whether or not to refer the client, the ES shall consider the following:

- Discuss this referral as a one-time appointment to give the client the best opportunity for a professional appearance and impression. Evaluate whether the client can benefit from this single, coordinated/guided appointment.

- Reinforce that the appointment is NOT a "shopping trip", but rather a one-time appointment for the client to receive a coordinated business outfit within the vendor's resource limitations.

A client who contacts his ES in advance of the appointment with a request to reschedule may be given a new appointment at the discretion of the ES, depending upon the reason for the request (e.g. illness, job interview, etc.)

On the day of the appointment, A Miner Miracle will complete the bottom of Form 4625PS for each client, indicating if the client appeared for his/her appointment, and will fax it to the ES.

**Referral Procedure**

ES's are responsible for referring PAES clients to A Miner Miracle. Workforce Development Division (WDD) staff may contact the PAES ES to discuss a Miner Miracle referral.

The ES shall refer the client as follows:

1. Have the client complete his/her section of Form 4612, PAES Ancillary Expense Request and Authorization (See PAES Handbook section 143-1.) and the Form 4625PS, "PAES Referral to A Miner Miracle" (except for the appointment date/time) and have the client sign the forms.
2. After the ancillary request has been approved by the Unit Supervisor, call A Miner Miracle at 217-7230 to schedule the appointment for the client. Identify yourself as a PAES ES and state that the individual being referred is a PAES client. Provide the following information: the client’s name, clothing size range, and your name and telephone number.

3. Complete the Form 4625PS, entering the appointment date and time. Give the client the original copy of the form, and retain a photocopy for the case file. Fax a copy of the completed Form 4625PS to A Miner Miracle, Fax: 217-7235.

4. Instruct the client to pick-up the ancillary check at 1235 Distribution (ID required) and to bring both Form 4625PS and the ancillary check with him/her at the date and time of his/her appointment with A Miner Miracle.

5. Record and authorize the information in CalWIN. (Refer to CalWIN How To #104.)

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**Dress for Success**

Dress for Success (DFS) is a San Francisco based non-profit organization that provides professional clothing and image counseling for female PAES clients who are seeking employment. The Director is Renee Surcouf. Dress for Success is located at 500 Sutter Street, Suite 218 @ Powell. The telephone number is 362-0034 and the Fax number is 362-0035.

DFS is a two-part program consisting of an initial appointment that lasts approximately 45-60 minutes. At the initial appointment, the client receives interview skills assessment and training, a wardrobe consultation and professional attire including a matching suit, shoes, accessories, professional handbag, toiletries and make-up. Upon securing employment, the client is scheduled for a second appointment where she receives additional attire to build a working wardrobe and an invitation to join DFS’s Professional Women’s Group Program.

---

**Referral Criteria**

Female PAES clients may be referred to Dress for Success if they have been substance free for six months, or for two months and are participating in a substance abuse program (if they have a history of substance/alcohol abuse) and meet one of the following conditions:

- have completed or are enrolled in job-readiness or technical skills program or are seeking employment and are job-ready;
- are actively seeking employment;
- have an interview scheduled (i.e., meeting with someone who has the potential to offer employment).

---

**Dress for Success Policies**

- Clients must come alone to the appointment (exception: ES may accompany client).
• Clients arriving more than 15 minutes late will not be suited. Clients should not arrive more than 15 minutes early.

• A client will be asked to reschedule if DFS feels that the client’s level of personal hygiene may jeopardize the condition of the clothing.

• Clients who do not demonstrate professional conduct will be asked to leave and will not be eligible to reschedule.

• Clients who miss their appointment and do not call DFS will not be allowed to reschedule.

**Referral Procedure**

PAES ES’s are responsible for referring PAES clients to Dress for Success. WDD staff may contact the PAES ES to discuss a Dress for Success referral. The ES shall refer the client as follows:

1. Have the client complete her section of Form 4612PS, PAES Ancillary Expense Request and Authorization. (Refer to PAES Handbook section 143-1.)
   - The fee for the Dress for Success program is $100.

2. After the ancillary request has been approved by the Unit Supervisor, telephone Dress for Success at 362-0034 and identify yourself as a PAES ES and state that the individual being referred is a PAES client. Request a referral form (via FAX) and an appointment for the client. Provide the client’s name, clothing size range, and the worker’s name and telephone number.

3. Complete the DFS referral form, entering the appointment date and time. Give the client the original copy of the form, and retain a photocopy for the case file. Fax a copy of the DFS referral form to DFS, Fax: 520-6886.

4. Instruct the client to pick-up the ancillary check at 1235 Mission St. Distribution.

5. Instruct the client to bring both the DFS referral form and the ancillary check to her appointment with DFS.

6. Record and authorize the information in CalWIN. (Refer to CalWIN How To #104.)

If a client contacts the ES prior to the appointment date, and wants to reschedule, the worker may contact DFS for a new appointment, using the same procedure described above.

**Providers Not On the Approved Provider List**

The ES will ensure that ancillary expense items are obtained from the list of approved providers, if at all possible. This may require that the ES contact the provider to consult or to make arrangements for substitute items.
If attempts to get the items from the approved providers are unsuccessful, the client will be advised to price the needed items at other stores. If the items are found at a reasonable cost, the ES will request an ancillary check (See PAES Handbook section 143-1.) for the client. In addition, the ES must contact the PAES Principal clerk to request that the provider be added to the Provider list in CalWIN.
143-4: Haircuts

Two Beauty Schools have offered to provide haircuts at no cost to PAES clients. When a PAES client needs a haircut in order to improve his/her appearance for job search or training, the Employment Specialist may refer him/her to one of these resources.

Haircut Resources

Marinello's School of Beauty
1035 Market Street
Telephone: 415-800-5842
Contact person: Ms. Naomi

Zenzi’s School of Beauty
2517 Van Ness Avenue (at Union St.)
Telephone: 575-3450
Contact person: Zenzi or Marcus

Referral Procedure

To refer a client for a haircut at Marinello’s School of Beauty or Zenzi’s School of Beauty, the ES must do the following:

- Determine the appropriate Beauty School to refer the client, and either call and make a haircut appointment for the client, or allow the client to walk-in for a haircut.

- Complete the referral Form 4633, and provide the original to the client. The referral Form must have a DHS stamp on it, in order to be valid. (Supervisors will maintain a DHS stamp in a secure location.)

- Instruct the client to take the referral to the appropriate Beauty School to obtain his/her haircut.

Note: Failure to keep a haircut appointment is not a program noncompliance, and is not subject to discontinuance or sanction.
143-6: Transportation

- PAES Transportation Policy
- Transportation Plan Procedure
- Ancillary Expense Procedure
  - Ancillary Check

This section addresses the policy for payment of transportation as an ancillary expense item for PAES clients who are actively involved in an Employment Plan and eligible to ancillary funds as outlined in PAES manual section 143-1. Employment Specialists must explain the transportation policies to every client involved in an Employment Plan.

Note: Fast Passes are not an ancillary service.

**PAES Transportation Policy**

- A Transportation Plan (Form 4613PS) is required prior to any ancillary authorization request for, or issuance of, transportation funds.

For PAES clients eligible to receive ancillary funds, a Transportation Plan is required prior to requesting ancillary authorization for any type of transportation expense, except those clients who are authorized for only the Muni Fast Pass. In addition to the procedures outlined in this section, ancillary check issuance procedures described in PAES Handbook section 143-1 must be followed when issuing a commuter check or ancillary check. This includes, but is not limited to, clients who are requesting the following:

- Commuter Checks,
- Payment for car pool or van pool,
- Reimbursement for driving their own – or someone else’s – motor vehicle.

Note: PAES clients who have a temporary disabling condition that preclude their involvement in Employment Plan activities, are not eligible to receive transportation services (including a Muni Fast Pass), and therefore, are not required to have a Transportation Plan.

- A New Transportation Plan is required upon any reported change to the mode or the cost of a previously approved Transportation Plan.
For all PAES clients who must have a Transportation Plan, as described above, a Transportation Plan is required prior to the issuance of transportation payment/services, and upon any reported change to the mode or cost of transportation previously authorized in an active Transportation Plan.

- **Transportation Plan Expenses in excess of $300 per month requires PAES Manager Approval.**

Any Transportation Plan authorizing monthly transportation reimbursement of more than $300 per month must have PAES manager review and approval. Once approved, it is not necessary for the PAES manager to review the Plan again, unless the amount increases.

- **A timely Transportation Expense Report (Form 4613PSA) is required prior to issuing reimbursement payment for an approved Transportation Plan expense.**

PAES clients who have an approved Transportation Plan for utilizing either a motor vehicle or car pool/van pool may obtain reimbursement for transportation expenses.

Form 4613PSA, Monthly Transportation Expense Report, is used by the client to record his monthly transportation expenses and to request reimbursement of those expenses. The client must have an approved Transportation Plan on file before he/she may file for reimbursement using Form 4613PSA.

Clients must submit a completed monthly Transportation Expense Report (Form 4613PSA), with all original receipts attached, to his/her ES no later than two months following the month of incurred travel expense. There will be no reimbursement for Transportation Expense Reports received after the two-month time frame.

- **Required Motor Vehicle Verification**

Prior to approving a Transportation Plan and ancillary reimbursement for use of a motor vehicle, a copy of the following must be on file in the case record:

  - Client’s valid Drivers License and
  - Proof of current insurance coverage for the vehicle to be used. Low cost insurance is available to certain low-income San Francisco residents. (http://www.aipso.com/ca/faq.asp)

### Transportation Plan Procedure
1. Discuss Transportation Options with the Client

The ES shall assist the client in exploring transportation options, including the availability and cost of public transportation, especially if required transportation is outside of San Francisco. The goal is the development of a reasonable transportation plan that takes into consideration the following:

- client’s safety
- cost of the commute
- time spent in transit
- convenience
- cost-effectiveness of the client’s employment versus commute expenses.

• Transportation Within San Francisco

Monthly transportation funding for employment-related travel within San Francisco is limited to either a Muni Fast Pass or ancillary funds which do not exceed the monthly cost of a Muni Fast Pass.

  o Muni Fast Pass

  A Muni Fast Pass is issued by the CAAP EW for employment-related travel within San Francisco. No Transportation Plan is needed if a Muni Fast Pass is the only transportation assistance issued. Refer to the CAAP Handbook section 95-7 for Muni Fast Pass policy and procedures.

  o Other modes of Transportation

  Instead of receiving a Muni Fast Pass, clients may choose to be reimbursed for other modes of employment-related travel within San Francisco (i.e., to drive a motor vehicle or use a car pool/van pool). If the client chooses this option, the monthly transportation reimbursement shall NOT exceed the price of a monthly Muni Fast Pass. A Transportation Plan (Form 4613PS), a PAES Ancillary Expense Request and Authorization (Form 4612PS) and a monthly Transportation Expense Report (Form 4613PSA) and appropriate verification are required for reimbursement.

• Transportation Outside San Francisco

  • If Public Transportation is Available

  If the client’s employment-related destination is outside of San Francisco and public transportation is available, the client has the following transportation service options:

    o Commuter Check
Commuter Check(s) may be authorized in accordance with Commuter Check procedures outlined below. The procedure also includes directions on how to plan a commute utilizing public transit. Both a Transportation Plan (Form 4613PS) and an Ancillary Expense Request (Form 4612PS) must be completed and approved prior to Commuter Check issuance.

- **Other modes of Transportation**

If the client chooses to use car pool, van pool or drive a motor vehicle (and has appropriate verification on file- CDL & Insurance), reimbursement for monthly transportation expenses (i.e., mileage at 51 cents per mile, bridge toll and parking) may be authorized. However, monthly reimbursement shall NOT exceed the monthly cost of the least expensive and most efficient public transit route.

A Transportation Plan (Form 4613PS) and Ancillary Request (Form 4612PS) and a monthly Transportation Expense Report (4613APS) is required for reimbursement. In addition, appropriate receipts and verifications must be on file, as described above.

- **If Public Transportation is NOT Available**

If the client’s employment-related destination is outside of San Francisco and public transportation is not available*, clients may choose to utilize car pool, van pool or motor vehicle usage (their own or someone else’s motor vehicle if appropriate verification is on file- CDS & Insurance) and may obtain reimbursement for verified monthly transportation expenses (i.e., mileage at 51 cents per mile, bridge toll and parking) without regard to the monthly cost of the least expensive and most efficient public transit route.

*Definition of "Public transportation is not available" includes:

- Instances when the round trip takes more than four hours.

To determine the availability of public transportation and/or the time in transit, review the transit system’s schedule as published, or consult the transit planning web site, www.511.org.

- The time of day of the commute, or the location of public transportation, poses a safety issue.

A Transportation Plan (form 4613PS) with a finding of "Public Transportation NOT Available" identified on the Transportation Plan, an Ancillary Request (4612PS) and a monthly Transportation Expense Report (4613APS) with attached original receipts, is required for reimbursement.

2. **Complete the Transportation Plan (Form 4613PS) and the Ancillary Expense Request**
(Form 4612PS) and Submit both for Approval

The ES shall:

1. Have the client complete Part 1 of the Transportation Plan (4613PS) and section 1 of the Ancillary Expense Request (4612PS). Refer to the procedure for Issuing Ancillary Checks in PAES Handbook section 143-1. Assist the client if necessary and ensure the client signs and dates the forms.

2. Complete Part 2 of form 4613PS and section 2 of form 4612PS to determine the client's monthly transportation costs.

   Note: If the client’s monthly transportation expenses exceed 20% of the client’s monthly gross earned income, the client must be referred to and cooperate with WDD’s Supervised Job Search and the client’s Employment Plan must be updated to reflect this activity, unless the client is employed full-time.

3. Submit the completed forms 4613PS and 4612PS to the Unit Supervisor for approval. A completed Transportation Plan is not effective until reviewed and approved by the Unit Supervisor (and PAES manager, as required).

   o If the Transportation Plan is approved, issue the benefits as appropriate (see Ancillary Expense Procedure below) and if needed, provide the client with copies of form 4613PSA and explain to the client the following:
      a. how to complete the Transportation Expense Report, form 4613PSA,
      b. what verifications are necessary to receive transportation reimbursement,
      c. the required time frame to submit verification.

   o If the Transportation Plan is not approved, issue Form 4626PS, Disapproval of Ancillary Expense Request to the client.

Ancillary Expense Procedure

Ancillary Check

For reimbursement of approved transportation expenses, the ES shall:

1. Upon receipt of a completed Form 4613PSA with appropriate verification from the client, review actual monthly expense and the original receipts. The actual expense total should equal the pre-approved amount listed on the client's Transportation Plan, Form 4613PS. Address any discrepancies.

2. Issue an ancillary check payable to the client in either the amount previously approved in the Transportation Plan or the actual expense as verified in the
4613PSA, whichever amount is less. For instructions on issuing an Ancillary check, see PAES manual section 143-1. Maintain the original Form 4613PSA and all original receipts in the case file.
143-7: PAES Voicemail

- Overview
- Procedures

Overview

Free voicemail service is available for PAES clients who do not have a phone and are in need of an answering service in order to receive messages. Projectcare@google.com provides direct voice-mail telephone service for individuals. The company provides a dedicated telephone number for PAES clients with no activation fee.

- PAES clients are eligible to the free voicemail service.
- Access to the voicemail service is continuous and indefinite.
- Clients must be advised that DHS bears no responsibility for the operation of the voicemail service in the event that messages are lost.

Procedures

- **PAES Voicemail Service Request**

Requests for a free voicemail service is made by the ES via email with the client's name to the designated WDD VM Administrator.

- **Providing Voicemail to the client**

Each month, the WDD VM Administrator acquires a limited number of voicemail cards with phone number access.

Upon receipt of an email request from the ES, the WDD VM Administrator will provide the ES a Voicemail card with instructions to give to the client. The ES shall write the client's name on the Voicemail card and file a photocopy of the card or the email request in the case record.

The ES shall ensure the client understands the instructions for accessing his/her Voicemail.
145: Service Files/Forms/PAES Procedures

145-1: PAES Case Files in iFiles

I. Introduction/Overview

II. References

III. Process/Procedures/Responsibilities for Day Forward Documents

IV. Process/Procedures/Responsibilities for PAES Confidential Document Protocols

V. Process/Procedures Responsibilities for Retrieving Archived Files from Records Management

VI. Forms

I. Introduction/Overview

During the period from February 19, 2013 through March 29, 2013, current PAES case file folders will be purged in anticipation of the implementation of the upcoming go-live of the CAAP and PAES iFiles system, wherein all documents will be scanned, indexed, and stored online.

Effective March 4, 2013 for CAAP, and effective May 1, 2013 for PAES, all current PAES and CAAP case files shall be kept electronically, and no more two-part paper case files will be maintained.

Archived case files will remain in hard copy format with HSA Records Management, and can be requested based on the current system.

II. References

PIM 13-12 PAES Case Indexing and Confidential Document Processes - Best Practices

PIM 13-11 Purging PAES Case Files to Prepare for the iFiles Environment

III. Process/Procedures/Responsibilities for Day Forward Documents
A. Overview

“Day Forward” is the term used to describe the process for handling all case file documents received after the “go-live” of the iFiles environment.

In the PAES iFiles environment, a PAES Indexing Guide has been created which assigns each document an index code number according to its Document Set and Document Type. The PAES Indexing Guide is posted on the PAES Forms page of the WDD Intranet section.

In the interim period, ES’s shall set up dummy folders for their working documents for each of their cases.

Effective May 1, 2013, all documents received by PAES ES’s shall be considered “Day Forward” documents and shall be indexed and scanned by the ES's in the processes outlined below.

Closed hard copy files which are stored in Records Management will not be indexed and scanned. The retrieval process for these old files has not changed.

B. Indexing Document Guidelines

1. The Employment Specialist shall:
   a. Identify the Document Set and Type and number based on the PAES Indexing Guide.
   b. Place the appropriate bar code label on the first page of each document in a prominent place where the scanner can read it but it does not block any information (Top or bottom of form is OK, as long as sticker does not cover information)
   c. Clearly write the Participant Name and Case Number on each document for easy identification if the document does not have the information.
   d. Scan his/her documents in a timely manner.
   e. Ensure that documents were successfully scanned and appear in iFiles.
   f. Place hard copy documents that have been scanned in the Confidential Bin
   g. Document in CalWIN Case Comments that the document was received, indexed, scanned, and appropriate action taken.

2. The ES Unit Clerk shall:
   1. Serve as the “keeper” of the bar code labels to provide to ES staff.
   2. Print additional labels as needed.

C. Scanning Overview

1. Scanning Process for closed files:
a. When a participant reapplies for benefits, the Unit Supervisor shall advise the Unit Clerk (8E7X) to request any Closed Files from Records Management if the documents are not already scanned into iFiles.

b. The Closed Files will be sent directly to the ES for indexing and scanning.

c. The ES shall be responsible to index and scan documents received from Records Management.

2. Process for New Referrals:

a. Once a client graduates from GEPS D/D+ or is directly referred to the PAES ES Unit from CAAP (via email), the PAES ES Supervisor (8E70) assigns the case to a PAES ES based on the rotation schedule.

b. When the PAES ES Supervisor (8E70) assigns the case to a PAES ES by rotation, the Unit Clerk receives a copy of the case assignment and shall update CalWIN to reflect the case assignment.

3. Process for Incoming mail:

A. The PAES Unit Clerk (8E7X) shall maintain a holding file to keep any documents/correspondence whose sender cannot be identified, until such time as the sender/participant is identified. At that point, the Unit Clerk will forward the documents/correspondence to the assigned ES.

B. Staff shall review mail first to determine the type of notification it contains. If it is determined that the mail is the result of a negative action, (i.e. failure to comply; EW hold, etc), the PAES ES shall:

   a. Determine whether or not the document should be handled as a confidential document. If not,
   b. Attach the envelope to the bottom of the notice
   c. Photocopy the original notification and the attached envelope
   d. Keep the photocopy for imaging and purge the original document

**NOTE:** Instructions on the process for confidential documents follow below.

D. How to Prepare Documents for Scanning

1. Determine if the document should be handled as a confidential document before indexing and scanning.

2. Remove all staples. It is OK to paper clip documents together.

3. Separate each sheet one at a time to ensure a single sheet feed during the scanning process.

4. Unfold all bent edges and flatten them. Re-copy if needed.
5. Watch out for other barcodes!—with a pen or marker, scribble across the barcode to ensure our scanner does not read it.

6. Do not use highlighters

7. Repair torn documents or re-copy odd-size documents to 8-1/2 x 11 sheets.

8. Use blue ink when writing or having someone write on a document. This way there is no confusion as to what is an original or copy.

9. Clearly write the Case Number and Participant Name on each document for easy identification (if it does not already appear on the document).

10. Do not use post-it notes of any kind.

11. No Lotus Notes correspondence with the exception of Providers emails/client emails to Program. All case comments relevant to the case must be recorded in CalWIN.

12. No CalWIN screen shots.

13. No Fax Cover Sheets. Transmittal confirmation of fax is OK.

14. Any paper smaller than 5x7 must be copied to a letter size document before submitting.

15. Determine if the document should be handled as a confidential document before indexing and scanning.

REMINDER

All purged documents must be placed in the CONFIDENTIAL BIN!

IV. Process/Procedures/Responsibilities for PAES Confidential Document Protocols

Below are the instructions for the handling, distribution, tracking, retention, redacting, and purging of confidential documents in the iFiles environment.

A. There are two main categories of confidential documents:

1. Entirely confidential documents which should be deleted from iFiles, and sent to the clerk for confidential filing.

2. Documents which contain medical information, and should be redacted before scanning, and deleted from iFiles and re-scanned with the medical information redacted.

B. The Disclosure of Confidential Information
Access to confidential documents must be limited to HSA personnel on a need-to-know basis. In the course of performing duties related to establishing eligibility, work readiness or referrals, staff must also restrict availability to confidential documents from third party vendors or unauthorized relatives.

C. What are considered confidential documents?

Overview: Any document describing a physical, mental or learning impairment is considered confidential. Confidential documents may include all documents that describe sensitive information.

Staff is advised to check with their immediate supervisor before releasing or imaging any information that may be considered confidential.

D. There are two main categories of confidential documents:

1. Documents that are entirely confidential and are not to be indexed and scanned: Below are listed the types of confidential documents that must NOT be indexed and scanned but should be handled according to the Index Corrections Workflow Process for Confidential Documents outlined below:
   - Learning Needs Assessments
   - Court Documents/Court Orders relating to sexual, physical or mental abuse
   - Restraining orders
   - Documents/Statements regarding criminal background

2. Documents that contain medical information which should be redacted before indexing and scanning: Below are listed the types of documents which may contain a medical diagnosis. The medical diagnosis must be redacted (blacked out) BEFORE the document is indexed and scanned:
   - Any letter or statement provided by a medical professional which identifies a participant’s medical diagnosis
   - 2139A Employability Consultation form should already be redacted by CAAP. If the confidential information has not been redacted, PAES ES staff should follow the redacting procedures outlined in this PIM.

E. ES Responsibilities upon receipt of documents that are entirely confidential:

- Learning Needs Assessments,
- Court Documents/Court Orders relating to sexual, physical or mental abuse
- Restraining Orders
- Documents/Statements regarding criminal background
The above documents are entirely confidential and should never be i Filed. They shall be sent to Clerk E10X for confidential filing according to the Index Corrections Workflow Process for Confidential Documents:

Upon receipt of entirely confidential documents, the ES shall:

1. Place the document in an interoffice mail envelope

2. Fill out the PAES Confidential Document Transfer Cover Sheet (Form 4643PS)

3. Address the envelope to worker E10X, 170 Otis, third floor.

4. Write “CONFIDENTIAL” on the outside of the envelope and send or hand-deliver in a timely manner.

5. Enter a case comment in CalWIN, noting the type of document received, and the date that the document was sent to E10X. The case comment should describe the nature of the document received, but must not include any confidential information contained in the document.

F. ES Responsibilities when one of the following entirely confidential documents is found ALREADY SCANNED in iFiles (see list of documents above):

1. The ES shall send the document to the confidential files:
   a. Print the confidential document(s)
   b. Place the document in an interoffice mail envelope
   c. Fill out the PAES Confidential Document Transfer Cover Sheet (Form 4643PS) to indicate date sent, case name, case number and worker number or caseload number
   d. Address the envelope to worker E10X, 170 Otis, third floor.
   e. Write “CONFIDENTIAL” on the outside of the envelope and send or hand-deliver in a timely manner

2. The ES shall also initiate the Index Corrections Workflow Process for Confidential Documents to have the document removed from iFiles.
   a. Identify the iFiles file name that contains the document
   b. Use the Request Corrections icon to the right of the file name to initiate the workflow request.
   c. Complete the Correction Request Workflow Initiation Form, checking the drop down menu item “Incorrect Document Type” with the explanation: “confidential document should be deleted.”
   d. Enter a CalWIN case comment immediately that the document was identified, printed and sent to E10X, and that a Correction Request Workflow was submitted to have the document deleted from iFiles.
G. Staff Responsibilities upon receipt of documents that contain medical information that should be redacted before indexing and scanning: This includes any letter or statement provided by a medical professional which identifies a participant’s medical diagnosis, such as the 2139A.

1. Redact (black out) the diagnosis information with a marker or a black pen to ensure that the medical diagnosis information will not be visible when the document is scanned into iFiles

2. Index the document and scan into iFiles.

3. Document actions in case comments in CalWIN:
   - the date that the confidential document was received,
   - that the diagnosis information was redacted (blocked out),
   - and that the document was indexed and scanned into iFiles

H. ES Responsibilities when documents that contain medical information are found ALREADY SCANNED in iFiles:

Staff shall initiate the Index Corrections Workflow Process for Confidential Documents:

1. Identify the iFiles file name that contains the document

2. Use the Request Corrections icon to the right of the file name to initiate the workflow request.

3. Complete the Correction Request Workflow Initiation Form, checking the drop down menu item “Incorrect Document Type” with the explanation: “confidential document should be deleted.”

4. Print the document

5. Redact (black out) the diagnosis information with a marker or a black pen to ensure that the medical diagnosis information will not be visible when the document is scanned into iFiles

6. Index the redacted document and place it in the unit scanning box for scanning into iFiles

7. Document the following in CalWIN Case Comments
   - That the Correction Request Workflow Initiation Form was submitted to delete the document with the confidential information from iFiles,
   - the date the action was taken
   - that the Confidential information has been redacted and
   - that the redacted version of the document has been indexed and scanned into iFiles
I. Management Processes for storage and retrieval of confidential documents:

a. PAES Training and Support Services Manager E100 shall oversee the proper handling, storage, and retrieval of confidential documents.

b. Keys to the locked cabinet shall be held by E100, ES Supervisor 8E70, and Clerical Staff E10X.

c. Manager E100 will review any requests for document retrieval and will address each request on a case-by-case basis.

J. Clerical Staff Responsibilities for storage of confidential documents:

A. Under the supervision E100, Clerical Staff E10X shall:

1. Maintain a locked file cabinet to store all confidential documents received from staff.

2. Keep a copy of the key to the file cabinet

3. Upon receipt of the confidential document(s) in the interoffice envelope, prepare a file folder (to be filed by case name (last, first)), along with the PAES Confidential Document Transfer Cover Sheet (Form 4643PS)

4. Maintain a limited access spread sheet on the 0-drive to track the storage of confidential documents, with the:
   - Case name
   - Participant name
   - Case Number,
   - Document Type
   - Date Filed

V. Process/Procedures Responsibilities for Retrieving Archived Files from Records Management

A. The ES shall advise the PAES Unit Clerk of the name and case number of a file that needs to be retrieved from Records Management.

B. The PAES Unit Clerk will request the file from Records Management and track that the file is received.

C. Upon receipt of the hard copy file, the ES shall purge the old file based on the instructions in PIM 13-11.
D. The ES shall index and scan the documents according to the instructions in PIM 13-12.

### VI. Forms

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>4642PS</td>
<td>Master PAES Case File Purging Spread Sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4643PS</td>
<td>PAES Confidential Document Transfer Sheet</td>
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<td></td>
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<tr>
<td></td>
<td>PAES Indexing Guide</td>
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## 145-3: Forms

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<th>Purpose</th>
<th>Case Record Filing Instructions</th>
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</thead>
<tbody>
<tr>
<td>2600</td>
<td>PAES Participant Handbook</td>
<td>Informational booklet for clients that describes the PAES program.</td>
<td>-----</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>(NOTE: This is currently not in use.)</em></td>
<td></td>
</tr>
<tr>
<td>2601</td>
<td>PAES Participant Agreement</td>
<td>Used for a client's enrollment into the PAES program, at the beginning of the Appraisal Period issued by CAAP EW.</td>
<td>N/A (File in Eligibility Folder)</td>
</tr>
<tr>
<td>4603PS</td>
<td>Employability Background</td>
<td>Captures a client's background information relating to securing employment; e.g. work &amp; education history. Completed by the client; used for the initial assessment and following a break-in-aid of more than 6 months.</td>
<td>Right</td>
</tr>
<tr>
<td>4604PS</td>
<td>Discussion Survey</td>
<td>Used by the ES during the initial assessment interviewing process and following a break-in-aid of more than 6 months.</td>
<td>Right</td>
</tr>
<tr>
<td>4605PS</td>
<td>Employment Plan - Rights &amp; Responsibilities</td>
<td>Describes R&amp;R for clients. Signed by the client and the ES each time a Plan is developed &amp; agreed upon.</td>
<td>Left</td>
</tr>
<tr>
<td>4606PS</td>
<td>Employment Plan - Activity Assignment</td>
<td>Specifies the client's employment goal; describes activities of the Plan &amp; methods for monitoring &amp; assessing progress in the activities. Signed by the client &amp; ES when the Plan is developed &amp; agreed upon.</td>
<td>Left</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Description</td>
<td>Right</td>
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<tr>
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<td>------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>4607PS</td>
<td>PAES Employment Referral Form</td>
<td>For referral to an employment service resource, e.g. training, education program.</td>
<td></td>
</tr>
<tr>
<td>2500</td>
<td>CAAP Form 2500 PCS Outcome</td>
<td>This form replaces Form 2340, 2611 and 2611A. Completed by PCS to notify ES of the client's PCS intake appointment, or final assessment, or conciliation participation outcome. Completed by PCS (and ES) monthly to report on the client's status with PCS and DHS.</td>
<td></td>
</tr>
<tr>
<td>2610</td>
<td>Referral to PCS</td>
<td>Used to refer clients to an on-site PCS counselor for a behavioral health assessment.</td>
<td></td>
</tr>
<tr>
<td>2610B</td>
<td>PCS Assessment Appointment Notice</td>
<td>Advises clients of PCS appointment date and time.</td>
<td></td>
</tr>
<tr>
<td>4608PS</td>
<td>SIP Request for Inclusion</td>
<td>Completed by the client; ES review &amp; approval/ disapproval of SIP as acceptable PAES activity.</td>
<td></td>
</tr>
<tr>
<td>4609PS</td>
<td>Approval/Denial of SIP</td>
<td>Completed by ES, sent to client re: approval/denial of Self-Initiated Program (SIP)</td>
<td></td>
</tr>
<tr>
<td>4610PS</td>
<td>PAES Employment Activity - Attendance &amp; Progress Report</td>
<td>Completed by the Instructor/Program Supervisor, &amp; submitted to DHS monthly, when a client has been assigned to an activity</td>
<td></td>
</tr>
<tr>
<td>4611PS</td>
<td>PAES Appraisal Evaluation</td>
<td>Completed by GEPs Trainers; identifies a client's strengths &amp; weaknesses, as observed during GEPs, makes recommendations for plan activities.</td>
<td></td>
</tr>
<tr>
<td>Document Code</td>
<td>Description</td>
<td>Details</td>
<td>Placement</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>4612PS</td>
<td>Ancillary Expense Request and Authorization</td>
<td>For requesting/authorizing ancillary expenses.</td>
<td>Right</td>
</tr>
<tr>
<td>4613PS</td>
<td>PAES Transportation Plan</td>
<td>Used when transportation other than a Fast Pass is requested.</td>
<td>Right</td>
</tr>
<tr>
<td>4613APS</td>
<td>PAES Monthly Transportation Expense Report</td>
<td>Completed by the client to request reimbursement for monthly transportation expenses as authorized on the client's PAES Transportation Plan.</td>
<td>Right</td>
</tr>
<tr>
<td>4616PS</td>
<td>Grievance Request</td>
<td>Completed by clients to request a grievance</td>
<td>Left</td>
</tr>
<tr>
<td>4617PS</td>
<td>Disapproval of IR Funding Request</td>
<td>Completed by ES to notify client that IR funding was not approved.</td>
<td>Left</td>
</tr>
<tr>
<td>4618PS</td>
<td>PAES Time Limits Worksheet</td>
<td>Used to track the 27-month PAES participation clock. Filed in service file on top.</td>
<td>Left</td>
</tr>
<tr>
<td>4618APS</td>
<td>PAES Time Limit 23-month Notice</td>
<td>An appointment notice sent to the client at month 23, to review the client's progress in PAES.</td>
<td>Right</td>
</tr>
<tr>
<td>4619PS</td>
<td>PAES Time Limit Notice of Action</td>
<td>Used to notify the client of the end of the 27-month eligibility to Employment Services.</td>
<td>Left</td>
</tr>
<tr>
<td>4622PS</td>
<td>PAES Plan Noncompliance Notice of Action</td>
<td>Notice sent to client proposing PAES discontinuance and 90 day sanction for failure to comply with the Employment Plan</td>
<td>Left</td>
</tr>
<tr>
<td>4623PS</td>
<td>Conciliation Plan</td>
<td>Document that outlines the activity(ies) for conciliation following a client's failure to comply with the Plan.</td>
<td>Left</td>
</tr>
<tr>
<td>Form ID</td>
<td>Description</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>---------</td>
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<td>---------</td>
<td></td>
</tr>
<tr>
<td>4624PS</td>
<td>Noncompliance with Conciliation Plan Notice of Action</td>
<td>Notice sent to client proposing PAES discontinuance and 90 day sanction for failure to comply with the requirements of the conciliation plan.</td>
<td></td>
</tr>
<tr>
<td>4625PS</td>
<td>Referral to A Miner Miracle</td>
<td>Completed by the ES to refer clients to A Miner Miracle for clothing services.</td>
<td></td>
</tr>
<tr>
<td>2649</td>
<td>Abuse Survivors &amp; PAES Brochure</td>
<td>Informational brochure regarding PAES program services and referrals available to Domestic Violence survivors.</td>
<td></td>
</tr>
<tr>
<td>2659</td>
<td>PAES Field Visit Log</td>
<td>Completed by the ES to log his/her field visit schedule.</td>
<td></td>
</tr>
<tr>
<td>2679</td>
<td>PAES Age 55+ Flyer</td>
<td>Informational flyer for PAES clients age 55+ that chose to be exempt, explaining that they may choose to participate in Employment Services.</td>
<td></td>
</tr>
<tr>
<td>2681</td>
<td>&quot;Want a Job&quot; Flyer</td>
<td>Distributed to clients who want information re: PAES employment services.</td>
<td></td>
</tr>
<tr>
<td>4626PS</td>
<td>Disapproval of Ancillary Expense Request</td>
<td>Completed by ES to notify client that the client's Ancillary expense request was not approved.</td>
<td></td>
</tr>
<tr>
<td>4627</td>
<td>Request for Provider Ancillary Payments and Housing Payments</td>
<td>See form instructions for more information</td>
<td></td>
</tr>
<tr>
<td>4628</td>
<td>ES Activity Provider Request</td>
<td>See form instructions for more information</td>
<td></td>
</tr>
<tr>
<td>4629PS</td>
<td>CalWORKs-PAES Notice of Grievance Panel Hearing</td>
<td>See notice for more information</td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>4638PS</td>
<td>Third Party Assessment</td>
<td>see form instructions for more information - for the language translations; link here.</td>
<td></td>
</tr>
<tr>
<td>4800</td>
<td>WDD Participant Activity Summary</td>
<td>See form instructions for more information</td>
<td></td>
</tr>
<tr>
<td>8014/15</td>
<td>Authorization to Release Information</td>
<td>See form instructions for more information</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** The forms highlighted and underlined in blue are linked to the pdf version of the form. Forms that do not have links does not mean that the form is not available or accessible. Please check appropriate locations (i.e., WDD link on the intranet and/or shelves) to ensure that this form is currently in use.
145-5: Confidentiality & Code of Ethics

• Introduction
• References
• Policies

Introduction

Confidentiality

As outlined in CAAP manual section 90-2: Confidentiality, PAES staff must always maintain the confidentiality of information disclosed by clients in the course of participation in PAES employment services. A release of information signed by the client is required before the Employment Specialist and service providers may share information, except TB information as outlined in CAAP manual 97-11.2: CAAP Benefit Package.

This handbook section includes information on Authorizations to Release Information required for specific PAES service providers, including vocational and educational providers, substance abuse, mental health and dental providers, as they relate to a client’s Employment Plan.

Code of Ethics

PAES staff are expected to abide by the Code of Ethics as outlined in the Department of Human Services Personnel Procedures Handbook, section 9-12.

References

Welfare and Institutions Code sections 17006 and 17006.5

PAES Ordinance, section 20.88

CAAP Handbook section 90-2, Confidentiality

DHS Departmental Policies 9-2.2 and 9-12.

Policies

Information about a client shall not be shared with anyone outside of the Department without the client’s written, dated and signed permission.
Form 8014, Authorization to Release Information is to be utilized in most case situations. However, because of the sensitive nature of information to be shared with some providers, PAES has several service-specific release forms and protocols for the sharing of information. These include:

- PAES Employment Services Referral, Form 4607PS
- CAAP Counseling Services Authorization to Release Information, Form 2610A
- Community Provider/Authorization to Release Information, Form 2675
- DHS Inter-Program Release of Information, Form 8032

**DHS Form 8014 Client Release of Information/Authorization to Release Information**

The department-wide form, Authorization to Release Information, is designed for release of information from DHS to an outside agent as well as for release of information from an outside agent to DHS. When obtaining the client signature, both parts of the form must be completed and signed for the release to allow communication by the Employment Specialist and the outside agent.

**PAES Employment Services Referral (Form 4607PS)**

This form requires the client’s signature, and authorizes DHS to share the information on the form with the Service Provider identified on the form. It also authorizes the Service Provider to share information about program acceptance and participation with DHS. (Refer to PAES Handbook section 142-1, for instructions relating to the use of this form.)

**CAAP Counseling Services Authorization for Release of Information (Form 2610A)**

This form requires the client’s signature and authorizes the PAES Employment Specialist to share information regarding the individual’s employment plan with the PCS Assessment Counselor. It also authorizes the PCS Assessment counselor to share information regarding the outcome of the assessment, only to the extent that such information relates to the Employment Plan.

**Community Provider/Authorization for Release of Information (Form 2675)**

This form requires the client’s signature and authorizes DHS to share information on the form with the Treatment Service Provider (outside provider) and authorizes the service provider to share information on the form regarding the treatment plan, including
participation and progress, with the PAES Employment Specialist. This form can be obtained on Form Central. However, this is an OCR form.

**DHS Inter-Program Release of Information (Form 8032)**

This form requires the client’s signature and that of one DHS representative (usually the Family and Children’s Services worker), and authorizes FCS, PAES and CalWORKs staff to share information. This form is used when there is FCS involvement with a client’s family.

For example: Ms. A’s children have been removed by FCS and placed in Foster Care. As a result, her CalWORKs benefits were discontinued, and she is now receiving PAES. The FCS worker will obtain Ms. A’s signature on Form 8032, authorizing communication between FCS, PAES and CalWORKs staff to assist her in the reunification efforts with her children, as it relates to her employment plan.

If the PAES ES learns that there is a CalWORKs or a FCS case, and the other worker has not obtained a Release, the ES will obtain one, and notify the other worker(s).
146-1.5: Conciliation of Behavioral Health Non-compliance (Employment Plan Activity)

Refer to CAAP manual section 96-42.
146-2: The Grievance Process

- PAES Grievance Policies

- PAES Grievance Procedure
  - Grievance Request
  - Mediation
  - Grievance Panel Hearing Process
  - Grievance Hearing Decision
  - Maintenance of Grievance Hearing Files

When PAES clients do not agree with an issue relating to their Employment Plan, they have the right to grieve the issue. This procedure outlines PAES Grievance policies and procedures.

**PAES Grievance Policies**

- **Clients may grieve at any stage during the PAES Employment Plan process.**

  Stages of an Employment Plan include the development, approval, implementation and completion of the Employment Plan process.

- **Only decisions made by the client’s Employment Specialist (ES) or other Department of Human Services (DHS) employee, as they relate to an individual’s Employment Plan, are subject to a grievance.**

  Personnel matters and other issues not related to the Employment Plan are not grievable through this process. These concerns must be addressed through the internal process of the Department.

  Dissatisfaction with a contracting agency is not grievable through this process, and must be addressed through the internal process of the contracting agency and through the grievance procedures of the designated Contracts Agency.

  If a client’s complaint appears to fall outside of the Employment Plan issues that are grievable within the CalWORKs/PAES Grievance Process, staff will provide to the client the Form 7035CW/Form 4621PS (formerly PAES Form 2665), Avenues for Filing Various Employment-Related Complaints.

  If a client’s complaint appears to be about discrimination, staff will provide to the client the Form 8019, Complaint of Discriminatory Treatment. Clients can make complaints of discrimination to the HSA Office of Civil Rights, P.O. Box 7988, San
Clients shall have access to a Client Advocate throughout the grievance process.

Clients may choose to utilize the services of the Client Advocate, seek other representation or may represent themselves throughout the Grievance process. All clients shall be encouraged to have representation for the Grievance process, and a client may choose to obtain representation at any time during the process.

There is one PAES Client Advocate employed by Bay Area Legal Aid (Bay Legal) and located at, 1035 Market St., 6th Floor, San Francisco, CA 94103. Telephone number 982-1300. The duties of the Client Advocate include the following, as they relate to the PAES client’s Employment Plan:

- Educate clients about their rights and responsibilities;
- Assist clients during all stages of the grievance process by presenting the client’s issues to the ES or other DHS employee involved in the grievance;
- Represent clients at the Grievance Panel Hearing;
- Attend regular meetings with Department administration to review the grievance procedures, particular successes or problems, improvements to the system, and any other relevant topics that arise.

A Grievance Committee shall provide oversight of the grievance process.

The Grievance committee is responsible for arbitrating Grievance Panel Hearings, reviewing periodic reports, overseeing training regarding the grievance procedures, and making recommendations to DHS. In addition, the committee meets as a whole annually, and is responsible for reviewing reports and making recommendations to the Program Directors and the Deputy Director regarding the Grievance process.

- The committee consists of 21 people: 5 public assistance recipients or former recipients; 5 advocates; 5 members of County Departments; and 6 service providers.
- Each committee member rotates and serves on a panel of three to arbitrate Grievance Panel Hearings throughout the month. Each Grievance panel will include at least one public assistance recipient or former recipient/advocate.
- For current PAES clients, participation on this committee may be counted as Participation Hours.
• The DHS staff and the Client Advocates attend the meetings as resource persons, but are not members of the committee.

PAES Grievance Procedure

There are three levels of the Grievance Process: 1) Mediation with the ES; 2) Mediation with the ES’s Supervisor; 3) the Grievance Panel Hearing. These are described in detail below.

Grievance Request

Clients may file a Grievance request either in writing by using CalWORKs/PAES Grievance Request Form 7013CW/4616PS or verbally, whenever they have a problem related to their Employment Plan, which cannot first be resolved with their ES. Whenever a dispute arises which might lead to a formal grievance hearing, the ES shall provide the client with Bay Legal Client Advocate information.

• Written Requests

CalWORKs/PAES Grievance Request Form (7013CW/4616PS) are available to clients at the reception desk at 3120 Mission Street, and at the reception desk at the Workforce Centers. Grievance Request forms can also be obtained from the ES and from the Client Advocate.

• Verbal Requests

Clients, alone or with the assistance of a representative, may make a verbal Grievance request by contacting a Client Advocate at Bay Legal at 982-1300 or 928-8191.

A message can be left at any of these numbers. A verbal Grievance request must include the name of the client, the social security number, address and phone number (if available). If the Client Advocate is calling on behalf of a client, the Advocate’s name and telephone number must be included as well.

When a verbal request is received, the person receiving the request will complete and distribute the CalWORKs/PAES Grievance Request Form (7013CW/4616PS), to ensure that the client’s request is officially recorded.

Mediation

The Client Advocate shall receive a copy of the CalWORKs/PAES Grievance Request Form (7013CW/4616PS), and attempt to contact the client to determine if advocacy services are desired. Whether the client chooses to utilize the Client Advocate's services, another representative, or represent himself/herself, the first level of the Grievance process shall begin with Level 1: Mediation with the ES.

• Level 1: Mediation with the ES
Clients must first attempt to resolve any Employment Plan disputes informally with their ES, with assistance from a Client Advocate or other advocate of their choice and with the help of any other DHS staff, as appropriate.

If disputes are not resolved informally at Level 1, a formal review by the ES's Supervisor is required as the next step in the Grievance process.

- **Level 2: Mediation with ES's Supervisor**

  Following the meeting with the ES, if the issue is not resolved in the client’s favor, the Unit Supervisor will review the decision with the ES, the client and the Client Advocate or other representative. This may be done at a face-to-face contact with all parties, or by telephone, in an effort to resolve the client's issue(s).

**Grievance Panel Hearing ("Hearing") Process**

If no resolution is reached at Level 1 or Level 2 Mediation, the client will be scheduled for the final step of the Grievance process, the **Grievance Panel Hearing**, unless the client does not wish to pursue the grievance beyond Mediation.

If the client has not been assisted by the Client Advocate, the ES will recommend obtaining representation for the Grievance Panel Hearing. If the client is represented by the Client Advocate, the Client Advocate will assist the client prepare for the Grievance Panel Hearing, and will represent the client at the Hearing.

- **Scheduling the Hearing**

  The Hearing will be scheduled by DHS within fourteen (14) business days following the receipt of the CalWORKs/PAES Grievance Request Form (7013CW/4616PS). The client may request a one-time extension of up to thirty (30) days.

  DHS shall provide on Form 7030CW/4629PS (CalWORKs/PAES Notice of Grievance Panel Hearing) notification of the date, time and place of the Hearing to the client, the Client Advocate (or other Representative), the Panel Members, the ES and the ES Supervisor within seven (7) business days of receipt of the request, as follows:

  - The client’s notice (CalWORKs/PAES Notice of Grievance Panel Hearing Form 7030CW/4629PS) will be issued by mail, or hand-delivered at the client's request. Hand-delivered notices will be available for client pick-up by 10am on the seventh business day at the Reception desk at 3120 Mission Street or at another Workforce Center, as designated by the client.

  - The Client Advocate or other representative's notice will be issued by telephone and in writing.

  - The Panel members' notice will be issued in writing and shall include copies of the Grievance Request Form, the ES's Statement and the Unit Supervisor's Statement of Review.

  - The ES, the ES supervisor, PAES Manager and WDD Program Director's notice will be issued in writing.
• **Attending the Hearing**

The client must attend the hearing, and may bring a representative, one support person, and other witnesses who have a direct connection to the issue of the hearing. It is recommended that the number of representatives and witnesses not exceed four (4) persons; however, Panel members will decide whether or not to allow others to attend.

- If the Client Advocate, the client's support person, or witnesses are scheduled to attend, but do not appear, the client may choose to proceed or to reschedule. If the client chooses to reschedule, the new hearing date will be within seven (7) work days.

- If there is more than one request for rescheduling, the panel members will evaluate for cause.

The ES, the PAES Supervisor and/or the PAES Section Manager must attend the Hearing. Representatives from Employment Support Services (Vocational Assessor, Job Developer, etc.) may also attend. The number of DHS staff will not exceed four persons.

All parties must be on time. Delays of more than 20 minutes may result in cancellation of the hearing. A request for rescheduling because of lateness will be reviewed by the panel members, and evaluated for Good Cause.

• **Failure to Attend the Hearing**

**Client:**
If a client, regardless of representation by a Client Advocate or other Authorized representative, fails without good cause to attend the Hearing, DHS shall issue a written notice to the client (with a copy to the Client Advocate or other Authorized Representative, if applicable) with that finding that the client's failure to appear at the Hearing indicates the client's decision not to pursue the Grievance Hearing. The written notice shall explain the process the client may pursue to show good cause for the failed Hearing attendance. Both attempt and response shall be noted in the client’s grievance file and no Hearing will occur.

**Panel Member**
If the composition of the panel does not meet the previously stated minimum requirement (of at least two panel members of which one is a recipient or former recipient/advocate,) the Hearing shall be rescheduled and every attempt will be made to hold the hearing as promptly as possible, preferably within two (2) business days.

**DHS Staff**
If a DHS staff (Employment Specialist, Employment Specialist Supervisor or PAES manager) fails to attend the Hearing, the panel recommendation and any subsequent review by DHS shall be based solely on what is presented at the hearing. DHS staff cannot submit written or documentary material if they do not attend the Hearing.

**Good Cause For Nonappearance**
Good cause for a client’s failure to attend a grievance panel hearing requires written verification of hospitalization, illness or injury, death in the immediate family, arrest, incarceration, or other circumstances beyond the client's control, and must be presented to DHS within five (5) business days following the scheduled Hearing date. The Panel, at its own discretion, may consider extenuating circumstances for failure to provide this verification for up to thirty (30) business days following the scheduled hearing date.

Upon receipt, DHS will send good cause verification to the Panel members (a telephone call will also be made to the panelists).

Good cause shall be determined by a majority decision of the Panel members. The panelists will notify DHS of their decision as to whether or not the hearing will be rescheduled. This decision must be rendered by the close of the next business day (by 5:00 PM).

**Grievance Panel Hearing**

Prior to the hearing, the Panel will select a Facilitator, a Timekeeper, and a Recorder (note taker) and the Panel Members will each be given another copy of the Grievance Request form filed by the client.

The Facilitator will identify the agenda, the time-line given for the Hearing, and provide the basic ground rules and guidelines for conducting the Hearing, as follows:

**Ground rules:**

- No cross talking, swearing, name-calling, personal attacks or fighting.
- All will be heard.

**Guidelines:**

- Each side will have twenty (20) minutes to present their case.
- The Facilitator will invite rebuttal of each party’s narrative- 20 minutes per side; this is a facilitated discussion, each side will be able to question the other side's witnesses.
- Each party will have five minutes to summarize after both sides have presented.
- There will be a recess for panel deliberation.
- Following the recess, panel members may ask questions for clarification.
- The panel will reach a decision based on the majority opinion of two (2) out of the three (3) members.
If one of the three (3) panel members is absent and a substitute is not available, the hearing will be held only if the composition of the panel includes at least one recipient, former recipient or an advocate. In this case, the panel's decision must be arrived at by consensus of both panelists. If no consensus is reached, each panel members' written rationales will be forwarded to the HSA Executive Director who will render a final determination.

- **The Grievance Hearing Decision**

  The panel will reach a decision based on the majority opinion of two (2) out of three (3) members, or a consensus of two (2).

  The panel will issue the CalWORKs/PAES Notice of Grievance Panel Decision (Form 7031CW and Form 4620PS) to render its proposed decision within forty-eight (48) work hours after the Hearing or by the close of business (5:00 p.m.) on the next business day.

  The proposed decision (or if consensus is not reached, the panel’s rationale) will be forwarded to the Executive Director, who will render the final determination.

  - The Executive Director’s final decision must be rendered within five (5) business days from the date of receipt, or the panel’s recommendation will be automatically adopted.
  
  - If the panel’s recommendation is denied, the Grievance Committee will be notified of the reason in writing within five (5) business days.
  
  - The final decision will be sent within three (3) business days after the final determination is made by the Executive Director to:
    
    o The client
    
    o The client Advocate and/or Representative, if any
    
    o The Employment Specialist
    
    o The ES Supervisor
    
    o The PAES Manager
    
    o The CAAP Program Director
    
    o The Hearing Panel Members

  - A summary of the decision, noting the main points, will be mailed by DHS to all Grievance Committee members.

- **Maintenance of Grievance Hearing Files**
DHS shall maintain all Grievance Panel Hearing files. The file will contain all documents related to the Hearing, which may include:

- Hearing Request Form, 7013CW/4616PS
- Notice of Hearing Form 7030CW/4629PS
- Notice of Hearing Denial
- Proposed Decision of the Hearing Panel Form 7031CW and Form 4620PS
- Notice of Failure to Appear
- Final Decision of the Executive Director
- Any forms or other material introduced at the hearing.

Copies of all materials relating to the disputed Employment Plan, as well as copies of the documents provided by DHS will be retained by the ES in the PAES i-Files.

**Forms**

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Form Name</th>
<th>Purpose</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>7013CW/4616PS</td>
<td>CalWORKs/PAES Grievance Request</td>
<td></td>
<td></td>
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<tr>
<td>(11/11)</td>
<td></td>
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<tr>
<td>7031CW/4620PS</td>
<td>CalWORKs/PAES Notice of Grievance Panel Decision</td>
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<td>(11/11)</td>
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</tr>
<tr>
<td>7035CW/4621PS</td>
<td>Avenues for Filing Various Employment-Related</td>
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<tr>
<td>(formerly Form</td>
<td>Complaints</td>
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<td>2665) (11/11)</td>
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<tr>
<td>7030CW/4629PS</td>
<td>CalWORKs/PAES Notice of Grievance Panel Hearing</td>
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<td>(07/16)</td>
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<td></td>
</tr>
<tr>
<td>8019</td>
<td>Complaint of Discriminatory Treatment</td>
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Section Revised: 6/2016
The CalWORKs Education and Training Office, formerly known as the Office of Workforce Education (OWE), is responsible for City College of San Francisco’s Welfare-to-Work activities, including those for PAES Participants.

The Office is located at the Evans Campus, 1400 Evans Avenue, SF 94124, and is responsible for programs and services to PAES and CalWORKs participants. Telephone: 452-5701. Fax: 452-5715.

City College is working in partnership with DHS to assist PAES participants to meet the criteria and participation hours of the PAES program, and to develop educational and vocational programs and services for these students which will prepare them for immediate employment upon completion of the program.

- The CCSF staff includes Counselors, Job Developers and Guidance Aides.
- Some PAES Participants already have an Education Plan for their City College activity; other Participants are being referred to CCSF for the first time. All PAES students must be referred to the CCSF Counselors, who will provide the agreed-upon services.
Degree, certificate, and vocational programs must have the approval of DHS in order to be included in the Participant’s Employment Plan. (See PAES Handbook section 142 – 1, Employment Activities.)

**CCSF Resources for the PAES Participant**

**Fee Waiver**

The PAES Participant is eligible to a waiver of fees. This is arranged through the Financial Aid Office. Eligibility must be verified once every academic year. Form 8023A is used for this purpose.

**Extended Opportunity Program and Services (EOPS)**

EOPS assists low-income, educationally-disadvantaged students by providing support services above and beyond what is provided by the College to students in general. EOPS is a state-funded program which provides counseling, one-on-one and group tutorial assistance, priority registration, orientation to college, financial aid advising, book services (up to $200 in book vouchers), and other services.

EOPS is available to students who are enrolled Full Time in Credit classes, after one semester has been completed. Enrollment is limited. Students must apply for admission to the program by filling out an EOPS application. A copy of the fee waiver from the financial aid office must accompany the EOPS application.

**Disabled Students Program and Services (DSP&S)**

DSP&S is located at the Phelan Campus, and provides counseling and support services to students with physical, psychological, communication, and learning disabilities, as provided under the Americans with Disabilities Act.

CCSF students are referred to this program by CCSF faculty and counselors. Services are provided on an as needed basis and are subject to availability.

**Work Study Programs**

PAES Participants may be eligible to participate in Work Study Programs, either on or off campus. Income from Work Study employment is treated as earned income, and is subject to the Earned Income Disregard program exemptions.

**The Referral Process**

**Catalogues and Forms**

Copies of the CCSF Catalogues, brochures regarding special programs, Applications and various other CCSF forms, are located in the PAES Office, and are available to the Employment Specialists.
The Employment Specialist

1. With the Participant, agree upon an approved Employment Plan. (See PAES Handbook section 141-2, Assessment and Developing the Employment Plan.) Pending CCSF testing and enrollment, an interim Plan may be developed.

2. Prepare a Referral Packet which consists of:
   - PAES Employment Services Referral, Form 4607PS.
     In the Service Provider box note "CCSF." Also, specify the Participant’s Vocational Goal, and indicate the number of months remaining on the Participant’s 27-month time-clock.
     In the Program Name box, include: the course or program; whether the course is credit or non-credit; and if the Participant has a STEP-approved program.
     If the Participant has already taken the CASAS or ESL tests, note any known test scores in the upper right corner.
   - Employment Plan Activity Assignment, Form 4606PS.
   - Authorization for Release Information, Form 8014.
     In the Purpose section, include: "To develop/update the Educational Plan", and "To share information about attendance/progress in class."
   - Assistance Verification Letter, form 8023A.

3. Call the City College CalWORKs Office - 452-5701, for a counseling appointment.
   - Identify yourself as a PAES Employment Specialist, and the client as a PAES Participant.
   - Notify the client via Form 2641, Notice of CCSF Counseling Appointment, of the appointment place/date/time. Allow two hours for the counseling appointment.
   - Give the client the Referral Packet to take to his/her appointment. Advise the Participant that the name of the CCSF Welfare to Work Counseling Office is identified as "The CalWORKs Education and Training" office.

4. Set a return appointment with the client following the counseling appointment to review the results, and make any needed changes to the Employment Plan to reflect class schedule hours and study hours. (The general rule for determining the number of study hours is 2 hours of study for every hour of classroom instruction for credit classes.)

Counseling Appointment

Location
All appointments will be held at the City College Main Campus, at 50 Phelan Ave., bungalow 609, and will take approximately two hours. Children cannot be accommodated at the Counseling Office.

- The Main Campus is accessible by the following bus routes: K, 15, 29, 36, 43, 49, 54, 91OWL.
- Participants may request to see Counselors at other campus sites.

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<tr>
<td>Adult Learning center</td>
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<td>31 Gough Street</td>
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**CCSF Counselor Role**

- Discuss attendance monitoring procedures;
- Explain future schedule of ongoing counseling appointment (minimum of 3 x per semester);
- Complete an application for fee waiver (verification of eligibility is the Form 8023A);
- Complete an application for EOPS services, and complete the process the book service programs, both EOPS and "CalWORKs" (which includes PAES participants);
- Complete a financial aid application, as appropriate;
- Prepare a CCSF Education Plan;
- Schedule for testing, as needed;
- Register for classes, identification card and enrollment schedule;
- Schedule appointment for CCSF Orientation, as needed.

**Ancillary Expenses**

PAES Participants who are working on an Employment Plan are eligible to a monthly Muni Fast Pass which is distributed by the CAAP EW.
Books and other necessary supplies, may be provided by voucher payment to the CCSF Bookstore through the "CalWORKs Book Service Program", as authorized by the CCSF Counselor.

Other items not covered by the "CalWORKs Book Service Program" will be processed by the ES through the normal PAES Ancillary Expenses process. (See PAES Handbook section 143-1.)

**Monitoring Attendance and Participation**

CCSF has developed the Self-Verification of Attendance Report form for reporting attendance and progress. WDD will not use form 2616, "PAES Attendance and Progress Report" for CCSF students.

**Monthly Attendance**

The Participant completes the Report form and meets with the OWE staff to review the form and turn it in.

The CCSF Counseling staff collects the form, reviews and signs it, and delivers it to the DHS central contact point. (Forms for PAES Participants will be forwarded to the PAES Section Manager.)

The Employment Specialist, upon receiving the form, will review the content with the Participant. If no form is received, the ES will follow up with the Participant at the next regularly scheduled meeting.

**Grades/Achievement**

**Credit Students**

CCSF staff will send the following reports to the central point of contact at DHS for distribution to the Employment specialist:

- Drop-Add reports showing class registration (6 weeks after semester begins),
- Midterm grades,
- End of semester grades,
- Counseling Report.

**Non-Credit Students**

In lieu of a mid-term grade report a CCSF Counselor will meet face to face with the student by the 8th week of the semester to review his/her progress, and will send a counseling Report to the central point of contact at DHS.
If additional information is needed to further assess a Participant’s progress, the CCSF Counselor may contact an instructor, or review a CCSF non-credit student’s attendance (CCSF Positive Attendance Report, PAR.)

**Counseling Report**

The Counseling Report is a cumulative report of counseling meetings. The report will be sent to the central contact point at DHS monthly, and will include:

- Employment Specialist’s name
- Student/Participant’s name and SSN
- CCSF Counselor
- Date of Counseling Meeting
- Indication of "Satisfactory or Unsatisfactory"

**Employment Specialist Responsibilities**

1. In routine bi-monthly contacts with the participant, the ES shall discuss the attendance and any other progress reports received or due, from CCSF since the last contact.

2. Attendance and progress shall also be addressed when the participant presents the class schedule for the new semester.

3. If there are questions about whether or not progress is "satisfactory", a case conference between the Participant, the CCSF Counselor and the ES may be required to resolve any problems, or to plan next steps.

**PAES CCSF REFERRAL AND PROGRESS MONITORING- FLOWCHART SUMMARY FOR THE EMPLOYMENT SPECIALIST**
Update #01: City College of San Francisco Referral & Progress Monitoring Update

June 23, 2000

References: PAES Handbook Section 149-3, City College of San Francisco

- Counseling Staff
- Book Vouchers
- Data Sharing
- Refer New Students to the CalWORKs/PAES Office of Ed. & Training
- Services for On-going Students
- Reimburse for Phone Registration Fees
- Summary

PURPOSE

The purpose of this update is to provide information regarding the changes at the CalWORKs Education and Training Office City College of San Francisco (CCSF), and to review how these changes impact services to our Participants and the established procedures to refer and monitor progress.

COUNSELING STAFF:

Effective June 1, 2000, there are no longer full time CalWORKs Counselors in the CalWORKs/PAES Education and Training Office.

During Summer School a part time Counselor, Peggy Rendon, is working with CalWORKs/PAES students.

Planning is underway for redesign of the CalWORKs/CAAP Counseling Services for the Fall semester. You will be advised of the plans as they are finalized.

BOOK VOUCHERS
Students enrolled in Summer School should be referred to the Evans Campus CalWORKs/PAES Education and Training Office.

The CalWORKs/PAES Education and Training staff are authorizing book vouchers for continuing students.

City College of San Francisco (CCSF) Main Campus
50 Phelan Ave., bungalow 609
Phone: 452-5701
Buses: K, 15, 29, 36, 43, 49, 54, 91Owl

DATA SHARING

DHS and CCSF are sharing data. Every month DHS will be sending CCSF a list of PAES Participants assigned to CCSF campuses for Employment Plan activities.

The data sharing provides for the following:

- Monthly attendance for non-credit students
- Class enrollment and drop-add reports for credit students
- Mid-semester and final grades

The data sharing also provides current information so the CalWORKs/PAES Office of Education and Training can authorize book vouchers each semester. In order to be helpful for case management, this data must be accurate. Accuracy depends on the Employment Specialist! Please update the Participant information in CalWIN in a timely manner.

What to do in CalWIN and why?

- Enter the Participant’s employment activity correctly in CalWIN with CCSF as the provider in order to receive the attendance and progress reports (refer to the CalWIN How-To’s for specific instruction;)
- Update student’s status as appropriate.

Confidentiality reminder:

The Participant must sign the Authorization to Release Information (8014) form for CCSF when CCSF is the training or education provider. The signed release should state that CCSF will provide information to DHS on registration, attendance, grades and progress.

REFER NEW STUDENTS TO THE CalWORKs/PAES OFFICE OF EDUCATION AND TRAINING
There is no change in the referral process. Highlights of the referral and service process includes the following:

- Refer to the CalWORKs/PAES office at the Main Campus;
- The PAES Referral Form (2609) must include the Employment Goal/desired CCSF Program (if known).
- Direct the Participant to the Summer Counselor.
- The “general counselors” in the CCSF Counseling Program are being assigned to serve most new Welfare to Work students.
- The “general counselor” at the campus will create an Education Plan, give a copy to the student/Participant, and fax copies to the Employment Specialist and to the CalWORKs/PAES office at the Main Campus.
- If there are questions or concerns about an Education Plan, call the counselor who signs the Plan.

If there are ongoing problems on a case that need resolution, consult with the PAES Section Manager, who will contact Jim Whelly, ESS Section Manager and liaison with CCSF.

**EMPLOYMENT PLANS MUST BE FAXED TO CCSF**

**REMINDER:** Always fax a copy of the signed Employment Plan to the CCSF CalWORKs Main Campus office.

**SERVICES FOR ONGOING STUDENTS**

EOPS—no change. Portia La Brie is the counselor and will continue working with EOPS eligible students.

Planning is underway to determine the counseling service delivery system for the Fall Semester. It is expected the Participants will be referred to the counseling office at the campus where they take the bulk of their classes. PAES staff and the Participants will be informed in writing as decisions are made.

**REIMBURSE FOR PHONE REGISTRATION FEES**

Phone registration for classes is preferred to in-person registration for several reasons, including more likelihood of getting the desired classes. PAES can reimburse the Participant for the cost.

- Students are billed (by mail) for $3.00 for registering by phone. If the $3.00 is not paid, the student cannot register for the next semester.
- You may instruct your Participants to submit the bill for payment/reimbursement by ancillary check.
SUMMARY

This update has summarized the changes at the CCSF CalWORKs/PAES Education and Training Office. There are no longer full time counseling staff but the remaining staff are providing book vouchers for summer school and a part time counselor is available to assist Participants as needed. Continue to refer participants following established procedures. Remember to always complete an 8014 Authorization to Release Information form.
Glossary

A

ADVANCE!: Post-aid services for job retention & career advancement. Also refers to the automated system for Retention & Career Advancement Services, "ADVANCE!"

APTICOM: An assessment system used for those individuals who lack proficiency with a personal computer mouse.

B

BALA: Bay Area Legal Aid. A non-profit legal organization which provides legal assistance to low-income individuals. Also known as "Bay Legal."

Behavioral Health: Mental health or substance abuse services

C

CAAP: County Adult Assistance Programs. County-funded aid programs for adults that include General Assistance (GA), Personal Assisted Employment Services (PAES), Supplemental Security Income Pending (SSIP), and Cash Assistance Linked to Medi-Cal (CALM).

CALM: Cash Assistance Linked to Medi-Cal. One of the three county-discretionary programs in San Francisco's County Adult Assistance Programs. Aids persons who are ineligible to SSI as aged or disabled, primarily due to immigration status, but who are eligible for Medi-Cal benefits.


CAPI: Cash Assistance Program for Immigrants. State program which provides cash grants to certain aged or disabled individuals who are ineligible to SSI/SSP due to immigration status.

Career Advancement: Post-aid services provided to Job Retention services participants to assist with job progression and advancement.

CASAS: Comprehensive Adults Skills Assessment System. A testing instrument used to identify an individual's reading and math grade levels. Administered to all new participants during GEPs.

CBO: Community Based Organization. Not-for-profit organizations that provide no- or low-cost services to community residents.

CCMS: Collaborative Case Management System. The database containing information regarding student enrollment and progress for PAES & CalWORKs participants enrolled at CCSF.

CCSF: City College of San Francisco. A two-year community college.

Child Support: Payments ordered by the court for the noncustodial parent of minor children. Paid to the custodial parent or to the Child Support Unit of the District Attorney's office in the county in which the court order was obtained.

CHSPE: California High School Proficiency Exam. An alternative to a high school diploma. Taken by students under 18 years of age.

CJP: Community Jobs Program.

Client Advocate: Contracted service for participant representation in the PAES Grievance process. (Also known as PCAP.)

Custodial Parent: A parent who has custody of his/her minor children. (See also "NCP")
**D**

DR: Department of Rehabilitation. A California State agency that serves disabled individuals.

DV: Domestic Violence.

**E**

EIC: Employment Information Center. Located at 170 Otis Street, 1st floor. Information & assistance with job search, job readiness.

EIDP: Earned Income & Asset Disregard Program. A program to determine the amount of net nonexempt earnings to be applied against a stipend.


Employment Plan: The contract between the participant and the Employment Specialist, stating the employment goal, and the activities to be done (by the participant and the ES) in order to reach that goal.

ES: Employment Specialist. The employment services & eligibility case manager for PAES participants.

ESL: English as a Second Language. English classes for non-English speaking persons. Offered by CCSF and some CBO's.

ETEC: Express To Employment Center. Same as ETSC; also known as ETSC II. Located at 50 VanNess.

ETSC: Express To Success Center. DHS Employment Services facility where COMPASS, GATEWAY, VIP and other classes are held. Located at 50 Van Ness.

**G**

GA: General Assistance. State-mandated, county-funded "safety net" program for indigent adults without children.

GAAP: General Assistance Advocacy Project. A community organization dedicated to defending clients' rights.

GATEWAY: A soft-skills job readiness class provided by DHS Employment Services staff at ETSC & ETEC for participants who have limited English proficiency.

GED: General Education Diploma. An alternative to a high school diploma. Taken by students aged 18 and over.

GEPs: Group Employment Preparation sessions. A 12-week curriculum during the PAES appraisal period, providing preparation for PAES employment services and life-skills training.

**H**

HAP: Homeless Advocacy Project. A community organization providing advocacy and services for homeless individuals.

**I**

IAR: Interim Assistance Reimbursement. Aid re-paid to the County when SSI/SSP is granted to an individual for a period during which the County provided assistance to that individual.

IGEP: Introductory Group Employment Preparation. The initial meeting at which the new participant is introduced to PAES, and is scheduled for GEPs.

IHSS: In-home Support Services. Program for aged or disabled individuals which provides personal services to enable them to remain in the home. Services are provided by independent providers.

IR: Individual Referrals. The procedure for obtaining approval for a training program provided by a provider who does not have a PIC contract, or who is on the PIC "vendor list" only.
**J**

**Job Search:** Supervised or unsupervised activity included in the Employment Plan.

**JPS:** Job Placement Specialist. Employment Services staff who works with participants individually on supervised job search.

**JR:** Job Readiness. "Soft-skills" work readiness training programs.

**JRS:** Job Retention Services -OR- Job Retention Specialist. Post-aid services provided by PAES staff to assist the newly employed participant to retain the job and prepare for Career Advancement services.

**L**

**LD:** Learning Disabilities.

**LEP:** Limited English Proficient. Participants whose first language is other than English, and who are still learning English.

**LNA:** Learning Needs Assessment. A personal assessment conducted by a Vocational Assessor (or other professional) for those who are identified by either the LNS or ES (based on indicators) as having possible learning disabilities.

**LNS:** Learning Needs Screening. Process using a screening instrument to identify individuals who may have learning disabilities, and who need further assessment.

**M**

**MELT:** MUNI Entry-Level Training program. A six-month on-the-job program provided by MUNI in collaboration with DHS & Arriba Juntos.

**Methadone Maintenance:** A substance abuse treatment program for persons having opiate addiction.

**MH:** Mental Health. Behavioral Health, psychological services.

**N**

**NCP:** Non-custodial Parent. A parent who does not have custody of his/her minor children.

**P**

**P2W:** PAES-to-Work. A supported work/training program for participants who are eligible to DR services; in collaboration with DR, Goodwill & Toolworks.

**PAES:** Personal Assisted Employment Services. One of the three County-discretionary programs in San Francisco's County Adult Assistance Programs. Aids those who have employment goals and who are willing to work on an Employment Plan aiming for self-sufficiency through work.

**PCAP:** PAES Client Advocacy Program. Contracted service for participant representation in the PAES Grievance process.

**PCS:** PAES Counseling Services. Behavioral Health (substance abuse & mental health) assessment and treatment services contracted with AARS for PAES participants.

**PERC:** PAES Employment Resource Center. Assistance for participants with on-line Job Search and other employment seeking tools & resources; located at 1235 Mission St., 2nd floor PAES waiting room.

**PESCO:** A computer based assessment tool; used for Targeted Vocational Assessments if the participant has a CASAS reading score of 220+ and has the ability to use a personal computer. PESCO is the name of the company that produces the instrument.
PIC: Private Industry Council. The agency which implements the Workforce Investment Act (WIA) and other employment and training grant programs for San Francisco.

R

R&R: Rights & Responsibilities. Part of the participant's Employment Plan. Lists the participant's rights and responsibilities under the PAES program (Forms 2605 and 2605R).

RD FREE: Reading Free. An assessment system used for individuals who are unable to take the PESCO or the APTICOM due to limited English proficiency.

Retention Services: Post-aid employment services.

RS: Retention Specialist. PAES staff who provide post-aid job retention services.

S

SA: Substance Abuse. Addiction to alcohol or other drugs.

SFGH: San Francisco General Hospital.


SSIP: Supplemental Security Income Pending. One of the three County-discretionary programs in San Francisco's county Adult Assistance Programs. Aids those individuals who have disabilities which have lasted or are expected to last twelve months or more, and who have an SSI application or appeal pending.

STEP: Self-initiated Training/Education Program. A program that was initiated by the participant prior to being assigned to an ES, which the participant wishes to have included in his/her Employment Plan. (Referred to as SIP in CalWORKs.)

STEPS: A Curtis & Associates job readiness program, provided at ETSC.

T

TABE: Test for Adult Basic Education. Test to determine reading and math levels; generally administered by CBOs for limited-English proficient individuals.

TDC: Temporary Disabling Condition. A verified physical or mental disabling condition which is expected to last less than twelve months.

TVA: Targeted Vocational Assessment. An evaluation of the individual's employability, interests & aptitudes; 1st phase is administration of an assessment tool (i.e., PESC, APTICOM, RD FREE), 2nd phase is career counseling which includes further interpretation of the assessment results and an interview by a vocational assessor.

V

VA: Vocational Assessor. Employment Services staff who provide career counseling, interpretation of TVA's conducts case conferences to assist the Employment Specialists with developing Employment Plans for participants.

VESL: Vocational English as a Second Language. English classes for non-English speaking individuals emphasizing work-place language.

VIP: VESL Immersion Program. A DHS program provided in conjunction with CCSF and certain CBO's. It is a full-time or part-time 24- week program that provides intensive English instruction, focusing on speaking, in an "immersion" setting.
W

**WDD:** DHS Workforce Development Department

**WIA:** Workforce Investment Act. Federal legislation establishing & funding employment & training programs.
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