

**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
Number: 204 **Status:** Revised
Effective Date: 2/1/2005 **Revision Date:** 7/1/2026
Approved: Signature on file

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

BACKGROUND JSR is intended to provide the participant with employment preparation and structured job search support. JSR helps participants strengthen their job-readiness skills and learn effective job search strategies, enabling them to demonstrate their knowledge, skills, and abilities to potential employers, and successfully transition into the workforce.

JSR ACTIVITY JSR is an optional four-week WTW activity. Participants may participate in JSR as many times as needed; however, the CM must evaluate whether JSR is an appropriate next activity. Each instance requires a new WTW plan. JSR is provided by a county contracted job services provider, currently Equus Workforce Solutions. Participants may choose to participate in JSR at any time in the WTW workflow.

Participants who choose JSR receive:

- Instructions on effective job search strategies
 - Individualized job leads
 - Resume writing tips and application assistance
 - Coaching and interviewing preparation
 - Exposure to local hiring events
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ATTENDANCE JSR is primarily an in-person activity. Participants are expected to treat JSR as a job by completing all required activities and attending scheduled hours. The JSR schedule will consist of attending the first week in person followed by three hybrid weeks with two in-person days and virtual check-ins each week. A virtual-only option is available for participants with extenuating circumstances and requires supervisory approval. Once approved, the CM supervisor must document the approval in a CalSAWS Journal Entry.

Examples of extenuating circumstances include, but are 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.

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.)
- Jury duty for self
- Appointment with CM or other SSA staff

The Contractor will notify 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. All other absences or absences without documentation are unexcused. The WTW 26 – Good Cause Determination Guidelines provides guidelines for determining if Good Cause exists. Refer to Policy 240 – Noncompliance Process for additional information.

For instances of non-attendance (excused or unexcused), the Contractor will attempt to contact the participant, email the CM by the next business day, and document the incident in a CalSAWS Journal Entry.

- Morning no-shows must be reported by the afternoon of the same day.
- Afternoon no-shows must be reported 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 is required 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.

CM RESPONSIBILITIES

The CM will meet with the participant and will:

1. Discuss JSR as one of several allowable WTW activities.
2. Explain the purpose and benefits of JSR and how it supports obtaining unsubsidized employment using the JSR flyer as a guide.
3. Confirm the participant understands JSR includes motivational workshops and active job search.
4. Clearly communicate to the participant the required attendance hours for JSR.
5. Ensure the participant chooses JSR before adding it to the WTW plan.

6. Review the participant's assessments results, if applicable.
7. Identify and address participation barriers, ensuring reliable childcare and transportation are secured before starting JSR.
8. Verify the participant has government-issued identification (I-9 required documents).
9. Complete the Employment Services Referral – F063-41-251.
10. Provide the participant with a copy of the referral form and image a copy in Hyland Perceptive Experience (HPE).
11. Complete a WTW Plan indicating JSR and any concurrent WTW activities, participation hours, and all supportive services.
12. Coordinate with the Contractor to monitor attendance, participation progress, and any barriers.
13. Document all actions taken in a CalSAWS Journal Entry.

CONTRACTOR RESPONSIBILITIES

The Contractor's responsibilities include:

1. Receive JSR referrals via email.
2. Consult with the CM on the hours and activity requirements.
3. Conduct an outreach call with the participant prior to starting to discuss JSR activity expectations.
4. Meet with the participant on the first day review activity details.
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. Image the Daily Job Search Report – F063-41-422 form each day it is collected from the participant.
12. Evaluate absences to determine if they are excused or unexcused and notify CM.
13. Enter non-attendance and final outcome in a CalSAWS Journal Entry and notify the CM.
14. 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.
15. Notify CM via email and indicate on the final AOR if the participant becomes employed at any time during JSR, including the employer's name and address, occupation, hours, salary/hourly wage, and start date.

REFERENCES

- EAS Manual 42-711.53
- ACL 00-30, ACL 14-51, ACL 26-32

- ACIN 1-16-00
 - Policy 211 - Welfare-To-Work Plan
 - Policy 235 - Welfare-To-Work Exemptions
 - Policy 240 - Noncompliance Process
 - 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
- Daily Job Search Report - F063-41-422
- Equus Excused Absence Policy
- Employment Services Referral - F063-41-251
- JSR Flyer
- WTW 26 - Good Cause Determination Guidelines