

**County of San Diego, Health and Human Services Agency (HHSA)  
Special Notice**

**Un-ticking of the Welfare-To-Work 24-Month Time Clock for  
Mandatory Participants with Zero Participation Hours**

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16-01**

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**Issue Date:**

January 15, 2016

**Effective Date:**

January 15, 2016

**Background:**

The California Department of Social Services (DSS) has issued with All County Letter (ACL) 15-99 guidelines to the counties on how to report data related to CalWORKs recipients required to participate in Welfare-To-Work (WTW) whose WTW 24-Month Time Clock (WTW 24-MTC) is ticking during months they have not been engaged, or timely sanctioned.

Counties are required to:

- Identify non-exempt or sanctioned CalWORKs recipients as of December 1, 2015 who were meeting all of the following conditions for any consecutive six-month period between January 1, 2013 and September 30, 2015:
  1. Receiving cash aid
  2. Not participating in assigned WTW activities (zero participation hours); and
  3. Having WTW months counted toward their WTW 24-MTC
- Allow good cause and un-tick their WTW 24-MTC for:
  - Months during which these individuals were not engaged before initiating the noncompliance process; and
  - Months in excess of 60-days period from the start date of the noncompliance process to the WTW sanction effective date, or agreement to a compliance plan
- Notify participants via CW 2208 notice of revised WTW 24-MTC's remaining months
- Engage them in WTW activities, if appropriate (CPG 10-005.D-H)
- Submit to CDSS by February 15, 2016:
  - Data related to the number of individuals meeting above criteria, the number of individuals whose WTW 24-MTC was adjusted as result of ACL 15-99, and reasons for adjustments
  - Description of automated/manual processes for ensuring, documenting, and monitoring WTW participation, and tracking the participant's WTW 24-MTC
  - Plan to address lack of participation and case management, and WTW 24-MTC accuracy.

**Purpose:** To provide instruction to Employment Services staff on how to correct the WTW 24-MTC.

**Policy:** CPG 10-003.B, CPG 10-003.C, CPG 11-001.A, CPG 11-001.B, CPG 11-001.D, CPG 11-001.F, CPG 11-001.G

All non-exempt CalWORKs recipients are provided a total of 24 cumulative months under the WTW 24-MTC, during which they may receive CalWORKs services and participate in various activities leading to self-sufficient that are consistent with their assessments.

WTW months should tick only when individuals subject to the WTW 24-MTC are participating in the flexible WTW activities (no core hour requirements) and receiving services in accordance with a WTW plan, or are placed in noncompliance (20-Day Cause Determination Period).

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WTW months should not tick when individuals subject to the WTW 24-MTC are:

- Meeting CalWORKs Federal Standards (CPG 0-003.B, CPG 11-001.B)
- Exempt from WTW (CPG 10-020.A)
- Sanctioned (CPG 10-025.A.1)
- In "Good Cause" status for 50 percent or more of their participation hour requirements (CPG 11-001.A.12)
- Developing a WTW plan (CPG 10-003.B, CPG 10-005.D, 10-005.E, 10-005.F, 10-005.G)
- Granted a Domestic Violence (DV) waiver to the WTW 24-MTC

Participants should be granted Good Cause for lack of engagement and have the WTW 24-MTC unticked for months in which they were not engaged before initiation of the compliance process, or a WTW sanction was not imposed within the required 60-day period (CPG 10-025.A).

**Procedure:** 10-003.B.1 Processing Guide

**Impact/s:**

**Automation:**

No impact.

**Forms and Document Capture:**

No impact.

**Other Programs Affected:**

No impact.

**Quality Control (QC):**

QC will cite the appropriate errors when these regulations are not applied, or applied incorrectly.

**Management Reporting:**

CalWIN-based reports were provided to Employment Services Contractors to identify WTW participants whose WTW 24-MTC must be reviewed and corrected per CPG Memo # 16-01.

**References:**

MPP Section 42-708, 42.709

All County Letters (ACLs) 12-67, 13-01, 13-02, 13-12, 13-37, 13-59, 13-68, 14-16, 15-21, 15-99

**Sunset Date:**

This policy will be reviewed for continuance on or by 01/15/2017

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations