

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

Program/Area: CalWORKs

Title: Satisfactory Progress in Educational Activities

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PURPOSE

The purpose of this policy is to provide guidelines to be used to establish and determine regular attendance and satisfactory progress for participants in an undergraduate degree or certificate program enrolled in an educational Welfare-to-Work (WTW) activity.

POLICY

The progress standard will be used in determining if a participant is progressing in a manner consistent with the academic expectations for success that will lead to self-sufficient employment. Orange County actively collaborates with local community colleges and educational providers to ensure policies and procedures are clear on standards for satisfactory progress as well as how progress is measured within the WTW program. Participants must maintain satisfactory progress in his or her assigned activities and must participate for the required number of hours. The participant is also required to submit proof of satisfactory progress on a regular basis while participating in educational activities.

**ACCEPTABLE
STANDARD OF
PROGRESS**

The academic standard of the California Community Colleges and most other educational providers requires students to maintain a grade point average of 2.0 out of a possible 4.0. This is equivalent to a letter grade of a "C" on the A through F letter grading. Some schools may use a grade system that is different such as:

- Pass/No Pass
- Credit/No Credit.

The standard grade of a "C" or numerical equivalent will be used to officially indicate the acceptable level that meets the requirements of "Satisfactory Progress" for the County of Orange.

Note: GPA does not apply to non-credit institutions. A student may have a 0.00 semester GPA if 100% of their classes are Pass/No Pass or Credit/No Credit.

**ACADEMIC AND
PROGRESS
EXPECTATIONS
AGREEMENT**

The Case Manager (CM) must review and explain [F063-41-202 Academic and Progress Expectations form](#) with the participant when completing or revising the WTW Plan to include an educational activity and anytime during the course of the plan should the student's progress drop below the academic standard.

The participant must sign the agreement of understanding by completing the [F063-41-202 Academic and Progress Expectations form](#). The CM shall give the participant a copy of the signed form, image the form into OnBase, and narrate in CalWIN Case Comments that F063-41-202 [Academic and Progress Expectations form](#) was explained to the participant and signed by the participant.

The CM should stress that the academic standard is necessary to ensure the participants future success when achieving his/her program goal.

**ACADEMIC
STANDARD
EXPECTATIONS**

Participants will be expected to have a cumulative grade point average that equals or exceeds 2.0 in all units attempted, or at the academic standard expected from their school or training program.

Participants must submit school documentation, such as progress and grade reports, or other verified acceptable documentation from the training or educational providers to verify satisfactory progress at the end of each semester or grading period to his/her CM.

If the program is scheduled to last for less than three months, then grade reports or progress reports need to be provided at the program's midpoint.

If the participant is in a training program that does not issue academic grades, then he/she must provide their CM proof that they have succeeded in the training program.

The College Counselor can assist, but they are not held responsible for delays or failure to report by the participant.

Regular attendance at school is mandatory. The participant will successfully attend scheduled class meetings, labs and workshops.

Although it does not affect the overall GPA, when the participant receives a Withdrawal, Incomplete or No Credit, as needed the CM will:

- Discuss with the participant whether he/she is experiencing barriers that hinder his/her ability to maintain satisfactory progress in their WTW activity or inhibiting him/her from completing school courses.
- With the permission of the participant, contact the College Counselor regarding suggestions that may enhance the likelihood of the participant's success in their assigned WTW activity.

The participant will enroll in classes that will assist them in gaining their employment goal as outlined in their student educational plan prepared with the College Counselor or contact.

**ACADEMIC
PROBATION**

If the participant's recent semester/school term GPA is less than 2.0 or if he/she has less than 2.0 in all units attempted, he/she will have one semester/school term to bring up their grade point average to 2.0 or more in all current units attempted.

Example 1- The participant's Spring Semester GPA is less than 2.0 and he/she plans on attending Summer School. The participant brings up his/her grade point average to 2.0 and provides a copy of his/her report card. The academic probation is lifted.

Example 2- The participant's spring Semester GPA is less than 2.0 and he/she plans on attending Summer School. The participant Summer School GPA is less than 2.0. The CM will initiate the Noncompliance process according to [Policy 240 Good Cause/ Compliance/Sanction.](#)

**FAILED
CLASSES**

If the participant has failed a class, he/she is not required to retake the same class and obtain a passing grade unless the school requires it. The overall GPA must be to the school's academic standard in order to maintain Satisfactory Progress.

If the participant has failed to regularly attend scheduled classes, and has received less than a 2.0 grade for any units attempted, he/she will have one school semester/term to correct both the attendance and to bring up the grade point average to 2.0 for all current units attempted. If the participant continues to receive less than a 2.0 GPA the CM shall initiate the Noncompliance process according to [Policy 240 Good Cause/ Compliance/Sanction.](#)

If the participant did not enroll in classes reflecting his/her employment goal and/or community college education plan,

he/she will have one semester/school term to correct this.

**FAILURE TO
PROGRESS OR
ATTEND**

A participant who fails to make satisfactory progress is subject to sanction, unless the failure is due to learning or medical issue or the participant has good cause. The CM should find out whether the participant has a learning or physical disability.

A participant's failure to make satisfactory progress or maintain a level of satisfactory performance may indicate the need to refer or re-refer him/her for a Learning Disabilities Evaluation (LDE) and make accommodations as required if the diagnosis is confirmed. The CM should explain the benefits of a learning disability evaluation. Refer to [Policy 210A Learning Disability Screening and Evaluations](#).

When the CM has identified that the participant has barriers that are interfering with his/her satisfactory progress, the CM will refer the participant to barrier-removal services including but not limited to Behavioral Health Services (BHS), Domestic Abuse Services, Family Stabilization and other resources available throughout the County and within the community. Refer to [Policy 401 Behavioral Services](#), [Policy 402 Domestic Abuse Services](#) and [Policy 407 Family Stabilization Program](#).

If the participant fails to meet participation requirements, the CM shall initiate the Noncompliance process according to [Policy 240 Good Cause/Compliance/Sanction](#). A participant may be removed from his/her training activity and be re-evaluated for a more appropriate activity if necessary.

Note: These situations will be handled on a case-by-case basis. Contact FSS Program through the appropriate chain of command when in doubt on determining satisfactory progress.

**ATTENDANCE
REPORTING**

Monthly attendance reports are required and must be closely monitored by the CM. It is the participant's responsibility to submit the report monthly and timely to the CM. All completed reports are due to the CM by the 10th calendar day of each month. Refer to [Participation Tracking/Universal Engagement Timeline Manager Resource Guide](#).

The College Counselor can assist, but they are not held responsible for delays or failure to report by the participant. For complete monitoring requirements refer to [Policy 220 Self-Initiated Program](#) (SIP), [Policy 222 Adult Basic Education](#) (ABE)

or [Policy 223 Vocational Training \(VTC/VTR\)](#).

The [F063-41-06 WTW Attendance/Progress Report form](#) shall be used for attendance and progress reporting. Self-reporting by the participant is still acceptable for monthly reporting if the provider refuses to complete the attendance report. The CM shall narrate in CalWIN Case Comments when this situation occurs.

The CM will complete [F063-41-05 WTW Education/Training Referral form](#), to notify the community college or other provider that attendance and progress reporting is required.

Note: When the participant is eligible for supportive services, the issuance of supportive services cannot be delayed or otherwise withheld while waiting to verify monthly participation hours. Refer to [Policy 315 Ancillary](#), [Policy 301 Child Care Eligibility](#) and [Policy 310 Transportation](#).

Example-It is after the 10th of the month and the CM has not received the participant's monthly attendance report. On the 20th of the month the Intake Employment Eligibility Specialist (IEES)/Continuing Employment Eligibility Specialist (CEES) receives the mileage claim form. The IEES/CEES will not delay the approving the mileage reimbursement payment and will take action within prescribed time frames. If it is later discovered the participant failed to participate as required, the appropriate Notice of Action (NOA) must be sent advising him/her that supportive services are being reduced or denied. Refer to [Policy 317 Supportive Services Notices of Action](#).

PROGRESS REPORTING

Participants must submit documentation, such as [the F063-41-06 WTW Attendance/Progress Report form](#), grade reports, or other verified acceptable documentation from the training or educational providers to verify satisfactory progress at the end of each semester or grading period. If the program is scheduled to last for less than three months, then grade reports or progress reports need to be provided at the program's midpoint.

Note: This is in addition to the regular Monthly Attendance Progress reports.

The CM shall make appropriate entries in the CalWIN Employment Services Subsystem to track the participant's participation hours and activity status. If the participant is complying and the activity status has not changed, verify that "Y" is in the Satisfactory Progress field. If changes need to be made

to the activity status, the Satisfactory Progress field also needs to be updated accordingly in the Employment Services subsystem in CalWIN. Refer to the [Participation Tracking/Universal Engagement Timeline Manager Resource Guide](#).

If the participant fails to provide proof of satisfactory progress, the CM shall initiate the Noncompliance process according to [Policy 240 Good Cause/ Compliance/Sanction](#).

Note: Schools may have different policy when grades are due. The CM should review school's website to determine when grades will be posted.

CASE MANAGEMENT COMMUNICATION

Due to variation in educational programs and educational providers, as well as the different needs of the participants, there may be situations that require individual evaluation. CMs should work with their supervisors and the [Regional Educational Liaisons](#) when questions arise that are not addressed in the policy. Contact FSS Program through the appropriate chain of command for case-by-case situations that need further clarification or evaluation.

It is very important that the CM and the College Counselors maintain good communication regarding the participants' attendance and progress.

- Any changes that may impact satisfactory progress should be mutually discussed so that each party can help the participant using the best available resources.
- Communication problems should be reported through the chain of command to FSS Program.
- College Counselors are instructed to contact FSS Program should they experience unusual communication barriers.

If the participant fails to make satisfactory progress or provide proof of satisfactory progress, the CM shall initiate the Noncompliance process according to [Policy 240 Good Cause/Compliance/Sanction](#).

EXCEPTIONS TO SATISFACTORY PROGRESS

When a participant has failed to make satisfactory progress, the county should find out whether a participant has a learning or physical disability.

If the disability cannot be remediated with learning disability services or physical disability accommodations, he /she should be considered for an alternative activity in which they can be

successful, consistent with their employment goal, or an activity toward a related employment goal consistent with his or her assessment.

If the disability cannot be remediated with learning disability services or physical disability accommodations, he/she should be evaluated for WTW exemptions. Refer to [Policy 100-F1 WTW Exemptions](#).

Contact FSS Program through the appropriate chain of command for situations not described above.

SUCCESSFUL COMPLETION

After the educational training program goal has been completed, the participant must submit final grade reports, diplomas, degrees and/or certificates of completion to the CM when the educational activity is completed. The CM needs to receive documentation 14 days following completion of the program or as soon as administratively available from the provider. This will serve as verification that the participant successfully completed his/her program.

Note: Schools may have different policy when grades are due. The CM should review school's website to determine when grades will be posted.

REFERENCES

EAS Manual Section 42-711.541 (b)
ACL 00-08
ACL 07-05E
ACIN I-13-11
ACL 15-80
[Policy 203 Work Participation Federal Review](#)
[Policy 210A Learning Disability Evaluation](#)
[Policy 220 Self-Initiated Program](#)
[Policy 222 Adult Basic Education](#)
[Policy 223 Vocational Training](#)
[Policy 240 Good Cause/Compliance/Sanction](#)
[Policy 301 Child Care Eligibility](#)
[Policy 310 Transportation Supportive Services](#)
[Policy 315 Ancillary Supportive Services](#)

ATTACHMENTS

[F063-41-05 Referral for Education/Training](#)
[F063-41-06 WTW Attendance/progress Report](#)
[F063-41-202 Academic and Progress Expectations](#)
[SSA Regional Office Educational Liaisons Contact](#)

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