

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

**Program/Area:** CalWORKS/Welfare-To-Work  
**Title:** Job Search and Job Readiness Assistance (JSR)  
**Number:** 204 **Status:** Revised  
**Effective Date:** 3/1/2005 **Revision Date:** 3/12/2025  
**Approved:** Signature on file

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**PURPOSE** This policy provides guidelines for the Case Manager (CM) to evaluate Job Search and Job Readiness Assistance (JSR) as a Welfare-To-Work activity.

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**BACKGROUND** 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 employment preparation and job search training to effectively market their knowledge, skills, and abilities to prospective employers, enabling them to enter the workforce immediately.

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- BOOKMARKS**
- [Job Search and Job Readiness Assistance \(JSR\) Activity](#)
  - [Shortening of the JSR Activity](#)
  - [Completion and/or Extension of JSR](#)
  - [WTW Plan](#)
  - [Attendance](#)
  - [CM Responsibilities](#)
  - [Contractor's Responsibilities](#)
  - [References](#)
  - [Attachments](#)
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**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. Reporting of any hours in a week uses a week of participation.

Benefits of participating in JSR include:

- Attend workshops to learn how to successfully job search
- Receive individualized job leads
- Resume writing tips and application assistance
- Coaching and development of interviewing skills
- Learn how to access the hidden job market and find exclusive job openings that are not publicly advertised

- One-on-one coaching during participation to ensure successful completion of the program
  - Access to Job Fairs and hiring events
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**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.
  - CM determines that the participant would not benefit from participation in JSR and needs another activity instead.
  - Participant will not benefit because they may suffer from an emotional, mental disability or substance use that will limit or preclude participation.
    - CM will determine prior to JSR referral, or contractor determines this and notifies the CM once participant engages in JSR.
    - A referral to Behavioral Health Services, Family Stabilization, and/or an evaluation for a WTW Exemption would be either a concurrent or an alternative activity for these cases.
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**COMPLETION AND/OR EXTENSION OF JSR**

After the participant has completed four consecutive weeks of JSR without obtaining unsubsidized employment, the participant will be scheduled for Assessment if one has not been completed. The CM shall refer the participant to any pre-ASMT activity that does not use JSR activity time in week 5.

If the JSR participant completes two or three consecutive weeks in JSR and has a break longer than one week (regardless of the reason – case closed, exemption, etc.), a one week break will not be needed upon resuming JSR. The remaining three or four weeks can be completed consecutively.

If the JSR participant completes one week in JSR and has a break in JSR of longer than one week (regardless of the reason – case closed, exemption, etc.), they will need to attend four consecutive weeks with a one-week break before starting the sixth week.

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**WTW PLAN**

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

Participants attending 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.

- If JSR is pre-ASMT and it 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.

Refer to Policy 211-Welfare-to-Work Plan and WT 86 - OC CalWORKs WTW Program Flowchart for more information.

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## **ATTENDANCE**

Participants are expected to treat JSR activity as a job by 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.

Attendance for JSR is primarily scheduled for in-person. The in-person JSR schedule will consist of attending the first week in person and a hybrid schedule for the remaining three weeks. The hybrid schedule consists of two days a week in-person and virtual check-ins providing flexibility to the participant. The virtual only option will be available for participants with extenuating circumstances and will need supervisory approval. Extenuating circumstances are any barriers that would prevent participant from attending activity.

Some examples of extenuating circumstances are but not limited to:

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

Barriers and supportive services should be addressed prior to submitting an Employment Services Referral - F063-41-251. It is up to the supervisor's discretion to approve the extenuating circumstances for virtual JSR. Once approved, the approval will need to be noted in a CalSAWS Journal Entry by the supervisor.

### **Absences**

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. 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 in CalSAWS Journal Entry.

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

If the participant does not show on the first day, the contractor will close out the referral and send it back to the CM. A new referral will be needed to re-refer the participant to JSR.

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

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**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.
4. Explain that if unsubsidized employment is not obtained during the four weeks of JSR, they may be referred to another pre-ASMT activity in Week 5.
5. Review the participant's assessment results, if available.
6. Identify and remove barriers to participation by ensuring that reliable childcare and transportation are in place prior to the start of JSR.
7. Ensure the participant possesses government-issued identification (based on I-9 required documents, generally a picture I.D. and original Social Security Card).
8. Complete the Employment Services Referral - F063-41-251 for JSR and attach a copy of assessment results, if JSR activity is post-ASMT.
9. Provide the participant with a copy of the referral form and image a copy in Hyland Perceptive Experience (HPE).

10. Complete a WTW Plan if applicable, which indicates JSR and any concurrent WTW activities, required participation hours, and all identified Supportive Services. Refer to Policy 211-Welfare-to-Work Plan for additional information.
11. Collaborate with the Contractor to monitor the participant's attendance, participation, progress, and potential barriers to successful completion of the assigned JSR activity.
12. Update CalSAWS Journal Entry.

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**CONTRACTOR'S  
RESPONSIBILITIES**

The Contractor's responsibilities include:

1. Receive the referral for the JSR activity via email.
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 in HPE 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 CalSAWS Journal Entry and notify the CM.
16. Submit the Attendance Outcome Report (AOR)-F063-41-420 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.
17. Notify the CM when the participant is in their third week of JSR and provide the CM with a recommendation for a pre-ASMT activity 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's name, employer's address, occupation, hours, salary/hourly wage, and start date.
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## **REFERENCES**

- Policy 100-F1 Welfare-To-Work Exemptions
  - Policy 201-Appraisal / Re-Appraisal
  - Policy 210-Assessment
  - Policy 211-Welfare-To-Work Plan
  - Policy 240-Noncompliance Process
  - Policy 289-Experience Provides the Resources for Tomorrow (EXPRT)
  - Policy 301-CalWORKs Stage One Child Care Program
  - Policy 310-Transportation Supportive Services
  - Policy 315-Ancillary Supportive Services
  - Policy 401-Behavioral Health Services
  - Policy 407-Family Stabilization Program
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## **ATTACHMENTS**

- Attendance and Outcome Report-F063-41-420
- Assessment Referral/Response 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