

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

**Program/Area:** CalWORKs/Welfare-To-Work  
**Title:** **Community Service Program (CSP)**  
**Number:** 291  
**Effective Date:** 07/01/2021  
**Approved:**

**Status:** Signature on file  
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**PURPOSE**

The purpose of this policy is to provide guidelines to Welfare-To-Work (WTW) Case Manager (CM) when approving and monitoring a mandatory or voluntary Welfare-To-Work (WTW) participant in Community Service Program (CSP) activity.

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**COMMUNITY  
SERVICE  
PROGRAM (CSP)**

Community Service Program (CSP) can be approved as a pre- or post-assessment WTW activity which provides training and/or work experience in the public and private non-profit sectors.

The CSP must be clearly defined as:

- An unpaid, training activity that is temporary and transitional (no longer than six months per assignment)
- Performed in the public or private non-profit sector
- Provides the participant with basic job skills that can lead to employment while meeting a community need

Benefits of participating in CSP include:

- Engagement in job readiness activities
- Enhance ability for work-life balance
- Increase confidence and self-esteem
- Resume experience
- Obtain professional references
- Networking opportunities
- Opportunity to explore other career fields

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**TARGET  
POPULATION**

Welfare-to-Work participants who:

- Receive CalWORKs and/or continue meeting CalWORKs eligibility criteria
- Have not been able to attain the goal of self-sufficiency
- May have barriers such as behavioral or physical health, language, or education to secure subsidized employment

- Have not found unsubsidized employment sufficient to meet the minimum required hours of participation
- Require intensive, ongoing support to successfully participate in activities
- Perform community service that meet the community need as ordered by the Court and monitored by the Probation Department
  - Examples of court ordered services that met the community needs are:
    - Leading and/or coordinating treatment meeting (Alcoholic Anonymous, Narcotic Anonymous, etc.)
    - Trash clean up
    - Graffiti removal
    - Assisting and organizing charity events
  - Examples of court ordered services that do not meet the community need are:
    - Paying restitution to harmed parties
    - Being an active participant in a substance abuse program (this service is available with Family Stabilization or Behavioral Health Services activities)

**APPROVAL  
CRITERIA**

The participant will identify a potential service site and collaborate with the CM to determine if the CSP is approved. The [Welfare-to-Work Community Service Plan \(F063-41-445\)](#) and Welfare-to-Work Plan (WTW 2) must be developed prior to beginning the activity.

The CM can approve CSP based on the assessment of the following:

- Employment goals and objectives for each participant must be clearly defined
- The activity is temporary and/or transitional (no longer than six months per assignment)
- The activity is performed in the public or private nonprofit sector
- The activity provides basic job skills that may lead to employment while meeting a community need
- The participant's knowledge and skills
- The participant's work and employment history and current educational competency level
- An evaluation of employment opportunities given the participant's current skills and the local labor market conditions

**ACTIVITY  
DURATION**

Participation in CSP shall be evaluated every six(6) months in collaboration between the participant and the WTW CM.

**CM  
RESPONSIBILITIES**

CM will collaborate with the participant to evaluate the WTW CSP activity. During the discussion the CM will:

- Explain the purpose and benefits of the CSP activity to ensure it is the appropriate activity for the participant
- Complete the [Community Service Plan F063-41-445](#) indicating the assigned hours per week and length of activity
- Review and respond to the participant's supportive services needs and initiate supportive services referrals to the Employment Eligibility Specialist (EES) as needed
  - Refer to [Policy 301 CalWORKs Child Care](#), [Policy 310 Transportation Supportive Services](#), and [Policy 315 Ancillary Supportive Services](#) for more information on Supportive Services
- Complete a Welfare-to-Work Plan Activity Assignment (WTW 2) to indicate CSP and any concurrent WTW activities, required participation hours, and all identified supportive services
- Schedule the CSP activity in CalWIN Employment Services "Community Service Program"
- Provide the [F063-41-446 Welfare-to-Work Community Service Verification](#) to the participant to monitor participation and progress
- Enter CSP and any other activities attendance hours in CalWIN and track the participant's attendance and progress
- Update CalWIN Case Comments

**Attendance Reporting**

The CM will:

- Provide the [F063-41-446 Welfare-to-Work Community Service Verification](#) to the participant
- Review the purpose and how to complete the F063-41-446 Welfare-to-Work Community Service Verification with the participant
- Instruct the participant when and how to submit the form monthly
- Ensure that the participant understands the importance of completing the form and accurately documenting the number of hours participated
- Obtain site Coordinator's signature to confirm/validate hours completed
- Update the monthly participation hours in CalWIN

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**COMMUNITY  
SERVICE SITE  
COORDINATOR /  
DESIGNEE  
RESPONSIBILITIES**

The Community Service Site Coordinator/Designee will:

- Monitor the participant's attendance and progress
  - Complete the [\(F063-41-446\) Community Service Verification](#) monthly
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**SUPPORTIVE SERVICES**

Participants are eligible to receive all supportive services necessary to participate in the program.

- Refer to [Policy 301 CalWORKs Child Care](#), [Policy 310 Transportation Supportive Services](#), and [Policy 315 Ancillary Supportive Services](#) for more information on Supportive Services

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**CASE COMMENTS & CALWIN ENTRIES**

CalWIN Case Comments must be updated to reflect information regarding WTW CSP and related supportive services.

The CM will update Employment Services subsystems, Maintain Employment Service Participation page must be updated to reflect “Community Service Program” activity.

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**WORKERS COMPENSATION**

Workers’ compensation (WC) for participants injured while participating in CalWORKs WTW activities, including CSP, is covered by the State of California through CDSS.

When an incident occurs during CSP, the participant needs to report to the CM immediately. The CM must obtain the stated essential information below and consult with Policy and Quality Assurance (PQA) within one business day to file for WC.

- Participants Name
- Date of injury
- Time of injury
- Describe injury and part of body affected
- Name of CSP site
- CSP site address
- CSP site phone number
- Date CSP site first knew of injury
- Date claim form was provided to participant

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**ATTACHMENTS**

[\(F063-41-445\) Community Service Program Plan](#)  
[\(F063-41-446\) Community Service Verification](#)  
[WTW 2 - Welfare-to-Work Plan Activity Assignment](#)

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## REFERENCES

ACL 18-70F

ACL 13-56

MPP 42-701.2 (c) (5)

MPP 42-709.41

MPP 42-701.2(g)(2)

MPP 42-716.1(d)(2)

[Policy 211 Welfare-To-Work Plan](#)

[Policy 301 CalWORKs Child Care Program](#)

[Policy 310 Transportation Supportive Services](#)

[Policy 315 Ancillary Supportive Service](#)

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