

Madera County Department of Social Services
CalWORKs Community Services and Work Experience Plan

Summary

CalWORKs Community Services and Work Experience Activities - The CalWORKs Community Services and Work Experience Programs in Madera County will meet the following criteria.

CalWORKs participants will receive the following services directly related to their community service assignment -

- Intensive short-term skills development directly related to the their employment goal.
- The opportunity to develop basic work behavior skills and/or enhance existing job skills, while providing a connection to the workforce.
- Support services including but not limited to childcare, transportation, and ancillary services.
- Job retention services to meet individual needs, including interpersonal skills, parenting, and problem solving.
- Participants can be assigned to community services until they reach their 60-month time limit (with certain restrictions)

For the Community at large -

- Performed in the public and private nonprofit sector.
- Fulfill unmet community needs

Currently, Madera county has 275 work experience slots in place. A Community Services & Work Experience Committee has been established to pursue identification of unmet community needs and to solicit sponsorship for Community Services & Work Experience projects.

Community Services & Work Experience responsibilities-

- Community Services & Work Experience assignments will be coordinated by the Madera County Department of Social Services (MCDSS).
- MCDSS Case Managers will provide intensive employment services to insure the Community Services & Work Experience activities will be temporary or transitional in nature.

MCDSS and Workforce Development Office (WDO) will co-chair the Community Services & Work Experience Committee. The Community Services & Work Experience Committee will facilitate the CalWORKs Community Service/Work Experience Service Activities. The committee will include representation from the Madera County Workforce Assistance Center (the local One-Stop); from local businesses, education agencies, organized labor, agri-business, and recipients of public assistance; as well as faith-based and community-based organizations, economic development, and the community-at-large.

Madera County Department of Social Services CalWORKs Community Services and Work Experience Plan

DATE: October 5, 2000

REFERENCES: Assembly Bill 1542, Welfare and Institution (W&I) code Section 11322.9, ACL 98-41, ACL 98-90, 00-51, EAS Manual 42-710 & 711

BACKGROUND:

CalWORKs “Community Services” means a welfare-to-work activity that is temporary and transitional, is performed in the **public or private nonprofit** sector under the close supervision of the activity provider (sponsor), and provides participants with basic job skills that can lead to employment while meeting a community need. Per EAS Manual 42-710.3, a parent or caretaker relative recipient who has reached the 18-24 month time limit, who is working in unsubsidized employment for less than the required minimum hours, and for whom no job is currently available for the required number of hours, shall remain eligible for aid by participating in community service activities for the additional number of hours necessary to meet the participation requirements.

“No job is currently available” means that the recipient has taken and continues to take all steps to apply for appropriate positions and has not refused an offer of employment without good cause.

State requirements for hours of participation are 35 hours per week in a two-parent assistance unit and 32 hours per week in a one-parent assistance unit (EAS 42-711.4). The participant can be assigned to community services until they reach their 60-month time limit. (EAS Manual Section 42-711.9).

CalWORKs “Work Experience” means a welfare-to-work training activity in the public or private sector under the close supervision of the activity provider (sponsor), that helps provide basic job skills, enhance existing job skills in a position related to the participant’s experience, or provide a needed community service that will lead to unsubsidized employment. Work Experience is limited to 12 months; anything over 12 months requires an amendment to the Welfare-to-Work Plan.

Lack of work experience was identified as a major barrier for 21% of the respondents to the applicant/recipient employment survey conducted in October 1997. As a result, the Madera County Department of Social Services formed a Community Services and Work Experience Team, consisting of representatives from the Central Valley Opportunity Center, Employment Development Department, Workforce Development Office, and City of Madera Housing Authority to review and make recommendations regarding the Community Work Experience component of CalWORKs. More recently these agencies, were joined by State Center Community College, County Office of Education, Madera Adult School, Green Thumb, and the Department of Vocational Rehabilitation in a partnership at the Madera County Workforce Assistance Center (WAC) or better known as Madera’s “One-Stop”.

Criteria for Community Services Activities was established as follows:

- Must be performed in the public and private nonprofit sector.
- Must provide participants with job skills leading to unsubsidized employment.
- Must comply with the anti-displacement provisions contained in the law.
- Must offer participants the opportunity to develop basic work behavior skills and/or enhance existing job skills, while providing a connection to the workforce.
- Must fulfill unmet community needs identified as follows:
 1. Expansion of existing programs that serve and benefit the community as a whole
 2. Flood relief/disaster restoration projects
 3. Graffiti abatement
 4. Public lands preservation/maintenance
 5. Community-pride projects
 6. Community safety enhancement projects
 7. Community educational/literacy projects
 8. Mentoring

Currently, Madera county has 275 work experience positions in place. More are needed. As a result, the Community Services & Work Experience Committee will continue to pursue identification of unmet community needs and to solicit sponsorship for Community Work Experience projects.

Community Services & Work Experience responsibilities were established as follows:

- MCDSS Community Services & Work Experience activities will be temporary and transitional in nature. Whenever possible, the work experience will be directly linked toward the participant's employment goal. Other placements, although not necessarily specific to the participant's employment goal, will focus on the employment of the participant.
- Community Services & Work Experience assignments will be coordinated by the MCDSS to insure participants are not involved in both activities at the same time and that participant's who have ended their 18/24 month time limits are not placed in Community Work Experience assignments.
- MCDSS will monitor participant attendance, participation, and progress.
- MCDSS and WDO will co-chair the Community Services & Work Experience Committee. The Community Services & Work Experience Committee will facilitate the CalWORKs Community Service/Work Experience Service Activities in a collaborative effort with representation from the One-Stop, private businesses, education agencies, organized labor, agri-business, and recipients of public assistance; as well as faith- and community-based organizations, economic development agencies, and the community-at-large.

PROCEDURES:

1. Who will be referred for Community Services and Work Experience Activities -?
 - a. **CalWORKs Community Services (CSERV)** referral is “mandatory” for participants who have completed their 18- or 24-month time period as specified in W&I Code Section 11454(a) and have not found unsubsidized employment sufficient to meet the minimum required hours of participation and who continue to meet CalWORKs financial eligibility criteria. Participants are required to participate in unsubsidized employment/Community Services for a total of 32-35 hours per EAS Manual Section 42-711.4.
 - b. **Community Work Experience (CWEX)** will be offered to those participants who have not completed the 18- or 24-month time period, where there are no education, training or subsidized/unsubsidized employment activities available to allow them to meet the minimum required hours of participation.
 - c. **CalWORKs Community Services** will be offered to participants who have good cause for not complying with CalWORKs Welfare-to-Work program requirements if the WTW activities are remote from the individual’s home.
 - d. **CalWORKs Community Services** will also be offered to participants meeting the (CWEX) criteria if no CWEX slots are available.

Funding of an activity may be through CalWORKs, Welfare-to-Work, or WIA, depending upon whether the participant meets the criteria for the funding. CalWORKs funds are available through the MCDSS; while WTW (30% and 70% funding) and WIA funding are available through WDO. WTW 70% funds will be utilized first.

2. CalWORKs Community Services and Work Experience Activities - The CalWORKs Community Services and Work Experience Programs in Madera County will meet the following criteria.
 - a. Activities are to be developed and designed for the benefit of the participant. Participants will receive the immediate, primary and substantial benefit of the activities. Sponsor site organizations will not be reliant upon such activities for their routine and overall operation.
 - b. Activities will provide participants with job skills training that can lead to unsubsidized employment. The job skills training provided will have educational relevance, usefulness, and marketability. The activities will provide training in job skills, attitudes, and values that will prepare participants to enter, re enter, and advance in the work force.
 - c. Participants and sponsor site organizations will be advised that the participants will not receive wages, including in-kind wages, and otherwise will not be compensated for time spent in CalWORKs Community Services and Work Experience activities. Further, participants will be advised that they will not be automatically entitled to a job at the sponsor site upon completion of training.

3. Staffing of Cases -

The target population to be served consists of CalWORKs recipients who have not found education, training, or subsidized/unsubsidized employment activities sufficient to meet the minimum required hours of participation.

This population will consist of individuals who have completed the requirements of their Welfare-to-Work plan, yet have not attained the goal of self-sufficiency. These individuals may have several and/or significant barriers to securing employment including but not limited to issues of behavioral/physical health, language/culture, education/aptitude, and social compatibility. The individuals will require intensive, ongoing support to successfully participate in community services and work experience activities.

MCDSS Case Managers, WDO staff, and other One-Stop Service Providers will form multi-agency teams (MATS) responsible for conducting training needs assessments for each participant no later than the third month prior to the end of a participant's Welfare-to-Work 18 or 24-month period. Each team will include a Welfare-to-Work Case Manager, a WDO Counselor, and other partners deemed appropriate to meet the participant's needs.

Participants' physical and/or behavioral health needs will determine the necessity for intensive services, which may include special guidance, mentoring and job coaching. The MAT will refer the participant to the selected service site organization.

4. Participant Responsibilities -

- a. Each participant will have the opportunity to participate in the final recommendation of the MAT.
- b. Upon referral to a faith-based service site organization, each participant will maintain the right to choose an alternative provider, in the event the participant objects to the religious character of the service site organization.
- c. CalWORKs Community Services and Work Experience activities shall be designed to be temporary and transitional for the participants, and not permanent. The period of time spent by the participant in any clearly distinguishable activity classification will be specifically limited, with 32-35 hours per week required in Community Services activities. It is MCDSS intention to transition the recipient into unsubsidized employment prior to reaching the lifetime limit.
- d. Participants will be placed at service site organizations for no more than 12 months per activity. MCDSS staff will provide 30, 90, and 180-day monitoring and follow-up, with monthly activity reviews completed by the MCDSS case manager. Participants will be encouraged to participate in job search activity in addition to the 32-35 hours required participation in Community Services activities.

- e. If the initial Community Service placement does not result in unsubsidized employment to satisfy the required hours of participation, participants may be required to accept a subsequent placement in another suitable Community Service activity.
- f. Participants will be given adequate orientation and instruction by MCDSS, and their sponsor, prior to being required to perform a task or procedure.
- g. Goals and objectives for each participant will be clearly delineated.
- h. Participants will be under close supervision with systematic monitoring of progress. Feedback to participants on their performance will be consistently provided.
- i. There will be monthly contact by the participants' MDSS Case Manager, including timely response to any inquiries or reports of problems from the service site organization or participant. The MCDSS Case Manager will consult with the multi-agency team as often as deemed necessary.
- j. CalWORKs/TANF Assistance participants who fail to comply with Community Service and Work Experience requirements without good cause will be sanctioned in accordance with W&I Code Section 11327.5.

5. Support Services -

MCDSS will ensure that the support services necessary to enable an individual to participate in Community Services and Work Experience activities are available, appropriate and accessible. Such services will be in the form of childcare, transportation, and ancillary services.

Job retention services will also be provided to meet individual needs, including interpersonal skills, parenting, and problem solving. Supportive efforts, such as on-site job training directly linked to the participant's employment goal, will also be provided by the Community Services and Work Experience sponsors and One-Stop partners.

6. Anti-Displacement Provisions -

MCDSS and WDO will comply with the anti-displacement provisions set forth in MPP Section 42.720. Each sponsor will provide a written statement to the effect that a training position for a Community Service and Work Experience participant shall not be created as a result of, or shall not result in, any of the following:

- Displacement or partial displacement of current employees, including, but not limited to, a reduction in hours of non-overtime and overtime work, wages, or employment benefits.
- The filling of positions which would otherwise be promotional opportunities for current employees, except when positions are to be filled through an open process in which participants are provided equal opportunity to compete.
- The filling of a position, prior to compliance with applicable personnel procedures or provisions of collective bargaining agreements.

- The filling of established unfilled public agency positions, unless the positions are unfunded in a public agency budget.
- The filling of a position created by termination, layoff, or reduction in work force, caused by the employer's intent to fill the position with a subsidized position pursuant to this plan.
- A strike, lockout, or other bona fide labor dispute, or violation of any existing collective bargaining agreement between employees and employers.
- The filling of a work assignment customarily performed by a worker in a job classification within a recognized collective bargaining unit in that specific service site, or the filling of a work assignment in any bargaining unit in which funded positions are vacant or in which regular employees are on layoff.
- The termination of a contract for services, prior to its expiration date, that results in the displacement or partial displacement of workers performing contracted services, caused by the employer's intent to fill the position with a subsidized position pursuant to this plan.
- The denial to a participant of protections afforded workers on the service site by state and federal laws governing workplace health, safety, and representation.

7. Sponsor Obligations and Rights -

MCDSS and WDO will ensure contracted sponsor have a full understanding of their obligations and rights.

8. Technical Assistance -

Sponsors may require technical assistance in their program design and implementation processes. MCDSS and other One-Stop partners will provide technical assistance, including techniques in dealing with "hard to serve" clientele.

9. Other Services -

Staff training, site monitoring, site supervision and other services will be provided or facilitated by MCDSS and other One-Stop partners.