

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

**Program/Area:** CalWORKS/Welfare-To-Work  
**Title:** Welfare-to-Work Plan  
**Number:** 211 **Status:** Revised  
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**Approved:** Signature on file

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**PURPOSE** This policy provides guidelines to assist Case Managers (CM) in developing an appropriate plan to help the participant achieve self-sufficiency.

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**POLICY** A Welfare-to-Work (WTW) Plan is a written activity agreement between a mandatory or voluntary WTW participant and the County, which documents and designates agreed-upon WTW activity assignment, required hours of participation, and any service arrangements the County will provide to assist the participant in overcoming barriers.

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**PARTICIPANTS WHO REQUIRE A WTW PLAN (WTW 2)** Participants who are mandated or who volunteer to participate in WTW activities must enter a WTW Plan.

- Mandatory WTW participants must sign a WTW Plan after completing an assessment. (Refer to Policy 210 - Assessment)

- Participants enrolled in Self-Initiated Programs (SIPs) are required to meet with their Case Manager (CM) and complete a WTW Plan that is reflective of their educational program. (Refer to Policy 223 – Vocational Education Privately Funded Postsecondary Educational Institutions)
- CalWORKs recipients who are exempt from mandatory WTW participation may participate voluntarily. Volunteers sign a WTW Plan stating that they will finish their assigned activity. Hourly participation requirements do not apply to exempt volunteers. Volunteers may end their participation at any time without being sanctioned. However, they are subject to termination of supportive services for failure to participate. (Refer to Policy 100-F1- Welfare-to-Work Exemptions and Policy 240 – Noncompliance Process)
- Teens ages 16 and 17 who have completed high school or its equivalent and are not enrolled or planning to enroll in postsecondary education, vocational or technical programs must sign a WTW Plan.
- Teens ages 16 and 17 who have not graduated from high school, and are not regularly attending elementary, secondary, vocational, or technical school on a full-time basis must sign a WTW Plan.

**Note:** WTW participants with a break in aid of less than 30 days who had an active WTW Plan when they left aid will continue with their previous WTW Plan, if appropriate.

The following participants are not required to sign a WTW Plan:

Parents who have entered a Family Reunification (FR) plan with Children and Family Services (CFS) as a result of all the children being removed from the home and the individual's WTW activities and services are provided as part of the FR plan. A WTW case remains open to provide services associated with the FR plan. (Refer to Policy 403-A-CalWORKs Family Reunification Program)

## **UNIVERSAL ENGAGEMENT**

All mandatory WTW participants must sign a WTW Plan. 90-days is the latest participants can sign a WTW plan; it does not circumvent the importance of engaging participants timely and adhering to County engagement timeframes.

The Universal Engagement timeframes are indicated below:

- Participants are required to sign a WTW Plan after attending Assessment (ASMT) and no later than 90 days from the date eligibility for aid is determined.
  - For participants determined eligible on the date of application, the 90-day period starts on the date that eligibility for aid is determined. This date is the date on the approval notice of action (NOA).

- For participants not eligible on the date of application, the 90-day period starts on the date the participant begins receiving aid, which is the same date they are mandatory to WTW participation.
- Participants must sign a WTW Plan within 90 days from the date they are mandatory to WTW participation.
  - If the CM knows in advance that the participant is mandatory to WTW participation, the CM has 90 days from that date to develop and have the participant sign a WTW Plan.
  - If the CM does not know in advance and the participation status change is:
    - Discovered/reported timely (within 30 days of the change)  
The CM has 90 days from the date the change was reported to develop and have the participant sign a WTW Plan.
    - Not reported timely (over 30 days of the change)  
The CM has 90 days from the date the change occurred to develop and have the participant sign a WTW Plan.
- Participants attending Job Search Readiness (JSR) within 30 days of their approval for aid (NOA date) or the date that they are mandatory to WTW participation must sign a WTW Plan within 90 days of completing JSR.

Note: If participant is pre-ASMT and JSR is the first activity assigned, a WTW plan will not be signed. Once JSR and ASMT have been completed, the CM and participant will collaborate on developing a WTW Plan. If JSR is post-ASMT, a WTW plan must be signed.

**Exceptions:**

- The 90-day period does not include the time that a participant spends in good cause, compliance, and curing processes, including the participation time in activities to end a sanction.
- The 90-day period also excludes time between a Learning Disability Evaluation (LDE) appointment and the date the County receives the final report, up to 90 days. After the final report is received by the County, or on the 91st day, the 90-day period resumes.

See Universal Engagement Examples for specific examples of Universal Engagement under Attachments section.

## DEVELOPING A WTW PLAN

The WTW program offers a broad range of employment, employment preparation and educational activities, behavioral health services, and other necessary activities to help participants achieve self-sufficiency. CMs should use the following guidelines when working with participants to develop a WTW plan.

- Assessment reports – Assessment results should be reviewed with the participant and used as a guide to create the WTW Plan but should not exclusively dictate which activities they must attend.
- Personal goals – Participants should be encouraged to share their personal goals and preferences. The participant's aspirations, skill base, and activity availability should be considered when selecting appropriate activities.
- Strength-based approach – Emphasis should be placed on a strength-based approach that includes assisting participants in identifying their strengths, prioritizing needs, and developing the skills they already possess to create goals that are realistic and attainable. CMs should utilize the results of the Online CalWORKs Appraisal Tool (OCAT) to collaborate with the participant to develop the WTW Plan with appropriate training programs, service provider(s), and service arrangements.
- Education – If the CM determines that basic literacy, math, English as a Second Language (ESL), or a high school diploma/GED are necessary to remove barriers to employment, the participant will be assigned to participate in Adult Basic Education (ABE). Participants must maintain satisfactory progress in all educational activities.
- Appropriate activities – Participants should be encouraged to engage in work activities, however, if participation in barrier-removal activities such as Domestic Abuse, Mental Health or Substance Use Services is indicated, these activities and their assigned hours must be noted in the WTW Plan.
- Service Arrangements – Necessary service arrangements are to be addressed and offered to assist participants in attending assigned WTW activities.
- 16- and 17-year-old teens – WTW Plans for 16- and 17-year-old teens are written for the purpose of completing high school or its equivalency only. The teen may voluntarily participate in additional WTW activities, including Job Search, Job Readiness, and Assessment, but only to the extent that they do not interfere with their school program.
- Mandatory WTW participants with a break in aid longer than 30 days must sign a new WTW Plan upon returning to aid.

**SPECIAL  
CIRCUMSTANCE  
S**

Participants may have barriers that, unless addressed, may interfere with the success of their WTW Plan. Circumstances that should be discussed with the participant include, but are not limited to:

- Learning disability, mental health or substance use issues – If there is a concern that a learning disability, mental health, or substance use issue exists which will impair a participant’s ability to obtain or retain employment, or participate in WTW activities, an appropriate evaluation and assessment should be completed. Assessment results will be incorporated into the WTW Plan to reflect appropriate activities and reasonable accommodations. (Refer to Policy 210 – A - Learning Disability Screening and Evaluations and Policy 401 – Behavioral Health Services)
- Domestic abuse – Participants must be informed that services are available to assist current or past victims of domestic abuse. If the participant discloses the existence of domestic abuse and agrees to receive services, the WTW Plan will be developed to reflect appropriate domestic abuse activities. (Refer to Policy 402 - Domestic Abuse Services)
- Child’s school attendance – School attendance is compulsory for all children in the Assistance Unit. Any participation required of the parent by the school to ensure the child’s attendance will be included in the WTW Plan.

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**WTW PLAN  
COMPONENTS**

The WTW Plan describes the participant’s assigned activities (service arrangements provided to support the assigned activities, and requirements, such as participation hours).

When developing a WTW Plan, the CM will review the following forms with the participant:

- Welfare-to-Work Plan Rights and Responsibilities (WTW 1) – Provides an overview of a participant’s rights and responsibilities. The CM reviews the WTW 1 with the participant and provides them with a copy of the completed and signed form. The form certifies that the participant understands the program and its requirements.
- Welfare-to-Work Plan Activity Assignment (WTW 2) – The WTW 2 form includes:
  - Weekly participation hours assigned to each activity and total hourly requirements
  - Location, schedule, and participation hours of each activity
  - Supportive services that the County will provide

The CM reviews the WTW plan with the participant and provides them with a copy of the completed and signed form. The CM will explain that by signing the WTW

plan, the participant is authorizing the release of their information, and the WTW Plan may be shared with other agencies, organizations, or activity providers.

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## **WTW PLAN LENGTH**

WTW Plans will be for the length of time that is appropriate to the activity and needs of the participant but not to exceed 12 months. Six-month plans will be written when the participant starts a new activity or participates in barrier-removal activities such as Domestic Abuse, Mental Health, or Substance Use Services.

When developing a plan for SIP or Vocational Education, refer to the following policies for specific requirements:

- Policy 223 – Vocational Education - Privately Funded Postsecondary Education Institutions
- Policy 223A – Vocational Education – Publicly Funded Postsecondary Institutions

**Note:** CM may contact the participant up to 30 days before the expiration date to set up a new WTW plan to avoid any interruptions in the WTW plan.

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## **CHANGES TO THE WTW PLAN**

Participants may request changes to their WTW Plan under the following circumstances:

- Initial WTW Plan – The participant has 30 days from the beginning of their initial WTW activity to request a change or reassignment to another activity. This 30-day grace period is available only once during the participant's lifetime on CalWORKs assistance. The CM may grant the participant's request for reassignment if another activity is available and consistent with the WTW Plan, and if the CM determines the other activity will readily lead to employment.
- Initial and/or subsequent WTW Plan – The participant has three working days after signing the plan to reconsider and request changes to the terms of the plan.
- WTW Plans cannot be amended once the plan has been signed in CalSAWS. Any changes to the WTW Plan will require a new plan to be signed.
- A new WTW Plan is required when a participant begins a new WTW activity, when a concurrent activity is being added to an existing activity, or when there is a change within the existing activity (e.g., change in participation hours, location, or activity start time).

- When a new WTW Plan is being created and a new activity is being added to an existing activity, the existing activity can be linked as is to the new WTW Plan in CalSAWS. The existing activity will not need to be closed in the previous WTW plan and opened in a new WTW Plan. (Refer to Job Aid - Linking Customer Activities to Activity Agreements for instructions.)

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**WTW ACTIVITIES** Case Managers 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 service arrangements, 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.

If an activity is not immediately available, the participant will be assigned to another activity such as Job Search and/or Job readiness until the activity designated in the plan becomes available. (Refer to Policy 200 – Welfare to Work Program Activities and Participation Requirements)

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**PARTICIPATION HOURS** Refer to Policy 200 – Welfare to Work Program, Activities and Participation Requirements for additional information regarding participation hour requirements and activity assignments.

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**SERVICE ARRANGEMENTS** A description of the service arrangements must be included in every WTW Plan. Mandatory and voluntary WTW participants may receive necessary service arrangements, including childcare, transportation, and work or training-related expenses, to attend WTW appointments or participate in assigned activities.

Participants must also be provided with a written notice of the availability of childcare (CCP7) when signing a WTW Plan. (Refer to Policy 301- CalWORKs Stage One Child Program)

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**MONTHLY CONTACT**

CMs are required to complete a monthly contact with each participant to ensure progress in and compliance with their WTW Plan. The contact is also an opportunity for the CM to provide support, motivation, and encouragement to the participant, as well as an opportunity to identify potential barriers to the participant's successful attainment of their WTW goals. (Refer to Policy 201.2 – CalWORKs/Welfare-to-Work Monthly/Cal-Learn Contacts)

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**NON-COMPLIANCE**

A mandatory WTW participant who fails, without good cause, to participate as required in their assigned activity is subject to the noncompliance process, which may lead to WTW sanction. (Refer to Policy 240 - Noncompliance Process)

Teens ages 16 and 17, who have not completed high school, or its equivalent must comply with school attendance requirements and mandatory activities outlined in their WTW Plan. (Refer to Policy 100-E4 – School Attendance)

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**JOURNAL ENTRIES**

Journal entries must detail how the WTW Plan was developed, any identified special needs, activity assignment with specific information on hours of participation, and service arrangements.

CMs must also record every subsequent participant contact, including monthly contacts and receipt of progress reports.

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**CalSAWS ENTRIES**

CalSAWS entries must be made each time a WTW Plan is developed. (Refer to Job Aid – Customer Activities - Manage for detailed instructions)

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**ATTACHMENTS**

- Universal Engagement Examples
- CalWORKs Child Care Request Form and Child Care Payment Rules (CCP7)
- Self-Appraisal Form - F063-41-03
- Welfare-to-Work Plan Rights and Responsibilities WTW 1 (12/05)
- Welfare-to-Work Plan Activity Assignment (WTW 2)

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**REFERENCES**

- CalWORKs 2.0 – A New Approach to Empowerment
- Job Aid – Customer Activities – Manage
- Job Aid – Linking Customer Activities to Activity Agreements
- Policy 100 - E4 - School Attendance
- Policy 100 – F1 – Welfare-to-Work Exemptions
- Policy 200 – WTW Program, Activities and Participation Requirements
- Policy 201 – Appraisal/Re-Appraisal
- Policy 201.2 – CalWORKs/Welfare-to-Work/Cal-Learn Monthly Contacts
- Policy 210 – Assessment



- Policy 223 – Vocational Education – Privately Funded Postsecondary Educational Institutions
- Policy 223 A – Vocational Education – Publicly Funded Postsecondary Educational Institutions
- Policy 240 – Noncompliance Process
- Policy 301 – CalWORKs Stage One Child Care Program
- Policy 401 – Behavioral Health Services
- Policy 402 – Domestic Abuse Services
- Policy 403 -A – CalWORKs Family Reunification Services