

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

Program/Area: CalWORKs/Welfare-To-Work
Title: **JOB SEARCH AND JOB READINESS ASSISTANCE (JSR)**
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PURPOSE

Job Search and Job Readiness Assistance (JSR) is intended to provide the participant with up-front employment readiness and structured job search assistance. JSR provides participants with the employment preparation and job search training to effectively market their knowledge, skills, and abilities to prospective employers, enabling them to immediately enter the workforce.

**JOB SEARCH AND
JOB READINESS
ASSISTANCE (JSR)
ACTIVITY**

JSR is provided by a county contracted job services provider, currently Equus Workforce Solutions. JSR is a pre- or post-assessment activity. Participants assigned to JSR are 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. JSR may follow the appraisal activity if the participant's Online CalWORKs Appraisal Tool (OCAT) identifies them as having minimal barrier to employment that may be addressed through the JSR activity.

Benefits of participating in JSR include:

- Receive up to date job leads from hiring employers, while working with experienced Talent Development Specialists
- Resume writing tips and application assistance
- Coaching and development of interviewing skills
- Information on current hiring industries as well as tips to discover the hidden job market
- One-on-one coaching during participation to ensure successful completion of the program
- Access to Job Fairs

JSR consists of the following:

- JSR Workshops

- The Contractor's Network Centers
- Active Job Search

JSR VS. INDEPENDENT JOB SEARCH (IJS)

JSR is a WTW activity that is intended for participants that can benefit from motivational workshops and/or guidance on conducting an effective job search and skills to obtain employment.

Independent Job Search (IJS) is a WTW activity that is intended for participants who are job ready, have experience interviewing, have previous work experience in their career, and can independently search and apply for job openings. Refer to [Policy 226 Independent Job Search \(IJS\)](#) for more information.

SHORTENING OF THE JSR ACTIVITY

Four weeks of JSR may be shortened for those participants who meet any of the following criteria:

- JSR will interfere with unsubsidized employment.
- JSR will interfere with participation in an approved educational activity (i.e., Self-Initiated Program (SIP), Vocational Training and Education, Adult Basic Education (ABE), English-as-Second Language (ESL)).
- It is determined by the CM that the participant would not benefit from participation in JSR and needs another activity instead.
- The participant will not benefit because they may suffer from an emotional, mental disability or substance use that will limit or preclude participation. The CM may determine this prior to the JSR referral, or the Contractor may determine this and notify the CM once a participant engages in JSR.
 - A referral to [Behavioral Health Services](#), Intervention Services/[Family Stabilization](#), and/or an evaluation for a [WTW Exemption](#) would be either a concurrent, or an alternative activity for these cases.
- If the individual is required to participate in Cal-Learn or is 19 years old and has not yet earned a high school diploma or equivalent certificate they are not required to attend JSR.

COMPLETION OF FOUR CONSECUTIVE WEEKS OF JSR

After the participant has completed four consecutive weeks of JSR without obtaining unsubsidized employment, the CM shall consider referring the participant to either of the following:

- [Job Skills](#) in the fifth week if appropriate and JSR in the sixth week concurrently with Vocational [Assessment](#) to identify the participant's work

history and inventory of their employment skills, knowledge, and abilities in preparation to develop an appropriate WTW Plan; or

- [Experience Provides the Resources for Tomorrow \(EXPRT\)](#) in the fifth week and Assessment in the sixth week concurrently with EXPRT.

If the JSR participant completes two or three weeks in JSR and has a break in JSR of longer than one week (for whatever reason – case closed, exemption, etc.), the participant would not need a one week break upon resuming JSR and they could complete the remaining three or four weeks consecutively.

If the JSR participant completes one week in JSR and has a break in JSR of longer than one week (for whatever reason – case closed, exemption, etc.), upon resuming JSR they would attend four consecutive weeks then must take a one week break from JSR activities before the sixth week begins.

Note: If a participant has completed four consecutive weeks of JSR, received a Vocational Assessment, engaged in post-Assessment activities (Refer to [WT 86 - OC CalWORKs WTW Program Flowchart](#)), and yet has still not obtained full-time unsubsidized employment they can be referred back to JSR or other job search activities.

REFERRAL TO ASSESSMENT

If the participant does not obtain full-time (20/30/35 hours) employment during JSR, the Contractor will schedule them to Vocational Assessment if the CM requested the Assessment on the JSR referral. Refer to [Policy 210 Assessment](#) for more information.

The CM shall check the appropriate boxes on the [Employment Services Referral \(F063-41-251\)](#) when a referral to Vocational Assessment or Learning Disability Evaluation (LDE) is needed after JSR. The Contractor will then complete the [Career Assistance and Assessment Referral Form \(F063-41-162\)](#) including the appropriate assessment type to schedule the participant in Vocational Assessment in the sixth week.

The Contractor will notify the CM of the referral and the date of the Assessment. The CM will make the CalWIN entries for the Assessment referral and scheduling.

Note: Unless the participant is returned to the CM from JSR prior to completion of JSR, the CM is not to schedule the Assessment. JSR should not be interrupted by the CM for Assessment or other activity assignment without prior consultation with the Contractor.

WTW PLAN

The determination of whether a WTW Plan will need to be signed depends on when the JSR activity will begin.

The WTW Plan may be signed up to 90 days after the completion of JSR if JSR is initiated within 30 days after the date that the individual's eligibility for aid is determined, or the date the participant is required to participate in WTW activities.

If JSR is initiated 30 days after the approval of aid, the participant would be required to sign a WTW Plan within 90 days from the date the individual's eligibility for aid was determined or the date the participant was required to participate in WTW activities.

Refer to [Policy 211 - Welfare-to-Work Plan](#) for more information.

CALCULATING PARTICIPATION HOURS IN JSR

For attendance purposes, the CM is to count one or more hours of JSR participation per day as one (1) full day. Reporting any hours in a week uses a week of participation. A week is seven consecutive days.

Ensure weekly participation in WTW activities of 20/30/35 hours per week.

- If both parents are participating in WTW activities, the parent's hours of participation can be combined to equal 35 hours
- If the second parent is WTW exempt or if they have Good Cause (GC) for not participating in WTW activities, they should be encouraged to volunteer for the program

ATTENDANCE

Participants are expected to treat their JSR activity as a job, completing all required activities and attending scheduled hours. The Contractor will notify the CM via email whether the participant showed or did not show on the first day of JSR.

The Contractor will determine if an absence is excused or unexcused. Absences will be excused if documentation is provided for any of the following reasons:

- Medical appointments for self or dependent
- Court appointment for self or dependent
- School appointment for dependent (teacher conference, meeting, etc.)
- Probation office appointment for self or dependent
- Jury Duty for self
- Appointment with CM or other SSA staff

Note: The Contractor will notify the CM when the participant has extraordinary circumstances that are not included in the above list of reasons. The CM will

determine in those situations if the absence is excused or unexcused and notify the Contractor. Absences will be unexcused for any other reason or if documentation is not provided.

If the absence is unexcused, the Contractor will notify the CM and the CM will determine if the participant has GC. Some examples of Good Cause for not participating in JSR are, but not limited to, the following:

- Temporary illness (self or child)
- Breakdown in childcare arrangement
- Breakdown of transportation arrangements
- Family problems including domestic abuse issues
- Homelessness

The [WTW 26 - Good Cause Determination Guidelines](#) provides guidelines for determining if Good Cause exists. Refer to [Policy 240 - Noncompliance Process](#) for more information.

During JSR participation, if there is an instance of non-attendance (Excused or Unexcused) the Contractor will attempt to contact the participant and notify the CM by the next business day via email and enter CalWIN Case Comments.

- Any No Show in the AM is reported to the CM by the PM of that same business day.
- Any No Show in the PM is reported to the CM by the morning of the next business day.

The CM will evaluate the participant's situation and take appropriate and timely action based on the information obtained. The participant is required to continue in the activity during the evaluation and possible Good Cause Determination process.

Note: Additional days are not to be added on to the end of the four consecutive weeks due to absences. JSR is a four-week activity that can be extended to six weeks only if the participant is expected to secure full-time employment within those six weeks.

After three consecutive days of unexcused absences, the Contractor will close out the JSR referral and notify the CM.

FIRST DAY NO-SHOWS

Missing all of the first day will require an evaluation for good cause and non-cooperation by the CM. Refer to [Policy 240 - Noncompliance Process](#) for more information on the non-compliance process.

- The Contractor will close out the referral and notify the CM by e-mail and

document appropriately in CalWIN Case Comments when a participant misses the first day.

- The CM shall reschedule the participant when deemed appropriate. A new referral [Employment Services Referral \(F063-41-251\)](#) should be used.

Note: If the participant attends the second day, after a no show the first day of JSR and the Contractor did not receive a new referral, the Contractor will notify the CM to submit a re-referral.

CM RESPONSIBILITIES

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

1. Explain the purpose and benefits of the JSR activity and obtaining unsubsidized employment to ensure JSR is the appropriate activity for the participant; utilize the [JSR flyer](#) as a guide.
2. Ensure the participant understands that the JSR activity consists of motivational workshops and active job search.
3. Clearly communicate to the participant the hours of attendance required for the JSR activity.

Note: The participant is required to check in with the Contractor at 8:00 a.m. and 4:00 p.m. on the days they are in active job search.

4. Explain that if unsubsidized employment is not obtained during the four weeks of JSR, they may be referred to either Job Skills or EXPRT in Week 5.
5. Review the participant's assessment results, if available.
6. Evaluate the need for employment support services needs (i.e., professional clothing, transportation, etc.) to be provided through the Contractor. Refer to [Policy 272 - Employment Support Services](#) for more information.
7. Determine the date the participant will be sent to begin their JSR activity.

Note: Participants can be referred to JSR on any day of the week.

8. Provide the Work Opportunity Tax Credit (WOTC) information to the participant if it was not provided during Appraisal. Refer to [Policy 201 - Appraisal/Re-Appraisal](#) and [Policy 201A - Work Opportunity Tax Credit](#) for more information.
9. Review and respond to the participant's supportive services needs. Communicate and make supportive services referrals to the Employment

Eligibility Specialist (EES) as needed.

Note: Ensure that reliable childcare and transportation are in place prior to the start of JSR.

Refer to Policy 301 - CalWORKs Child Care Program, Policy 310 - Transportation Supportive Services, and Policy 315 - Ancillary Supportive Services for more information on Supportive Services.

10. Ensure the participant possesses government issued identification (based on I-9 required documents, generally a picture I.D. and original Social Security Card).
11. Complete the [Employment Services Referral \(F063-41-251\)](#) for JSR indicating assigned hours per week and length of the activity. Include any Employment Support Services needs in the referral.
12. Email the completed referral with a copy of the participant's assessment results, if appropriate, as an attachment to the appropriate contractor's outlook mailbox.
13. Provide the participant with a copy of the referral form and virtually print into OnBase.
14. Complete a WTW Plan if applicable, which indicates JSR and any concurrent WTW activities, required participation hours, and all identified Supportive Services.
15. Schedule the participant to the JSR activity in CalWIN.
16. Collaborate with the Contractor to monitor the participant's attendance, participation, progress, and potential barriers to successful completion of the assigned JSR activity.
17. Enter JSR and any other activities attendance hours in CalWIN and track the participant's attendance and progress.

Note: If a case is pulled for a Work Participation Case Review while the participant is still attending JSR, contact the Contractor to request necessary attendance information prior to the end of the activity and completion of the [Attendance and Outcome Report \(AOR\)\[F063-41-420\]](#) .

18. Update CalWIN Case Comments.

CONTRACTOR'S RESPONSIBILITIES

The Contractor's responsibilities include:

1. Receive the referral for the JSR activity via email or fax.
2. Consult with the CM on the hours and activity as appropriate.

3. Conduct an outreach phone call with the participant prior to their JSR start date to discuss what to expect in JSR.
4. Meet with the participant on the first day of JSR to discuss the details of the activity.
5. Address barriers to participation and communicate with the CM as needed.
6. Monitor the participant's attendance, participation, and progress.
7. Consult with the CM on hours and activity as appropriate.
8. Evaluate the participant's progress towards achieving their Self-Sufficiency Action Plan on a weekly basis.
9. Email a copy of the participant's resume to the assigned CM within 5 business days of the participant's start date
10. Review the [Daily Job Search Report \(F063-41-422\)](#) form with the participant giving them guidance on any identifiable areas needing improvement.
11. Provide any other employment counseling which is required to assist the participant with decision making and to identify barriers affecting their job search activities.
12. Record the amount of time spent in the job search activity in the contractor's internal database.
13. Image into OnBase a copy of the [Daily Job Search Report \(F063-41-422\)](#) form collected each day from the participant.
14. Evaluate absences to determine if they are excused or unexcused and notify the CM.
15. Enter non-attendance and final outcome in the CalWIN Case Comments and notify the CM.
16. Submit the ([AOR](#)) to the CM within 3 business days from the end of the month and/or when the activity ends. The AOR will include a daily record of attendance and at the end of the activity the final outcome will be included.

Note: The Contractor will communicate participation concerns to the CM immediately.

17. Notify the CM when the participant is in their third week of JSR and provide the CM with a recommendation for either Job Skills or EXPRT for

the participant's fifth week.

18. Notify the CM via email and indicate on the final AOR if the participant becomes employed at any time during JSR, providing available details including the employer name, employer address, occupation, hours, salary/hourly wage, and start date.

CONTRACTOR'S NETWORK CENTERS

The Contractor provides Network Centers at all offices for participants in JSR. Network Center provides brief highly motivational facilitated sessions designed to complement the Contractor's standard JSR workshops but more flexible and independent.

Depending on the referred number of hours, participants can attend Network Center's sessions. Schedules can be confirmed between the participant and the Contractor.

While in Network Center, participants work with the Contractor's Talent Development Specialists on their individualized job search plan. Every day a participant is scheduled to participate, they will submit a completed [Daily Job Search Report \(F063-41-422\)](#) form documenting their job search efforts.

JOB READY

Job Ready participants have work history, experience in interviewing, networking, and confidence in their job search abilities. The following list are guidelines the Contractor will evaluate in order to determine if the participant is job ready; however, the list is not meant to be all inclusive.

- Has reliable transportation and childcare in place.
- Dresses professionally and appropriately for employment.
- Able to immediately interview with employers.
- Able to provide job training and/or work history if applicable.
- Can participate in an employer's probation period without tardiness or absenteeism in daily attendance.
- Demonstrates a desire to obtain employment.
- Demonstrates a positive and open approach towards job search.
- Receptive to constructive feedback.
- Communicates professionally and proficiently with others.
- Demonstrates active listening skills.
- Confident in communicating work experience and abilities.

- Able to pass a drug test, if required by the employer.
- Willing to initiate follow-up with prospective employers.
- Possesses understanding of job search techniques.

Job Ready participants will not attend the Contractor's JSR Workshops, but will participate in the Network Center's job search sessions. Job Ready participants in Network Center will refine their skills, prepare for interviews, obtain employment opportunities, and meet with the Contractor's Talent Development Specialists for additional supportive services and job search assistance.

ACTIVE JOB SEARCH

Active Job Search is an organized method of participants seeking employment under the supervision of the Contractor's Talent Development Specialists. The Contractor will provide three weeks of supervised active job search, extended up to two more weeks with prior CM approval. Active job search will take place during JSR following the completion of the Contractor's JSR Workshops and while participating in the Contractor's Network Centers.

Participants are to use time between Network Center's sessions to actively job search by completing employment applications, attending interviews, following up on interviews, calling employers regarding employment opportunities, and attending any appointments that pertain to obtaining for employment opportunities.

Participants are expected to submit a completed [Daily Job Search Report \(F063-41-422\)](#) form documenting their active job search efforts. Participants submit a completed F063-41-26 WTW Job Search Report form for every day they are scheduled to participate in JSR. The Contractor's Talent Development Specialists will review participants [\(F063-41-422\)](#) form for completion, accuracy, job coaching, and encouragement during the afternoon session of Network Center.

REFERENCES

[Policy 100-F1 Welfare-To-Work Exemptions](#)
[Policy 201 Appraisal / Re-Appraisal](#)
[Policy 201A Work Opportunity Tax Credit](#)
[Policy 210 Assessment](#)
[Policy 211 Welfare-To-Work Plan](#)
[Policy 214 Job Skills](#)
[Policy 226 Independent Job Search \(IJS\)](#)
[Policy 240 Noncompliance Process](#)
[Policy 289 Experience Provides the Resources for Tomorrow \(EXPT\)](#)
[Policy 301 CalWORKs Childcare Program](#)
[Policy 310 Transportation Supportive Services](#)
[Policy 315 Ancillary Supportive Services](#)

[Policy 401 Behavioral Health Services](#)
[Policy 407 Family Stabilization Program](#)

ATTACHMENTS

[Attendance and Outcome Report \(F063-41-420\)](#)
[Career Assistance and Assessment Referral Form \(F063-41-162\)](#)
[Daily Job Search Report \(F063-41-422\)](#)
[Equus Excused Absence Policy](#)
[Employment Services Referral \(F063-41-251\)](#)
[JSR Flyer – English](#)
[JSR Flyer – Spanish](#)
[JSR Flyer – Vietnamese](#)
[WT 20 - Description of Programs Offered by EWS](#)
[WT 86 - OC CalWORKs WTW Program Flowchart](#)
[WTW 26 Good Cause Determination Guidelines](#)

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