

WELFARE-TO-WORK PLAN RIGHTS AND RESPONSIBILITIES

 PARTICIPANT NAME

 CASE NAME

 CASE NUMBER

 I.D. NUMBER

This is an overview of the rights and responsibilities of participants in Welfare-to-Work activities under the California Work Opportunity and Responsibility to Kids (CalWORKs) Program. Your Welfare-to-Work Plan tells how you and the county will work together so that you can get and keep a job. Your plan includes this form, the Activity Assignment, and the Welfare-to-Work Handbook. The Welfare-to-Work Handbook tells you about Welfare-to-Work activities, services, and rules. The Activity Assignment tells you the Welfare-to-Work activity that you will be participating in.

The county must do certain things to help you while you are in Welfare-to-Work. The county must explain Welfare-to-Work to you and answer any questions.

The county must help you arrange and pay for child care, transportation, and work and training costs. If necessary, the county can make advance payments to you for these supportive services.

This plan and any changes to it will apply to you and the county as long as you participate in Welfare-to-Work. But, the county may have to change or stop all or part of this plan if: 1) there are changes in law or regulations; 2) the county cannot get or pay for services from the provider; or 3) you stop receiving cash aid under the CalWORKs program. The county will inform you of any changes in writing.

YOUR RIGHTS

As a Welfare-to-Work participant, you have the following rights which will help you take part in Welfare-to-Work.

You have the right to the following:

Employment Services

- Receive direction and support from the county to help you improve your ability to get a job. This can possibly include on-the-job training and job skills training or education.
- Receive a referral to places that offer personal counseling, mental health, substance abuse, or domestic abuse services, at no cost to you, if you need them to help you participate.

Supportive Services

- Receive payment for child care, transportation, and work and training-related expenses if you need them to participate in or attend any Welfare-to-Work appointment or activity. These are called supportive services. If you need them, but do not get them, you may have good cause for not participating.
- Receive details of your supportive service arrangements in writing.
- Receive advance payment, if you need it to avoid using your own money, for approved supportive services.

Welfare-to-Work Plan

- Ask for a change or reassignment to another activity within 30 days from the beginning of your first training or education assignment under your initial Welfare-to-Work plan.
- Change your mind about the activities assigned in your Welfare-to-Work plan. If you change your mind, you must tell your Welfare-to-Work worker within three (3) working days after signing your Welfare-to-Work plan Activity Assignment form (WTW 2).
- Automatically get a neutral third party to assess your employment and or training needs if you disagree with the assessment or you and the county cannot agree on a plan to meet your assessed employment needs.
- Ask for a different provider if you object to the religious character of any provider to which you have been assigned.
- Not to participate in any religious activity offered by a service provider. Participation in such an activity is voluntary.

Resolve Problems with your Welfare-to-Work Plan

- Not participate if the services you and the county agree you need are not provided.
- Not participate if the county decides you have any other good reason.
- Explain the reason if you fail to do what Welfare-to-Work requires.
- Have a second chance to cooperate and participate in Welfare-to-Work through the compliance process.
- Ask for legal advice at anytime regarding your participation in Welfare-to-Work from your local legal aid or welfare rights office by calling () _____ .
PHONE NUMBER

Employment Problems

- Leave a job or not accept a job if the county decides you have a good reason.

Complaints

- Protest any county action you do not agree with by filing a formal grievance with the county or asking for a State hearing by calling 1-800-952-5253, or for the hearing or speech impaired who use TDD, call 1-800-952-8349.

YOUR RESPONSIBILITIES

As a Welfare-to-Work participant, you also have the following responsibilities to make sure Welfare-to-Work works for you.

You must:

- Accept a job if you get an offer, unless you have a good reason not to.
- If working, keep the job and not lower your earnings.
- Sign activity assignments which tell how you and the county will work together while you participate.
- Participate as described in your Welfare-to-Work plan unless you have a good reason.
- Choose and arrange for supportive services. The county will help you.
- Sign up for subsidized child care if you will need it. The county will tell you how.
- Ask your Welfare-to-Work worker if you have any questions about Welfare-to-Work.
- Tell your Welfare-to-Work worker of changes that may affect your participation.
- Tell your Welfare-to-Work worker right away of changes in your need for supportive services. This includes changes in child care providers. If you do not tell the county in advance, the county may not be able to pay for the services that change.
- Pay Welfare-to-Work back for any supportive services payments you got, but you did not need or you were not eligible to get.
- Call or go to the county when they ask you to.
- Give proof of satisfactory progress in your assigned activity, if required by your county.
- Read (or have read or explained to you) the Welfare-to-Work Handbook and ask questions about any part of the handbook you do not understand.

QUESTIONS?

The Welfare-to-Work Handbook gives you more information on your rights and responsibilities. If you have any questions, be sure to check the Welfare-to-Work Handbook or call your Welfare-to-Work worker at the number shown below.

CERTIFICATION

I understand that the purpose of Welfare-to-Work is to help me prepare for work and find a job.

I have read (or had read or explained to me) and understand this Rights and Responsibilities form. I have received a Welfare-to-Work Handbook. I know that I have certain rights and responsibilities as a participant in Welfare-to-Work. I know that I must meet all my responsibilities as a Welfare-to-Work participant. If I fail to meet my responsibilities without good reason, I know that there are certain penalties and that my cash aid may be affected.

PARTICIPANT'S SIGNATURE:

DATE:

WELFARE-TO-WORK WORKER'S SIGNATURE:

PHONE:

DATE:

WELFARE-TO-WORK **HANDBOOK**



Department of Social Services

Welcome to the Department of Social Services, Employment Services Welfare-to-Work (WTW) Program.

Listed below are important phone numbers to know:

Name of your Job Specialist (JS): _____

JS phone number: _____

To contact an Eligibility Worker (855) 832-8082

To reach our 24-hour automated system: (559) 600-1377

Appeals Unit: (559) 600-6212

To report fraud: (559) 600-5045

TABLE OF CONTENTS

INTRODUCTION TO THE EMPLOYMENT SERVICES WELFARE-TO-WORK (WTW) PROGRAM.....	3
HOW WTW HELPS YOU TO SUCCEED.....	4
WORK PAYS!!	5
WHO MUST PARTICIPATE IN WTW?	6
WTW Mandatory Participants	6
Volunteers	6
Hours of Participation	6
Participating in More Than One Activity (Concurrent Activities)	7
WHO DOES NOT HAVE TO PARTICIPATE?.....	8
STEPS TO SUCCESS	9
WTW Orientation	9
Appraisal	9
YOUR WELFARE TO WORK ASSESSMENT PLAN.....	9
Reappraisal.....	10
SUPPORTIVE SERVICES	10
Child care:.....	10
Transportation Costs:	11
Work or Training Costs:	11
SATISFACTORY PARTICIPATION.....	11
WELFARE TO WORK ACTIVITIES	12
Counseling and Treatment	13
GOOD REASONS FOR NOT PARTICIPATING.....	14
WHAT HAPPENS IF YOU DO NOT PARTICIPATE?	15
SERVICES AFTER YOU GET A JOB AND GO OFF CASH AID.....	15
WHAT TO DO IF YOU DISAGREE	17
State Hearing.....	17
Independent Assessment.....	17
WHERE TO FIND HELP.....	19
Fresno/Clovis	19
Kerman.....	19
Reedley	19
Selma.....	19
Coalinga	19
GLOSSARY	21

INTRODUCTION TO THE EMPLOYMENT SERVICES WELFARE-TO-WORK (WTW) PROGRAM

Welcome to the Department of Social Services (DSS) Welfare-To-Work program. Your Job Specialist (JS) and DSS staff are here to help you and your family identify your strengths and interests, and with your input, create a plan to attain your goals. This handbook provides information on how the WTW program works and the available supportive services needed for you and your family to succeed in meeting your goals and obtain long term employment.

While you are actively participating in WTW, you will continue to receive California Work Opportunity and Responsibilities to Kids (CalWORKs), CalFresh, and/or Medi-Cal. As an adult, you may be eligible to receive CalWORKs for a maximum of 60 months during your lifetime. To receive CalWORKs for yourself (not including children), you must actively participate in the WTW Program and comply with WTW requirements. You will meet with your JS monthly or more often if needed to ensure there is progress to meet your goals and address you and your family's needs.

After an appraisal is completed and you meet with your JS, if supportive services are identified to participate in the WTW Program, assistance may be provided, including but not limited to providing childcare, transportation, and/or expenses related to your activities.

If you are experiencing barriers that limit your participation in the WTW program, assistance may be available to address some legal barriers, treatment for substance abuse, mental health counseling, and/or address domestic violence. Your JS will provide you with information and the options you and your family have to address and remove the barriers.

HOW WTW HELPS YOU TO SUCCEED

The WTW program is designed to provide you and your family with the tools needed to achieve your goals identified in your Appraisal. Your JS will work with you to develop a WTW Plan that is based on your strengths, interests, and goals. If you already have work experience or an identified skill set, your JS will help you with direct job placement to connect you to jobs in the same field.

1. WTW can help you gain long term employment by assisting you with vocational training, education, job skill enhancement, and direct job placement.
2. You will learn skills to assist you to be job ready to obtain a job in today's workforce.
3. You will also learn how to retain long term employment through job readiness training.
4. Your JS and DSS staff are here to assist you every step of the way to reach your goals.
5. Once you obtain employment, WTW may continue to assist with childcare costs, transportation, and work or training expenses while you are participating in the WTW program.

Through the WTW program, you and your family will be able to prepare and train for the job you want. The entire community benefits by having a prepared, educated, and trained workforce.

WORK PAYS!!

Your monthly income will always be higher when you are employed. For example, if there are four people in your home (you, your spouse, and two children) your CalWORKs amount is **\$1,295.00**, working 30 hours per week can increase your monthly income to **\$2,602.45**. The example below is for a minimum wage job (\$15.50/hr.), but our goal is to help you get a higher paying job to sustain your family without CalWORKs.

Table 1: Work Pays Example

Step 1.			
We figure your weekly gross earnings			
30 hours per week @ \$15.50 per hour	=	\$	465.00
Step 2.			
We figure your monthly gross earnings:			
\$465.00 X 4.33 weeks		\$	2013.45
Step 3			
We figure your monthly countable earnings:			
Your monthly Gross Earnings		\$	2013.45
Less \$600 Earned Income Disregard (EID)	-	\$	600.00
	=	\$	1,413.45
Less 50% of EID	-	\$	706.73
Equals your countable income	=	\$	706.72
*Countable income is rounded to the whole dollar			
Step 4			
We Figure your cash grant:			
Maximum Aid payment for 4 (Region 2)		\$	1,295.00
Less your countable earnings	-	\$	706.00
Equals Cash Grant	=	\$	589.00
Step 5			
We figure your total monthly income:			
Monthly gross income		\$	2013.45
Plus Cash Grant	+	\$	589.00
Equals total gross income		\$	2,602.45

There are additional benefits you may qualify for when you are employed. You may qualify for the Earned Income Tax Credit (EITC) when you complete your tax return.

For more information on the EITC, visit: <https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit-eitc>

WHO MUST PARTICIPATE IN WTW?

Your JS will discuss with you if you must participate in the WTW program when:

- You apply for CalWORKs (cash aid)
- Your eligibility for CalWORKs is redetermined; or
- There is a change in your exemption status.

WTW Mandatory Participants

If you are getting CalWORKs, and you are not excused, you will need to participate in the WTW program. You will be known as a "mandatory WTW participant." You will need to participate in a WTW activity for a certain number of hours each week.

If you are a mandatory WTW participant, you will need to:

- Keep all appointments. You will get notices of when your appointments are scheduled.
- Sign a WTW plan (activity agreement)
- Take part in all required WTW activities.
- Meet the minimum average weekly required hours.
- Not quit your job, lower your pay, or decrease your hours.
- Provide proof of progress of your activity when your JS asks you for it.

WTW Volunteers

If you do not have to participate in WTW, you can ask to take part. You will be called a "volunteer."

Even if you are exempt from participation in WTW, we encourage you to volunteer. To volunteer, contact your JS. You can stop volunteering at any time without losing your CalWORKs, if you are still exempt from program participation. When your exemption ends, you will become a mandatory WTW participant.

Hours of Participation

While you are getting CalWORKs, you will be asked to take part in approved activities each week. The hours required will be based on your household makeup:

- One-parent family with a child under 6 years old
- One-parent family with no child under 6 years old
- Two-parent family.

One-Parent Families (with a child under 6 years old): If you are the adult in a one-parent WTW family with a child under 6 years of age and you are not exempt, you are required to complete an average of 20 activity hours per week.

One-Parent Families (with no child under 6 years old): If you are the adult in a one-parent WTW family with no child (ren) under 6 years old, you are required to complete an average of 30 activity hours per week.

Two-Parent Families: If you are an adult in a two-parent WTW family, and are not exempt, you and/or the other parent will have to participate in your assigned WTW activities for an average of at least 35 hours per week. Two parent households can share the total number of hours between both parents and one parent can elect to complete all of the required hours.

FAMILY TYPE	Total Average Hours
Single Parent with a child under 6 years old	20
Single Parent without a child under 6 years old	30
Two Parent Household	35

Participating in More Than One Activity (Concurrent Activities)

You will need to attend more than one activity at the same time if you are not meeting the required number of hours each week. For example, if a single parent with no child under 6 years of age is working an average of 20 hours per week, then they will be scheduled for an additional activity for an average of 10 hours to help them meet the 30-hour requirement.

For a two-parent household, the first parent is working an average of 30 hours per week; the 1st parent will be scheduled for an additional activity for an average of 5 hours of activities or the 2nd parent will be scheduled for an average of 5 hours of activities to meet the 35 total hour requirement.

WHO DOES NOT HAVE TO PARTICIPATE?

You may be granted an exemption from taking part in WTW activities if you have a reason not to participate. You can talk to your JS if you would like to request an exemption. Proof is needed in order to exempt you. If you are exempt, your CalWORKs (cash aid) time limits may be stopped. You do not have to take part in work activities if you are:

- Under 16 years old and do not have custody of a child
- 60 years or older
- 16, 17, or 18 years old and going to high school or adult school full time, unless you are going to school as one of your WTW activities
- Disabled longer than 30 days. The disability has to keep you from working or taking part in an activity. You must seek medical help for your disability. Your JS will request proof and a doctor's form needs to be completed.
- Pregnant and provide proof of your pregnancy.
- A non-parent relative who is taking care of a child who is:
 - A dependent
 - Ward of the court
 - A child who may be placed in foster care.

The County will decide if you cannot work or take part in an activity because you must take care of the child.

- Caring for a sick family member who lives with you and cannot take care of themselves. The County will decide if you cannot work or take part in an activity because you must take care of this person. Your JS will request proof and a doctor's form needs to be completed.
- The parent or other relative caretaker of a child who is 12 weeks old or younger and are taking care of the child.
 - If both parents are in the home and receive cash aid, only one parent is eligible for this exemption at a time.
 - If you have another baby, adopt, or take care of another child who is 6 months old or younger, you may be exempt for 12 weeks.
 - You do not get this exemption if you are a teen parent.
- The parent or other relative caretaker of a child who is age 0-23 months and is taking care of the child. This exemption is not automatic, and a JS must meet with you to discuss your options. This exemption is available once in a lifetime.

NOTE: Pregnant and parenting teens can only be exempt due to a disability.

STEPS TO SUCCESS

The WTW program provides comprehensive job readiness and supportive services to promote self-sufficiency for WTW families in Fresno County. The activities that you can participate in are listed below under the heading Welfare to Work Activities.

WTW Orientation

WTW Orientation is a mandatory activity. At Orientation, you will learn the rules of the WTW program and the activities you can choose to take part in will be explained.

Appraisal

Your JS will schedule an appointment to complete an Appraisal and inform you of the date, time, and location. During the Appraisal, you will talk to your JS about your work history, education, housing, transportation, family responsibilities, and your health and well-being. If you tell us something that keeps you from being able to work, we will try to help you remove the barrier.

Your JS will complete the Online CalWORKs Appraisal Tool (OCAT) with you, help you review your Appraisal Summary and Recommendations Report (ASR) to identify potential barriers and possible exemptions.

NOTE: If you are enrolled in school or training on the date of the WTW appraisal, you could be considered as being in a Self-Initiated Plan (SIP). If approved, you will still be required to meet the 20/30/35 hour per week requirement. If the SIP does not meet this requirement, you will be asked to participate in another activity.

YOUR WELFARE TO WORK ASSESSMENT PLAN

Your WTW Assessment Plan is important. It tells you how we will work together so you can find a job and go off cash aid. Your Assessment Plan will make sure that you receive needed services and training while you are in the WTW program.

Your JS will help you review the following parts of your WTW Plan:

- *The WTW PLAN - RIGHTS AND RESPONSIBILITIES (WTW1)* – It tells you about WTW, our responsibilities, and your rights and responsibilities as a participant. This agreement applies as long as you are in WTW.
- *The WTW PLAN - ACTIVITY CONTRACT (WTW2)* – It tells you about the WTW activity in which you are participating. You will sign a new contract each time you begin a new activity.
- *The WTW ASSESSMENT PLAN (ES73)* – It lists the activities that you will need to participate in so you can reach your employment goal.

Read your entire WTW Plan carefully. If you have any questions, be sure to ask your JS.

You must continue to participate in the WTW Program until you go off CalWORKs (cash aid).

Reappraisal

If you have not gotten a job after finishing all of the activities in your WTW Plan, you will go to Reappraisal. At Reappraisal, we will review your case and decide if there needs to be any changes to your WTW Plan. If we decide that you had special reasons why you could not find a job, then we will send you to another activity. If you do not have any special reasons, then you will have to take part in one of the activities below.

- Employment
- Work experience
- Community service
- Job skills training
- Mental health, substance use services, and/or domestic abuse services.

SUPPORTIVE SERVICES

While you are taking part in your WTW activities, you may need help with other services. Talk to your JS about helping you with child care payments, transportation costs, and other training or work costs. Supportive services are available as needed for approved activities only. All approved WTW activities will be included in your WTW contract. Please talk your JS if you are required by a court to complete any classes or community service.

Advance payment: We may be able to pay for some of your costs before you begin your approved activity.

Child Care:

- We may be able to pay for some of your child care cost if it is needed for you to participate in the WTW Program. You may get child care payment assistance for the children in your family who are age 12 or younger.
- You may also receive child care payment assistance for other children living in your home who are under your care if the child will keep you from participating in WTW activities or your job.
- Children who have exceptional needs can also get help with child care costs from age 13 to 18. You will have to provide proof to your JS.

- Types of child care providers you can choose:
 - A licensed daycare centers.
 - A licensed home
 - A relative or friend over the age of 18
 - Before/after school program
- We will not pay child care costs for someone that is the legal guardian or parent of the child, someone under 18, an undocumented person, or someone convicted of certain felony crimes.
- Payments are made directly to your provider. If you choose a provider that is not licensed, they may need to apply for Trustline Registry to do a fingerprint and background check. If your child care provider is your child's aunt, uncle, or grandparent, they do not need to complete the Trustline Registry.

Transportation Costs:

- If you are in an approved WTW activity and need help getting to and from your activity, we can help you. Your JS will work with you to find the best way to meet your transportation needs. We can give you a 1 ride bus fare (formerly bus token) bus pass or issue you a check for a flat rate or mileage reimbursement.

Work or Training Costs:

- We may pay for the costs of books, tools, special clothing, and other items you need for your approved work or training activity. If your employer does a background check, fingerprinting or drug testing, we can help pay for those costs. Contact your JS for more information.

NOTE: You will be asked to provide receipts for the money that is given to you. If you do not participate in your WTW activities as scheduled or use the money to buy things improperly, you will have to pay that money back.

Examples:

- If you request money for a job interview, your receipts will need to show that you bought clothes and shoes for an interview.

SATISFACTORY PARTICIPATION

Attendance – When you sign your WTW Plan, you agree to go to your activity and are required to attend your activity as scheduled. You need to attend for the number of hours you and your JS put in your plan. If you are not sure, please ask your JS.

Satisfactory Progress – While you are in your WTW activity, you are required to show proof that you are making good progress. The school, training facility, or your employer will set the standards for what is considered good progress. If you do not make good progress, you may not be in compliance with the WTW Program, and your CalWORKs grant may be impacted. Please talk to your JS if you are having problems in your WTW activities.

Completion of Activity – When you complete the WTW activity, you will achieve the goal that is in your WTW Plan, and your JS will meet with you to discuss your next appropriate activity.

NOTE: Please notify your JS if you are dismissed from a WTW activity or if you have stopped attending. Your JS will meet with you to schedule you into another appropriate WTW activity.

WELFARE TO WORK ACTIVITIES

Welfare-to-Work activities are the steps you take to meet your employment goals. You and your JS will agree and sign a new WTW Plan (WTW 2) each time you begin a new activity. You have three working days after signing the WTW 2 to ask for changes before it is final. After the three days have passed, you can change your first training or education activity one time. You must ask for the change within 30 days of starting that activity. You may ask to change your plan if you have a good reason to do so. Please remember that time limits apply to all activities whether you finish them or not. Your contract may include any of the following activities:

- **Unsubsidized Employment** – A job where your employer pays all of your paycheck
- If you work part-time, you will have to take part in another work activity (if you are not meeting your mandatory hourly requirements)
- If you work full-time and still get CalWORKs (cash aid), we may be able to help you improve your skills to get a higher paying job.
- **Subsidized Employment** – A job where someone other than your employer pays all or part of your paycheck.
 - CalWORKs may pay part of your wages for the job
- **Job Readiness** – Activities that get you ready for a job which may include workshops on resume building, interviewing, and life skills.
- **Work Experience/Community Service** – Unpaid work experience.
 - Build basic job skills

- Improve your current skills in a job related to your experience
- Provide a service that is needed in the community and may lead to a job
- Limited to 12 months, except under certain situations
- Your CalWORKs (cash aid) is not reduced by being in an unpaid Work Experience/Community Service position
- **Vocational Education/Training** – Training or classroom programs that help prepare you for jobs. May be provided by:
 - Adult schools
 - Regional occupation programs
 - Community Colleges
- **Work Study** – A part-time job set up through your college. You will receive a paycheck from the school or employer.
- **Self-Employment** – Running your own business
 - You must be working full-time and make at least the Federal minimum wage. If your self-employment does not meet the required participation hours for your household, you will have to take part in other work activities.
- **Adult School Education** – Classes to help adults who do not have their high school diploma. Can include reading, writing, arithmetic, high school proficiency, GED and English as a Second Language (ESL).
- **Education Directly Related to Employment** - Education directly related to and needed to obtain or retain employment.
- **Job Skills Training Directly Related to Employment** - Includes training or education for job skills required by an employer.
- **Self-Initiated Program (SIP)** - An education or training program you were enrolled in before you completed appraisal.

Your JS can answer any questions about the hours you are required to participate and activity options.

Counseling and Treatment

Mental Health, Substance Use and Domestic Abuse – If you cannot work or keep working because of:

- Stress, nervousness, or sad feelings
- Risk of being harmed by a significant other
- Using drugs or alcohol on an ongoing or daily basis

You need to talk to your JS. We can offer you some help. Mental Health, Substance Use Services and Domestic Abuse Services are available at no cost to you, and they can be counted as part of your weekly hour requirement. You may have to take part in other activities to meet your weekly hour requirement.

GOOD REASONS FOR NOT PARTICIPATING

We know that you may have a good reason for not participating in the WTW Program. This could mean not signing your WTW Plan or not taking part in the activity that you said you would. You may also have a good reason for not accepting a job offer, for quitting a job, for lowering your wages or reducing your hours. You should talk to your JS first. The reasons might be related to you or to the assignment.

Reasons related to you:

- You need help to pay for expenses to work or participate and have not received this help
- You are a victim of domestic abuse and participating would be unsafe to you or your family
- Child care is not available during training or employment for:
 - A child 12 years old or younger
 - A child who is in foster care
 - A child who is an SSI recipient

Reasons related to refusing an activity assignment or job:

- Discrimination at the job or training because of:
 - Age
 - Color
 - Political Affiliation
 - Sex
 - National or Ethnic origin
 - Marital Status
 - Race
 - Physical or Mental Disability
 - Religion
- The time it takes you to travel by car or bus to get to work and back will take you more than two hours. Also, if it is more than two miles round trip and you have to walk because there is no other way to get there. This does not include the time it takes you to take family members to and from school or child care.
- The job requires more daily or weekly hours than is normal for that type of job.
- Conditions at the job or training go against health and safety standards or could cause you serious injury or death.
- The job or work activity does not provide Worker's Compensation Insurance.

- The job or work activity would stop or get in the way of your approved education or training assignment. This does not include Work Experience.
- The job or work activity would cause you to violate the terms of your union membership.

WHAT HAPPENS IF YOU DO NOT PARTICIPATE?

If you receive CalWORKs (cash aid), you will be required to participate in the WTW Program. Participation in the WTW Program is required for all adults ages 18 to 59 and pregnant or parenting teens under 20 years old.

- If you cannot participate in the WTW Program, you will need to meet with your JS. See section titled "Good Reasons for Not Participating" if you feel you cannot take part in the WTW Program.
 - Your JS will ask for proof
 - If you do not have a good reason, then you will be required to participate
- If you are required to participate and you do not, you will be in "non-compliance." This means that you are not participating in a required activity.
 - If you do not meet work activity requirements, we will send you an appointment letter. The letter will have an appointment time for you to meet with your JS. This is called a "cause determination appointment."
 - You will have 20 days from the date on the letter to call or meet with your JS or your CalWORKs (cash aid) will be reduced. This is called a "financial sanction."
 - You will need to explain to your JS why you could not do what was required.
- If you do not have a good reason, you will be asked to complete a compliance plan. This plan tells you what you must do to avoid having your CalWORKs (cash aid) reduced. If you do not complete the compliance plan, your CalWORKs (cash aid) will be reduced due to a "financial sanction."

If you have any questions regarding non-compliance, contact your JS.

SERVICES AFTER YOU GET A JOB AND GO OFF CalWORKs (CASH AID)

When your job is stable and you do not want to keep your CalWORKs (cash aid) case open or your CalWORKs (cash aid) stops, please talk to your JS about Post-Aid Services. We may be able to provide you with supportive services for up to 12 months after your CalWORKs (cash aid) stops. You must ask for these services if they are not given by your employer or other sources to help you keep your job. Post-Aid Services may include clothing, gas money, a bus pass, mileage reimbursement, and child care payment assistance.

Medi-Cal

You may still be eligible to no-cost health coverage for you and your children after you close your cash aid. Your family income will determine if you qualify. You may have to pay a share of cost to continue your coverage.

CalFresh

When you go off CalWORKs (cash aid), you may be eligible for 5 months of Transitional CalFresh (TCF) benefits. In the fifth month, you will receive a notice that your TCF benefits are ending. If you want to continue to receive CalFresh benefits, you will need to reapply for this program. Your eligibility for CalFresh will be based on your household size, income, and expenses.

Alternative Payment Program

Once your situation becomes steady or you stop your CalWORKs (cash aid), your child care case will be transferred to the local Alternative Payment Program. You do not have to change child care providers once you go to work or transition off of CalWORKs. You may be eligible for subsidized child care depending on the total amount of your income and if you have been off of CalWORKs for less than two years. Contact your JS for more information.

WHAT TO DO IF YOU DISAGREE

State Hearing

If you do not agree with a County decision, talk to your JS about it or contact the Appeals Unit at (559) 600-6212.

You can ask for a State Hearing if the County:

- Took an action that changed your CalWORKs (cash aid) and you don't agree with it
- Took an action that changed your WTW participation and you don't agree with it
- Did not take any action on something that you told County staff about

You can file by:

- Filling out the back of any Notice of Action and mailing it in or dropping off the request with your JS
- Calling 1-800-952-5253

If you ask for a hearing before an action on CalWORKs (cash aid), Medi-Cal, CalFresh, or child care takes place:

- Your CalWORKs (cash aid) or Medi-Cal may stay the same while you wait for a hearing.
- Your CalFresh may stay the same until the hearing or the end of your certification period whichever is earlier.
- Your child care services may stay the same while you wait for a hearing.

You will need to ask the County to lower or stop your benefits. If the hearing decision says we are right, you will owe us for any extra CalWORKs (cash aid), CalFresh benefits or Child Care Services you were issued while waiting for your hearing.

If you need help, contact your JS. If you do not agree with a hearing decision, you can ask for a re-hearing.

Independent Assessment

If you do not agree with the results of your WTW Assessment, someone who is not a County representative will review your Assessment and complete another one, if necessary. The results of this independent Assessment will be used to set up your new WTW Plan.

If you have an independent Assessment done, penalties will not be applied while you wait for the results of the review.

WHERE TO FIND HELP

You can find a JS to assist you with services to help you become self-sufficient at the following locations:

Fresno/Clovis

Building #1 – Client Services
3500 Never Forget Lane
Clovis, CA 93612

Employment Resource Center (ERC)
3500 Never Forget Lane
Clovis, CA 93612

West Fresno Regional Center
142 E California Ave
Fresno, CA 93706

Kerman

Kerman Regional Center
15180 W. Whitesbridge Avenue
Kerman CA 93630

The Kerman Regional Center provides help in the rural areas including: Kerman, Biola, Mendota, Firebaugh, Tranquility, Cantua Creek, and San Joaquin

Reedley

Reedley Regional Center
1195 E. Manning Avenue
Reedley CA 93654

The Reedley Regional Center provides help in the rural areas including Reedley, Orange Cove, and Parlier.

Selma

Selma Regional Center
3830 S. McCall Avenue
Selma CA 93662

The Selma Regional Center provides help in rural areas including Selma, Kingsburg, Fowler, Del Rey, Laton and Caruthers.

Coalinga

Coalinga Regional Center
311 Coalinga Plaza
Coalinga CA 93210

The Coalinga Regional Center provides help in the rural areas including Coalinga, Huron, and Five Points.

GLOSSARY

Adult Basic Education (ABE) – ABE classes are for adults who wish to improve their basic reading, writing, and math skills.

Ancillary Assistance – is a County service that provides assistance to help with paying for various items needed while participating in a WTW activity.

Appraisal – is a WTW process that is intended to evaluate a participant's employment and education history, detect strengths, and identify any barriers to self-sufficiency that can be addressed through WTW activities and services.

Assessment Plan – a plan that lists your employment goal and recommended training to reach your goal.

California Work Opportunity and Responsibility to Kids (CalWORKs) – is a government program that gives cash aid and services to eligible needy California families.

Child Care Assistance – is a County service that provides assistance with paying child care for families receiving CalWORKs that need child care.

Compliance Plan – is a written plan agreed to and signed by the participant and the JS after no good cause for not participating in an activity is determined. A compliance plan is considered completed when the participant has satisfactorily performed the activity they previously refused to perform, or another appropriate activity, until completed or up to a maximum of 60 calendar days from the date the activity begins, whichever is shorter.

Financial Sanction – is a WTW process that reduces cash benefits of a mandatory participant who fails to participate in the WTW program or fails a compliance plan.

General Educational Development (GED) – is a test that gives those who did not complete high school the opportunity to earn their high school equivalency credential. Welfare-to-Work helps with paying for GED tests.

Mandatory Participant – is a CalWORKs recipient who is required to participate in the WTW program (see page 3).

Medi-Cal – is a State program, patterned after the Federal Medicaid program, designed to provide no-cost or low-cost medical benefits to low-income families. CalWORKs recipients are automatically eligible for no-cost benefits.

Mental Health Services – is a WTW program that is designed to help participants overcome barriers that affect their ability to obtain and/or retain

employment. Mental health services can include, but are not limited to, family therapy, crisis prevention and intervention, disorder treatment, and psycho-social assessments.

Non-Compliance – when a client is not participating in the WTW program or making satisfactory progress in their assigned activity.

Reappraisal – is reevaluation of a participant that has not found employment after completing all the activities included in their Assessment Plan.

Sanction – is a WTW process that reduces cash benefits of a mandatory participant who fails to participate in the WTW program or fails a compliance plan.

Sanction Cure – is a WTW process of stopping a financial sanction and having full cash benefits restored. Curing a sanction can take place at any time.

Self-Employment – is defined in the WTW program as work or employment in which a person does not work for someone else. The person is earning income directly from the person's own business, trade, or profession rather than from a specified salary or wages from an employer.

Self-Initiated Program (SIP) – is a program in which a CalWORKs participant was enrolled in an education/vocational training program prior to their WTW Orientation/Appraisal appointment date. The participant may continue in the program as a WTW activity when the program is for an undergraduate degree or certificate program that leads to employment.

Subsidized Employment – is employment where the County reimburses the employer for the wages paid.

Substance Use Services – is a service provided through the WTW Program that helps participants address barriers that substance use poses.

Supervised Job Search – is a WTW activity designed to provide participants an opportunity to find employment during a specified time frame in a supervised setting.

Supportive Services – are additional services the WTW Program provides, in addition to cash benefits, to help participants participate in their activity. Supportive Services include child care assistance, transportation assistance and ancillary funds.

Transportation Assistance – is a County service that provides assistance to help you with paying transportation needs while participating in a WTW activity. Assistance can be given in the form of a bus pass, flat rate, or mileage reimbursement.

Unsubsidized Employment – is employment where the employer is responsible for all wages.

Vocational Training – is a post high school education program that leads to a certificate or degree.

Volunteer Participant – is an exempt CalWORKs recipient who volunteers to participate in the WTW program. In a two-parent family, when one parent is participating in WTW activities and meets the required hours, the second parent can volunteer to participate in WTW but is not considered exempt.

Welfare-to-Work (WTW) – is a program that provides employment-related services to CalWORKs clients to assist them in finding and retaining employment, obtaining training when necessary, and in upgrading to higher paying jobs that will lead to financial self-reliance. Supportive services are provided to assist with the costs of childcare, transportation, work clothing, and other items needed for employment. Referral services are also available to address barriers that can prevent successful employment such as substance use, domestic violence, or legal and mental health issues.

Welfare-To-Work Orientation – is a component of the WTW Program that is designed to educate clients on the WTW Program and inform clients of the services available to them.

Work Experience/Community Service – are non-salaried work training activities with work assignments at approved work sites in a public or private, non-profit, or for-profit organization. This is separate from Court-Ordered Community Service.

**Language Rights and Interpreter Services**Name: _____ Case No: _____ Payee: Yes No

The Fresno County Department of Social Services (DSS), wants to make sure we can understand you and that you can understand us. We will make sure you can get a free interpreter when you are in our offices or need to talk to us over the phone, if you need one.

We can give you forms and notices in the language of your choice. When we can't get forms or notices in the language you choose, we will provide an interpreter to translate them to you, when you are in our offices or when you call us on the phone. This form needs to be filled out every year, or anytime you ask us to change it.

Clients Certification Regarding Language Access

I know that Fresno County DSS must provide me with an interpreter, free of charge, in the language I speak. I can change my mind at any time by telling my worker and filling out a new form.

Please Complete both Section A and B

Section A

- I speak and understand English, and I do not need an interpreter. I request services from DSS to be provided to me in English.
- I speak: _____ .
and I request an interpreter and services from DSS be provided to me in this language.

Section B

I request all forms and notices to be sent to me in:

- English or
- _____
(language)

Client Signature: _____ Date: _____

ONLINE CALWORKS APPRAISAL TOOL RIGHTS AND PRIVACY

This is an overview of the Online CalWORKs Appraisal Tool (OCAT) process.

Your case worker will ask you a series of questions about your strengths, interests, and educational background. This will help identify any factors in your life that might make it hard for you to focus on work or a work related activity.

The goal of Welfare-to-Work is to get you the skills and help you need so you can find a job and become self-sufficient.

The interview will take about an hour to an hour and a half to complete. The questions will help your case worker figure out what services and activities you need at this point in time.

You will be asked questions on the following topics:

- General information, including who lives with you
- Work history
- Education history
- Physical, mental, and emotional health of you and your family
- Transportation and housing concerns
- Domestic abuse and safety concerns
- Substance or alcohol use concerns

Keep in mind during the interview:

- Some questions may seem uncomfortable, but they are being asked to better understand what help you may need to get a job.
- Everything discussed during the interview is confidential. This means that your case worker will keep everything you talk about private. The only time your case worker will not keep the interview private is if your answers sound like abuse or neglect of an elderly person or a child is occurring. Your case worker is required to report suspected elder and child abuse for investigation.
- People with disabilities have the right to get any special help they may need. If you need special help during this interview, please tell your case worker.
- The interview contains many personal questions, which are needed to figure out the next step in the process for you. You will not be penalized if you do not want to answer.

Please let your case worker know if, at any point in the process, you have any questions about what is being asked, or about the OCAT process.

PARTICIPANT ACKNOWLEDGEMENT:

I have read this form or have had it read to me.

I understand the following:

- **Why we are doing this interview.**
- **The information I provide will be kept confidential unless there is suspected elder or child abuse.**

(Participant's Signature)

(Date)