

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

Program/Area: CalWORKS/Welfare-To-Work
Title: Welfare-to-Work Program Activities and Participation Requirements
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PURPOSE This policy outlines CalWORKs Welfare-to-Work (WTW) allowable activities and participation requirements while providing an overview of the WTW Program.

BOOKMARKS

- [Welfare-to-Work](#)
- [Informing Requirements](#)
- [WTW Flow](#)
- [Determining WTW Activities](#)
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WELFARE-TO-WORK WTW is a mandated program under the California Work Opportunity and Responsibility to Kids (CalWORKs) Act. The program is designed to help adults receiving cash aid move from economic dependency to self-sufficiency through employment-focused and/or training activities that lead to unsubsidized employment. The elements of the program are:

- Case Management
 - Allowable Work and/or Work Preparation Activities
 - Supportive Services
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INFORMING REQUIREMENTS WT 46 – Appraisal Packet provides detailed information about the WTW Program. During Appraisal, the Case Manager (CM) must review with the participant each document listed and provide copies.

Participants must be informed of their rights and responsibilities, the consequences of a failure or refusal to participate in their assigned WTW activity(ies), and the criteria for successful completion of the program.

- For mandatory participants, include the mandated hours of participation and potential financial sanction if noncompliant.
- For voluntary participants, include the discontinuance of supportive services if noncompliant.

WTW FLOW

Case Managers (CM) can utilize the WTW flowchart to assign participants in appropriate WTW activity(ies) according to the Employment Readiness Assessment reports. Refer to WT 86 – Orange County CalWORKs WTW Program Flowchart for more information.

DETERMINING WTW ACTIVITIES

Case Managers (CMs) are responsible for engaging participants in allowable activities, verifying that the participant is meeting required weekly participation hours, and documenting in CalSAWS Journal Entry.

Appropriate WTW activities will be assigned upon mutual agreement between the CM and the participant, along with an evaluation of participation barriers utilizing the following as applicable:

- CalWORKs 2.0 – A New Approach to Empowerment
- Employment Readiness Assessment Results
- Online CalWORKs Appraisal Tool (OCAT)
- Self-Appraisal Form - F063-41-03

The CM will encourage the participant to provide information about their employment history, education, skills, and need for supportive services, including any other relevant information to assign appropriate WTW activities. When working with participants, the CM will emphasize the concept of self-sufficiency and enroll each participant in WTW activities to meet their goals.

CalWORKs WTW activities include, but not limited to:

1. Employment
 - Self-Employment
 - Unsubsidized Employment (UEM)
2. Subsidized Employment
 - Subsidized Employment (SE) in public or private sector
 - Public Subsidized Employment Program (PSEP)
 - Work Experience Program (WEX)
 - Work Study
3. Unpaid Work Experience
 - Community Service Program (CSP)
 - Experience Provides the Resources for Tomorrow (EXPRT)
 - Home Visiting Program (HVP) -ELS- Non-Paid WEX

4. Job Search/Job Readiness Assistance
 - Appraisal / Reappraisal
 - Assessment (Employment Readiness)
 - Department of Rehabilitation (DOR)
 - Domestic Abuse Services
 - Home Visiting Program (HVP) Home Visits JSR
 - Independent Job Search (IJS)
 - Job Search Readiness (JSR)
 - Mental / Behavioral Health Services
 - Orientation
 - Striving Towards Elevating Personal Success (STEPS)
 - Substance Use Services

5. Vocational Education
 - English as Second Language (ESL)
 - General Educational Development (GED) Academy
 - Privately Funded Postsecondary Educational Institutions
 - Publicly Funded Postsecondary Educational Institutions
 - Vocational Training – Contractor
 - Work Study

6. Other
 - Children & Family Services (CFS) Family Reunification (FR)
 - CFS – Family Maintenance Services (FM)
 - Family Stabilization Services (FS)

For families experiencing a crisis or situation that destabilizes the family and impairs a participant's ability to meet work participation requirements, the CM shall inform the participant that Family Stabilization, Behavioral Health Services and/or Domestic Abuse Services are available. Engagement in these services is voluntary and can be counted as participation. When these types of service needs are identified and the participant agrees to services, the CM must process the referral timely.

Refer to Policy 201 – Appraisal/Re-Appraisal, WT 15 – WTW Activities Matrix, WT 90 – CalSAWS Activities, and WT 40 – CalWORKs and TANF Hourly Participation Requirements for required hours of participation.

**SERVICE
ARRANGEMENTS**

Service arrangement needs such as child care, transportation, and ancillary must be evaluated, addressed, and continuously monitored to ensure the participant's successful participation in their assigned activity(ies). Refer to Policy 301 – CalWORKs Stage One Child Care Program, Policy 310 – Transportation Supportive Services, and Policy 315 – Ancillary Supportive Services for more information.

To increase job retention and promote self-sufficiency, CMs should explore community resources with participant for any needs.

PARTICIPATION REQUIREMENTS

Mandatory participants are required to meet the minimum participation requirements in approved WTW activities to receive cash aid. The weekly average participation requirements are as follows:

- Single parent family *with* a child under 6-years-old - A minimum **average** of 20 hours per week
- Single parent family *without* a child under 6-years-old - A minimum **average** of 30 hours per week
- Two-parent family – A minimum **average** of 35 hours per week. Both parents may contribute toward the weekly 35-hours requirement

Note: The participation requirements do not apply to WTW exempt volunteers.

Family Type Scenarios:

The participation requirements also vary based on the family structure, for example:

1. Single-Parent Assistance Unit (AU) with Excluded Second Parent in the Home

An AU in which two (2) natural or adoptive parents are living in the home, where one is aided and the other is ineligible (such as ineligible undocumented noncitizen or fleeing felon):

- If the AU includes a child under 6-years-old, the participation requirement is an average of 20 hours per week.
- If the AU does not include a child under 6-years-old, the participation requirement is an average of 30 hours per week.

2. Single-Parent AU with a Timed-Out Second Parent in the Home

In a two-parent AU where one (1) parent is timed-out, and the other parent remains in the AU and receives cash aid, the parent remaining in the AU must meet the average of 35 hours per week requirement.

3. Families with an Aided Parent and a Sanctioned Second Parent in the Home

In a two-parent AU where one (1) parent is sanctioned, the aided parent must participate to meet the minimum average of 35 hours per week requirement alone or be subject to their own WTW sanction. Refer to Sanction section in Policy 240 – Noncompliance Process for

more information.

A participant in good standing may not combine hours with a sanctioned parent to meet participation requirements, unless the sanctioned parent enters a plan to cure the sanction and successfully completes the curing plan. Once the second parent is added back to the AU, the parents may combine participation hours to meet the participation requirements.

4. Two-Parent AU

In families that include two (2) aided natural or adoptive parents (includes Registered Domestic Partners and/or same sex marriage), the participation requirement depends on the family structure:

- If one parent is exempt based on a disability, the mandatory parent is required to participate the applicable number of single-parent hours (average of 20 or 30) based on the age of the children.
- If one parent is exempt for a reason other than disability, the average of 35 hours participation requirement can be shared when the exempt parent is volunteering to participate.
- If one parent is meeting the required participation hours, the second parent is excused from WTW participation based on their spouse meeting participation requirements and may choose to volunteer to participate in WTW at any time.
- If two (2) aided parents share the average 35 hours to meet the participation requirement, the second parent will no longer be excused, and becomes a mandatory participant.

5. Pregnant Person Only (PPO)

Unless the PPO qualifies for a WTW exemption, the participation requirement is an average of 20 hours per week. The other parent living in the home with a PPO is excluded from the AU; therefore, the other parent cannot contribute any hours to the PPO's participation requirement.

Refer to WT 40 – Hourly Participation Requirements for CalWORKs and TANF Families for more information.

WTW PLAN

Participants who are required, or who volunteer, to participate in WTW activities must enter a WTW plan. A WTW plan is the written agreement between a mandatory or voluntary participant and the County, which designates the participant's WTW activity assignment(s), required hours of participation, and any supportive services the County will provide.

Refer to Policy 211 – Welfare-to-Work Plan for more information.

**CALCULATING
AVERAGE
WEEKLY
PARTICIPATION
HOURS**

The method used to calculate the average number of hours per week in the month for CalWORKs participation is as follows:

1. Add up the total number of participation hours in all WTW activities for the month
2. Divide the total by 4.33, and then round to the nearest whole number

Worksheet to Calculate the Average Number of Participation Hours Per Week - F063-41-418 will assist CMs when determining whether the family met the minimum hourly participation requirements. Image the completed worksheet into Hyland Perceptive Experience (HPE) to support the CMs determination.

For paid activities, participation hours may be projected. Refer to the Period of Projected Hours Processing Guide for more information.

**GOOD
CAUSE/HOLIDAYS**

The CM can grant Good Cause (GC) for not participating in WTW activities on a case-by-case basis when appropriate. Refer to Policy 240 – Noncompliance Process and WTW 27 – Request for Good Cause Determination for more information.

GC may be granted for, but not limited to the following reasons:

- Educational appointments
- Medical appointments for a parent or a child
- Scheduled appointments for SSA case
- Transportation related issues
- Childcare related issues

Verification of the granted GC and absences must be maintained and documented in CalSAWs Journal Entry.

In addition to GC, scheduled hours in unpaid activities can be counted as actual hours on the day of, or the observed day of the following holidays:

1. New Year's Day
2. Martin Luther King, Jr. Day
3. President's Day (Washington's Birthday)
4. Memorial Day
5. Independence Day
6. Labor Day
7. Veterans Day
8. Thanksgiving Day
9. Day After Thanksgiving
10. Christmas Day

To count the GC absence/holiday as actual hours of participation, the participant must have been scheduled to participate in a countable unpaid work activity for the period of the absence that is reported as participation.

Excluding the ten (10) allowable holidays, excused absences are limited to 80 hours in any 12-month period, with no more than 16 hours occurring in a single month during the preceding 12-month period. Holiday hours in paid activities will be allowed only if participant is paid for these hours.

**DOCUMENTATION
AND
VERIFICATION**

Attendance and satisfactory progress in WTW activities must be verified monthly, by the 10th calendar day of the following month, or according to the requirements within each WTW activity.

Monthly participation hours are monitored and verified by the CM. The verification document must include the participant's name; the name of the employer, work site supervisor or other service provider; the number of hours; and the name and phone number of the person verifying the hours.

Documentation and verification must be imaged in Hyland Perceptive Experience (HPE). Activity status, attendance, excused absences, case updates and all participant contacts must be recorded in CalSAWS Journal Entry as required.

For instructions on how to enter a participant's activity(ies), hours of participation, and track their progress in activities, refer to CalSAWS Job Aids.

The Employment Services Communication Document - F063-41-211 is used to communicate new information or changes that occur during a participant's employment or educational activity assignment between assigned staff. The Eligibility staff is responsible for entering the changes in CalSAWS. All actions taken must be documented in CalSAWS Journal Entry.

ATTACHMENTS

- Calculate the Average Number of Participation Hours Per Week - F063-41-418
- CalWORKs 2.0 A New Approach to Empowerment
- Employment Services Communication Document - F063-41-211
- Period of Projected Hours Processing Guide
- WT 15 – WTW Activities Matrix
- WT 40 – CalWORKs and TANF Hourly Participation Requirements
- WT 46 – Appraisal Packet
- WT 86 – Orange County CalWORKs WTW Program Flowchart
- WT 90 – CalSAWS Activities
- WTW 2 – Welfare-To-Work Plan Activity Assignment
- WTW Self-Appraisal Form - F063-41-03

REFERENCES

- All County Letter: 97-72, 09-05, 09-05E, 14-80, 15-38, 16-21, 18-70
- Eligibility and Assistance Standards Manual: 42-701, 42-711, 42-716
- Policy 201 – Appraisal/Re-Appraisal
- Policy 204 – Job Search and Job Readiness Assistance (JSR)
- Policy 210 – Assessment
- Policy 210-A – Learning Disability Screening and Evaluations
- Policy 211 – Welfare-to-Work Plan
- Policy 212 – Employment Activities
- Policy 215 – Subsidized Employment Programs (PSEP)
- Policy 216 – General Educational Development (GED) Academy
- Policy 217 – Striving Towards Elevating Personal Success (STEPS)
- Policy 223 – Vocational Education and Training – Privately Funded Postsecondary Educational Institutions
- Policy 223-A – Vocational Education and Training – Publicly Funded Postsecondary Educational Institutions
- Policy 226 – Independent Job Search (IJS)
- Policy 240 – Noncompliance Process
- Policy 275 – Vocational Training – Contracted Provider
- Policy 286 – Department of Rehabilitation
- Policy 289 – Experience Provides the Resources for Tomorrow (EXPRT)
- Policy 291 – Community Service Program (CSP)
- Policy 301 – CalWORKs Stage One Child Care Program
- Policy 310 – Transportation Supportive Services
- Policy 315 – Ancillary Supportive Services
- Policy 401 – Behavioral Health Services
- Policy 402 – Domestic Abuse
- Policy 403 – FSS and CFS Mutual Clients Collaboration
- Policy 403-A – CalWORKs Family Reunification Services
- Policy 406 – CalWORKs Home Visiting Program
- Policy 407 – Family Stabilization Program
- Policy 607.7 – Orientation Procedure
- Job Aid - Assessment Activity-Assignment
- Job Aid - Assessment Activity-Enter Results
- Job Aid - Customer Activities-Manage
- Job Aid - Welfare to Work Appraisal Process
- Job Aid - Welfare to work Assigning SIP Activities
- Job Aid – Welfare to Work Assistance Unit Pages