



County of San Luis Obispo  
Department of Social Services

# Employment Services Orientation Handbook

**Setting and Achieving Goals Together**



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# Our Commitment to You

## Mission

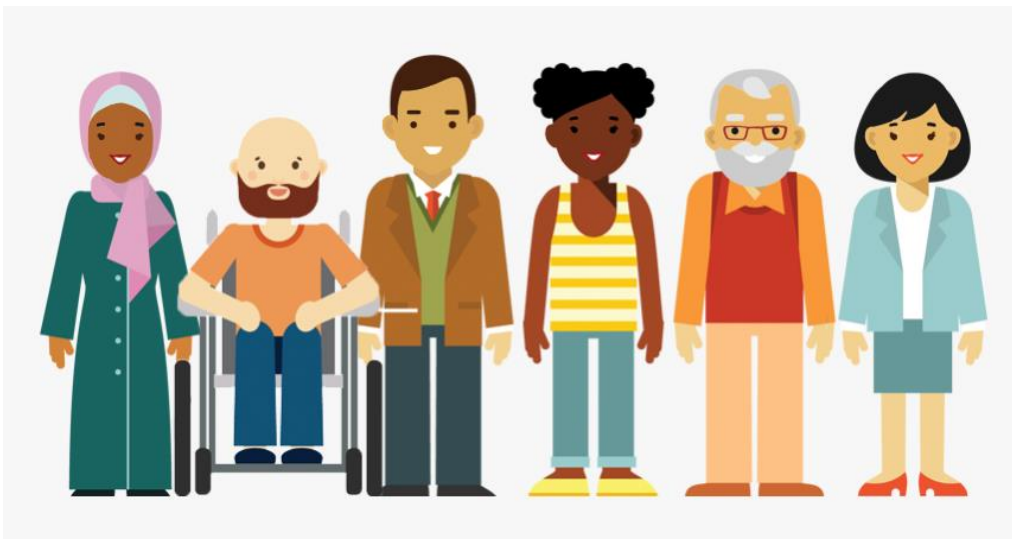
We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.

## Vision

A responsible and caring community: Safe, Resilient, and Healthy.

## Guiding Principles

- We strive to eliminate poverty and abuse.
- We believe all people have strengths.
- We work together to assist in removing barriers and finding solutions.
- We strive to meet the unique needs of each community, family and individual.
- We commit to fairness and equity.



On January 1, 1998, California created the California Work Opportunity and Responsibility to Kids program (CalWORKs). This program has greatly changed the support offered to families by increasing employment related services and establishing maximum time limits that a family is eligible to receive cash assistance. Services provided by Social Services emphasize assisting adults to prepare for and find suitable employment. Raising the standard of living of a family helps resolve other family issues created by poverty.

# Participating in Employment Services

## What is Welfare to Work (WTW)?

- Welfare to Work is SLO County's Employment Services Program

## Who?

- All adults who are not exempt

## What?

- Start by attending Orientation
- Continue by attending Appraisal/OCAT

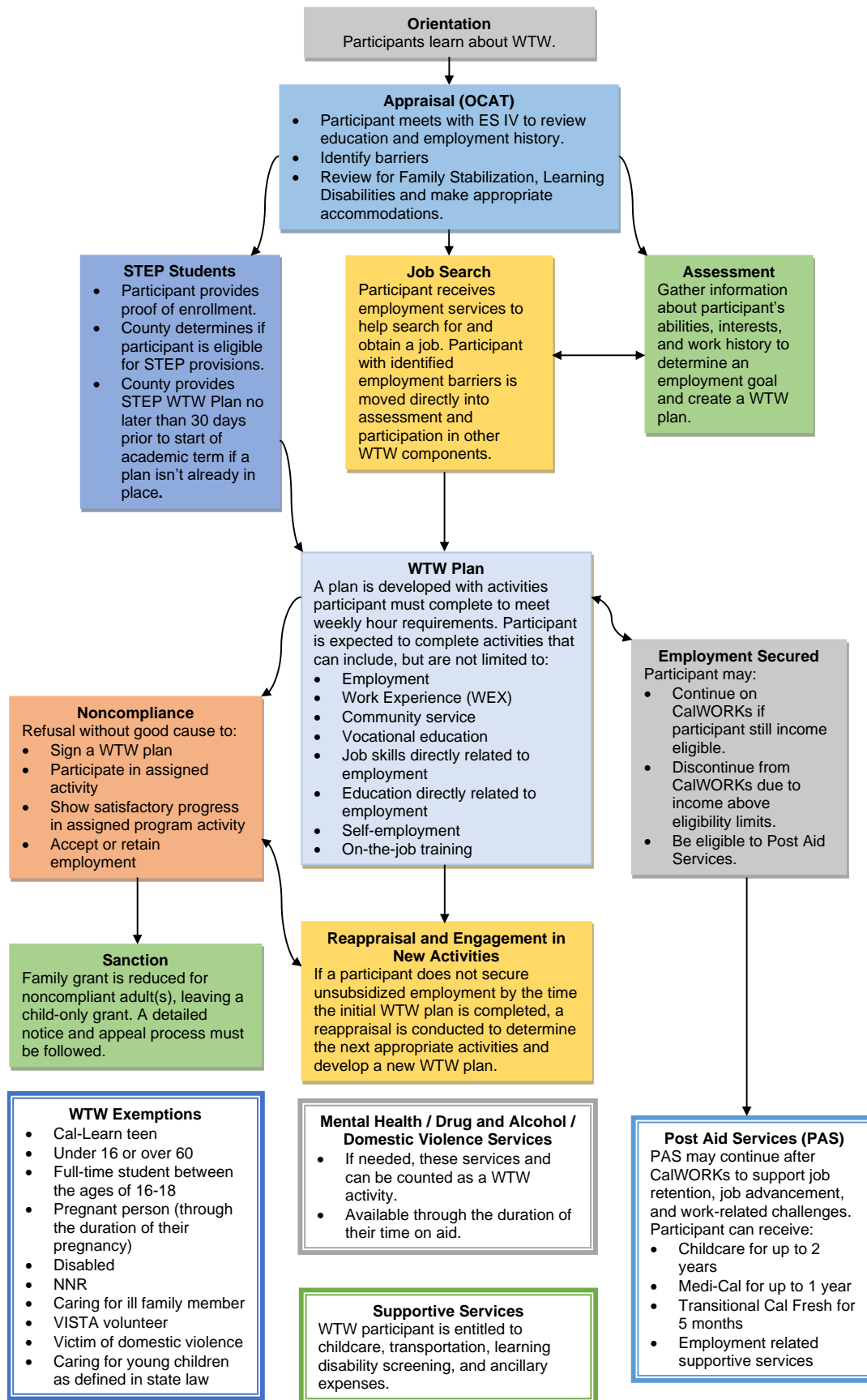
## How?

- Create and sign a Welfare to Work (WTW) Plan for activities including work, school or counseling within 90 days of your cash aid being approved
- Keep in contact with your case manager – put their number in your phone for easy communication
- Keep your appointments with your case manager
- Meet all Employment Services requirements
- Not quit your job or lower your earnings without good cause



Terms that are underlined and italicized are defined in the glossary at the back of the handbook.

# CalWORKs Employment Services Program Flow



## Hours of Participation



### **One-parent families with a child under 6 years old**

If you are an adult in a one-parent CalWORKs case with a child under 6 years old and not exempt, you are required to participate in your assigned Employment Services activities for a total of at least 20 hours per week.

**20**

**30**

### **One-parent families with NO children under 6 years old**

If you are an adult in a one-parent CalWORKs case with no children under the age of 6 years old and not exempt, you are required to participate in your assigned Employment Services activities for a total of at least 30 hours per week.



### **Two-parent families**

If you are an adult in a two-parent CalWORKs case, and are not exempt, you and/or the other adult are required to participate in your Employment Services activities for a combined total of at least 35 hours per week.

**35**

***NOTE: The hours of participation requirement do not apply if you are a volunteer.***

## What are Exemptions?

You are encouraged to take advantage of the many opportunities the CalWORKs Employment Services program offers. However, some people may be excused from participation for the following reasons:

- A verified disability that significantly impairs the ability to be employed
- Current or former victim of Domestic Violence
- Pregnancy
- Parent or caretaker relative with primary care of a child under 24 months of age, this exemption can only be used once in a lifetime and for one parent
- Parent has primary care for a child 6 months of age or under
- Caring for an ill or incapacitated member of the household
- Aged under 16 years old or over 60 years old
- Under 18 years attending educational, vocational, or a technical school full-time
- The non-parent caretaker relative has primary responsibility for a child who is a dependent or ward of the court or is at risk of placement in Foster Care



**If you meet an exemption above, but would like to begin participating in Employment Services activities, talk with your case manager about “volunteering”. When choosing to volunteer you will have the same opportunities as mandatory participants, such as childcare and mileage reimbursement.**

## BECOME A VOLUNTEER





## Supportive and Job Retention Services

Supportive Services are available to CalWORKs participants (Mandatory or Volunteers) who are actively participating and maintaining satisfactory progress in their Employment Services activities. The intention is to facilitate much needed resources and/or services before, during and after you engage in: Orientation, Appraisal, searching for a job, working, doing an internship, or attending school. Some Supportive Services may include, but are not limited to the following:

### **Early Engagement:**

Attending Orientation,  
Appraisal, or an  
Employability  
Assessment

**Childcare:** Through CCRC or self-referred (care can be provided by relative or a friend.)

**Transportation:** Bus passes or one gas voucher

### **When you are:**

Searching for a Job,  
working, interning  
(Private or  
Government Agency)  
or attending school

**Childcare:** Through CCRC or self-referred (care can be provided by relative or a friend.)

**Transportation:** Monthly bus pass, mileage reimbursement (including travel to and from childcare), car repairs, replace old/worn tires, smog inspection, towing to the car shop. The annual car repair allotment is \$800 per Fiscal Year. If the need is greater than this amount, it will require Division Manager's approval.

**Diaper Incentive:** \$30 per month for child up to three years of age.

**Work Related Needs:** Professional clothing for work or interviews, uniforms, special clothing, tools, licensing fees or registration fees, CPR training, etc.

**School Expenses:** Books, fees (student ID, health, parking, student center or student representation), supplies, tests or special equipment if you are required to provide your own (stethoscopes, blood pressure monitors, or similar.)

**Counseling:** Mental Health, Substance Abuse, Domestic Abuse

**Parent Support Referrals to Community Partners:** Effective Communication, How to Build Stronger Families, Stress Management, Credit Management, Discipline vs. Punishment.





## Earn Extra Cash for Participating!

You can earn cash bonuses for your participation in Employment Services!



We know our families work hard to achieve their goals and we are excited to celebrate their successes! You can earn extra money on top of your monthly CalWORKs grant when you meet certain milestones in Employment Services.

- Complete your Appraisal appointment
- Sign your first Welfare-to-Work Plan
- Complete a semester with C's or above
- Secure employment while on CalWORKs
- Earn your GED or High School Diploma
- Earn your degree, teaching credential or training certification.

Some exclusions apply, and verifications may be required. Ask your case manager for more information on these incentives to see if you qualify.

# Attending College

California now gives more flexibility and support to students attending a public college while on CalWORKs!

## Freedom of Choice

- Students can sign up for school, pick their own major, and add or drop classes without having to ask DSS first.

## Study Time

- Additional hours counted for study time! Students now get 3 hours of study time towards their required WTW hourly participation for each unit they are taking.
  - ✓ You are meeting your WTW hourly participation requirements if you are enrolled in postsecondary school full-time.

## Plan Requirements

- You don't have to do an initial job search activity if you are enrolled in an education activity at an approved school.
- DSS may conduct an assessment to see if you have any challenges, they could help you with, such as a learning disability, substance use disorder, mental health need, or domestic violence.
  - ✓ Your assessment cannot be used to stop you from going to an approved school or choosing your major or field of study.

## Money for Books and Supplies

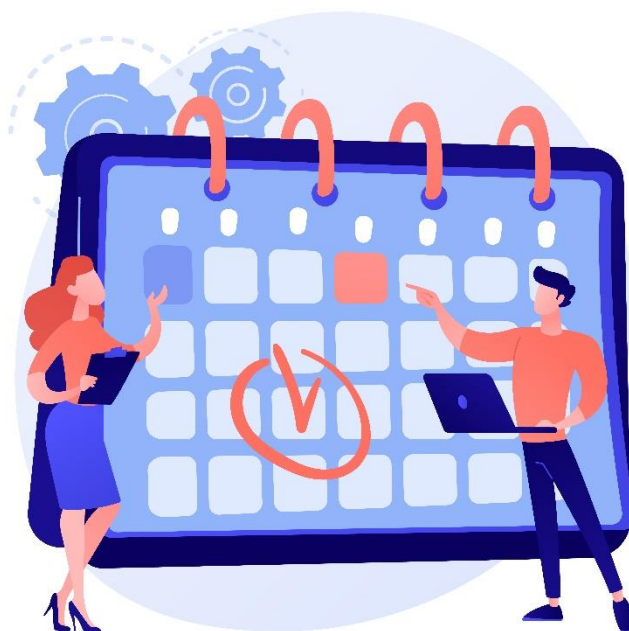
- If you have given the County proof of enrollment, you will get an advance payment for books and required supplies at least 10 days before the beginning of the school session.
  - ✓ For the semester system, \$500 will be given to full-time students and \$250 will be given to part-time students.
  - ✓ For the quarter system, \$350 will be given to full-time students and \$175 to part-time students.
- If the cost of books and supplies cost more than the advance payment you got, you can get reimbursed for the extra money you needed to spend. You will have to talk to your case manager and show proof of the actual amount you paid for the books and supplies you needed for school.

## NEW LAW

The Student Training and Education Program (STEP) made some important changes in the Welfare-to-Work (WTW) program for CalWORKs families. These changes may make it easier for you to choose education or training as your WTW activity. Ask your WTW worker to help you figure out if the school you want to go to qualifies.



# CalWORKs Time Limits



## **You have 60 months on the CalWORKs program**

- The state of California will aid you as a parent of minor children for 60 months (5 years).
- If you were aided in another state, those will count towards this time limit.

## **You have 60 months of TANF or federal cash assistance**

- Some states will aid you as a parent of minor children for an entire 60 months (5 years).
- Cash aid you have received in California will count towards these 60 months.

## **Some important things to know about your time on our program.**

- You can request to know how much time you have used or have left.
- We will automatically inform you of your time used at case approval and at your yearly recertification.
- Some of your time on CalWORKs may not count due to a qualifying exemption.
- 5 years or 60 months goes fast – utilize the time you have with our program wisely – we are here to help you meet your goals!

# CalWORKs Family Stabilization Services (FSS)

This program is designed to ensure your family has a basic level of stability before, or while, you are participating in Employment Service (ES) activities. If your family is experiencing a situation or crisis that is destabilizing and will interfere with your ability to participate in Employment Service activities, Family Stabilization Services will assist by offering more intensive case management and assignment to barrier removal activities or services to assist in your transition to Employment Services.

You are potentially eligible to this program at any point in the Employment Services continuum if your family includes an eligible adult.

## Crisis situations include but are not limited to:

- Homelessness or risk of homelessness (Example: court ordered evictions)
- Child specific concerns / Lack of parenting support
- Lack of safety due to domestic abuse
- Untreated or undertreated behavioral needs (including mental health or substance abuse related needs)

## Examples of some services offered through FSS:

- Treatment for family members
- Intensive day treatment, non- medical outpatient drug free treatment, and residential treatment
- Emergency shelter
- Movement to transitional housing
- Rehabilitative services and/or substance abuse counseling / treatment



If you are having a hard time meeting the Employment Services program requirements due to a crisis or situation, ask your case manager for a referral to Family Stabilization Services.

Terms that are underlined and italicized are defined in the glossary at the back of the handbook.

## Post Aid Services



**Did you know that you can continue to get support after your CalWORKs ends?**

Anyone who is:

- Currently employed,
- Has received CalWORKs in the last 12 months, and
- Needs additional support to maintain or improve employment is potentially eligible to Post Aid Services!

When your CalWORKs ends, your Medi-CAL will automatically be reviewed for continued coverage. If you were also receiving Cal-Fresh and your entire family discontinues from CalWORKs, you will automatically be enrolled into Transitional Cal-Fresh. A program that allows for 5 months of Cal-Fresh at your current Cal-Fresh benefit rate.

### **Up to 12 months of Post Aid Services can include, but are not limited to:**

- Employment Related Expenses
  - Uniforms
  - Live Scan / Fingerprinting
- Transportation / Commuting Costs
  - Bus Pass
  - Mileage Reimbursement
  - Vehicle Repairs
- Counseling Services
- Housing Support
  - Deposit Assistance
  - Eviction Prevention
- Child Care
  - The exception to the 12-month rule and allows for up to 2 years (24 months) of childcare assistance.



# Frequently Asked Questions (FAQ)

## What if I do not participate?

If you do not participate or complete your designated Employment Services (ES) activity, your CalWORKs grant may be reduced through a financial sanction. However, participating in your ES activity will allow you to keep your CalWORKs grant. All while strengthening your work experience, expanding your education, and growing your job skills.

## How will I know if I'm getting sanctioned?

The following non-compliance steps will start when it is found that you are not making progress in your ES activity:

1. Written notice will be mailed to you
  - a. Letter explaining pending sanction, with compliance appointment date and good cause request form
2. Compliance appointment with your case manager, to develop a compliance plan.
3. Home visit
4. Sanction imposed; CalWORKs grant reduced

**NOTE:** If you are sanctioned for 3 months or more, vendor payments will be set up so that your rent and utilities are paid directly from your CalWORKs grant.

## What if I do not agree with the actions taken on my case?

If you do not agree with the actions taken on your case, you may file a formal grievance or ask for a state hearing by calling 1-800-952-5253.

## When will my sanction go away?

You can request to cure your sanction at any time. Also, a sanction may be lifted if you provide proof that you now meet an exemption.

## How do I cure my sanction?

You will need to meet with your case manager to create a plan to cure your sanction. Once you have completed the activity in your cure sanction plan, your sanction will end, and CalWORKs grant will increase the following month.

Terms that are underlined and italicized are defined in the glossary at the back of the handbook.

## **Resources**

### **DEPARTMENT OF SOCIAL SERVICES**

1086 Grand Ave., Arroyo Grande	805-474-2000
9630 El Camino Real, Atascadero	805-461-6000
600 Quintana Rd., Morro Bay	805-772-6405
681 W. Tefft St. Suite 1, Nipomo	805-931-1800
406 Spring St., Paso Robles	805-237-3110
3433 S. Higuera St., San Luis Obispo	805-781-1600

### **CAREER CENTER SITES**

#### **SLO Cal Careers**

3450 Broad St., Suite 103A, San Luis Obispo	805-439-2557
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#### **North County Job Club**

534 Spring St., Paso Robles	805-237-3003
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#### **South County Job Club**

1086 E. Grand Ave., Arroyo Grande	805-474-2136
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### **DRUG AND ALCOHOL SERVICES**

2180 Johnson Ave., San Luis Obispo	805-781-4275
1523 Longbranch, Grover Beach	805-473-7080
3556 El Camino Real, Atascadero	805-461-6080
1763 Ramada Drive, Paso Robles	805-226-3200
24-Hour Hotline	800-783-0607

### **MENTAL HEALTH SERVICES**

#### **Behavioral Health Services County of San Luis Obispo**

2178 Johnson St., San Luis Obispo	805-781-4700
1350 Grand Ave., Arroyo Grande	805-474-2154
5575 Hospital Dr., Atascadero	805-461-6060
24-Hour Hotline	800-838-1381
Central Coast Hotline – 24-Hour Crisis Hotline	800-783-0607

#### **CenCal**

Mental Health Referrals	877-814-1861
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## **DOMESTIC VIOLENCE SERVICES**

### **Lumina Alliance**

51 Zaca Ln., Suite 150, San Luis Obispo	805-781-6400
1030 Vine St., Paso Robles	805-781-6400
555 S. 13 <sup>th</sup> St., Unit B, Grover Beach	805-781-6400
24-Hour Crisis and Information Hotline	805-545-8888

### **Victim Witness Assistance Center**

1035 Palm St., Courthouse Annex	
RM 384, San Luis Obispo	805-781-5821
Toll Free	866-781-5821

## **OTHER RESOURCES**

### **40 PRADO Homeless Services Center**

40 Prado Rd., San Luis Obispo	805-544-4004
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### **ECHO Shelter**

6370 Atascadero Ave., Atascadero	805-462-3663
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### **5 Cities Homeless Coalition**

100 South 4 <sup>th</sup> St., Grover Beach	805-574-1638
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### **Housing Authority San Luis Obispo (HASLO)**

487 Leff St., San Luis Obispo	805-543-4478
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### **Child Care Resource Center (CCRC)**

805 Fiero Lane #A, San Luis Obispo	805-541-2272
Toll Free	888-727-2272

### **Cuesta College**

Hwy 1, San Luis Obispo	
SLO CaFE Center, Building 3100, RM 3142	805-546-3144
NCC CaFE, New Building, N1100, 2 <sup>nd</sup> Floor	805-591-6214

### **Allan Hancock College**

800 S. College Dr., Santa Maria	805-922-6966
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### **Department of Rehabilitation**

3220 S. Higuera St., San Luis Obispo	805-549-3361
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## **Glossary of Terms**

<u>Appraisal / OCAT</u>	The Online CalWORKs Appraisal Tool (OCAT) is a standardized appraisal tool that is used throughout California. This conversational interview reviews the participant's employment history, skills, strengths and potential need for supportive services, along with any other relevant information needed to access appropriate activities.
<u>Assessment</u>	Gathering and reviewing information about the participant's abilities, interests, work history, educational background and any other areas relevant to the participant's needs to assist them in obtaining employment and in developing an employment goal and WTW Plan.
<u>Compliance Plan</u>	A plan developed by the participant and case manager that specifies program activities in which a participant shall engage, and the supportive services that will be provided by the county. The compliance plan is written when the participant has been unable to complete previously assigned activities.
<u>Employment Services (ES)</u>	Part of the CalWORKs Program that incorporates training and employment requirements. Also called Welfare to Work (WTW)
<u>Employment Service Activity</u>	County-approved activities that are intended to improve the participant's ability to become employed, retain employment, and/or advance in their careers.
<u>Job Search</u>	A program activity that provides the participant with training to learn basic job seeking and interviewing skills, understand employer expectations and learn skills that improve their ability to obtain employment and maintain employment.
<u>Non- Compliance</u>	The start of the process to sanction a participant that has not complied with or made satisfactory progress in their employment services activity.
<u>Sanction</u>	A financial penalty that occurs when a participant fails and/or refuses to comply with the Employment Services requirements of their CalWORKs case. The family's grant is reduced for the adult(s) not in compliance.

Supportive  
Services

Services that are offered to enable the participant to successfully perform his/her employment service activities. Such services may include, but are not limited to, payments for childcare; transportation expenses; ancillary expenses such as books, clothing, etc.; and referrals to places in the community that provide counseling for mental health, drugs and alcohol, and/or domestic violence.

Welfare to  
Work (WTW)

Part of the CalWORKs Program that incorporates training and employment requirements. Also called Employment Services (ES)

WTW Plan

The written agreement reached between the participant and the county, specifying the activities the participant will complete and the supportive services that the county will provide to enable the participant to successfully reach their employment goal. These activities are also used to meet the required participation hours.

# CW 2.0 Triage Tool

Name

Date

We are here to help you set and achieve your GOALS! As a first step we want to be sure we understand where you are coming from. This form will help us connect you with services and activities of interest to you. **Leave anything blank that you do not want to answer.** Thanks for answering these questions!

1. Why did you come in today? What are you looking for?

2. What should I know about you?

Yes No

☐ ☐ 3. Are you currently employed? If so, how many hours a week do you work?

If no, would you like more information about our employment services? ☐ Yes ☐ No

☐ ☐ 4. Do you have a high school diploma or GED?

☐ ☐ 5. Are you currently attending school? (if so please fill in below)

Name of school/location:

Class schedule (please select day(s) you attend): ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ Sa

☐ ☐ 6. Can you think of anything that is preventing you from participating in work and/or training related activities? If yes, what comes to mind?

☐ ☐ 7. Are you a current/former foster youth between the ages of 16-24? ☐ Yes ☐ No

☐ ☐ 8. Do you feel safe and stable right now? If no, why not?

☐ ☐ 9. Have you ever applied, or are you now in the process of, applying for SSI/SSP/SDI?

If yes, date applied: \_\_\_\_\_

Outcome: ☐ Denied ☐ Approved ☐ Appealing ☐ Awaiting decision

☐ ☐ 10. Would you like more information about services related to anything below?

☐ Counseling ☐ Help with addictions/substance abuse ☐ Help with violence at home

☐ Anger management ☐ Housing assistance

Signature

Date

# CW 2.0 Multicultural Quality of Life Index

(Adapted from Mezzich, Cohen, Ruiperez, Liu & Yoon, 1999)

Name \_\_\_\_\_

Date \_\_\_\_\_

**Instructions:** Please indicate the quality of your health and life at present, from “poor” to “excellent,” by placing an **X** on any of the ten points on the line for each of the following items:

**1. Physical Well-Being (feeling energetic, free of pain and physical problems)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**2. Mental/Emotional Well-Being (feeling good, comfortable with yourself, clear headed)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**3. Self-Care and Independent Functioning (carrying out daily living tasks; making own decisions)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**4. Occupational Functioning (able to carry out work, school and parenting duties)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**5. Interpersonal Functioning (able to respond and related well to family, friends, and groups)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**6. Social-Emotional Support (availability of people you can trust and who can offer help and emotional support)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**7. Community and Services Support (pleasant and safe neighborhood, access to financial, informational and other resources)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**8. Personal Fulfillment (experiencing a sense of balance, pride and satisfaction; finding joy in life; doing things that make me happy)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**9. Spiritual Fulfillment (experiencing faith, religion or other spiritual happiness beyond my material possessions)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

**10. General Perception of Quality of Life (feeling satisfied and happy with your life in general)**

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent