

County of Orange Social Services Agency
Family Self-Sufficiency Division

Program/Area: CalWORKS/Welfare-To-Work

Title: Striving Towards Elevating Personal Success (STEPS)

Number: 217

Status: Signature on file

Effective Date: 05/28/2015

Revision Date:

PURPOSE

Striving Towards Elevating Personal Success (STEPS) consists of motivational workshops in which the Welfare-to-Work (WTW) participant will learn to enhance their skills for making improved personal and professional life choices. Participants assigned to the STEPS activity will learn skills designed to increase their capacity to move toward self-sufficiency.

Benefits of participating in STEPS include:

- Engagement in WTW activities
 - Enhanced ability for work-life balance
 - Increased confidence and self-esteem
-

**STEPS
ACTIVITY**

STEPS is a pre- or post-assessment core activity, and counts toward the Job Search and Job Readiness Assistance (JSR) time limits. Therefore, participation in STEPS is limited to 4 weeks, but may be extended by the Case Manager (CM) up to a maximum of 6 weeks in a 12-month period, with no more than 4 weeks being consecutive.

The STEPS activity is designed for participants who:

- Need additional hours to meet their hourly work participation requirement. For example: A single parent, employed 17 hours per week, and needs 5 more hours to satisfy his/her weekly 22-hour requirement.
- Experience a break between activities. For example: A participant is enrolled in a Self-Initiated Program (SIP) or Educational activity (i.e. Adult Basic Education (ABE) or Vocational Education and Training) that has a break between school terms.
- Are scheduled to begin an activity which is pending, and need

a short-term activity until the pending activity starts.

STEPS is appropriate for participants who will benefit from enhancement of practical life skills, such as problem-solving, money management, and conflict resolution. In the [STEPS courses](#), participants learn to maximize their professional successes and personal life choices, and identify a healthy work-life balance.

A portion of the time is spent in an instructor-led classroom environment where individuals have access to beneficial Your Employment Success (YES) workbooks and an opportunity to participate in group activities. In addition, participants may utilize the ResCare Academy web-based training program to complete online self-directed courses. The online platform allows individuals to independently complete required courses, assessments, and trainings, based on their availability and schedule, utilizing any computer with the Internet.

Refer to [Policy 202 Work Participation Hours and Activities](#) and [Policy 204 Job Search and Job Readiness Assistance](#) for additional information.

REFERRALS

WTW participants can participate in STEPS through a referral to ResCare Workforce Services (RWS) for the STEPS activity.

To refer to STEPS, the CM will complete the [F063-41-251 Job Services/Supportive Services Referral form](#). The [F063-41-420 Attendance and Outcome Report \(AOR\)](#) will be used by RWS to communicate attendance and progress to the CM on a monthly basis and to communicate the final outcome. Regular communication is encouraged between RWS and the CM.

CM RESPONSIBILITIES

The CM will meet with the participant to discuss the STEPS activity. During the discussion, the CM will:

1. Explain the purpose and benefits of the STEPS activity to ensure it is the appropriate activity for the participant; utilize the [STEPS flyer](#) as a guide.
2. Ensure the participant understands that a portion of the STEPS activity is web-based and requires access to a computer with the internet. RWS will provide a list of resources to the participant for public access to a computer with the internet or provide the option to use RWS computers when available.

Note: Ancillary payments for computers or internet service are not allowed.

3. Review the participant's assessment results, if available.
4. Complete a Job Services/Employment Support Services Referral ([F063-41-251](#)) for STEPS indicating assigned hours per week and length of the activity.
5. Email the completed referral (with a copy of the participant's assessment results, if appropriate) as an attachment to the appropriate RWS Outlook mailbox (Rescare North, Rescare South, Rescare East, Rescare West).
6. Review and respond to the participant's Supportive Services needs. Communicate and make supportive services referrals to the Intake Employment Eligibility Specialist (IEES)/Continuing Employment Eligibility Specialist (CEES) as needed.

Refer to [Policy 301 Childcare Eligibility and Application Process](#), [Policy 310 Transportation Supportive Services](#), and [Policy 315 Ancillary Supportive Services for additional information on Supportive Services](#).

7. Complete a [WTW 2 Welfare-to-Work Plan Activity Assignment](#) which indicates STEPS and any concurrent WTW activities, required participation hours, and all identified Supportive Services.
 - [Example 1](#) shows a completed WTW Plan for the STEPS activity that meets the federal participation requirements.
 - Select *Job search and job readiness* on page 1 of the WTW Plan for the STEPS activity.

Refer to [Policy 211 Welfare-to-Work Plan](#) for additional information.

8. Schedule the participant to the STEPS activity in CalWIN.
9. Enter STEPS and any other activities attendance hours in CalWIN and track the participant's attendance and progress per the [Participation Tracking Resource Guide](#).
10. Collaborate with RWS to monitor the participant's classroom

attendance, online participation, progress, and potential barriers to successful completion of the assigned STEPS activity.

11. Update CalWIN Case Comments.

**RWS
RESPONSIBILITIES**

RWS will:

1. Receive the referral for the STEPS activity via email or fax.
2. Meet with the participant to discuss the STEPS activity, online access to coursework, and provide him/her with a ResCare Academy User Guide.
3. Discuss available coursework categories for the [STEPS activity](#), based on the participant's experience, goals, and interests.
4. Monitor the participant's classroom attendance, online participation, and progress.
5. Address barriers to participation and communicate with the CM as needed.
6. Update CalWIN Case Comments that include but are not limited to: attendance, absences, and outcome.
7. Submit the [F063-41-420 AOR](#) to the CM monthly, and within 3 business days when the activity ends.

Note: RWS will communicate participation concerns to the CM immediately.

ATTACHMENTS

[F063-41-251 Job Services/Employment Support Services Referral](#)

[F063-41-420 Attendance and Outcome Report \(AOR\)](#)

[STEPS Courses](#)

[STEPS Flyer – English](#)

[STEPS Flyer – Spanish](#)

[STEPS Flyer – Vietnamese](#)

[WTW 2 Welfare-to-Work Plan Activity Assignment](#)

[WTW Plan STEPS Example 1](#)

REFERENCES

[Participation Tracking Resource Guide](#)

[Policy 202 Work Participation Hours and Activities](#)

[Policy 204 Job Search and Job Readiness Assistance](#)

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

[Policy 301 Child Care Eligibility and Application Process](#)

[Policy 310 Transportation Supportive Services](#)

[Policy 315 Ancillary Supportive Services](#)

OCS&SA