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1710 OVERVIEW

The Refugee Employment Program (REP) provides outreach, case management, employment, training and placement services to assist refugees/asylees recently arrived in the United States (excluding any Federal waivers) to adjust and adapt to the American workplace, learn English, find employment, and ultimately achieve self-sufficiency to end their dependence on welfare. Also, due to the enactment of SB 1569, REP provides services to non-citizen victims of human trafficking, domestic violence and other serious crimes.

Services under this program are available to refugees who are aided through the CalWORKs, Refugee Cash Assistance (RCA), and General Relief (GR) Program, as well as not aided through any cash aid program.

The goal of REP is to address the needs of eligible refugees in a holistic manner. Services under REP are designed to identify, determine and deliver assistance to individuals and families to ensure their needs are met in relation to obtaining and retaining employment while becoming acclimated to their new environment. REP services include acculturation, employment, educational and other non-traditional specialized services such as assistance for refugees and non-citizen victims of human trafficking, domestic violence and other serious crimes.

1711 KEY POINTS

- REP services are available to Refugee CalWORKs participants for a maximum of 36 months from the date of entry (DOE) into the United States. Refugee Cash Assistance (RCA) participants may be eligible to REP services for a maximum of 12 months from DOE into the United States.
- Refugee families are eligible for CalWORKs. Single adults or couples not eligible for other welfare assistance may be eligible for the Refugee Cash Assistance for the first eight months from date of entry and may be eligible for General Relief upon reaching their eight (8) month time limit on RCA.
- REP Appraisal and Vocational Assessment will include screening for employment barriers due to language, lack of transferable skills, domestic violence, substance abuse, and mental health issues.
- CalWORKs participants engaged in a Self-Initiated Program (SIP) must be in a program that leads to employment.
- RCA participants are not allowed to participate in a SIP.
- RCA REP participants must be enrolled in a REP component within 30 workdays of aid approval.
- REP Employment Plans must be completed within 30 workdays of REP Appraisal for all CalWORKs and RCA eligible participant.

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- The Welfare-to-Work Plan – Activity Assignment (WTW2) will be used to document the REP Employment Plan for CalWORKs and RCA REP participants.
- Mental Health Services, Substance Abuse Services, Learning Disability and Domestic Violence Services may be offered to REP CalWORKs/RCA/GR participants and, if needed, referred to county-approved contracted Specialized Supportive Services providers.
- Designated DPSS REP GSWs will approve/deny compliance and exemption recommendations and time limit reviews.
- Minimum hours of participation for CalWORKs and RCA REP participants are 32/35 hours per week, and 20 hours per week for GR and non-aided REP participants.

1712 POLICY

.1 DEFINITIONS

.11 Asylees

Asylees also meet the definition of "refugee". However, asylees are individuals who, on their own, travel to the United States, apply for and receive a grant of asylum. These individuals do not enter the United States as refugees. They may enter as students, tourists, businessmen or without papers. Once they are in the United States, or at a land border or port of entry, they apply to the United States Citizenship and Immigration Services (USCIS) for asylum, a status that will acknowledge that they meet the definition of a refugee and that will allow them to remain in the United States. Individuals granted asylum are eligible to receive benefits/services as a refugee.

.12 CalWORKs

Refugee families who qualify for assistance under the CalWORKs program must be aided under the CalWORKs Program. Those who do not qualify for the CalWORKs program must be assessed for eligibility for RCA per MPP Section 69-204.2. The refugee has no option as to program preference.

.13 Family Appraisal

An interview between the REP Case Manager (RCM) and a REP participant to discuss the strengths and human services needs of the participant's family. The appraisal is conducted using the Family Appraisal tool.

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.14 General Relief (GR)

County-funded program that provides temporary cash aid to indigent adults and certain sponsored legal immigrant families who are ineligible for federal or State programs. Single adults who are in the United States more than eight months from their date of entry may be eligible for GR.

.15 Non-Aided

Refugees who are not receiving any public assistance (CalWORKs, GR, RCA).

.16 Refugee Employment Program (REP)

The REP Program provides outreach, case management, employment, training and placement services to assist refugees/asylees in the United States to adjust and adapt to the American workplace, learn English, find employment, and ultimately achieve self-sufficiency to end their dependence on welfare.

.17 Refugee

A "refugee" is any person, admitted to the U.S., who is unable to return to his or her own country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.

.18 Refugee Case Managers (RCM)

The Refugee Case Manager is responsible for motivating refugee participants toward employment and self-sufficiency in REP.

.19 Refugee Cash Assistance (RCA)

Cash assistance benefits are provided to needy refugees who meet the eligibility requirements, for a maximum of eight months following arrival in the U.S. without financial resources. This refugee assistance, if needed, is paid entirely from federal funds through ORR.

.2 REFUGEE EMPLOYMENT PROGRAM COMPONENTS AND ACTIVITIES

.21 REP Appraisal

REP participants are assigned to the appropriate contracted REP provider agencies using information passed over from LEADER to GEARS. The contracted REP scheduling clerk will assign participants to individual RCMs.

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The REP Appraisal is a fact finding interview in which the REP Case Manager (RCM) will provide the participant with a general description of the REP program and the requirements for participating in REP. The general description will include the flow of the employment program and supporting activities, such as specialized supportive services. Initial GEARS appraisal screens will be completed during this interview. ([See Chapter 500, section 512.3](#))

Note: All “See Chapter” references in this document refer to the GAIN Program Policy which can be accessed through the DPSS web site.

.211 REP participants will be provided a verbal and written explanation of the following:

- a) The general description and requirements to participate in welfare-to-work activities.
- b) A general description of the welfare-to-work program, including available activity components and supportive services, including child care.
- c) A general description of the rights, duties, and responsibilities of the participants.
- d) All participants must be informed of available mental health, domestic violence and substance abuse services using the PA 1913, Domestic Violence screening tool/self-disclosure form.
- e) Each participant must be screened using the GN 6140, Screening for Substance Abuse and Mental Health form.
- f) During the appraisal, the participant shall provide information about their employment history and skills, the need for supportive services, and any other relevant information the contractor requires in order to assign welfare-to-work activities appropriately.
- g) Identify CalWORKs participants enrolled in a Self-Initiated Program (SIP) and evaluate the SIP for continuation as a WTW activity.

.212 The appraisal process is complete when one of the following conditions occurs:

- a) When the Welfare-to-Work forms, WtW 1 – Welfare-to-Work Plan Rights and Responsibilities, WtW 2 - Welfare-to-Work Activity Agreement or Job Club Activity Agreement are signed.

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- b) CalWORKs REP participants are required to sign their initial WTW plan within 90 calendar days of their determination of eligibility for CalWORKs cash aid. ([See Chapter 900, section 912.3](#))
- c) For RCAs, as a condition for receiving cash assistance, the RCA participants must sign WtW 1 and 2 forms within 30 days of receipt of cash assistance. **Note:** *Contractors must sign and stamp the RS-3. (agency stamp is acceptable, embosser is not required)*
- d) The participant is exempted, waived from WTW program requirements or excused from participation for a good reason; or A notice of action is issued for failure or refusal to show for or complete appraisal. ([See Chapter 1300 - Compliance Issues and Participants' Complaints, section 1321.1](#))

.22 REP Orientation /Job Club/Vocational Assessment (JCO)

After appraisal, all participants, except for those in approved self-initiated education and/or training program (SIP), and those identified with a Specialized Supportive Service (SSS) need (Domestic Violence, Mental Health, and/or Substance Abuse), will be referred to Orientation/Job Club activities provided by a county contracted service provider. ([See Chapter 500](#))

Orientation/Job Club/Vocational Assessment is a combined four-week activity in which Orientation is held on day one of JCO. REP Orientation/Motivation session includes a series of motivational activities conducted by a contracted services provider. ([See Chapter 500, section 512.1](#)) All REP participants, CalWORKs, GR, RCAs, and non-aided shall participate in orientation/motivation activity.

The JCO activities, which can be assigned for up to a total of four consecutive weeks, include one-week Job Preparation and Planning Seminar, during which participants develop a Career Goal Plan that is used as an employment guide, and a three-week job search activity. ([See Chapter 700](#))

Note: On a case-by-case basis, a REP participant may bypass JCO if the RCM, in conjunction with DPSS, determine it would not be beneficial for the participant to attend JCO. In such an event, the participant should be referred to Vocational Assessment, Clinical Assessment, and/or Family Appraisal.

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.23 Self-Initiated Program

CalWORKs

A SIP is an undergraduate degree or certificate program that leads to employment or a post-baccalaureate degree program for a California teaching credential, and is considered a demand occupation. The participant must be enrolled in a SIP prior to the initial REP appraisal appointment date. ([See Chapter 600](#))

If the contractor denies an individual's request to continue in a SIP, the RCM shall notify the participant in writing that the SIP was denied, the reason(s) for the denial, and the right to appeal the denial.

CalWORKs participants in an approvable SIP are not eligible to REP services. RCMs shall evaluate participants for SIP eligibility and transfer approved SIP participants to GAIN.

RCA

RCA participants are not eligible to participate as a SIP. Enrollment in stand-alone ESL shall not be considered or evaluated as a SIP.

The following are not approvable activities for RCA participants when begun on or prior to the REP Appraisal appointment:

- (a) ESL as a pre-requisite for an associate, baccalaureate; graduate or professional degree program;
- (b) Full-time enrollment in an educational program of higher learning;
- (c) A Vocational Program with duration of 12 months or more; or
- (d) A Vocational Program that is deemed not to lead to employment within 12 months.

.24 Vocational Assessment

Participants who have not obtained full-time unsubsidized employment within the first three weeks of the job club period, participants who have been allowed to bypass JCO because it was determined that the JCO component would not benefit the participant, or SIP and part-time employed participants who need concurrent activities to fulfill the 32/35 hours of WtW participation hours, will be referred to County approved Vocational Assessment providers for Vocational Assessment. **The Vocational Assessment component is a one day component.** Participants in an approved, full-time SIP program are an exception and shall not be required to attend assessment. Also, SSS participants may not be referred to mandatory vocational assessment. The results established by the vocational assessment are used in developing a REP Employment Plan. ([See Chapter 800, section 812](#))

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.25 Post-Assessment Activities

Post-Assessment activities are services provided to the participant based on the plan developed during vocational assessment. The services range from basic education to paid work experience. The objectives of post-assessment activities are to remove barriers to employment and provide skills directly related to jobs available in Los Angeles County. ([See Chapter 900](#))

.251 Learning Disabilities Diagnosis Screening/Evaluation/Diagnosis (LD)

The goal of the Learning Disabilities (LD) program is to improve services to REP participants who may have hidden disabilities that prevent him/her from obtaining and/or retaining a job. ([See Chapter 1200, section 1280](#))

All REP (CalWORKs, RCA, GR) participants must be offered LD services. These participants must also be informed of the benefits and impact of LD on the CalWORKs time limits. The offer of LD services shall be made using the Script on Learning Disabilities Screening ([See Chapter 1200, section 1280](#)). A subsequent offer of LD services shall be made to participants who have not received services, if an offer was previously declined. All REP participants shall be encouraged to screen for LD and referrals for an evaluation should be made as appropriate.

The RCM shall be responsible for evaluating participants for existing learning disabilities (LD) and directing them towards appropriate services per established policy and procedures. ([See Chapter 1200, section 1280](#))

.252 Basic Education

Basic education courses include high school diploma, GED preparation, and ESL. Assignment to these services is limited to the services identified during the REP assessment that are needed to become employed. Participants will be referred to the appropriate agency, adult school, or community college that provides remediation courses. English language instruction must be concurrent with an employment services activity. ([See Chapter 900](#))

RCA eligible participants may be eligible to participate in ESL and/or Remedial Education only if assigned as a Post-Assessment activity and the activity meets the following three requirements:

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- (a) Enrollment in ESL must be a concurrent, rather than sequential employment activity;
- (b) Enrollment in ESL shall occur outside of normal working hours, not to interfere with employment related activities, and:
- (c) ESL instructions shall focus employment related activities associated with obtaining and/or retaining employment, or specifically associated with the Vocational activity included in the individual employment plan.

Note: Participation in stand-alone ESL is not an approval activity and therefore, not eligible to supportive services.

.253 Work Experience (WEX)

Work experience (WEX) is a job component in which a participant receives a non-salaried position in a public/private non-profit organization. WEX provides on-the job training, behavior skills, acquisition of new skills and enhancement of existing skills. It also provides the participant with an employment reference when seeking employment.

REP participants may be assigned to this activity any time after Vocational Assessment. RCMs will refer participants to the appropriate agency that provides WEX services. ([See Chapter 900, sections 912.4 & 912.5](#))

REP Work Experience (RWX)

REP Work Experience is a session type linked to the Work Experience job component, in which a participant receives a non-salaried position in a public/private organization. REP Work Experience provides on-the job training, behavior skills, acquisition of new skills and enhancement of existing skills. It also provides the participant with an employment reference when seeking employment. The participant in RWX is to seek paid work while participating in the activity. The duration of the RWX activity is limited to six (6) months.

REP Work Experience employers/providers secured by the REP Agency will exclusively serve REP participants referred by the RCM.

The REP Service Provider and the RWX Employer/ Provider will enter into an agreement known as the REP 1, Refugee Employment Program (REP) Work Experience (WEX) Worksite Agreement. This agreement must be completed for each

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participant assigned to the REP WEX activity. In addition to the agreement a monthly reporting form, REP 2, Refugee Employment Program (REP) – Work Experience Monthly Performance Evaluation and Attendance Verification is completed

The REP WEX employer/provider participating in the REP WEX activity will be evaluated on:

- (a) The delivery of services.
- (b) How many REP participants are trained
- (c) How many REP participants are hired and maintain employment.

Upon final evaluation, conducted by REP Program staff, if the REP WEX employer/provider does not reasonably meet the above- mentioned criteria, based on the available slots, the REP WEX employer/provider will be limited to serving REP WEX participants for 12 months from the date of the REP WEX Agreement.

DPSS reserves the right to authorize the continued participation of employers/providers which provide REP WEX services to REP participants. DPSS may terminate the use of any REP WEX employer/provider that violates any law, rule, or regulation, or fails to meet the performance criteria, or engages otherwise in activities deem inappropriate.

The REP WEX (RWX) Session Type will be used on GEARS for each REP Service Area. The RCM will enter the name of the RWX Employer on the MGPA screen on GEARS. The RWX session type is linked to the WEX component on GEARS. REP Contractors will follow online REP Policy when referring REP participants to REP WEX.

REP participants may be assigned to this activity any time after a Vocational Assessment. ([See Chapter 900, sections 912.4 & 912.5](#))

.254 Vocational/Educational Training

The RCM will be responsible for making appropriate referrals to Vocational and/or Educational training programs. Based on the results of a Vocational Assessment ([See Chapter 800](#)), the RCM will coordinate a REP/RCA/GR/Non-aided participant's needs for Vocational and/or Educational training. ([See Chapter 900, section 912.2](#))

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Vocational education and training, includes but is not limited to, occupational skills training at community colleges, regional occupational centers and regional occupational programs. Participants may receive a certificate upon completion. This program component involves vocational training which will lead to gainful employment and opportunities for growth. Vocational training for RCA participants must be part of their employment plan and must be part-time. Also the duration of the training must be less than one year.

Vocational education and training can include Vocational English-as-a-Second-Language (VESL), which is intensive instruction in English for limited or non-English speaking participants.

.255 Post-Employment Services (PES)

Post-employment services are designed to help participants stay employed full-time and attain a better job with wages that enable self-sufficiency from CalWORKs dependency.

RCMs will be responsible for offering Post-Employment Services (PES) to REP participants at the time the participant reports full-time employment. The RCM shall properly document that such services were offered both via the physical case record and on GEARS. The RCM shall work in conjunction with educational providers and community agencies to inform participants of the many opportunities available through education and training services. ([See Chapter 1000](#))

.256 Post -Time Limit Services

Los Angeles County offers CalWORKs Post-Time Limit (PTL) Services to individuals who have transitioned off aid due to exhausting their 60-month CalWORKs time limit. Services are subject to the availability of funds. The services begin upon the participant's deletion from the CalWORKs assistance unit due to the 60-month time clock.

CCM shall inform participants of Post-Time Limit Services (PTL) available through the GAIN program. PTL services are available only to CalWORKs participants whose children continue to receive CalWORKs. The participant is no longer an eligible recipient after timing off of CalWORKs. ([See Chapter 1400, section 1440](#))

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.257 On-the-Job Training (OJT)

On-the-Job Training (OJT) is subsidized employment in which a participant receives job skills training from an employer. The employer receives partial reimbursement for wages paid during the training period. ([See Chapter 900, section 912.13](#))

.258 Bridging Activities

CalWORKs and RCA REP participants must meet the required 32/35 hours of participation in welfare-to-work activities every week to meet the federal work participation rate requirement. REP participants should be enrolled in appropriate activities based on their employment plan, as quickly as possible.

If for any reason the next activity is not immediately available, participants are to be referred to “short-term bridging activities” to eliminate gaps between REP activities. ([See Chapter 900, section 912.16](#))

.3 CONCURRENT ACTIVITIES

Concurrent activities are two or more activities that the REP participant is engaged in to meet the required participation hours or comply with an employment plan.

Note: SSS participants may participate in concurrent activities based on the provider’s recommendation. SSS treatment services can be counted towards the 32/35-hour requirement.

These activities may contribute to participation hours.

.31 Family Appraisal

The Family Appraisal is a holistic approach to assessing the impact of the family needs on the individual quest for attaining employment and self-sufficiency in a new environment. Utilize the Family Appraisal Tool to evaluate teen, parenting, health, housing, social and other family issues that have a bearing on the individual’s ability to focus on training and obtaining employment. The family appraisal will also act as a pre-screening for Welfare-to-Work Activities, including specialized supportive services (substance abuse, mental health, and domestic violence).

The RCM will refer CalWORKs REP participants to a family appraisal after the completion of assessment. All other REP participants (RCA, GR, Non-aided) may be referred to a family appraisal at any time during their participation.

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.32 Flex Job Club

Supervised Job Services may be provided concurrently on a part-time basis with any other REP CalWORKs eligible activity or to supplement a participant's part-time employment. ([See Chapter 700, section 712.52](#))

.33 Post-Employment Career Assessment

If a full-time employed participant opts for post-employment services, he/she is referred to a career assessment before being assigned to any post-employment service activity.

Post-Employment Career Assessment is a plan that includes the path for moving a REP participant from a job, to a better job, and on to a career. ([See Chapter 1000, section 1012.6](#))

.34 Clinical Assessment

Clinical Assessment is a mandatory welfare-to-work activity when a participant has answered "Yes" to any one of the questions on the GN 6140 Screening for Substance Abuse and Mental Health, or when there is an observed behavior which leads the contractor to believe that mental health or substance abuse services may be needed. ([See Chapter 800, section 812.23](#))

(There is no clinical assessment for domestic violence other than self-disclosure. The RCM must connect the participant with a county contracted service provider to determine the level of the participant's participation in WTW activities)

.35 Professional Development

A professional development program has been designed to meet the unique individual needs of the refugee population. Assistance with skill recertification and retraining to meet employer and licensing requirements will be provided.

.36 Employment Retention Services

Assistance with employment retention services such as on-the-job visitation by a Case Manager to ensure participants have the necessary skills (time management, conflict resolution etc.) to stay employed and know how to access various resources to upgrade their skills.

.37 Domestic Violence, Mental Health, Substance Abuse

Participants may already be accessing these services prior to entering REP.

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.4 REFUGEE SERVICES (Concurrent Activities)

Concurrent activities are activities that REP participants can be involved in along with participating in required employment-related activities.

Participants are referred to these activities, as appropriate, to help them overcome barriers to employment. These activities will not contribute to required participation hours.

.41 Evaluation of Records

Services will include the validation of another country's degree to acceptable American standards of education. Special attention will be given to refugees/participants with degrees from universities that are no longer in business as a result of a change in regime within a country.

.42 Social Adjustment Services

REP participants should be referred to the services below by the RCM as needed or requested.

.421 Emergency Services - Assessment and short term counseling for individual and families in crisis and referral to appropriate resources.

.422 Health-related Services – Assistance with scheduling and obtaining services based on physical/psychological and social needs. This includes special education and emphasis on availability of domestic violence, substance abuse, and mental health services.

.423 Translation & Interpreter Services – Assistance with accessing various available resources and services within the community to help participants secure employment.

.43 Outreach Services

Outreach in ethnic communities to introduce various available resources and services to the refugee population to assist them in accessing those services.

.44 Mentoring (Family)

Mentoring services are available to all participants. Participants can be paired with other successful and professional refugees within the community. Development of internship programs within the community and organizations with successful employees who were former refugees.

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.45 Citizenship and Naturalization Preparation Services

Referral-Based program in which REP participants will have the opportunity to take citizenship preparation classes at a local community college, vocational/adult school or provider agency with the appropriate accreditations and credentials.

These classes will prepare participants for the history examination administered by the USCIS and the interview.

.46 Life Skills Workshops

Life Skills/Acculturations workshops will be incorporated into the Refugee Family Services, Job Club/Job Search and any other curriculum that deems the workshops are needed and appropriate. Life Skills workshops consist of survival skills workshops for refugee participants that address topics such as: landlord/tenant relations, basic legal education to assist with maneuvering through the system, i.e., labor law, acceptable work environment, gender law and equal rights of employment, acceptable professional work ethics, etc. The Life Skills workshops may be conducted twice a week (depending on the topic of discussion) and facilitated by RCM's office.

.5 SUPPORTIVE SERVICES

All REP participants are eligible for supportive services. Participant's supportive services should be in place before the participant engages in REP activities.

Supportive Service payments include child care, transportation, and training-related expense payments (ancillaries) that are needed to engage in work activities and to accept and maintain employment. ([See Chapter 1220 & 1230](#))

Supportive Services payments will be calculated and authorized using the payment system, methodology, and standards, in accordance with applicable policies and procedures. Payment reviews and approvals will be performed by County staff. CCM will not be responsible for the approval of supportive services. ([See Chapter 1220, section 1223.6](#))

.51 Transportation and Ancillary

All requests for transportation and ancillary benefits will be offered using County required forms and will be properly documented in the case records and GEARS. RCM will assess the appropriateness of the request and shall request from the participant all necessary documentation to substantiate the request and maintain verification in the participant's case file. The RCM will authorize supportive services payments via GEARS and make timely (a minimum of 10 days prior to the start of assigned component) and appropriate referrals (within 24

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hours of receipt of participant's request or immediately in emergency situations) to the County's Issuance Review Team for approval. In an emergency, transportation payment may be made in the office. ([See Chapter 1220, section 1220.7](#))

RCMs issuances for transportation and ancillary/work-related expenses require a three-level County DPSS review and approval process. The three-level County Issuance Approval (CIA) process includes case review and approval at the GSW, GSS, and DRD level. ([See Chapter 1230.4](#))

.52 Child Care

RCMs will assess the REP participant's child care needs, offer child care services using required forms and properly document the offer in the case record. The RCM refers participants to the appropriate child care Resource and Referral (R&R) agency designated by the County to establish child care arrangements, as needed. RCMs will assist the participants resolve any subsequent child care problems and work with participants and the R&R agency to establish back-up plans for child care. ([See Chapter 1210, section 1212](#))

.53 Specialized Supportive Services

Specialized Supportive Services are to be offered to REP participants and referred to County-approved contracted providers per established policy and procedures. ([See Chapter 1200 – Supportive Services](#))

.531 At Intake, the RCM shall conduct a mandatory Specialized Supportive Services (SSS) screening to determine if a REP/CalWORKs participant requires Clinical Assessment (CA), Mental Health (MH), Substance Abuse (SA) and/or Domestic Violence (DV) treatment services. Based on the Specialized Supportive Services screening, and/or at anytime the participant's life situation would reflect a need for these services screening, the RCM will within 24 hours of screening make a referral to agencies identified by the County to serve REP participants who need CA, MH, SA, or DV treatment/services.

.532 The RCM shall make every effort to assure participants identified with MH/SA are referred to clinical assessment, and those who self-disclose domestic violence are referred to DV services timely and appropriately. In addition, the RCM must ensure all necessary supportive services are authorized to facilitate a participant's participation in these services, encourage participants to attend and complete these services and coordinate with SSS agencies to develop appropriate activities for the participant's REP Employment Plan.

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.6 COMPLIANCE

Although REP participation is usually based on the results of mutually agreed upon plans between the County and participants, problems in participation may arise.

Noncompliance is the first step in attempting to resolve participation problems. The purpose of the noncompliance process is to address participation problems, determine their cause and resolve them so the participant can resume participation.

Whenever mandatory REP participants fail to comply with mandatory appointments, participate in program activities or comply with his/her REP employment plan without a good reason, the non-compliance process will be initiated. ([See Chapter 1300, section 1312.5 Non-compliance](#))

CalWORKS REP Participants

RCMs shall only recommend compliance actions/good cause determinations to the Designated County (DC) GSW within one workday from the day the participant fails to comply. The DC GSW will evaluate the recommendations and update the GEARS compliance screens accordingly. ([See Chapter 1300, section 1312.5](#))

RCMs will make a recommendation to initiate compliance and financial sanctions in accordance with policy, via the GN 6163, “Program Compliance Gram for Contracted GAIN Staff”. ([See Chapter 1300, section 1321.1](#)) RCM will request compliance appointments to be scheduled no later than ten workdays, but not more than twenty calendar days, from the date that the compliance gram is faxed or given to the DC GSW.

The RCM shall inform the participant of his/her right to file a complaint of discriminatory treatment and/or appeal program issues in accordance with the regular grievance process. ([See Chapter 1300, section 1312.6](#)).

.7 EXEMPTIONS

An exemption is a condition or circumstance that excludes a participant from participating in a welfare-to-work activity for as long as the condition or circumstances continue to exist. The exemption is subject to frequent review. Regulations require that documentation be on file when a participant is determined to be exempt. ([See Chapter 400 Exemptions](#))

DC GSWs must evaluate and make final determinations on exemption recommendations submitted by RCMs.

Note: Exemptions/waivers of the WTW program requirement for SSS participants are based on the provider’s recommendation. The RCM must consult with the county contracted service provider.

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Exemptions requested by CalWORKs and RCA participants served in the REP program are to be referred to DC GSWs stationed at GAIN Region III. Each REP agency is assigned a DC GSW, as indicated on Attachment I. The GN 6179 will be used by the RCMs to recommend exemptions.

The exemption request must be granted or denied by the DPSS GSW within one workday of receiving notification from the CCM. ([See Chapter 400, section 412.52](#)). If the exemption is granted, the DPSS GSW updates GEARS with the exemption information per existing procedures. GAIN Program Division staff will be notified of problems related to processing exemptions, on a weekly basis using the GN 6201, REP Exemption Problem Log Attachment III.

Note: There are no exemptions from REP for GR refugee participants.

.8 TIME LIMITS

Generally REP participants are subject to one of the following time-limits:

.81 60-month CalWORKs Time-Limit

CalWORKs adult may receive 60 months of cash aid in their life time. Upon approaching their 60-month time limit, each participant will be eligible for a time limit review to ensure the accuracy of their clock. ([See Chapter 400, section 412.7 Time Limit Extenders](#)).

.82 36-month REP CalWORKs Time-Limit

Refugee CalWORKs participants who have been in the U.S. for up to 36 months may be eligible to REP employment services designed to help them become employed within one year or to retain employment after finding a job. After 36 months, refugees are no longer eligible for REP services. Participants who have time remaining on their CalWORKs clock may be transitioned into the GAIN program.

.83 8-month RCA Time-Limit

Eligibility for RCA is limited to eight (8) months, as required in MPP Section 69-202.41, following the refugee's date of entry in the United States. The month of entry, as indicated on the USCIS Form I-94, is counted as the first month. Time-eligibility exceptions to this provision include asylees who are eligible for RCA beginning on the date they are granted asylum. Unaccompanied refugee minors (MPP Section 69-213) are not subject to the time-eligibility limitation. RCA participants will be referred to the General Relief Program (GR) within the month that the RCA participants will reach his/her eight (8) month RCA time limit.

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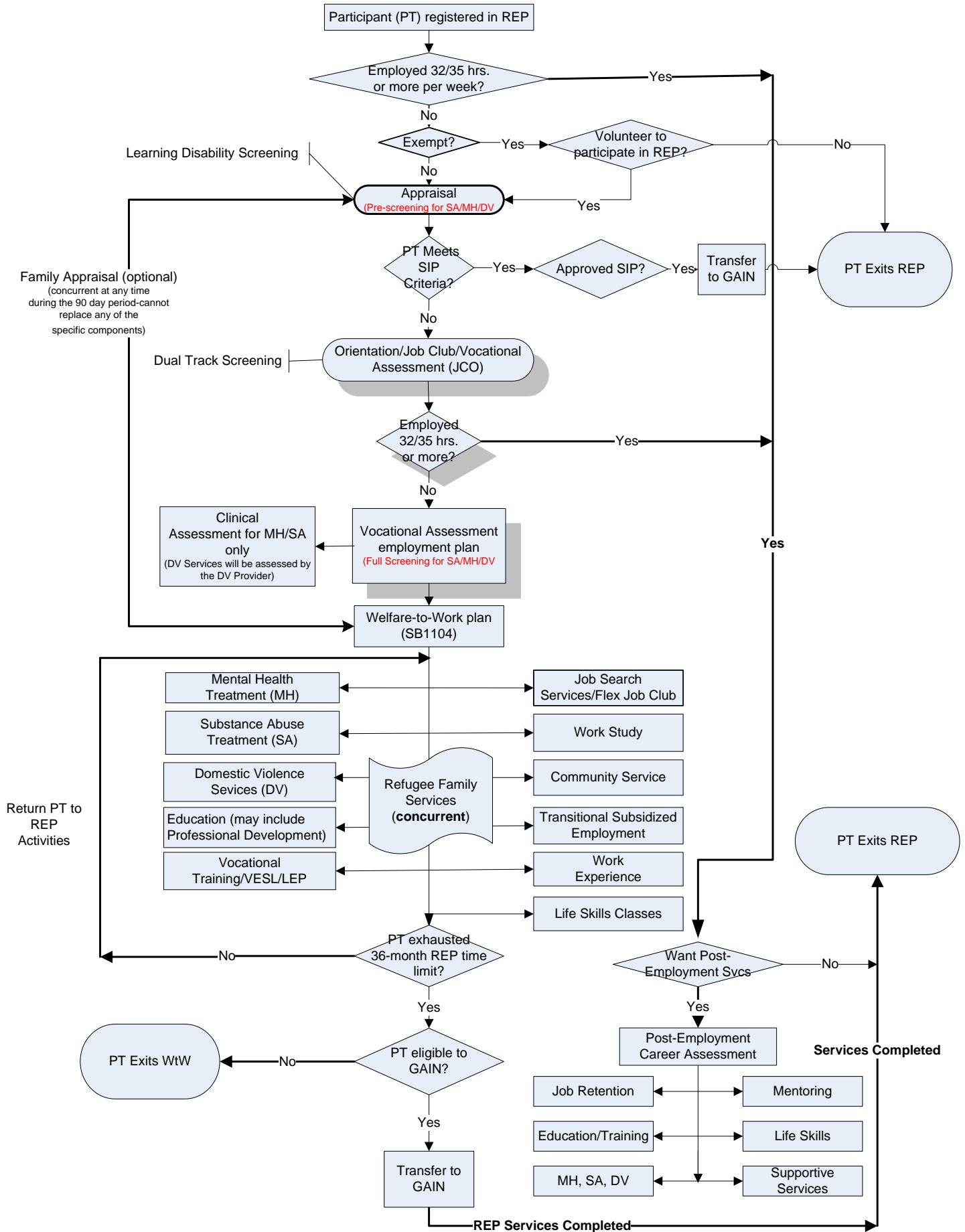
.84 12-month REP RCA Time-Limit

Refugee RCA participants may be eligible to REP services for a maximum of 12 months from the date of entry into the United States or date asylee status was granted.

.85 9-month General Relief Time-Limit:

General Relief employable participants may receive GR for nine months in a 12-month period, provided they continue to comply with GROW/REP requirements.

1713.1 REFUGEE EMPLOYMENT PROGRAM (REP) CALWORKS CASE MANAGEMENT FLOW/DECISION CHART



1713.2 REFUGEE CASH ASSISTANCE (RCA), NON-AIDED, AND GENERAL RELIEF CASE MANAGEMENT FLOW/DECISION CHART

