

**County of Orange Social Services Agency
Family Self-Sufficiency Division**

Program/Area: CalWORKs/Welfare-To-Work

Title: Santa Ana Workforce Investment Board

Number: 276

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Approved:

PURPOSE

The purpose of this policy is to provide information on services offered by the Santa Ana Workforce Investment Board (WIB).

The Santa Ana WIB provides employment activities in the form of Paid Work Experience (WEX) and Vocational Training (VTR) to Welfare-To-Work (WTW) participants who need training in the skills and knowledge essential to job performance that shall lead to employment.

DESCRIPTION OF SERVICES

Paid Work Experience (WEX)

Paid WEX is a post-assessment, planned, and structured training activity in the public or private sector under close supervision of the activity provider for a period of twelve (12) weeks. Paid WEX provides basic job skills, enhances existing job skills in a position related to the participant's experience, or provides a needed community service that shall lead to unsubsidized employment.

Note: With prior approval from the designated Family Self-Sufficiency (FSS) Program Manager, the Case Manager (CM) may extend participation in the Paid WEX activity for up to four (4) consecutive months, including all extensions.

Santa Ana WIB shall be reimbursed by the Social Services Agency (SSA) at a rate not to exceed the prevailing California Minimum Wage for each hour worked, not to exceed the total number of hours as referred by the CM.

The goal of Paid WEX is to transition participants into unsubsidized employment. At the end of the Paid WEX activity it is expected that the employer will hire the participant into unsubsidized employment as a regular employee.

Vocational Training (VTR)

Vocational Training is a post-assessment, transitional, and short-term training activity, not to exceed twelve (12) months, to prepare participants for employment in a specific trade, occupation, or vocation.

- Vocational Training activities must be provided by vocational-technical schools, post-secondary institutions, proprietary schools, or public institutions.
- Vocational Training activities will be made available to participants in areas identified as growth oriented, current or emerging occupations, meeting an unmet community need, or in high

demand for new employees.

[Santa Ana WIB staff](#) will work closely with each participant to assess needs, career goals, and arrange Paid WEX or VTR assignments with appropriate employers or training facilities.

Santa Ana WIB provides services at the following One-Stop Center:

Santa Ana W/O/R/K Center
1000 E. Santa Ana Blvd., Suite 200
Santa Ana, Ca 92701

For a description of the services offered by the WIBs, refer to the [Workforce Investment Board Services at a Glance](#) document.

REFERRAL CRITERIA

Participants referred for Paid WEX/VTR activities shall meet all of the following criteria:

- Are required to participate, or have voluntarily enrolled, in the CalWORKs/WTW program pursuant to State regulations
- Have not found unsubsidized employment sufficient to meet the minimum required hours of WTW participation. Refer to [Policy 207 WTW 24-Month Time Clock](#) and to [Policy 211 WTW Plan](#)
- Are assessed to be suitable for the activity by WTW Staff based on the vocational assessment result and/or other factors
- Continue to meet CalWORKs eligibility criteria
- Reside in Orange County

In the event a previous WIB participant has completed a Paid WEX/VTR program and the CM has evaluated the participant for a new Paid WEX/VTR referral, contact the designated FSS Program Manager via chain of command.

REFERRAL PROCESS

When it is determined that the participant meets the referral criteria for Paid WEX or VTR, the CM will:

- Document that referral criteria were met in CalWIN Case Comments.
- Complete sections I, II, and III of the [F063-41-322 Referral for WIB Employment Services](#).
- Follow instructions on the referral form to attach the vocational assessment report and send via secure email to Santa Ana WIB.
- Provide a copy of the referral form to the participant as a reminder.

CASE MANAGER RESPONSIBILITIES

The CM will:

- Discuss with the participant the purpose and appropriateness of the Paid WEX/VTR assignment.

- Address barriers and supportive service needs and making appropriate referrals. (See [Policy 301 Childcare](#), [Policy 310 Transportation](#), and [Policy 315 Ancillary](#))
 - Initiate a referral to Paid WEX/VTR activity and work with Santa Ana WIB staff to match the appropriateness of the assignment to the individual.
 - Provide a copy of the vocational assessment report to Santa Ana WIB via secure email or fax.
 - Schedule the activity to the “WIB Paid Work Experience” or “WIB Vocational Training” activity in CalWIN.
 - Enter actual WIB Paid WEX/ Vocational Training attendance hours in CalWIN and monitor the participant’s attendance and progress.
 - Enter appropriate case comments in CalWIN, including supportive service needs.
 - Coordinate with Santa Ana WIB staff for the participant’s attendance and progress via email or phone.
 - Develop and sign a new WTW Plan with the participant.
- Note:** If the participant works more than the minimum required hours, the WTW Plan will reflect the total actual hours the participant agreed to participate. Refer to [Policy 211 WTW Plan](#) for more information.
- Ensure compliance with the Paid WEX/VTR and any other WTW activity in the WTW Plan by contacting Santa Ana WIB staff via email or phone.
 - Prior to initiating a fraud referral, report any suspected fraud to the assigned FSS Program Manager.

**SANTA ANA WIB
STAFF
RESPONSIBILITIES**

Santa Ana WIB staff will:

- Receive the referral for Paid WEX/VTR and the vocational assessment report via secure email.
- Meet one-on-one with the participant to evaluate his/her skills and supportive service needs.
- Work with the CM and participant to determine the appropriate Paid WEX/VTR placement.
- Provide case management and coaching services to assist the participant in obtaining and retaining employment.
- Assign the participant to an appropriate Paid WEX or VTR activity within seven (7) business days of the referral.

- Complete Section IV of the referral for a Paid WEX/VTR placement and return to the CM via secure email or fax within one business day from the date the participant is assigned to an activity.
- Monitor the participant's attendance and progress by communicating every two (2) weeks, or more often if needed, with the participant and activity provider.
- Communicate with the CM and the activity provider as employment barriers are identified, so that appropriate referrals for employment supportive services can be made.
- Report monthly attendance and progress of each participant to the CM by the tenth (10th) calendar day of the following month via the [F063-41-380 EPP/VTR/WEX Attendance Report](#).
- Report problems related to attendance or other issues about participants' assignments to the CM within twenty-four (24) hours of each occurrence.
- Continue to engage the participant in job search activities for forty-five (45) days after completion of the VTR activity and thirty (30) days after completion of the WEX activity. **Note:** Participant should still be enrolled in the WEX/VTR activity during this period. SA WIB staff will ensure the participant meets the required participation hours.
- Report any suspected fraud to the FSS Program Manager, who will review the situation and initiate a fraud referral if needed.

TREATMENT OF INCOME Income received from Paid WEX is treated as regular earned income from employment and is countable towards cash aid and CalFresh eligibility.

WORKERS' COMPENSATION Santa Ana WIB will ensure that all the participants in Paid WEX are covered by Workers' Compensation Insurance as determined by the California Department of Social Services (CDSS).

ATTACHMENTS [F063-41-322 Referral for WIB Employment Services](#)
[F063-41-380 EPP/VTR/WEX Attendance Report](#)
[Santa Ana WIB Staff](#)
[Workforce Investment Board Services at a Glance](#)
[WTW Plan Example](#)

REFERENCES EAS 42-701, 42-716
[ACL 12-67](#)
[ACL 12-69](#)
[Policy 207 WTW 24-Month Time Clock](#)
[Policy 211 WTW Plan](#)
[Policy 301 Childcare](#)
[Policy 310 Transportation](#)
[Policy 315 Ancillary](#)

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