

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKs
Title: **Employment Support Services**
Number: 272 **Status:** *Signature on file*
Effective Date: 10/07/09 **Revision Date:** 01/12/2022

PURPOSE Employment Support Services are provided to CalWORKs Welfare-to-Work (WTW) participants to assist in removal of barriers that may impede successful participation in assigned WTW activities. Employment Support Services provide an increased opportunity for the individual to gain, retain, or advance to employment that will provide family stability and self-sufficiency.

EMPLOYMENT SUPPORT SERVICES Employment Support Services are administered by Equus Workforce Services (Contractor) through direct service or subcontracts with established private and community-based organizations.

Employment Support Services include but not limited to the following categories:

- Family Basic Needs
- Housing Services
- Housing Assistance
- Domestic Abuse Services
- Transportation
- Career Assistance Services
- Work from Home (WFH) Equipment

Refer to the Equus Employment Support Services Limits form for expanded information on the specific support services and lifetime limits within each Employment Supportive Service.

ELIGIBILITY Employment Support Services are available within established limits as indicated in the Equus Employment Support Services Limits form. Eligibility to Employment Support Services is not time

limited. The services are available to WTW participants who are participating in, or have been referred to, an approved WTW activity. Individuals who are not participating in a WTW activity can be referred for Employment Support Services on a case-by-case basis, with Regional Manager or Assistant Regional Manager approval.

The Contractor will monitor benefit and payment issuances to ensure the participant does not receive services which exceed established limits.

REFERRALS

Case Managers (CMs) should actively assess the participant's and his/her family's needs to ensure successful participation in assigned WTW activities. Prior to completing a referral for Employment Support Services, the CM is to evaluate availability of alternate resources including, but not limited to, CalWORKs Ancillary Supportive Services (Refer to [Policy 315](#)), CalWORKs Homeless Assistance (Refer to [Policy 100-H2](#)), community and faith-based organizations, and [Orange County 2-1-1](#).

To refer a participant for Employment Support Services only, the CM will complete the [F063-41-251A Employment Support Services](#). When the participant is also being referred to a WTW activity provided by the contractor, the CM will complete the [F063-41-251 Job Service](#).

Participants seeking Employment Support Services without a referral will be directed back to the CM to initiate the referral. During outreach and/or ongoing interaction with the participant, if the Contractor's staff identifies additional service needs, the CM will be consulted to determine if a subsequent referral is appropriate. The Contractor's staff will not independently evaluate or initiate a referral for Employment Support Services. Employment Support Services are voluntary. If the participant declines a referral, a referral is not submitted.

CM RESPONSIBILITIES

The CM will:

1. Explain the Employment Support Services available to the participant and ensure the participant is aware that there are lifetime limits.

Note: The Contractor will monitor benefit and payment issuances to ensure the participant does not receive services which exceed established limits.

2. Complete the appropriate referral form [F063-41-251/251A Job Services/Employment Support Services Referral](#).
3. Email the completed referral as an attachment to the appropriate Contractor Outlook mailbox (EquusNorth, EquusSouth, EquusEast, or EquusWest).
4. Provide a copy of the referral to the participant and virtually print into OnBase.
5. Update CalWIN Case Comments to indicate that an Employment Support Services referral was initiated.

Note: No other CalWIN entries are needed because Employment Support Services is not considered a WTW activity or a CalWORKs Ancillary Supportive Service.

The Contractor's RESPONSIBILITIES

The Contractor will:

1. Receive the referral for Employment Support Services via email.
2. Complete CalWIN Case Comments to include the date the referral was received and the name of the assigned Talent Development Specialist.
3. Contact the participant within 24 hours for all emergency referrals and seven business days for non-emergency referrals.
4. Document outreach efforts and/or consultation appointment in CalWIN Case Comments.
5. Meet with the participant to discuss services requested, explain the employment support services lifetime limits, provide motivational consulting services including but not limited to problem solving, money management, being resourceful, and provide any additional resources as needed.

Note: For housing referrals, evaluate the participant's budget to determine the appropriate benefit issuance.

6. Consult with the CM on the request as needed.
7. Document in CalWIN Case Comments when the service is completed and the outcome of the referral.
8. Communicate with the CM via email when services have been provided to the participant and when the Employment Support Services referral is closed.

ATTACHMENTS

[F063-41-251/251A Job Services/Employment Support Services Referral](#)

[F063-41-WT20 Description of Programs Offered by RWS](#)

[Equus Employment Support Services Limits](#)