

10. Unpaid Work Experience and Community Service

10.1 Overview

Unpaid Work Experience (WEX), Community Service (CS) and Self-Initiated Community Service (SCS) are core work activities which count towards the Work Participation Rate (WPR). All are unpaid work activities in which the training assignment can only take place in the public or private non-profit sector. These activities are designed to provide clients with practical hands-on training, recent work history, employment references and help to develop positive work ethics in order to expedite their transition to paid employment.

In California unpaid WEX, CS and SCS assignments are subject to the Fair Labor Standards Act (FLSA) requirements. As a result, the number of hours of participation for these activities is determined by adding the monthly CalWORKs grant and CalFresh allotment, then dividing the sum by the state minimum wage.

10.1.1 Unpaid Work Experience (WEX)

Unpaid Work Experience WEX is training in the public or private nonprofit sector that helps provide basic job skills and enhances existing job skills in an occupation related to the client's experience. It is a core work activity. The purpose of work experience is to improve the employability of a client. All unpaid WEX worksite sponsors; worksite development and placement; and monitoring is conducted by designated CWES EC III staff.

10.1.2 Community Service

Community Service (CS) is training that is temporary and transitional. CS is performed in the public or private nonprofit sector and provides basic job skills that may lead to employment while meeting a need in the community. It is a core activity. CS programs are designed to improve the employability of a client with basic job skills who otherwise cannot obtain employment and must be supervised daily. All CS worksite development, placement and monitoring is conducted by Adult Education or Community College service providers.

10.1.3 Self-Initiated Community Service (SCS)

Self-initiated CS (SCS) is the same as CS except that it is initiated by the client. SCS placements may be completed by ECs, community college representatives and/or adult education representatives.

10.1.4 Worksite Sponsor

The worksite sponsor is the organization that has agreed to sponsor the client in either an unpaid WEX or CS assignment. The worksite sponsor is an organization or program that is in the public or private non-profit sector. The worksite sponsor has agreed to the conditions and terms of the assignment as set forth by the County or the Adult Education or Community College and FLSA guidelines.

The “EC Works Worksite Request” (SCD 1790) is completed by the sponsoring organization and Employment Connection staff. The SCD 1790 is not required for SCS.

10.1.5 Grant/Calculation Month

The grant/calculation month is the month prior to the activity participation month. At the time of the calculation, the EC uses the actual CalWORKs grant and CalFresh allotment in CalWIN for the grant/calculation month to determine the maximum hours of participation for unpaid WEX, CS and SCS assignments. The actual amount of the CalWORKs grant and CalFresh allotment authorized, if applicable, is the amount after any adjustments of overpayments or underpayments.

10.1.6 Activity Participation Months

The activity participation months are the months immediately following the grant/calculation month and are the months in which the client actually participates in the assigned unpaid WEX, CS or SCS activity.



Note:

SCS agencies are not required to complete a formal worksite agreement, however they are required to verify client’s volunteer activities via a letter on agency letterhead. The worksite supervisor agrees to verify SCS hours by completing and signing a monthly SCD 1755A to be given to the client as verification of monthly participation hours. CS agencies must have a worksite agreement with the County.

10.1.7 Maximum Hours of Participation

The maximum hours of participation allowed for an unpaid WEX, CS, or SCS assignment are based on FLSA requirements using the CalWORKs grant and CalFresh allotment received in the grant/calculation month. The number of FLSA hours is determined prior to referring a client to an unpaid WEX, CS or SCS worksite sponsor and must be reviewed semi-annually for any changes.

To determine the number of hours of unpaid WEX, CS, or SCS hours the EC must complete the “Simplified CalFresh Program Unpaid Work Experience and Unpaid Community Service Hours Worksheet” (WTW 15). This calculation determines the maximum number of hours that a client can be assigned to unpaid WEX, CS or SCS activities.

Table 3: FLSA Calculation

Steps	Actions
1.	Determine the actual CalWORKs grant amount for the grant/calculation month.
2.	Determine the actual CalFresh allotment authorized for the grant/calculation month for the CalWORKs AU members. (To determine the prorated amount for mixed households, take the total household CalFresh allotment and divide it by the number of CalFresh AU members in the household). Multiply this amount by the number of CalWORKs grant AU members in the household.
3.	Determine the total benefits paid for the grant/calculation month (add the actual CalWORKs grant amount in Step 1 to the actual CalFresh allotment in Step 2).
4.	Divide the total benefits in Step 3 by the current state minimum wage.
5.	Convert the monthly amount in Step 4 to a weekly amount by dividing by 4.33 (average number of weeks per month). This is the maximum number of weekly hours a client can be assigned to an unpaid WEX, CS or SCS activity.
6.	Determine whether the number of hours of participation in WTW is 20, 30 or 35 hours per week from Step 5 to determine if there are any unmet hours per week. If there is, the client must be assigned to additional WTW activities.
7.	<p>The WTW 15 must be completed when the initial referral to an unpaid WEX, CS or SCS activity is made. It must be reviewed at the end of the activity or if there is a change to the CalWORKs grant or CalFresh allotment will benefit the client. If there is NO change in the client's CalWORKs grant and CalFresh allotment amounts, a revised WTW 15 is not required.</p> <ul style="list-style-type: none"> If there is a change in the CalWORKs grant or CalFresh allotment amount then a new WTW 15 will be required and both the client and worksite sponsor must be informed of any changes. This action must be documented in the Maintain Case Comments window in CalWIN.

10.1.8 Unmet Hours of Participation - Deeming

Clients in unpaid work activities such as WEX, CS, or SCS whose hours are limited by FLSA, are determined to have met the core requirement through “deeming” as long as the balance of hours (non-core or additional core in non-FLSA activities) meet the 20/30/35 weekly participation requirements.

A client may not volunteer to participate in additional unpaid WEX, CS, or SCS hours beyond the maximum hours of participation calculation based on the WTW 15. The client must be assigned a concurrent activity (another core or non-core) for the balance of required weekly hours. For two parent households, the FLSA hours are calculated for the AU, not for each parent.

Example #1:

A single parent with a child less than six (AU of 2) has signed a CalWORKs federal standards plan with CS and GED. She is receiving \$577 in CalWORKs and does not qualify for CalFresh. After dividing the total benefits of \$577 by the \$12/hour state minimum wage effective January 1, 2019, and dividing by the 4.33 weekly factor, the maximum FLSA hours are 11. Since she is not allowed to participate 9 additional hours in CS, the 9 hours are “deemed” as meeting core (considered to have met the core

requirement), because client is enrolled in GED for the balance of hours (9), meeting the required minimum of 20 hours per week.

Example #2:

A single parent with two children over age six (AU of 3) has signed a CalWORKs federal standards plan with unpaid WEX. The parent is receiving \$714 in CalWORKS and \$395 in CalFresh benefits. After dividing the total benefits of \$1,109 by the \$12.00/hour state minimum wage effective January 1, 2019, and dividing the 4.33 weekly factor, the maximum FLSA hours are 21. **There is no deeming of core hours** in this situation, because the required core hours of 20 is less than the FLSA calculation. The EC can add non-core or core hours to the plan to meet the 30 hour participation requirement.

Example #3:

A two parent household with a child over six (AU of 3) has signed a CalWORKs federal standards plan. Each parent participates in a Community Service (CS) activity. The AU is receiving \$714 in CalWORKS and \$495 in CalFresh benefits. After dividing the total benefits of \$1,209 by the \$12.00/hour state minimum wage effective January 1, 2019, and computing the 4.33 weekly factor, the maximum FLSA hours are 23. Since each participates in CS, they are required to share the 23 hours. One of the parents participates in ESL 12 hours per week (the 12 hours can be shared between the two parents), meeting the required 2-Parent minimum of 35 hours per week. The parents' CS hours are deemed to have met core requirement, because combined, they are meeting the required minimum of 35 hours per week.

Reminder:

10.1.9 Referrals to Unpaid WEX and CS Worksites

Referrals, scheduling and placements of unpaid WEX are completed by designated WEX EC III staff or the adult education site representative. Referrals, scheduling and placements to CS are typically done by the adult education site representative. The activities are incorporated in the WTW Plan.

A referral to an unpaid WEX or CS activity is recommended when:

- It is likely to lead to employment, or
- Provides training, or
- Provides basic job skills, or
- Serves as a core activity and will assist the client in meeting the WTW hours of participation requirement, or
- As the result of an assessment included in the WTW Plan as one of many WTW activities that will assist the client in becoming employed after a sequence of concurrent activities have been completed.



Note:

Approval of SCS is coordinated by the assigned EC with the client providing verification of volunteer activity. The activity is incorporated in the WTW Plan.

10.1.10 Referral Process for Unpaid WEX

When it has been determined that the client's activity will be unpaid WEX, the referring EC calculates the FLSA hours and makes a referral to designated WEX EC III staff. The FLSA calculation must be completed prior to referral to determine maximum hours of participation. Designated WEX EC III staff interviews the client and reviews the [Employment Connections Application \(ECA\)](#) database to determine which openings would be a match for the client.

Referrals to unpaid WEX are the result of an assessment in which unpaid WEX has been included in the WTW Plan. Unpaid WEX is also a result of the client needing additional weekly hours of participation. To the extent possible, the client's prior education, training, and experience is considered in determining the appropriate unpaid WEX placement and in obtaining additional training or basic job skills the client needs to achieve unsubsidized employment. A client may be referred to multiple worksites for interviews prior to a final selection.

The referring EC needs to ensure that the client meets core/non-core and weekly participation requirements during the 30-day placement period by assigning other activities until placed. Unpaid WEX may be scheduled in 6-month increments, up to 24 months when the following conditions are met:

- Each extension of the unpaid WEX activity/assignment requires a review and approval by the assigned EC and the designated WEX EC III staff or the adult education site representative; and concurrence is required by both participant and worksite supervisor.
- Each extension supports the participant's goal of leading to employment.
- Does not exceed the time balance on the CalWORKs Time on Aid (TOA) clock.
- Assigned unpaid WEX activity hours does not exceed the allowable FLSA hours.
- Does not compromise the WTW Plan developed as the result of an assessment that outlines specific vocational and/or educational training goals. Any changes to the WTW Plan must follow the re-assessment process, if applicable.

The following table outlines the process when referring a client to unpaid WEX.

Who	Steps
Referring EC	<p>A. Reviews CalWORKs 48-month time on aid clock and calculates FLSA hours using the WTW 15.</p> <p>Note: Complete the WTW 15 for FLSA.</p> <p>B. Creates new WTW Plan for unpaid WEX and concurrent activity in CalWIN. All referrals to unpaid WEX require a concurrent activity until placement.</p> <p>C. Refers and schedules the activity of “Work Experience” in CalWIN under the Maintain Employment Services Participation window, selecting “CWES WEX” as the WEX provider and “1879 Senter Road” as the location.</p> <p>D. Completes WTW 2 and obtains client resume, if available.</p> <p>E. Contacts Employment Connection Center (ECC) Clerical at (408) 758-4017 to schedule an appointment for a referral to WEX. Clients from North and South County CWES offices are to follow the same process as referral to Central location.</p>
ECC Clerical	<p>A. Creates individual appointment in Outlook.</p> <p>Refer to ECA Clerical Guide</p> <p>B. Creates WEX referral log with appointment information for client in Employment Connection Application (ECA).</p> <p>Note: ECA Generates referral appointment to assigned WEX EC III.</p>
Referring EC	<p>A. Enters the appointment date from ECC Clerical step A above in the “Expected Begin Date” field and enters unpaid WEX expected placement end date plus 30 days in the “Expected End Date” field. Allow up 30 days for placement.</p> <p>Example: Client’s appointment to meet with WEX counselor is 9/16/14. The expected placement date is 10/16/14 (30 days from 9/16/14). The expected placement end date is 4/16/15 (6 months after 10/16/14).</p> <p>B. Adds WEX/CS appointment information on WTW 2 for client.</p> <p>C. Sends copies of completed WTW 2, WTW 15 and client resume (if available) to ECC Clerical for distribution to WEX EC III.</p>
ECC Clerical	<p>A. Receives WTW 2, WTW 15 and resume, if available.</p> <p>B. Sends forms to WEX EC III.</p>

Who	Steps
WEX EC III	<p>A. Receives WTW2, WTW 15 and resume for client appointment.</p> <p>B. If client does not show, finds client in ECA and reschedules WEX appointment. Refer to ECA Employment Counselor III Guide.</p> <p>Note: Designated WEX EC III staff will deactivate WEX referral if client misses 3 appointments and will notify assigned EC by e-mail.</p> <p>C. When client shows for appointment:</p> <ul style="list-style-type: none"> (1) Meets with client to review assessment sheet and match client to a worksite, (2) Contacts employer to schedule interview, (3) Completes “EC Works Worksite Referral” (SCD 1789) and gives to client, (4) Enters interview information in ECA and provides client with interview sheet with details. (5) Calls client and/or worksite supervisor to follow up on interview. <p>D. Repeats above actions 1-5 until client is placed.</p> <p>Note: WEX EC III has 30 days to place client.</p> <p>E. Sends email to assigned EC to inform of show status of appointment.</p> <p>F. Enters Case Comments in CalWIN to indicate appointment outcome.</p>
EC I/II	<p>A. Receives email notification of show status to WEX appointment.</p> <p>B. Updates activity status to “First Day Attendance.”</p> <p>C. If no show after 3rd appointment, receives e-mail from WEX EC III of client deactivation and begins NONC.</p>
Worksite Supervisor	<p>A. Interviews and selects client.</p> <p>B. If client not selected, informs designated WEX EC III staff.</p> <p>Note: The 6-month unpaid WEX assignment starts with the client’s 1st day at the worksite.</p>
WEX EC III	<p>When the client is matched to a worksite and selected:</p> <ul style="list-style-type: none"> (1) Verifies worksite placement, (2) Documents interview outcome in ECA. Refer to ECA 4.9 Updating an Interview Record, page 31.

Who	Steps	
Designated WEX EC III (continued)	If...	Then...
	Client shows on first day of placement	A. Creates unpaid WEX Placement record in ECA with needed information. Note: ECA generates Placement email to EC I/II for unpaid WEX. B. Enters case comments in CalWIN. C. Maintains contact with client/worksites for attendance and changes.
EC I/II	Client does not show on first day of placement	A. Contacts client for explanation B. Enters case comments in CalWIN. C. Determines if client has good cause for not showing. (1) Contacts worksite to coordinate new start date for client if there was good cause. (2) Updates interview record in ECA indicating <i>Job Offered, No Show</i> status if there was no good cause and the 30-day placement period has expired. ECA generates <i>No Show</i> email to EC I/II. Note: If client did not have good cause and is still within the 30-day placement period, WEX EC III may arrange a follow up appointment with client to find new WEX/CS placement.
	A. Updates the “Expected End Date” to reflect the actual end date. Example: When email notification shows placement start date is 10/10/14, updates the “Expected End Date” to 4/10/15 (6 months from 10/10/14, when, for example, the placement was for 6 months). B. Arranges for and provides changes to supportive services, if applicable. C. Upon receipt of monthly SCD 1755A updates activity status to “Satisfactory Progress.” D. Monitors participation and updates Attendance window monthly: (1) When notified by WEX EC III of an unpaid WEX assignment extension, updates the “Expected End Date” with the new date. (2) When notified by WEX EC III of participation problems, initiates NONC process.	

10.1.11 Referral Process for Self Initiated Community Service (SCS)

Self-initiated CS (SCS) is an allowable activity that meets core requirements. A client can not be assigned more than three months at a time and must be reviewed every three months. These activities are only considered if the client discloses that he/she is already volunteering at the point of being referred. When the client's next activity will be CS and the client is already volunteering in the community, the client will be approved for SCS.

The county will approve the SCS activity on a case by case basis in consultation with the CWES supervisor. The provider entered in CalWIN is "Provider Not Specified." A copy of the "CalWORKs Community Service Self Enrollment Fact Sheet" (SCD 1813) must be reviewed and issued to the client. The client's responsibility will be to discuss the information on the SCD 1813 with their worksite supervisor.

Since these sites do not have formal agreements with the county, proper verification of the volunteer community service may include a letter on agency letterhead indicating the client's start date, schedule and role/responsibilities. The participant must submit a monthly attendance verification from the site with a completed SCD 1755A that is signed by the provider.



Note:

If the assignment is in the private for profit sector, use "Work Experience" with "Provider Not Specified" in CalWIN. These assignments are also to be reviewed on a case by case basis with the unit supervisor.

In-Kind Work

When a participant is engaged in some sort of unpaid work in exchange for a free service, the work is considered as in-kind. An in-kind example is where a client is providing care to a non-family member in exchange for free housing or is providing other unpaid work in exchange for free room and/or board.

These hours worked could be assigned and scheduled as a SCS activity. When assigning to SCS, the EC must follow existing criteria for FLSA requirements. As a result of maximum calculated FLSA hours, the participant may need to be assigned to a concurrent activity. These requests need to be evaluated on a case by case basis with the assistance of the CWES supervisor. All efforts to assign the participant to a conventional activity should be made.

For additional information regarding income in kind, [Refer to CalWORKs Handbook, "[Income in Kind](#)," page 28-1] for additional information.

10.1.12 Verification of Self-Initiated Community Service (SCS)

To verify the activity, the assigned EC must obtain a letter on agency letterhead indicating the client's start date, schedule and roles/responsibilities. Monthly attendance verification is required and includes the site provider signing off on the monthly SCD 1755A.

- The following must be included when assigning SCS:
- Determine FLSA hours;
- Complete the WTW 2;
- Arrange for and provide supportive services;
- Enter and schedule the SCS activity in CalWIN for 3 months;
- Enter case comments.

After 3 months, determine whether the client would benefit from additional time in the current SCS activity or in another WTW activity. The SCS activity may be extended or continued for an additional 3 months or may be terminated based on client's participation and/or needs of the community service worksite. Total time in SCS is limited to 6 months.

10.1.13 Referral Process for CS and Adult Education

When it has been determined that the client's activity is Adult Education such as ABE/GED/ESL through an adult education provider, the assigned EC initiates a referral to the adult education provider for a 30 day assessment and development of a WTW Plan which includes CS. When the WTW Plan includes CS, the adult education provider is responsible to refer and place the client, and monitor the activity and participation. The adult education provider also reports any participation problems to the assigned EC. To the extent possible, the client's prior education, training, and experience is considered in order to determine what additional training or basic job skills the client can acquire to achieve unsubsidized employment. The maximum hours of participation calculation must be completed by the EC prior to the CS referral.



Note:

The adult education site becomes the provider for CS. When referring and scheduling CS in CalWIN, the adult education site must be selected as the provider.

The EC needs to ensure that the client meets core/non-core and weekly participation requirements during the 30-day placement period.

The following table outlines the procedure when referring the client to the adult education site for WTW Plan development..

Who	Steps	
Assigned EC	As a result of WTW Orientation (ORE)/Appraisal, or a step in the Post Assessment plan, the client is identified as an adult education participant.	
Assigned EC	If...	Then...
	Client is identified from WTW ORE/Appraisal,	<ul style="list-style-type: none"> A. Refers client to the appropriate adult education site for a 30 day assessment and WTW Plan development. B. Contacts the adult education site to schedule a placement test and orientation for the client. C. Completes all sections of the "Welfare-to-Work Activity Referral Form" (SCD 1723) and sends as an email attachment to the designated adult education site representative. D. Enters appropriate sequence of WTW Plan (example: PREPLAN-1; PREPLAN-2, etc.). E. Refers and schedules the Assessment activity on the WTW 2 and in CalWIN at the adult education site for 30 days: <ul style="list-style-type: none"> (1) Assessment will need to be scheduled for 20/30/35 hours to meet WPR. The distance learning activities will be embedded. (2) Computes FLSA using the WTW 15 for CS. F. The "Expected Begin Date" of the activities is the date given in step B above. G. Sets up supportive services for 30 days. H. Issues copy of WTW 2 to the client and forwards original to IDM workstation. Provides copy of SCD 1723 to client as a reminder of the appointment with the adult education site. I. Enters Case Comments in CalWIN.

Who	Steps	
Assessment Counselor	If client is identified from in-house Assessment,	<p>A. Completes the WTW 2 that was developed and enters the Plan in CalWIN along with the appropriate activities that are part of the WTW Plan, which may include unpaid WEX or CS. Enters appropriate sequence of WTW Plan (example: POSTPLAN-1 Notifies assigned EC by email.</p> <p>B. Enters the plan in CalWIN along with the appropriate activities that are part of the plan, which may include unpaid WEX or CS. Enters appropriate sequence of WTW plan.</p> <p>C. Completes FLSA calculation.</p> <p>D. Forwards completed SCD 1723 as an email attachment to the appropriate adult education site. On referral, indicates that referral is post assessment and that the WTW Plan has already been developed. Contacts the adult education site to schedule an appointment for the client.</p> <p>E. Issues copy of WTW 2 and SCD 1723 to the client, and forwards originals to IDM Workstation.</p> <p>F. Informs assigned EC of any changes in support services needs.</p> <p>G. Enters Case Comments in CalWIN.</p>
Assigned EC		<p>A. Sets up supportive services for duration of WTW plan.</p> <p>B. Enters Case Comments in CalWIN.</p>

Who	Steps	
Assigned EC (cont.)	If client is identified from in-house Assessment	If client shows for appointment: <ol style="list-style-type: none"> (1) Implements 30-day WTW Plan, and develops subsequent WTW Plan within 30 days. (2) Completes subsequent WTW 2 with client, gives copy to client and forwards original to the assigned EC to update activities in CalWIN. (3) Informs assigned EC of any changes in support services needs. (4) Implements the developed WTW Plan. If client does NOT show for appointment initiates NONC.
Adult Education Site Representative	<ol style="list-style-type: none"> A. When developing any WTW Plan, ensures that core/non-core and weekly participation requirements are met. If necessary, provides “embedded activities.” B. When the WTW Plan indicates CS, gives client worksite referrals and ensures placement assistance. C. When client begins first day at the CS site or first day at adult education related activity, updates the appropriate WTW activity(ies) in CalWIN to “First Day Attendance” and notifies assigned EC by email. D. Notifies assigned EC when client shows to first day of assigned activity within 3 business days. E. If client is no show to activities, notifies assigned EC via “Participation and Problem Alert” (SCD 1766). within 3 business days. F. Ensures that client lists each assigned activity on the monthly SCD 1755A reports. G. Assigns appropriate “embedded” or appropriate concurrent/filler activities during all school breaks to ensure WPR is met. H. At the conclusion of the 12-month WTW Plan, completes new 12-month plan with the client that includes plan to meet core/non-core and weekly participation requirements. Issues copy to client and forwards original to assigned EC. 	

Who	Steps
<p>Adult Education Site Representative.</p>	<ul style="list-style-type: none"> A. Meets with the client to review work history and interests. B. Provides appropriate CS worksite development and placement services. C. Prepares client for worksite interview. D. Schedules an appointment for the client with the worksite supervisor. E. When client is a no show to the worksite interview after the 2nd appointment, emails the assigned EC to start non-compliance. F. When not selected for the position or client declined position, repeats steps b-e above and documents in Case Comments. G. When client and CS worksite supervisor accept the referral, <ul style="list-style-type: none"> (1) Documents location of worksite in Case Comments. (2) Reviews for any changes to supportive services and notifies assigned EC. H. After the 1st day of the CS placement date, <ul style="list-style-type: none"> (1) Verifies client started with the worksite supervisor. (2) Emails assigned EC to update CS activity status to "Satisfactory Progress." (3) Emails the assigned EC of client's start date and worksite location. (4) When client is a no show to the first day of the CS assignment, emails the assigned EC to begin NONC process.

Who	Steps
Assigned EC	<p>A. Receives email notification from the adult education site representative regarding activity attendance outcomes.</p> <p style="padding-left: 40px;">(1) Updates activity status to “First Day Attendance.”</p> <p style="padding-left: 40px;">(2) Begins NONC process when no show.</p> <p>B. Sends email to adult education representative to communicate any changes or important details regarding the client.</p> <p>C. Receives WTW Plans from adult education representative and updates appropriate activity in CalWIN.</p> <p>D. Ends the current WTW plan at the conclusion of the 12-month period and pays all outstanding supportive services under the plan.</p> <p>E. Updates support service needs as necessary for new plan duration.</p> <p>F. Forwards original WTW 2 from the adult education representative to IDM workstation.</p> <p>G. Upon receipt of SCD 1755A, updates activity status to “Satisfactory Progress.”</p> <p>H. Updates the Attendance window monthly in CalWIN with SCD 1755A.</p> <p>I. Recalculates FLSA, as appropriate, and notifies adult education site.</p>

10.1.14 Monitoring Progress/Attendance

The worksite supervisor will sign off on the SCD 1755A to verify participation for unpaid WEX, and the adult education representative will sign off monthly on the SCD 1755A to for CS.

The client will be required to submit SCD 1755A, and as appropriate, “Child Care Billing” (SCD 1755B), directly to the assigned EC. The EC will process and issue payments for supportive services to allow the client to continue in unpaid WEX, CS or SCS.

Clients participating in SCS must also submit a monthly SCD 1755A signed off by the provider. These participants are also eligible for supportive services and are directly monitored by the assigned EC.

10.1.15 Participation Problems

If a CS client stops attending or begins to have other participation problems, the adult education site or must directly notify the assigned EC.

Similarly, for unpaid WEX clients, the worksite supervisor must notify the WEX EC.

When notified of the client's participation problem by the worksite supervisor or the adult education representative, the WEX EC must make every attempt to contact the client and assist the client with resolving the attendance and/or participation problem. When the problem remains unresolved, report the participation problem to the assigned EC via email no later than 6 calendar days following the day of discovery of the participation problem. The email must contain the following information:

- Client's name;
- Social security number;
- Hours/dates of absences, or other issues; and
- A brief statement confirming that the client was contacted or the attempts that were made to contact the client and that the issue remains unresolved.

Upon receipt of the email communication from the adult education representative or WEX EC, the assigned EC will initiate the non-compliance process and will update CalWIN accordingly, including entering comments in **Maintain Case Comments**.

10.1.16 Adult Education Activity with CS Ends

When a client's participation at an adult education site has ended, the client shall be advised by the site representative to continue participating in the community service activity until the assigned EC develops a new WTW Plan

If the assigned EC determines with the client that . .	Then the Community Service activity shall. . .
It would be appropriate for the client to continue in the same community service assignment,	<ul style="list-style-type: none"> • Be included in the new WTW Plan and, • Supportive services must be extended.
It would NOT be appropriate for the client to continue in the same community service assignment,	<ul style="list-style-type: none"> • NOT be included in the new WTW Plan, and • Ended in CalWIN.

When the CS assignment is included in the new WTW Plan that was developed by the EC, and the next activity will be at another adult education site, then the assigned EC must inform the adult education representative receiving the new WTW Plan of the CS assignment and CS site contact. The EC shall include the CS activity in the new WTW Plan and enter the activity into CalWIN to coincide with the other WTW activity. The new site representative will be responsible to monitor the CS assignment.

10.1.17 Adult Education Activity with Unpaid WEX Ends

When a client's participation at an adult education site has ended, the client shall be advised by the site representative to continue participating in the unpaid WEX activity until the assigned EC develops a new WTW Plan.

If the assigned EC determines with the client that . . .	Then the unpaid WEX activity shall . . .
It would be appropriate for the client to continue in the same unpaid WEX assignment,	<ul style="list-style-type: none"> • Be included in the new WTW Plan; • Supportive services must be extended; and • End date must be extended to coincide with the other WTW activity in CalWIN.
It would NOT be appropriate for the client to continue in the same work experience assignment,	NOT be included in the new WTW Plan. REMINDER: The assigned EC must notify the WEX EC III to terminate the unpaid WEX assignment.

When the unpaid WEX assignment is included in the new WTW Plan and the next activity will be at another adult education site, the assigned EC must inform the adult education representative receiving the new WTW Plan of the continuation of the unpaid WEX assignment.

10.1.18 Termination from Unpaid WEX, CS, SCS Activity

Unpaid WEX, CS, or SCS assignments are scheduled up to 6 months. The unpaid WEX or CS placement will be evaluated quarterly by the WEX EC III or the adult education representative and may be continued for the next 3 months or may be terminated at that time. When the activity is extended, the WEX EC III or the adult education representative will notify the case manager to extend the planned end date and supportive services. The SCS activity will be monitored and reviewed by the assigned EC.

The designated WEX staff or the adult education representative and assigned EC will determine whether the client would benefit from additional time in the current unpaid WEX or CS or if another WTW activity is beneficial. The appropriate referral for the next activity will subsequently be arranged and made.

10.2 Support Services

All CWES active participants are eligible for supportive services such as child care, transportation, and ancillary such as work and training related expenses. An ancillary request for work related expenses with verification may be initiated by any EC on behalf of a participant. Once the request and documentation is obtained, it is forwarded to the assigned EC for support services processing and payment. These support services are available for active CWES participants while participating in approved WTW activities.

