

**KERN COUNTY DEPARTMENT OF HUMAN SERVICES
POLICY IMPLEMENTATION MEMORANDUM NO. 15-18**

Date : 03-23-15
Re : **Employment Services: Welfare-to Work Retention Services**

Purpose

The purpose of this Memorandum is to provide the policy and procedures for Employment Social Service Workers to issue Retention Services to employed participants after their CalWORKs case is discontinued.

I. Description of CalWORKs Retention Services

A. Purpose of Job Retention Services

1. The purpose of Retention Services is to assist former recipients to retain employment or to obtain a better job.
2. Retention Services are available if:
 - a. The services are not provided by the employer or entity that arranged the job placement, if other than the County;
 - b. The services are not available from other sources;
 - c. The services are needed for the individual to retain employment, or needed to advance to new employment that may provide greater income or benefits.

B. Retention Services are available to individuals who meet one of the following criteria:

1. Individual is employed (full-time or part-time) at the time the CalWORKs case is discontinued.

Note: To be eligible for Retention Services, all family members must be discontinued from CalWORKs.

2. Individual becomes employed (full-time or part-time) within 12 months after the CalWORKs case is discontinued.
 - The individual can request Retention Services at any time during the first 12 months after the date the CalWORKs case is discontinued.

C. Number of Months the Individual Can Receive Retention Services

1. Individuals are eligible to receive Retention Services for a maximum period of 6 months.
 - Count the 6-month period beginning with the first month for which retention supportive services are approved.
 - Example: Individual requests Retention Services within the 12-month time period after the CalWORKs case is discontinued. A Mileage Reimbursement form is received for the month of July on August 4th. July is the first month of the 6-month retention period.
2. The individual is eligible for another 6-month period of Retention Services whenever he/she re-applies for cash-aid, is determined eligible, and then meets the Retention Services criteria.

II. Retention Services Provided to Employed Individuals

Retention Services	
Transportation and Ancillary	• Eligible for Transportation and Ancillary services for six months. • Bus passes and mileage reimbursements are issued according to the same transportation guidelines for aided WTW participants. • Necessary work-related expenses are reimbursed according to the same ancillary guidelines for aided WTW participants.
Training and Education	• Full-time employed individuals are eligible to receive Training and Education assistance for 6 months. Verification of full-time employment must be provided. • The training/education program must be completed within the six-month retention period. • Clients are required to provide an Education Plan from their accredited school/provider prior to approval.
Child Care	See Section V.

III. Informing Participants of Retention Services

- A. The Employment SSW assigned the case at the time of the CalWORKs discontinuance is responsible for Retention Services.
- B. When the CalWORKs case is discontinued, the Employment SSW discontinues the WTW case and mails the appropriate Retention Services letter. Document the Journal.

- C. If there is an office call with the individual at this time, the Employment SSW explains Retention Services and documents the Journal.

IV. Issuing Retention Services

- Complete the appropriate pages in C-IV to issue supportive services for transportation and/or ancillary payments.
- Complete the Notice of Action.
- Complete the Journal entry.

V. Child Care Information

This information applies to all participants discontinued from cash-aid.

- A. The individual remains eligible for child care for 24 months in Stage 2 after being discontinued from cash-aid.

Note: For child care services, the individual is eligible when he/she is discontinued from cash aid – the CalWORKs case is not required to be discontinued.

- B. To receive child care after being discontinued from cash-aid:
- The individual must be employed or participating in an approved training/education program.
 - The child must be under 13 years of age, family must meet income requirements, and the family may be required to pay a family fee.
- C. When it is known that child care services will continue at the time the CalWORKs case is discontinued, the Employment SSW sends the KCDHS 1000 to Community Connection for Child Care (CCCC).
- D. When child care services are requested after cash-aid is discontinued, refer the client directly to CCCC and CCCC will initiate services.