

GAIN: THE BRIDGE TO INDEPENDENCE

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710 OVERVIEW

The Los Angeles County GAIN Program provides a one-day GAIN Orientation and four-week Job Readiness & Career Planning Services Program known as Orientation/Job Club/Vocational Assessment (JCO) to assist participants with job preparation, job search and/or enrollment in an educational/training program with the ultimate goal of obtaining, securing and/or promoting to living wage employment.

JCO provides a seamless transition between GAIN Orientation, Job Club and Vocational Assessment. Orientation is the first activity conducted on the first day of week one of JCO. The first week of JCO consists of the Career Planning and Preparation Seminar (CPPS). During the first week, participants develop a Career Goal Plan that will later be used as an employment guide during Vocational Assessment (VA).

During the second week of JCO, the job search is focused on targeted jobs paying a living wage. The job search in the third week is focused on targeted occupations that have documented potential for growth that will lead to a living wage job. Participants attend Vocational Assessment at the end of the third week if they have not found full-time employment. The fourth week is concentrated on identifying and enrolling participants in an educational/training activity to be combined with part-time employment.

JCO includes job-finding skills workshops and closely supervised job search. These services are provided to GAIN participants by a contracted services provider at different locations throughout Los Angeles County.

711 KEY POINTS

- Participation in Orientation/motivational training is required, unless the participant, meets exemption criteria and requests to be excused, self declares a substance abuse, mental health, domestic violence problem, is employed or in a Self-Initiated Program (SIP) and cannot miss work or school to attend a full-day motivational training program.
- Orientation/Job Club/Vocational Assessment (JCO) is usually assigned as the first welfare-to-work activity during the Appraisal appointment.
- The Job Club Activity Assignment contract is completed by the participant in lieu of the WTW 2, Welfare-To-Work Plan (WtW). However, participants who begin attending Orientation/Job Club/Job Search JCO must complete a WtW plan within 90 days of JCO completion.
- Job Search activities can be assigned for up to four consecutive weeks, for a total of six weeks in a 12-month period.

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- At each appointment and during each phone conversation, the GAIN Services Worker (GSW) keeps the participant focused on the benefits of employment. In addition to increased self-esteem and financial independence, employment helps the participant be a positive and motivational role model for her/his children.
- GAIN staff and the contracted services provider are united in the effort to place CalWORKs participants into employment and every opportunity should be taken to facilitate communication and promote an amicable, productive partnership.
- For DPSS job development staff to become more competitive within the business community, [LA LINK](#) is a web site that was developed as a marketing tool by the WorkSource California System.
- “Business Services Specialist” (BSS) is the new title name for all DPSS job development staff. The name reflects that as an extension of case management, the BSS must regularly interact with the business community in order to cultivate and maintain the relationships that provide our participants with job opportunities.
- GAIN staff designated as JCO GSWs/CCMs are part of a multidisciplinary team (JCO Team) outstation at Job Club sites to work in partnership with Job Club facilitators, Vocational Assessors, and GAIN BSSs.
- JCO GSWs/CCMs contact participants who do not attend their JCO activity to help resolve problems and encourage participation.
- The JCO team meets to discuss and review each participant’s case in order to begin developing a personalized employment plan prior to Vocational Assessment (VA).
- The JCO Team, including the BSS, assists in identifying local employment opportunities and educational/training programs for participants.
- On Thursday of the second week of targeted job search, the JCO GSW/CCM assigns participants, who are unemployed or employed part-time, to the VA component. ([See Chapter 800, Section 812.211](#))
- VA is conducted on Friday of the third week of Job Club at the JCO sites.
- Participants must complete the third week of targeted job search.
- The compliance process must be initiated within one workday if the participant remains unemployed and fails or refuses to participate in the VA without good cause during the third week of JCO. ([See Chapter 1300](#))

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712 POLICY

.1 Definitions

.11 Business Services Specialist

Contracted and County BSS staff (previously referred to as Business Services Specialist) assist GAIN participants in finding employment by networking with local businesses to locate employment opportunities and refer GAIN participants to employers with job openings that match their qualifications and goals/interests.

.12 Dual Track Screening

A participant is considered Dual Track when the literacy assessment results of the “Practice Application” indicate a score less than 12. **The passing score is 12 correct responses.** A partial response does not count as a correct response. Dual Track candidates are offered the option during JCO to combine part-time work concurrent with a WtW remedial educational course to improve literacy (i.e., reading, writing, math, English as a Second Language [ESL], and Vocational English as a Second Language [VESL]).

.13 Employment Counseling

The contracted services provider provides employment counseling aimed at helping the GAIN participant reach an informed decision on an appropriate employment goal.

.14 Flex Job Club

Flex Job Club is provided concurrently on a part-time basis with another GAIN activity, or supplements a GAIN participant’s part-time employment. The schedule for Flex Job Club is arranged around the participant’s current part-time job/education activity. Flex Job Club is a four-week activity.

.15 Full-Time Employment

Working at least thirty-two (32) hours per week for a single head of household and thirty-five (35) hours per week for a parent from a two-parent household, in a job with a salary at least equal to the State minimum wage.

.16 Job Club Services

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JCO is a GAIN activity, four weeks in length, for new English and Spanish-speaking GAIN participants. For NE/NS GAIN participants, JCO is three weeks. JCO includes one week of a Career Planning and Preparation seminar followed by job search activities during which participants learn employment-seeking skills to obtain gainful employment.

.17 Job Readiness & Career Planning Services Program

This feature of JCO is designed to provide enhanced WtW activities/services to Los Angeles County GAIN participants. The program consists of two major components:

.171 A one-week Job Preparation and Planning Seminar (during which Orientation is provided on the first day). During the following four days, participants develop a Career Goal Plan that is used as an employment guide; and

.172 A three-week job search activity.

.18 Orientation

Orientation is the first activity in JCO but can also be assigned as a stand alone activity. This one-day activity provides motivational training for becoming employed and is used to inform participants of the GAIN program, benefits and requirements.

.19 Part-Time Employment

Working less than thirty-two (32) hours per week for a single parent household, or less than thirty-five (35) hours per week for a two-parent household, in a job for wages at least equal to the State minimum wage.

.20 Supervised Job Search

Supervised Job Search (SJS) is a post-assessment activity and is assigned based on the participant's welfare-to-work plan. The activities in SJS are similar to the activities in weeks two and three of JCO. [In-House Job Search \(IHJS\)](#) is SJS conducted by a Business Services Specialist (BSS) in conjunction with the GSW/CCM/RCM.

.2 Orientation/ Motivation

Orientation is the first activity conducted on the first day of week one of JCO. The one-day orientation and motivation activity is conducted by the contracted services provider at Job Club locations. Orientation provides an overview of

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CalWORKs and GAIN requirements, while emphasizing the benefits of a working lifestyle. Orientation can be assigned as an individual component for participants not needing to attend Job Club. Stand alone Orientation is assigned under the ORI component code.

Motivational sessions are conducted in group settings for English, Spanish, Armenian, Vietnamese, Chinese, Korean, Tagalog, Cambodian and Russian speaking participants. Motivational sessions are provided for all other languages as needed on an individual basis by the contractor. Motivational activities provided by a contracted services provider are described in [Section 713, Exhibit I.](#)

All participants are to attend motivational training unless any of the following applies to them. Participants meeting one of the exceptions may still opt to attend Orientation/motivation in order to learn more about the services provided in GAIN. The exceptions are:

- .21 Participants who self-declare to having a substance abuse, mental health or domestic violence problem; or
 - .211 Participants who are employed full-time or are in an approved Self-initiated Program (SIP) and cannot miss work or school to attend a full-day Orientation/motivation training program.
 - .212 Meet the criteria to be exempted and request to be excused from participation.
 - .213 Have attended Orientation/motivation within the previous 12 months.

Participation in orientation/motivation training should be encouraged without jeopardizing the participant's employment or causing problems between participants and their employers or educational providers.

NOTE: Orientation and Job Club is a combined three-week activity for Non-English/Non-Spanish (NE/NS) speaking participants. Orientation for NE/NS-speaking participants is held on day one of the three-week Job Club activities. Job Club activities begin on day two. Appraisal for the NE/NS participants is held at the GAIN Region on a separate day, prior to the Orientation.

.22 Dual Track Screening

During Orientation/motivation, each participant completes a "Practice Application" (Exhibit II) literacy assessment screening tool to determine if

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he/she has the literacy skills needed to find employment. The results of the Practice Application are forwarded to the collocated JCO/GSWs by the contracted service provider. The JCO/GSWs use a Scoring Key (Exhibit IV).

For those who do not pass, then JCO/GSW will ask about possible vision problems.

If vision is not a problem, participants are evaluated to determine which services best meet their needs. Participants who are determined to meet the Dual Track designation are given the options seeking part-time employment or participating in remediation courses. Participants also have the option to bypass Job Club if it is determined Job Club would not be beneficial. Participants choosing to bypass Job Club are referred directly to VA.

Non-English/Non-Spanish participants complete the Practice Application in English during their Appraisal interview. The GSW conducting the Appraisal interview scores the Practice Application and makes the Dual Track determination accordingly.

.3 Orientation/Job Club/Vocational Assessment (JCO)

- .31 The JCO program provides participants with a seamless service between the Orientation, Job Club and VA components. The program requires a VA to be conducted at the end of the third week of JCO and for an employment plan to be completed by the fourth week. A concurrent assignment to JCO and VA provides opportunities for participants to fully participate in the search for targeted part-time employment, to be combined with an educational/training activity as called for in the participant's employment plan.

Participants who need to attend Job Club but not Orientation are assigned to JCO, but they start on the second day (Tuesday).

- .311 **Week 1:** Career Planning & Preparation Seminar (CPPS) is the first week of the JCO program. During this one-week seminar, Orientation is conducted on day one, followed by Job Club on day two of the first week. During the first week, GAIN participants take the first step in focusing on career goals by undergoing an evaluation of their interests, skills, education and employment history and developing a Career Goal Plan intended to provide a pre-determined employment, educational or training path. The evaluation conducted during this session will serve as a building block to be used throughout a job search and VA, if appropriate.

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.312 **Week 2:** Participants engage in classroom workshops, such as résumé writing, job preparation, personal strength activities, combined with a targeted job search, to seek jobs paying a living wage.

.313 **Week 3:** Participants engage in classroom activities to strengthen job preparation skills needed to seek and obtain jobs in a targeted occupation with documented potential for growth that will lead to a living wage. On Friday of the third week, the Career Development

Team (CDT) meets to review cases of participants who have not been successful at obtaining employment.

The CDT is composed of the JCO Facilitator, Vocational Assessor, BSS and JCO/GSW. The purpose of the meeting is to review the participant's employment history, identify interests and strengths and determine if the participant has any barriers. This information will help the Vocational Assessor develop a personalized employment plan.

.314 **Week 4:** Participants engage in classroom activities to address barriers to employment, coupled with a targeted job search for part-time work to be combined with education or training.

Participants are required to treat JCO as if it were an actual job. They are expected to dress appropriately, report on time, and participate actively in the workshops. The curriculum presented in the first week of the club is vital to the participant's success in obtaining employment. The following topics are discussed in the curriculum:

- (a) Why it pays to work (reinforcing the motivational presentation);
- (b) Developing a professional image (dress for success);
- (c) Work attitude and ethics;
- (d) Employer expectations;
- (e) Preparing résumés and employment applications;
- (f) Interviewing techniques, with critiques of videotaped mock interviews; and
- (g) Using networking skills to find job openings.

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During JCO, participants secure job interviews by making calls to prospective employers using the phone banks that are available at the Job Services sites. The goal is 50 calls and five interviews per day. Each participant maintains a job search progress report to guide and monitor their search, which is regularly reviewed by contracted services provider Job Search Specialists.

.4 When an Assignment to Job Search Services May not be Appropriate

.41 Exceptions

Upon completion of Appraisal, all GAIN participants must be assigned to JCO, except individuals who are:

- .411 Employed full-time ([see Chapter 1400, Section 1412.2](#));
- .412 In an approved Self-Initiated Program (SIP) and the JCO schedule would interfere with the program ([see Chapter 600, Section 612](#));
- .413 In need of immediate counseling or treatment services for domestic violence, mental health, or substance abuse.
- .414 Exempt volunteer participants who can't participate due to a disability or other valid documented exemption;
- .415 Limited-English participants identified as being "Dual Track" who will not benefit from JC per joint determination made by the participant and case management staff;
- .416 Exempt ([see Chapter 400, Section 412.5](#));
- .417 Required to participate in [Cal-Learn](#);
- .418 Nineteen years without a high school diploma or equivalent certificate; or
- .419 Participants who have completed JCO or a Job Club activity within the previous 12 months.

.5 When to Assign Job Search Services

.51 Supervised Job Search

- .511 Services provided under Supervised Job Search (SJS) are similar to the services provided in the second and third week of JCO. Participants can be referred to SJS when it is specified as an

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activity in a participant's post-assessment employment plan, (may be either full-time or concurrent with another activity).

- .512 Participants can also be assigned to SJS when activities called for in his/her post-assessment employment plan are not immediately available. In this instance, GSWs control to regularly review the availability of the prescribed activities.
- .513 The duration of the SJS assignment is based on the employment plan, services needed and the amount of time the participant has attended a job search activity within the year. The SJS activity can be assigned for up to four consecutive weeks if the participant has not attended a Job Search activity within the last 12 months. SJS can only be assigned for two weeks if the participant completed four weeks of JCO or other Job Search activity within the last 12 months.
- .514 If the participant is referred to a BSS for SJS, the GSW/CCM/RCM must indicate the date of the referral by selecting "JOB DEVELOPER REFERRAL DATE" on the MPRS screen. Only the current date may be entered.

.52 Flex Job Club (concurrent)

Supervised Job Services may also be provided concurrently on a part-time basis with another GAIN activity or to supplement a participant's part-time employment. Such part-time assignments are called Flex Services. Flex is a four-week activity, and is most commonly assigned when a participant is working or attending an educational program less than 32/35 hours.

A concurrent activity is not required for exempt or time-limited participants assigned to Flex.

Referrals to Flex Job Club or Job Search should not be less than 10 hours; participants needing less than 10 hours of participation should be referred to IHJS.

Appointments for Flex, Job Search or any other Job Club activity should only be made if the participant needs 10 hours or more to meet his/her work participation. Participants returning to Job Club after a break in their Job Club activity should be referred to regular schedule starting on the day/week they were drop, within one-year.

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Participants who have a gap in between activities should be referred to bridging activities as per instructions in [Chapter 900, \(See Bridging Activities, Section 912.4\)](#)

.53 Assignment Interview

531 Participant Motivation

During the course of the Appraisal interview, participants will be assigned to JCO. In discussing the JCO assignment, it is important to build rapport with the participant by discussing his/her interests and needs to discover what services are needed to enable him/her to successfully participate in GAIN.

During the Appraisal interview if a participant is employed part-time or attending an educational program part time, he/she needs to be referred to Flex Job Club concurrently. Participants in an approved Self-Initiated Program (SIP) may bypass Flex Job Club and instead may be referred to VA. [\(See Chapter 600\)](#) The participant is also required to attend Orientation/Motivation if his/her schedule allows it and if attending the Orientation does not hinder his/her employment or educational component.

At this and at all other appointments during which an assignment to JCO, Flex or SJS is made, the participant is to be:

- (a) Reminded that CalWORKs is temporary assistance, and that it is expected the participant will achieve financial self-sufficiency through employment;
- (b) Informed of the key ways a job will result in a much better lifestyle for the participant's family, (e.g., increased income, heightened self-esteem, freedom from welfare, positive role model for children); and
- (c) Assured that even a minimum wage job is better than no job and that CalWORKs will continue to help the participant even after he/she obtains work to help the participant improve their skills, get a better job, and become self-sufficient.

Participants are encouraged to dress professionally as if they are going to an interview. Appropriate dress clothing includes:

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Women: Suit, skirt, blouse, or a dress or business dress pants with a blazer-type jacket, and medium-low heeled pumps with closed toes.

Men: Suit or sport coat, dress shirt, and business dress pants, tie, belt and dress shoes. ([See Job Club, Section 712.3.31.314](#)).

532 Providing Information

For assignments to JCO, the four-week course is briefly described, and the participant is:

- (a) Told that he/she, in a group setting, will learn effective job finding skills and techniques from specialized, high-quality instructors;
- (b) Advised that he/she should treat the JCO course as if it were actually otherwise require), and scheduling personal or family appointments so that they will not interrupt JCO participation; and
- (c) Motivated and encouraged about the prospects of finding a job during JCO.

533 Further Requirements

In assigning a participant to JCO, Flex or SJS, the following actions occur:

- (a) The appropriate activity assignment form is explained and completed with the participant. Participants who have not been to VA complete the GN 6129, Job Club Activity Assignment; otherwise, the WTW 2, Welfare-To-Work Plan - Activity Assignment, is completed.
- (b) The participant's transportation and child care needs are discussed and provided for, as appropriate.
- (c) The contracted services provider's Reservation Clerk is contacted to schedule the participant for the next available and local JCO, Flex or SJS session. Expedited enrollment is a key part of successfully meeting "Universal Engagement" requirements that stipulate that participants must have a WTW Plan within 90 days of aid approval.

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The participant's language is specified, if the participant is Non-English-speaking. Should the nearest or most convenient site be full, the participant is to be scheduled to an alternate site within an hour's travel time from the participant's home.

- (d) For Flex assignments, the contracted services provider Reservation Clerk is informed that it is a concurrent/part-time Flex assignment and the time the participant can attend, (e.g., mornings or afternoons).

The participant's language is specified if the participant is non-English speaking. Should the nearest or most convenient site be full, the participant is to be scheduled to an alternate site within an hour's travel time from the participant's home. The participant is never assigned to activities with more than a two-hour round trip travel time.

- (e) For re-assignment to a Job services activity, the participant needs to be referred back to the provider on Monday of the week in which the participant was dropped. The contracted services provider's Reservation Clerk is contacted to request an appointment for the week in which the participant was dropped.
- (f) The participant is given a GN 6006, Service Provider Referral, and instructed to provide the form to the contracted services provider staff on the first day of the activity. For *Flex* job services, "Flex" is indicated on the GN 6006, also whether the participant is working part-time or is participating part-time in another GAIN activity. For participants who need accommodations due to a medical disability, the accommodation needs to be written in the GN 6006.

.6 Responding to Assignment Outcomes

.61 Changes Requested by the Participant

Participant requests for assignment-related changes after completion of the WTW 2 are evaluated in accordance with the three-day rule and/or the 30-day grace period, and acted upon accordingly within one workday. For explanation of three-day rule and 30-day grace period. ([See Chapter 900, Section 912.62](#)).

For participants who completed a Job Club Activity Assignment agreement, changing the activity is not an option. However, other

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requested assignment-related changes are evaluated, and may be acted upon when reasonable *and* likely to increase the participant's chances of securing employment.

.62 Outcomes Reported by the Contracted Services Provider

.621 The contracted services provider has been given limited access to GEARS screens MCAT and IPCA to report the outcome of the participant's Job Search Services assignment within one workday. Some possible outcomes/communications and appropriate responses:

- (a) "No show" (a participant fails to appear to start the activity). **Response:** A good cause determination is made within one workday. ([See Chapter 1300](#))
- (b) Dropped due to non-cooperation. **Response:** A cause determination is made, within one workday, etc. ([See Chapter 1300](#))
- (c) Supportive services needed, (e.g., a request to issue ancillary expense issuance for clothing, which the participant has been unable to procure). **Response:** Action is taken to evaluate/provide the needed supportive services within one workday. ([See Chapter 1200, Section 1230](#))
- (d) Completed JCO without finding employment. **Response:** The participant is assigned to the next GAIN activity. ([See Chapter 100, Section 120.1](#))
- (e) Specialized Supportive Services needed (e.g., a participant has declared a need of services for domestic violence, mental health or substance abuse). The JC facilitator will refer the participant back to the GSW indicating on the GN 6007, Notification of Change from Service Provider, and the specific need of service.

A need for supportive services can also be for ancillary expense issuance for clothing needed for the participant to go on interviews. **Outcome:** Action is taken to evaluate/provide the needed supportive services within one workday.

Got a job. **Outcome:** The participant is contacted to confirm his/her employment and complete employment information including start date, starting salary, employer name, employer address, contact person and telephone number is entered

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into GEARS within one workday ([See Chapter 1400, Section 1412.2](#)) Participants employed part-time are assigned to VA, while full-time participants are offered a Career Assessment and other Post-Employment Services within one workday. ([See Chapter 800](#) and [Chapter 1000](#))

.63 Communications with the Contracted Services Provider

DPSS and the contracted services provider staff perform as one team focused on bettering the lives of CalWORKs families by placing participants into unsubsidized employment. It is in the best interest of the participant for frequent and productive communication between DPSS, the contracted services provider and the participant.

Each GAIN Region has at a minimum, one – two collocated JCO/GSWs at the contracted services provider Job Search Services sites. Should any problems arise concerning the provision of Job Search Services, the GAIN JCO GSW is to attempt to solve such problems with the contracted services provider. Unresolved issues are brought to the attention of GAIN Region administration and to GAIN Program Division, as needed.

.7 Supportive Services

Participants are informed of the supportive services that are available to allow participation in a WtW activity or to overcome barriers to participation.

In the event that a participant informs the Job Club/Orientation instructor of a Specialized Supportive Services need, the instructor shall contact the Specialized Supportive Services (SSS) Liaison at the GAIN Region. The SSS Liaison shall make arrangements for the case-carrying GSW/CCM to meet with the participant to make a referral to a SSS GSW who will arrange services. The collocated GSW at the Job Club site may also facilitate this request. For NE/NS participants, if the SSS GSW does not speak the participant's language, the case-carrying GSW will consult with the SSS GSW to assign to the appropriate services within one workday.

.8 Telephone Call Follow-up

As part of the efforts to increase participation, participants who do not show to his/her scheduled Orientation and Job Services activities are contacted by telephone. The telephone call to the participants is to try to reschedule the participant's activity and/or to find out if there are any barriers that the GSW can provide assistance in order for the participant to engage in GAIN.

.81 The JCO GSWs at Job Club sites make telephone calls to participants who were scheduled to attend Orientation, JCO, Job Search or a Flex

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activity, and who did not attend the first day of his/her scheduled activity. The JCO GSW obtains the list of participants scheduled to participate from the Job Club specialist after he/she has verified who showed to his/her scheduled appointment.

- .82 The JCO GSW discusses with the participant why they did not attend the activity and helps to resolve the problems which caused the absence. The JCO GSW conveys the outcome of the telephone call to the contracted Job Club service provider and the case carrying GSW so needed actions can be taken.

.9 Job Development and Related Services

- .91 Job Development: [LA LINK](#)

.911 Background

On November 2, 2000, during the Business Services Specialists' Conference, a uniform marketing approach was developed to unite all DPSS Job Development Staff to operate in a more uniform manner, and to avoid making contact with the same businesses.

Simultaneously, at the federal level, the Workforce Investment Act (WIA) came into existence. WIA offers a comprehensive range of workforce development activities.

Through statewide and local organizations designed to improve the quality of the workforce. WIA is managed at the local level, through the WorkSource California System. WorkSource California is made up of WorkSource Centers and other One-Stop Centers.

In order for DPSS BSS to become more competitive within the business community, [LA LINK](#) was developed as the new marketing approach in line with the WorkSource California System.

.912 The Business Services Model

The Business Services Model focuses on identifying the needs of businesses as the best opportunity to provide support for workforce and economic development. The dual role of the Job Development Staff is to help businesses reach their goals by providing qualified candidates who can do the job. In doing so, DPSS achieves its goal, which is to help participants reach economic self-sufficiency through employment.

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As a means of serving local businesses, the Business Services Model was developed to encourage cooperation and coordination among all WorkSource Centers and its partners, which include the Employment Development Department (EDD), the Department of Public Social Services (DPSS), the Los Angeles Economic Development Corporation (LAEDC) and the Los Angeles County Community Colleges (CCC). Specifically, DPSS' role in the Business Services Model is to:

- (a) Ensure job development staff attend weekly meetings with WorkSource staff in order to facilitate networking and job sharing;
- (b) Organize and provide joint recruitment activities, including job fairs and special recruitments;
- (c) Organize and execute joint business seminars;
- (d) Collaborate with WorkSource to coordinate possible solutions using existing resources to meet business needs, (e.g., downsizing, expansion); and
- (e) Assist with participant enrollment into the WorkSource system.

.913 The Business Services Specialist

The title of "Business Services Specialist" (BSS) is the name for all DPSS job development staff. The name reflects that as an extension of case management, the BSS must regularly interact with the business community in order to cultivate and maintain the relationships that provide our participants with job opportunities.

The BSS is responsible for identifying and preparing potential candidates who can meet business staffing needs. This entails coordinating and/or providing services including: staffing and placement assistance, pre-screening and interviewing, workforce development and additional business resource assistance through our partners.

- (a) The essential functions/duties and minimum expectations of the BSS can be divided into four categories:
 - (1) Participant-Related Activities to Meet Federal/State Work Participation Rate;

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- (2) Preparing Participants to Meet With Businesses;
- (3) Business-Related Activities; and
- (4) Recruitment Activities.

(b) The following is a summary of essential duties:

- (1) Meet individually with participants to determine job readiness, pre-screen, provide feedback and support, and make referrals as appropriate to partnering agencies;
- (2) Assist participants in developing résumés and cover letters;
- (3) Assist participants with enrollment into WorkSource and CalJOBS;
- (4) Plan and conduct employment preparation workshops;
- (5) Meet at least once per week with an assigned Work Source Center;
- (6) and network with outside organizations;
- (7) Contact participants through telephone, e-mail and/or written correspondence to follow-up and notify the participant of upcoming recruitment activities;
- (8) Conduct Legal Issues workshops to assist participants with criminal records, make referrals to partnering agencies, as appropriate;
- (9) Meet and talk to case managers to identify job ready candidates; provide status reports regarding participants' job search progress, and coordinate issuances that will assist the participant on his/her job search activities, (i.e., transportation, clothing, etc.);
- (10) Identify potential job leads from various sources, such as fieldwork, internet searches, newspapers, business journals, personal contacts, etc;

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- (11) Contact, schedule, and meet with prospective businesses to develop positive relationships and offer staffing solutions;
- (12) Build trusting relationships with businesses by projecting credibility through properly pre-screened candidates, and customer service follow-up;
- (13) Coordinate and conduct on-site and off-site special recruitments for businesses;
- (14) Design, develop and distribute job search related flyers;
- (15) Compose and mail contact letters, invitations, and other correspondence to businesses and participants;
- (16) Plan, conduct and attend job fairs;
- (17) Stay abreast of employment-related activities in your community, current labor market trends, and changes in policy;
- (18) Attend meetings, prepare oral and narrative reports as required; and
- (19) Use [LA LINK](#) materials to market our services to businesses and job seekers.
- (20) Attend required Job Development Quarterly Meetings.

.914 Job Fairs

Job fairs serve as an extension of case management by providing participants an opportunity to meet several employers/recruiters at one convenient location. In addition, job fairs allow job development staff the opportunity to provide businesses with a large pool of qualified candidates. For this reason, job development staff is responsible for organizing and conducting job fairs at least on a quarterly basis. Job development staff is encouraged to partner with GROW/REP sites and other entities in order to share resources and maximize job search opportunities for participants.

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.92 In-House Job Search

In-House Job Search (IHJS) is a SJS bridging activity in which the participant's principal objective is to seek employment. The assigned BSS provides the participant with training to learn basic job seeking and interviewing skills, to understand employer expectations, and to learn skills designed to enhance the participant's capacity to move towards self-sufficiency. For a list of approvable IHJS activities and more information, refer to the [Job Development Handbook](#). (link)

When the participant is referred to the BSS for IHJS, the BSS must ensure that the GSW/CCM entered the date of the referral by selecting "JOB DEVELOPER REFERRAL DATE" on the MPRS screen. Only the current date may be entered.

.921 Travel Time and Lunch Hour

During IHJS, the BSS is responsible for informing the participant that travel time is allowed between job leads, but not from home to first site and from last job site to home and that he/she is entitled to (1) hour lunch for every (8) hours of job search.

.922 Job Search Validation

It is the BSS' responsibility to verify job searches in order to account for the participant's hours of participation.

- (a) Job leads for which the BSS has made arrangements to send a participant to an interview or to apply for open position, the BSS must contact the employer to verify that the participant completed the application process.
- (b) On-line job leads are monitored and can be verified by obtaining a copy of the confirmation that an application was submitted.
- (c) Job leads identified by the participant must be validated by the BSS by contacting the employer. The BSS may ask simple questions to verify the job leads. Examples of questions may be:
 - 1. May I speak with "contact person's name"?
 - 2. Are you hiring for " " position? If not,
 - 3. Were you hiring for " " position?
 - 4. Do you accept resumes or only applications?
 - 5. Is this your location/address?

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Positive responses from an employer validate the job search. However, when the job search verification is negative, the search is not counted towards Work Participation Rate (WPR). The will need to counsel the participant and explain the activity again and/or conduct other job readiness activities. If the participant continues to have negative responses, then the participant should be referred to the case carrying GSW to schedule an appointment to discuss the cause determination process. ([See Chapter 1300](#)) Negative responses include, but are not limited to:

1. No such person applied (for arranged job leads by BSS) ; or
2. No such position is/was available; or
3. The phone number provided does not exist or is no longer in service.

It is important to note that an inconclusive response does not validate the job search. Inconclusive responses include, but are not limited to:

1. The contact person is unavailable;
2. The contact person has no memory of the participant;
3. The company has no record of the participant's application.

.923 Documentation

The BSS will complete and sign the In-House Employer Daily Contact Log (GN 6367-3) for each week and document findings on the Daily In-House Job Search Activities form (GN 6367). For further details about documentation, refer to the [Job Development Handbook](#).

713 **DECISION CHART**

.1 Assignment Interview (without Dual Track) Decision Chart

Orientation/Job Club/
Vocational Assessment
services include job-finding
skills workshops and a
closely supervised job
search provided to PTs by a
contracted services provider.

PT completed Appraisal and the next appropriate GAIN Activity is
Orientation/Job Club/Vocational Assessment (JCO) without Dual Track
Designation or Job Search (JSR) and PT is not employed 32/35 hrs or
more per week

Conduct JCO or JSR assignment interview and
remind PT that CalWORKs assistance is a
temporary help and that it is expected the PT will get
a job; inform PT that having a job will result in a
better lifestyle for PT's family; and assure PT that
accepting a minimum wage job is better than no job

Is PT's job activity pre-
assessment?

No

Assign PT to JSR activity

Yes

Is PT employed part-
time?

Yes

Assign PT to Flex Job Club

No

Assign PT to JCO and
contact contracted
services provider to
schedule PT JCO
appointment

Contact contracted
services provider to
schedule PT for a JSR
appointment

Complete and sign with
PT WTW 2, Welfare-to-
Work Plan – Activity
Assignment

Add JSR component on
GEARS MCSC screen and
offer/issue PT all
appropriate supportive
services

[\(See Chapter 1200 for
supportive services\)](#)

Print GN 6006 and give PT
the original copy to take it to
contracted services provider
on his/her appointment and
file copy in GPFR

Contact contracted
services provider to
schedule PT a Flex
Job Club

Complete and sign with PT
the GN 6129, Job Club
Activity Assignment

Add Flex JCL component
on GEARS MCSC screen
and offer/issue PT all
appropriate supportive
services

[\(See Chapter 1200 for
supportive services\)](#)

Annotate the concurrent
activity (Flex Job Club) in the
"Additional Comments" of the
GN 6006

Give PT the original GN
6006 to take it to the
contracted services provider
on his/her appointment and
file a copy in GPFR

Complete and sign with
PT the GN 6129, Job
Club Activity
Assignment

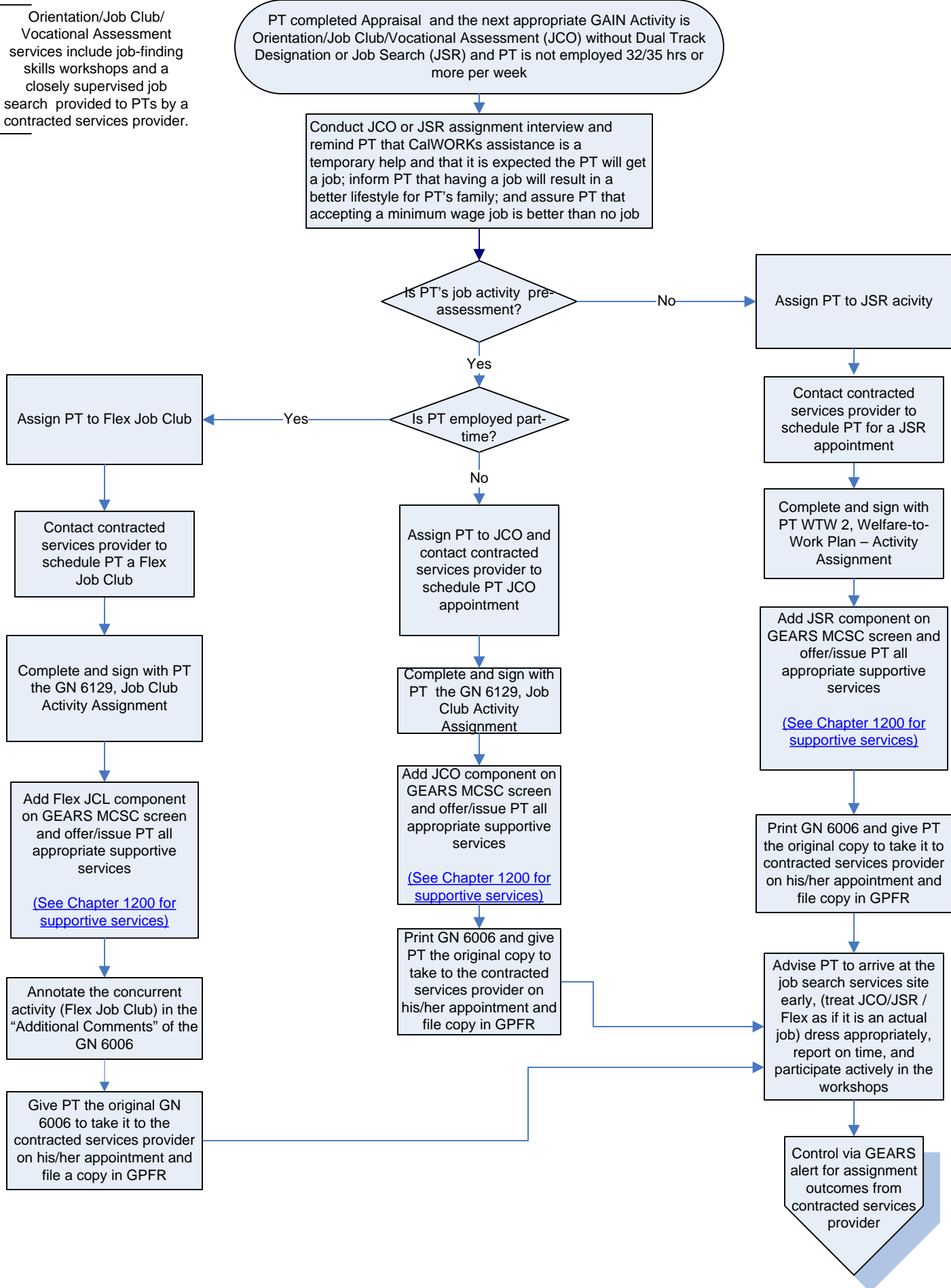
Add JCO component on
GEARS MCSC screen
and offer/issue PT all
appropriate supportive
services

[\(See Chapter 1200 for
supportive services\)](#)

Print GN 6006 and give
PT the original copy to
take to the contracted
services provider on
his/her appointment and
file copy in GPFR

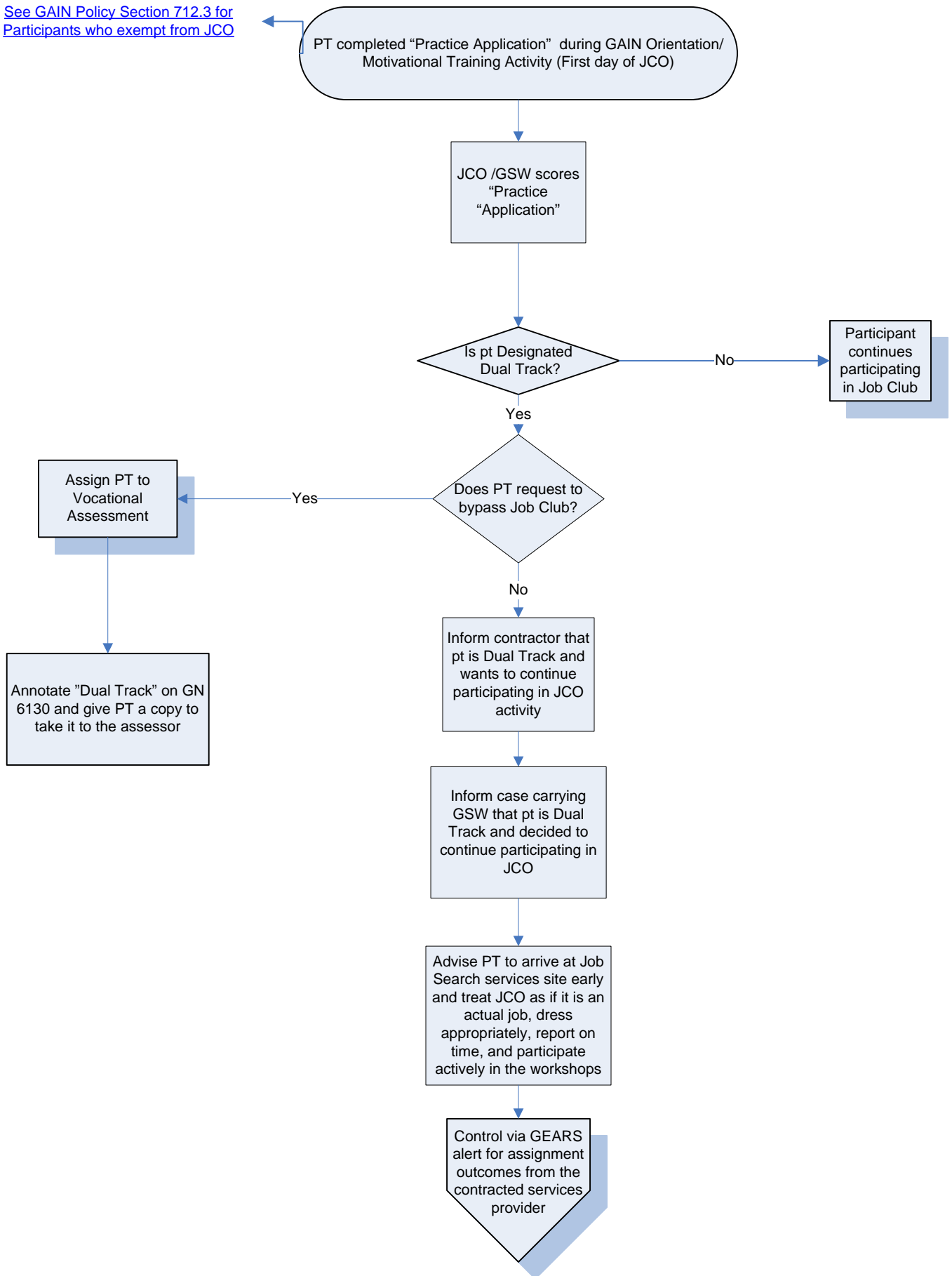
Advise PT to arrive at the
job search services site
early, (treat JCO/JSR /
Flex as if it is an actual
job) dress appropriately,
report on time, and
participate actively in the
workshops

Control via GEARS
alert for assignment
outcomes from
contracted services
provider

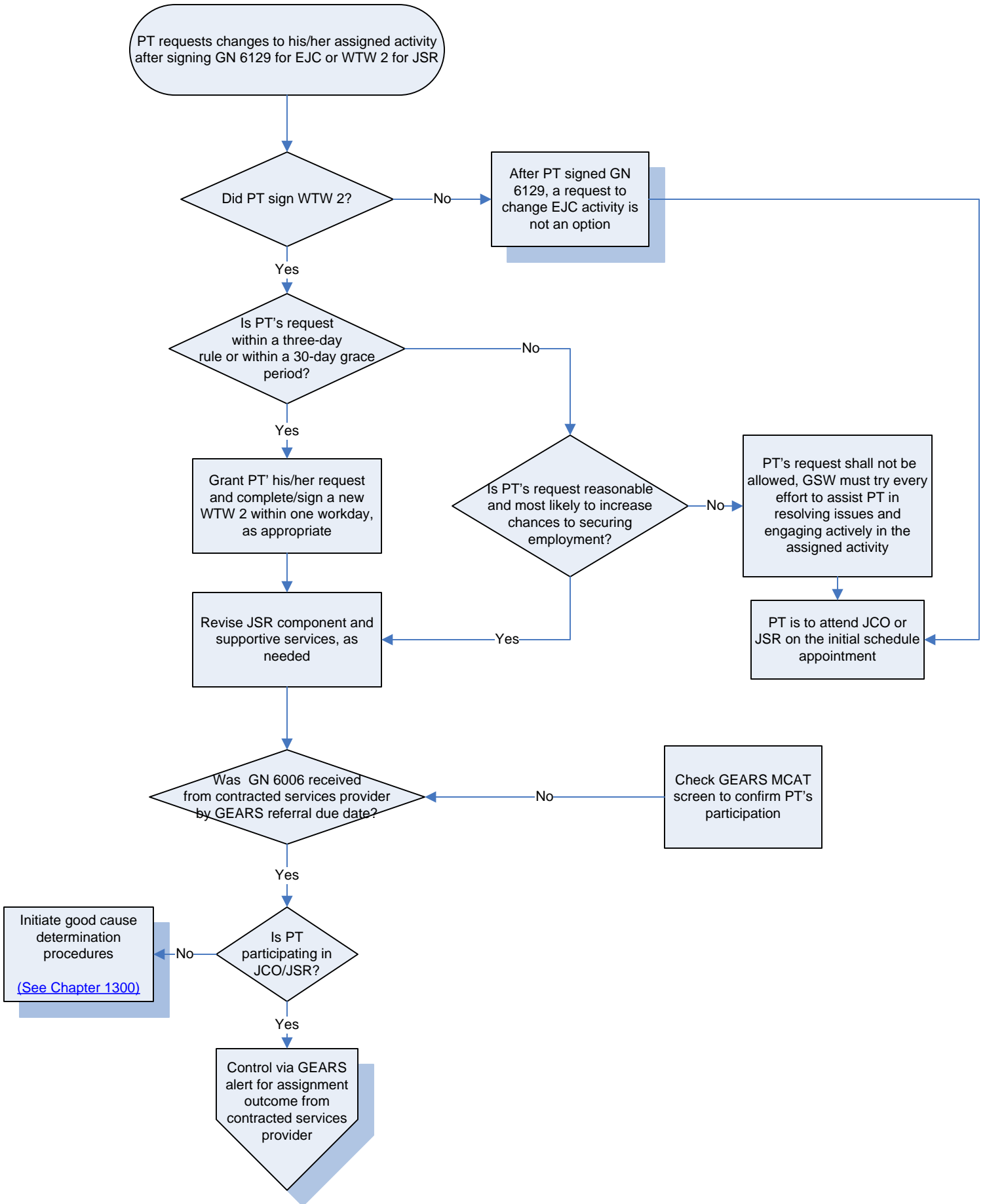


.2 Dual Track Decision Chart

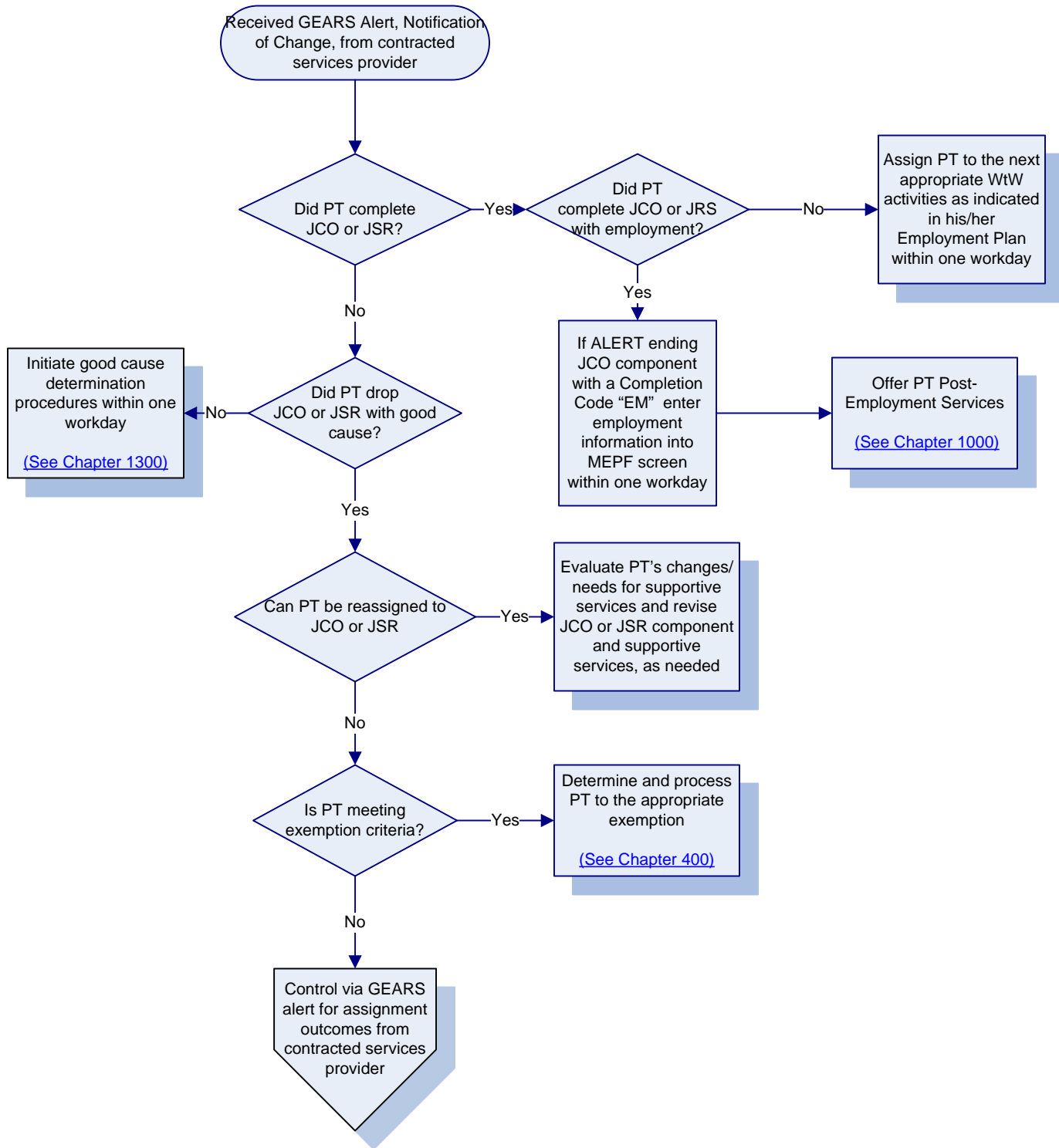
[See GAIN Policy Section 712.3 for Participants who exempt from JCO](#)



.3 Changes Requested Decision Chart

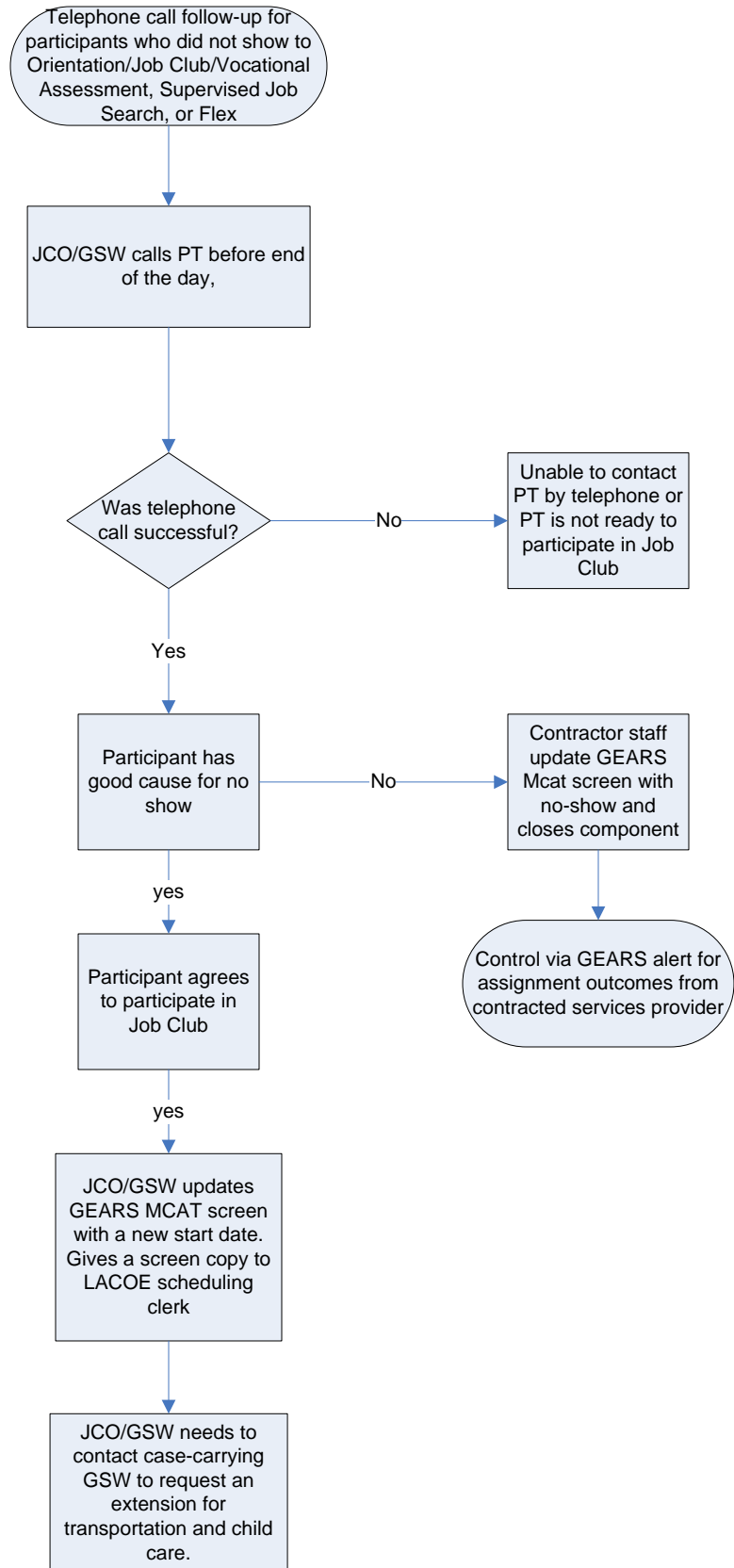


.4 Responding to Assignment Outcomes Decision Chart



.5 Telephone Call Follow-up

If the participant does not show for day two of JCO same process applies



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714 EXHIBITS

714.1 Exhibit I - GAIN Orientation Schedule

8:50 - 9:00 a.m.	Collect GN 6006 from the participants Begin to invite participants into classroom (GAIN orientation or a motivational Video)
9:00 - 9:15 a.m.	Welcome and Sign-in
9:15 - 9:30 a.m.	Review of Daily Schedule Discuss “Benefits of a Working Lifestyle”
9:30 - 10:30 a.m.	GAIN Program Flow including <ul style="list-style-type: none">○ Job Club Rules and Expectations○ Administer “Literacy Assessment Tool”○ Rights & Responsibilities○ Supportive Services○ Earned Income Tax Credit○ Benefits of a Working Lifestyle○ DPSS Work First philosophy
10:30 - 10:45 a.m.	BREAK
10:45 - 11:45 a.m.	Designated County Service Provider (15 minutes each) <ul style="list-style-type: none">○ Domestic Violence 10:45 - 11:00 a.m.○ Child Care 11:05 - 11:20 a.m.○ Mental Health & Substance Abuse 11:25 - 11:45 a.m. (CAC to remain in classroom to assist Service Provider)
11:45 - 12:45 p.m.	Lunch Break (Participants) (Participant may use break to visit with Service Provider)
12:15 - 12:45 p.m.	(CAC Paperwork preparation)
12:45 - 2:30 p.m.	Introduction to Self-Esteem Gaining Opportunities for Living Skills (GOALS) Keys 1 - 6 GOALS Curriculum Key 1 - Acknowledge the Positive Past Participants learn to keep a “Victory Log” and record all successes in the areas of Personal, Family, Education, Job, Neighborhood, Church, and Community. This exercise promotes self-confidence and allows participants to let go of the negative past. Participants learn to release past hurts.

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Participants complete the following activities
My Personal Success Sheet

My Victory Log
Read “Time Somebody Told Me” poem.

Key 2 - Positive Self-Talk

Participants learn to change negative self-talk into positive self-talk by defending against criticism and put-downs.

Participants complete the following activities:
Changing My Self-Talk
How to Break the Endless Loop

Key 3 - Acknowledge and Affirm Your Strengths

Participants learn to acknowledge their personal strengths and the role they play in the job search process.

Participants complete the following activities:

My Personal Strengths Sheet
Small Group Discussion “What are my natural talents?”

Key 4 - Clarify Your Vision & Your Values

Participants learn to decide what is important to them. They also create a plan to emulate those persons whom they admire.

Participants complete the following activities:

If I Had A Million Dollars - Values Clarification Exercise
People I Admire
My Vision Sheet

Key 5 - Plan Your Future

Participants learn to set short and long range goals. In addition, they learn the guidelines for setting a goal such as “the goal must be something you can see yourself doing.”

Participants complete the following activities:

Review “Reasons You Should Set Goals”
Complete “My Goals Sheet”

Key 6 - Visualize and Affirm Your Success

Participants learn of successful people who meet their goals, think and talk about their goals as if they have already achieved them. They also learn how to change their “comfort zone” and create affirmations.

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Participants complete the following activities:
Review Sample “Action Affirmation and Goal Affirmations”
My Affirmation Worksheet

2:30 -2:45 p.m.

BREAK

Key 7 - Act to Create It

Participants learn the importance of taking action in order to realize their goals in life. The thirteen (13) most important skills and abilities needed for attaining, keeping and improving a job are discussed.

Participants complete the following activities:
Small Group Discussion “What action are you willing to take in order to get a job.”

Key 8 - Respond to Feedback

Participants learn the two kinds of feedback, negative and positive
They are taught strategies on how to appropriately handle negative feedback.

Participants complete the following activities:
Review “How to Handle Negative Feedback”
Class discussion, “Tell the class a time when you handled negative feedback in a positive way.”

Key 9 - Persevere

Participants learn the importance of never losing sight of their goals despite the barriers and challenges they may encounter along the way. Discussion also centers on the importance of establishing and maintaining a strong support group, such as family and friends.

The following activities:
My Support Group Exercise
Discuss “Persevere - It’s Okay to Make Mistakes. “The groups will become familiar with notable individuals such as Benjamin Franklin, Maya Angelou, and Walt Disney’s stories of perseverance.

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714.2 Exhibit II – Practice Application

Your Name _____ Date _____

GAIN Services Worker No. _____

PRACTICE APPLICATION

My name is Joyce or James Rodgers. I live at 1320 Josephine Street in Los Angeles, California. My zip code is 90827 and my phone is (562) 232-5409. My Social Security Number is 925-45-8899 and my Driver's License Number is DA135790.

I have worked at the Johnson Steel Mill since July 19, 1989. The Mill is located at 1200 Lynwood Road in Vernon, CA 91321. I graduated from Cougar High School in June 1988. After I graduated from high school, I worked at the Mill full-time as a loader for \$4.00 an hour. I received a promotion to manager in 1992. Since then, I have supervised the shipping department. I am paid \$8.00 per hour.

I need to get another job because the Mill is closing. I heard that Philip's Department Store is hiring managers. I want to earn at least \$10 per hour. I will be available to begin work in two weeks.

NAME (LAST, FIRST) 1	HOME TELEPHONE NUMBER 2	SOCIAL SECURITY NUMBER 7
ADDRESS (NUMBER, STREET) 3a	(CITY, STATE AND ZIP CODE) 3b	DRIVERS LICENSE NO. OR CA ID NO 8
POSITION DESIRED 5	SALARY DESIRED 6	DATE AVAILABE FOR WORK (M/D/Y) 4
EXPERIENCE	NAME OF MOST RECENT EMPLOYER 9	
	ADDRESS OF EMPLOYER (NUMBER, STREET) 10a	(CITY, STATE AND ZIP CODE) 10b
	STARTING POSITION 11	STARTING SALARY 12
	LAST POSITION 13	LAST SALARY 14
	DUTIES 17	
	DATES EMPLOYED (MONTH/DAY/YEAR) 15	
	FROM	TO
REASON FOR LEAVING 18		
EDUCATION	SCHOOL	NAME
	HIGH SCHOOL	19
		MONTH/YEAR GRADUATED
		20

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714.3 Exhibit III – Practice Application Instructions to be read to participants

PRACTICE APPLICATION

INSTRUCTIONS TO BE READ TO PARTICIPANTS

Write your name, and today's date, which is _____.

The GAIN Services Worker number will be completed by the Community Activities Coordinator.

L.A. GAIN will give you lots of help to find a job. Although we haven't worked with most of you yet in completing job applications, we would like you to try out a little exercise for us. Don't think of this as a test, but as a beginning practice in completing a job application.

For this exercise, pretend you are a job-seeker named Joyce or James Rodgers and you are being asked to fill out a practice job application form.

All of the information that you will need to complete the application is in the story. Use only this information to complete the practice job application.

If you have a problem completing the application for any reason, for example vision or reading problems, do the best you can anyway.

You will be asked to stop in 15 minutes.

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714.4 Exhibit IV – Literacy Assessment Scoring Key

	POINTS
Participant's Name	0
Today's Date	0
1. Rodgers, Joyce or James (If in reverse order JAMES or JOYCE RODGERS)	5 2.5
2. (506) 232-5409	5
3a. 1320 Josephine Street	2.5
3b. Los Angeles, California 90827 (Calif. or CA)	2.5
4. In two weeks	5
5. Manager	5
6. \$10.00	5
7. 925-45-8899	5
8. DA 1357905	
9. Johnson Steel Mill	5
10a. 12000 Lynwood Road	2.5
10b. Vernon, CA 91321	2.5
11. Loader	5
12. \$4.00 per hour	5
13. Manager	5
14. \$8.00 per hour	5
15. July 19, 1989	5
16. Present / now / current	5
17. Supervise Shipping	5
18. Mill closing	5
19. Cougar High School	5
20. July 1988	5