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CHAPTER 86

EMPLOYMENT AND TRAINING

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86.02 OBJECTIVE OF THE WORK INCENTIVE PROGRAM

The object of WIN is to provide the necessary services and opportunities to AFDC recipients so that they may become wage earning members of society and restore their families to independent and useful roles in their communities.

WIN is intended to meet the registrant/participant at his level of experience and motivation and enable him to move through an experience of work, on-the-job training and/or education into a job that gives him a chance to use his potential. The purpose is employment.

86.06 DEFINITIONS

1. Registration. The process whereby the joint team composed of a "G" Unit Serviceworker and an Employment Security Counselor complete an SF 511 on those individuals in the AFDC caseload who are required by law to register for WIN.

2. Working Registrant: All AFDC recipients registered with WIN, who are currently working full time in unsubsidized employment. Full time is defined as "The 40 hour week except where fewer hours are normal to the occupation, but on no account less than 30 hours per week."

3. Appraisal. The interview of a registrant by ES and "G" Unit staff to determine the registrant's employability potential and suitability for WIN participation.

4. Certification -- (SF 408). The process whereby the "G" Unit certifies that the supportive services requested by ES have been provided and/or arranged.

5. Volunteer. Any AFDC recipient who is not required by law to register but requests registration for WIN services.

6. Employability Plan. A plan developed by ES, the "G" Unit and the recipient, which will finalize in job placement.

7. Supportive Services Plan. The supportive services listed on the SF 408 which support the employability plan.

8. Unassigned Recipient: An AFDC recipient who is not working full time and is not in a WIN component or status.

9. DSHS Status Change and Grant Termination Notice, SF 6482. This form is used by financial eligibility to inform ES of a change in grant circumstances.

10. "G" Unit. The local office social service staff designated to provide supportive services to WIN recipients.

86.08 MANDATORY REGISTRATIONS

Each AFDC applicant or recipient, as a condition of eligibility, must register for manpower services training and employment as provided by regulations of the Secretary of Labor, unless the recipient is:

1. A child who is under age 16 or attending school full time;

2. A person who is ill, incapacitated or of advanced age;

3. A person so remote from a work incentive project that his effective participation is precluded;

4. A person whose presence in the home is required because of illness or incapacity of another member of the household;

5. A mother or other relative of a child under age 6 and who is caring for the child; or

6. The mother or other female caretaker of a child if the father or another adult male relative is in the home and is registered unless he has failed to register as required or has been found by ES to have refused without good cause to participate in WIN or accept employment. See Manual F, Section 68.10 and 68.15.

86.10 PERSONS NOT REQUIRED TO REGISTER

A person not required to register becuase of incapacity shall be referred to the Division of Vocational Rehabilitation by financial eligibility.

All persons not required to register may volunteer to register and must be so advised. It is not a condition of eligibility for volunteers to participate.

86.12 "G" UNIT RESPONSIBILITIES

A serviceworker from the "G" Unit shall participate with ES in the initial appraisal interview for each recipient registered for the WIN Program.

A serviceworker from the "G" Unit must participate in the preparation of the participant's employability plan. Upon concurrence in the plan, the plan shall be signed by ES, DSHS and the recipient.

The "G" Unit shall provide all lawful services certified on the SF 408 during the period the individual is a recipient in WIN. Upon placement in employment, all services, including child care, must be provided for a period of 30 days. The services provided by the "G" Unit worker must be listed on the SF 408 and recorded on the DSHS 5-40 and DSHS 15-39.

The head of a single-parent household is not to be certified to WIN unless an adequate child care plan is available. The recipient has the right to choose the type of child care from those available. When only one type of child care is available, the available type must be accepted by the parent. Serviceworker must discuss the needs of the child and facilities available. The recipient will continue to receive services needed to help use the child care experience constructively. WIN child care is authorized and paid as necessary to a WIN recipient. The "G" Unit clerk shall make all payments for child care for WIN recipients upon receipt of a valid DSHS 10-77(X), Award/ Modification.

The following services are lawful services which may be provided:

1. Day care.

2. Family planning.

3. Counseling services.

4. Employment-related medical, remedial and health-related care services.

5. None required.

6. Vocational rehabilitation

7. Other.

8. The "G" Unit has the responsibility of verifying that a registrant has refused a bona fide offer of employment prior to certification: as requested by Financial Eligibility.

9. It is the responsibility of the "G" Unit to inform Financial Eligibility of any and all circumstances affecting the eligibility of a recipient. A RFIS-13 must be forwarded to Financial Eligibility with the pertinent eligibility information received on the following forms:

   SF 408 - WIN Certification Record

   SF 186 - WIN Status Change Notice

   SF 461 - Notice of Proposed Termination of WIN Manpower Services and Benefit or Other Action

10. It is also the responsibility of the "G" Unit to report to the State Office the specified actions on the WIN Action Report Form (DSHS 11-10(X)) as they occur. These actions include the disposition of certification requests, the initiation of specified services, the disposition of registrants who refuse to participate in WIN and the entrance into WIN employment components.

11. It shall be an individual serviceworker responsibility that each assigned case record in their caseload contain a clear audit trail. An audit trail, as a minimum, must contain the following documents, filed in chronological order:

    DSHS 15-39, SF 408, DSHS 11-10, SF 461, SF 186, DSHS 5-40, DSHS 15-02, and supplementary medical forms as necessary.

86.14 APPRAISAL FOR WIN

Every registrant must have a joint interview involving the recipient, a DSHS serviceworker and an ES Interviewer. Ideally, the largest percentage of these interviews will be conducted immediately following completion of the financial grant at intake.

At the initial interview, ES will accept or reject the registrant. On those registrants who are tentatively accepted into the WIN Program at the initial interview, an appointment will be given the recipient for a second joint appraisal interview.

The "G" Unit worker will follow through, after notice of the first appointment letter with the recipient and offer assistance, if needed, to help him keep his appointments with ES. If circumstances prevent a recipient from keeping his appointment, ES will be notified and another appointment will be made. In some cases it may be necessary for the service worker, or someone known to the recipient, to accompany him to his interview.

86.16 CERTIFICATION TO WIN, SF 408

1. The AFDC-E should be certified at the time of registration. If the AFDC-E is not certified at registration, certification must occur within 30 days of the date the financial grant is opened. Each office must establish controls to insure that certification is made of the AFDC-E if ES does not request it within 30 days of grant authorization.

2. All others are certified as ES selects and requests certification.

3. When a requested service cannot be provided, it should be so noted on the SF 408.

86.18 ROUTING OF FORMS FOR CERTIFICATION

All forms to and from the ES WIN Unit must cross the "G" Unit control clerk's desk. A RFIS-13 must be forwarded to Financial Services on any information which affects eligibility. It should be a control desk function to complete DSHS 11-10 as required by form instructions. An active control card (DSHS 2-12) must be kept on:

1. Recipients involved in the appraisal process.

2. Certified active WIN recipients.

86.20 ITEMS NEEDING SPECIAL CONSIDERATION

1. Pre-Certification Physical Examination

   a. The "G" Unit will receive the ES request via the SF 408 and authorize the pre-certification exam.

      ESSO will follow instructions in Manuial E, 65.05, Pages 33 and 34, by submitting to the doctor an A-19 signed and coded with instructions to complete the necessary items and forward three copies to General Audit, Department of Social and Health Services; Olympia, Washington 98504, and return the DSHS 13-21 (medical report) to the ESSO.

   b. If exam reveals evidence of incapacity, send a coy to Financial Services (FS) for determination of WIN exemption and referral to Vocational Rehabilitation.

   c. Send a copy to ES.

2. Pre-Registration Physical Examination

   Financial Services will authorize, process and retain copies of the pre-registration examination. See Manual F, 68.40.

3. Family Planning

   When appropriate, the recipient shall receive available Family Planning Services.

4. Child Care

The head of a single-parent household is not to be certified to WIN unless an adequate child care plan is available. WIN child care is available for active WIN enrollees during the individual's participation in the program until termination from WIN by the manpower agency. See 86.12.

5. Transportation

WIN transportation costs are paid for by ES. The ESSO is not to authorize transportation or Special Authorization (extra clothing) charged to WIN.

6. Authorization for Glasses, Dental Work and Hearing Aids

a. The authorization for glasses and hearing aids as requested by ES for WIN participants is made by following regular department procedures through the ESSO medical clerk.

b. Dental Work

All requests for dental work must be submitted in triplicate to SO Employment and Training Services Section for approval of service. The request must contain the following:

Name and case number,
Date of certification and request by ES,
Designate WIN component,
Washington Dental Service Treatment Plan, and
Any other pertinent information.

Two copies of the authorization will be returned to the ESSO, one copy for the vendor, one copy for the case record.

7. Confidentiality

A free exchange of all information pertinent to employment of the WIN registrant or WIN trainee must be maintained between ES and DSHS. Each agency must assume the responsibility of maintaining the confidentiality of such information.

86.22 REFUSAL TO REGISTER OR PARTICIPATE IN WIN

Acceptance of registration and certification for the WIN Program is mandatory for all AFDC applicants or recipients who are not specifically exempt. Cooperation with ES and the DSHS "G" Unit in the development of an employability plan is mandatory both prior to and following certification. Penalties and sanction for refusal to participate are given in Manual F, 68.35.

If the individual who refused to participate is not the caretaker relative, assistance may continue in the form of money payments, and no sanction is applied until the individual refuses or later terminates counseling or, at the end of the 60-day period, is still unwilling to participate in WIN.

Once an individual has been removed from the WIN program following the 60-day counseling period, he may again register for WIN provided that 90 days have elapsed since the termination of his AFDC benefits and he has given evidence to the WIN project staff of willingness to participate.

If the same individual refuses to participate a second time, he may not again register until 6 months have elapsed since the effective date of the latest ermination of his AFDC benefits and he has given satisfactory evidence to the WIN project staff of his willingness to participate.

86.24 FREQUENCY OF CONTACT FOR 60-DAY COUNSELING

Weekly contact shall be maintained. If the recipient refuses to cooperate in counseling, to report as directed, to keep appointments, etc., Financial Service must be informed by a RFIS-13 so that appropriate action can be taken. When the recipient accepts counseling, the following must be covered in the weekly contacts:

1. Resolution of the factors which led to the refusal of training or employment,

2. Planning for future employment or training,

3. Other service needs of the family as indicated by the social assessment,

4. Case recording - Case records shall document steps taken in counseling the recipient and results achieved.

86.26 WIN ACTIVE PARTICIPANT TRANSFER BETWEEN ESSOs

Preplanning is essential between a local office of ES and our ESSO in regard to a WIN recipient transferring to another jurisdiction to complete his training.

When a WIN training plan affects one person in the family and the rest of the family remains behind, there must be preplanning as to how this person can maintain himself at the new location. The department does not provide maintenance for children who leave the family unit or for an adult under 50 years in age. See WAC 388-28-142 for children temporarily out of the home.

86.28 SUBSISTANCE ALLOWANCES

Occasionally the head of a two-parent household will be assigned to training which requires the trainee to absent himself from the family unit during the training period. In these situations, ES will provide subsistance payment of $8 per day plus training-related expenses of $2 per day.

DSHS-WIN has no funds to provide 24-hour child care. Therefore, a plan which would require the absence of the parent or caretaker in a single-parent family unit cannot be certified.

86.30 ESSO - STATE EMPLOYMENT SERVICE JOINT CASE REVIEW COMMITTEE

The Case Review Committee will review all cases where recipients are experiencing problems of adjustment resulting from personal, family, or work-related problems which cannot be resolved by "G" Unit worker and ES WIN staff consultation.

The ESSO ES Review Committee is composed, at a minimum, of the ES WIN worker and a "G" Unit worker who have not dealt directly with the individual under review. In addition, other consultants as indicated by the case may be asked to participate.

86.32 FAIR HEARING

An applicant or recipient has a right to request a fair hearing, to be conducted by DSHS, to contest a determination of nonexempt status or to contest a denial of AFDC benefits when such benefits have been denied because of refusal to register for WIN.

86.34 EARNED INCOME - WIN

1. For the purpose of AFDC benefits, On-the-Job Training, OJT, participants are considered to be employed.

2. For institutional and work experience trainees, the $30 per month incentive money paid by ES is disregarded. Training-related expenses paid by ES are disregarded.

THE FOLLOWING PROCEDURES APPLY TO EMPLOYABLE AFDC IN WIN COUNTIES WHO HAVE BEEN APPRAISED AND REJECTED AND TO EMPLOYABLES IN NON-WIN COUNTIES:

86.36 LIMITATIONS AND EXCLUSIONS - GA, AFDC, - NON-WIN (0500 - Program Code from SSRS)

1. It is the objective of the department to assist some unemployed persons to obtain, as rapidly as possible, employment which is within their capacity to perform. Assistance may be provided the recipient and his family durng the time necessary to acquire a general educational development certificate or high school diploma.

2. The following procedures apply to employable AFDC-E recipients in WIN ESSO's who have been appraised and rejected and employables in non-WIN counties.

   a. Current registration at ES is required of an employable AFDC recipient (WAC 388-57-015(1)) unless the recipient is in WIN.

      Registration in no way relieves an employable recipient of the requirement to utilize available resources to reduce or eliminate his need for financial assistance. WAC 388-30-107(3)

      For any AFDC-E recipient who has been appraised and rejected in a WIN ESSO, and for any AFDC-E recipient in a non-WIN ESSO who refuses to participate in Title X Project, E&T, state regulations are applicable. (WAC 388-15-230, WAC 388-24-090, and WAC 388-57-030)

   b. All Title X Project, E&T staff must perform project work. When a staff vacancy occurs, it must be filled immediately.

   c. The following forms must be available to provide an audit trail:
      DSHS 15-39
      DSHS 5-40
      Title XX Forms DSHS 14-139, 140, 141.

86.38 EMPLOYMENT AND TRAINING - TITLE X PROJECT

It is the responsibility in non-WIN offices for a member of the Employment and Training Unit Title X Project to interview an applicant for AFDC-E, identified by Referral Financial Intake Section (RFIS), prior to the opening of a financial grant. When it is possible to place the applicant into employment without opening a continuing grant, this must be done.

In WIN ESSO's, this function is handled by the ES/"G" Unit interview at registration.

All AFDC-E recipients not eligible for the WIN Program, or not accepted into the WIN Program, become mandatory participants of E&T Unit Title X Project. The date the financial grant is opened, or the following working day, or when rejected from WIN, it is the responsibility of the E&T Unit Title X Project to screen the recipients, classifying each in the following groups:

Group 1. Obviously job ready with a recent work history, no debilitating factors, no known significant casework problems.

Group 2. Recipients with a poor work record and/or short term casework problems.

Group 3. Employable recipients without recent work history or marketable skills, long range casework problems. Recipients on approved self-initiated training plans may be classified as Group 3. The approval of self-initiated training plans is not a project activity.

Volunteers from other categories may be accepted and placed into the above groups. In WIN ESSO's all project volunteers must be registered for WIN.

86.40 SERVICEWORK FUNCTIONS FOR GROUP 1.

Employable recipients in Group 1 must have twice-weekly contact with the serviceworker. The serviceworker will make maximum use of all available resources for employment, and referral for this recipient. The serviceworker will work on any minor short-term casework problems which would tend to inhibit the ability to accept or retain a job. The employable recipient may remain in this category for 30 days at which time the serviceworker and supervisor will review the particular case to determine if another 30-day period is warranted or the recipient should be placed in category 2 or 3.

86.42 SERVICEWORK FUNCTIONS FOR GROUP 2.

The employable recipient in Group 2 will have a minimum servicework contact of once a week. At the option of the ESSO, a recipient in this group is subject to group training, conducted by the ESSO following the outline in Section 86.52. The servicework services provided will be limited to short-term employment-oriented goals. The recipient may remain in this category for a period of 30 days, at which time, the case must be reviewed and shifted to either category 1 or 3.

86.44 SERVICEWORKER FUNCTIONS FOR GROUP 3.

Employable recipients in this group will be contacted as man-hours permit. The employable recipient in this group should utilize any available resources on his own to relieve his need for public assistance. Upon redetermination of eligibility, the supervisor must make a decision as to whether the recipient remains in this group or is to be moved to Group 1 or 2.

Those recipients who are temporarily out of the job market due to an approved self-initiated training plan may remain in this group until the completion of their training.

86.46 ESSO E&T REPORTING - TITLE X PROJECT

Each ESSO must provide the Supervisor, Employment & Training Services Section, state office, a report on job placements by the 10th day of the month. The name and case number of each recipient so reported must be available by month in the ESSO.

The Title X Project E&T Supervisor in each WIN ESSO must report the name of those placed in employment each month to the local ES WIN Unit by the 10th day of the month.

86.48 JOB PREPARATION

Following is an outline of subjects which must be used with Group 2 in Employment and Training Title X Project. The purpose of such discussions is to help the employable person become job ready and assist the family in goal setting and problem solving within the family. The material, at the discretion of the ESSO, should be divided into not more than five group sessions.

Community resources are available to assist the ESSO, such as the personnel manager of a local firm, home economist from private companies (large dairy, etc.) and the County Extension Office, County Health Department, local Employment Security Office, the manager of private employment office, local businessmen, attorneys, personnel of all types of UGN-sponsored activities and the credit manager of a local store.

1. General Orientation
   - a. Orientation to the Program
     - (1) Overview of the program
     - (2) Objectives and content of the "Employment Orientation" program.
   - b. Orientation to Each Other
     - (1) Introduction of program staff members
     - (2) Introduction of instructors and counselors
     - (3) Introduction of clients
2. Orientation to Employment
   - a. Orientation to Jobs We Can Do
     - (1) Realities about self
     - (2) Abilities and interests of trainees
     - (3) Factors in job selection
   - b. Orientation to Job Opportunities
     - (1) New working opportunities and conditions
     - (2) Education for better jobs.
3. Orientation to the Community
   - a. Importance
   - b. Factors Affecting the Effectiveness of Communications
   - c. Improving Communications
     - (1) Voice as a communication tool
     - (2) Grooming as a communication tool
     - (3) Courtesy as a communication tool
4. Getting Along on the Job
   - a. Developing Good Work Habits
     - (1) Personal appearance
     - (2) Characteristics of a good worker
     - (3) Responsibility on the job.
   - b. Employment Relationships
     - (1) Employee-employer
     - (2) Employee-employee
     - (3) Employee-customer

5. Preparing a Resume'
   a. Purpose
   b. Organization of Data
      (1) Work History
      (2) Education
      (3) Personal characteristics
      (4) Resources
   c. Personal History Data Sheet
6. Filling Out an Application Blank
   a. The Job Application Blank
      (1) Purpose
      (2) General information
      (3) Specific information
   b. Other Application Blanks
      (1) Employment agency application
      (2) Social Security account number application.
7. Preparing for an Employment Interview
   a. Purpose of Job Interview
      (1) For the interviewer
      (2) For the applicant.
   b. Interview Preparation
      (1) Making an appointment
      (2) Necessary documents
      (3) Pre-interview information.
   c. Interview Behavior
      (1) Punctuality
      (2) Courtesy
      (3) Personal appearance.
8. Learning to Read a Help-Wanted Column
   a. Job Advertisements (ads)
      (1) Arrangement of ads
      (2) Ads requiring a letter
      (3) Ads requiring a telephone contact
      (4) Ads requiring application in person.
   b. Agency Advertisements
      (1) Their arrangement
      (2) Their specialized services
      (3) Their reliability.
9. Answering an Advertisement by Telephone
   a. Telephone in Answer to a Newspaper Ad
      (1) Advance preparation
      (2) Providing information about self
      (3) Requesting information about job.
   b. Following up on other Job Leads
10. Government Jobs
   a. Kinds of Civil Service Employment
      (1) Local, state, federal
   b. Seeking Civil Service Employment
      (1) Filing for examination
      (2) Types of tests
      (3) Preparation for tests.
   c. Advantages of Government Employment

(1) Job status, increments, promotions
(2) Vacations, sick leave, pensions
(3) Other fringe benefits.

11. Employment Services
    a. Public agencies
        (1) Services of public agencies
    b. Other Agencies
        (1) Services of other agencies
    c. Selecting the right agencies
12. The Worker: A Responsible Citizen
    a. Responsibilities of Parenthood
        (1) A secure home
        (2) Mutual respect
        (3) Standards of behavior for children
        (4) Education of children and parents.
    b. The Citizen and Responsibile Community Membership
        (1) An informed citizen
        (2) A participating citizen
        (3) A voting citizen
13. Planning and Budgeting for Wiser Spending
    a. Upgrading Living Standards
        (1) Using take-home pay more effectively
        (2) Credit versus cash buying
    b. Budgeting for Wiser Spending
        (1) Planning for emergencies
        (2) Planning for long-term goals.
    c. Consumer Protection Agencies
14. Counseling and Guidance
    a. Individual Counseling
        (1) Personal problems
        (2) Personal occupational planning.
    b. Group Counseling and Guidance
        (1) Realities
        (2) Values
        (3) Attitudes
        (4) Relationships.