

Approved: ***Signature on file***

PURPOSE

The purpose of this policy is to provide information on services offered by the Santa Ana Workforce Investment Board (WIB) effective July 1, 2013.

The Santa Ana (WIB) will provide employment activities in the form of Paid Work Experience (WEX) and Vocational Training (VTR) for Welfare to Work (WTW) participants who need training in the skills and knowledge essential to job performance that shall lead to employment.

Santa Ana WIB staff will work closely with each participant to assess needs, career goals, arrange an appropriate Paid WEX or Vocational Training activity and ensure weekly participation of at least 20 through 35 hours per week as referred by the Initial Services Worker (ISW) or WTW Case Manager (CM).

Santa Ana WIB provides services at the following One Stop Center:

- **Santa Ana W/O/R/K Center**
1000 E. Santa Ana Blvd., Suite 200
Santa Ana, CA 92701
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DESCRIPTION OF SERVICES

Paid Work Experience (WEX)

Paid WEX is a twelve (12) week, post-assessment, planned, structured training activity in the public or private sector under close supervision of the activity provider. Paid WEX provides basic job skills, enhances existing job skills in a position related to the participant's experience, or provides a needed community service that shall lead to unsubsidized employment.

Note: With prior approval from the designated CalWORKs Program Manager, the ISW/CM may extend participation in either Paid WEX up to four (4) consecutive months, including all extensions.

Santa Ana WIB shall be reimbursed by SSA at a rate not to

exceed eight dollars (\$8.00) per hour or prevailing California Minimum Wage, for each hour worked, for at least 20 through 35 hours as referred by the ISW/CM. The goal of Paid WEX is to transition participants into unsubsidized employment. At the end of the Paid WEX activity it is generally expected that the worksite will hire the participant as a regular employee.

Vocational Training

Vocational Training is a temporary, transitional, short-term educational activity varying in length, not to exceed 12-months per referral, to prepare participants for employment in a specific trade, occupation, or vocation.

- Vocational Training activities must be provided by vocational-technical schools, post secondary institutions or proprietary schools.
- Vocational Training activities will be made available to participants in areas identified as growth oriented, current or emerging occupation, meeting an unmet community need, and in high demand for new employees.

Vocational Training activities shall include but not be limited to the following:

- Certified Nurse's Assistant
- Office Technology
- Child Care Provider
- Medical Liens Collections
- Health Care careers
- Hospitality
- Protective Services
- Transportation

*For a description of the services offered by the WIBs refer to the [Workforce Investment Board Services at a Glance](#) document.

REFERRAL CRITERIA

Participants to be referred for Paid WEX and Vocational Training activities shall meet all of the following criteria:

- Have been deemed suitable for the activity by the ISW or CM. Refer to policy [207 WTW 24-Month](#)

Time Clock and to policy 211 WTW Plan.

- Have not found unsubsidized employment sufficient to meet the minimum required hours of WTW participation.
- Reside in Orange County.
- Have completed Vocational Assessment.

In the event a previous WIB participant has completed a Paid WEX/VTR program and the ISW/WTW CM has evaluated the participant for a new Paid WEX/VTR referral, please contact the designated CalWORKs Program Manager.

REFERRAL PROCESS

When it is determined that the participant meets the referral criteria for Paid WEX or Vocational Training, the ISW/WTW CM shall:

- Document referral criteria was met in CalWIN Case Comments per the Case Comments Resource Guide
- Complete sections I, II and III of the Referral for WIB Employment Services and send via secure email or fax to the designated Santa Ana WIB CM at the One Stop Center.

Santa Ana W/O/R/K Center

Santa Ana WIB Case Manager: David Flores

Email Address: dflores@santa-ana.org

(714) 565-2697

Fax : (714) 565-2602

- Provide a copy of the Vocational Assessment via secure email or fax to the designated Santa Ana WIB CM at the One Stop Center.

Note: When emailing the referral form and the Vocational Assessment Report to the Santa Ana WIB CM, staff must include the word “secure” inside square brackets in the beginning of the subject line of the email: [secure]. This will ensure confidentiality for participants when sending both items via e-mail.

- Provide a copy of the referral form to the participant as a reminder.

**ISW/CM
RESPONSIBILITIES**

The ISW/WTW CM is responsible for case management, and shall:

- Communicate to the participant the nature of the Paid WEX or Vocational Training assignment.
- Initiate referral to Paid WEX or Vocational Training activities and work with Santa Ana WIB to match the appropriateness of the assignment to the individual.
- Provide a copy of the vocational assessment report to Santa Ana WIB via secure email or fax.
- Schedule activity to WEX – Paid, Vocational Training Core, or Vocational Training in CalWIN. (Refer to policy 223 Vocational Training.)
- Vocational Training Core: The first 12 months of participation in vocational training are counted as a core activity and are 12 month life-time limited.
- Vocational Training: After completion of the 12 month life-time limit of vocational training, up to an additional 24 months of vocational training may be approved under the participant's 24-Month Time Clock. Refer to policy 207 WTW 24-Month Time Clock and to policy 211 WTW Plan.
- Enter actual Paid WEX, Vocational Training Core, or Vocational Training attendance hours in CalWIN and monitor the participant's attendance and progress per the Participation Tracking Resource Guide.
- Ensure documentation of the participation hours are in the case file.
- Review and respond to the participant's supportive services needs. (See policies 301 Childcare, 310 Transportation, and 315 Ancillary).
- Enter appropriate case comments in CalWIN, including supportive needs.

- Coordinate with Santa Ana WIB CM for the participant's attendance and progress via phone or email.
 - Ensure compliance with the Paid WEX or Vocational Training and any other WTW activity in the WTW Plan by contacting Santa Ana WIB CM via email or phone.
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SANTA ANA WIB RESPONSIBILITIES

Santa Ana WIB shall:

- Receive the referral for a Paid WEX or Vocational Training placement and the vocational assessment report via email or fax.
- Meet one-on-one with participants to evaluate skills and evaluate the participants for an assignment to an existing worksite.
- Work with the ISW/WTW CM in determining the appropriate Paid WEX or Vocational Training placement.
- Schedule job interview(s) with employer(s).
- Provide case management, and coaching to assist the participant in obtaining and retaining employment.
- Assign the participant to an appropriate Paid WEX or Vocational Training activity within seven (7) business days from the date of the referral.
- Complete Section IV of the referral received for a Paid WEX or Vocational Training placement and return to ISW/WTW CM via secure email or fax within one business day from the date the participant is assigned to a worksite or training facility.
- Report problems, achievements, attendance, or other inquiries about participant's assignments with participant and employer/training facility to the

ISW/WTW CM within five (5) business days of each occurrence.

- Contact the ISW/CM within 24 hours in the event that a participant misses an appointment, a day at the Paid WEX or Vocational Training assignment (including the first day), or has attendance/cooperation issues via email or phone.
- Refer participants' supportive services needs, such as food, transportation, housing, legal assistance, and clothing to ISW/WTW CM for assistance.
- Monitor the participant's attendance and progress by meeting every two (2) weeks with the participant and the training facility/worksites supervisor to discuss and determine what the participant needs to accomplish to successfully complete the program.
- Report monthly attendance and progress of each participant by the tenth (10th) calendar day of the following month via the WIB Report Form.

TREATMENT OF INCOME

Income derived from Paid WEX is treated as regular earned income from employment and is countable for cash aid and CalFresh.

WORKERS' COMPENSATION

Santa Ana WIB will ensure that all the participants in Paid WEX or Vocational Training are covered by Workers' Compensation Insurance as determined by the California Department of Social Services (CDSS).

ATTACHMENTS

207 WTW 24-Month Time Clock
211 WTW Plan
223 Vocational Training
301 Childcare
310 Transportation
315 Ancillary
Case Comments Resource Guide
Participation Tracking Resource Guide
Referral for WIB Employment Services
F063 41 188 WIB Report Form
Workforce Investment Board Services at a Glance

REFERENCES

EAS 44-101 (2)(F)
FS Manual 63-507(a)(4)
ACL 12-67
ACL 12-69