

County of Orange Social Services Agency
Family Self-Sufficiency

Program/Area: CalWORKs
Title: Employment Support Services
Number: 272 Status: *Signature on file*
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Approved:

PURPOSE

Employment Support Services are provided to CalWORKs Welfare-to-Work (WTW) participants to assist in removal of barriers that may impede successful participation in assigned WTW activities. Employment Support Services provide an increased opportunity for the individual to gain, retain, or advance to employment that will provide family stability and self-sufficiency.

**EMPLOYMENT
SUPPORT SERVICES**

Employment Support Services are administered by ResCare Workforce Services (RWS) through direct service or subcontracts with established private and community-based organizations.

Employment Support Services include the following:

- Family Basic Needs
 - Store vouchers (Food only)
 - Diapers
 - Formula
- Housing Services
 - Transitional shelter
 - Temporary shelter
 - Utility assistance (Water, gas, electricity deposit or disconnect)
- Housing Assistance
 - Emergency motel
 - Partial rent
 - Deposit
 - Eviction
- Domestic Abuse Services
 - Transitional shelter
 - Temporary shelter
 - Additional services (Personal Empowerment Program (PEP) groups, legal services, etc.)
- Transportation
 - Gas card (Gas only)
 - Van transportation (Job search activities, caseworker appointments, etc.)

- Yellow cab (Emergency transportation)
- Career Assistance Services
 - Professional clothing
 - Tattoo removal
 - Emergency child care (Registration fee, child care costs for a maximum of 2 weeks). Available only to participants who are not otherwise eligible to child care through CalWORKs.
 - Automotive (Car repair, registration, and/or insurance). Available only for participants who use their vehicle in the course of performing their work (i.e. courier, in-home aide, etc.) and whose CalWORKs Ancillary request has been denied.
 - Record expungement
 - Certificates and licenses required for employment

Refer to the [RWS Employment Support Services Limits](#) for the specific information on the lifetime limits within each Employment Supportive Service.

ELIGIBILITY

Employment Support Services are available within established limits as indicated in the [RWS Employment Support Services Limits](#). Eligibility to Employment Support Services is not time-limited. The services are available to WTW participants who are participating in, or have been referred to, an approved WTW activity. Individuals who are not participating in a WTW activity can be referred for Employment Support Services on a case-by-case basis, with Regional Manager or Assistant Regional Manager approval.

RWS will monitor benefit and payment issuances to ensure the participant does not receive services which exceed established limits.

REFERRALS

Case Managers (CMs) should actively assess the participant's and his/her family's needs to ensure successful participation in assigned WTW activities. Prior to completing a referral for Employment Support Services, the CM is to evaluate availability of alternate resources including, but not limited to, CalWORKs Ancillary Supportive Services (Refer to [Policy 315](#)), CalWORKs Homeless Assistance (Refer to [Policy 100-H2](#)), community and faith-based organizations, and [Orange County 2-1-1](#).

To refer a participant for Employment Support Services, the

CM will complete the F063-41-251A Employment Support Services when referring for Employment Support Services only or the F063-41-251 Job Service is completed when the participant is also being referred to a RWS WTW activity.

Participants seeking Employment Support Services without a referral will be directed back to the CM to initiate the referral. During outreach and/or ongoing interaction with the participant, if RWS staff identifies additional service needs, the CM will be consulted to determine if a subsequent referral is appropriate. RWS staff will not independently evaluate or initiate a referral for Employment Support Services. Employment Support Services are voluntary. If the participant declines a referral, a referral is not submitted.

CM RESPONSIBILITIES

The CM will:

1. Explain the Employment Support Services available to the participant and ensure the participant is aware that the employment support services are lifetime limits.

Note: RWS will monitor benefit and payment issuances to ensure the participant does not receive services which exceed established limits.

2. Complete the appropriate referral form [F063-41-251/251A Job Services/Employment Support Services Referral](#).
3. Email the completed referral as an attachment to the appropriate RWS Outlook mailbox (Rescare North, Rescare South, Rescare East, or Rescare West).
4. Provide a copy of the referral to the participant and virtually print into OnBase.
5. Update CalWIN Case Comments to indicate that an Employment Support Services referral was initiated.

Note: No other CalWIN entries are needed because Employment Support Services is not considered a WTW activity or a CalWORKs Ancillary Supportive Service.

RWS RESPONSIBILITIES

RWS will:

1. Receive the referral for Employment Support Services

- via email.
2. Complete CalWIN Case Comments to include the date the referral was received and the name of the Talent Development Specialist the referral was assigned to.
 3. Contact the participant within 24 hours for all emergency referrals and seven business days for non-emergency referrals.
 4. Document outreach efforts and/or consultation appointment in CalWIN Case Comments.
 5. Meet with the participant to discuss services requested, explain the employment support services lifetime limits, provide motivational consulting services including but not limited to problem solving, money management, being resourceful, and provide any additional resources as needed.

Note: For housing referrals, evaluate the participant's budget to determine the appropriate benefit issuance.

6. Consult with the CM on the request as needed.
7. Document in CalWIN Case Comments when the service is completed and the outcome of the referral.
8. Communicate with the CM via email when services have been provided to the participant and when the Employment Support Services referral is closed.

ATTACHMENTS

[F063-41-251/251A Job Services/Employment Support Services Referral](#)

[F063-41-WT20 Description of Programs Offered by RWS](#)

[RWS Employment Support Services Limits](#)