29. Employment and Retention Services

29.1 Policy [EAS 42-717 and 42-750]

CalWORKs Employment Services is committed in providing a wealth of services to assist clients with obtaining and retaining employment. These services help clients move towards self-sufficiency and are available to employed CalWORKs recipients and to former recipients during the Post Aid Services (PAS) period to ensure continued success. Services include employment retention through employment follow-up and provision of supportive services, such as transportation, diaper cost assistance and ancillary. Former recipients may be eligible for up to 12 months of PAS beginning the first of the month following date cash aid was discontinued. [Refer to "Post Aid Services (PAS) Period," page 29-18] for additional PAS information.]

29.1.1 Monthly and Quarterly Services

As part of case management, employment retention and supportive services are provided as follows:

- Monthly to CalWORKs aided recipients, and
- Quarterly, with monthly supportive services to former recipients during the PAS period

State regulations prohibit "capping" (setting a specific limit, maximum or ceiling) on supportive services, which includes transportation and ancillary payments for work/training related expenses. The capping prohibition extends to supportive services provided during PAS.

29.1.2 Employment Incentives

In addition to employment retention and supportive services, employment incentive payments are paid to eligible participants to help retain employment. [Refer to "Employment Retention Incentives & Eligibility Criteria," page 29-10] for eligibility criteria.]

29.1.3 Benefits of Employment

When speaking to employed clients it is important that the assigned Employment Counselor (EC) convey information outlined in "Work is More than Money" (SCD 1754), which includes:

- Earning a higher wage and meeting a potential new employer
- Increasing job-related and educational skills
- Receiving additional support services in order to participate

29.2 Minimum Wage Ordinance

Below is the state minimum wage ordinance for the upcoming years. Although various local municipalities may have higher minimum wages, when computing FLSA for non-paid work activities, the California state minimum wage is used.

.

Date	California State Minimum Wage
January 1, 2018	$11.00 per hour
January 1, 2019	$12.00 per hour
January 1, 2020	$13.00 per hour
January 1, 2021	$14.00 per hour
January 1, 2022	$15.00 per hour

Note: Local municipalities have different wage ordinances. Refer to link below for descriptions.
http://www.sanjoseca.gov/index.aspx?NID=3491

29.3 Full Time Employment

Full-time employment is defined as employment of 30 hours or more per week.

Note:

To meet participation requirements, a one-parent Assistance Unit (AU) with a child less than 6 years is required to participate 20 hours per week; a one parent AU with no child less than 6 years is required to participate 30 hours/week; and for a two-parent AU, 35 hours is required.

Earnings from employment must be at least the state or federal ($7.25/hour) minimum wage. If neither wage applies, the work must be compensated in an amount equivalent to the lesser of the two. Full-time employment can be unsubsidized or subsidized in the private or public sector.

29.4 Part-Time Employment

Part-time employment is defined as employment of less than 30 hours per week.

A part-time employed participant must be assigned to an appropriate concurrent activity such as part-time Supervised Job Search, or WEX to meet the required hours of participation.

A client with two part-time jobs signs a "Welfare-To-Work Plan Activity Agreement" (WTW 2) that reflects two part-time employment activities. And in CalWIN, two separate part-time activities that meet required hours of participation are scheduled.

Reminder:

To meet participation requirements, a one-parent Assistance Unit (AU) with a child less than 6 years is required to participate 20 hours per week; a one parent AU with no child less than 6 years is required to participate 30 hours/week; and for a two-parent AU, 35 hours is required.

29.5 Self-Employment

29.5.1 Definition

Self-employment is working for oneself with direct control over the work and services undertaken or provided. Generally, the self-employed individual would pay his/her own Social Security and income taxes and would not be covered by Worker's Compensation (this includes Day Care providers). The income tax return may include a profit and loss statement. The self employed individual may also have his/her itemized listing of income and expenses. The EC may consult with the Eligibility Worker (EW) when discrepancies are discovered with respect to client's self-employment.

Note:

Insurance agents or real estate salespersons are not considered self-employed, since they work under a broker. The agent or salesperson may be considered "underemployed." [Refer to "Under-Employment Policy," page 29-5] for additional information.] The broker could be considered self-employed. Other individuals considered self-employed include but are not limited to Uber, Lyft, and Door Dash drivers.

29.5.2 Calculated Hours

To meet the federal Work Participation Rate (WPR), a self-employed client must have weekly earnings, less business expense (actual or 40% deduction) that equal at least the federal minimum wage multiplied by the number of required participation hours. To determine the number of self employment calculated hours that can count for federal WPR, take the individual's gross income less business expense and divide by the federal minimum wage, and divide by 4.33. [Refer to CalWORKs Handbook, "Income Determination [44-113.212]," page 31-5 for additional information on self-employment.]

Example:

Self-employment less business expense is $1,099/month. Calculated weekly hours are determined by dividing $1,099 by federal minimum wage ($7.25), divided by 4.33, which is 35.

29.5.3 Attendance Verification (SCD 1755A)

Since the WTW 24-Month Time Clock exceptions are based on scheduled hours and actual attendance hours, enter CalWIN entries for the two conditions for self employed individuals as follows:

- Schedule Self Employment activity using actual weekly hours during the one-year period requirement to increase earnings.
- After the one-year grace period, enter calculated hours when scheduling activity and enter calculated hours in the attendance window.

Note:

Self-employed clients complete their monthly SCD 1755A using actual participation hours. In CalWIN and on the WTW 2, enter the hours based on either of the above two conditions.

29.5.4 Timeline

The goal is to help client obtain a meaningful job that will sustain the family's needs. A self-employed client whose calculated hours are less than the required participation hours has one year to meet this requirement. After one year, the client will be evaluated by the EC to determine if he/she is meeting participation requirements based on calculated hours.

Self-employed clients must sign the “Employment Participation Requirements Agreement” (SCD 2169A) and meet the work participation requirement as follows:

- Intake clients who are self-employed at the point of benefits application will have one year from the date of the CalWORKs benefits application. During CWES Intake orientation and appraisal, the begin date entered on the SCD 2169A must be the date of the benefits application.
- Continuing clients planning to become self-employed at a future date, and clients who become self-employed after benefits application, will be allowed one year from the date they become self-employed.

At conclusion of one year, if client is not meeting participation requirements based on calculated hours, he/she will then be assigned to a new or concurrent WTW activity to meet weekly participation hours.

Note:

The timeline to meet calculated hours applies to all mandatory **and** exempt volunteers.

29.5.5 Federal WPR

When self-employment calculated hours are not meeting federal WPR, other concurrent activities must be assigned by Rapid Response Team (RRT) to assist client meet federal WPR for review month.

29.5.6 Informing Notice

The EC should document in **Maintain Case Comments** window when the SCD 2169A is signed by client. This form serves as a contract for the client. A similar version of this form, which is used as an informing notice, “Employment Participation Requirements Informational Notice” (SCD 2169), is included in the benefits Intake Packets. [Refer to CalWORKs Handbook, “Work Participation Requirements,” page 31-10.]

29.5.7 NONC/Sanction

If at the conclusion of one year, a self-employed client fails to increase his/her earnings or fails to sign a WTW Plan and participate in a concurrent activity, the non-compliance process must be initiated.

Case Comments

When implementing a sanction related Self-Employment participation, or any related activity, the EC Supervisor or lead must document in **Case Comments** that the reason for the sanction was related to Self-Employment, or a related activity.

Note:

A WTW Curing Sanction Plan cannot be signed to include Self-Employment activity if the reason for the sanction was due to not meeting the calculated hours requirement, or due to not complying with the concurrent activity requirement after the one year grace period.

29.6 Under-Employment Policy

Per CalWORKs rules, employment must be compensated at least at the state or federal minimum wage. If neither wage applies, the work must be compensated in an amount equivalent to the lesser of the two (federal minimum wage is lower). [EAS MPP 42-701.2] An individual who is not compensated as per the above CalWORKs rules is considered under-employed.

Employment which pays less than the federal minimum wage is unlikely to lead to economic self-sufficiency. If during Intake, it is determined that the client is employed by a third party but not earning wages equivalent to at least the federal minimum wage, he/she can either:

- Continue the employment activity for one year and will need to sign the “Employment Participation Requirements Agreement” (SCD 2169A) to increase the wages, **and**
- The EC is to provide wage counseling to under-employed clients, **or**
- May be referred to Supervised Job Search if the client will not be able to raise his/her earnings within one year.

Since under-employed clients are working for someone else, they are not considered self-employed.

Example:

Client works as sales agent and is paid on commission. He works 40 hours a week and earns a gross amount of $200.00 for the week. When we divide the $200.00 by 40 hours, the hourly wages come to $5.00. This client is not meeting the federal minimum wage and is considered under-employed. The EC provides wage counseling on sustainable wages.

Continuing Clients

Continuing CWES clients who obtain new employment must be employed earning at least the local wage ordinance. WTW Plans will not be completed for newly “under-employed” clients in continuing (this does not apply to self-employment). The EC must provide wage counseling to encourage self sufficiency.

Note:

Since calculated hours do not apply for under-employment, concurrent enrollment also does not apply for under-employed clients.

29.6.1 Typical Jobs

Jobs in which a client may be “under-employed” typically include commissioned-based work, with or without base pay, such as real estate agents or other sales agents, baby sitters and casual day laborers working for someone else, or other individuals whose income includes commission or other monetary compensation that is the lower of the federal or state minimum wage.

29.6.2 SCD 1755A

Calculated hours do not apply for under-employment. In the WTW 2 and in CalWIN, schedule actual hours. On the [Attendance] tab record actual hours that are reported on the SCD 1755A. Supportive services are to be authorized, as per current procedures.

29.6.3 Timeline

Employed clients who are compensated at less than the federal minimum wage must meet the work participation requirements. These requirements apply to all mandatory **and** exempt volunteers. The following applies for clients at intake:

- Has one year from the date of the CalWORKs benefits application to increase wages.
- Is required to sign the SCD 2169A.
- The begin date entered on the SCD 2169A needs to be the date of the CalWORKs benefits application.

29.6.4 Federal WPR

Since under-employed clients may not be meeting the WPR, other activities may need to be assigned by the RRT to meet the WPR for the review month.

29.6.5 Informing Notice

CWES staff must document in **Maintain Case Comments** window when the SCD 2169A is signed by the client. A copy must also be submitted to IDM. This form is used for self-employed and underemployed clients. A similar version of this form, which is used only as an informing notice, “Employment Participation Requirements Informational Notice” (SCD 2169), is included in the Benefits Intake Packets. [Refer to CalWORKs Handbook, “Work Participation Requirements,” page 31-10.]

29.6.6 NONC/Sanction

If at the conclusion of one year, an under-employed client fails to increase his/her income or fails to sign a WTW Plan and participate in a new full-time activity, the non-compliance process must be initiated.

Case Comments

When implementing a sanction due to Under-Employment, or to a related activity, the EC Supervisor or lead must document in **Case Comments** that the reason for the sanction was related to under employment, or a related activity.

Note:

A WTW Curing Sanction Plan cannot be signed for the same activity for a client considered "under-employed" if the reason for the sanction was due to under-employment (i.e. not meeting the hours requirement for Full-time Employment after one year or not participating or refusing to sign a WTW Plan for a new activity after the one year grace period).

29.7 Employment Placement

The assigned EC assists clients with employment placement and obtaining employment verification. During the conversation, the EC explains the benefits of employment retention services and that services will be provided to employed clients. In CalWIN, the "Job Retention Offered" and "Job Retention Accepted" switches are both to be set to "Yes." [Refer to "Job Services Tab," page 29-14] for additional information.]

Tracking employment information is important in order to meet federal and state requirements. Employment placements is a performance indicator that helps measure outcomes for self-sufficiency. In addition to documenting and monitoring employment information, the employment data that is entered in CalWIN is used to complete various state and local reports, including the WTW 25/WTW 25a.

29.7.1 Employment Information

When a client obtains employment, the employment information is initially entered in CalWIN by the EW. The information is used to:

- Document the employer's information
- Assist to monitor the client's information
- Assist to monitor the client's 12-month PAS period
- Document medical and dental benefits received by the client and/or family members
- Document the client's employment end date and the reason.

When the initial employment information is entered by the EW, the **Collect Employment Information** window becomes enabled for the EC to provide employment follow-up.

An employment record is added by the Eligibility Worker (EW) in **Data Collection** for each job.

29.7.2 Employment Verification

Acceptable employment placement verification includes, but is not limited to:

- "Employment Verification" (SCD 549A)
- Pay check stubs

- Periodic report (such as SAR 7 completed for CalWORKs eligibility)
- Letter from employer
- Information processed by the EW in CalWIN and/or in IDM.
- The Work Number

29.7.3 Counting Placements at Orientation

The employments from clients who attend CWES Orientation who are already employed and employments after orientation are counted as job placements.

29.7.4 Length of Assignment for Employment Activity

Part-time employment or full-time employment is assigned in increments of 12 months or until end of employment, whichever comes first. However, supportive services are assigned in 3-month increments.

29.7.5 Recording Employment Information by Eligibility Workers (EWs)

EWs are required to update the **Collect Employment History** window, which is part of **Data Collection**, when a change occurs in the employment record or when there is a change in hourly wages. Income and budget changes shall continue to be processed by EWs in accordance with applicable policy. Refer to Program Directive 2016-11 for additional information.

29.7.6 Employment Services Subsystem

The **Employment Detail** window does not become enabled until the EW enters the new employment record in **Data Collection**.

Note:

When an EW receives a CalWIN Alert that a new Hire Registry (NHR) has been received, the EW must take appropriate action in a timely manner. Refer to CalWIN Announcement (CA 145) for more information.

29.7.7 Multiple Employments

When a client has more than one job, a separate **Collect Employment History Detail** window is entered in CalWIN by the EW, which triggers a separate **Employment Detail** for the EC to follow-up.

29.8 Employment Retention Services

Upon becoming informed that client became employed, the EC initiates employment retention services. Employment retention is part of case management and includes outreaching to employed clients via employment follow up to offer assistance to retain employment as needed. Employment related workshops are provided as a resource to support employment retention.

Employment follow-up is monthly for on-aid individuals and quarterly during the PAS period. [Refer to "Post-Aid Services," page 29-17] for additional information.]

29.8.1 Employment Retention Incentives & Eligibility Criteria

In addition to case management, which includes employment retention and supportive services, employment incentive payments are paid to eligible participants. To receive the incentives, the participant must be employed at least 20 hours per week in unsubsidized or subsidized employment. "Under-Employed participants, and participants whose calculated self-employment hours of employment are less than the federal minimum wage are not eligible for the incentive payments. [Refer to "Calculated Hours," page 29-3] and "Under-Employment Policy," page 29-5 for additional information.

Prior to receiving each payment, employment must be verified. [Refer to "Employment Verification," page 29-8].] Employment retention incentives are paid per eligible participant and as follows:

- An initial one time only payment of $500 if retains employment with same employer for at least 30 days and client is making satisfactory progress and meeting participation requirements.
- **During PAS**, up to four (4) quarterly $250 one time only payments totaling up to $1,000, if is employed during each quarterly employment follow-up.
- The combined maximum for all employment retention incentive payments is up to $1,500, which includes the initial $500 payment.

29.8.2 Employment Follow-Up Services

When contacting client, the EC will identify him or herself and determine with client if it is a good time to talk. If appropriate, make arrangements to call at a later time when the client is at home or away from the workplace. The EC must make every attempt to conduct employment follow-up timely during each follow up interval. Employment follow up is to:

- Discuss the benefits of retention services, such as case management, supportive services and employment incentives.
- Determine if contact information is up to date (home address, phone, and email), and inform client to notify EC of any future changes.

- Initiate appropriate referral for services such as rapid rehousing or Family Stabilization (only if on CalWORKs aid), when the need is homelessness.
- Assess the need for supportive services, including need for youth bus passes.
- Ask client questions pertaining to the employment:
  - Is client employed with same employer.
  - Has client received any wage increases and/or promotions.
  - Number of hours employed per week.
  - Ask about attendance history to identify and help resolve issues.
- Provide coaching assistance to address work related issues, or conflicts with supervisor and/or co-workers, and offer appropriate workshops.
- Identify next steps for career advancement, such as assistance with updating resume, asking if interested in exploring other job opportunities, and remind client of the EC Staffing Website for available positions and upcoming events.
- Provide information pertaining to other appropriate workshops.
- Inform client of CWES programs and initiatives, such as youth workshops, any upcoming subsidized employment programs for youths, and Safety Net Subsidized Employment.
- To update CalWIN Employment Services follow-up windows.
- Document in **Maintain Case Comments** the outcome of the contact.

29.8.3 Collecting Employment Follow-Up

The information necessary to complete the employment follow-up in CalWIN can be obtained by any of the following methods:

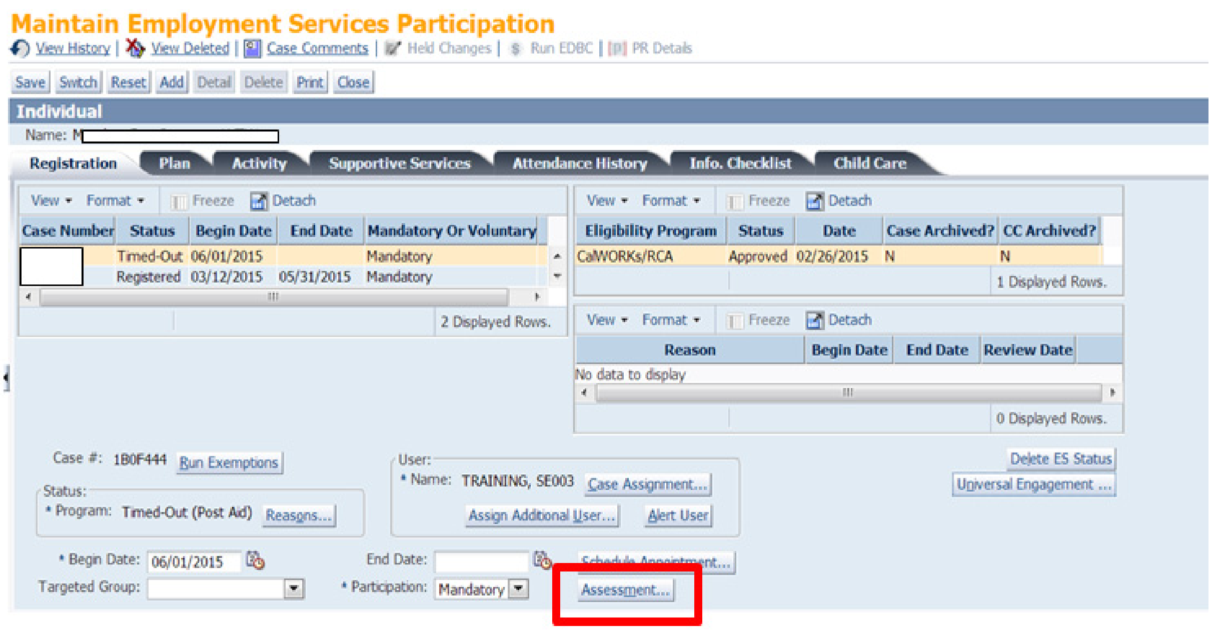
- Contacting the client at home
- Contacting the client at work
- Contacting the employer if release has been signed
- Receipt of “Attendance Verification” (SCD 1755A)
- Current pay check stubs.
- The Work Number
- Information from Eligibility Worker

- Viewing income in CalWIN **Wrap-Up** subsystem on the **Display Recipient Eligibility Test** window

29.9 Recording Employment follow-up in CalWIN

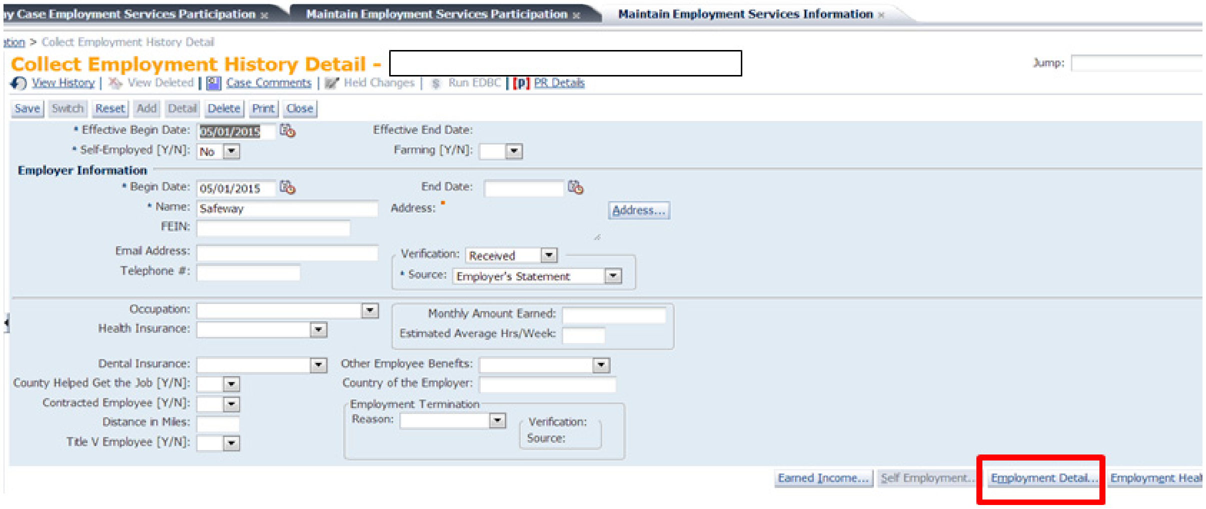
Employment follow-up is recorded in CalWIN via the **Collect Employment Information** window, which is accessed through **Maintain Employment Services Participation** as illustrated below:

- From **Maintain Employment Services Participation**, select [Assessment] tab.



- From **Maintain Employment Services Information,** [Employment] tab**,** select the employer.

- Select the [Employment Detail] tab.



29.10 Employment Services follow-up windows

After selecting the Employment Detail, the **Collect Employment Information**, [Job], [Placement], [Follow Up] and [Job Services] tabs become enabled.

Note:

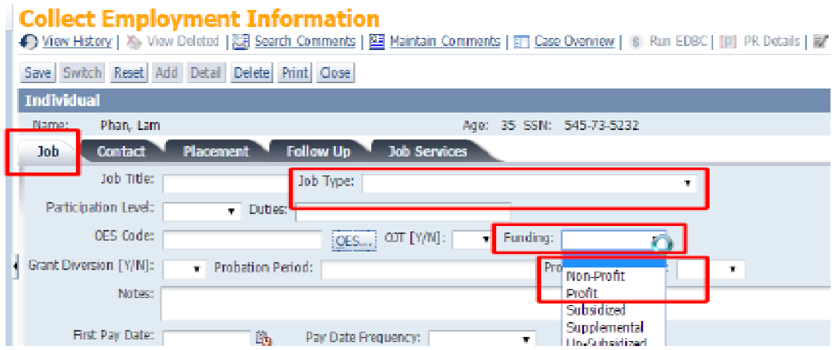
If the EC becomes aware of employment first, initiate TMT request to inform EW.

29.10.1 Job Tab

As part of the case management, the **Collect Employment Information**, [Job] tab is completed as follows:

- From the “Job Type” drop down menu, select a job type.

- From the “Funding” drop down menu, select “Non-Profit” or “Profit.”



Note: If the employer did not check the “Non-Profit” or “Profit” box on the SCD 549-A, the designated EC must make a determination on their own to ensure the information is captured.

29.10.2 Placement Tab

As part of case management, the **Collect Employment Information**, [Placement] tab is completed as follows:

- From the “Related to Program” drop down menu, select a CWES Program.
- From “Related to Activity” field, select most recent activity from which participant became employed. When participant has multiple activities, select activity with most hours.
  Note: For clients employed at CWES Orientation, select “Orientation” activity.
- From “Placed by User” field, enter name of assigned EC.

29.10.3 Job Services Tab

As part of case management and initial employment follow-up, the **Collect Employment Information**, the [Job Services] tab is completed as follows:

- From the “Job Retention Offered [Y/N],” select “*Yes”* from drop down.
- From “Job Retention Accepted [Y/N],” select “*Yes.*”

29.10.4 Follow Up Tab

When the EW enters the Employment Begin Date in the **Collect Employment History Detail** window, the following occurs within the [Follow Up] tab:

- “Follow-Up Date” auto-generates with a date of 30 days from Employment Begin Date.

- “Follow Up Status” defaults to *“Pending.”*
- “Follow Up Type” defaults to *“Follow-up every 30 days.”*

As part of case management and employment follow-up, the **Collect Employment Information**, [Follow Up] tab is completed by the assigned EC.

- The EC contacts client thirty (30) days from Employment Begin Date and updates the *“Pending”* follow up status as follows:
  - Select method of client contact from the “Follow Up Method” drop down menu.
  - Select the follow-up status from the “Follow Up Status” drop down menu.
    Note: The “Follow Up Status Date” defaults to current date.
  - Click on [Save] button.
    Note: A new Follow Up Status of *“Pending”* with *“Follow-up every 30 days”* type becomes auto-generated with a follow up date of 30 days from prior follow up date.
  - Enter Case Comments.
  - Repeat steps above every 30 days.

Note:

Do not change the “Follow Up Date.”

29.11 Employment Retention Incentives

Prior to issuing each employment retention incentive payment, the assigned EC reviews CalWIN **Benefits Issuance** (BI) window to determine if a prior issuance type has been issued. Each payment type is one time only.

29.11.1 Initial Incentive Payment

If client meets eligibility criteria and employment is verified, the assigned EC makes an initial $500 payment in CalWIN using “Initial Emp Retent Paymt” Ancillary sub-category payment type. [Refer to “Employment Verification,” page 29-8] and “Employment Retention Incentives & Eligibility Criteria,” page 29-10.]

Note:

Although issued via Ancillary, Employment Retention Incentive payments are separate and in addition to supportive services.

29.11.2 Subsequent payments

Subsequent Employment Retention Incentive payments are issued quarterly during PAS as long as client continues to meet eligibility criteria and employment is verified. Prior to transferring the case to PAS, the assigned EC needs to initiate a subsequent employment follow-up at 30 days. [Refer to "Post-Aid Services," page 29-17] for PAS incentive payments information.]

Example: Client obtains employment November 1 and is discontinued from CalWORKs December 31.

Follow-Up EC	Follow Up Date	CalWORKs/ WTW Status	Follow-Up Interval	Follow-Up Status (verified)	Incentive
Assigned EC	December 1	On Aid	Monthly	Employed	$500
Assigned EC	January 1	Off Aid/PAS	Monthly	Employed	Not Applicable
Assigned EC	April 1	PAS	Quarterly	Employed	$250
Assigned EC	July 1	PAS	Quarterly	Employed	$250
Assigned EC	October 1	PAS	Quarterly	Employed	$250
Note: PAS is January 1 through December 31 and quarterly incentive payments are paid only during the PAS period. Any remaining quarterly incentive payments can be issued in a subsequent PAS period up to the $1,500 one-time only maximum, if participant meets eligibility criteria.					

29.11.3 Exempt Income

The employment incentive payments are exempt from budgeting for all benefits programs, and the following applies as follows:

- It is treated as exempt income for CalWORKs, CalFresh and Medi-Cal.
- Clients do Not need to report the payment.
- Verification is Not required if a client does report the payment.

Refer to the following Handbook references for detailed policy information:

- [Refer to CalWORKs Handbook, "County Supplementation and Voluntary Contribution," page 27-4 for additional information.]
- [Refer to CalFresh Handbook, "Exemption [63-502.2(j)]," page 19-25 for additional information.]
- [Refer to Medi-Cal Handbook, "Public Assistance Grants [50525]," page 25-8 for additional information.]

29.12 Post-Aid Services

Post-Aid Services are provided to ensure former CalWORKs recipients:

- Retain or advance in current employment,
- Train for better employment opportunities, or
- Accept new employment

29.12.1 Eligible Post-Aid Client

An eligible Post-Aid client is a former CalWORKs client who is employed and received cash aid for at least one month during the last 12 months, and is currently a resident of Santa Clara County. Fleeing Felons are NOT eligible for Post-Aid Services.

Note:

Effective April 1, 2015, convicted drug felons are CWES eligible as long as they do not violate the conditions of their probation or parole.

Exceptions

The case should be reviewed by the assigned EC and/or Stage II Child Care EC if the client is employed at the time of discontinuance and services are requested. The cash aid discontinuance reasons listed below may result in ineligibility for PAS:

- WTW Sanction
- Resident of a correctional facility
- No longer resident of California
- Inter-County Transfer (ICT)

Note:

If the CalWORKs Program remains open for other AU members, refer WTW Sanctioned individual to go through the Curing Sanction process.

The EC completes the following for cases with the above discontinuance reasons:

- Issue supportive services discontinuance NOA and/or Stage II denial NOA, if applicable.

- Make final child care payment upon receipt of “Child Care Billing (SCD 1755B) and check stubs, if applicable.

- From the **Maintain Employment Services Participation** window, update the registration status.
- Update the Activity Status to *"Complete"* in the **Maintain Status History** window using the last day of the month that the client is eligible for cash aid.
- Initiate direct referral for Stage II Child Care for WTW sanctioned clients.

Document the reason for the closing in the **Maintain Case Comments** window in CalWIN and submit the case to the supervisor for closing.

29.12.2 Post Aid Services (PAS) Period

The Post-Aid period begins the first day of the month following date cash aid was discontinued or a diversion payment month, and continues for up to 12 consecutive months. The PAS period starts the 1st of the month following the month cash aid is discontinued, and ends the last day of the 12th month.

Should the Post-Aid eligible client not take advantage of these services or if there is an interruption in the Post-Aid Services, the PAS period will not be extended.

In a 2-parent household where one parent is receiving PAS and leaves the home, the individual is eligible to continue receiving PAS when he/she is no longer part of the Assistance Unit.

Example:

Client is discontinued from CalWORKs September 30th and is employed at the time of discontinuance. The PAS period begins October 1st and ends September 30th.

29.12.3 WTW Sanctioned clients

Current participants who become WTW sanctioned, or former recipients with a WTW sanction, are not eligible for PAS. If individual has sufficient CalWORKs TOA remaining, he/she must lift the sanction and participate in WTW to receive supportive services. Individuals who choose not to lift the sanction are referred to the A9P designated staff for direct enrollment to Stage II Child Care, as appropriate.

29.12.4 Informing Post-Aid Clients

Research and statistics indicate that post aid clients are at high risk of losing or quitting their jobs during the first year of employment, especially during the first 30 days. For this reason it is important to respond to all inquiries and requests for post aid services in a timely manner. The EC sends "Attention Off-Aid Employment Clients" (SCD 384) form to all clients who are discontinued from cash aid and are working at the time of discontinuance. The "Acknowledgment of Limited Sharing of Information for the Administration of Cash Aid Programs" (SCD 103) is to be issued with the SCD 384 and submitted to IDM upon receipt.

CWES cases must not be closed without a review of post aid services and available resources with the client, whenever possible.

Eligible Post-Aid clients who do not have an assigned EC may call:

- (408) 758-3777 to request services during the Post Aid Services period
- (408) 758-3500 to request Stage 2 Child Care

29.13 Quarterly PAS Employment Retention

During PAS, case management is provided, which includes quarterly employment follow up. The assigned EC shall outreach to client and address employment related issues and offer resources such as employment related workshops. [Refer to “Employment Follow-Up Services,” page 29-10] for information on client outreach.] Clients are eligible for monthly supportive services, including quarterly Employment Incentive payments if eligible and employment is verified. [Refer to “Employment Retention Incentives & Eligibility Criteria,” page 29-10] and “Employment Verification” on page 29-8.].

29.13.1 Recording PAS Employment Follow-Up in CalWIN

Per case management procedures, employment follow-up is recorded timely and as follows:

- During the 30 days off aid, record final monthly employment follow-up prior to transferring case to PAS Unit:

  (1) From [Follow Up] tab select “Follow Up” method.

  (2) Select status from “follow-up status” drop-drop menu.

  (3) Click on [Save] button.
  Note: A new Follow Up Status of *“Pending”* with *“Follow-up every 30 days”* type becomes auto-generated with a “Follow Up Date of 30 days from prior Follow Up Date.

  (4) Change the “Follow up Date” to 90 days from current date.

  (5) Enter Case Comments

  Note: When CalWORKs is discontinued prior to initial employment follow-up, the initial follow-up and $500 payment can be provided during the first month of PAS.

- First quarterly employment follow-up at (90) days:

  (1) From “Follow Up Method,” select method of client contact.

(2) Select the status from “follow-up status” drop-drop menu and save record.
Note: When the row is saved, a new “Pending” follow up status is auto-generated along with a new “Follow-up every 30 days” Follow Up Type.

(3) Change “Follow-up Date” to 90 days from current date.

(4) Change Follow Up Type from “Follow-up every 30 days” to “Follow-up every 90 days” and save record.

(5) Enter Case Comments.

- Second Quarterly Employment Follow-up:

(1) Ninety (90) days from prior Employment Follow-Up, contact client.

(2) Select the status from “follow-up status” drop-drop menu and save record.
Note: When the row is saved, a new “Pending” follow up status is auto-generated along with a new “Follow-up every 30 days” Follow Up Type.

(3) Change “Follow-up Date” to 90 days from current date.

(4) Change Follow Up Type from “Follow-up every 30 days” to “Follow-up every 90 days” and save record.

(5) Enter Case Comments.

- Third Quarterly Employment Follow Up

(1) Ninety (90) days from prior Employment Follow-Up, contact client.

(2) Select the status from “follow-up status” drop-drop menu and save record.
Note: When the row is saved, a new “Pending” follow up status is auto-generated along with a new “Follow-up every 30 days” Follow Up Type.

(3) Enter Case Comments.

Note:

PAS quarterly incentive payments cannot be issued after the end of the 12-month PAS period.

29.13.2 CalWIN Sub-Category Payments

Quarterly employment retention incentive payments are issued as ancillary via EBT (or warrant as an exception) to eligible participants. Prior to issuing payment, review CalWIN **Benefit Issuance** for any prior issuances. Each of the following four issuance types is one time only:

- “PAS Empl Retent Paymt 1” for issuing the first $250 quarterly payment
- “PAS Empl Retent Paymt 2” for issuing second $250 quarterly payment
- “PAS Empl Retent Paymt 3” for issuing third $250 quarterly payment

Note:

The “PAS Empl Retent Paymt 4” can be issued as part of subsequent PAS period.

29.14 Becoming Unemployed During PAS

When eligible PAS participants become unemployed during the 12-month PAS period, they may continue to be eligible for post aid services for two consecutive months (up to a maximum of 62 days, i.e., combined months: July and August or December and January) from the last day of employment to allow for job search, training or to accept new employment. PAS participants are to be informed of the availability of the Employment Connection Center to receive assistance with employment leads. They are also to be informed of the Application Assistance Center (AAC), should they chose to reapply for cash aid. [Refer to “Early PAS Termination Due to CalWORKs Approval,” page 29-22] if client goes back on cash aid.]

Clients should be reminded that if they chose to use this two-month period and they do not become employed at the end of that time:

- Services will not continue, and
- Services can resume only when they become employed part or full-time.

Post-Aid Services are discontinued if client does not become employed full or part-time by the end of the two-month period, or if they reach the end of the 12-month Post-Aid period, whichever occurs first.

Verification of Job Search and/or Training Activities

Job search and/or training activities may be verified by either of the following forms:

Table 29-1:

Form No.	Form Name	Use
SCD 101	General Affidavit	Client provides a statement under penalty of perjury as to his/her activities. A “Child Care Billing” (SCD 1755B) is NOT necessary because childcare is NOT needed.
SCD 1755A	Attendance Verification	Client’s declaration under penalty of perjury that childcare was needed during the times specified for client’s job search or training activity.

29.14.1 Subsequent Employment

If a client obtains a new job during the PAS period, but before the quarterly follow-up is completed, the quarterly follow-up is completed from the original discontinuance date on the new employment**.**

29.15 Early PAS Termination Due to CalWORKs Approval

The PAS period may be terminated prior to the end of the 12th month, if the client re-applies for CalWORKs and is approved. Clients who are approved cash aid within the PAS period must be referred to an Employment Services Orientation, if there is a break in aid of 30 days or more. The case is transferred back to CWES Intake for an Orientation and is assigned to a worker number as follows:

Table 29-2:

CWES Office	Caseload ID
San Jose - 1879 Senter Road	A9ZR
North County	A9ZR (North/South County Orientations are scheduled by San Jose Office)
South County	A9ZR (North/South County Orientations are scheduled by San Jose Office)

29.15.1 CalWORKs Approval

For clients who are no longer employed at the time of the employment follow-up and CalWORKs program status is approved:

- Notify the EW
- Change the WTW registration status to “Registered,” and
- Refer client to a WTW activity.

For clients not receiving cash aid [Refer to “Services and Resources,” page 29-22] for information.]

29.16 Services and Resources

If specific reporting or verification requirements exist for a program, service or resource, Post-Aid clients must comply with the requirements outlined for each individual program.

Retroactive payments are not permitted. Requests for services are authorized back to the first day in the month in which service are requested.

29.16.1 Services Available to Post-Aid Clients

CWES continues to examine client needs and ways to further assist as they move from cash aid towards self-sufficiency. As a result of this effort, the list below is not intended to be an all-inclusive list of Post-Aid Services, merely to identify those services which may be of immediate benefit to Post-Aid clients.

1. A seamless transition from Stage I to Stage II Childcare [Refer to “Child Care Service,” page 26-1 for more information.]

2. Transportation is to be authorized to employed clients. Transportation payments for clients are to be paid in advanced for future month usage and should be paid upon the receipt of the “Attendance Verification” (SCD 1755A). Transportation is to be approved for up to twelve (12) months depending on the eligibility status. PAS clients are eligible for mileage.

3. Clothing Requests Related to Employment. [Refer to “Ancillary Expenses,” page 28-1.]

4. Work-Related Expenses. [Refer to “Ancillary Expenses,” page 28-1.]

5. Classes to increase employability or advancement.

6. See “Additional Welfare-to-Work Programs,” page 29-23” for other resources.

29.16.2 Additional Welfare-to-Work Programs

Post-Aid clients have made a major leap towards self-sufficiency by becoming employed. However, employment alone may not be enough to attain “total self-sufficiency.” To that end, additional programs and services may be available to PAS clients and their families. Each individual program will state whether or not they are available to Post-Aid clients.

Refer to program updates for information on any additional programs that become available.

29.17 CalWORKs 48-Month Timing Out Clients

The State-Funded (TANF) CalWORKs Program was implemented on January 1, 1998. The program imposes a 48-month lifetime limit on the receipt of CalWORKs cash aid for non-exempt aided adults. SSA provides the following services for up to 12 months to clients who time out while employed:

Table 29-3:

IF THE CLIENT IS...	THEN THE CLIENT IS ELIGIBLE FOR...
Employed full or part-time,	STAGE I pending STAGE II childcare and a referral to an Alternative Payment Provider (APP) for STAGE II childcare, if the income is below the State Median Income limit.
	12 months of all Post-Aid Supportive Services.
	Quarterly Employment Retention and employment incentive payments, if eligible.
Enrolled in Education and/or Vocational Training,	A Direct Referral to an APP for STAGE II childcare

If the client is not employed or enrolled in an Education and/or Vocational Training Program at the time of the discontinuance, then the client is not eligible for Stage II Childcare. To be eligible for other employment retention services during the PAS period, the individual must have been employed at the time of discontinuance.

29.17.1 Post-Aid Services for Timed-Out Clients

Clients who time out of the CalWORKs Program are eligible for 12 months of Post-Aid Services if the client is employed on the last day of eligibility of the 48-month CalWORKs discontinuance and the first day of the following month.

The EC must screen all Post-Aid Service requests to determine if:

- The client was discontinued from CalWORKs due to reaching the 48-month time limit
- A timed out client was employed at the time of the discontinuance.

The status of *Timed-Out (Post Aid)* must be assigned when the individual times out and is eligible for PAS. When their PAS period ends, the status must be changed to *Timed-Out (Safety Net)* and the case sent to closed files with the *Timed-Out (Safety Net)* status.

29.17.2 Timed-Out Safety Net

Timed-Out (Safety Net) status applies to individuals who reached the end of CalWORKs 48-month Time On Aid (TOA), but the CalWORKs program remains open for other AU members. Clients who timed-out and who are not eligible for PAS must be assigned to the status *Timed-Out (Safety Net)*.

[Refer to “Supportive Services,” page 12-50] for additional information.]

Note:

However, these clients are eligible for Stage II Childcare. If the case has already been sent to closed files and the former recipient requests childcare services, refer them to the Stage II telephone line.[Refer to “Informing Post-Aid Clients,” page 29-18].]

29.18 Completion of PAS Period

A PAS case is kept open through the end of the 12-month period, or until client is no longer eligible such as CalWORKs is restored/approved.

PAS clients who are no longer employed and do not go back on CalWORKs cash aid, continue receiving Post Aid services to support client during the 62-day job search period ended. At the conclusion of the 62-day period, case remains open through the duration of the PAS period.

Note:

Once the first quarterly follow-up is completed, the PAS case must remain open for the entire PAS period, regardless if the client is receiving PAS retention services.