# 4. Orientation and Appraisal

## 4.1 Orientation Procedures

### 4.1.1 Group Orientation

All mandatory and voluntary clients must attend and complete a group CWES Orientation and Appraisal. An orientation is required when the client:

- Becomes mandatory
- Is exempt and wants to participate with Employment Services
- Has a 30 day break-in-aid
- Exemption expires
- Becomes cash aid active during the Post Aid Services period
- Cures their WTW Sanction.

### 4.1.2 Individualized Orientation

Clients not able to attend a group orientation may be referred and scheduled for an individualized orientation in the following situations:

- When group orientation is not available in their language.
- When the second parent is required to complete an orientation and the first parent is currently assigned to an Associate Employment Counselor (AEC)/Employment Counselor (EC), henceforward referred to as EC.
- When the client is employed full-time.
- When a client is unable to attend the group orientation, the client may request an individual orientation; this is to be done on a case-by-case basis and verification of conflicting schedule may be requested from client.

To request an individual orientation, the new client must call one of the following CWES offices if not assigned an EC:

- Central San Jose: (408) 758-3500
- South County: (408) 758-3450
- North County: (408) 278-2402

**Note:**

If the case is assigned to an EC, the client will be contacted to make arrangements to complete the individualized orientation and Appraisal process by the assigned EC. Alternatively, the EC has the option to schedule the client to attend the group orientation presentation before meeting with the client to complete the appraisal as part of the orientation process, if applicable.

[Refer to “Optional: Group Orientation for Assigned EC,” page 4-2] for scheduling procedures.]

## 4.2 Optional: Group Orientation for Assigned EC

ECs who have an assigned case requiring Orientation and Appraisal may refer clients to the Group Orientation presentation which may take up to 45 minutes. Once the orientation presentation is completed, the assigned EC will continue with the appraisal process.

### 4.2.1 OCAT Integration

With the implementation of the CalSAWS On-Line CalWORKs Appraisal Tool (OCAT) that integrates with CalWIN, the “Getting to Know You” (SCD 1772) is used for clients who do not speak English. CalWIN integrates with OCAT in that when the OCAT is initiated through CalWIN, the demographic data is automatically sent to OCAT in real time. When the OCAT is completed, the Appraisal Summary and Recommendations (ASR) is automatically sent to CalWIN. Refer to CalWIN Release 61 Notes.

**Note:**

The ASR integrates with CalWIN for OCAT appraisals that are initiated through CalWIN.

### 4.2.2 Scheduling Procedures

The scheduling procedures are listed below:

| Steps | Who | Action |
|---|---|---|
| 1. | Assigned EC | • Completes and mails "WTW Appointment Notice" (SCD 1783) to schedule orientation<br><br>**Note:**<br>In addition, in the Comments section indicates that Orientation and Appraisal may take up to 3 hours and no children are allowed.<br><br>• On the day prior to Orientation, leaves the forms listed below in the expanded folder/basket located at the front desk:<br>(1) Completed lavender slip of Instructions GO 1 internal form with date stamp. |
| 2. | Client | • Checks in with front desk staff on date of Orientation. |
| 3. | Front Desk Staff | • Checks off client from the Orientation roster that is located in the OneDrive.<br>• When client shows,<br>  • Inputs client's information into OneDrive and selects "Has Worker" at the pull down menu on the Comment field along with the EC worker ID and EC name.<br>  • Sends email to all workers, Health Alliance, CWES Supervisors when orientation reaches the cut off time.<br>• Follows existing office procedures. |
| 4. | Facilitator | • Instructs client to give the Intake Packet to his/her assigned EC after the Orientation.<br><br>• At the conclusion of presentation (including HA), informs clients with the GO 1 internal form to go to the lobby and call his/her assigned EC |
| 5. | Assigned EC | • Completes Appraisal ["Completion of the Appraisal Interview," page 4-10.]<br>• Follows all other existing procedures, including non-compliance process for clients who no show to Orientation. |

**Reminder**: The SCD 1772 is completed only for clients who do not speak English.

## 4.3 WTW Plans for Employed Clients

When unable to attend a regular or individualized orientation, and current employment has been verified, the EC will make arrangements with the client to complete the orientation and appraisal process by mailing the Intake Packet with the “Employed Letter” (SCD 325) and the WTW 2 with instructions for returning the signed forms. If supportive services are requested and there is verification in IDM such as a completed SCD 549-A or pay check stubs, supportive services cannot be denied and must be set up, provided a WTW 2 is signed.

The following information must be entered in CalWIN by the assigned employment counselor for all clients with verified employment who do not attend orientation and/or do not return signed forms.

| Step | Action |
|---|---|
| 1. | Enter Appraisal and Orientation activities in CalWIN<br>• Enter First Day Attendance status<br>• Initiates the OCAT through CalWIN to send the Demographic Data. |
| 2. | Enter employment activity.<br>• Enter First Day Attendance status |

**Note:**

Employed clients who fail to sign or return the WTW2 or SCD 549A, or pay stub by the required due date, will be subject to NONC procedures when employment hours are not verified.

## 4.4 CalWIN Plan Tab

WTW Plans are created for all employed participants with the employment activity recorded inside the plan tab. In the event participant does not return mailed employment packet, but employment hours are verified, the plan is recorded by selecting “*Not Required”* from the **Participant** field within **Signatures** group box in CalWIN.

# 4.5 CalWORKs 2.0

CalWORKs 2.0 is a state-wide initiative with a premise of utilizing a goal-oriented approach to engaging the whole family toward self-sufficiency. The “My Road Map, Potholes & Detours” tool (SCD 2503) is designed to outline family goals and should be completed with the client as an interactive process, typically at any point of contact including:

- Intake, Employment Connection Center, Family Services
- During the Non-Compliance process
- When creating or amending a WTW Plan
- When client’s goals change

## 4.5.1 Goal Tracking/Plan/Do

When identifying goals, client does not have to set three goals at one time. Client can, instead, set one or two goals at a time. To track goals associated with the SCD 2503, select the appropriate CalWORKs 2.0 Goal from the “Skill Type” drop-down within the [Skills] tab of the **Maintain Employment Services Information** window in CalWIN.

Complete the following from the [Skills] tab:

- Within the “Description field” of the [Skills] tab, enter the corresponding goal(s) description from the SCD 2503.

- Within the **License Group Box**, “Number field,” enter the corresponding My Road Map No. from the SCD 2503.

- In the “Date Obtained” field, enter date the goal(s) is/are created.

- And in the “Expiration” field, enter corresponding date from SCD 2503 Target Date(s).

## 4.5.2 Goal Outcome

When client achieves goal(s), select “*Y”* from the “Make Job Ready [Y/N]” field. And in “Last Date Used,” enter date goal(s) is/are achieved.

If client reports goal not achieved such as a change in goal, a detour, or Target Date change, select *“N”* from “Make Job Ready [Y/N];” and in “Last Date Used” field, enter date client reported information.

**Note:**

When client identifies a new goal or new target date, enter as a new goal on the SCD 2503 and update CalWIN by entering as a new goal in the [Skills] tab.

### 4.5.3 Goals 4 - 15

After client completes the first three goals, a new SCD 2503 is used to identify the next three goals. In the [Skills] tab, select "*CalWORKs 2.0 Goal #4"* to represent the fourth goal; "*CalWORKs 2.0 Goal #5"* to represent fifth goal; etc. New SCD 2503 forms are completed for all subsequent goals along with next goal entered in CalWIN.

## 4.6 CWES Orientation Presentation

The following must be covered and explained during the CWES Orientation presentation:

- Rights and Responsibilities
- What is CalWORKs (Benefits and Employment Services)
- CalWORKs 60-month Lifetime Limit
- WTW Activities
- Required hours of participation
- Monthly Reporting and Satisfactory Progress
- Child Care Services, Transportation Services, Ancillary Services, and other services
- Non-Compliance Process and WTW Sanction information
- Family Services
- On-Line CalWORKs Appraisal Tool (OCAT)
- Assisting with federal WPR sample

### 4.6.1 Intake Packet

Each Client attending the CWES Orientation must be provided with an Intake Packet. The Intake Packet consists of the following documents:

- "Request for Employment Information" (SCD 549A)
- "Acknowledgment of Limited Sharing of Information" (SCD 103)
- "CalWORKs Stage One Child Care Request Form and Payment Rules" (CCP7)
- "Welfare-To-Work Plan Rights and Responsibilities" (WTW 1)
- "Online CalWORKs Appraisal Tool Rights and Privacy" (WTW 47)

### 4.6.2 Orientation Folder

Each Client attending the CWES Orientation is also provided with an Orientation Folder that includes additional Employment Services information and information flyers.

On the left side of the folder the following program required documents are included:

- "Did You Know" (SCD 188)

- “Notice of Language Services” (GEN 1365) (only required in Spanish and Vietnamese ORE folders)
- “Attendance Verification (SCD 1755A)
- “Child Care Billing” (SCD 1755B)
- “WTW Program Information Checklist (SCD 2178)
- “Attendance and Excused Absence Requirements” (SCD 53)
- Envelopes with 1879 Senter Road Address

On the right side of the folder the following information and resource documents are included:

- “CWES Orientation Agenda (SCD 1859)
- “CWES Frequently Asked Questions (FAQs)” (SCD 2337)
- “My Benefits CalWIN Pamphlet (SCD 2341)
- Frame Your Future Calendar (Pub 365)
- “CalWORKs Community Health Alliance Behavioral Health Services for CalWORKs Families” (SCD 2230) brochure
- “CalWORKs Home Visiting Initiative” (SCD 2552) outreach flyer
- “CalWORKs Home Visiting Initiative Informing and Opt-In” (CW 2224) form
- CA’s Low Cost Auto Insurance Pamphlet (105/CLCA)
- “Self-Initiated Program (SIP) Client Information” (SCD 1797)
- “Important Notice About Domestic Abuse” (SCD 830)
- “Employment Connection” flyer (SCD 1761)
- “Work Pays: Work is More Than Money” (SCD 1754)
- “CalWORKs Support Services Flyer” (SCD 2286)
- Job Readiness Checklist/Job Seekers Resources
- “Family Services Brochure” (SCD 2390)

## 4.6.3 Orientation Check-In

The following table outlines the Orientation Check-In process as CalWORKs clients arrive in the lobby on the day of the Orientation:

| Steps | Who | Action |
|---|---|---|
| 1. | Client | Check in with Receptionist. |
| 2. | Receptionist | • Prints the CalWIN Orientation Roster.<br>• IDs the Client.<br>• Checks off client’s name on the CalWIN Orientation Roster.<br>• Adds the client’s name, if not on the roster.<br>• Provide the client with a clipboard, pen, and the Intake packet. |
| 3. | Orientation Facilitator | • Picks up both orientation rosters.<br>• Escorts the client to the Orientation Room. |

# 4.7 Conducting the CWES Orientation

An orientation facilitator along with Orientation assistants are assigned to the group Orientation. As part of the Orientation, a Health Alliance Screening is done by one of the Health Alliance service providers:

- Asian Americans for Community Involvement (AACI) - serves San Jose Only,
- Gardner Family Care Corporation (GFCC) - serves San Jose and South County
- Mental Health Services Team (MHST) - serves San Jose and South County, or
- Catholic Charities of Santa Clara County (CCSCC) - serves only North County.

## 4.7.1 Work flow Process

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<table>
<tr><th>Who</th><th>Action</th></tr>
<tr><td>Orientation Assistant</td><td>1. Set-up the Orientation room at 8:50 am and 12:50 pm which includes: Turns on TV and computer, set-up video, placing orientation folders, CWES participant guide, produce van flyers and other announcements on the tables prior to the start of Orientation and set-up snacks.<br>2. Picks up Gift Card binder from designated support staff prior to orientation starting.</td></tr>
<tr><td>Orientation Assistant</td><td><table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Two or less clients show,</td><td>Group orientation is canceled and clients are scheduled as one-on-one orientation by control clerk.<br>Note: A raffle is still conducted if a group orientation is not conducted.</td></tr>
<tr><td>Three or more clients show,</td><td>The orientation facilitator will conduct the scheduled orientation.</td></tr>
</table>
Note: South and North locations conduct Orientation as scheduled regardless of how many clients show.</td></tr>
</table>

| Who | Action |
|---|---|
| Orientation Facilitator | 1. Welcome the group - clients begin entering at 9:00AM and 1:00PM.<br>**Note:** *Clients need to be sitting in the orientation room by 9:15AM and 1:15PM. If client shows after that time a one-on-one will be scheduled.*<br>2. Go over items such as location of bathroom, cell phone usage, total time of orientation and snacks.<br>3. Introduce and start the video.<br>**Note:** *Video run time is 26 minutes.* |
| Orientation Assistant | 4. Prepares and conducts raffle as follows:<br>a. Puts all client names that show for Orientation including English, Spanish and Vietnamese one-on-ones on raffle tickets for drawing.<br>b. Selects four winners.<br>c. Completes the name and case number of raffle winners on the gift card slips.<br>d. Verifies who is the assigned EC, writes first/last name and worker number on gift card slip.<br>e. Gives all gift card slips to orientation facilitator. |
| Orientation Facilitator | 1. Asks if there are any questions about the video. Reminds clients that they will be seen by two counselors, Health Alliance and Employment Services Counselor and to not leave ORE room until they have been seen by both counselors.<br>2. Introduces Health Alliance.<br>3. Gets gift card slips from Orientation Assistant:<br>a. Sign gift card slips.<br>b. Hand gift card slips back to Orientation Assistant for issuance. |
| Health Alliance Counselor | 1. Goes over the Health Alliance Screener with the client.<br>2. Collects screener and begins interview with client.<br>3. Forwards completed Health Alliance Screener to EC.<br>4. Returns client to Orientation Room.<br>5. Completes with client sensitive questions OCAT questions. |
| Orientation Facilitator | 1. Starts SCD 1755 video and leaves the room. |

<table>
<tr><th>Who</th><th>Action</th></tr>
<tr><td rowspan="3">Orientation Assistant</td><td>1. Emails assigned EC that client is ready to be seen. Include in email if client won a gift card for attending. Assigned EC will have 5 minutes to retrieve their client from the orientation room.</td></tr>
<tr><td>
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>EC does not show within 5 minutes,</td><td>Orientation Assistant will call the EC and remind them about their client.</td></tr>
<tr><td>EC does not show within 10 minutes,</td><td>Orientation Assistant will call the assigned EC's supervisor or lead.</td></tr>
</table>
</td></tr>
<tr><td>2. Replays SCD1755 video.<br>3. Cleans up the orientation room. Logs off and shuts down the computer and TV. Puts away the snacks, keyboard, mouse and TV controller in the cabinet.</td></tr>
</table>

**Note:**

CalWORKs clients who are sanctioned but who are in the process of curing their sanction are eligible for Health Alliance Services.

[Refer to "Health Alliance," page 41-1].]

## 4.8 Completion of the Appraisal Interview

The EC must complete an interactive face-to face appraisal interview including administering the Learning Disability Screening Tool with the client. The purpose of the appraisal interview is to review the forms completed and during the orientation, evaluate the client's education, work history, and personal history information. In addition, the EC will review and discuss the SCD 2503 with the client, time remaining on the CalWORKs 60-month Time of Aid Clock, any previous post assessment WTW plan, IDM information, and CalWIN history to help client determine the appropriate WTW activity to develop the client's initial WTW plan. Supportive services are assigned to support the client's WTW Plan.

**Note:**

The following forms are used in the LD screening process: "Learning Needs Screening" - county's copy (WTW 18) or (WTW 48 - Spanish), "Learning Needs Screening" - client's copy (WTW 19) or (WTW 49 - Spanish); "Waiver of LD Screening and/or Evaluation" (WTW 17); and "Permission to Release Learning Disabilities Information" (WTW 20). If the LD screening is completed in OCAT, the WTW 18 is not used. LD screening must not be completed in OCAT for languages other than English.

During the interview the EC will also work with the client to identify Mental Health issues, Substance Abuse issues, possible exemptions, and any potential barriers to WTW participation and request additional information in order to determine status and make appropriate referrals for services. At any time during the appraisal process a recipient may be identified as needing domestic abuse services and/or a waiver/exemption of program requirements.

A recipient who is granted Family Services may participate in the Family Services program as his or her initial engagement activity.

An individual participating in an appraisal shall not be subject to the Non-Compliance process for failure or refusal to answer individual questions during the appraisal interview.

## 4.9 Online CalWORKs Appraisal Tool (OCAT)

OCAT is a Web-based application that consists of a detailed comprehensive appraisal of the strengths, barriers, and overall work readiness of CalWORKs WTW participants. The appraisal is conducted as an interactive interview between the client and the worker utilizing a CalWORKs 2.0 holistic approach. This approach is designed to help improve outcomes for the entire family and is reinforced via "*Bridges Out of Poverty*, by Ruby K. Payne, which provides a framework for understanding families living in poverty.

All questions of the OCAT are to be completed. A client may choose to skip OCAT questions, but the OCAT must be initiated and recorded as completed. Included in the OCAT is a learning needs section. When the learning needs section is completed, a separate WTW 18 is not required.

OCAT will generate a summary of the client's Appraisal Summary and a set of Recommendations (ASR) and supportive services needs for the client to be used to develop a CalWORKs 2.0 goal-oriented WTW Plan. The recommendations may include evaluation for family stabilization, Self-Initiated Programs (SIP), WTW exemptions, job search and/or an assessment for education training. These recommendations, along with discussion with client, are to be used to determine the next best step for the client in the WTW process. In the case of possible exemptions or family stabilization referrals, these recommendations from OCAT must be evaluated immediately to determine if an exemption from WTW is necessary or if family stabilization services are needed.

**Note:**

OCAT must not be completed for clients receiving refugee cash assistance (RCA, adult only cases). OCAT must be completed for refugee clients with children receiving CalWORKs.

### 4.9.1 Clients With Language Barriers

For clients with language barriers, such as limited English proficiency, the complete OCAT will not be completed. Clients with limited English proficiency or requiring English as a Second Language (ESL) services must be immediately referred to evaluation for services to address those barriers.

Assistance by a translator or a bilingual EC will be used to complete the employment, education, child care and transportation sections of the tool. Translation is not appropriate for sensitive sections of the tool such as mental health or domestic abuse. In those instances, clients must be referred directly to the appropriate resources rather than using OCAT for screening.

A client cannot be given a learning disabilities screening and/or evaluation in a language other than the client's primary language. The OCAT learning disabilities screening must not be used in any language other than English. Clients not proficient in English or Spanish must be referred to Assessment if client indicates they have a learning disability need. For clients whose primary language is Spanish, the WTW Learning Needs Screening (WTW 48) can be used outside of OCAT. The WTW Learning Needs Screening (WTW 18 and WTW 48) are the only learning disabilities screening tools that can be used for CalWORKs WTW participants. The forms cannot be translated or used with an interpreter as they have only been validated for use in English and Spanish.

### 4.9.2 Two Parent Families

If more than one adult in an assistance unit is required to participate in WTW, an individual private OCAT process must be conducted for each adult.

If one parent is already assigned to an EC and the second parent comes in for orientation, the OCAT process for the second parent will be completed by the assigned EC.

Situations may occur where both adults in a two parent assistance unit insist on completing the OCAT together rather than separately. This could be due to a variety of reasons, including cultural beliefs and practices, or accommodations for a disability. When faced with these types of situations, the OCAT may be conducted together.

### 4.9.3 Clients With a Break in Aid/Expired Exemption

The OCAT is required when a client returns from a break in aid of six months or longer. Clients are required to attend a new orientation when there is a break in aid of 30 days or more. If a client's exemption expires and is scheduled for a new orientation, a new OCAT process is required if the OCAT has not been completed in 6 months.

### 4.9.4 OCAT Rights and Privacy Form (WTW 47)

At the beginning of an OCAT process, the client must be given a copy of the WTW 47, *Online CalWORKs Appraisal Tool Rights and Privacy* form. The WTW 47 must be reviewed with the client before conducting the OCAT. The form is intended to ensure all clients understand the purpose of the OCAT and their right to privacy. If a client does not want to sign the form, the EC will note in **Case Comments** and continue with the appraisal unless the client chooses to not complete the entire OCAT questionnaire. No further action is necessary.

## 4.9.5 Client Chooses Not Completing OCAT Questionnaire

Clients will be informed during orientation that a thorough completion of the OCAT questionnaire provides accurate results for assisting with development of a WTW Plan. Client are to be encouraged to continue with selected sections of the OCAT to complete the OCAT when they chose to skip a section(s). When client skips section(s), the EC will document in **Maintain Case Comments.** OCAT recommendations and the Appraisal Summary Report (ASR) are to be used to complete a Welfare-to-Work Plan.

## 4.9.6 OCAT Process For English Proficient Clients

The following process must be followed for clients who are proficient in English.

**Table 1: OCAT Process**

| Step | Who | Action |
|---|---|---|
| 1. | CST | Assigns the case to the Employment Counselor (EC). |
| 2. | Assigned EC | • During Orientation (or individual Orientation), reviews the "Online CalWORKs Appraisal Tool Rights and Privacy" (WTW47) with the client.<br>• During Appraisal, initiate OCAT through CalWIN via the [OCAT] tab in the **Maintain Employment Services Participation** window, sending the demographic data to OCAT.<br>• Logs into the CalSAWS OCAT: ocat.calsaws.net<br>• From the OCAT Client List table, search and select the client.<br>• From the Interview List Page, selects appraisal record.<br>• Open the Questionnaire.<br>• Reviews OCAT preamble with the client.<br>• Answers and completes all client questions. |

| Step | Who | Action |
|---|---|---|
| 3. | Assigned EC | After exiting Questionnaire, screen will show status as:<br>**New Interview Created - Recommendations Must Be Completed.**<br>• Navigate to the Recommendations Module and review with client:<br>1. Reviews the Strengths Page.<br>2. Reviews the Recommendations (Work, Education, and/or Barrier Removal) Page.<br>3. Review the Family Stabilization Evaluation Page.<br>4. Reviews the WTW Exemption, Exception, and Program Waiver Evaluation Page.<br>5. Enter Action Plan information with client input, for each Recommendation displayed on the screen, as appropriate for the client.<br>**Note:** Additional Action Plans may be added for each Recommendation by clicking [Add icon] and can be removed by clicking (Delete] icon.<br>6. Select "Yes" or "No" for each Referral/Evaluation, and "Yes" or "No," if client accepted.<br>7. Questionnaire will lock after recommendations have been completed.<br>8. Generate OCAT Appraisal Summary Report (ASR) by selecting **Appraisal.**<br>9. Print the OCAT Questionnaire by selecting the print icon next to the Questionnaire ID on the Interview List. This allows users to print the answers the client provided.<br>10. Print and provide a copy of all pages of the **Recommendations (Work, Education, and/or Barrier Removal)** section of the ASR and give to client. Client and EC signature are not required on the ASR. |
| 4. | | • Navigate to the Preview and Generate ASR Module and review with client:<br>1. From the Interview record, click Appraisal section header in the Left Navigation Panel.<br>2. Click Appraisal Preview sub-section to open the Appraisal Preview page.<br>3. Review the information. If any information is incomplete or requires an update, navigate back to the Questionnaire pages and modify data as needed.<br>4. When the ASR is ready, click the [Generate ASR] button at the top of the Appraisal Preview page. A message will appear to select either the English or Spanish.<br>5. Select the language questionnaire Radio button and click [Continue] to generate and lock the ASR.<br>**Note**: If the Spanish is chosen, the ASR PDF will generate in Spanish. Any free-form entered in the Questionnaire or Action Plans will not be translated to Spanish.<br>6. Regardless of language chosen, the English version will be transmitted back to CalWIN.<br>7. Navigate back to the Interview List Page, to see that the Interview is in Complete status. The ASR and Questionnaire are now available for printing from OCAT, if needed. |

| Step | Who | Action |
|---|---|---|
| 5. | Assigned EC | Complete the WTW Plan.<br>Refer to section[4.11] “Plan # and Activity Chart” to complete WTW Plan.<br>1. Forwards WTW 2 and WTW 47 to IDM workstation to be scanned under F6.<br>2. Updates CalWIN **Maintain Case Comments**<br>3. Verifies First Day Attendance. |
| 6. | Health Alliance | 1. Reviews the Health Alliance (HA) screening process with the client.<br>2. Completes any OCAT sensitive questions with the client.<br>3. Refers client to HA services if needed. |

## 4.9.7 OCAT Appraisal Process For Clients Not Proficient in English

Complete the SCD 1772 for Non-English speaking clients.

## 4.9.8 OCAT Recommendations

OCAT will generate a series of Recommendations based on client responses to the questionnaire. An Action Plan is required for each recommendation. Below is a list of standardized action plan responses to the most common types of recommendations listed on the ASR. It is highly recommended that EC staff utilize the standardized responses listed in the table below.

| Recommendations | Action Plan Responses |
|---|---|
| For OCAT Recommendation Action Plans select one of the responses from the **Action Plan Responses** column. | • Refer to WTW 2.<br>• Client declined service.<br>• Refer to Case Comments.<br>• Referral information provided to client.<br>• N/A. |

## 4.9.9 OCAT Work Readiness Resource

The Work Readiness Resource is an optional resource that is available for use by EC staff. It is an interactive hub of resources and tools to help the client achieve self-sufficiency. Clients may use the Work Readiness Resource to help develop their resumes, prepare for interviews, determine their interests, examine their work history, and identify education and training requirements as it relates to available jobs and careers in their geographic area which is vital to the attainment of self-sufficiency.

An OCAT userid is not required to access this information.

Trip Planning can be conducted via the VTA Trip Planning site. [Refer to Chapter 25, "VTA Trip Planning”]

### Work Readiness Resources For Participants (Clients)

Under the “For Clients” section, clients will be able to access resources for developing a roadmap for their career. There are three levels tailored to a client’s level of work readiness. The three levels start with basic work exploration activities and resources, then provide clients with tools for understanding their education and training and skill-levels, and then conclude with a set of tools and resources to better assist OCAT users and clients in understanding labor market information and building a plan to more effectively improve a client’s ability to progress on a career path.

- Level One
  Allows clients to start to explore the initial stages of work exploration. Clients can learn how to develop an effective resume, draft cover letters, prepare for and conduct an interview, create a career portfolio that includes tools for users to more effectively respond to employer needs, and learn how to budget and manage money.

- Level Two
  Once clients have completed Level One they can move on to Level Two. In this level, clients receive resources to more closely identify their work related skills and abilities and how to match skills and interests to those often in the job market. Clients should work with their case manager to establish career goals and objectives. If a case manager is not available, Level Two will provide some important insights on setting a path for personal development and work preparation.

- Level Three
  Level Three is for clients who are work ready and have some work history. Clients should work with their case managers whenever possible to maximize the use of Level Three.

### Work Readiness Resources For Case Managers (ECs)

The “For Case Managers” section provides information, resources, and tools that OCAT users can use to help clients become self-sufficient. This tool is optional. The tools that are available on this page include a description of the three levels that clients will use as they explore careers, a brief overview of common concepts that users might come across when exploring jobs and careers with clients, and information about difference jobs and careers. This information is divided into subsections which users can click on and review:

- For Clients Overview
- Key Words and Concepts and Exploring Jobs, Occupations, and Careers Overview
- Identifying and Addressing Barriers to Employment and Budget Management
- Different Work Assessments
- Explore Useful Web Sites for Entering the World of Work

- Overview of Career Pathways and Clusters
- Understanding Labor Market Information
- Labor Market Information Resources

## 4.9.10 OCAT Reports

County level reports provide case load trends to aid in identifying program and referral needs for clients. There are to types of reports:

**Dashboard**

These standard reports contain month to date data. The reports are:

- Summary
  Number of Appraisals, Number of Clients with Multiple Potential Barriers and Number of Referrals Recommended.
- Clients by Type of Benefits Received
  CalFresh, CalWORKs, CAPI, Child Care, Child Support, etc.
- Client Demographics by Race/Ethnicity
- Clients by Type of Referral Recommended
- Clients by Type of Potential Barriers
- Distribution of Clients by Number of Potential Barriers.

**Reports**

These reports require Start Date, End Date and Household Type. The reports are:

- Clients By Potential Barriers - Legal, Housing, and Transportation
  Summarizes counts and percentage of clients by potential transportation, housing and legal barriers.
- Clients By Employment History and Career Preferences
  Summarizes counts and percentage of clients by current employment status, reasons not currently working and career interests.
- Clients By Potential Barriers - Child Care, Domestic Abuse and Well-Being
  Summarizes counts and percentage of clients by potential domestic abuse, family member health problems, child care issues and barriers.

- Clients By Demographics
  Summarizes counts and percentage of clients by demographic factors, including gender, race/ethnicity and age.

- Clients By Potential Barriers - Health
  Summarizes counts and percentage of clients by potential general health concerns, emotional and mental health concerns and alcohol and substance use.

## 4.9.11 OCAT Related Cal-OAR Measures

### OCAT/Appraisal to Next Activity Timeliness Rate

The California Outcomes and Accountability Review (Cal-OAR) includes the OCAT/Appraisal to Next Activity Timeliness Rate (percentage). After the OCAT Appraisal is completed, the **Collect Individual Cal-OAR** Detail window becomes auto-populated with "Yes" and date of completion in the *OCAT/Appraisal has been completed* [Y/N] group box. The EC is to ensure that the next WTW activity *Planned Start Date* in the **Maintain Participant Activity** window is scheduled within 30 days of the OCAT completion date.

### Educational Skills Development Access Rate

Cal-OAR includes the Educational Skills Development Access Rate (percentage) to capture WTW participants who are scheduled to attend an educational program who have not completed a program while receiving CalWORKs cash aid. To capture the measure Denominator, ensure that the CalWIN **Student Detail** window, *Certificate/Degree/Diploma Obtained [Y/N]* field is correctly marked with "Yes" or "No", and that the following questions are marked "Yes" in the OCAT System Questionnaire:

- Question B1, "Are you planning or interested in attending an education or training program?"

- Question B2, "If you do not have a diploma or GED, would you like to pursue a diploma, GED training?"

In CalWIN, when client is referred to an educational activity, the measure Numerator is captured based on information in the **Maintain Participant Activity** window. Ensure that participant is scheduled with a Planned Start Date in an educational WTW 25 activity grouping type of such as Adult Basic Education, or Vocational Training.

**Note:**

If the *Certificate/Degree/Diploma Obtained [Y/N]* field is marked with "Yes," client will not be included in the measure Denominator.

The Student Detail window is a window that must now be completed by the EC to capture individuals who have completed a degree/certificate/diploma while receiving CalWORKs cash aid.

# 4.10 CalWORKs Home Visitation

Provides information on the CalWORKs Home Visiting program and copy of the “CalWORKs Home Visiting Initiative” (CW 2224). [Refer to Chapter 46, "CalWORKs Home Visiting”] for additional information.

# 4.11 Plan # and Activity Chart

## 4.11.1 CalWIN Plan #

Welfare-to-Work (WTW) Plans are completed based on participant’s WTW activity and participation status.

Family Service (FS) Plans follow similar naming convention as WTW Plans until Change Request (CR) 6696 is implemented. For additional information on FS Plans and procedures [Refer to “Family Services Program,” page 11-1].]

With the exception of Non Compliance and Curing Sanction Plans, the plans must be sequentially numbered in CalWIN and completed as follows:

| Categories | Who | When | If | Then EC | Plan Type |
|---|---|---|---|---|---|
| **FS ONLY PLAN** | FS EC Specialist | Receives referral and client agrees to plan. | Only needs FS services, | Completes the “Family Service Plan” (SCD 2392). | Follow the plan sequence such as:<br><br>FSONLYPLAN-1<br>FSONLYPLAN-2, etc. |
| **FS INTEGRATED** | FS EC Specialist | Receives referral and client agrees to plan. | Agrees to a concurrent (integrated) FS and WTW Plan, | Completes both SCD 2392 and WTW 2 forms. | Follow the plan sequence such as:<br><br>FSINTGPLAN-1<br>FSINTGPLAN-2, etc |

| Categories | Who | When | If | Then EC | Plan Type |
|---|---|---|---|---|---|
| **WTW PLAN COM-PLETED FS PLAN** | FS EC Spe-cialist | Client success-fully completes FS Plan and is transi-tioned to a WTW Plan.<br><br>**Note:** Do not use Pre or Post prefix for this FS plan series. | Client completed FS Only Plan or integrated Plan, | Completes WTW 2 and transfers case.<br><br>**Note:** For the assigned EC, the subsequent WTW Plan must include “pre” or “post” prefix in the plan name description. | Follow the plan sequence such as:<br><br>WTWPLAN-CMPLTD FS-1<br><br>WTWPLAN-CMPLTD FS-2,<br><br>Etc. |
| **WTW PLAN FAILED FS PLAN** | FS EC Spe-cialist | Client fails FS Plan and is transi-tioned to a WTW Plan.<br><br>**Note:** Do not use Pre or Post prefix for this FS Plan series. | Client fails FS Only Plan or integrated Plan, | Completes WTW 2 and transfers case.<br><br>**Note:** For the assigned EC, the subsequent WTW Plan must include “pre” or “post” prefix in the plan name description. | Follow the plan sequence such as:<br><br>WTWPLAN-FAILED FS-1<br><br>WTWPLAN-FAILED FS-2,<br><br>Etc. |

**Note:** For Amended Plans, keep existing plan sequence number.

<table>
<tr><th>Categories</th><th>Who</th><th>When</th><th>If</th><th>Then EC</th><th>Plan Type</th></tr>
<tr><td rowspan="6">PRE ASSESS-MENT</td><td rowspan="5">Case Management Employment Counselor (CMEC)</td><td rowspan="3">At Orientation.</td><td>Initial WTW Plan,</td><td rowspan="2">Develops/Adds a new plan.</td><td rowspan="2">Follow the plan sequence:<br><br>PREPLAN-1, PRE-PLAN-2, etc.<br><br>Note:<br>Use a hyphen between alpha and numeric characters: POSTPLAN-1</td></tr>
<tr><td>Returns after break in aid and the previous Pre Assessment plan was not completed,</td></tr>
<tr><td>Resumes previous activities from prior Post Assessment Plan,</td><td>Restores plan by adding new Post Assessment Plan,</td><td>Follow the plan sequence:<br><br>POSTPLAN-1, POSTPLAN-2, etc.</td></tr>
<tr><td rowspan="2">At any point during client's participa-tion.</td><td>The activity session or service provider changes on the current plan,</td><td>Click the Amend button on cur-rent plan, makes changes and changes the plan status from amend to active and saves the changes.<br><br>Note: Converts to new plan type when there is a previous plan.</td><td>Plan type will remain the same:<br><br>PREPLAN-1, PRE-PLAN-2, etc.</td></tr>
<tr><td>The plan is completed, or the plan is no longer appropriate, or a ser-vice provider refers cli-ent back for in-house assessment,</td><td>Completes pre-vious active plan then adds a new plan to refer cli-ent for in-house assessment.</td><td>Follow the plan sequence such as:<br><br>PREPLAN-2, PRE-PLAN-3, etc.</td></tr>
<tr><td>ECC<br>EC</td><td>Participating in a Job Readiness related activity.</td><td>Plan modification at the Employment Con-nection Center (ECC),</td><td>Develops origi-nal plan or amends current plan.<br><br>Note: Converts to new plan type when there is a previous plan.</td><td>Follow the plan sequence such as:<br><br>PREPLAN-1, PRE-PLAN-2, etc.</td></tr>
</table>

| Categories | Who | When | If | Then EC | Plan Type |
|---|---|---|---|---|---|
| **POST ASSESS-MENT**<br><br>**(Internal Operations** | Assessment Counselor (AC) | At Assessment. | Initial assessment plan or a re-assessment, | Develops new plan. | Follow plan sequence such as:<br><br>POSTPLAN-1, POSTPLAN-2, etc. |
| | | Recommendation for an in-house assessment is received from service provider via Employment Counselor (EC) due to the provider not being able to complete the assessment. | POSTPLAN-1, POST-PLAN-2, etc. has been completed and a new plan is required, or a new plan is needed because the previous plan is no longer appropriate, | | Follow plan sequence such as:<br><br>POSTPLAN-3, POSTPLAN-4, etc. |
| | | In-house assessment plan needs to be changed. | Activities are changing within the plan, | Amends the plan.<br><br>**Note**:<br>Converts to new plan type when there is a previous plan. | Plan type will remain the same. |
| | CMEC | A new WTW2 is received from service provider. | New Post Assessment plan has been developed by the service provider and the assessment activity has been updated on previous active plan, | Completes previous active plan. | No Plan needed. A new plan has already been developed/added by the service provider. |
| **FS INTE-GRATED** | FS EC Specialist | Receives referral and client agrees to plan. | Agrees to a concurrent (integrated) FS and WTW Plan. | Completes both SCD 2391 and WTW 2 forms. | Follow the plan sequence such as:<br><br>FSINTGPLAN-1<br>FSINTGPLAN-2, etc |

| Categories | Who | When | If | Then EC | Plan Type |
|---|---|---|---|---|---|
| **POST ASSESS-MENT**<br>**Service Providers**<br>Adult Education sites<br>Community Colleges<br>**(External Opera-tions)** | Service Pro-vider | At Assessment. | New student referred by the EC for assess-ment and placement, | Develops new plan. Updates assessment activity PRE-PLAN-1, PRE-PLAN- 2 or<br>PREPLAN-3, etc. once the Post Assess-ment Plan has been developed. | Follow the plan sequence such as:<br>POSTPLAN-1, POSTPLAN-2, POSTPLAN-3, etc.<br>**Reminder**:<br>Use a hyphen between alpha and numeric characters: POSTPLAN-1 |
| | | After the initial 12 month plan review and then after every 12-month period.<br>**Note**:<br>The length of the plan is typically 12 months; or time remaining prior to when child turns 6 years. | New plan needed, | Develops new plan. | |
| | | An activity in the plan has been completed. | Next activity in the plan will continue but activ-ity is not available with same site/provider, | Assigns client to new site/pro-vider. | Plan remains the same as: POST-PLAN-1, POST-PLAN-2, POSTPLAN-3, etc. |
| | | Career goal changes or activi-ties change. | Service provider refers client back to EC for in-house assessment due to not able to com-plete assessment, | Receives email from service pro-vider and noti-fies AC. | No plan (active plan needs to be com-plete by the EC and client referred for in-house assess-ment). |
| **NON COMPLI-ANCE** | EC | At Noncompliance | Cause determination is no good cause and cli-ent agrees to a compli-ance plan in person or by telephone, | Develops com-pliance plan. | NONCPLAN<br>**Note**:<br>Use activity start date as start date of plan. The plan length is 1 to 60 days depending on activity(ies) end date; use which-ever date is shorter. |

| Categories | Who | When | If | Then EC | Plan Type |
|---|---|---|---|---|---|
| **CURING SANCTION** | EC | Client agrees to lift a WTW Sanction. | At the point of agreeing to cure WTW sanction. | Develops curing sanction plan. | CURINGPLAN<br>Use date WTW 29 is signed as start date of plan. The plan length is<br>1 to 30 days depending on activ-ity(ies) duration; use whichever is shorter. |

**Note:**

For Amended Plans, keep existing plan sequence number.

### 4.11.2 WTW Activity Assignment Chart

Once the client has completed Orientation and Appraisal process, the client must be referred to the next appropriate WTW activity. The EC can use the following chart to determine next activity, length of the activity based on the information on the OCAT ASR and the last Post Assessment WTW Plan, CalWIN activity assignment (plan tab/activity tab/session), length of supportive services and required documents:

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Full-Time Employment**<br><br>**<u>Plan Tab</u>**<br>**<u>Session</u>** Provider not Specified | Full-time employed is defined as 30 hours or more per week.<br><br>The WTW2 is required for employment and the Plan tab in CalWIN is completed. **FTE clients who are enrolled in school or requesting skills upgrade or job advancement services need to be referred to in-house Assessment**.<br><br>**Child Care**: If child care approved refer to Stage II CC via the "APP/CWES Referral & Communication Form" (SCD 1776). Forward all copies to A9P2 and document in CalWIN. | <u>Activity</u><br>12 months (Ex: 4/1/09 to 3/31/10)<br><u>Supp. Svcs.</u><br>3 months | • SCD 549A, Request for Employment Information<br>• Check Stubs<br>• Letter from Employer<br>• CalWIN/IDM<br>• Work Number:www.theworknumber.com<br>• Employer Phone Verification<br><br>**<u>Note</u>**: If current pay stubs submitted or in IDM, the client can complete the SCD 549 (don't sign as employer) and attach a copy of the pay stub. |
| **Part-Time Employment**<br><br>**<u>Plan Tab</u>**<br>**<u>Session</u>** Provider not Specified | Part-time employment is defined as less than 30 hours per week.<br><br>The WTW2 is required for employment and the Plan tab in CalWIN is completed.<br><br>**Child Care**: If child care approved refer to Stage II CC via the Referral & Communication Form" (SCD 1776). Forward all copies to A9P2 and document in CalWIN. | <u>Activity</u><br>12 months<br><u>Supp. Svcs</u>.<br>3 months | • SCD 549A, Request for Employment Information<br>• Check Stubs<br>• Letter from Employer<br>• CalWIN/IDM<br>• Work Number |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Self-Employed** (part-time/full-time)<br><br>**<u>Plan Tab Session</u>** Provider not Specified | Full time self employment is defined as 30 hours or more per week.<br><br>Self-employed clients not meeting the hours due to their salary are allowed one year to increase their wages. To calculate the weekly hours, take the monthly gross income less business expenses and divide it by the federal minimum wage then by 4.33 to get the weekly hours. Notify the client they have one year to increase their wages on the comments section of the WTW 2.<br><br>In CalWIN record **actual** hours during the one-year period prior to client increasing earnings.<br><br>After the one-year grace period, use **calculated hours**.<br><br>The WTW2 is required for self employment and the Plan tab in CalWIN is completed.<br><br>Self-employed clients typically pay their own Social Security and income taxes and are not covered by worker's compensation (this includes day care providers).<br><br>**Exception:** An insurance and real estate person is not considered self-employed, since they work for a broker. However, a broker could be considered self-employed.<br><br>**Child Care**: If child care approved refer to Stage II CC via the "APP/CWES Referral & Communication Form" (SCD 1776). Forward all copies to A9P2 and document in CalWIN.<br><br>**Transportation**: Not approved if claimed as a business expense deduction. | <u>Activity</u> 12 months<br><u>Supp. Svcs</u>. 3 months | • Employer self employment statement<br>• CSF 32, Profit & Loss Statement (optional)<br>• Tax Return, if available<br>• SCD 101, General Affidavit<br>• CalWIN/IDM |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
| --- | --- | --- | --- |
| **VTR (SIP)**<br>**&**<br><br>**Work Study** (Paid), if appropriate<br><br>**Sub.College Work Study**<br>**&**<br><br>**Plan Tab Session** By provider<br><br>**Plan Tab Provider Not Specified** | • Enrolled (applied and accepted) in vocational training program on the date of the appraisal.<br>**Note**: Use "Sub. College Work Study" when the placement is subsidized.<br>• The program is on the county's list of programs leading to employment (Refer to Matrix for approved training programs).<br>• If program is not listed, the client needs to demonstrate program will lead to self-supporting employment by submitting a Labor Market Study (LMS).<br><br>**Exception: Clients enrolled in a Cosmetology program may be required to do the LMS if the school site is not listed on Matrix - (non-SB 1232 students)**.<br><br>For non-SB 1232 students, other criteria applies including SIP and study time rules. SIP clients not meeting required hours of participation are allowed 30 calendar days from the date the WTW 2 is signed to increase hours. Notify client of this requirement on the Comments Section of the WTW 2.<br>Supportive Services: SIPs approved of April 7, 2008 may be eligible for supportive services if they were on cash aid, attending school and expense(s) occurred during that time.<br><br>The child care can only be retroactive up to 30 days from the date the client requested child care (ORE/individual contact date). | Activity<br>End of program (not to exceed TOA)<br>Supp. Svcs.<br>End of quarter/ semester/program module/academic calendar | • SCD 1723, Activity Referral<br>• SCD 1758, Educational Plan<br>• Class Schedule/TBA<br>• Printout of classes<br>• Program module or academic school calendar<br>• Enrollment Verification, including on-line class documentation<br>• WTW 8, Student Financial Aid Statement<br>• Labor Market Study<br>• Letter on school letterhead with required info (private school)<br><br>**Referral**<br>**Provider**: SCD 1723<br>**Client**: WTW 2, SCD 1723, CSF6 (cc)<br>**Return Appt to sign WTW** 2 |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **SIP Not Approved (SNA)**<br><br>**Plan Tab Session** By provider<br><br>**Plan Tab Provider Not Specified** | • Attending school/training program not approved as SIP and LMS not submitted.<br>• School is not accredited.<br><br>**Note**: Schools without CalWORKs Site Liaison will not receive an e-mail referral. SNA does not apply to SB 1232 students.<br><br>**Supportive Services begins from the date the WTW1/WTW 2 is signed. Not eligible for retro supportive services including child care**. | Activity<br>End of current semester/ quarter, not to exceed 4 months<br>Supp. Svcs.<br>End of quarter/ semester | • letterhead with required info.<br>• Educational Plan<br>• Printout of classes<br>• Enrollment Verification, including on-line class documentation<br>• Labor Market Study<br>• WTW 8, Student Financial Aid Statement<br>• GIS 704, SIP Denial Notice<br><br>**Referral**<br>**Provider:** SCD 1723<br>**Client:** WTW 2, SCD 1723, CSF6 (cc)<br>**Return Appt to sign WTW 2** |
| **VTR** (Post Assessment<br><br>**Plan Tab Session** By provider<br><br>**Plan Tab Provider Not Specified** | • Post Assessment<br>• Resuming WTW Plan<br>• Resuming Learning Disabilities related plan | Activity<br>End of program (not to exceed TOA)<br>Supp. Svcs.<br>End of quarter/ semester/module/ academic calendar | **Referral**<br>**Provider**: SCD 1723<br>**Client**: WTW 2, SCD 1723<br>**Reschedule** Client: SCD 1783 |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Part-Time Job Search**<br><br>**<u>Plan Tab Session</u>** CWES 1879 Senter Road | • Part-time employed<br>• Part-time self employed<br>**Note:** Can be assigned in 12-week increments. | <u>Activity</u> 12 weeks<br><u>Supp. Svcs.</u> Assign under PTE (3 months) | **<u>Referral</u>**<br>**Provider**: CalWIN<br>**Client:** WTW 2<br>**<u>Reschedule</u>**<br>Client: CSF6 |

<table>
<tr><th>Activity Type</th><th colspan="5">Criteria</th><th>Length of Approval</th><th>Required Verifications/ Referral Forms</th></tr>
<tr><td rowspan="4">Supervised Job Search</td><td>Has Work History Within the last 2 years?</td><td>Has a HS Diploma or GED in the US?</td><td>Is client English Speaking?</td><td>Is client Limited English Speaking?<br>(schedule per Cal-WIN language session)</td><td>Is client Non-English Speaking-<br>Monolingual</td><td rowspan="4"><u>Activity</u><br>8 weeks<br><u>Supp Svcs</u><br>8 weeks<br><br>Note: Can extend in 4-week increments.</td><td rowspan="4"><u>Referral</u><br>Provider: CalWIN<br>Client: WTW 2<br><u>Reschedule</u> Client: SCD 1783<br>Note: Please e-mail ECC for clients resuming Job Search indicating # of weeks remaining.</td></tr>
<tr><td colspan="5">To determine appropriateness of Job Search, determine if client:<br>• Has worked in the last 2 years, and<br>• Has a HS Diploma or GED in the US, and<br>• He/she speaks English, or<br>• Speaks Limited English, or<br>• Is Non-English Speaking other than Spanish and Vietnamese</td></tr>
<tr><td>Yes</td><td>Yes</td><td>Job Search</td><td>Vietnamese and Spanish Speaking:<br>1879 Senter Rd.<br>All other languages: ESL/Assessment</td><td></td></tr>
<tr><td>No</td><td>Yes</td><td>Job Search</td><td>Vietnamese and Spanish Speaking:<br>1879 Senter Rd.<br>All other languages:<br>Adult Ed referral for ESL.</td><td></td></tr>
</table>

| Activity Type | Criteria | | | | | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|---|---|---|---|
| **<u>Plan Tab Session</u>** CWES 1879 Senter Road | Yes | No | Job Search **Option: ABE/GED** | **Vietnamese and Spanish Speaking**: 1879 Senter Option: Adult Ed referral for ESL/ABE | | | |
| | | | | **All other languages:** Adult Ed referral for ESL. | | | |
| | No | No | ABE/GED | Adult Ed referral for ESL/ABE. | | | |
| | **Pregnant Client:** *(This option only applies to the Job Search Activity)*<br>• If client is in the 1st Trimester (up to 3 months) - Use JC criteria above.<br>• If client is in the 2nd Trimester (4-6 months) - Option for Job Search or another activity.<br>• If client is in the 3rd Trimester (7-9 months) - Do not refer to Supervised Job Search. If an appropriate activity is not available, on a case-by-case basis grant her good cause after consulting with Unit Supervisor.<br>**Note:**<br>Examples of appropriate activities include WEX. Granting good cause is the last option if there are 30 days or less prior to due date, there is no medical exemption and the client cannot be placed into an appropriate activity. The worker must document in case comments the reason for granting good cause. And if good cause was granted, refer the case to the Unit Supervisor for [Registration] tab update in CalWIN. | | | | | | |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Initial Adult Ed Referral (Assessment)**<br><br>**<u>Plan Tab Session</u>**<br>By provider | • No High School Diploma or GED/equivalent<br>• Limited English speaking or Non-English speaking<br>• Enrolled in GED/ESL program<br>• **Note:** Unsupervised study time is embedded within the educational activity. For non-SB 1232 students ratio is 1:1.<br><br>Assessment is to be assigned for initial Adult Ed referrals. Once the POSTPLAN is developed, refer to "WTW Activity Assignment Chart," page 4-24 **GED/ESL/ABE**, as appropriate.<br><br>**Reminder**:<br>Notify site provider via e-mail when client stops attending for any reason.<br><br>**Note:**<br>If client does not wish to participate in secondary educational activities, client may participate in an appropriate initial engagement activity. Client shall make that election, in writing, on the WTW Plan, by documenting in the "Additional Comments" section, using a statement such as "Client elects to not pursue a high school diploma or equivalent at this time." | <u>Activity</u><br>1 month<br><u>Supp. Svcs.</u><br>1 month | • WTW 15, FLSA<br><br>**<u>Referral</u>**<br>**Provider:** SCD 1723<br>**Client**: WTW 2, SCD 1723<br>**<u>Reschedule</u>** Client: SCD 1783 |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Assessment only** (if participating in another activity)<br><br>**Plan Tab Session**<br>CWES 1879 IND ASM<br>or<br>CWES 1879 ASM (out of SJS) | • Employed FTE and enrolled in school or requesting skills upgrade or other job advancement services.<br>• Discloses a mental, emotional, physical, medical limitation, or an illiteracy that negatively affects the client's ability to obtain and/or retain employment.<br>• Does not read or write in English or in their native language.<br>• Displays irregular behavior patterns that staff or service provider feel may negatively impact the ability to obtain employment.<br>• Fails to benefit from, or make progress, in assigned activity due to significant barriers.<br>• Referred or receiving services from Department of Rehab<br>• Does not obtain employment after completing Job Search/Networking activity<br>• Change in the WTW Plan completed by in-house assessment as WTW Plan no longer appropriate and time remains on their 60-month clock.<br>• Completion of all activities listed on the previous WTW Plan and time remains on the 60-month clock.<br>• Re-Assessment as WTW Plan completed, no job, time left on the 48-month clock.<br>• No WTW Plan completed and wants to participate in CWES activities beyond the Domestic Abuse services.<br>• Existing WTW Plan completed by in-house assessment and due to Domestic Abuse services/issues employment goals changes.<br>• Recommendation for in-house assessment received from service provider.<br>• Participating in Mental Health or Substance Abuse services and career goal changes.<br>• Scores 12 or more on LD Screener and client at client's option, chooses a LD Evaluation.<br><br>**Note:**<br>Do not refer to ASMT if the client claims unable to participate due to medical reason. Issue CW61 for possible exemption. For assessment or a re-assessment, use Assessment activity. | Activity<br>1 month<br>Supp. Svcs.<br>1 month | • WTW 2<br>• SCD 1771, Self Appraisal<br>Note: Write reason why client referred to ASM under the comments section of the WTW2 and submit to IDM immediately so Counselor can view prior to ASMT appt.<br>**Referral**<br>Call 758-3500 for the next available appointment.<br>**Client**: WTW 2<br>**Reschedule** Client: SCD 1783 |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Assessment-FS**<br>**<u>Plan Tab Session</u>**<br>CWES 1879 IND ASM | • Referred by FS ECC EC for clients who lack minimal skills as defined by employer<br>• Concurrent participation in Job Search until actual day of training program. | <u>Activity</u><br>30 days | • FS Plan<br>• Call 758-3798 |
| **Work Experience**<br>**<u>Plan Tab Session:</u>**<br>CWES 1879<br>Senter Road<br>Public Non Profit<br>Private Non Profit<br>Private for Profit | School hours less than 20/30/35 hours after allowing 30 days to increase hours to meet required hours of participation.<br>• Needs additional hours to meet participation requirements.<br>• Work Experience specified on the WTW Plan.<br>Activity information:<br>• Contact the WEX/CS CST, at 758-4017 for the next available WEX appointment.<br>• Refer to Cell Ed, Digital Learning (DL), Microsoft Initiative (MI).<br>**Reminder**: FLSA hours must be calculated for max WEX hours. For auto FLSA computation request WTW 15 in Cal-WIN. | <u>Activity</u><br>30 Days for Cell Ed, MI, or DLor until placed.<br><u>Supp. Svcs.</u><br>30 days | • WTW 2<br>• WTW 15, FLSA<br>• SCD 1789, Work Experience/ Community Service Program Work site Referral (Section I only)<br>**<u>Referral</u>**<br>**Provider**: SCC Works<br>Client: SCD 1783, SCD1789<br>**Resched-ule.**SCD 1783 |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Community Service**<br><br>**<u>Plan Tab Session</u>**:<br>CWES 1879<br>Senter Road<br>Public Non Profit<br>Private Non Profit | • Self initiated Community Service assignment, when not in the private sector, in consultation with unit supervisor.<br>• Community Service (CS) specified on the WTW Plan.<br>Community Service assignments are limited to projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural development, welfare, recreation, and public safety. Activity information: (CS not self initiated).<br>• Contact the WEX/CS CST at 758-4017 for the next available WEX/CS, as appropriate.<br>• Refer to DL, MI, or Cell Ed for 30 days.<br>**Reminder:** FLSA hours must be calculated for max CS hours. For auto FLSA computation request WTW 15 in CalWIN. | <u>Activity</u><br>30 days for Appt with CS EC<br><br>1 to 6 months for CS CWES Placement<br><br><u>Supp. Svcs.</u><br>30 days | • Community Service Work Experience Program Fact Sheet (2 copies one for client and the other for the CWEX site), if self initiated<br>• WTW 2<br>• WTW 15, FLSA<br>• SCD 1789, WEX/CS Work site Referral (Section I only)<br><br>**<u>Referral</u> Provider:** Copy of CWEX Fact Sheet, if self initi-ated<br>**Client**: Copy of CWES Fact Sheet |
| **PAS**<br>**FT Employed Ret Off**<br>or<br>**PT Employed Ret Off**<br><br>**<u>Activity Tab Session</u>**<br>Provider not spec-ified | Discontinued from Cash Assistance and working full-time or part-time. The following are NOT PAS eligible:<br>• Per client request<br>• No longer eligible child in the home<br>• No longer resident of CA<br>• ICT<br>• Loss of contact<br>The unit Sup/Lead needs to end the Registered status the last day of the cash aid discontinuance month per case inquires and add Post Aid Services the first day of the following month.<br>**Note:**<br>If known ahead of time the client will become PAS do not refer to APP. Stage II unit will complete the APP referral. | <u>Activity</u><br>12 months (Ex: 4/1/09 to 3/31/09)<br><u>TRE</u><br>12 months<br><u>Child care</u><br>3 months under PAS activity, if APP pend-ing | • SCD 384, Attention Off-Aid Employed Clients! Letter<br>• SCD1754<br>• PAS checklist |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Excused Second Parent**<br>Activity Tab<br>Session CWES<br>1879 Senter Road | One parent is meeting the required work participation hours and other parent does not want to participate.<br>Exception: If FTE/SEM parent is not meeting required hours, then the other parent cannot be Excused Second Parent.<br>**Note:**<br>The WTW2 is not required for Excused Second Parent | Activity<br>Begin/End dates of 2nd parent's activity | NA |
| **Orientation & Appraisal**<br>Activity Tab<br>Session CWES<br>1879 Senter Road | • Non-exempt clients<br>• Exempt Volunteer clients<br>• Sanctioned clients | Activity<br>1 day<br>Child care<br>4 hours | • SCD 1859<br>• SCD 103<br>• CCP7<br>• WTW 1<br>• WTW 2, if appropriate |
| **CIU**<br>**(CIU Voc Trng No ASM)** | CIU provides services as follows:<br>• Clients who are receiving Refugee Cash Assistance (RCA) receive highest priority<br>• WTW clients who have been in the U.S. for 24 months or less and are not enrolled in adult education or community college receive second priority<br>• Third priority are WTW clients who meet ALL of the following criteria:<br>a. Are monolingual (except Spanish and Vietnamese) or Low English Proficient (LEP), and<br>b. Have been in the U.S. between 25-60 months, and<br>c. Are interested in obtaining employment, and<br>d. Has not attended a CIU activity.<br>**Note:**<br>CIU is a full-time (20/30/35 hours per week) 6-month program. Part-time referrals shall not accepted. As a result, FTE and SIP are not referred to CIU. To participate through CIU, the individual must be authorized to work in the United States. Refugee families where the adult does not have work authorization, must be referred to WTW for other appropriate activities. | N/A | N/A |

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
|---|---|---|---|
| **Other Family Stabilization Activities** | • Used for Dept Family Children Services (DFCS)<br>• Used when the activity is other than an available activity, such as parenting classes, court,<br>• Available activities such as: Mental Health, Substance Abuse, and Domestic Abuse SV are assigned.<br>**Note:**<br>Intake worker completes ORE/APR/LD Screening and updates information checklist. | N/A | Sends e-mail to co-located EC and cc EP Sup with the following to confirm DFCS common case:<br>• Client's name<br>• SSN<br>• Case #<br>• DFCS SW name and phone #, if available<br>• Other helpful information. |
| **Domestic Abuse Services**<br><br>**<u>Activity Tab Session:</u>**<br>CWES 1879 Senter Road | • Approved for Domestic Abuse exemption/waiver by the Social Worker.<br>• Attending DA related services/activities.<br>• Attending DA related services/activities per "CalWORKs Referral Results" (SCD29) completed by Service Provider.<br>• Post Assessment WTW Plan completed by In-House Assessment.<br>Pending: Supervisor/Lead needs to update Registration Tab to 30 days GC.<br>Approved: Registration tab needs to be updated to Registered and DA activity assigned using the same Start and End dates indicated on the SCD 1554.<br>Note: The EW must also record the Domestic Abuse information on the Collect Domestic Abuse Detail window in CalWIN.<br>For Family Services (FS) DV, [Refer to "Types of Family Services," page 11-2] for policy and procedures.] | Activity<br>3 months (start/end dates per SCD 1554)<br>TRE<br>3 months (start/end dates per SCD 1554<br><u>Child care</u><br>3 months (start/end dates per SCD 1554 | • SCD 1554, CalWORKs Participation Status<br>• SCD 1555, CalWORKs Domestic Abuse (DA) Service Plan<br>• SCD 29<br>**<u>Referral</u> Provider**: CalWIN |

<table>
<tr><th>Activity Type</th><th colspan="2">Criteria</th><th>Length of Approval</th><th>Required Verifications/ Referral Forms</th></tr>
<tr><td rowspan="4">Substance Abuse Services<br><br><u>Plan Tab</u><br><u>Activity Tab</u><br><u>Session</u>:<br>CWES 1879 Senter Road</td><td colspan="2">• Attending Substance Abuse related services/activities.<br>• Attending Substance Abuse related services/activities per "CalWORKs Referral Results" (SCD29) completed by Service Provider.<br>• Post Assessment WTW Plan completed by In-House Assessment.<br><br>For Family Services (FS) Substance Abuse Services, [Refer to "Types of Family Services," page 11-2] for policy and procedures.]</td><td rowspan="4"><u>Activity</u> start/end dates per SCD 29<br><u>TRE</u> start/end dates per SCD 29<br><u>Child care</u> start/end dates per SCD 29</td><td rowspan="4">• SCD 29<br>• Other acceptable verification</td></tr>
<tr><td>If Plan (WTW 2)…</td><td>Then…</td></tr>
<tr><td>Completed</td><td>• No new WTW 2 required.<br>• Assign Substance Abuse activity under the Activity Tab.</td></tr>
<tr><td>Not completed</td><td>• Add Substance Abuse to the WTW 2 as Job Readiness.<br>• Assign Substance Abuse under the Plan Tab</td></tr>
<tr><td>Mental Health Services</td><td colspan="2">• Attending Mental Health related services/activities.<br>• Attending Mental Health related services/activities per "CalWORKs Referral Results" (SCD29) completed by Service Provider.<br>• Post Assessment WTW Plan completed by In-House Assessment.<br><br>For Family Services (FS) Mental Health Services, [Refer to "Types of Family Services," page 11-2] for policy and procedures.]</td><td rowspan="4"><u>Activity</u> start/end dates per SCD 29<br><u>TRE</u> start/end dates per SCD 29<br><u>Child care</u> start/end dates per SCD</td><td rowspan="4">• SCD 29<br>• Other acceptable verification</td></tr>
<tr><td rowspan="3"><u>Plan Tab</u> (plan not developed)<br><u>Activity Tab</u> (plan already developed)<br><u>Session:</u><br>CWES 1879 Senter Rd.</td><td>If Plan (WTW 2)…</td><td>Then…</td></tr>
<tr><td>Completed</td><td>• No new WTW 2 required.<br>• Assign Mental Health activity under the Activity Tab.</td></tr>
<tr><td>Not completed</td><td>• Add Mental Health to the WTW 2 as Job Readiness.<br>• Assign Mental Health under the Plan Tab.</td></tr>
</table>

| Activity Type | Criteria | Length of Approval | Required Verifications/ Referral Forms |
| --- | --- | --- | --- |
| **"Exemption"** | • Disabled 30 days or longer<br>• Taking care of ill or incapacitated person living in the home<br>• Care of first child under 6 months<br>• Care of 2nd and subsequent child under 3 months<br>• Time limited exemption for providing care to a child from 0-23 months of age. Must be requested.<br>**Note:**<br>Exempt clients have an option to volunteer with Employment Services as an exempt volunteer. If a client wants to volunteer, see unit sup or lead to update Registration Tab to exempt volunteer. | If medical, end of temporary disability or RRR date, if permanent | • CW 61, Coversheet & Authorization to Release Medical Information<br>• SCD1782, Doctor Verification for care for incapacitated family member<br>• Doctor Statement<br>**Client/Worker:** CW 2186A/B |
| **OTHER ACTIVITIES NECESSARY TO ASSIST IN OBTAINING EMPLOYMENT** | • Used for CalWORKs Home Visiting Initiative (HVI) participants when the HVI related activity does not meet the definition of activities assigned to CalWORKs federal standards.<br>• Welfare-to-Work Plan is developed based on the HVI related activities designated by the HVI service provider.<br>• Service provider will provide progress report. | Based on Service Provider | • CalWIN Referral Subsystem, Provider, CalWORKs Home Visitation<br>• Referral Need: CalWORKs Home Visitation |

## 4.11.3 Maintain Activity Status in CalWIN

The CalWIN Online User Manual (OLUM) does not have information regarding the usage of specific activity statuses. Consistency in how activity statuses are used is crucial in identifying client's participation, as well as reporting requirements.

The Activity Status Guide is intended to assist the end user in determining when to use each of the activity statuses and the impact to the activity timelines.

## Activity Status Guide

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 1**<br><br>NON-CORE PART-TIME JOB SEARCH<br><br>NON-CORE SUPER-VISED JOB SEARCH<br><br>PART-TIME JOB SEARCH<br><br>RRT JOB READINESS<br><br>SUPERVISED JOB SEARCH | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Transfer | Y | Location of activity changes and client is assigned to a new session. |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” status. DO NOT enter after “No Show” status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |
| **Note #1:**<br>“Rescheduled” is not used for Category 1 because client can not be rescheduled into the same session that has started. To reschedule a client, the end user needs to use “Disenroll” or “End Before Expected” status and assign the client to a different activity session. | | | |
| **Note #2:**<br>During non-compliance when client complies or is given good cause, schedule for another session within the same activity. DO NOT complete a new assignment for the same activity.<br>DO NOT leave activity in “Non-Compliant” status. | | | |

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 2 Education**:<br><br>ABE<br><br>ESL<br><br>GED<br><br>CIU VOC TRNG NO ASM<br><br>CL GED<br><br>CL HIGH SCHOOL<br><br>CL IND STDY<br><br>CL MIDDLE SCHOOL<br><br>CL REM ED<br><br>CL VOC TRAINING<br><br>HIGH SCHOOL<br><br>SNA-VOCATIONAL TRAINING<br><br>VOCATIONAL TRAINING | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Satisfactory Progress | N | Client continues to make satisfactory progress. |
| | Unsatisfactory Progress | N | Anytime client is not making satisfactory progress. |
| | Transfer | Y | Location of activity changes and client is assigned to a new session. |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” status. DO NOT enter after “No Show” status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |

**Note:**

During non-compliance when client complies or is given good cause, schedule client for another session within the same activity. DO NOT complete a new assignment for the same activity.

DO NOT leave in “Non-Compliant” status.

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 3:**<br><br>CHSP HOMELESS<br><br>OTHER FAMILY STA-BILIZATION ACTIVI-TIES<br><br>DOMESTIC ABUSE SV<br><br>EXTENDER-DOMES-TIC ABUSE SERVICE<br><br>EXCUSED 2nd PARENT<br><br>FS DOMESTIC ABUSE SERVICES<br><br>FS EXTEND-DOMES-TIC ABUSE SERVICE<br><br>FS HOMELESS<br><br>FS INTEGRATED DV-WTW SERVICES<br><br>FS MENTAL HEALTH SERVICES<br><br>FS SUBSTANCE ABUSE SERVICES<br><br>INTEGRATED DV-WTW SERVICES<br><br>MENTAL HEALTH SERVICES<br><br>SUBSTANCE ABUSE SERVICES | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session. |
| | Satisfactory Progress | N | Client continues to make satisfactory progress. |
| | Transfer | Y | Location of activity changes and client is assigned to a new session. |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned ses-sion. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” sta-tus. DO NOT enter after “No Show” status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 4:**<br>APPRAISAL<br>CL Orientation<br>ORIENTATION<br>REAPPRAISAL | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” status. DO NOT enter after “No Show” status. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |

**Note:**

During non-compliance when client complies or is given good cause, schedule client for another session within the same activity. DO NOT complete a new assignment for the same activity. DO NOT leave activity in “Non-Compliant” status.

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 5:**<br><br>ASSESSMENT<br><br>ASSESSMENT - FS<br><br>LEARNING DIB EVAL-UATION | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” status. DO NOT enter after “No Show” status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |

**Note:**

During non-compliance when client complies or is given good cause, schedule for another session within the same activity. DO NOT complete a new assignment for the same activity. DO NOT leave activity in “Non-Compliant” status.

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Category 6 Employment**: EC Works Subsidized FTE<br><br>EC Works Subsidized PTE<br><br>EC Works Unsubsidized FTE<br><br>EC Works Unsubsidized PTE<br><br>Employed Sub. PAS EC Works<br><br>Employed Unsub. PAS EC Works<br><br>FT EMPLOYED NO RETENTION OFF AID<br><br>FT EMPLOYED RET OFF AID<br><br>FT EMPLOYED RETENTION OFF AID<br><br>FULL TIME EMPLOYMENT<br><br>PART TIME EMPLOYMENT<br><br>PT EMPLOYED RET OFF AID<br><br>PT EMPLOYED NO RET OFF AID<br>Paid WEX<br><br>SELF EMPLOYMENT<br>Sub. College Work Study<br><br>TSE Transitional Subsidized Empl<br>WORK STUDY | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Satisfactory Progress | N | Client continues to make satisfactory progress. |
| | Unsatisfactory Progress | N | Anytime client is not making satisfactory progress. |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after “Referred” and “Scheduled” status. DO NOT enter after “No Show” status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after “Other” is entered. |

| Activity | Status | Reference Table - Activity Status Type (End) | When to Use |
|---|---|---|---|
| **Note:** During non-compliance when client complies or is given good cause, schedule for another session within the same activity. DO NOT complete a new assignment for the same activity. DO NOT leave activity in "Non-Compliant" status. | | | |
| **Category 7 Community Service/ WEX:**<br><br>COMMUNITY SERVICE<br><br>COMMUNITY SERVICE-SELF INITIATED<br><br>WORK EXPERIENCE | Referred | N | System generated when activity is assigned. |
| | Scheduled | N | System generated when client is scheduled into a session. |
| | First Day Attendance | N | Client attends first day of assigned session |
| | Satisfactory Progress | N | Client continues to make satisfactory progress. |
| | Unsatisfactory Progress | N | Anytime client is not making satisfactory progress. |
| | Became Employed | Y | Client became employed and employment is verified. |
| | Completed | Y | Client completed the activity and is not employed. |
| | No Show | N | Client does not show to the first day of the assigned session. |
| | Disenroll | N | Client has not started and to remove client from a session. Can ONLY be used after "Referred" and "Scheduled" status. DO NOT enter after "No Show" status. |
| | End Before Expected | Y | Client will not complete this session and is not employed. |
| | Non Compliant | N | Initiating the non compliance process. |
| | Sanction | Y | When a sanction is applied. |
| | Other | N | As a transition status when the appropriate status is not available on the drop down list. You will then need to Add the appropriate status that becomes available after "Other" is entered. |
| **Note:** During non-compliance when client complies or is given good cause, schedule for another session within the same activity. DO NOT complete a new assignment for the same activity. DO NOT leave activity in "Non-Compliant" status. | | | |

### 4.11.4 Supportive Services Assignment

The Employment Counselor determines eligibility for supportive services based on requirements for the assigned activity (ies). Supportive Services must be assigned in CalWIN and appropriate NOAs sent.

## 4.12 Verification

The Employment Counselor must obtain the required verification and documents to support assigned WTW activity (ies) and supportive services. Once the documents have been processed they must be submitted to IDM for scanning according to CWES office procedures.

## 4.13 Case Documentation

### 4.13.1 SCD 2178

The Employment Counselor will record the information given during the Orientation and Appraisal on the “WTW Information Program Checklist” (SCD 2178); will have client sign the SCD 2178 and provides copy to the client; and submits to IDM workstation.

### 4.13.2 Case Comments

On the **Maintain Case Comments** window in CalWIN, the EC must document actions taken, referrals given, return appointments provided and any follow-up needed.