

3. Vocational Services Process

3.1 Employable Individual Referral Process

After clearing all other eligibility factors, the Intake Eligibility Worker (EW), must follow the steps below to complete a Vocational Services Program referral:

STEP	WHO	ACTION						
1.	EW	<ul style="list-style-type: none"> • Completes GA/GR registration in CalWIN. • Schedules VS Orientation appointment. • Provides the applicant/recipient with the VS Orientation Appointment form (VS002) indicating the date and time of the appointment. 						
2.	VS Clerical	<ul style="list-style-type: none"> • Prints preliminary Orientation list from CalWIN and forwards to EW Intake Supervisors to ensure participants have been scheduled. • Prints Orientation list from CalWIN prior to Orientation check-in time. 						
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3.	EC (Back up OD)	<ul style="list-style-type: none"> • Assigns participants who have signed in to an EC. 						
4.	VS Clerical	<ul style="list-style-type: none"> • Scans copy of completed Orientation list and emails to all eligibility staff and ECs. 						

3.2 Vocational Services Orientation




Vocational Services conducts a group orientation for employable GA applicants after all eligibility factors are cleared. The group orientation may include GA recipients whose employability status has changed from unemployable to employable.

The Vocational Services Orientation process is as follows:

STEP	WHO	ACTION
1.	EC	<ul style="list-style-type: none">• Calls participant in from lobby.• Takes roll.• Provides brief introduction of the Vocational Services program.• Provides participant with Vocational Services handbook and other literature.• Escorts participants to the lobby at completion of the Orientation and instructs them to wait to be called for the Intake Assessment.

3.3 Intake Assessment

After completion of group Orientation, the Intake Assessment is conducted as follows:

STEP	WHO	ACTION						
1.	EC	<ul style="list-style-type: none"> Performs an individual assessment to determine employability and appropriate activities. 						
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Updates Orientation activity status in CalWIN to " <i>Completed</i> " (Only for participants who completed Intake Assessment).								

3.4 Continuing Reassessment for Employable Participants

Participants are scheduled to see an Employment Counselor periodically to review the progress of their Vocational Services activities to reassess their employability.

The steps below describe the process for a Reassessment appointment:

STEP	WHO	ACTION						
1.	VS Clerical	<ul style="list-style-type: none"> Signs the participant in for return appointment in VSAS - Appointment window. Issues VS ticket and enters VS ticket number in VSAS - Appointment window. Inquires if participants has any changes that may affect their Vocational Services status Indicates changes by entering a "Y" for YES next to their ticket number. Issues VS ticket to participant. Instructs participant to wait for their number to be called. 						
2.	EC OD	<ul style="list-style-type: none"> Assigns cases to ECs. 						
3.	EC	<ul style="list-style-type: none"> Receives assigned participants from OD. Calls the participant in for Face to Face Individual Assessment. 						
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STEP	WHO	ACTION
		<p>Report Changes that affect employment Status</p> <ul style="list-style-type: none"> • Issues an SCD 1400 to be completed by the participant's medical/mental health care provider. • Completes and issues an SCD 2553 to participant. • Instructs the participant to submit the completed SCD 1400 to their EW by the due date that is stated on the SCD 2553, or their benefits may be discontinued. • Updates current activity with <i>Completed</i> in VSAS and CalWIN. • Selects <i>Unemployable - Expiration date less than 12 months</i> in the VSAS <i>Employability Status</i> field. • Informs the participant about the Health Alliance services provided by in-house clinicians and if appropriate, initiates a CalWIN referral. • Completes a GA 53 form. • Sends GA 53 and a copy of SCD 2553 via TMT to the assigned EW to inform the EW of the change in employability status and due date to submit the required documents. • Enters Comments in the VSAS and CalWIN Maintain Case Comments window.

3.5 Continuing Reassessment for Participants in Deferred Status (PACE)

The assigned EW will update the employability status in the CalWIN **Collect Employability Detail** window using the information provided by the EC in the GA 53 form. ECs no longer have to perform this function in CalWIN.

As with all other unemployable clients, the assigned EW is responsible to make sure participants submit their SCD 1400 by the due date and update employability status in CalWIN as appropriate. If it determined that participant is employable, the EW will schedule the participant for a VS Orientation using the existing VS Orientation referral business process.

3.6 Vocational Services Participation Deferral Criteria and Process

The Employment Counselor (EC) will evaluate the Vocational Services (VS) Program participant to determine if a deferral is necessary. If a deferral is determined to be necessary, the EC may end the participant's current activities in the VSAS and CalWIN, issue an SCD 1400 and SCD 2553 to the deferred participant, and alert the assigned Eligibility Worker (EW) by completing and sending a GA 53 and copy of SCD 2553 via TMT. The Employment Counselor must instruct the deferred participant to submit their completed SCD 1400 to their assigned EW by the due date stated on the SCD 2553, or their benefits may be discontinued. Circumstances surrounding EACH deferral MUST be documented in the VSAS and CalWIN **Maintain Case Comments** window.

Deferral time limit is determined by the EW. The EW may extend the due date that is stated on the SCD 2553, if the participant needs additional time to submit the requested document or form. If it is determined that participant is employable, the EW will schedule the participant for a VS Orientation using the existing VS Orientation referral business process.

The following reasons are acceptable but not limited to deferring a participant from the Vocational Services Program requirements:

- Physical or mental condition,
- Lack of child care (Director's Exception cases only), and/or
- Legal problems.

3.6.1 Deferral Due to Physical or Mental Condition

If an employable participant's physical or mental condition appears to be such that he or she can be expected to have difficulty complying with program requirements on a continuing basis, the Employment Counselor will evaluate the participant to determine if a medical evaluation is necessary. If a medical evaluation is determined to be necessary, the Employment Counselor may defer the participant from participation in the required activities by issuing the participant an SCD 1400 to be completed by their medical/mental health provider, and SCD 2553 that states the due date to submit the form to the assigned Eligibility Worker. The Employment Counselor must instruct the participant to submit the completed SCD 1400 to their assigned Eligibility Worker by the due date stated on the SCD 2553, or their benefits may be discontinued. The Employment Counselor must also change the Employability status in VSAS from "*Employable*" to "*Unemployable - Expiration date less than 12 months.*" and end all current activities with "*Completed*" in the VSAS and CalWIN

3.6.2 Deferral Due to Lack of Child Care

Lack of adequate child care for registrant's children under the age of three may be a reason for a deferral.

Example: Application for a family's GA (Director's Exception only).

If there is more than one parent in the home, this deferral will only apply to one of the parents.

The deferral for lack of child care cannot exceed six (6) months.

The EC must submit copy of written verification and GA 53 form to the assigned EW via TMT to inform the EW of the change in employability status.

3.6.3 Deferral Due to Legal Problems

Participants who have a mandated court appearance which precludes participation in work related activities may receive a deferral.

Participants must submit written verification (court documents, statement from an attorney or court officer) to the EC.

Defer for 30 calendar days or until legal requirements have been met. The deferral may NOT exceed six (6) months.

The EC must submit copy of written verification and GA 53 form to the assigned EW via TMT to inform the EW of the change in employability status.



Note:

Verification is required for most deferrals. If the participant is unable to provide such verification, it must be documented in VSAS and CalWIN.

3.7 Family Reunification (AB 429)

3.7.1 Family Reunification Overview

Assembly Bill 429, (Chapter 111, Statutes of 2001), provides for the continuation of CalWORKs Employment Services (CWES) for the parents of children who have been removed from the home and are receiving out-of-home care. These cases are known as Family Reunification (FR) cases.

Any biological or adoptive parent whose eligible child has been removed from the home and placed in out-of-home care is potentially eligible to continue receiving CWES.

Although CalWORKs reunification families are eligible for CWES, they no longer receive a cash grant when all the children have been removed from the home or if the remaining Assistance Unit (AU) members become financially ineligible.

CalWORKs reunification families are eligible to receive General Assistance under a Director's Exception for up to three (3) months. While under this type of Director's Exception, financial eligibility (income and property) will be waived.

GA recipients participating in Family Reunification must comply with the Department of Family and Children Services (DFCS) requirements. They are deferred from participation in the Vocational Services Program and **MUST** not be referred.

NOTE: Those who are already registered with Vocational Services Program and become participants of the Family Reunification Services AB 429 or those individuals who are receiving services from DFCS under the Voluntary Placement/Voluntary Family Reunification will be deferred upon verification from DFCS by selecting Legal Issues in the Service Provider tab.

3.8 Custody Alternative Supervision Program

The General Assistance Unit, AB109 Re-Entry, is stationed at the Re-Entry Resource Center to process GA, CalFresh and Medi-Cal applications. The Re-Entry Resource Center provides employment services to clients who are:

- Employable and
- In custody.

Participants in these programs are deferred from participating in the Vocational Services Program. Upon receipt of a letter from the Santa Clara County Sheriff Department AB 109 Re-entry Unit, designated EC will track the participant's Re-entry Program's end-date by entering the participant in VSAS under the Service Provider tab and selecting "Re-Entry Center." Upon completion of these programs clients must be scheduled an Orientation appointment and must participate with the Vocational Services Program.

