

GAIN: THE BRIDGE TO INDEPENDENCE

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1010 OVERVIEW

Many participants secure initial, entry-level jobs with wages too low to eliminate the need for public assistance. The goal of Post-Employment Services (PES) is to provide participants with the information, resources, and tools they need to retain unsubsidized employment, improve career potential, and achieve economic self-sufficiency at a living wage prior to exhausting their 60-month time limit. To this end, an array of services are offered to help participants stay employed and get a better job with sufficient wages to reach self-sufficiency from CalWORKs dependency.

1011 KEY POINTS

- PES provides supportive services and activities for working aided and former CalWORKs participants.
- Participation in concurrent GAIN activities in addition to employment is **mandatory** for aided CalWORKs participants working less than 32/35 (single parent/two-parent household) hours per week.
- Participation in GAIN activities is **voluntary** for aided and former CalWORKs participants working at least 32/35 (single parent/two-parent household) hours per week.
- CalWORKs aided participants are eligible for PES if engaged in any combination of work hours and WtW activity hours for a minimum total of 32/35 hours; unless he/she is granted an exemption.
- The GSW/CCM shall maintain cases of employed, aided CalWORKs participants as well as offer and provide PES, at the discretion of the Regional Director.
- If the participant is engaged in an approved training/education or Specialized Supportive Services (SSS) activity, he/she may continue to receive supportive services for that activity for up to 12 months from the termination of the CalWORKs case.
- The GSW will contact employed participants receiving PES on a monthly basis to identify potential employment barriers. This contact will include a case review to compare LEADER and GEARS employment data, an assessment of the participant's supportive services needs, and adequacy of provided services.
- The participant is required to provide periodic verification of employment (at least quarterly) to verify continued employment and actual weekly work hours.
- Participation hours for all education and training WtW activities must be monitored and verified on a monthly basis using the GN 6365, Monthly Attendance Report form. Hours for unsubsidized employment will continue

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to be verified through the QR 7 or VOE process on a quarterly basis. The GN 6365 will be automatically mailed via GEARS to the participant on a monthly basis.

1012 POLICY

The purpose of providing PES is to help participants adjust to their new working situation, provide them with the tools needed to believe in themselves, and successfully go through the process of retaining a job or getting a better job. Employed participants are encouraged to take advantage of PES as needed to achieve self-sustaining employment leading to lasting independence from welfare.

.1 Qualifying Employment

Qualifying employment must be verifiable and is subject to minimum requirements for duration, weekly hours, and wages.

.11 Employment Earnings Criteria

In addition to obtaining employment that is expected to last at least 30 days, the participant's earnings must be:

- .111 Verifiable with participant's release of information;
- .112 At least the state minimum wage; or
- .113 At least federal minimum wage, if self-employed; and
- .114 Reportable to the Internal Revenue Service.

.12 Documentation and Verification of Employment

All employment must be verified via third-party documentation (e.g., confirmed by the employer on business letterhead, pay stubs, etc.) prior to updating GEARS screen Employment/Placement Maintenance (MEPF) to add the employment.

.121 Initial Verification of Employment

The standard PA 1672-1, Verification of Employment (VOE) form may be used to verify a new employment for which the participant was recently hired or started. After the initial employment has been reported, subsequent verification must include the actual number of hours worked per week.

- (a) The most practical use of the PA 1672-1 is to verify employment of a newly hired participant who has not yet received a paycheck.
- (b) A review of LEADER employment screens and the

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CW7 Automated Scanning and Tracking System (CAST) is most practical method for verifying employment, newly reported to GAIN, if the participant has been working more than two months.

.122 Ongoing Verification of Employment

Third-party information sources are acceptable for ongoing employment verification. These sources include:

- (a) Pay stubs;
- (b) Employer Produced Documents (Written on Company Letterhead); or
- (c) The Work Number Abstracts.

.123 Control for Verification

The GSW is required to set a ten workday control for the return of the employment verification. If verification is not provided within the ten-day timeframe, the GSW must:

- (a) Generate GAIN Appointment Notice, GN 6010-7, to meet with the participant to obtain delinquent verification or to schedule the participant to the next GAIN activity.
- (b) Initiate the compliance process if the participant attends the appointment and fails to provide the required information to (see [Chapter 1300](#)).

.124 Contact for Verification

Contact with the participant is required when the GSW/CCM comes in possession of third-party employment information. The GSW/CCM must give the participant an opportunity to confirm or deny employment information, not provided by the participant, prior to updating GEARS to add the employment.

.125 Employer Contact for Verification

With the participant's release of information, the GSW may contact an employer to obtain additional information for a newly reported employment, if needed to confirm a third-party information source. A newly reported employment may be a:

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- (a) New hire; or
- (b) Return to work after an absence (break in employment during which the employee was not paid).

.126 Guidelines for Employer Contact

When making phone contact with an employer to validate employment verification the GSW/CCM shall:

- (a) Document the contact's name, title, date, and time of call.
- (b) Inform the employer that he/she represents an employment services provider. The requested information is necessary to determine eligibility for supportive services provided to assist in job retention.
- (c) Clarify or obtain pertinent employment information such as start date, scheduled weekly work hours, and rate of pay.
- (d) Accept the employer's verbal statement when/if it contradicts written documentation.

Example: Peter Participant provides an altered VOE, which states the number of hours worked range between 30 and 35 per week. His GSW calls the employer to confirm the actual number. The employer informs the GSW that Mr. P has a set schedule of 28 hours per week. The GSW thanks the employer for the information, without further discussion, and then schedules an appointment with Mr. P for concurrent activities.

- (e) Update GEARS screen Maintain GAIN Participant Activity (MGPA) within one workday to document the contact, employer responses, and any actions taken by GSW/CCM.
- (f) Update GEARS to add employment, as appropriate. See Section [.41 Employment/Placement Maintenance \(MEPF\) Screen Updates](#).

.13 Full-Time Employment

A participant is considered employed full-time if he/she meets the minimum Welfare-to-Work (WtW) weekly participation requirement

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through employment and he/she works at least:

.131 Thirty-two (32) hours per week (single parent), or

.132 Thirty-five (35) hours per week (two-parent household).

.14 Part-Time Employment

A CalWORKs aided participant meets the part-time employment eligibility requirement for PES if he/she is employed and has an approved exemption, or is participating concurrently in WtW activities to meet minimum weekly participation requirements.

.141 A part-time employed participant must supplement his/her employment with activity hours consistent with his/her WtW plan to meet the 32/35 hour minimum weekly participation requirement, unless exempt.

.142 The GSW must obtain a release of information prior to contacting an employer to verifying any change in employment hours. See Section [.12 Documentation and Verification of Employment](#).

.15 Self-Employment

A self-employed participant works for himself/herself instead of an employer, and draws an income from a business, performing a trade or service that he/she personally operates. Self-employment occupations may include, but are not limited to automotive mechanic, barber, hairdresser, lawn care worker, licensed child care provider, electrician, plumber, and taxi cab driver.

The GSW must identify employment in the same manner as the EW. Therefore, if LEADER and GEARS have the same employer and LEADER indicates self-employment, the GSW must select the self-employed indicator on GEARS. Conversely, if LEADER reflects regular earnings, the GSW must update GEARS to reflect regular employment.

.151 Federal Minimum Wage

The reported net earnings of participants, who are self-employed or paid by commission, are calculated using the **federal** minimum wage to determine the number of countable weekly participation hours.

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.152 Self-Employment Net Earnings Calculation

To determine net earnings, the participant's business expenses are deducted from gross earnings. The participant has a choice of deducting the:

- (a) 40% standard deduction, or
- (b) verified actual business expenses.

.153 Business Expense Deduction

The GSW must use the same method (i.e., standard or actual expense deduction) selected by the participant in the CalWORKs office and identified by the EW on LEADER screen Self-Employment Income under Business Expense Deduction Type. The participant may change the method at annual redetermination or every six months.

.154 Countable Participation Hours

The number of self-employment hours that may count for weekly participation is calculated as follows:

- (a) Monthly Gross Income
– 40% Standard or Actual Business Expense Deduction
= Monthly Net Income
- (b) Monthly Net Income
÷ Federal Minimum Wage
= Number of Hours Worked Per Month
- (c) Number of Hours Worked Per Month
÷ 4.33 (Average Weeks in a Month)
= Maximum Number of Countable Hours per Week

.155 Concurrent Participation Requirement

A participant whose countable weekly participation hours do not meet the minimum weekly participation requirements is encouraged to work closely with the employer and GSW to arrange his/her schedule in order to retain employment and participate concurrently in GAIN activities.

.16 In-Kind Services

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Participants performing “in-kind” services in exchange for free rent (e.g., apartment manager) may receive countable work hours, as employment, only if the qualifying rent is totally free.

.161 Qualifying In-Kind Rent

GAIN and contracted staff must defer to the EW for the calculation of the value of in-kind housing that is treated as earned income. Only the earned income may be used to calculate countable work hours (see CalWORKs Policy CW44-115 In-Kind Rent).

.162 LEADER In-Kind Income Screen

The EW enters earned income in LEADER on the In-Kind Income screen as “In Exchg For Service/Labor.” This income is also entered on the Employment/Training Detail screen.

.163 Countable Work Hours

GSW calculates the countable work hours by dividing the earned income, entered by the EW on LEADER screen In-Kind Income, by the state minimum wage.

.2 PES Eligibility for Open and Terminated CalWORKs Cases

.21 Current CalWORKs Participants

CalWORKs participants with an open CalWORKs case are eligible for PES during their entire 60-month eligibility if employed at least 32/35 hours per week or employed and participating in GAIN activities for a combined total of 32/35 hours per week, as follows:

.211 Thirty-two hours per week, for single parent households; or

.212 Thirty-five hours per week, for each parent residing in a two-parent household (see policy [Section 1012.72 Contribution to Minimum Weekly Participation Requirement](#)).

Example: Ms. X meets with her GSW and informs him that she found full-time employment at a fast food restaurant. She provides the GSW with the necessary documentation to verify her employment. Although the GSW is very happy for Ms. X, he noticed that she was previously interested in a clerical job which pays a higher hourly rate than her current job. The GSW informs Ms. X of a clerical course through an adult school which may lead to the clerical job she wants. To encourage the participant, the GSW informs Ms. X that if

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she decides to enroll, she will be eligible for transportation, ancillary, and child care services through PES to assist her while she is enrolled in school in addition to the supportive services she currently receives for her full-time employment. Ms. X accepts the offer. The GSW provides the appropriate PES NOA once he receives all of the necessary documentation from the school. The GSW also updates GEARS as appropriate.

.22 Former CalWORKs Participants

Participants employed full-time at CalWORKs termination are eligible for up to 12 months PES for a concurrent SSS or educational/training component. In addition to being employed full-time, the participant must be enrolled in the concurrent educational/training or SSS component prior to the CalWORKs case termination. He/she cannot return and request PES after the CalWORKs case has been terminated.

Please note transportation and ancillary supportive services are not available for the employment component after CalWORKs termination.

With the exception of Intentional Program Violation (IPV) and Out of Home or County, the participant's cash aid may have been terminated for any reason.

.221 Former CalWORKs participants are eligible for up to 12 months of PES, if he/she is engaged in:

- (a) A concurrent SSS activity; or
- (b) An education/training activity directly related to their current job or specified in their Work Plan.

Example 1: Patty Participant's CalWORKs case is scheduled to terminate on October 31, 2010, due to excess earnings for her office clerk job, which pays \$12.00 per hour. On October 20, 2010, Ms. P contacts her GSW to report that she has enrolled in an Accounting Certification program she needs to qualify for a bookkeeping position that pays \$15.00 per hour. Her GSW requests verification of the Accounting Certification program and informs Ms. P that she will be eligible for PES for the concurrent activity, but will no longer qualify for PES for her employment. The participant might qualify for child

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care for the employment component after CalWORKs termination. See Chapter 1200, Section 1210 for policy regarding post CalWORKs case termination child care eligibility.

Example 2: Mrs. X has been receiving Mental Health Services, due to her enrollment in the Homeless CalWORKs Families Project. She was able to secure a good paying job and her CalWORKs case is scheduled to terminate due to excess earnings. Ms. X still has a need for Mental Health services and asks her GSW if she will continue to be eligible for PES. Her GSW informs her that she will qualify for any expenses (transportation/ancillary) associated with her Mental Health component for up to 12 months from CalWORKs termination, provided she continues her full-time employment and is enrolled in Mental Health services. The GSW explains that she will no longer receive PES for the employment component.

Participants eligible for PES after CalWORKs termination must provide verification of full-time employment each month, unless employment can be verified via LEADER if there is an existing Food Stamp case. In addition, the GSW must verify that the participant is currently engaged in the concurrent activity prior to issuing PES.

- .222 PES eligibility for former participants is limited to full-time employed individuals who meet PES eligibility requirements.

In a two-parent household, only the parent who is employed full-time (at least 35 hours per week) and is enrolled in a SSS or educational/training component is eligible for post-termination PES. The second parent may only receive PES if employed full-time and is enrolled in a SSS or educational/training component as well.

Example 1: Mr. And Mrs. Y's CalWORKs case is scheduled to terminate at the end of December 2010 due to late QR 7. They are each employed part-time 20 hours per week for a combined total of 40 hours per week. The couple contacts their GSW before December 31, 2010, to inquire about PES after they terminate from CalWORKs. The GSW explains that although the couple meets the 35 hour requirement for two-parent households, for purposes of PES

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eligibility after CalWORKs termination, they cannot combine their hours to be eligible. The GSW informs the couple about child care eligibility after the CalWORKs case terminates.

Example 2: Mr. And Mrs. Z's CalWORKs case is scheduled to terminate at the end of January 2011 due to excess earnings. Mr. Z works part-time and is enrolled in a W-t-W activity. Mrs. Z is employed full-time and is enrolled in a concurrent training activity. Mrs. Z will be eligible for PES after CalWORKs case termination, since she is employed full-time and enrolled in a concurrent activity. The GSW explains that Mrs. Z will be eligible for PES for the concurrent activity; however, not for the employment component. The GSW informs Mr. Z that he will no longer be eligible for PES, since he is employed part-time.

Please note that whether or not the household qualifies for PES, they may qualify for child care after CalWORKs termination. See [Chapter 1200, Section 1210](#) for policy regarding post CalWORKs case termination child care eligibility.

Transportation and ancillary supportive services may only be paid for the educational/training or SSS component and not for the employment component for up to 12 months from CalWORKs termination. If the former participant's hours decrease, employment ends, or is no longer enrolled in an a SSS or educational/training component at any time during the 12 month period he/she will no longer be eligible for PES.

.23 Employment Services Criteria

To qualify for PES supportive services, the requested services must:

- .241 Be needed by the participant to keep the current job, or to get a new job that will provide more income and/or better benefits.
- .242 Not be provided by the employer, or the entity that arranged the job placement, if other than the County.
- .243 Not be available from other sources or organizations.

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.24 Post-CalWORKs 60-Month Limit

Participants removed from the CalWORKs Assistance Unit (AU) due to time limits may qualify for Post-Time Limit (PTL) employment services (see [Chapter 2100, PTL Services](#)). The receipt of PES does not restart the 60-month clock or PTL employment services eligibility if the CalWORKs case is terminated.

.3 Post-Employment Services Case Management

Upon attaining employment, CalWORKs participants become eligible to receive employment services designed to assist their effort in obtaining independence. PES case management is provided by the GSW to assist the participant in identifying employment problems; overcoming barriers to job retention and/or advancement; and accessing supportive services and SSS.

.31 Employment Tracking Exemption Codes 10/13

Employed current (aided) CalWORKs participants who meet tracking exemption requirements [Code 10/13](#) (see [Chapter 400](#)) may be eligible for PES.

Employed exempt volunteers working less than 32/35 hours per week may receive employment-related supportive services through the EIC component. However, their participation does not meet tracking exemption code 10 or 13 criteria.

.32 Quarterly Eligibility Status Report (QR7)

Per state regulation, actual hours of participation for employment are generally verified using QR7 reported information and supporting documents. In compliance with this regulation, the GSW will confirm the participant's employment with information reported on the QR7, signed by the head of household under penalty of perjury.

Through alignment of the QR7 cycle, Quarterly Review, and Exemption End Date, the GSW may view CAST for employment documentation to confirm the participant's employment. The use of CAST to view scanned documents will eliminate duplicate requests for documentation the participant has provided to eligibility staff.

.321 GEARS Alignment of Quarterly Employment Review with QR7 Submit Month

GEARS programming uses the participant's QR Cycle Submit Month to calculate the [Code 10/13](#) exemption end date.

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.322 GEARS QR Cycle Alignment and Employment Tracking Exemption End Dates

GEARS programming automatically aligns the exemption end date with the quarterly employment review. The GEARS exemption end date and quarterly review alignment function as follows:

- (a) GEARS screen MGRG is manually updated to create the tracking exemption [Code 10/13](#).
- (b) GEARS blocks any update to add a code 10 or 13, if there is no open employment on MEPF and the end date is greater than the Verification Due Date.
- (c) GEARS automatically calculates the Employment Status Due Date of employment in MEPF with the last date of the participant's QR Cycle Submit Month.
- (d) GEARS automatically populates the code 10 or 13 tracking exemption end date field on GEARS screen MGRG with the second day of the month following the participant's QR cycle submit month for an existing employment. New employments require manual updates.

.323 Sample QR7 Cycle Determination

The following example describes the manual alignment of the participant's QR cycle with tracking exemption [Code 10](#) or [13](#) end date (see [Exhibit 1014.1](#)):

- (a) Participant is assigned to a QR7 cycle based on the last digit of his/her case number. For example, the last digit of Peter Participant's case number is three; therefore, he is assigned to QR Cycle 1.
- (b) The GSW then determines the next QR Submit Month, based on the current month. If the current month is June, Mr. P's **1st Quarter Month** for QR cycle 1 is May, the **Data Month** is June, and the **Submit Month** is July.
- (c) The GSW manually ends the [Code 10](#) or [13](#) tracking exemption on GEARS screen MGRG on September 2nd, the last date that Mr. P can submit his QR7 before CalWORKs termination.

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.33 PES Workshop, Outreach, and Offer

PES workers, case-carrying workers, and Regional designated staff shall inform employed participants of the PES workshop. The GSW shall encourage PES Workshop participation at point of contact by mailing up to three separate PES Workshop invitations, such as the GN 6323 flyer, to ensure the offer of PES supportive services (for job retention) and activities (for advancement) is made to an employed, aided or recently aided CalWORKs participant.

.331 PES Workshops

The GSW/CCM will mail the PES Invitation Letter, GN 6323 to the participant to convey congratulations and invite the participant to attend a short informational seminar at the GAIN Regional Office. Workshops vary depending on resource availability and the participant's needs. The seminars usually provide information on the Earned Income Tax Credit, child care assistance after CalWORKs termination, and money management.

.332 PES Outreach

The GSW or Regional designate provides outreach to employed current and former participants receiving PES supportive services to encourage engagement in services directly related to job or career advancement such as education, training, or SSS.

.333 PES Offer

The GSW offers and provides supportive services (e.g., transportation and work-related ancillary expense payments) and SSS (i.e., Domestic Violence, Mental Health, Substance Abuse), as appropriate.

(a) Aided participants shall be informed of the availability of concurrent education and training activities to help the participant to keep and advance on his/her job.

(b) Former participants shall be informed of changes in PES requirements, which become effective after the CalWORKs case termination (i.e., PES eligibility is limited to those engaged in concurrent education/training, or SSS activities). Further, GSWs/CCMs shall inform participants that supportive services, (i.e.,

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Transportation and Ancillaries) for their employment component will end immediately after their CalWORKs case terminates.

- (c) Former participants shall be informed that no referrals to education/training or SSS activities shall be made after the CalWORKs case has been terminated.

.34 Post-Employment Vocational/Career Assessment

An employed participant with an open CWs case who opts for PES activities is referred to a vocational or career assessment before assignment to PES activities; unless an assessment was completed within the last 12 months (see [Chapter 800 – Vocational Assessment](#)).

.341 Development of Participant Career Plan

The assessor and the GAIN participant, using assessment test results and the career development information, develop the participant's career plan.

.342 Vocational Assessment Referral

The aided participant is referred for a vocational assessment if he/she is employed part-time and required to participate in a concurrent WtW activity (see [Chapter 800 - Vocational Assessment](#)).

.343 Career Assessment Referral

The participant is referred for a career assessment if he/she does not have a work plan, is unable to continue with the activities agreed to in his/her plan due to work schedule, or he/she requests to modify the goals of the work plan.

.344 Career Assessment Plan

The career assessment plan outlines the path for moving the participant to a better job and to a career. The plan includes:

- (a) The benefits of education/vocational training, job skills training, mentoring, and life skills training;
- (b) The need for mental health, substance abuse or domestic violence if appropriate; and

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- (c) A description of recommended services.

.35 Monthly Contact

The case-carrying GSW will contact employed participants on a monthly basis (see [Section 312.2](#)).

.351 Assess Participant Services Needs

During the monthly contact, the GSW will offer the participant support in the transition from welfare to a working lifestyle and assist him/her in the resolution of barriers to continued employment, as needed and requested to support job retention.

.352 LEADER Review for Aided Participants

Perform a monthly review via LEADER (if the CalWORKs case is still active) to confirm that the participant is reporting employment, and

- (a) Ensure that GEARS reported income and work hours are consistent with that reported in LEADER.
- (b) Document any phone contact and/or disclosures of increased or decreased earnings or hours. In accordance with quarterly reporting, participants are not required to provide monthly verification of employment.

.353 Earnings Review for CalWORKs Terminations

Confirm minimum weekly work hours for participants whose CalWORKs case status is terminated to determine continued eligibility.

.354 Participant/Employer Verification of Employment (VOE) Discrepancies

In the event that the employer's verification contradicts the participant's VOE, staff must accept the employer's verification. Further, the GSW must take the appropriate action needed to engage the participant in concurrent WtW activities needed to meet the minimum weekly participation requirement.

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Example 1: Patty Participant provides her GSW with a VOE that indicates she is employed 32 hours per week. However, the employer states that Ms. P is employed 24 hours per week. The GSW accepts the employer's verification without challenge and informs Ms. P that she must enroll in a concurrent activity unless she can provide additional documentation.

Example 2: Peter Participant provides his GSW with a VOE indicating that his hourly wages are \$8.00 per hour, but his employer informs the GSW that he is paid \$7.00 per hour. The GSW does not discuss the state minimum wage requirements with the employer. Instead, the GSW informs Mr. P that the job does not meet acceptable employment standards and assigns Mr. P to an approvable WtW activity.

.36 Progress/Monthly Participation Reporting

The GN 6070, Progress Report for Education, Training, Post-Employment Services and Work Experience Programs, is used for monitoring progress in all post-assessment WtW activities. The GN 6365, Monthly Attendance Report, is used to verify actual hours of participation. While the GN 6070 is mailed every three months the GN 6365 is mailed monthly. The GSW is to encourage the participant to take the GN 6365 to the CalWORKs counselor for completion.

Note: Participation in post-employment activities is voluntary for participants employed full-time; therefore, sanctions do not apply.

.361 GN 6070, Progress Report for Education, Training, Post-Employment Services and Work Experience Programs

Upon receipt of an unsatisfactory GN 6070, the GSW must generate a GN 60106 appointment letter to schedule the participant within one workday to discuss the problem. When appropriate, the GSW should also consult with the service provider to determine the best strategy for helping the recipient to progress in the assignment.

.362 GN 6365, Monthly Attendance Report

When the GN 6365 is not received timely, the GSW must contact the participant and/or service provider as appropriate to obtain monthly verification of actual hours of participation. If written documentation is not available, verbal third-party

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verification is acceptable. The GSW must document the date, name, title and telephone number of person verifying actual hours of participation on the MGPA screen. The participant should not be sanctioned if a monthly attendance report is not turned in, on the contrary, the GSW must make every effort to assist the participant to provide the document or contact the service provider as necessary.

Note: The GSW must ensure that a release of information is on file before contacting a service provider such as the ABCDM 228, Applicant's Authorization for Release of Information.

The GN 6365 is mailed to the participant 5 days prior to the report month and is due on the 10th day of the month following the report month. For example, the report month is October 2008, the GN 6365 is sent out September 24, 2008 with a due date of November 10, 2008.

If the documentation provided by the participant is inconsistent, incomplete, inadequate or lacking authenticity, the participant must submit additional or collateral information/documentation to resolve the issue.

Community Colleges will not verify actual hours of participation, only enrollment status. Participants who are engaged in activities at a Community College shall annotate attendance hours themselves.

A paper printout from a verified electronic attendance record is an acceptable alternate to the GN 6365. The record must include the participant's name; the name of the service provider; the number of hours and the name and phone number of the person verifying the hours.

The GSW must update the MMAH, Maintain Monthly Actual Hours, GEARS screen with the actual hours reported or verified on the GN 6365.

.363 Excused Absences

A limited number of excused absences may be counted toward actual hours of participation. Excused absences are only countable if participation had been scheduled for the day of the excused absence. The allowable excused absences include ten state holidays and ten additional

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excused absence days per year. In addition to the ten state holidays a participant is allowed no more than sixteen hours of excused absences in the month.

The following state holidays are allowed as excused absences:

- (a) New Year's Day,
- (b) Martin Luther King, Jr., Day,
- (c) Presidents' Day ,
- (d) Memorial Day,
- (e) Independence Day,
- (f) Labor Day,
- (g) Veterans' Day,
- (h) Thanksgiving,
- (i) Day after Thanksgiving, and
- (j) Christmas Day

The following excused absences are in addition to the holidays allowed:

- (a) Absences approved by the activity provider,
- (b) Holidays observed by school administrators/providers,
- (c) Medical appointments for the participant or children,
- (d) Appointments with Eligibility or GAIN Services Worker,
- (e) No Child Care,
- (f) Transportation problems,
- (g) School appointments,
- (h) Job interviews,
- (i) Illness for participant or children,
- (j) Family issues, such as death in family, domestic violence.

Example 1: If a participant is scheduled to attend a PES activity for 5 hrs/wk, but misses school because of a school holiday (Memorial Day) the GSW will count the hours for the holiday as part of the total count for participation.

Example 2: If a participant is scheduled for 32 hrs/wk and misses two days of school because their child was sick. Those hours would be counted in the total count for participation because they were excused absences.

.364 A participant is to provide written verification with the GN 6365 for all absences other than school holidays. Written verification can be a statement from the doctor, child care

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provider, service provider, or a written statement from the participant explaining their reason for being absent.

- .365 If the participant's absence is not part of the ten additional excused reasons above, the GSW must inform the participant of the consequences of failing to participate without a good cause ([See Chapter 1300](#)).
- .366 The GSW is to document the MGPA screen with detailed documentation of the dates the participant missed and the written documentation that was provided by the participant such as a doctor's statement.

.4 GAIN Employment Activity and Reporting System (GEARS)

.41 Employment/Placement Maintenance (MEPF) Screen Updates

MEPF is updated only after the employment start date, unless the participant requests an advance payment for transportation to get to the job or ancillaries for uniforms or tools.

- .411 The participant's employment is validated prior to updating GEARS to ensure accuracy. (See [Section 1012.123](#))
- .412 The GSW updates GEARS screen MEPF to add or modify employment within one workday after receiving and verifying employer's verbal or written confirmation of employment.
- .413 A computer generated GN 60013, Notice of Change in Employment, is automatically generated to inform the EW when the MEPF screen is updated.
- .414 MGPA is updated to document GSW actions and results of employment verification.

.42 Adding Self-Employment to MEPF

Self-employment is identified on GEARS by entering the participants name followed by "Self-Employed" in the "employer name" field. If the participant is compensated by commission, after input of the employer's name, the GSW should further input, dependent upon available space, "compensated by commission," or "Comp.Com."

.43 Notifying CalWORKs Eligibility Staff of GAIN Reported Employment

The employment start date (not the date of hire) is verified prior to

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notifying eligibility staff of the participant's employment. The GSW may notify the Eligibility Worker, via the GAIN Services Coordinator, that a Code 10 exemption has been updated for full-time employment and forwards additional information via GEARS generated notice GN 60013.

.44 GEARS Screens LEADER Employment Selection (SLEM) and Inquire LEADER Employment (ILEM)

GEARS screens SLEM and ILEM are information only screens designed to notify GAIN staff of participant employment information provided to eligibility staff. These screens capture and display employment and income data transmitted from LEADER.

- .441 GEARS screen SLEM displays current and history LEADER employment records.
- .442 GEARS screen ILEM is accessed from the SLEM screen. This screen displays the detailed employment information of a selected employment record.
- .443 The GEARS system generates an alert (e.g., **LEADER Reported New Employment – Check ILEM, LEADER NEW Employment, LEADER Employment Change – Check Participant New Employment, etc.**) whenever LEADER employment information is transmitted to GEARS.

The GSW reviews LEADER information to determine if reported:

- (a) work hours meet minimum weekly participation requirements;
 - (b) employment is new and includes all required data required by GAIN (e.g., employer name, contact, wages, etc.); or
 - (c) employment end date of an existing employment requires the GSW to schedule an appointment to meet with the participant for assignment to a new GAIN activity.
- .444 The GSW must contact the participant as necessary for additional information as required to update the MEPF screen to add the employment transmitted by LEADER to GEARS via the SLEM and ILEM screens.

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- .445 Once ILEM employment information is confirmed the GSW updates GEARS within one workday to:
- (a) add the new employment;
 - (b) end an existing employment;
 - (c) schedule an appointment to meet with the participant for assignment to a concurrent activity to meet weekly participation requirements if necessary; or
 - (d) update the rate of pay or weekly hours.

.45 GEARS Screen Maintain Registration (MGRG)

The Code 10/13 tracking exemption is updated on GEARS screen MGRG after the participant has started work. If the participant is currently working but the CalWORKs budget does not reflect earnings data, upon obtaining the participant's written release the GSW documents the employment based on an employer's written or verbal statement as to the employment hours and start date. (See [Chapter 400, Exemptions](#) and [Section 1012.123, Minimum Verification Employment Requirements](#)).

.46 Earned Income Cases (EIC) Component

The EIC component is a passive component used to authorize current and retroactive transportation and work-related ancillary payments for aided participants (regardless of the number of hours worked) and former (CalWORKs terminated) participants requesting supportive services.

Example: A mandatory participant employed 12 hours per week, and enrolled in a concurrent vocational activity 20 hours per week, may request and receive transportation authorized under the EIC component for travel to and from work.

Although, GEARS auto populates the IPCA screen with actual weekly participation hours taken from the MEPF screen, the MCAT screen for the EIC component hours of participation field is updated with the actual hours worked.

.461 Adding the EIC Component

GEARS is updated to add the EIC component for employed participants:

- (a) After an employment is posted to the MEPF screen;

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- (b) Within one workday of receiving a supportive services request from a participant with verified employment.
- (c) Within one workday of receiving a completed GN 6151, GAIN Transportation & Ancillary/Work-Related Request form.

.462 Future Supportive Service Authorizations

The EIC component is kept open for future authorizations of employment-related supportive services until either the employment or services eligibility ends.

.463 EIC Component Closure

GEARS is updated to close the EIC component after the GSW manually generates a Notice of Action terminating or denying supportive services, if applicable, and whenever:

- (a) GEARS screen MEPF is updated with an end date to an existing employment;
- (b) The case requires deregistration from GAIN; and
- (c) The eligibility period is exhausted for a participant whose CalWORKs case has been terminated.

.47 Post-Employment Services (PES) Component

The PES component is used to assign employed current and former CalWORKs participants who meet minimum weekly participation requirements to a WtW activity. Participation for these participants is voluntary and tracked via the PES component.

.48 PES Providers

Contracted assessors provide referred, employed participants with comprehensive information on educational and vocational training programs and providers. Many of the same providers who offer pre-employment services also offer PES programs for working parents. The inventory allows for informed decisions about the variety of services from which to select, i.e., brief program descriptions, length of program, and weekly participation hours.

.481 Provider Selection

Providers are selected matching the city in which the participant resides to training providers in that city or nearby.

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.482 Provider Selection Criteria

The following criteria are taken into consideration when referring participants to PES providers:

- (a) Participant's choice;
- (b) Location/hours of operation;
- (c) Availability of appropriate programs; and
- (d) Availability of child care.

.5 Case Assignment of Employed CalWORKs Participants

Subject to the discretion of the Regional Director, case-carrying GSWs will retain the cases of full-time employed, current CalWORKs participants. The case-carrying worker shall offer and assist the aided participant with PES. The case retention of aided participants working full-time will strengthen the GSW/participant rapport and improve the GSW's insights into the participant's needs.

.51 Employed Participant Case Transfer

The case carrying GSW is required to transfer cases of participants who are employed full-time for continued case management to the:

- .511 PES GSW when the CalWORKs case is terminated.
- .512 PTL GSW when an employed participant times-off the CalWORKs 60-month clock.

.52 Case Registration Employed Former CalWORKs Participants

A full-time employed, former CalWORKs participants whose aid has been terminated within the past 12 months, is manually registered into GAIN under the Ineligible Person (IP) appointment type when PES are requested.

.521 GEARS Identification of CalWORKs Ineligible Participants

The GEARS "IP" appointment type is assigned to participants who:

- (a) Are employed full-time; and

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- (b) Have a an “Ineligible Person” Eligibility Status (i.e., terminated CalWORKs case);

.522 Regional Scheduling Clerk (SC) Responsibilities

The SC registers CalWORKs ineligible participants who request PES using the “IP” appointment type. Registration is performed manually via GEARS screen Participant/GSW File Transfer (MPTR) or Multiple Participant/GSW File Transfer (MCTR).

.6 Available Post-Employment Services

Employed participants are encouraged to take advantage of PES supportive services and activities so they may secure self-sustaining employment and achieve lasting independence from welfare.

.61 List of Post-Employment Services and Activities

The GSW shall ensure that the participant is aware of the full array of PES opportunities for services and activities.

.611 PES List

- (a) Continued Case Management
- (b) Job Retention Services
- (c) Earned Income Tax Credit (EITC) counseling
- (d) Continued Supportive Services
- (e) Rapid Re-employment Services

.612 PES Activities List

- (a) Career Assessment
- (b) Vocational Training
- (c) Remedial Education
- (d) Job Skills Training
- (e) Work Experience
- (f) Life Skills Instruction
- (g) One-to-One Mentoring

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- (h) SSS (Substance Abuse/ Mental Health/Domestic Violence Services)

.62 Definition of Services

.621 Job Retention Services

Assist the participant with keeping his/her job by working with the participant to find a resolution to any barrier.

Example: A participant (single parent) got a high paying job in construction but soon found that he couldn't get along with one of his key crewmen. Then his three children came down with the flu. The participant felt he should be at home with his kids, particularly since he did not enjoy working with his co-worker. The participant was on the verge of quitting when he talked with his GSW. The GSW immediately arranged for a mentor.

Using the advice and guidance of both his mentor and GSW, the participant was able to persuade his sister to stay with his children temporarily. He also met with the co-worker and talked out their differences. The children's health improved, as did the relationship with the co-worker and the participant stayed on the job.

.622 Educational Development

Encourage working participants to continue their education or pursue available courses around work hours to enhance their career opportunities.

Example: A participant landed a sales job at a major department store. She wanted a better job in management, which requires at least an Associate of Arts degree. Because the participant did not have a high school diploma, the GSW connected the participant with her local community college for weekend and evening classes to obtain her General Equivalency Diploma (GED).

After receiving her GED, the participant applied and was approved for financial aid. She then enrolled in a business administration program to pursue her goal of obtaining an AA degree needed to qualify for a management position.

.623 Job Skills Training

Improve the skills and earnings capability for the working parent, both on and off the job, for upward career mobility.

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Example: A GSW informs several CalWORKs participants, hired by a large hospital as clinical aides and nursing assistants, of the availability of on-site training. A local Community Based Organization arranges in-service training for entry-level employees in technical and professional skills needed at the hospital when there is enough interest. The participants sign up for the on-site classes leading to certification as X-ray technicians.

.624 Life Skills Instruction

Assist working parents with time and money management, parenting education, and career and personal development (see [Section 912.5](#)).

Example: After starting a job as a food packer, a participant found that she was spending too much money on stylish clothing and her noon to 8:00 p.m. work hours were leading to discipline problems with her kids. The GSW helped the participant enroll in a one-day seminar at the local community college designed to help working mothers with time and money management, parenting, and other challenges for single parents.

.625 Supportive Services

Improve the earning potential of the participant by covering the cost of child care, transportation and ancillary expenses associated with continued education, skills training or any other approved PES activity.

Example: A participant gets a job as a bagger/stock clerk at a market. She enrolls in night classes at the local adult school for vocational training as a grocery checker. Additional child care payments are authorized for the hours she goes to school and ancillary payments are authorized to pay for her books.

.626 Rapid Re-Employment Services

Assist CalWORKs participants who lose their job with immediate job search assistance or referral to the regional Business Services Specialist (BSS), job services contractor, or the entity that arranged the job placement.

Example: Shortly after getting a job, a participant had a heated argument with her boss and was fired. Her GSW immediately referred the participant to a BSS who worked with her to determine the reason she had problems with the

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boss. They identified the problem as a misunderstanding of work duties. The participant's skills were matched to a job opening by the BSS. Before referring the participant for an interview, the job developer explained the duties to ensure that the participant clearly understood the company's expectations. The participant was hired within seven days of losing her old job and is still employed a year later.

.627 Mentoring Services

Assist participants in coping with the working lifestyle and achieving their career goals.

Example: Less than one month after getting a job, a participant found that her children were not adapting well to her absence from home. This made it difficult for her to concentrate on her job, and her boss began finding fault with her performance. At the suggestion of her GSW, the participant contacted a local Faith-Based Organization and secured the help of a volunteer to meet with her regularly to support her confidence and offer guidance in helping her children accept their new living arrangement. In time, the children's behavior improved, as did the participant's job performance.

.628 Substance Abuse/Mental Health/Domestic Violence Services

Assist participants overcome physical dependency and emotional barriers to employment (see [Section 1250](#)).

Example: A participant got a job in a garment factory. Six weeks into the job, she called to tell her GSW that her boyfriend had beaten her and she felt unable to continue working. The GSW offered the participant emotional support and referred her to a domestic violence shelter that provides a full range of residential and nonresidential services.

The counselor at the shelter helped the participant to acknowledge the abuse and review her options. Two weeks later, the participant and her children moved into the shelter, and her employer assisted her in relocating to another store so that she was able to retain her job.

.7 PES Continued Case Management

Continued case management services are provided as needed to assist working participants with maintaining their focus on employment, removing barriers, and adjusting to work and its challenges with the GSW providing

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moral support and encouragement during this time of change. The GSW's supportive relationship with the participant serves to increase the possibility that the participant will remain employed.

.71 The Role of the GSW in PES Continued Case Management

The primary role of the GSW is to keep the participant motivated to achieve self-sufficiency. A significant, secondary role is to help the participant to understand the impact his/her earnings will have on benefits (i.e., cash aid and food stamps).

.711 GSW Responsibilities

After confirming employment, the GSW explains and offers PES supportive services and activities to the participant as a means of moving toward a better job and a career. Some participants may opt for PES during their first months of employment while others may wait until later. The GSW shall:

- (a) Assist the participant to understand the components of a paycheck, establishing goals, and budgeting.
- (b) Explain income-reporting responsibilities and perform monthly follow up to confirm that income is reported to eligibility. (See [2114.1 Exhibit](#))
- (c) Provide/explain the participant's option of stopping the CalWORKs cash grant to preserve the 60-month time limit clock when the cash grant is reduced due to earnings.
- (d) Advise the participant of the continued transitional benefits available through the CalWORKs office.
- (e) Promote the availability of the Earned Income Tax Credit (EITC) and Child Tax Credit as a way of increasing monthly or yearly income.
- (f) Ensure the participant is aware of PES supportive services for [child care](#), [transportation](#) and [work-related expenses](#) in addition to SSS for counseling and treatment for [domestic violence](#), [substance abuse](#) and [mental health](#) problems.

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.712 CW7 Automated Scanning and Tracking System (CAST) Review

The quarterly employment evaluation includes a review of CAST or LEADER screen Employment/Training Detail to confirm that the reported:

- (a) employment hours meet those required for PES;
- (b) earnings meet at least the state minimum wage,
- (c) self-employment earnings meet at least the federal minimum wage; and
- (d) self-employment countable work hours meet the weekly participation requirement.

.72 Two-Parent Household Minimum Participation Requirements

The minimum weekly WtW participation requirement for an aided CalWORKs household in which two-parents reside may be met through the employment of one parent. If that parent is employed and/or participating at least 35 hours per week, or both parents have a combined total of at least 35 hours per week.

.721 One-Parent in Two-Parent Household Meeting Weekly Participation Requirements

One parent in a two-parent household, in which both parents are aided, may meet the WtW participation requirement for the family. When one parent is employed (meeting exemption [code 13](#)) requirements or participating in GAIN activities for at least 35 hours per week the other parent is eligible for code 66 deregistration (Other Parent meeting work requirements).

.722 Splitting Contribution Hours

Both parents must be work eligible (includes a timed-off parent) in order to contribute to the 35-hour weekly participation requirement. If both parents are aided and work eligible (i.e., not receiving Social Security Income (SSI) nor undocumented) each may contribute to the minimum 35-hour weekly participation requirement through employment. See [Chapter 300](#) for core activity requirements.

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.723 Unaided Parent Contribution

The aided parent in a mixed household consisting of an aided and unaided parent who is not work eligible (undocumented, or SSI parent) is not eligible for code 66 deregistration when the unaided parent is employed 35 hours per week. Further, the unaided parent in a 2-parent household **cannot**:

- (a) Meet the weekly participation requirement for the family; or
- (b) Combine hours with the aided parent to meet the weekly participation requirement.

.8 New Hire Registry (NHR)

The California New Hire Registry (NHR) provides for the early identification of participant employment. CDSS provides the Department with a listing of new hires for the state of California. Eligibility Systems Division (ESD) receives and filters the listing prior to providing the listing to each GAIN Region.

.81 Processing New Hire Registry (NHR) Listing

GAIN staff is required to process the NHR listing (provided by the State) to verify participant employment not known to LEADER or GEARS. A CalWORKs automated process sends an employment verification form to the employer. GAIN staff shall simultaneously attempt to verify employment with the participant to improve weekly participation and reduce sanctions.

.811 Sanctioned Cases

The Dedicated GAIN Sanction (DGS) GSW shall contact the participant to verify employment. The DGS GSW shall end the sanction if the participant provides third party verification of full-time employment. (See [Chapter 1300, Compliance, Sanctions, Resolution, and Participation.](#))

.812 Open Cases

The case-carrying GSW receives an alert and report of his/her cases listed on the NHR. The GSW then takes appropriate action to:

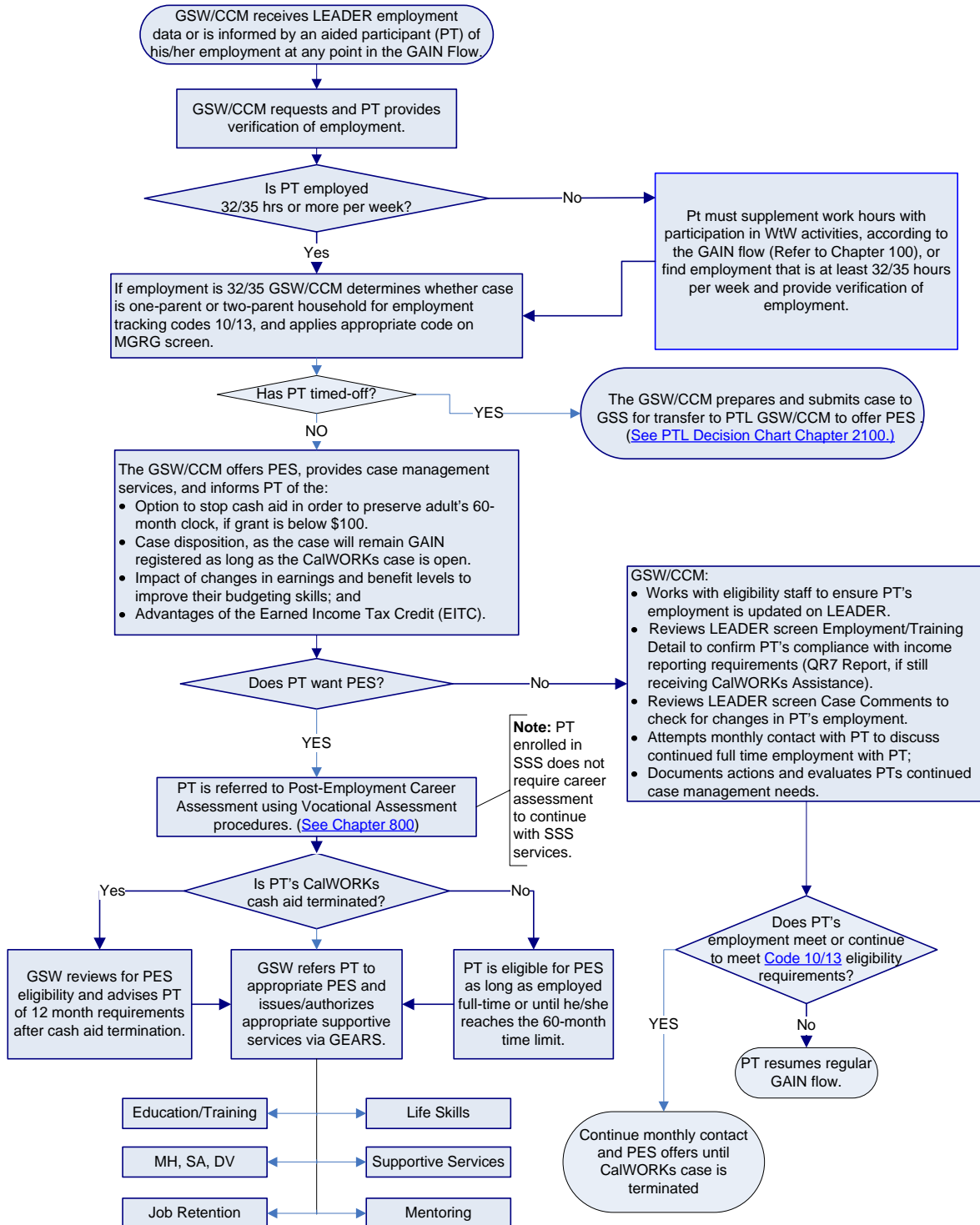
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- (a) Verify employment;
- (b) Input the verified employment on GEARS screen MEPF and send a copy to appropriate CalWORKs district staff for input on LEADER if there is no matching report on GEARS and LEADER; and
- (c) Review the case to determine the appropriateness of initiating the compliance process if the participant does not respond to the request for employment verification, as explained in [Chapter 1300](#).

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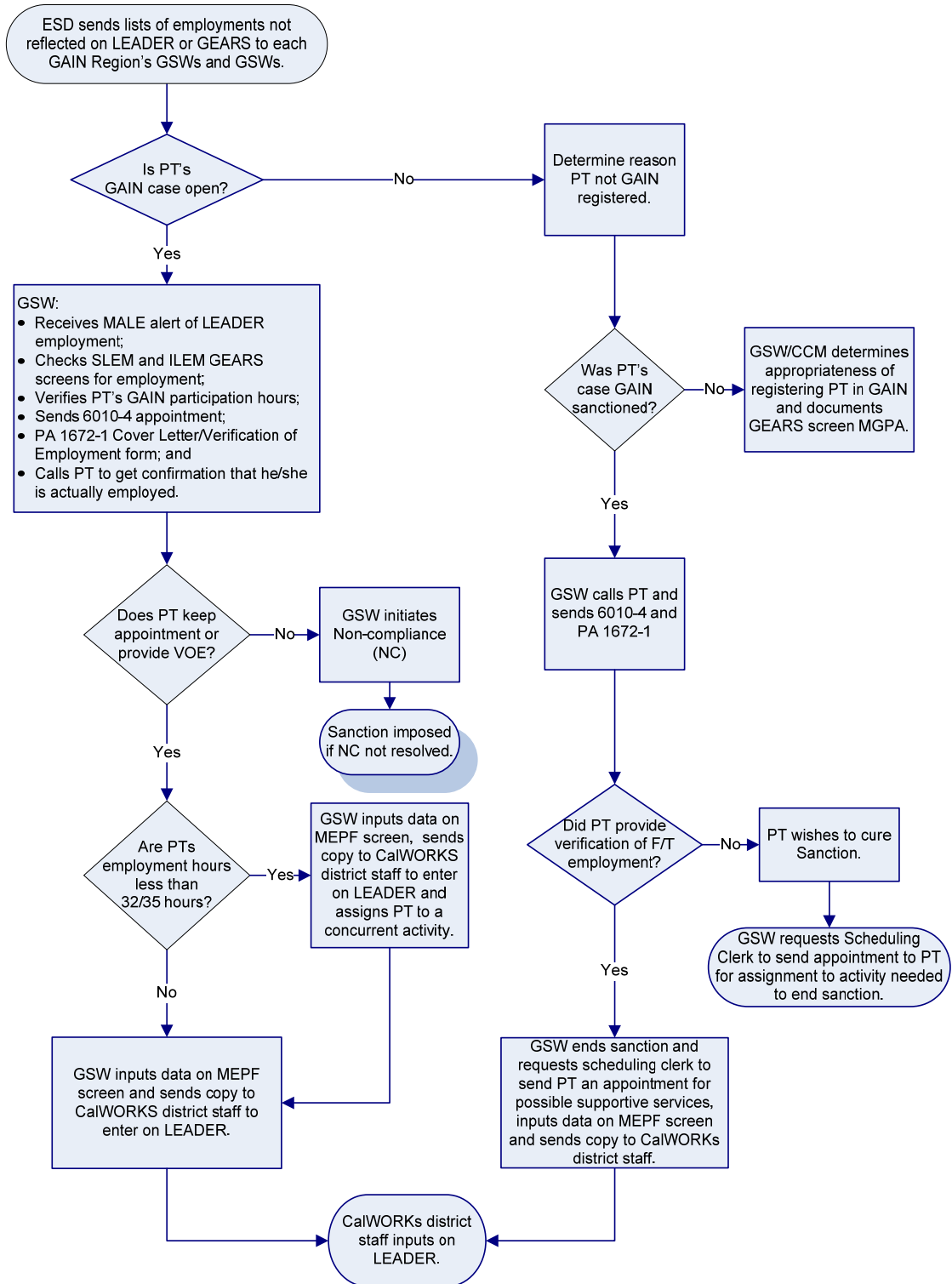
1013.1 Employment Notification and Post-Employment Services (PES) Decision Chart



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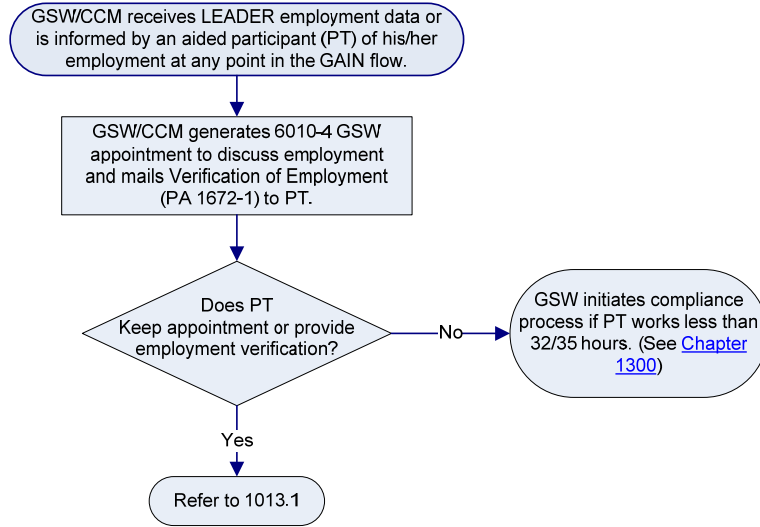
1013.11 CA New Hire Directory Listing Decision Chart



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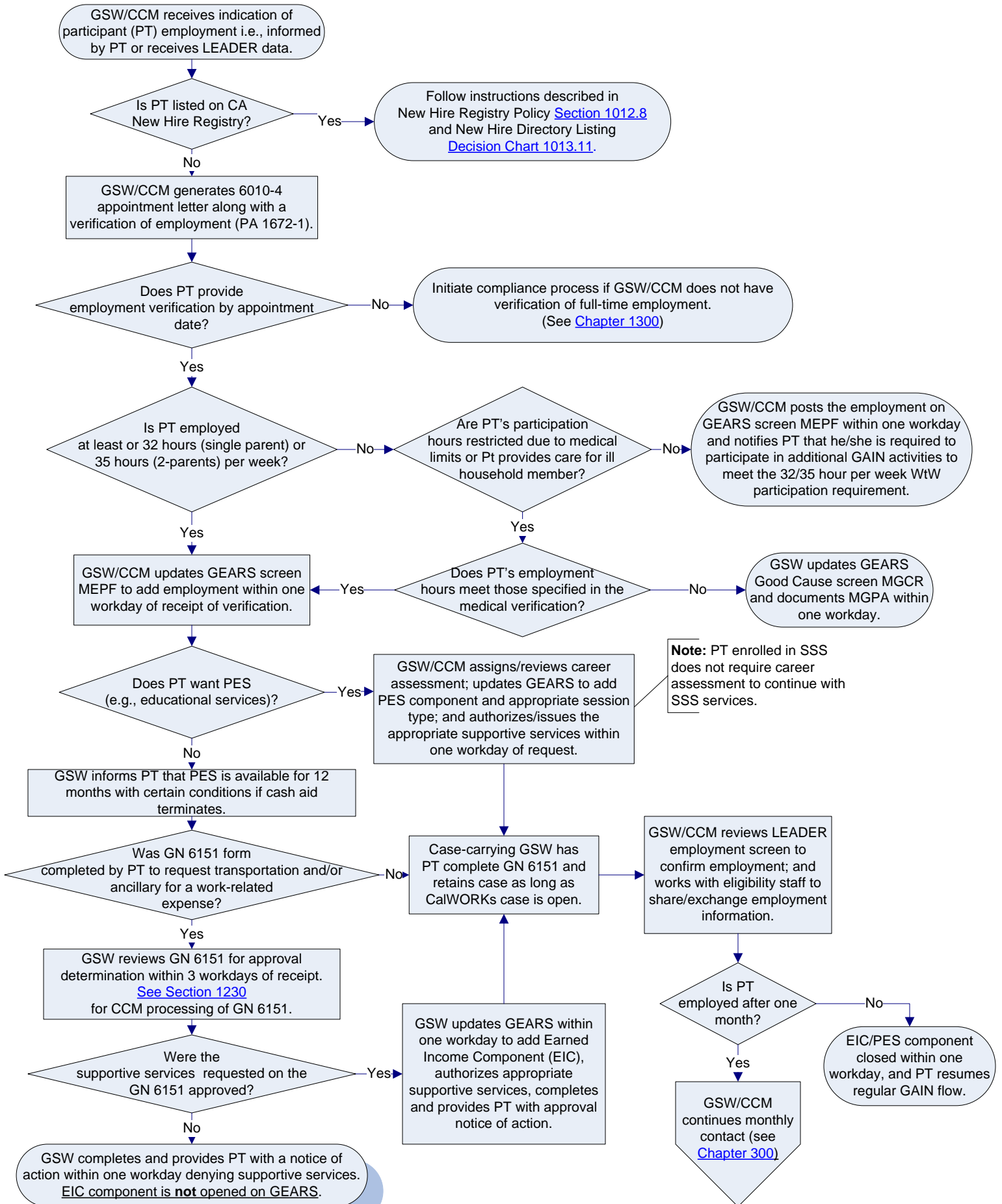
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1013.2 PES for CalWORKs Aided Participants Decision Chart



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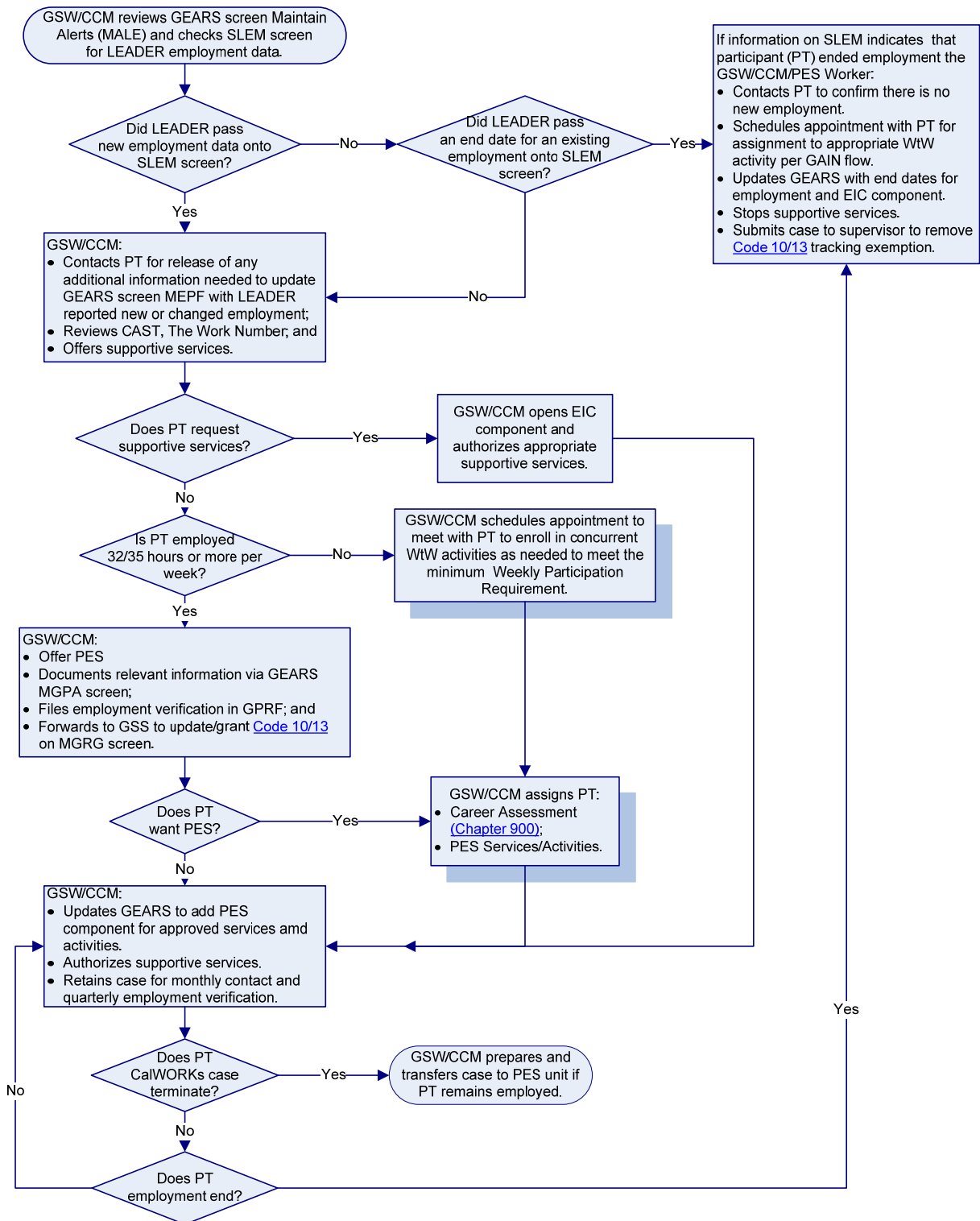
1013.3 Employment Reporting and GEARS Updates Decision Chart



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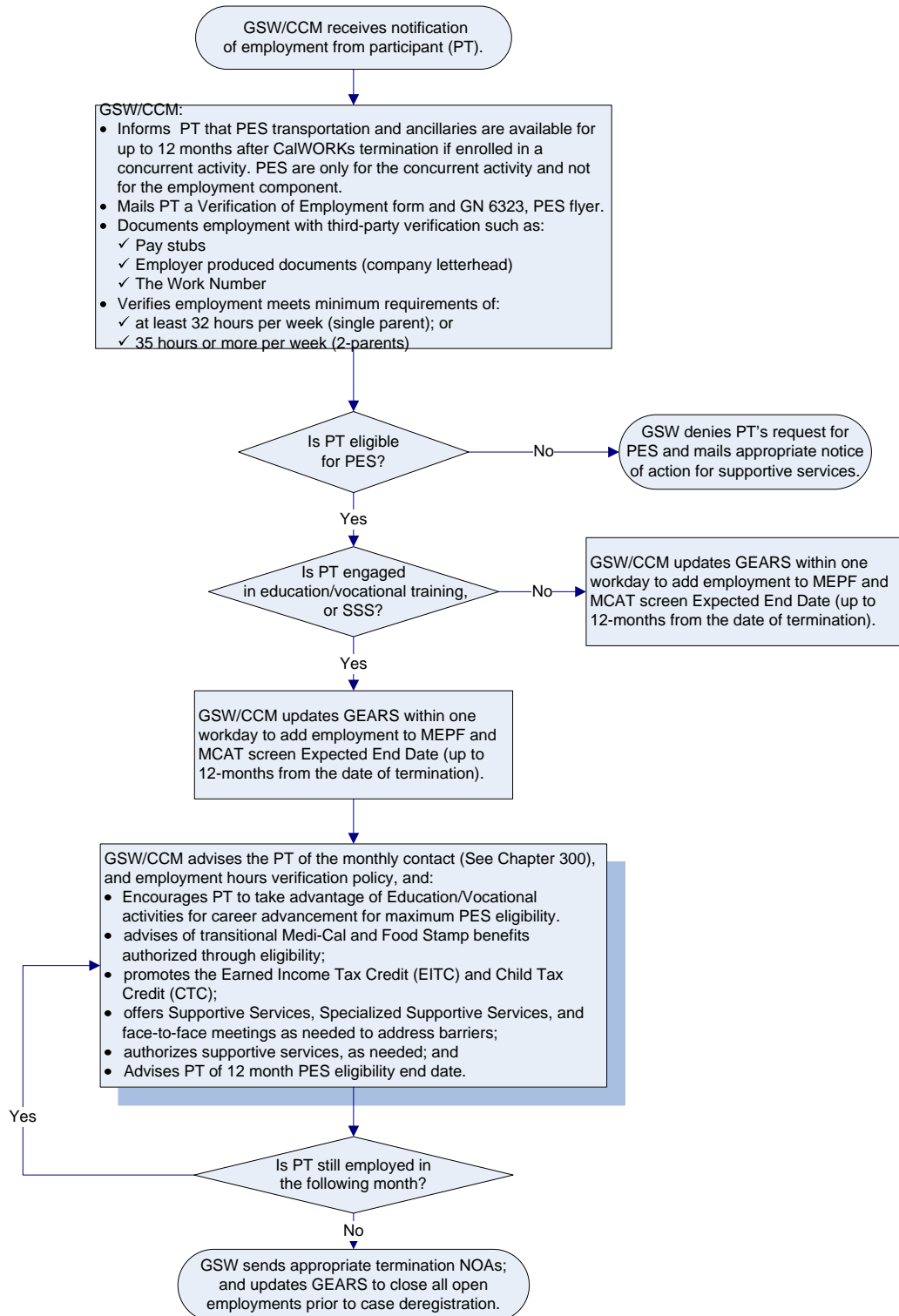
1013.31 GEARS Employment Data Alerts Decision Chart



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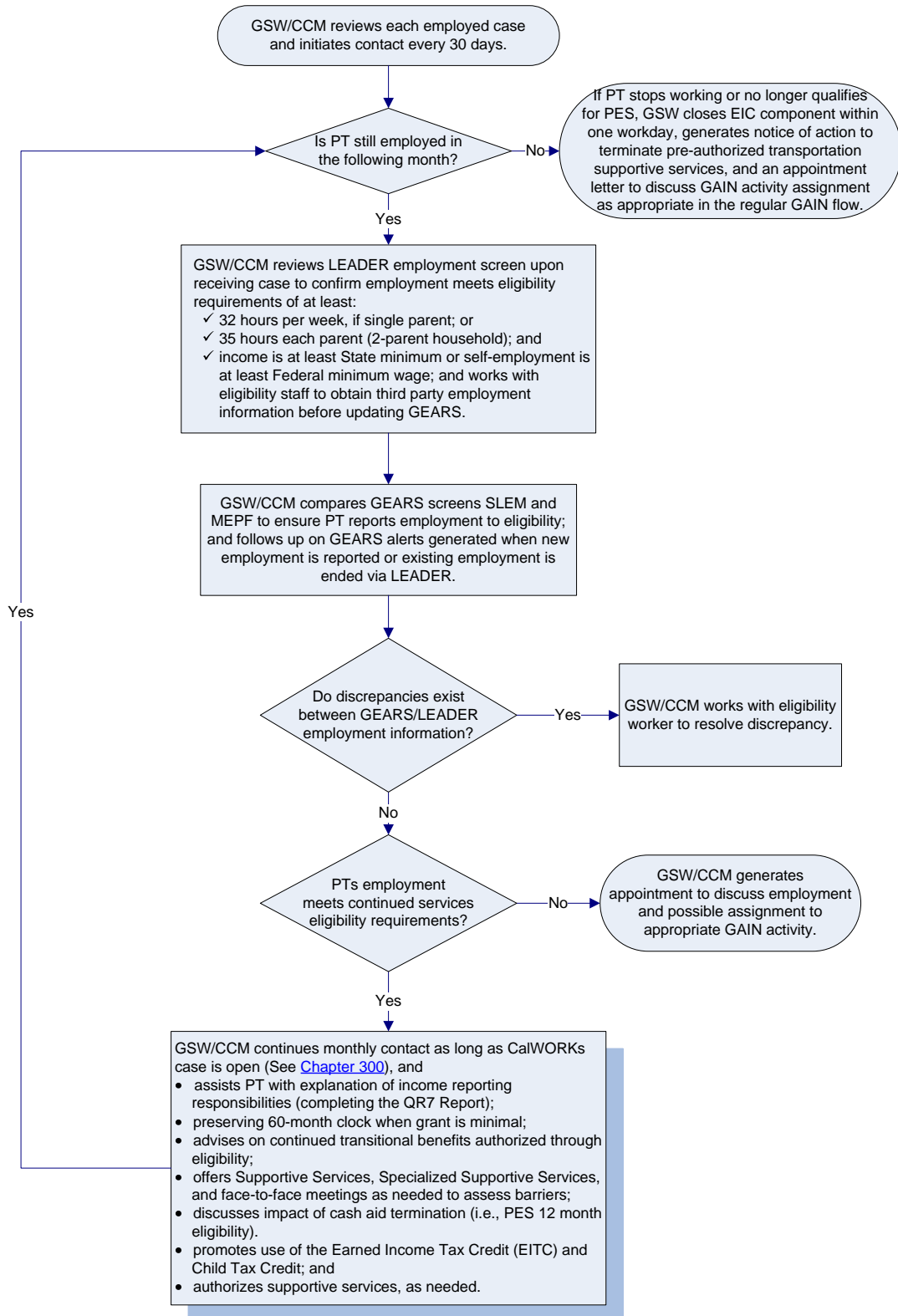
1013.4 PES for CalWORKs Participants with Zero Eligibility Decision Chart



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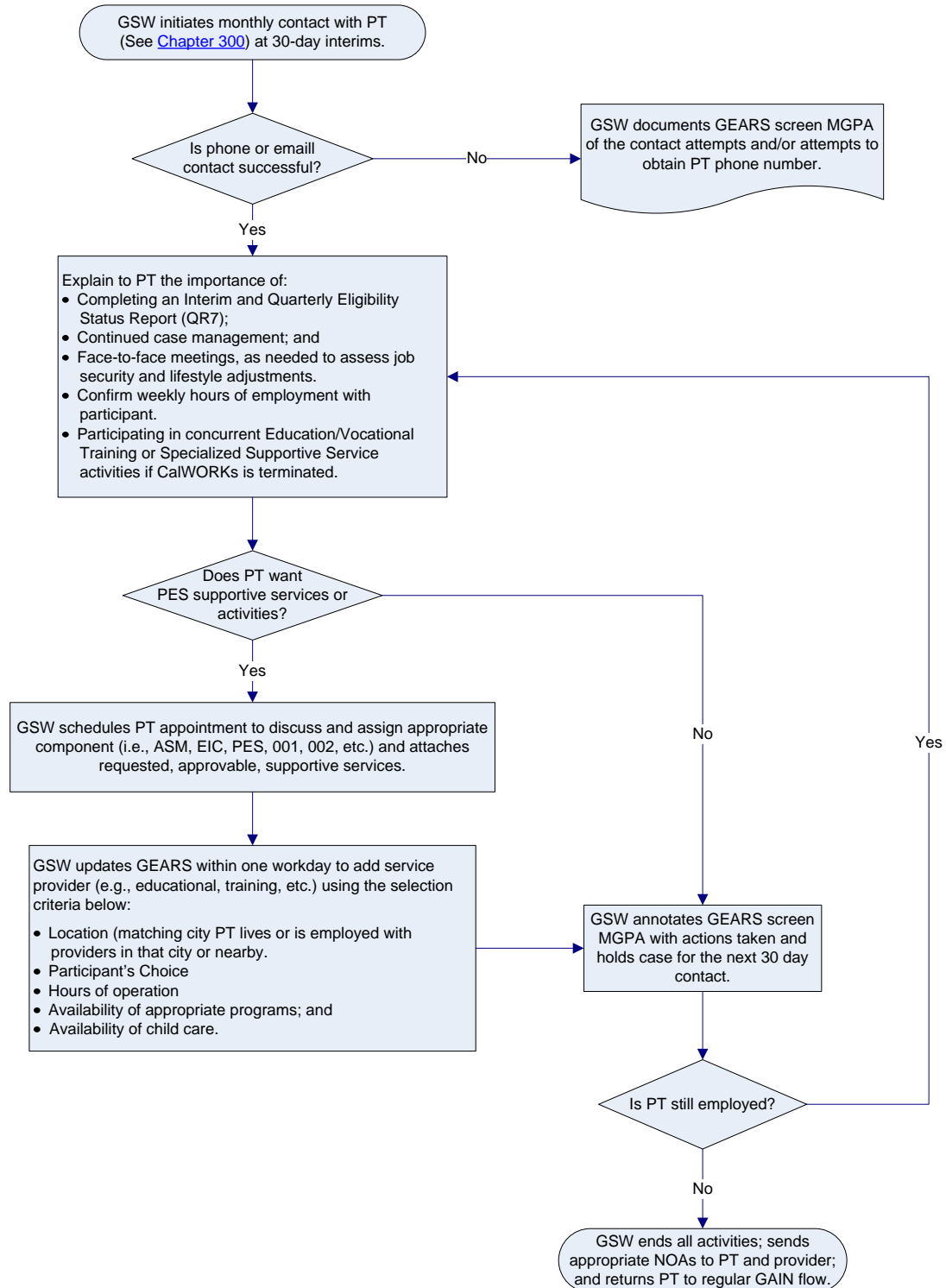
1013.5 PES Monthly Contact and Employment Evaluation Decision Chart



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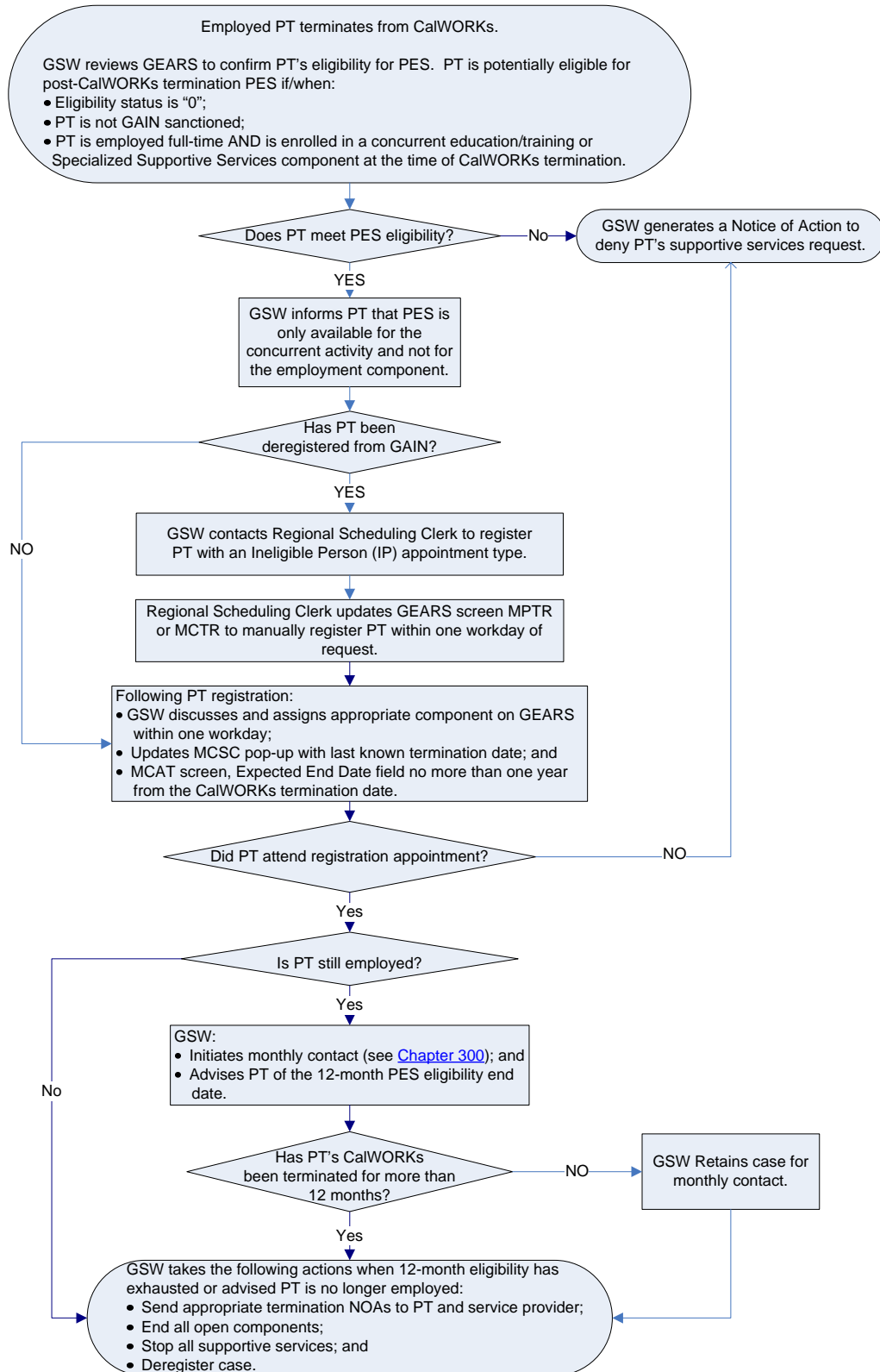
1013.51 PES Monthly Contact Current CalWORKs Participant Decision Chart



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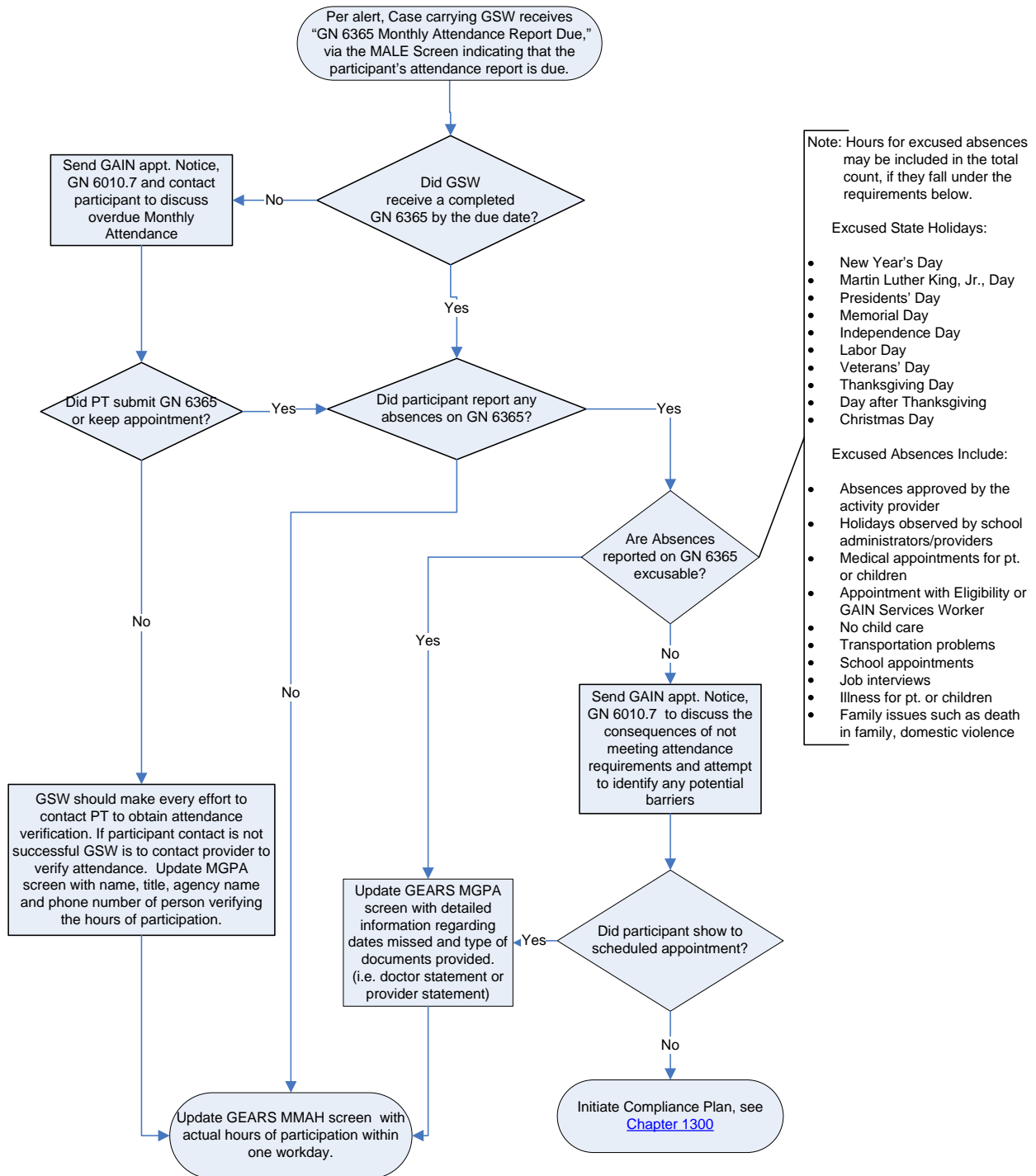
1013.52 PES Participants With Terminated CalWORKs Cases Decision Chart



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1013.6 Monthly Attendance Report Decision Chart



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1014.1 EXHIBIT

.1 Exhibit I – Quarterly Eligibility Status Report (QR 7) Reporting Guidelines

Participants are assigned to a specific quarterly reporting cycle according to the last digit of their case number. LEADER assigns cycle number for cases ending with an alphabet.

Cycle 1	Cycle 2	Cycle 3
Participants case number ends in 0, 1, 2, and 3	Participants case number ends in 4,5, and 6	Participants case number ends in 7, 8, and 9

Participants are required to submit a QR7 in their cycle month. The cycle is comprised of the First Month of the Payment Quarter, Data Month, and Submit Month.

QR Payment Quarter		
1 st Month of the Quarter	2 nd Month of the Quarter	3 rd Month of the Quarter
Beginning month of the QR Payment Quarter	Data Month, used to determine eligibility and benefits.	Submit Month, participant submits the QR7.

The QR Payment Quarter is the 3-month period immediately following the QR Submit Month.

QR Payment Quarter			
Cycle No.	1 st Month of Quarter	Data Month	Submit Month
1	February	March	April
	May	June	July
	August	September	October
	November	December	January
2	March	April	May
	June	July	August
	September	October	November
	December	January	February
3	January	February	March
	April	May	June
	July	August	September
	October	November	December

The chart below describes the following scenario:

Peter Participant, Case Number ABC0123, begins work on August 6, 2007. He is approved for PES and his GSW reminds him of the importance of reporting his earnings. Mr. P receives QR7, completes and returns October 2007. His GSW reviews GEARS employment screen for reported earnings in November 2007.

Report Cycle 1	Data Month	Submit Month	LEADER Updated
Case # Last Digit 3	September	October	November

1014.1 EXHIBIT

.2 Exhibit II – Post-Time Limit (PTL) Employment Services, PTL Services and Post-Employment (PES) Eligibility Chart

ELIGIBILITY DETERMINANT	PTL Services		PES
	Employment-Related	Non-Employment Related	
What is it?	Services and WtW activities provided to assist an employed, timed-off participant to keep his/her job and improve earnings.	Services and WtW activities provided to assist an unemployed or employed timed-off participant in obtaining skills needed for self-sufficiency.	Services and WtW activities provided to assist an employed aided or unaided CalWORKs participant (due to case termination) keep his/her job and improve earnings.
Who is eligible for services?	A timed-off participant (less than 12 months) who is employed and has an open CalWORKs case for at least one aided child.	A timed-off participant (less than 12 months) who may or may not be employed and has an open CalWORKs case for at least one aided child.	1) An aided CalWORKs participant who is employed full-time. 2) A former CalWORKs participant (cash aid terminated less than 12 months) who is employed full-time.
What are the participation requirements?	Participation in any combination of work and WtW activities (meeting the federal Work Participation Requirements) for at least: <ul style="list-style-type: none"> • 20 hours per week (single parent with a child under age 6); or • 30 hours per week (single parent with no child under age 6); or • 35 hours per week combined in a 2-parent household. 	1) Participation in approved WtW activities (meeting the federal Work Participation Rate). 2) Participants are encouraged, but not required, to meet weekly WtW participation requirements of at least: <ul style="list-style-type: none"> • 20 hours per week (single with child under age 6); • 30 hours per week (single with no child under age 6); • 35 hours per week combined in a 2-parent household. 	CalWORKs aided and ineligible participants (due to case termination) are required to meet work full-time employment status of at least: <ul style="list-style-type: none"> • 32 hours per week (single parent household), or • 35 hours per week (each parent residing in a 2-parent household)
How long is the participant eligible for services?	1) An employed, timed-off participant is eligible for employment-related PTL services, such as transportation; and work-related ancillary payments, for up to 12 consecutive months , beginning on the date that the participant was deleted from the CalWORKs assistance unit due to time limits. 2) An employed, timed-off participant may be eligible for up to 24-months of Stage 2 Child Care.	1) An unemployed timed-off participant is eligible for WtW activities and supportive services (e.g., transportation and ancillary payments) for up to 12 consecutive months from the date that the participant is removed from the CalWORKs assistance unit. 2) Unemployed timed-off participant is eligible for WtW activities and services after 12 months if receiving mental health services if that participant has a medical statement signed by a licensed psychologist stating that the participant is unable to maintain employment (i.e., participant is granted a time limit extender).	1) An employed, aided CalWORKs participant who meets eligibility requirements may be eligible for PES (WtW activities) and supportive services as long as his/her CalWORKs case is approved. 2) An employed, former CalWORKs participant (ineligible due to case termination) who is employed full-time is eligible for up to 12 months of PES if employed full-time within the 12 months of CalWORKs termination and engaged at the time of termination in a concurrent Specialized Supportive Service activity or an education/training activity directly related to their current job. 3) An employed, former participant may be eligible for up to 24-months of Stage 2 Child Care.