

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

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

**Title:** Job Skills

**Number:** 214

**Status:** Signature on file

**Effective Date:** 11/2011

**Revision Date:** 09/16/2022

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**PURPOSE**

To provide guidelines for the Case Manager (CM) when referring Welfare-to-Work (WTW) participants to Job Skills activity. This activity is provided by a county contracted provider, which is currently Equus Workforce Solutions (EWS).

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**JOB SKILLS  
ACTIVITY**

Job Skills is designed to build and enhance participant's skills, experience related to their interests and employment goals. Participants assigned to Job Skills activity will enhance skills necessary to advance in, or adapt to changing workplace demands, to increase their capacity to move toward self-sufficiency.

Benefits of participating in Job Skills include:

- Engagement in WTW activities
- Job preparation
- Development of employment skills
- Increased confidence and self-esteem

Job Skills is a pre- or post- assessment activity and is designed for participants who:

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

Job Skills is appropriate for participants who are currently employed, in [Experience Provides the Resources for Tomorrow \(EXPRT\)](#), completed [Job Search and Job Readiness Assistance \(JSR\)](#) without employment, and/or need a filler or bridging activity.

After the participant has completed four consecutive weeks of Job Skills, the Case Manager (CM) may refer the participant to [Assessment](#) in the fifth week, if appropriate.

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**REFERRALS**

To refer to these activities, the Case Manager (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 Job Skills activity. During the discussion, the CM will:

1. Explain the purpose and benefits of Job Skills to ensure it is the appropriate activity for the participant; utilize [Job Skills](#) flyer as a guide.
2. Ensure the participant understands that Job Skills is web-based and requires a computer with internet access. The Contractor will provide the participant with a list of resources for public computers with internet access or provide the option to use their computers when available.

**Note: Ancillary payments for computers may be requested on a case-by-case basis. Payment for internet service is not allowed.**

3. Review the participant's Assessment results, if available.
4. Complete a WTW plan which indicates Job Skills, any concurrent activities, required participation hours, and any Supportive Services the County will provide. Refer to [Policy 211 Welfare-to-Work Plan](#).
5. Complete an [Employment Services Referral \(F063-41-251\)](#) for Job Skills indicating assigned hours per week and length of the activity. Email the completed referral with a copy of the participant's assessment results, if appropriate, to the Contractor.
6. Provide a copy of the referral to the participant and virtually print into OnBase. Refer to [Filing Guide Database](#)-Master List Table for information on filing location.
7. Review and respond to the participant's supportive service's needs. Communicate and make supportive services referrals to the Employment Eligibility Specialist (EES) as needed. Refer to [Policy 301 - CalWORKs Child Care Program](#), [Policy 310 - Transportation Supportive Services](#), and [Policy 315 - Ancillary Supportive Services](#) for additional information.
8. Schedule the participant to the Job Skills activity in case record.

9. Enter Job Skills and any other concurrent activities attendance hours and track the participant's attendance and progress.
10. Collaborate with the Contractor to monitor the participant's attendance and progress.
11. Update Case Comments.

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**CONTRACTOR RESPONSIBILITIES**

The Contractor will:

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

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**ATTACHMENTS**

[Attendance and Outcome Report \(F063-41-420\)](#)  
[Employment Services Referral \(F063-41-251\)](#)  
[Job Skills Flyer – English](#)  
[Job Skills Flyer – Spanish](#)  
[Job Skills Flyer – Vietnamese](#)

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**REFERENCES**

[Policy 204 - Job Search and Job Readiness Assistance](#)  
[Policy 210 - Assessment](#)  
[Policy 211 - Welfare-to-Work Plan](#)  
[Policy 289 - Experience Provides the Resources for Tomorrow \(EXPRT\)](#)  
[Policy 301 - CalWORKs Child Care Program](#)  
[Policy 310 - Transportation Supportive Services](#)  
[Policy 315 - Ancillary Supportive Services](#)