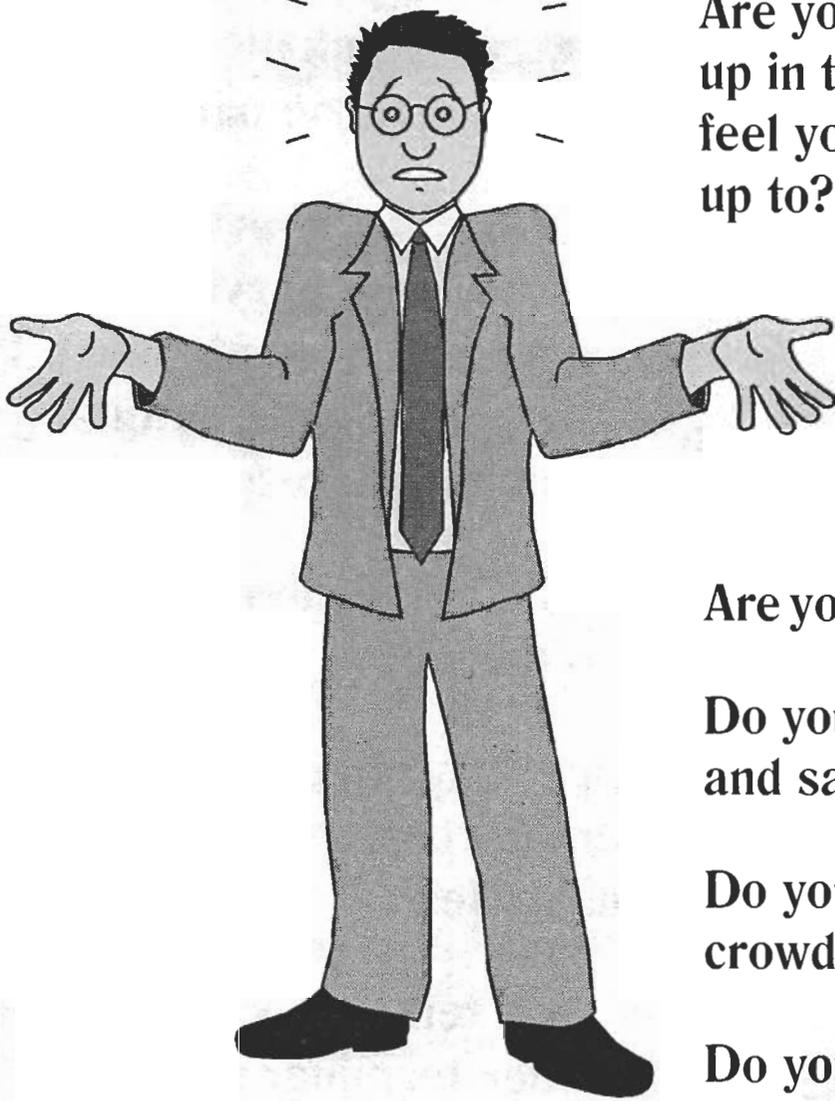


# GAIN Orientation

- ❖ Treatment is available to remove mental health and substance abuse barriers to employment.
- ❖ Have you lost jobs in the past because of drugs or untreated mental illness? Are you afraid to seek work because of untreated mental problems or drug problems.
- ❖ MH barrier
  - Depression
  - Anxiety
- ❖ SA barriers
  - Drug positive pre-employment test
  - Hangovers
  - Frequent drug use
- ❖ MH and SA counselors are available for private consultation.
- ❖ Details of your consultation and treatment are confidential.
- ❖ Your children will not be taken because you enter treatment.
- ❖ Your cash grant will not be changed because you enter treatment.
- ❖ The time you spend in treatment activities will apply to your 32 hrs. per week of WTW activities.
- ❖ Detox is available.
- ❖ Assessment and referral for family members is available along with other community services.
- ❖ Make an effort to be the best you can be, if there are MH/SA issues that get in your way, ask to speak with a counselor.

# Orientación de GAIN

- ❖ Tratamiento está disponible para remover barreras de salud mental y abuso de sustancias para que pueda obtener empleo.
- ❖ ¿Ha perdido empleos en el pasado por causa de drogas o por no recibir tratamiento de enfermedad mental? ¿Teme buscar empleo porque no ha recibido tratamiento para problemas mentales o de drogas?
- ❖ **Barreras de Salud Mental**
  - Depresión
  - Ansiedad
- ❖ **Barreras del Abuso de Sustancias**
  - Examen de drogas para empleo que son positivos
  - Resaca (La Cruda)
  - Uso de drogas frecuente
- ❖ Consejeros de Salud Mental y Abuso de Sustancias están disponibles para consultas privadas.
- ❖ Detalles de su consulta y tratamiento son confidenciales.
- ❖ Sus hijos no serán removidos porque usted obtiene tratamiento.
- ❖ Su porción de dinero no cambia durante el tratamiento.
- ❖ El tiempo que usted pasa en actividades de tratamiento serán aplicados a sus 32 horas por semana de actividades de WTW (Asistencia Social Para Trabajo).
- ❖ Desintoxicación está disponible.
- ❖ Evaluación y referencias para miembros de familia está disponible junto con otros servicios de la comunidad.
- ❖ Haga el esfuerzo de ser lo mejor que usted pueda, si hay problemas de Salud Mental y/o Abuso de Sustancias que se traban en su camino, pregunte para hablar con un consejero.



**Are you finding it hard to wake up in the morning because you feel you have nothing to wake up to?**

**Do you suffer from shortness of breath and become anxious when faced with a decision?**

**Are you constantly sad or angry?**

**Do you feel happy one moment and sad the next?**

**Do you find it difficult to be in a crowded room?**

**Do you wish you had more motivation to get things done?**

**Do you feel as if you are all alone in the world?**

**Are you having difficulty developing and maintaining relationships?**

**Do you want help to cope with your problems?**

**Speak to your GAIN Worker for a consultation appointment and a referral to Counseling.**

# ARE YOU COVERING UP A DRINKING OR DRUG PROBLEM?

## Are you ready to quit?

Look at the following questions and see if any of these sound familiar.

- Do you find yourself drinking more in the last 6 months?
- Are you unable to control your drinking or drug use?
- Is your drug or alcohol use impairing your usual lifestyle?
- Do you find that you are dependent on drugs and alcohol?
- Do you want help with your dependence but don't know how or where to find it?
- Are your friends or relatives refusing to help you unless you stop the substance abuse?
- Are you having drug or alcohol related legal problems, such as a DUI?
- Do you have difficulty controlling your anger?



**Do you want help to cope with your problems?**

**Speak to your GAIN Worker for a consultation appointment and a referral to Counseling.**

# Department Policy

42-711  
Page 1 of 8

## Assessment

### Overview

---

#### Background

Riverside County GAIN's goal is to assist customers to obtain, retain and advance in employment that enables them to become and remain independent of CalWORKs assistance.

Based on a customer's needs, GAIN develops an employment plan so that customers are engaged in an appropriate combination of activities that meet participation requirements while maintaining a focus on employment to progress towards this goal.

Riverside County's Work First philosophy emphasizes:

- full-time employment as a first activity
- testing the labor market, and
- personalized attention with the focus on individual strengths.

Once a person has stable employment we encourage:

- activities, such as skills enhancement, and
- training and education, with the goal of employment, advancement and retention.

The purpose of an assessment is to conduct an in-depth evaluation of the customer's path to self-sufficiency through employment which may address the individual's job skills, education, employment goals, and supportive services needed with the goal of developing a Welfare To Work (WTW) Action Plan.

See Department Policy (DP) 42-711B, Welfare To Work Action Plan.

---

#### In this policy

This policy contains the following topics:

Topic	Page
1. When to Assess	2-3
2. Required Elements of Assessment	4-7
3. Third Party Assessment	8

---

# Department Policy

## 1. When to Assess

**When to assess** The timeframe to complete an assessment is within 90 days from the date of CalWORKs approval.

Employment Services Counselors (ESCs) complete an assessment according to the following guidelines:

If the customer		then assess the customer
is assigned to job club following appraisal, and	attends job club	<ul style="list-style-type: none"><li>• during the final week of job club, or</li><li>• no later than one week following job club completion.</li></ul>
	does not attend job club	at the next meeting with the customer.  Start the outreach process. (See table on the following page.)
<ul style="list-style-type: none"><li>• secures part time employment</li><li>• reduces his/her hours of employment to part time, or</li><li>• stops working</li></ul>	at the next Welfare to Work Activity Assignment (WTW 2) appointment.  Contact the customer to schedule a WTW 2 and assessment appointment within five business days after notification of the change in employment status.	
obtains full time employment		if he/she wants to participate in other WTW activities.
attends other activities as first assignment		within 90 days of CW approval.

Extend the timeframe to complete an assessment for time the customer spends in:

- good cause exemption
- the good cause determination process
- non-compliance and sanction, and
- the curing process.

Assess customers, except those excluded, if:

- they do not obtain unsubsidized employment with sufficient hours
- the ESC determines that participation in job search (type) activities will not be required as the first activity because it would not be beneficial, or
- the ESC decides to shorten job search because it is not likely to lead to employment.

These time frames are based on EAS 42-711.6, WTW Plan and Universal Engagement.

*Continued on next page*

# Department Policy

## 1. When to Assess, Continued

### Missed Assessment Outreach Process

Step	Action
1	Call the customer at all available numbers. Allow the customer 1 business day to respond prior to continuing with this process.
2	Send the customer a RVSD 3744, GAIN Missed Appointment Letter.  <b>Note:</b> Schedule the home call for 7-10 business days after the RVSD 3744 mail date.
3	If the customer does not contact the ESC, perform the home call as scheduled. If possible, include designated mental health representative. During the home call, the ESC: <ul style="list-style-type: none"> <li>• attempts to make personal contact with the customer</li> <li>• identifies and attempts to remedy barriers that may have prevented the customer from participating</li> <li>• discusses the benefits of GAIN participation with the customer, and</li> <li>• informs the customer of the potential for non-compliance to be initiated (again, with an emphasis on resolving participation problems prior to initiating non-compliance procedures).</li> </ul>

### Excluded customers

All non-exempt customers must sign a WTW Action Plan at assessment, except customers who are:

- Cal Learn customers
- children referred to WTW for not attending high school
- exempt from WTW participation requirements unless they choose to volunteer
- full-time employed (working in unsubsidized employment) and indicate they do not wish to participate in additional WTW activities, or
- enrolled in a Self-Initiated Program (SIP) which fulfills the minimum hours of participation requirements.

Refer to the C-IV User's Self Sufficiency Handbook on *Assessment, Creating Action Plans* and *Assessment, Editing Action Plans* for instructions on creating or editing WTW Action Plans.

### Goals and progress

Review the customer's progress toward goals on a monthly basis. Continue to encourage the customer in completing the assigned activities and address any previously unidentified needs.

### When to reassess

Reassess and create a new WTW Action Plan when a change occurs in the customer's situation which affects the goals or satisfactory progress has not been made.

# Department Policy

## 2. Required Elements of Assessment

---

**Required elements**

The required elements (EAS 42-711.554) necessary to analyze and evaluate the customer's path to self-sufficiency are:

- current employment skills, knowledge and abilities
- educational history and competency
- need for supportive services
- local labor market information
- medical or mental health condition, and
- available resources.

Provide the RVSD 3750 B, Employment Readiness Questionnaire when the customer attends the assessment.

Review the RVSD 3750 A and 3750 B, Employment Readiness Questionnaire with the customer during the Assessment interview. Explore resources and services available in the development of the WTW Action Plan. Required elements covered during the customer's assessment are recorded and entered into C-IV.

Note: The philosophy of the GAIN program remains self-sufficiency through employment. All factors must be considered to arrive at a viable WTW Action Plan to aid the customer in obtaining and keeping self-supporting, full-time employment.

---

**Where to find required elements**

The following table contains the required elements of the assessment and where the information may be obtained.

Required Element	Obtained from
customer work history and an inventory of employment skills, knowledge and abilities	<ul style="list-style-type: none"><li>• RVSD 3750 A and 3750 B</li><li>• C-IV Journal, Skills, Strengths, Needs, and Goals pages, and</li><li>• discussion with the customer</li></ul>
customer educational history and present educational competency level	<ul style="list-style-type: none"><li>• RVSD 3750 A and 3750 B</li><li>• C-IV Appraisal pages and documentation</li><li>• CASAS test scores (refer to DP 42-772E, Basic Education Activities and Progress Evaluation, for guidelines on administering remediation testing), if available</li><li>• other testing as necessary, and</li><li>• discussion with the customer</li></ul>

*Continued on next page*

# Department Policy

## 2. Required Elements of Assessment, Continued

Required Element	Obtained from
physical, mental or other conditions that limit the customer's ability to participate in WTW activities and employment	<ul style="list-style-type: none"> <li>• RVSD 3750 A and 3750 B</li> <li>• C-IV Journal and Needs Page</li> <li>• C-IV CW 61 Medical Report</li> <li>• Riverside County Mental Health Clinician or Substance Abuse Counselor (see DP 42-716 CalWORKs Mental Health/ Substance Abuse Services)</li> <li>• domestic violence advocate</li> <li>• other acceptable verification of such limitations or conditions, and</li> <li>• discussion with the customer</li> </ul>
customer needs and supportive services	<ul style="list-style-type: none"> <li>• RVSD 3750 A and 3750 B</li> <li>• C-IV Needs Page</li> <li>• work history document or resume, and</li> <li>• discussion with the customer</li> </ul>
local labor market information	<ul style="list-style-type: none"> <li>• RVSD 3750 A and 3750 B</li> <li>• local agencies such as the Economic Development Agency and the Employment Development Department</li> <li>• Choices CT (See DP 42-53, Choices CT)</li> <li>• other labor market information resources, and</li> <li>• information provided by the customer</li> </ul>
an evaluation of the possibility for employment given the customer's current skills and local labor market conditions	<ul style="list-style-type: none"> <li>• RVSD 3750 A and 3750 B</li> <li>• C-IV customer appraisal information</li> <li>• customer's WTW program history</li> <li>• labor market information resources, and</li> <li>• case manager judgment</li> </ul>

### Assessment process

Follow the steps below to complete the assessment process:

Step	Action
1	Schedule appointment with customer for the assessment interview according to the time frames specified on page 2 of this policy. Create an assessment activity in C-IV. Notify the customer of the appointment by mail.
2	Review the RVSD 3750 A and 3750 B prior to the assessment interview.  Note: If customer reports unusual or unique circumstances, consult with the Supervising Employment Services Counselor (SESC).

*Continued on the next page*

# Department Policy

## 2. Required Elements of Assessment, Continued

Assessment  
process,  
continued

Follow the steps below to complete the assessment process:

Step	Action
3	<p>At the interview, clarify with the customer and ensure that he/she understands the following:</p> <ul style="list-style-type: none"><li>• participation requirements (with employment as the focus)</li><li>• supportive services availability, and</li><li>• non-compliance procedures (with an emphasis on resolving issues prior to sanction).</li></ul>
4	<p>Discuss the responses on the RVSD 3750 A and 3750 B with the customer.</p> <p>Based on the customer's responses on the RVSD 3750 A and 3750 B discuss any supportive services the customer may need to participate in WTW activities and any barriers that may impede participation.</p> <p>Follow up with the customer regarding his/her responses on the RVSD 3750 A and 3750 B, particularly those that deal with barriers that may necessitate the use of a multi-disciplinary approach.</p> <p><b>Note:</b> It is the ESC's responsibility to identify customers who need other services to assist them to become job-ready and refer them to the appropriate resources.</p>
5	<p>Assist the customer in developing goals that enable him/her to obtain self-supporting employment. Use the SMART checklist when developing goals. Goals must be:</p> <ul style="list-style-type: none"><li>• <u>S</u>pecific</li><li>• <u>M</u>easurable</li><li>• <u>A</u>chievable</li><li>• <u>R</u>elevant (given the customer's skill sets and work history, likely to assist the customer in obtaining self-supporting employment), and</li><li>• <u>T</u>ime dimensioned (specify time frames for goals).</li></ul> <p><b>Note:</b> Goals are client-specific and include specific action steps to guide the customer in obtaining self-supporting employment. Goals such as "obtain employment," "keep employment," and "get off aid" are unacceptable.</p>

*Continued on next page*

# Department Policy

42-711  
Page 7 of 8

## 2. Required Elements of Assessment, Continued

Assessment  
process,  
continued

Follow the steps below to complete the assessment process:

Step	Action
6	For each goal complete the description and action steps necessary to reach the goal.  Refer to the C-IV Self Sufficiency User's Handbook on Goals, Editing in the WTW Section.
7	Once all goals have been added generate the WTW Action Plan and obtain the customer's signature. Image the signed document.
8	Identify and assign the customer to appropriate activity(ies).
9	During the interview, complete a WTW 2 with the customer. The WTW 2 is available in the C-IV system. Refer to DP 42-703, WTW Participation Requirements and Activities, for additional information on core/non-core activities.  Complete the Welfare To Work Rights and Responsibilities (WTW 1) with the customer and provide the GAIN Customer Handbook.  Image all signed documents.
10	Review the customer's progress monthly.

*Continued on next page*

# Department Policy

42-711  
Page 8 of 8

## 3. Third Party Assessment

---

### Third Party Assessment

A Third Party Assessment (TPA) is performed by an impartial third party.

Refer all WTW customers who disagree with their results for a TPA.

Refer to DP 42-711A, Third Party Assessment for information on the TPA process.

Refer to the C-IV Self Sufficiency User's Handbook section, Action Plans, Editing, for information on updating the Action Plan.

---

### References

42-711.556; W& I code 11325.21; ACL 04-41; Errata ACL 04-41

---

SNB/PP:tw