

**County of Orange Social Services Agency
Family Self-Sufficiency**

Program/Area: CalWORKs/Welfare-To-Work

Title: JOB SEARCH AND JOB READINESS ASSISTANCE (JSR)

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PURPOSE

Job Search and Job Readiness Assistance (JSR) is intended to provide the participant with up-front employment readiness and structured job search assistance. JSR may follow the appraisal activity if the participant's Online CalWORKs Appraisal Tool (OCAT) identifies him or her as having minimal barrier to employment that may be addressed through the JSR activity. JSR provides participants with the employment preparation and job search skills training to effectively market their knowledge, skills and abilities to prospective employers, enabling them to immediately enter the workforce.

**JOB SEARCH AND
JOB READINESS
ASSISTANCE (JSR)
ACTIVITY**

JSR is provided by a county contracted job services provider, currently ResCare Workforce Services (RWS). JSR is a pre- or post-assessment core or non-core activity. JSR is a four-week activity that can be extended up to six weeks if the participant is expected to secure full-time employment within those six weeks.

Note: Participants are limited to job search and job readiness assistance activities, including JSR and Striving Towards Elevating Personal Success (STEPS), to a maximum of six weeks in a twelve-month period, with no more than four consecutive weeks. (A week is seven consecutive days). Reporting any hours in a week uses a week of participation.

Benefits of participating in JSR include:

- Receive up to date job leads from hiring employers, while working with experienced Talent Development Specialists
- Resume writing tips and application assistance
- Coaching and development of interviewing skills
- Information on current hiring industries as well as tips to discover the hidden job market
- One-on-one coaching during participation to ensure successful completion of the program
- Access to Job Fairs

JSR consists of the following:

- [JSR Workshops](#)
- [RWS Network Centers](#)
- [Active Job Search](#)

**JSR VS. INTERIM
JOB SEARCH (IJS)**

JSR is a WTW activity that is intended for participants that can benefit from motivational workshops and/or guidance on conducting an effective job search and skills to obtain employment. Interim Job Search (IJS) is a WTW activity that is intended for participants who are job ready, have experience interviewing, have previous work experience in their career, and can independently search and apply for job openings. Refer to [Policy 226 IJS](#) for more information.

**SHORTENING OF
THE JSR ACTIVITY**

Four weeks of JSR may be shortened for those participants who meet any of the following criteria:
JSR will interfere with unsubsidized employment.
JSR will interfere with participation in an approved educational activity (i.e. Self-Initiated Program (SIP), Vocational Training and Education Core or Non-Core, Adult Basic Education, English-As-A-Second Language).
If it is determined by the CM that the participant would not benefit from participation in JSR and needs another activity instead.
If the participant will not benefit because he/she may suffer from an emotional, mental or substance abuse disability that will limit or preclude participation. The CM may determine this prior to the JSR referral, or RWS may determine this and notify the CM once a participant engages in JSR.
A referral to Behavioral Health Services, Intervention Services/Family Stabilization, and/or an evaluation for a WTW Exemption would be either a concurrent, or an alternative activity for these cases.
Refer to [Policy 407 Family Stabilization Program](#), [Policy 401 Behavioral Health Services](#), and [Policy 100-F1 WTW Exemptions](#) for more information.
If the individual is required to participate in Cal-Learn or is 19 years old and has not yet earned a high school diploma or equivalent certificate they are not required to attend JSR.

**COMPLETION OF
FOUR
CONSECUTIVE
WEEKS OF JSR**

After the participant has completed four consecutive weeks of JSR without obtaining unsubsidized employment, the CM shall consider referring the participant to either of the following:
Job Skills in the fifth week if appropriate and JSR in the sixth week

concurrently with Vocational Assessment to identify the participant's work history and inventory of his/her employment skills, knowledge, and abilities in preparation to develop an appropriate WTW Plan.

Refer to [Policy 210 Assessment](#) and [Policy 214 Job Skills](#) for more information; or

Experience Provides the Resources for Tomorrow (EXPRT) in the fifth week and Assessment in the sixth week concurrently with EXPRT. Refer to [Policy 289 EXPRT](#) for more information.

The process of referring the participant to either Job Skills or EXPRT in the fifth week will allow the participant to be engaged and still have two more weeks of the 6-week time limit for JSR activities. In addition, it will assist in being able to count the hours in Job Skills or EXPRT for work participation. Job Skills and EXPRT do not count towards the 6-week JSR activities limit. The [JSR Timeline](#) includes details on the JSR process, and provides examples for the two options that include the process when the participant is being referred to Job Skills or EXPRT in Week 5.

If the JSR participant completes two or three weeks in JSR and has a break in JSR of longer than one week (for whatever reason – case closed, exemption, etc.), the participant would not need a one week break upon resuming JSR within the 12-month JSR time period and the participant could complete the remaining three or four weeks consecutively.

If the JSR participant completes one week in JSR and has a break in JSR of longer than one week (for whatever reason – case closed, exemption, etc.), upon resuming JSR within the 12-month time period the participant would attend four consecutive weeks then must take a one week break from JSR activities before the sixth week begins.

If a participant has completed four consecutive weeks of JSR, received a Vocational Assessment, engaged in post-Assessment activities, and yet has still not obtained full-time unsubsidized employment:

The participant may be referred to JSR or other job search activities, such as Interim Job Search (IJS) (Refer to [Policy 226 Interim Job Search](#)), for an additional two weeks within that twelve-month period, if he/she has not exceeded the six weeks maximum; or

The participant may be referred to JSR (or other job search and job readiness assistance activities) again after that twelve-month period.

REFERRAL TO

If the participant does not obtain full-time (22/32/38 hours)

ASSESSMENT

employment during JSR, RWS will schedule him/her to Vocational Assessment if the CM requested the Assessment on the JSR referral. Refer to [Policy 210 Assessment](#) for more information. The CM shall check the appropriate boxes on the [F063-41-251 Job Services/Employment Support Services Referral Form](#) when a referral to Vocational Assessment or Learning Disability Evaluation (LDE) is needed after JSR. RWS will then complete the [F063-41-162 Career Assistance and Assessment Referral Form](#) including the appropriate assessment type to schedule the participant in Vocational Assessment in the sixth week.

RWS will notify the CM of the referral and the date of the Assessment. The CM will make the CalWIN entries for the Assessment referral and scheduling.

Note: Unless the participant is returned to the CM from JSR prior to completion of JSR, the CM is not to schedule the Assessment. JSR should never be interrupted by the CM for Assessment or other activity assignment without prior consultation with RWS.

WTW PLAN

The determination of whether or not a WTW Plan will need to be signed depends on when the JSR activity will begin.

The WTW Plan may be signed up to 90 days after the completion of JSR if JSR is initiated within 30 days after the date that the individual's eligibility for aid is determined, or the date the participant is required to participate in WTW activities.

If JSR is initiated 30 days after the approval of aid, the participant would be required to sign a WTW Plan within 90 days from the date the individual's eligibility for aid was determined or the date the participant was required to participate in WTW activities.

Refer to [Policy 211 WTW Plan](#) for more information.

CALCULATING PARTICIPATION HOURS IN JSR

For attendance purposes, the CM is to count one or more hours of JSR participation per day as one (1) full day. Reporting any hours in a week uses a week of participation, and participants are limited to all job search and job readiness assistance activities, including JSR, to a maximum of six weeks in a twelve-month period, with no more than four consecutive weeks. A week is seven consecutive days.

Ensure weekly participation in WTW activities of 22/32/38 hours per week.

If both parents are participating in WTW activities, the parent's hours of participation can be combined to equal 38 hours, but one parent must be participating an average of at least 30 hours per week.

In consultation with the CM, the second parent, if WTW exempt or if

he/she has a Good Cause for not participating in WTW activities, should be encouraged to volunteer for the program. Each parent in a two-parent household is entitled to his/her own JSR activity of up to six weeks in a 12-month period.

ATTENDANCE

Participants are expected to treat their JSR activity as a job, completing all required activities and attending scheduled hours. RWS will notify the CM via email whether the participant showed or did not show on the first day of JSR. Refer to the [First Day No Shows](#) section for more information.

RWS will determine if an absence is excused or unexcused. Absences will be excused if documentation is provided for any of the following reasons:

Medical appointments for self or dependent

Court appointment for self or dependent

School appointment for dependent (teacher conference, meeting, etc.)

Probation office appointment for self or dependent

Jury Duty for self

Appointment with CM or other SSA staff

Note: RWS will notify the CM when the participant has extraordinary circumstances that are not included in the above list of reasons. The CM will determine in those situations if the absence is excused or unexcused and notify RWS.

Absences will be unexcused for any other reason or if documentation is not provided. The [RWS Excused Absence Policy](#) is the guidelines RWS follows when making these determinations. If the absence is unexcused, RWS will notify the CM and the CM will determine if the participant has Good Cause. Some examples of Good Cause for not participating in JSR are, but not limited to, the following:

Temporary illness (self or child)

Breakdown in child care arrangement

Breakdown of transportation arrangements

Family problems including domestic abuse issues

Homelessness

The [WTW 26 Good Cause Determination Guidelines](#) provides guidelines for determining if Good Cause exists. Refer to [Policy 240 Good Cause/Compliance/Sanction](#) for more information.

During JSR participation, if there is an instance of non-attendance (Excused or Unexcused) RWS will attempt to contact the participant and notify the CM by the next business day via email and enter CalWIN Case Comments.

Any No Show in the AM is reported to the CM by the PM of that

same business day.

Any No Show in the PM is reported to the CM by the morning of the next business day.

The CM will evaluate the participant's situation and take appropriate and timely action based on the information obtained. The participant is required to continue in the activity during the evaluation and possible Cause Determination process.

Note: Additional days are not to be added on to the end of the four consecutive weeks due to absences. JSR is a four-week activity that can be extended to six weeks only if the participant is expected to secure full-time employment within those six weeks.

After three consecutive days of unexcused absences, RWS will close out the JSR referral and notify the CM.

FIRST DAY NO-SHOWS

Missing all of the first day will require an evaluation for good cause and non-cooperation by the CM. Refer to [Policy 240 Good Cause/ Compliance/ Sanction](#) for more information on the non-compliance process.

RWS will close out the referral and notify the CM by e-mail and document appropriately in CalWIN Case Comments when a participant misses the first day.

The CM shall reschedule the participant when deemed appropriate. A new referral form [F063-41-251](#) should be used.

Note: If the participant attends the second day, after a no show the first day of JSR and RWS did not receive a new referral, RWS will notify the CM to submit a re-referral.

CM RESPONSIBILITIES

The CM will meet with the participant to discuss the JSR activity.

During the discussion the CM will:

Explain the purpose and benefits of the JSR activity and obtaining unsubsidized employment to ensure JSR is the appropriate activity for the participant; utilize the [JSR flyer](#) as a guide.

Ensure the participant understands that the JSR activity consists of motivational workshops and active job search.

Clearly communicate to the participant the hours of attendance required for the JSR activity.

Note: The participant is required to check in to RWS at 8:00 a.m. and 4:00 p.m. on the days he/she is in active job search. Refer to [JSR Workshops](#) and [RWS Network Centers](#) sections for more information.

Explain that if unsubsidized employment is not obtained during the four weeks of JSR, he/she may be referred to either Job Skills or EXPRT in Week 5. Refer to the [Completion of Four Consecutive Weeks of JSR](#) section for more information.

Review the participant's assessment results, if available.
Evaluate the need for employment support services needs (i.e. professional clothing, transportation, etc.) to be provided through RWS. Refer to [Policy 272 Employment Support Services](#) for more information.

Determine the date the participant will be sent to begin his/her JSR activity.

Note: Participants can be referred to JSR on any day of the week. Provide the Work Opportunity Tax Credit (WOTC) information to the participant if it was not provided during Appraisal. Refer to [Policy 201 Appraisal](#) and [Policy 201A WOTC](#) for more information.

Review and respond to the participant's supportive services needs. Communicate and make supportive services referrals to the Intake Employment Eligibility Specialist (IEES)/Continuing Employment Eligibility Specialist (CEES) as needed.

Note: Ensure that reliable child care and transportation are in place prior to the start of JSR. Child care and transportation should be established to cover the four weeks of JSR, the fifth week of Job Skills or EXPRT, and the sixth week of Assessment and any concurrent activity.

Refer to [Policy 301 Child Care](#), [Policy 310 Transportation Supportive Services](#), and [Policy 315 Ancillary Supportive Services](#) for more information on Supportive Services.

Ensure the participant possesses government issued identification (based on I-9 required documents, generally a picture I.D. and original Social Security Card).

Complete the [F063-41-251 Job Services/Employment Support Services Referral](#) for JSR indicating assigned hours per week and length of the activity. Include any Employment Support Services needs in the referral.

Email the completed referral (with a copy of the participant's assessment results, if appropriate) as an attachment to the appropriate RWS Outlook mailbox (Rescare North, Rescare South, Rescare East, Rescare West).

Provide the participant with a copy of the referral form and virtually print into OnBase.

Complete a [WTW 2 Welfare-to-Work Plan Activity Assignment](#) if applicable, which indicates JSR and any concurrent WTW activities, required participation hours, and all identified Supportive Services. [Example 1](#) shows a completed WTW Plan for the JSR activity and the WTW Plan is meeting CalWORKs federal standards.

[Example 2](#) shows a completed WTW Plan for the JSR activity. The participant is concurrently assigned to Unsubsidized Employment (UEM) and the WTW Plan is meeting CalWORKs federal standards.

[Example 3](#) shows a completed WTW Plan for the JSR activity and the WTW Plan does not meet CalWORKs federal standards (i.e. Participant utilized JSR 6-week time limit in 12-month period for the Behavioral Health Services (BHS) and/or Domestic Abuse Services (DAS) activities). The WTW 24-Month Time Clock is ticking. Schedule the participant to the JSR activity in CalWIN.

Collaborate with RWS to monitor the participant's attendance, participation, progress, and potential barriers to successful completion of the assigned JSR activity.

Enter JSR and any other activities attendance hours in CalWIN and track the participant's attendance and progress.

Note: If a case is pulled for a Work Participation Case Review while the participant is still attending JSR, contact RWS to request necessary attendance information prior to the end of the activity and completion of the [F063-41-420 Attendance and Outcome Report \(AOR\)](#).

Update CalWIN Case Comments.

RWS RESPONSIBILITIES

The responsibilities of the RWS Talent Development Specialists include:

Receive the referral for the JSR activity via email or fax.

Consult with the CM on the hours and activity as appropriate.

Conduct an outreach phone call with the participant prior to their JSR start date to discuss what to expect in JSR.

Meet with the participant on the first day of JSR to discuss the details of the activity.

Address barriers to participation and communicate with the CM as needed.

Monitor the participant's attendance, participation, and progress.

Consult with the CM on hours and activity as appropriate.

Evaluate the participant's progress towards achieving his/her Self-Sufficiency Action Plan on a weekly basis.

Review the [F063-41-422 RWS Daily Job Search Report](#) form with the participant giving him/her guidance on any identifiable areas needing improvement.

Provide any other employment counseling which is required to assist the participant with decision making and to identify barriers affecting his/her job search activities.

Record the amount of time spent in the job search activity in the RWS internal database.

Image into OnBase a copy of the F063-41-422 RWS Daily Job Search Report form collected each day from the participant.

Evaluate absences to determine if they are excused or unexcused and notify the CM.

Enter non-attendance and final outcome in the CalWIN Case Comments and notify the CM.

Submit the [F063-41-420 Attendance and Outcome Report \(AOR\)](#) to the CM within 3 business days from the end of the month and/or when the activity ends. The AOR will include a daily record of attendance and at the end of the activity the final outcome will be included.

Note: RWS will communicate participation concerns to the CM immediately.

Notify the CM when the participant is in his/her third week of JSR and provide the CM with a recommendation for either Job Skills or EXPRT for the participant's fifth week.

Notify the CM via email and indicate on the final AOR if the participant becomes employed at any time during JSR, providing available details including the employer name, employer address, occupation, hours, salary/hourly wage, and start date.

JSR WORKSHOPS

RWS offers job search workshops to WTW participants in the JSR activity that are tailored to the needs of the participant and his/her job search abilities. The workshops provided are the JSR Workshop and the JSR Workshop for Limited English. Both workshops consist of a one week classroom setting. Workshops are scheduled weekly, beginning on Monday, and conclude on Wednesday for participants referred for 22 hours, and Friday for participants referred 32 and 38 hours per week. It is expected that most participants will participate in the RWS JSR Workshop.

Below is the schedule for participants referred to the RWS JSR Workshops:

Referred for 22 hours per week – will only participate in the first three days of the week.

Monday and Tuesday 8:00 a.m. to 4:30 p.m.

Wednesday 8:00 a.m. to 4:00 p.m.

Referred for 32 hours per week – will participate all week but end the day earlier on Friday.

Monday through Thursday 8:00 a.m. to 4:30 p.m.

Friday 8:00 a.m. to 10:00 a.m.

Referred for 38 hours per week – will participate all week.

Monday, Tuesday, Thursday, and Friday 8:00 a.m. to 4:30 p.m.

Wednesday 8:00 a.m. to 5:00 p.m.

If the participant volunteers to participate 40 hours per week, the schedule is Monday through Friday 8:00 a.m. to 5:00 p.m.

After the completion of the one-week JSR workshops, participants transition into up to three weeks of supervised active job search.

Refer to the [Active Job Search](#) section for more information.

**JSR WORKSHOP
CURRICULM
TOPICS**

JSR workshop curriculum topics include, but are not limited to:

Foundation of Job Search

Marketing Yourself

Self-Reflection

Professional Networking

Planning for Interview Success

Practicing and Perfecting Interviewing

Professional Communication

Money Management

Within each workshop curriculum topic, RWS discusses the following sub-topics and provides effective tools:

Rewards of working and motivation

Today's job search methods and the hidden job market

Economic facts and employment trends

Mastering employment applications

Identifying skills and work experience

Interview techniques

Resume preparation

Employer requirements, expectations, and job retention techniques

Problem solving skills

Resolving conflict and barriers

How to use social networking professionally

Goal setting

Career advancement

CalWORKs contracted Behavioral Health Services and Public

Health Nurse presentations

Information on Earned Income Tax Credit (EITC)

**RWS NETWORK
CENTERS**

RWS provides Network Centers at all offices for participants in JSR. Network Center provides brief highly motivational facilitated sessions designed to complement RWS Standard JSR Workshops but more flexible and independent. These daily sessions, held in the morning and afternoon, are combined with the participant's active job search during the remainder of their time.

Depending on the referred number of hours, participants can attend Network Center's sessions in the morning and afternoon Monday through Friday. Below is the schedule for participants in the Network Center:

Referred for 22 hours per week – will only participate in the first three days of the week.

Monday and Tuesday:

8:00 a.m. to 10:00 a.m. morning Network Center session

10:00 a.m. to 4:00 p.m. Active Job Search

4:00 p.m. to 4:30 p.m. afternoon Network Center session
Wednesday:

8:00 a.m. to 10:00 a.m. morning Network Center session

10:00 a.m. to 4:00 p.m. Active Job Search

Referred for 32 hours per week – will participate all week but end earlier on Friday.

Monday through Thursday:

8:00 a.m. to 10:00 a.m. morning Network Center session

10:00 a.m. to 4:00 p.m. Active Job Search

4:00 p.m. to 4:30 p.m. afternoon Network Center session

Friday:

8:00 a.m. to 10:00 a.m. morning Network Center session

Referred for 38 hours per week – will participate all week.

Monday, Tuesday, Thursday, Friday:

8:00 a.m. to 10:00 a.m. morning Network Center session

10:00 a.m. to 4:00 p.m. Active Job Search

4:00 p.m. to 4:30 p.m. afternoon Network Center session

Wednesday:

8:00 a.m. to 10:00 a.m. morning Network Center session

10:00 a.m. to 4:00 p.m. Active Job Search

4:00 p.m. to 4:30 p.m. afternoon Network Center session

4:30 p.m. to 5:00 p.m. Active Job Search

While in Network Center, participants work with RWS Talent Development Specialists on their individualized job search plan.

Every day a participant is scheduled to participate, he/she will submit a completed [F063-41-422 RWS Daily Job Search Report](#)

[Report](#) form documenting their job search efforts during the afternoon session of Network Center.

All RWS Network Centers provide the following:

Ice breakers, team building, and energizer activities focused on job search

Employer recruitments and job fairs

Interview preparation

Scheduled interviews

Access to job leads

Exclusive RWS job leads

Online job matching assistance

Career coaching

Information on Orange County Job Market trends

Job search and community resources

Access to computers, internet, phones, fax machine, and copy machines

Free unlimited phone message service for employers to call participants that do not have a reliable phone number

Resume assistance
Information on EITC

**RWS
JOB READY**

Job Ready participants have work history, experience in interviewing, networking, and confidence in their job search abilities. The following list are guidelines RWS will evaluate in order to determine if the participant is job ready; however, the list is not meant to be all inclusive.

Has reliable transportation and childcare in place.

Dresses professionally and appropriately for employment.

Able to immediately interview with employers.

Able to provide job training and/or work history if applicable.

Can participate in an employer's probation period without tardiness or absenteeism in daily attendance.

Demonstrates a desire to obtain employment.

Demonstrates a positive and open approach towards job search.

Receptive to constructive feedback.

Communicates professionally and proficiently with others.

Demonstrates active listening skills.

Confident in communicating work experience and abilities.

Able to pass a drug test, if required by the employer.

Willing to initiate follow-up with prospective employers.

Possesses understanding of job search techniques.

Job Ready participants will not attend RWS JSR Workshops, but

will participate in the Network Center's job search morning or

afternoon sessions. Job Ready participants in Network Center will

refine their skills, prepare for interviews, obtain employment

opportunities, and meet with their RWS Talent Development

Specialists for additional supportive services and job search

assistance.

**ACTIVE JOB
SEARCH**

Active Job Search is an organized method of participants seeking employment under the supervision of the RWS Talent Development Specialists. RWS will provide three weeks of supervised active job search, extended up to two more weeks with prior CM approval.

Active job search will take place during JSR following the completion of the RWS JSR Workshops and while participating in RWS Network Centers.

Participants are to use time between Network Center's morning and afternoon session to actively job search by completing employment applications, attending interviews, following up on interviews, calling employers regarding employment opportunities, and attending any appointments that pertain to obtaining for employment opportunities.

Participants are expected to submit a completed [F063-41-422 RWS Daily Job Search Report](#) form documenting their active job search efforts. Participants submit a completed F063-41-26 WTW Job Search Report form for every day they are scheduled to participate in JSR. Participants are required to complete a minimum of three employment applications each day scheduled for JSR, exceptions only apply if participants have employer interviews and submit documentation. RWS Talent Development Specialists will review participants [F063-41-422 RWS Daily Job Search Report](#) form for completion, accuracy, job coaching, and encouragement during the afternoon session of Network Center.

REFERENCES

EAS Manual 42-711.53
ACL 00-30, ACL 14-51
ACIN 1-16-00
[Policy 100-F1 WTW Exemptions](#)
[Policy 201 Appraisal / Re-Appraisal](#)
[Policy 201A WOTC](#)
[Policy 210 Assessment](#)
[Policy 211 WTW Plan](#)
[Policy 214 Job Skills](#)
[Policy 226 Interim Job Search \(IJS\)](#)
[Policy 240 Good Cause/Compliance/Sanction](#)
[Policy 289 Experience Provides the Resources for Tomorrow \(EXPRT\)](#)
[Policy 301 Childcare Eligibility and Application Process](#)
[Policy 310 Transportation Supportive Services](#)
[Policy 315 Ancillary Supportive Services](#)
[Policy 401 Behavioral Health Services](#)
[Policy 407 Family Stabilization Program](#)

ATTACHMENTS

[F063-41-162 Career Assistance and Assessment Referral Form](#)
[F063-41-251 Job Services/Employment Support Services Referral](#)
[F063-41-420 Attendance and Outcome Report \(AOR\)](#)
[F063-41-422 RWS Daily Job Search Report](#)
[F063-41-WT20 Description of Programs Offered by RWS](#)
[JSR Flyer – English](#)
[JSR Flyer – Spanish](#)
[JSR Flyer – Vietnamese](#)
[JSR Timeline](#)
[RWS Talent Development Specialist](#)
[RWS Excused Absence Policy](#)
[WTW 2 WTW Plan Activity Assignment](#)

[WTW Plan JSR Example 1](#)
[WTW Plan JSR/UEM Example 2](#)
[WTW Plan JSR Example 3](#)
[WTW 26 Good Cause Determination Guidelines](#)

OCCSSA