

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

**Program/Area:** CalWORKs/Welfare-To-Work

**Title:** **Striving Towards Elevating Personal Success (STEPS)**

**Number:** 217

**Status:** Signature on file

**Effective Date:** 05/28/2015

**Revision Date:** 09/13/2022

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**PURPOSE**

Striving Towards Elevating Personal Success (STEPS) program consists of motivational workshops in which the Welfare-to-Work (WTW) participants will learn to enhance their skills for making improved personal and professional life choices. Participants assigned to the STEPS activity will learn skills designed to increase their capacity to move toward self-sufficiency.

Benefits of participating in STEPS include:

- Engagement in WTW activities
  - Enhanced ability for work-life balance
  - Increased confidence and self-esteem.
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**STEPS  
ACTIVITY**

[STEPS](#) is provided by a county contracted provider, which is currently Equus Workforce Solutions (EWS). STEPS is a pre- or post-assessment core activity and counts toward the Job Search and Job Readiness Assistance (JSR) time limits. Participation in STEPS is limited to four (4) consecutive weeks but may be extended by the Case Manager (CM) up to a maximum of six (6) weeks in a 12-month period. There must be a one week break prior to the start of an extension.

The STEPS activity is designed for participants who:

- Need additional hours to meet their hourly work participation requirement.
- Experience a break between activities.
- Are scheduled to begin an activity which is pending and need a short-term activity until the pending activity starts.

STEPS is appropriate for participants who will benefit from enhanced life skills, such as problem-solving, money management, and conflict resolution. In

the [STEPS courses](#), participants learn to maximize their professional successes and personal life choices and identify a healthy work-life balance.

The online platform allows individuals to independently complete required courses, assessments, and trainings, based on their availability and schedule.

Refer to [Policy 204 - Job Search and Job Readiness Assistance](#) for additional information

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## REFERRALS

To refer participant to STEPS, the CM will complete and submit the [Employment Services Referral \(F063-41-251\)](#) including the participant's Assessment result, if applicable.

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## CM RESPONSIBILITIES

The CM will meet with the participant to discuss the STEPS activity. During the discussion, the CM will:

1. Explain the purpose and benefits of STEPS to ensure it is the appropriate activity for the participant; utilize the [STEPS flyer](#) as a guide.
2. Ensure the participant understands STEPS is a web-based program and requires a computer with Internet access. Inform the participant the contractor will provide a list of resources that can be accessed from the Internet on their personal computer; or the participant can be provided with the option of using the Resource Room when available.

**Note: Requests for ancillary payments to purchase a computer will be approved on a case-by-case basis. Internet service is not paid for/allowed.**

3. Review the participant's assessment results, if available.
4. Complete a WTW Plan which indicates STEPS and any concurrent activities, required participation hours, and needed supportive services. Refer to [Policy 211 Welfare-To-Work Plan](#).
5. Complete an [Employment Services Referral \(F063-41-251\)](#) for STEPS indicating the assigned hours per week and the activity length.
6. Email the completed referral with a copy of the participant's assessment result, if applicable, to the Contractor.
7. Provide a copy of the referral to the participant and virtually print into OnBase.

8. Review and respond to the participant's supportive services needs by communicating and sending completed supportive services referrals to the Employment Eligibility Specialist (EES) as needed.

Refer to [Policy 301 - CalWORKs Childcare Program](#), [Policy 310 - Transportation Supportive Services](#), and [Policy 315 - Ancillary Supportive Services](#) for additional information.

9. Schedule the participant to the STEPS activity in CalWIN.
10. Enter STEPS and any other activities attendance hours in CalWIN and track the participant's monthly attendance and progress per [Activity Progress and Participation Overview - OLUM](#) instructions.
11. Collaborate with the Contractor to monitor the participant's participation, progress, and potential barriers for successful completion of the assigned activities.
12. Update Case Comments.

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**CONTRACTORS RESPONSIBILITIES**

The Contractor will:

1. Receive the referral for STEPS via email.
2. Meet with the participant to discuss STEPS, online access to coursework, and details of the activity.
3. Discuss available coursework categories based on the participant's experience, goals, and interests.
4. Monitor the participant's online participation, and progress.
5. Address barriers and communicate participation concerns to the CM immediately.
6. Submit the [Attendance and Outcome Report \(F063-41-420\)](#) to the CM within 3 business days of activity completion.
7. Enter non-attendance and outcome in Case Comments and notify CM.

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**ATTACHMENTS**

[Attendance and Outcome Report \(F063-41-420\)](#)  
[F063-41-251 Employment Services Referral](#)  
[F063-41-251A Employment Support Services Referral](#)  
[STEPS Courses](#)  
[STEPS Flyer – English](#)

[STEPS Flyer – Spanish](#)  
[STEPS Flyer – Vietnamese](#)

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**REFERENCES**

[Activity Progress and Participation Overview - OLUM](#)  
[Policy 204 - Job Search and Job Readiness Assistance](#)  
[Policy 211 Welfare-To-Work Plan](#)  
[Policy 301 - CalWORKs Child Care Program](#)  
[Policy 310 - Transportation Supportive Services](#)  
[Policy 315 Ancillary Supportive Services](#)

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