

WDD PROGRAMS GUIDE

CHAPTER 5

Non-WIOA Programs

Overview

Introduction Chapter 5 of the Workforce Development Department (WDD) Program Guide includes information for various programs and services the America's Job Center of California (AJCC) offers, but does not use Workforce Innovation and Opportunity Act (WIOA) funding.

In this section This section contains the following topics:

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CSEP/CYEP

Introduction

The Workforce Development Department (WDD) collaborates with the Transitional Assistance Department (TAD) to find employment for the participants of the California Work Opportunity and Responsibility to Kids (CalWORKs) customers participating in Subsidized Employment Program (CSEP) and CalWORKs Youth Employment Program (CYEP). The number of employment placements vary from year-to-year based on CalWORKs Welfare-to-Work (WTW) funding. This section outlines the program as follows:

- Referral process
- WDD Administration (ADMIN) staff process:
 - ADMIN Tracking spreadsheet
 - Assigning participants to contracted providers
- Contracted providers responsibilities:
- Reports,
 - Referral,
 - Contracted Provider Claims, and
 - Tracking.

Links

The link for the CSEP/CYEP folders is located in the WDD Share drive as follows:
<\\sbcounty.gov\eda\wdd\wdd-share\CSEP&CYEP>.

CSEP and CYEP MOU

CSEP and CYEP are coordinated efforts between TAD and WDD supported through two (2) Memoranda of Understanding (MOU).

Goal of CSEP and CYEP

The goal of CSEP/CYEP is to offer WTW customers the opportunity to:

- Gain employment experience,
- Improve work skills,
- Maintain current work history, and
- Develop self-sufficiency and contribute to the economic stability of San Bernardino County.

Contracted Providers

A participant who is eligible for the CSEP/CYEP program will be assigned a contracted provider by the WDD ADMIN Workforce Development Specialist (WDS) on a rotation basis based on location.

EMACS time coding

Any WDD staff who completes work for the CSEP/CYEP programs will code his/her time appropriately in the Employee Management and Compensation System (EMACS) using the following codes:

- CSEP – 0950
- CYEP – 0919

Note: Contract staff will code exclusively to CSEP/ CYEP.

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Length of CSEP/CYEP assignment

WTW customers may participate in the CSEP/CYEP program for six-months **or** 485 hours, **whichever is reached first**.

Once a CSEP/CYEP customer completes his/her six-month period **or** 485 hours, his/her eligibility to the program has ended. Additional assignments will only be allowed when an assignment ends prior to the six-month period **and** the customer has not completed 485 hours.

The timeframe for the CSEP/ CYEP is as follows:

- Five (5) hours of Orientation/Job Readiness,
- Up to 480 hours **or** six-months with an employer, and
- A maximum of 485 hours or six-months total (Maximum 8 hours per day).

Example: A participant completed three-months with a CSEP employer when the assignment ended. Since the participant completed only 250 of the allowed 485 hours, he/she is eligible for an additional three-months or 235 hours with a different CSEP employer.

Note: Child labor laws apply to minor participant who is participating in-the CYEP. In California a 16 or 17 year old:

- Can work eight (8) hours on a non-school day and four (4) hours on a school day for a maximum of 48 hours per week, and
- Must provide a work permit if he/she cannot provide a high school diploma or the equivalent.

Extension of CSEP/CYEP assignment

The CSEP/CYEP assignment may be extended with TAD Employment Services Manager (ESM) and TAD Regional Manager (RM) approval, if the:

- Site continues to have a need,
- Funding remains available, and
- CSEP/CYEP participant:
 - Will be more likely to obtain unsubsidized employment with the additional experience gained through an extension,
 - Has sufficient time remaining on aid for the extension,
 - Continually exhibits good attendance and performance, and
 - Has not had a significant problem or issue at the site.

Note: Contracted Provider must contact the Employment Services Specialist (ESS) when an extension is requested and provide a justification.

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Email referrals TAD staff will email CSEP/CYEP referrals to WDD's centralized mailbox at CSEP.CYEP@wdd.sbcounty.gov and include the following information on the subject line:

- City of appropriate location for the customer
- Identify the referral as CSEP or CYEP.

TAD will include the following forms as an attachment to the email:

- CSEP or CYEP Referral
- HS 39 Release of Information fom (TAD)
- C-IV ABCD 228
- TAD 104 Employment and Income Verification

Note: The centralized mailbox is maintained and reviewed by the ADMIN WDS who determines which provider is assigned the referral. Copy of referral forms are located in the WDD-Share drive>CSEP&CYEP folder>Forms/Templates.

**ADMIN WDS
staff
responsibilities**

The WDD ADMIN WDS is responsible for:

- Checking the CSEP/CYEP email box daily for referrals,
- Assigning referral to a provider based on location and on a rotation basis,
- Emailing TAD the TAD 104 form with information regarding who is the assigned provider for the CSEP/CYEP referral,
- Collecting the monthly reports from the contracted provider to submit to the WDD ADMIN analyst, and
- Regularly updating the ADMIN tracking spreadsheet,

**Provider
responsibilities**

The Contracted Providers are responsible for:

- Checking their email box daily for any referrals to the CSEP/CYEP program from WDD ADMIN WDS,
- Contacting participant regarding the CSEP/CYPE program,
- Explaining the CSEP/CYEP programs are not covered by Unemployment Insurance (UI),
- Emailing TAD a completed TAD 104 form and carbon copying (cc) WDD regarding the status of the CSEP/CYEP participant with the following information:
 - Name of employer
 - Hours to be worked
 - Active or terminated
- Including WDD in all email communications with TAD,
- Providing copy of participants worksite agreement to WDD, TAD, employer, and participant
- Updating the tracking spreadsheet with hours worked, worksite placement, and reason for termination, if applicable on a regular basis,
 - Should a customer exit the program, the exit date and reason(s) will be written in the tracking spreadsheet.
- Submitting Participant and claim reports to WDD by the 10th of each month,
- Facilitating the Orientation/Job Readiness Workshop to each participant,
- Locating a job-placement for CSEP/CYEP participants,
- Monitoring the program hours.

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Orientation/Job Readiness	<p>Each participant is required to attend an Orientation/Job Readiness Workshop specific to CSEP/CYEP. The Contracted Providers will utilize their own Orientation/Job Readiness Workshop, which may consist of the following four (4) components totaling five (5) paid hours:</p> <ul style="list-style-type: none">• Orientation,• Customer Service Workshop,• Attitude Makes a Difference Workshop, and• Communication Skills for Workplace Workshop.
Participant folder	<p>The Contracted Providers are required to main a participant folder for each CSEP/CYEP participant. The participant folders must contain, at a minimum, of the following documents:</p> <ol style="list-style-type: none">1. CSEP or CYEP Referral2. Release of Information – TAD form ABCDM 2283. Complaint and Grievance - TAD form HS 394. Employment and Income Verification - TAD form 1045. Copies of Right to Work Documents6. WDD CSEP/CYEP Worksite Agreement7. Other Agency specific documents needed
ADMIN CSEP/CYEP folder	<p>The CSEP/CYEP folder is located in the WDD-shared drive folder titled CSEP&CYEP at the following location: \\sbcounty.gov\eda\wdd\wdd-share\CSEP&CYEP. The folder contains the following information:</p> <ul style="list-style-type: none">• ADMIN tracking spreadsheets• Contracted Provider folders:<ul style="list-style-type: none">– Executed Worksite Agreements,– CSEP (Adult) Monthly Report by FY,– CYEP (Youth) Monthly Report by FY– Participant information (emails)– Monthly Worksite Agreement• ADMIN reports• Fiscal• Forms/Templates
Worksite Agreement	<p>The CSEP/CYEP program requires participants and employers to sign worksite agreements prior to the start of the participant’s employment. The worksite agreement must be signed:</p> <ul style="list-style-type: none">• In blue ink, and• By all parties: employer, provider and participant. <p>The original worksite agreement is kept with the provider and copies are given to employer, participant, and WDD.</p> <p>Note: The Worksite Agreement form is located in the WDD-Share drive> CSEP&CYEP> Forms/Template folder.</p>

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Reports

The Contracted Providers are required to submit the following reports to the WDD ADMIN Analyst by the 10th of each month:

- Participant report, and
- Claim report: billing for what the provider paid to a participant for either the CSEP or CYEP program.

After the Contracted Providers submits the monthly report, the WDD ADMIN analyst will:

- Combine all the Contracted Providers participant reports into one (1) report,
- Provide WDD and TAD management monthly reports regarding CSEP/CYEP participants. Information will include:
 - Participant status updates, and
 - Total program costs.
- Review the claims submitted by the Contracted Providers, and
- Submit approved claims to Fiscal for payment.

Referral process

The CSEP/CYEP referral process will be completed as follows:

Stage	Who	Description
1	Employment Service Specialist (ESS)	<ul style="list-style-type: none"> • Emails referral to CSEP.CYEP@wdd.sbcounty.gov, • Subject line will include: <ul style="list-style-type: none"> – The city of the participant – Identify the referral as CSEP/CYEP.
2	WDD ADMIN WDS	<ul style="list-style-type: none"> • Accesses CSEP/CYEP email box daily to check for referrals, • Assigns referral to a Contracted Provider on a rotation basis based on participant's location, • Emails the referral to the assigned Contracted Provider, • Saves referral form in the appropriate Contracted Provider folder in the WDD-Share drive: <ul style="list-style-type: none"> – Folder should be saved as follows: Last name, First name ✓ Example: Williams, John • Enters participant information in the ADMIN Tracking spreadsheets.
3	Contracted Provider	<ul style="list-style-type: none"> • Contacts participant to set-up an appointment, • Explains to the participant the CSEP/CYEP program and is considered training and is not covered by Unemployment Insurance Benefits (UIB) and once the assignment is completed, he/she is not eligible to apply for or receive UIB, • Meets with participant at the orientation/job readiness appointment, and collects: <ul style="list-style-type: none"> – Copies of the participants I-9 right to work documents (typically driver's license and social security card), – TAD 104 form, and – High school diploma/equivalent or work permit (if applicable). • Identifies a worksite placement for the participant: <ul style="list-style-type: none"> – Obtain signed Worksite Agreement, – Worksite Supervisor's name, email address, and job description(s) from employer, • Creates the participant sub-folder in the CSEP&CYEP folder, and • Adds the participant to their Participant Tracking sheet.

CalFresh Employment and Training Program

Introduction The Workforce Development Department (WDD) is in partnership with the Transitional Assistance Department (TAD) to refer eligible CalFresh (CF) customers to the America's Job Center of California (AJCC) for employment and training services. In addition, WDD contracted Goodwill to provide training services and customer reimbursements using 50% non-federal dollars.

The three (3) components to the CalFresh Employment and Training (CFET) program are:

- Job Search
- Job Retention
- Education

This section provides staff with instructions on the CFET process.

MOU TAD and WDD have an MOU for purposes of the CalFresh Employment and Training Program and must be evaluated and extended on a yearly basis. The MOU is based on a fiscal year from July through September.

Background The CFET program is a voluntary work program for Non-Assistance CalFresh (NACF) customers. The program provides employment and training activities for CalFresh customers who are not exempt from CalFresh-work registration. The goal of the CFET program is to increase the earning capacity of NACF customers through employment and training in order to achieve self-sufficiency.

CalJOBS Each CFET customer who attends the Initial Assessment appointment will be registered into CalJOBS to allow WDD to capture employment information and receive credit for the department's annual narrative reporting. This does not count towards performance measures.

Eligibility requirements A CalFresh customer is eligible to participate in the CFET program if he/she is:

- Eligible to NACF,
- Not disabled,
- Over the age of 18 and under 59,
- Residing within the San Bernardino City zip code, and
- Unemployed or underemployed.

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CalFresh Employment and Training Program, Continued

TAD EW responsibilities

TAD has a designated Eligibility Worker (EW) who coordinates with other TAD offices. The designated TAD EW is responsible for:

- Serving as the point of contact for CFET customers and WDD,
- Reviewing CFET referrals for eligibility from other TAD offices,
- Notifying WDD via the Memo to Service Providers (WTW 77) form when a customer is no longer eligible to CalFresh benefits,
- Reviewing the CFET Monthly Reporting Log for monthly CFET participation,
- Updating the CFET Monthly Reporting Log upon discovering a customer is no longer eligible to CalFresh benefits,
- Monitoring the CFET inbox,
- Managing a NACF/CFET caseload,
- Informing NACF customers about the:
 - Benefits of participating in the CFET program,
 - Activities available,
 - Eligibility requirements, and
 - Limited availability of the CFET program.
- Completing the:
 - CalFresh E&T Checklist (TAD CF 711) to ensure the customer is eligible for the CFET program,
 - CFET Referral Form (TAD CF 714), and
- Forwarding eligible CFET referrals to WDD.

Designated WDS

WDD will designate a Workforce Development Specialist (WDS) to case manage the CFET program. The designated WDS responsibilities includes, but are not limited to:

Responsibilities	Details
Point of Contact	<ul style="list-style-type: none">• Serve as a point of contact and maintain open communication with:<ul style="list-style-type: none">– CFET customers,– TAD, and– WDD ADMIN.• Address CFET questions and/or concerns from Goodwill staff.
CFET referrals	<ul style="list-style-type: none">• Receive referrals from TAD,• Complete a CFET Initial Assessment form WDD & TAD Complaint and Grievance form with the CFET customer,• Determine if CFET customer will remain at the AJCC for Job Search and/or Retention, or• Refer CFET customer to Goodwill for Education/Training. <p>Note: Goodwill will provide CFET customers with the supportive services needed to participate in his/her Education/Training activities.</p>
Case Management	<ul style="list-style-type: none">• Update the CFET tracking report on a daily basis,• Work with CFET customer for Job Search and/or Job Retention,

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CalFresh Employment and Training Program, Continued

Designated WDS, (continued)

Responsibilities	Details												
Case Management, cont.	<ul style="list-style-type: none"> Send initial contact/assessment on CFET customer to TAD, via the TAD CF 714 form: <ul style="list-style-type: none"> A case note is completed on the CFET referral, and An ongoing status update is provided via the monthly CFET tracking report. Send CFET Initial Assessment form to Goodwill for Job Education referral, Monitor CFET customer on a monthly basis to ensure he/she is meeting the requirements for the program, including with Goodwill, Update the CalFresh E&T Monthly Reporting Log by the 3rd business day of the month, Provide counseling and coaching, as needed, to improve the customer's job search abilities, and End CFET services when notified by TAD, the customer is terminated from CalFresh. Prior to ending services, verify if the customer is an active Workforce Innovation and Opportunity Act (WIOA) eligible customer: <table border="1"> <tr> <th>If ...</th><th>Then ...</th></tr> <tr> <td>Yes,</td><td> Do not terminate job search services, and: <ul style="list-style-type: none"> Case note customer will continue receiving services under WIOA, Update tracking report, and Refer customer to his/her WDS. </td></tr> <tr> <td>No,</td><td> Ask customer if he/she would like to enroll into WIOA to continue with job search services: <table border="1"> <tr> <th>If ...</th><th>Then ...</th></tr> <tr> <td>Yes,</td><td> Customer will go through the regular enrollment process. <ul style="list-style-type: none"> Have customer enroll into WIOA, Case note customer will continue receiving services under WIOA, and Update tracking report. </td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Terminate services, Case note customer declined to receive WIOA services, and Update tracking report. </td></tr> </table> </td></tr> </table> <ul style="list-style-type: none"> Email Goodwill and carbon copy (cc) AJCC supervisor immediately of CFET customer's termination from CalFresh if customer is in the Education/Training portion of the program, and update tracking report. 	If ...	Then ...	Yes,	Do not terminate job search services, and: <ul style="list-style-type: none"> Case note customer will continue receiving services under WIOA, Update tracking report, and Refer customer to his/her WDS. 	No,	Ask customer if he/she would like to enroll into WIOA to continue with job search services: <table border="1"> <tr> <th>If ...</th><th>Then ...</th></tr> <tr> <td>Yes,</td><td> Customer will go through the regular enrollment process. <ul style="list-style-type: none"> Have customer enroll into WIOA, Case note customer will continue receiving services under WIOA, and Update tracking report. </td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Terminate services, Case note customer declined to receive WIOA services, and Update tracking report. </td></tr> </table>	If ...	Then ...	Yes,	Customer will go through the regular enrollment process. <ul style="list-style-type: none"> Have customer enroll into WIOA, Case note customer will continue receiving services under WIOA, and Update tracking report. 	No,	<ul style="list-style-type: none"> Terminate services, Case note customer declined to receive WIOA services, and Update tracking report.
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No,	<ul style="list-style-type: none"> Terminate services, Case note customer declined to receive WIOA services, and Update tracking report. 												

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CalFresh Employment and Training Program, Continued

Maximum number of participants

WDD will communicate with the TAD Welfare-to-Work (WTW) Regional Manager (RM) or back-up staff when the monthly CalFresh E&T maximum number of participants has been reached. The maximum number of participants for each program is:

- Job Search – Thirty-five (35)
- Job Retention – Two (2)
- Job Education/Training – Six (6)

Forms

The following forms will be used by TAD EWs and WDD WDS for the CFET program and maintained in the customer's file:

Form	Description
CalFresh E&T Referral (TAD CF 714) form	<ul style="list-style-type: none"> • TAD EWs will complete to refer an eligible NACF customer to the CalFresh E&T program. • WDD WDS will complete to notify the CalFresh E&T EW of: <ul style="list-style-type: none"> – A reverse referral, and/or – The customer's CalFresh E&T initial participation status, and – Documentation from any communication with CFET customer after the Initial Assessment is completed.
Complaint and Grievance Procedure (HS 39)	The HS 39 TAD Complaint and Grievance Procedure form is forwarded by TAD to WDD along with the TAD CF 714 Referral.
WDD CFET Initial Assessment form	<p>WDS will:</p> <ul style="list-style-type: none"> • Complete the Initial Assessment for a CFET customer, • Determine if customer will be referred to Goodwill for Education/Training or remain at the AJCC for Job Search and Job Retention services, and • Send referral to Goodwill if customer will complete the Education/Training activity.
WDD Complaint and Grievance Procedure form	<p>WDS will:</p> <ul style="list-style-type: none"> • Use form to inform customers about the steps involved in filing a complaint and grievance, and • Provide form to CFET customers who are participating in the CFET program.
Memo to Service Providers (WTW 77) form	<ul style="list-style-type: none"> • Informs service providers of a change in a customer's participation status. • The CalFresh E&T EW will send the WTW 77 to WDD immediately upon discovering a customer is no longer eligible to NACF or the CalFresh E&T program. • Upon receipt of the WTW 77, WDD staff will: <ul style="list-style-type: none"> – Determine if the customer is WIOA eligible to continue with the services, or – Stop all CFET services for the customer.
CFET Ancillary request form	Goodwill will complete when issuing Supportive Services for training and ancillary requests.
CFET Receipt of Goods Acknowledgement form	Receipt of goods for services (transportation and/or ancillary) provided to the customer.

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CalFresh Employment and Training Program, Continued

CFET referral process

The CFET TAD EW and WDD WDS will complete the CFET referral process as follows:

Stage	Description
1	CFET TAD EW will: <ul style="list-style-type: none">• Ensure the customer is eligible to CFET, and• Forward the TAD CF 714 referral form to WDDCalFreshET@wdd.sbcounty.gov email box.
2	CFET WDS will: <ul style="list-style-type: none">• Retrieve the referrals from the email box on a daily basis,• Contact customer to schedule an Initial Assessment appointment,• Determine which service the customer will complete:<ul style="list-style-type: none">– Job Search– Job Retention– Job Education/Training• Have customer complete the TAD HS 39 and WDD Complaint and Grievance forms,• Send the TAD CF 714 to the CFET TAD email inbox TADCalFreshE&T@hss.sbcounty.gov to notify the CFET TAD EW of the customer's initial participation status, and• Update the CalFresh E&T Monthly Reporting Log.

Note: Emails must be sent in accordance with the policy for Privacy and Security of Personally Identifiable Information (PII). The TAD CF 714 or any document with PII must be sent as an attachment to the email. No PII should be included in the body or subject line of the email.

Successful contact

The WDD WDS will notify the CFET TAD EW, via the TAD CF 714 form, when contact with the NACF customer is successful and a CFET activity is assigned.

Unsuccessful contact

After three (3) contact attempts to engage the CFET customer are unsuccessful, the WDD WDS will:

- Notify the CFET TAD EW via the TAD CF 714 form,
- Complete the "Notes" field in Section 4, and
- Email the TAD CF 714 form to the CFET TAD email inbox: TADCalFreshE&T@hss.sbcounty.gov.

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CalFresh Employment and Training Program, Continued

Reverse referrals

WDD may complete a reverse referral for a potential CFET customer. The reverse referral process is outlined below:

Stage	Description
1	Workforce Development Technician (WDT): <ul style="list-style-type: none">Reviews WIOA application to determine if the customer is receiving CalFresh benefits only and is eligible to participate in the CFET program.Completes Sections 1 and 2 of the TAD CF 714 form.Emails the TAD CF 714 form to the email inbox: TADCalFreshE&T@hss.sbcounty.gov
2	The CalFresh E&T EW: <ul style="list-style-type: none">Reviews the customer information to ensure he/she is eligible for CFET.Completes Section 3 of the TAD CF 714 form and documents the reverse referral outcome.Emails the TAD CF 714 form to the email inbox: WDDCalFreshET@wdd.sbcounty.gov.
3	WDD: <ul style="list-style-type: none">Contacts the NACF customer to schedule him/her for an Assessment/Orientation.Enrolls the customer in an appropriate CFET activity.Notifies the CFET TAD EW of the customer's CFET status and emails sends the TAD CF 714 form to the email inbox: TADCalFreshE&T@hss.sbcounty.gov.

Monthly invoices

WDD is required to submit monthly invoices to TAD for CFET services provided.

Goodwill is required to submit monthly invoices to WDD for reimbursement of CFET services and reimbursement of 50% non-federal funds for any issuance of Supportive Services.

When issuing transportation and/or ancillary services, Goodwill will complete the Request Form (**Attachment III**) and Receipt for Services Provided (**Attachment IV**). Training certificates of completion must be included with the invoices for reimbursements.

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CalFresh Employment and Training Program, Continued

CalFresh E&T Monthly Reporting Log

The CalFresh E&T Monthly Reporting Log is maintained by WDD and the designated CFET WDS. The CalFresh Monthly Reporting Log is:

- Used to track CalFresh E&T customer:
 - Activities,
 - Monthly participation, and
 - Receipt of supportive services/ancillary issuances.
- Updated by the:
 - WDS on a regular basis in preparation for sending the report to TAD on a monthly basis by the 5th business day, and/or
 - CFET EW who will send the report immediately upon discovering a CalFresh E&T customer is no longer eligible to CalFresh.
- Located in the following shared drive: [\\wdd share drive>CalFresh E&T folder](#).

The WDD Adult Programs Staff Analyst is responsible for sending the CalFresh E&T Monthly Reporting Log to TAD by the 5th business day of the month.

EMACS

The CFET WDS will code his/her time to the Supplemental Nutrition Assistance Program (SNAP) E&T EMACS Code 0105 when working on the CFET program.

Department of Aging and Adult Services Customers

Introduction This section serves as guidance for assisting customers who are participating in a work based training through the Department of Aging and Adult Services (DAAS) Senior Community Service Employment Program (SCSEP). These customers will be referred to the America's Job Center of California (AJCC) to complete academic assessment testing.

Definitions The following are definitions of terms used in this section in relation to DAAS customers:

- **Academic Assessment** – Assessment tool used at the AJCC to measure the reading and math skills of a customer.
- **AJCC Single Point of Contact (SPOC)** – Each AJCC has a designated SPOC who coordinates services for DAAS customers.
- **DAAS Customers** – Customers referred by DAAS to the AJCC for assistance with an academic assessment.
- **Registration in the CalJOBS system** –
 - Customers can self-register to receive basic services from the AJCC.
 - Requires general information about the customer but does not require verification of such information.
 - Must be completed before the DAAS customer can attend AJCC assessment testing.

Customer referrals DAAS customers will be referred to the AJCC for assessment services. The process for assisting these customers is outlined below.

Stage	Who	Action
1	DAAS SCSEP Case Manager	<ul style="list-style-type: none">• Registers DAAS customer at www.caljobs.ca.gov,• Contacts AJCC SPOC to schedule DAAS customer for the assessment, and• Provides the SPOC with the DAAS customer's:<ul style="list-style-type: none">– Name,– Last four (4) numbers of social security number, and– Phone number.
2	AJCC SPOC	<ul style="list-style-type: none">• Verifies DAAS customer is registered at www.caljobs.ca.gov,• Schedules DAAS customer for the next available assessment time, and• Provides DAAS case manager with DAAS customer's assessment appointment time.
3	DAAS SCSEP Case Manager	<ul style="list-style-type: none">• Provides DAAS customer with appointment time, and• Directions to the AJCC.
4	Assessment Test Proctor	Provides assessment scores for all DAAS customers to the AJCC SPOC.
5	AJCC SPOC	<ul style="list-style-type: none">• Maintains a log of DAAS customers who have attended assessment,• Provides the list to the designated Fiscal Staff Analyst at the administration office on a monthly basis, and• Provides DAAS case manager with the assessment test scores.

Volunteer Worker Program

Introduction

The Workforce Development Department (WDD) has created a Volunteer Worker Program to assist customers who would like to gain work experience in the County, and/or maintain a connection to the labor market during unemployment. WDD is able to utilize volunteers' assistance and support during peak periods or when staffing levels are affected by worker departures or extended leave of absences in areas such as:

- Reception duties,
 - Clerical assistance, and
 - Case management support.
-

Volunteer locations

Volunteers may be stationed at the following locations:

WDD Administrative Office 290 North D Street, 6 th Floor San Bernardino, CA 92415	East Valley AJCC 658 East Brier Drive, Suite 100 San Bernardino, CA 92415
West Valley America's Job Center of California (AJCC) 9650 9th Street, Suite A Rancho Cucamonga, CA 91730	High Desert AJCC 17310 Bear Valley Road, Suite 109 Victorville, CA 92395

Volunteer Interest Card

Potential WDD Volunteer Workers will complete the Volunteer Interest Card via the WDD website <https://wp.sbcounty.gov/workforce/volunteer-program/> to initiate interest. The Volunteer Interest Card will include:

- Contact information (required):
 - Name,
 - Address,
 - Phone number, and
 - Email.
 - Volunteer locations (required)
 - General information (required) about:
 - How they heard about the program,
 - Why they want to volunteer, and
 - Education status.
 - Skills information (optional)
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WDD Volunteer Services Coordinator

The WDD Volunteer Services Coordinator is a designated WDD Administrative staff member who is responsible for the following:

- Maintaining a list of potential volunteers based on the Volunteer Interest Cards received from sbcounty.gov/workforce,
 - Accessing the email account on a regular basis for potential volunteers,
 - Maintaining a list of available volunteer positions received from the AJCCs and WDD Administrative office,
 - Completing an initial screening of volunteers,
 - Coordinating with the On-Site Supervisor to complete the application and interview process, and
 - Maintaining a master log of all volunteer workers.
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Volunteer Worker Program, Continued

WDD Volunteer Worker

The WDD Volunteer Worker is a person who is not a regular employee of the County but performs duties, without pay, for WDD. The WDD Volunteer Worker must complete the Volunteer Worker application process.

Applicants who have not successfully completed the process are not allowed to volunteer. Volunteers must meet the following criteria:

- Be at least 18 years old,
- Participating in a recognized Career Pathway Program,
- Possess or be enrolled in a program to obtain a high school diploma or General Education Development (GED), and
- Cannot be related to WDD staff at the office in which he/she is volunteering.

The table below lists the types of volunteers allowable corresponding duties.

Volunteer	Typical duties
<ul style="list-style-type: none">• Client,• Family, and• Community members.	<ul style="list-style-type: none">• Greeting, checking in and routing customers at the office reception desk,• Recording office visits in CalJOBS,• Assisting customers in the AJCC resource room,• Assisting customers in completing written and online program related forms,• Completing general office duties:<ul style="list-style-type: none">– Filing– Faxing– Copying– Scanning– Answering phones• Performing other clerical duties as assigned. <p>Note: May vary based on experience.</p>
<p>Students:</p> <ul style="list-style-type: none">• College, and• Vocational.	<ul style="list-style-type: none">• Making follow-up and reminder calls for Workforce Development Specialists (WDSs) and Business Service Representatives (BSRs),• Completing a case note documenting customer contacts in CalJOBS,• Assisting with job recruitments and job fairs,• Proofreading and critiquing resumes for customers,• Screening and referring customers to jobs listed on CalJOBS,• Assisting customers in completing written and online program related forms,• Completing general office duties:<ul style="list-style-type: none">– Filing– Faxing– Copying– Scanning– Answering phones• Performing other duties as assigned. <p>Note: May vary based on experience.</p>

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Volunteer Worker Program, Continued

On-Site Supervisor

Individuals designated by the AJCCs' manager or supervisor to provide supervision of the WDD Volunteer Workers at their assigned site are responsible for the following:

- Ensuring there is an appropriate workspace for the volunteer to work,
- Adhering to the volunteer's scope of duties,
- Setting up training for the volunteer,
- Providing continuous supervision and instruction to the volunteer related to assigned duties,
- Providing the volunteer with materials, equipment, supplies, and computer access needed to perform assigned duties,
- Monitoring the volunteer sign-in sheet,
- Ensuring volunteers work no more than 40 hours per week,
 - No overtime is permitted,
- Ensuring volunteers receive breaks and lunches in accordance with State and Federal labor laws,
- Facilitating changes of work location assignments when needed,
- Completing a Volunteer Evaluation Form at the 30-day, 90-day, and end of the volunteering term,
 - Scanning a copy to the Volunteer Services Coordinator, and
- Completing a Volunteer Separation Report when the volunteer initiates separation or the term ends
 - Scanning a copy to the Volunteer Services Coordinator.

Application process

The following table describes the application process for the WDD Volunteer Worker program.

Stage	Who	Description
1	WDD Volunteer Worker	Completes and submits the interest card via: https://wp.sbcounty.gov/workforce/volunteer-program/ .
2	WDD Volunteer Services Coordinator	<ul style="list-style-type: none">• Accesses the email box daily for any interest cards submitted,• Maintains:<ul style="list-style-type: none">– Log of all interested volunteers and their current status,– File of each volunteer, and– List of all available opportunities within WDD.• Saves the log, list, and files in the following shared folder: Y:\ADMIN PROGRAM & COMPLIANCE\VOLUNTEER WORKER PROGRAM• Sends:<ul style="list-style-type: none">– County application to volunteer candidate when there is a volunteer opportunity available, or– An email response informing potential volunteer nothing is available at this time.• Forwards completed application from the volunteer to the On-Site Supervisor for review, if a vacancy exists.

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Volunteer Worker Program, Continued

Application process, continued

Stage	Who	Description						
3	On-Site Supervisor	<ul style="list-style-type: none">Interviews the potential volunteer for the appropriate position within his/her location.Determines:<table><tr><th>If the volunteer is ...</th><th>Then ...</th></tr><tr><td>Selected,</td><td><ul style="list-style-type: none">Gives a contingent offer to the Volunteer Worker, andNotifies the WDD Payroll Specialist to coordinate background check with volunteer candidate.</td></tr><tr><td>Not selected,</td><td>Notifies the candidate and WDD Volunteer Services Coordinator.</td></tr></table> <p>Note: Refer to the WDD Volunteer Worker block for appropriate duties.</p>	If the volunteer is ...	Then ...	Selected,	<ul style="list-style-type: none">Gives a contingent offer to the Volunteer Worker, andNotifies the WDD Payroll Specialist to coordinate background check with volunteer candidate.	Not selected,	Notifies the candidate and WDD Volunteer Services Coordinator.
If the volunteer is ...	Then ...							
Selected,	<ul style="list-style-type: none">Gives a contingent offer to the Volunteer Worker, andNotifies the WDD Payroll Specialist to coordinate background check with volunteer candidate.							
Not selected,	Notifies the candidate and WDD Volunteer Services Coordinator.							
4	WDD Volunteer Services Coordinator	<p>Review the volunteer's file for other opportunities within the department and:</p> <ul style="list-style-type: none">Remove the volunteer from the log if no other opportunities exist, orForward the application to the next On-Site Supervisor.						
5	Payroll Specialist	<ul style="list-style-type: none">Contacts the volunteer to coordinate a time to complete of the County background check, andDetermines:<table><tr><th>If the volunteer ...</th><th>Then ...</th></tr><tr><td>Passes the background check,</td><td><ul style="list-style-type: none">Notifies volunteer and On-Site Supervisor,Coordinates volunteer's start date with the On-Site Supervisor,Schedules a time for the volunteer to sign the following documents:<ul style="list-style-type: none">Non-Public Personally Identifiable Information (PII) policy,Volunteer Agreement,Dress & Grooming Standards policy,Drug & Alcohol Testing policy,Email policy,Internet/Intranet Use policy,Non-Discrimination/Harassment policy,Personnel rules,Telephone Use policy,Violence in the Workplace policy, andEmergency contact form.Saves all documents in the payroll folder on the WDD Shared drive,Sends copy of the emergency contact form to the on-site coordinator,Secures a badge for the volunteer.</td></tr></table>	If the volunteer ...	Then ...	Passes the background check,	<ul style="list-style-type: none">Notifies volunteer and On-Site Supervisor,Coordinates volunteer's start date with the On-Site Supervisor,Schedules a time for the volunteer to sign the following documents:<ul style="list-style-type: none">Non-Public Personally Identifiable Information (PII) policy,Volunteer Agreement,Dress & Grooming Standards policy,Drug & Alcohol Testing policy,Email policy,Internet/Intranet Use policy,Non-Discrimination/Harassment policy,Personnel rules,Telephone Use policy,Violence in the Workplace policy, andEmergency contact form.Saves all documents in the payroll folder on the WDD Shared drive,Sends copy of the emergency contact form to the on-site coordinator,Secures a badge for the volunteer.		
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Volunteer Worker Program, Continued

Application process, continued, (continued)

Stage	Who	Description						
5	Payroll Specialist, continued	<ul style="list-style-type: none">Determines, continued: <table><tr><th>If the volunteer ...</th><th>Then ...</th></tr><tr><td>Does not pass the background check,</td><td>Notifies the On-Site Supervisor and WDD Volunteer Services Coordinator. Note: Volunteers who did not pass the medical portion of the background check, may re-apply after one (1) year.</td></tr></table>	If the volunteer ...	Then ...	Does not pass the background check,	Notifies the On-Site Supervisor and WDD Volunteer Services Coordinator. Note: Volunteers who did not pass the medical portion of the background check, may re-apply after one (1) year.		
If the volunteer ...	Then ...							
Does not pass the background check,	Notifies the On-Site Supervisor and WDD Volunteer Services Coordinator. Note: Volunteers who did not pass the medical portion of the background check, may re-apply after one (1) year.							
6	On-Site Supervisor	Contacts the volunteer after receiving the results of the background check, and <table><tr><th>If the volunteer ...</th><th>Then ...</th></tr><tr><td>Passes the background check,</td><td>Notifies the volunteer when he/she can start.</td></tr><tr><td>Does not pass the background check,</td><td>Notifies the candidate he/she did not successfully pass the background check and is not eligible to volunteer at this time.</td></tr></table>	If the volunteer ...	Then ...	Passes the background check,	Notifies the volunteer when he/she can start.	Does not pass the background check,	Notifies the candidate he/she did not successfully pass the background check and is not eligible to volunteer at this time.
If the volunteer ...	Then ...							
Passes the background check,	Notifies the volunteer when he/she can start.							
Does not pass the background check,	Notifies the candidate he/she did not successfully pass the background check and is not eligible to volunteer at this time.							

Separation process

Separation from the WDD Volunteer Worker program can occur:

- At the end of the six (6) month term,
- If the volunteer elects to end the term early, or
- If the volunteer is terminated from the program early.

The table below details the separation process.

Stage	Who	Description
1	On-Site Supervisor	<ul style="list-style-type: none"> Collects the badge and any other equipment or materials issued to the volunteer during his/her term, Terminates access to all computer programs issued, Completes the Exit Evaluation form, Completes the Separation Notice, and Provides copies of all documents to the volunteer and the WDD Volunteer Services Coordinator.
2	WDD Volunteer Services Coordinator	<ul style="list-style-type: none"> Saves copies of all documents received in the volunteer's folder, and Updates the volunteer log.

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Volunteer Worker Program, Continued

System access Volunteers shall have access to applicable WDD systems pertaining to his/her volunteer assignment/task. System access may include:

- Outlook, and/or
- CalJOBS.

Note: Refer to the **WDD Volunteer Worker** block for appropriate scope of duties.

Insurance coverage All volunteers are covered under the County of San Bernardino Worker's Compensation Coverage while performing volunteer work. The County's self-insurance program covers Volunteer Workers for public liability losses while performing volunteer work.

Vehicle use and mileage reimbursement WDD Volunteer Workers will follow the [San Bernardino County Volunteer Workers Policy 07-10](#) for vehicle operation and mileage reimbursement information.
