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|  | **Santa Clara County CalFresh Employment & Training Program Third Party Partner Handbook** |
|  |  |
| Rev. 10/2021 |  |
|  | The CalFresh Employment and Training Program seeks to provide CalFresh recipients with job-driven training, tools and access to career pathways that lead to sustainable jobs and self-sufficiency. |

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**INTRODUCTION**

The CalFresh Employment and Training (CFET) Program helps individuals receiving CalFresh Food (CF) benefits obtain employment through voluntary participation in the program by assisting household members acquire marketable job skills through training and work experience in order to increase their ability to obtain gainful employment and reduce their reliance on CF benefits. The program delivers services through the Santa Clara County Social Services Agency (SCCSSA) Third Party Partner reimbursement model. Third Party Partner model consists of partnerships between various Community Based Organizations (CBO) and Santa Clara County (SCC).

Participants can engage in a variety of activities, which include Non-Education, Non Work Components, Education and Work components. These activities are typically referred to as CFET components. Individuals participating in CFET components can receive reimbursement for support services such as transportation costs associated with program participation and other federally approved ancillary costs that are reasonably necessary and directly related to CFET participation. These include textbooks, tools, work clothing, dependent care, and short-term housing stabilization services.

This handbook provides a standard set of procedures and guidelines to deliver services to participants under Santa Clara County’s CFET program as a Third Party Partner. This handbook does not cover every situation or scenario a provider may encounter in their day-to-day case management activities.



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***Serve, Empower, Transform SSA Vision***

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1. **CALFRESH EMPLOYMENT & TRAINING (CFET)**

**Overview**

The State of California Department of Social Services (CDSS) administers the Supplemental Nutrition Assistance Program (SNAP) as authorized by the Agricultural Act of 2014, as the CalFresh Food (CF) Program. CF is federally funded by the US Department of Agriculture (USDA), Food and Nutrition Service (FNS). The CF Program helps low-income individuals obtain a more nutritious diet by supplementing their income with CF benefits issued on an electronic benefits transfer (EBT) card.

States are required to provide employment and training services to program participants as a part of administering SNAP. CFET is the SNAP corresponding employment and training program in California.

Federal Regulations require some CF recipients to register for work and participate in approved activities, in order to maintain their eligibility for food assistance. If the recipient is an Able Bodied Adult Without Dependents (ABAWD) individual without an exemption, their eligibility is limited to 3 months in a 36-month period (considered the 3-month time limit), unless the individual meets the ABAWD work requirements. These requirements can be met by participating in approved employment and training activities like those offered by CFET.

The SCCSSA has the authority to create an employment and training program for CF participants. Each program must have one or more of the components covered within this handbook. The programs are finalized and approved by FNS through the annual submission of the State Plan. Upon successful approval, the County executes the program for all Santa Clara County CFET participants.

**Food Nutrition Service (FNS) E&T Policy and Guidance**

Refer to <https://www.fns.usda.gov/snap/et-policy-and-guidance> E&T Toolkit and E&T Plan Handbook for additional SNAP Employment & Training (E&T) guidance.

Third Party Partners must adhere to the FNS policies and guidelines, along with policies and guidelines of the Santa Clara County CFET program.

[](https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjStN6xv6PZAhXLxVQKHcH_ClAQjRwIBw&url=https://www.pittwire.pitt.edu/news/campus-grocery-store-open&psig=AOvVaw1abFddy_1wZUnZuwZZMHDo&ust=1518630719787379)

**Did you know?**

More than 80,000 people receive CalFresh Food benefits in Santa Clara County, which is almost 1 in 20 of everyone who lives here.

A picture containing clipart

Description automatically generated

1. **SANTA CLARA COUNTY INTERNAL CFET PROGRAM**

Santa Clara County (SCC) CalFresh Employment and Training (CFET) program is a voluntary program that requires all participants to adhere to State and Federal E&T requirements.

The SCC CFET program is administered internally by the General Assistance Vocational Services (VS) staff. Participants who can work are referred to a CFET Orientation and are expected to comply with all the CFET rules and regulations in order to successfully complete their CFET plan goals.

The SCC CFET program components are:

* Non-Education, Non-Work Components
* Supervised Job Search
* Work Components
* Workfare

This handbook provides Third Party Partners information on the Third Party Partner CFET Program within Santa Clara County and the basic outline for managing the Third Party Partner CFET program. The SCCSSA oversees its own SCC CFET program which includes the components listed above and partners with CBOs (also known as CFET Third Party Partners).



**Able-Bodied Adult Without Dependents**

The Able-Bodied Adult without Dependents (ABAWD) time limit began in Santa Clara County effective September 1, 2018. ABAWD work requirements will apply to CalFresh Food (CF) recipients who are between the ages of 18 to 49 years old, have no children under 18 living in their CF household, and are able to work. ABAWDs that do not meet any exemptions are required to work or participate in a qualifying activity for at least 80 hours per month. If the ABAWD individual does not meet the work requirements, their eligibility to receive CF benefits will be limited to 3 months out of a 36-month period.

**ABAWD Exemptions**

CalFresh Food (CF) recipients may be exempted (excused) from the ABAWD time limit if they are any of the following:

* Under 18 or over 50 years of age
* Responsible for the care of a child or incapacitated household member
* Pregnant
* Medically certified as physically or mentally unfit for work
* Chronically homeless
* Struggling with drug/alcohol addiction
* Victims of domestic violence
* Receiving disability-based benefits
* Receiving or applied for unemployment benefits
* Attending college at least half-time and meeting student requirements.

**Satisfying Work Requirements**

Individuals can satisfy their ABAWD work requirements by participating in the following activities:

* Employed 80 hours per month, or
* Qualifying Activities 80 hours per month by participating in CFET, community service or volunteer work, Workforce Investment Opportunity Act (WIOA), or EDD programs under section 236 of the Trade Act, or
* Workfare (Hours worked = CF allotment divided by city minimum wage).

1. **GENERAL INFORMATION**

**Privacy & Security Certification Policy**

**Personally Identifiable Information (PII)**

Third Party Partners must ensure the security and privacy of the Personally Identifiable Information (PII) of CFET participants. This Policy shall govern all employees, vendors, contractors, community based organization and any stakeholders that work for or have an affiliation with, and/or a working relationship with Santa Clara County Social Services Agency and have access to PIIs.

It is mandatory for all individuals requiring access to any SCCSSA system, applications and/or software (collectively referred to as “Toolkit”) such as VSAS that contains PIIs AND/OR have opportunity to review/access client information obtained as a result of access to Toolkit, MUST successfully complete the **SSA Online Privacy and Security Certification and Training** once every 12 months.

After completion of the initial certification and training, access will be authorized for one (1) calendar year from the date of completion of training. The **SSA Online Privacy and Security Certification and Training** must be completed annually, for the duration of the vendor, contractor, or community-based organization relationship with SCCSSA.

A recertification is required every 12 months for continued access. If individual fails to recertify, their access to the Toolkit will be discontinued at the end of the certification period.

If external vendors/contractors/CBO are locked out of any system that provides information regarding our client’s PII, and/or they have let their certification/training lapse and/or did not complete the **SSA Online Privacy and Security Certification Training**, access CANNOT be restored, or granted to the until the certification/training has been successfully completed.

**Remote Access**

Remote access is the act of connecting to County of Santa Clara (“County”) systems from a non-County system through a public network or non-County network infrastructure. Systems include personal computers, workstations, servers and/or any device with network capabilities (e.g., a workstation with an attached modem, routers, switches, laptop computers, handheld devices).

Access is granted for the purpose of Community Partner/Contractor providing services and performing its obligations as set forth in the Agreement including, but not limited to, supporting Community Partner/Contractor-installed programs. Any access to IS and/or County data information that is not specifically authorized under the terms of this Agreement is prohibited and may result in contract termination and any penalty allowed by law.

**Setting Up Access**

1. View [SSA Privacy and Security Training for All Staff, Vendors and Stakeholders](https://360.articulate.com/review/content/62779dfa-3d24-4637-bff8-dfaeca3df3be/review) (<https://360.articulate.com/review/content/62779dfa-3d24-4637-bff8-dfaeca3df3be/review>) online training, pass the quiz at end of the training, print the quiz results, and
2. Complete and sign the *Santa Clara County Social Service Agency Online Privacy and Security Training Disclosure Agreement* (*Addendum A*), and
3. Complete and sign the *Community Partner / Contractor Access Security Statement* (Addendum B), and
4. Email a PDF copy of the quiz results, signed Addendum A and B to the CFET Program Coordinator to request remote access be granted,
5. Once access is granted, follow the procedure as outlined in the *Santa Clara County CFET Third Party Partners Remote Access Guide* (Addendum C).

**Day-to-Day Login**

|  |  |
| --- | --- |
| **Steps** | **Action** |
|  | Once MobilePASS has been installed, the MobilePASS application icon will display on your desktop and you will be required to generate a Passcode to log onto the secure SSA portal for each session.  Double click on the MobilePass icon to start. |
|  | Click on your name.  A screenshot of a cell phone  Description automatically generated |

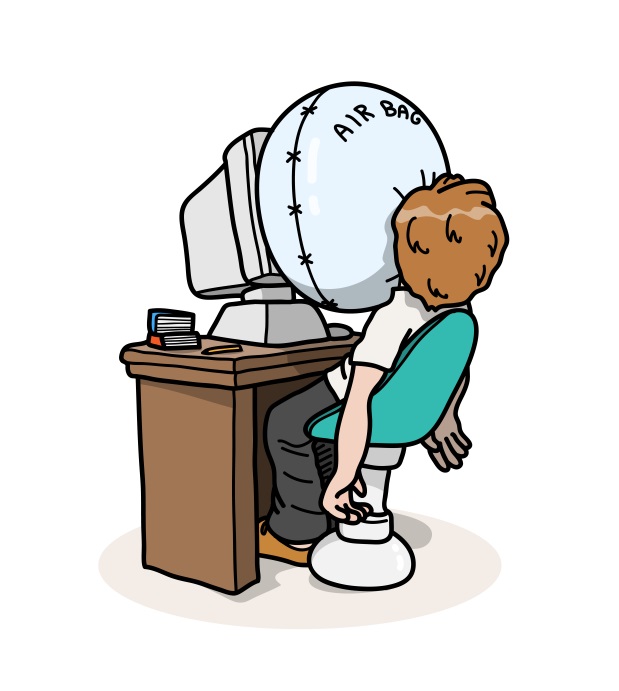
|  |  |
| --- | --- |
| **Steps** | **Action** |
|  | Enter the 4-digit numerical PIN that you created.  Click on the **[Continue]** button.  A screenshot of a cell phone  Description automatically generated |
|  | MobilePASS will generate a Passcode. Click on the **[Copy Passcode]** button.  A screenshot of a cell phone  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
|  | Launch new Internet browser window and enter the following secure SSA website address: <https://asassl2.ssa.co.santa-clara.ca.us/>  Once you launch the SSA website, you will use the MobilePASS Passcode to login. |
|  | Select and enter the following information:   * Group: VSAS\_Portal * Enter Windows Username (provided by SSA HelpDesk) * Password: Paste Passcode (provided by MobilePASS)   **NOTE:** To paste passcode, right-click on the password field and click “Paste,”  or press Ctrl-V in the Password field.  Click the **[Login]** button once all fields have been entered.  A screenshot of a cell phone  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
|  | To access the VSAS Application, Click on the “**VSAS Portal**” link.  You will be directed to the “SSA Vocational Services & Appeals System (VSAS)” login page.  A screenshot of a cell phone  Description automatically generated |
|  | Enter Windows Username and Password (provided by SSA HelpDesk).  Click on [**Login**]  A screenshot of a social media post  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
|  | Users will be able to access and use the VSAS Application.  A screenshot of a cell phone  Description automatically generated |
|  | To log-out of the VSAS Application, click on the **[Logout]** button.  A screenshot of a cell phone  Description automatically generated |

For your convenience, the Day-to-Day Login process is outlined in the *Santa Clara County CFET Third Party Partners Remote Access Guide* (Addendum C).

****

**TROUBLESHOOTING**

**Need assistance? Contact the SSA HelpDesk:**

**(408) 755-7575 or** [**helpdesk@ssa.sccgov.org**](mailto:helpdesk@ssa.sccgov.org)

If your issue is not resolved on your first contact with the SSA Helpdesk, please send an email explaining the issue to the CFET Coordinators (see page 3 for contact info).

**Confidentiality/Non-Disclosure**

Information on CFET cases may only be accessed through the Santa Clara County Social Services Agency (SCCSSA) Vocational Services & Appeals System (VSAS).

SCCSSA policy prohibits the use of client information for personal gain or potential conflicts of interest. (For example: Inquiring on the case of a family member or friend).

**Provider Liability**

Third Party Partners must have appropriate (liability) insurance to conduct all business that relates to SCCSSA services. For example, if you offer direct transport for clients, your vehicle and driver must have the proper insurance. SCCSSA is not liable for damages or costs associated with not having proper insurance.

**Outreach/Marketing**

Third Party Partners will conduct marketing and outreach for their training program. SCCSSA may refer CF participants to the Third Party Partner CFET program.

**CFET Third Party Partner Meetings**

The purpose of the CFET Third-Party Partner meeting is to maintain successful collaboration between SCCSSA and CFET Third Party Partners. All Third Party Partners are expected to send representation to the meeting held **every 4th Thursday of the month**.

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1. **CFET ELIGIBILITY**

Participation in a Third Party Partner CFET program is voluntary; however, participants must meet CFET eligibility requirements in order to enroll in a CFET program.

**Eligibility Requirements**

An individual may receive CFET services if he/she:

* Receives CalFresh Federal Food Assistance Program
* Is a resident of Santa Clara County
* Is age 16 or older
* Is timed-out from CalWORKs/TANF.

An individual may not receive CFET services if he/she:

* Is not eligible for CalFresh Federal Food Assistance Program
* Is receiving California Food Assistance Program (CFAP)
* Is receiving CalWORKs/TANF
* Is sanctioned under CalWORKs

Third-Party Partners must ensure monthly that participants are CFET eligible in VSAS to receive reimbursement for CFET services costs.

Check eligibility each month, if participant is not CFET eligible during the month their employment and training costs may not be reimbursed through the CFET program.

|  |  |
| --- | --- |
| **If Participant is…** | **Then…** |
| CFET eligible at the beginning of the month | Participant will be eligible the rest of the month. Enter participant data in VSAS. |
| CFET ineligible at the beginning of the month | Re-verify eligibility at the end of the month. If participant remains ineligible at the end of the month, do not enter participation data in VSAS. |
| CFET eligible at the end of the month | Participant is eligible for that month. Enter participant data in VSAS. |

**Reverse Referral Process**

In order to participate in the CFET program, participants must first be approved and receiving the CalFresh Federal Food Assistance Program benefits.

Encourage individuals to apply for CF if they appear eligible and help participants apply in one of the following ways:

* Online: [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org) or [www.GetCalFresh.org](http://www.GetCalFresh.org)
* By Phone: 1-408-758-3800



* By Mail: PO Box 11018, San Jose, CA 95103
* In Person at one of our SSA locations:
* Assistance Application Center

1867 Senter Rd. San Jose, CA 95112

* General Assistance Services

1919 Senter Rd. San Jose, CA 95112

* North County

1330 W. Middlefield Rd. Mountain View, CA 94043

* South County

379 Tomkins Ct. Gilroy, CA 95020

CF applications may take up to 30 days before a determination of eligibility is made, except applicants that qualify for Expedited Service.

CF eligibility must be maintained monthly for the entire duration of the period a client participates in the CFET program.

1. **COMPONENTS**

The following items listed below are services, activities, or programs designed to help recipients gain skills, training, or work experience and are referred to as *components* of the CFET Program.

A CFET program must include at least one component; Third Party Partners have the freedom to offer a single component, a sequence of components, or concurrent activities.

Orientation and Assessment are not CFET components within itself, but an Orientation and Assessment must be completed and documented in VSAS for each participant as a requirement of the CFET program.

**Non-Education, Non-Work Components**

**Supervised Job Search**

Supervised job search programs are those that occur at State-approved locations at which the activities of participants are directly supervised, and the training and activities of participants tracked in accordance with CFET guidelines

**Supervised Job Search**

Supervised job search may be conducted independently or within a group setting, and may also be conducted remotely, in-person, or a combination of both. CFET Third-Party Partners should tailor the delivery of Supervised Job Search services to the needs of participants and provide necessary supportive services reimbursements required for participation (e.g., laptops and hotspots as needed for remote job search conducted on the internet or transportation vouchers for in-person job search). CFET Third-Party Partners may also tailor how they track participation using a range of options from automated computer processes to informal job application counts shared by the participant.

CFET Third-Party Partners must ensure that Supervised Job Search activities have a direct link to increasing the employment opportunities of individuals engaged in supervised job search. That is, a participant in supervised job search must be likely to find a job through the activity, and there must be appropriate jobs available for that participant in the community.

**Job Search Training**

Job search training is a component that enhances the job readiness of participants by teaching them job seeking techniques, increasing job search motivation, and boosting self–confidence. This component may consist of job skills assessments, and other direct training or support activities. These are distinct from “work readiness” activities, which are included in the education component.

This activity includes but is not limited to:

* Occupational assessment,
* Remedial and entry-level job skills training,
* Online Job Search Tools,
* Resume building,
* Interview skills coaching,
* Customized and institutional skill training,
* Self-improvement training,
* Mock interviews, and/or
* Work readiness workshops.

Job Search Training differs from Supervised Job Search because of the need to conduct training activities.

**Job Retention**

Job Retention services are provided to individuals who have secured employment to help them achieve satisfactory performance, retain employment, and increase earnings over time. Only individuals who have received employment and training services under CFET are eligible for job retention services. Job retention clients receive reimbursable supportive services after they have secured employment. Such services and reimbursable participant costs may include but are not limited to:

* Case management,
* Life skill classes,
* Referrals to other services,
* Dependent care assistance,
* Transportation assistance,
* Clothing required for the job,
* Equipment or tools required for the job,
* Test fees,
* Union dues, and/or
* Licensing and bonding fees.

Job Retention is provided for a minimum of 30 days and a maximum of 90 days. The CFET program does not allow for a reimbursement of Job Retention services under 30 days or over 90 days. Days must be calculated by counting the actual calendar days from the date Job Retention component started.

For example, if Jane Doe started Job Retention component on 10/15/2020, then Job Retention services will be provided to Jane Doe at least until 11/14/2020 (30 days), but no more than 1/13/2021 (90 days).

Job Retention data entry in the VSAS portal **MUST** reflect the actual 90-day limit and not a 90-day calendar timeframe.

**Education Components**

Education activities are programs that have a direct link to the local job market for participants who cannot gain employment due to basic skills deficits or lack of a high school diploma.

Note: Federal Employment & Training (E&T) funds cannot take the place of nonfederal (i.e., State, local) funds for existing educational services. Federal financial participation for operating education components may be authorized only for costs that exceed the normal cost of services provided to persons not participating in E&T.

**Career and Technical Education (formerly known as Vocational Training or Career/Technical Education Programs)**

Designed to improve the employability of participants by providing training in a skill or trade for careers in current or emerging employment sectors, typically provided by training institutions that provide an industry-recognized certificate or credential.

**Adult Basic Education**

Programs that offer academic instruction and education services that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a high school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

**English Language Acquisition (formerly known as English Second Language)**

A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

**Integrated Education Training**

A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement. An IET program must include the following three components: adult education and literacy activities, workforce preparation activities, and workforce training.

**Work Readiness Training**

Training for both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and noncognitive skills (or soft skills), which are defined as personal characteristics and behavioral skills that enhance an individual’s interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

**Work Components**

**Workfare**

Workfare participants work off the value of their household’s monthly benefit allotment through an assignment at a private or public non-profit agency as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household’s monthly benefit allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Workfare assignments cannot replace or prevent the employment of regular employees. Workfare assignments must provide the same working conditions and workers’ compensation benefits that are provided to regularly employed individuals performing similar work for equal hours.

**Work Experience**

A work experience program is designed to improve the employability of household members through actual work experience or training, or both, and to enable individuals employed or trained under such programs to move promptly into regular public or private employment. Work experience is a planned, structured learning experience that takes place in a workplace for a limited period. Work experience may be paid or unpaid, as appropriate, and consistent with other laws such as the Fair Labor Standards Act. Work experience may be arranged within the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.

A work experience program may include either a Work Activity or a Work-Based Learning program. Both Work Activities and Work-Based Learning opportunities must involve a planned and structured learning experience.

A work experience program must:

* Not provide any work that has the effect of replacing the employment of an individual not participating in the employment or training experience program; and
* Provide the same benefits and working conditions that are provided at the job site to employees performing comparable work for comparable hours.

**Work Activity**

A Work Activity is performed in exchange for CalFresh benefits that provides an individual with an opportunity to acquire the general skills, knowledge, and work habits necessary to obtain employment. The purpose of work activity is to improve the employability of those who cannot find unsubsidized full-time employment.

Work Activity must be designed to:

* Improve the employability of CalFresh E&T participants through actual work experience and/or training.
* Enable individuals employed or trained under such programs to move promptly into regular public or private employment.

**Work-Based Learning**

A Work-Based Learning program in CFET is a sustained interaction with industry or community professionals in real world settings to the extent practicable, or simulated environments at an educational institution that foster in-depth, firsthand engagement with the tasks required in each career field, that are aligned to curriculum and instruction. Work-Based Learning emphasizes employer engagement, includes specific training objectives, and leads to regular employment. Work-Based Learning can include Subsidized Employment, Work Experience, Pre-apprenticeship, Apprenticeship, On-the-Job Training, and Internships. Work-Based Learning can also include both subsidized and unsubsidized employment models whereby employment & training funds are used to subsidize the participant’s wage.

**Subsidized Employment**

Subsidized Employment can be performed at any private or public employer with a standing agreement from the CFET provider. Participants must be paid an amount equal to at least the local or state minimum wage for all hours of participation. Wages paid to CFET participants via Subsidized Employment are reimbursable at the rate of 50 percent. Subsidized Employment wages are countable income against CalFresh benefits; therefore, participants should be informed prior to engaging in Subsidized Employment. CFET Third-Party Partners must have a plan to provide training and move participant into unsubsidized employment swiftly, either with the same employer or a different employer.

Reimbursement of participant wages in Subsidized Employment is capped at 120 hours per month for up to six (6) months.

Participant hours listed in the monthly invoice must match the data entry in VSAS. Third-Party Partners must also provide time sheets and pay stub as supporting documents for reimbursement of participant Subsidized Employment wages.

**Work Experience**

The goal of this component is to gain the experience necessary to obtain employment and enable participants to move into regular employment. Whereas participants earn wages via Subsidized Employment, participants in Work Experience do not earn wages.

**Apprenticeships**

Apprenticeships allow participants to work with sponsoring organizations to earn necessary credentialing for industry-specific jobs. Participants combine on-the-job training with a practical and theoretical learning environment to gain highly skilled occupations directly linked to an apprenticeship program. These programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations.

**Pre-Apprenticeships**

Pre-apprenticeship services and programs are designed to prepare individuals to enter and succeed in registered Apprenticeship programs. These programs have a documented partnership with at least one registered Apprenticeship program sponsor and together, they expand the participant's career pathway opportunities with industry-based training coupled with classroom instruction.

**On-the-Job Training**

On-the-Job Training (OJT) is a training provided by an employer to a participant, who receives compensation while engaged in productive work that:

* Provides knowledge or skills essential to the full and adequate performance of the occupation,
* Provides reimbursement to the employer for the costs of providing the training and additional supervision related to the training, and
* Is limited in duration as appropriate to the occupation for which the participant is being trained.

Work placement can be made through a contract with an employer or registered program sponsor in the public, private nonprofit, or private sector. An OJT contract must be limited to the time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan.

**Internships**

Internships take place in a workplace for a limited period. The exact duration will be set as appropriate for the participant’s employment goals, background and skill level as reflected in the individual employment plan.

Internships must:

* Be provided at least 20 hours a week.
* Help the participant to gain the competencies and experience needed to meet local employer demands.
* Be related to a career choice and provide learning through work-based projects.
* Pay an hourly wage at the same rates as similarly situated employees or trainees, subject to the Fair Labor Standards Act.

**Non-Covered Services**

The following components/programs are not allowed for CFET:

* 4-year college degree
* Transfer degrees
* Stipends provided in certain training programs.



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1. **ELIGIBILITY & ENROLLMENT**

Third Party Partner staff will use the process outlined in this section to check CFET eligibility and enroll a participant into their CFET program.

Vocational Service & Appeals System (VSAS) is the SCCSSA data collection tool used to track the progress of a CFET participant. It is imperative that updated participant information is entered in VSAS promptly each month, **no later than the 5th day of the following month**.

VSAS will be used as the primary data collection method to meet monthly, quarterly and annual reporting requirements.

**NOTE:** Third Party Partners must also maintain case files and internal data tracking on all CFET participants.

**CFET Eligibility**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **1.** | Obtain and retain the *Consent to Release Public Assistance Information for the CalFresh Employment and Training* form (Addendum D or use an in-house form) from the potential participant. This release will allow you to verify the participant’s CFET eligibility. Ensure the consent form contains the participant’s name, signature, signature date, and date of birth. |
| **2.** | Log in to VSAS by launching the SSA Portal and accessing the SSA VSAS Portal logon. Log in using the VSAS Username and Password provided to you from the SSA Help Desk and click the **[Login]** button. |

| **Steps** | **Action** |
| --- | --- |
| **3.** | To locate the participant in the VSAS system, enter demographic information in the **Client** tab (***SSN***, or ***Last, First*** name).  **NOTE:** Searching by the participant’s ***SSN*** is recommended in VSAS to narrow down the results. Click on the **[Search]** button.  A screenshot of a cell phone  Description automatically generated |
| **4.** | Select by single-clicking on the participant’s name (the identifying information field will turn yellow).  A screenshot of a social media post  Description automatically generated |

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| --- | --- |
| **Steps** | **Action** |
| **5.** | There are six (6) VSAS fields to pay special attention to when viewing participant information:   1. **ABAWD** indicator (*YES/NO/EXEMPT*) 2. **CFET** (*ELIGIBLE/INELIGIBLE)* 3. **General Assistance** (GA) indicator (*YES/NO*) 4. **ABAWD** number of months used and number of months remaining 5. **Total Workfare Hours** to comply with ABAWD rules 6. **Number of ABAWDs** that can share these workfare hours   A screenshot of a cell phone  Description automatically generated   1. **ABAWD** (Able-Bodied Adult Without Dependents) indicator:  * If coded “**YES**,” the participant is an ABAWD and will need to participate in CFET services at least 20 hours/week or 80 hours/month, or in workfare (hours = CF allotment divided by minimum wage) in order to keep his/her CalFresh benefits. The participant will also need verification of participation hours and may need an attendance verification form completed and signed off by your agency (participant will provide). * If coded “**NO**” or “**EXEMPT**,” the participant does not have a minimum number of monthly hours to meet. |
| **Steps** | **Action** |
|  | 1. **CFET** field:  * If coded “**ELIGIBLE**” participant is CFET eligible and can be participate in the CFET program. * If coded “**INELGIBLE**” participant is not CFET eligible and cannot participate in the CFET program until VSAS shows “**ELIGIBLE**.” * Follow Steps 6-8 (below) to determine CFET eligibility and next steps.  1. **General Assistance** (GA) indicator:  * If coded “**YES**,” the participant is a recipient of GA and may be enrolled in the CFET program. The participant will need to contact their Employment Counselor (EC) at GA. The participant will also need verification of participation hours and may need an attendance verification form completed and signed off by your agency (participant will provide) in order to keep receiving GA benefits. * If coded “**No**,” the participant is not a recipient of GA.  1. **ABAWD** months used and remainingfields:  * Number of months where ABAWD work requirements has not been complied with. After 3 months, CF benefit will be discontinued. * Number of months left before CF benefit will be discontinued if ABAWD work requirements are not complied with.      1. **Total Workfare Hours** field:  * Number of Workfare hours that need to be completed monthly to comply with ABAWD work requirements.  1. **Number of ABAWDs** field:  * Number of ABAWDs in the case that can share the total number of Workfare hours that need to be completed monthly to comply with ABAWD work requirements. |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **6.** | **Follow the “If/Then…” guide below to determine CFET Eligibility or Ineligibility.** |
| **If…**  **Then…**  **Participant is CFET ELIGIBLE** | VSAS locates the participant and the ***CFET*** field shows **ELIGIBLE,**  This means they are active for CalFresh and no other disqualifier exists.  **A screenshot of a cell phone  Description automatically generated** |
| **If…**  **Then…**  **Participant is CFET INELIGIBLE** | VSAS locates the participant and the ***CFET*** field shows **INELIGIBLE**,  This means they are active for CalFresh, but one of the following disqualifying conditions exist:   * Individual is sanctioned for CalWORKs, or * Individual is active for California Food Assistance Program (CFAP).   A screenshot of a cell phone  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **If…**  **Then…** | If VSAS does not locate the participant and the “**No records found**” message appears,  One of the following conditions exist:   * Individual does not have a CalFresh case, or * Individual is active on the CalWORKs Program.   **A screenshot of a cell phone  Description automatically generated** |
| **If…**  **Ask…** | **“No record is found”** in VSAS:  *Question for participant:* Are you receiving CalWORKs?  *Participant’s response:* Yes or no.     |  |  | | --- | --- | | **If YES…** | **If NO…** | | The participant cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES). | Use the Reverse Referral Process to assist the participant to enroll in CalFresh. Once the participant is active for CalFresh, he or she may then be enrolled into your CFET program.  Note: Recheck CFET eligibility status (Step 1). | |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **Active CFET Participants**  **Then…** | For Third Party Partners that have been working with an Active CFET participant and now the ***CFET*** field shows **INELIGIBLE,**  One of the following disqualifying conditions exist:   * Participant’s CalFresh status is now **FAIL**, or * Participant’s CalFresh status is **PASS,** but: * Participant is now active on CalWORKs, or * Participant is sanctioned for CalWORKs. |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **Active CFET Participants**  **Ask…** | For Third Party Partners that have been working with an Active CFET participant and the record is found but the ***CFET*** field shows **INELIGIBLE**,  *Question for participant:* Are you receiving CalWORKs? Have you been sanctioned for CalWORKs?  *Participant’s response:* Yes or no.   |  |  | | --- | --- | | **If YES…** | **If NO…** | | If the participant is on CalWORKs or sanctioned for CalWORKs they cannot enroll in your program, refer participant to their Employment Counselor (EC) at CalWORKs Employment Services (CWES). | Ask the participant the following question:  *Question for participant:* When was the last time you received CalFresh benefits?  **If less than 30 days** - Instruct the participant to contact their Santa Clara County Eligibility Worker (EW) to determine why they were discontinued and if they comply can they get their CalFresh rescinded.  **If more than 30 days** - Assist the participant in applying for CalFresh using the Reverse Referral Process.  Once the participant’s CalFresh status is active and VSAS shows the ***CFET*** field as **ELIGIBLE**, then Third Party Partners may continue to provide CFET services to the participant. | |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **7.**  **Active CFET Participants** | Verify the participant is not enrolled in a conflicting component.  Enrollment in conflicting components is when two of the same components (i.e. ***Supervised*** ***Job Search***) are entered at two different Third Party Partners. Regulations allow a participant to be enrolled in two CFET components as long as they are not conflicting. For example, a participant may be enrolled in the ***Supervised*** ***Job Search*** component at one Third Party Partner and the ***English Second Language*** component at another Third Party Partner.  Here is an example of a conflicting component (two ***Supervised*** ***Job Search*** entries at two different Third Party Partners –*Sacred Heart Community Services* and *Catholic Charities of Santa Clara County*):    As you can see above, there are two open, non-End Dated entries for the same ***Supervised*** ***Job Search*** component. In this situation, the more current Third Party Partner will first need to discuss the conflicting component issue with the participant.  Next, the Third Party Partner will need to contact the designated contact person at the other Third Party Partner in order to verify and discuss End Dating the component appropriately.  (Note: Third Party Partners are unable to edit or end-date other agency’s entries in the VSAS system.) |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **8.** | It is mandatory that participants maintain their CF eligibility monthly, in order to be enrolled in the CFET program.  **Use VSAS to check CF eligibility on the first working day of each month**.  **A screenshot of a cell phone  Description automatically generated** |

For your convenience, this process is outlined in the *Desk Aid:* *CFET Eligibility Status in VSAS* (Addendum E).



**Orientation and Assessment**

The Third Party Partners must provide participants with an Orientation outlining their program and services provided. This should include participant expectations and rights and responsibilities. The Third Party Partners must assess the skill level, aptitude, interests and supportive service needs of the CFET participant in order to determine the Individual Employment Plan and what, if any, will be the most effective CFET component for that participant. CFET components are meant to assist members of a CalFresh household in obtaining relevant training, education and/or skills to increase the likelihood of securing employment.

All CFET participants must have the Orientation and Assessment data entries completed in the VSAS portal. Failure to update client’s Orientation and Assessment information in VSAS may result in a delay of CFET invoice reimbursement claims for the participating month. The Orientation and Assessment sections of the VSAS portal will show the date and staff who completed the latest entry in the VSAS portal.

The screenshot below is an example of the modification ribbon after a new Orientation data entry has been completed.

Graphical user interface, application

Description automatically generated

The screenshot below is an example of the modification ribbon after a new Assessment data entry has been completed.

Graphical user interface, text, application, email

Description automatically generated

**Methods of Conducting an Orientation**

Orientations can be conducted one-on-one or in a group setting. Orientation should introduce the participant to the Provider’s organization and explain the program and services offered.

**Orientation VSAS Entries**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | Click **[Add New] *Orientation*** button  A screenshot of a social media post  Description automatically generated |
| **Steps** | **Action** |
| **b.** | Enter ***Date Attended*** and ***Number of Hours*** and click [Save]. |
| **c.** | The Orientation section will have the date of attendance, number of hours, name of the data entry staff, and the date information was entered in the VSAS portal when the entry is completed. |

**Methods of Conducting an Assessment**

An assessment can be completed in a variety of ways. Some Third Party Partners use a one or two-page form that the client completes, while others allow the CFET Staff to objectively assess the client in person. Some Third Party Partners contract with other related programs (Workforce Innovation & Opportunity Act (WIOA), One-Stop Career Centers, etc.) or non-government agencies to provide a more comprehensive assessment. Regardless of how the assessment is completed, the following is a list of skills/knowledge that could be examined with suggested assessment tools.

1. Conduct the assessment which includes an in-depth evaluation including, but not limited to:

|  |  |
| --- | --- |
| Assessment Area | Suggested Tools |
| Literacy Level | Standardized tests, one-on-one interview/observations (i.e. client’s ability to read and complete forms in case file) |

|  |  |
| --- | --- |
| Assessment Area | Suggested Tools |
| Communication Skills (including English proficiency) | Standardized test, one-on-one interview |
| Education | Questionnaire, resume or one-on-one interview |
| Employment History | Questionnaire, resume or one-on-one interview |
| Employment-Related Skills, Abilities, and Interests | Questionnaire, one-on-one interview, or online assessment |
| Employment Barriers and Steps Necessary to Overcome Barriers | Questionnaire or one-on-one interview |

**Assessment VSAS Entries**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | Click the **[Add New]** ***Assessment*** button |
| **b.** | Complete all the fields in the VSAS Assessment window. If information is not available, enter N/A and click the **[SAVE].**  Use the **Case Note** tab to expand on the Assessment. |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **b.** | **Note:** You will not be able to Save unless all required (\*) fields are completed. |
| **c.** | The Assessment grey ribbon will show the name of the data entry staff and the date information was entered in the VSAS portal when entry is completed.  Text  Description automatically generated |

1. Complete an Individual Employment Plan (IEP) with incremental steps to help the participant overcome all identified barriers and support the participant’s strengths and goals.

IEP could include the following:

* Employment objective (should be consistent with assessment)
* Activities to be undertaken (i.e., E&T components) to achieve objective
* Tentative dates, times and locations for each activity
* Hours of activity required each week
* Services provided by agency (childcare, transportation)
* Statement of client’s responsibilities
* Signature of client and CFET Staff

**Enrollment & Case Management**

1. Create and maintain a case file with the participant’s progress information, including:

* Intake Information, including Emergency Contact
* CFET Consent to Release Information
* Assessment Information
* All Standardized Tests
* Copy of IEP
* Components Provided
* Component Dates and Hours Spent
* Support Services Documentation
* Employment Outcomes
* Case Notes

1. Check CF eligibility in VSAS on the **first working day of each month**. (Refer to pages 27-36, or the *Desk Aid: CFET Eligibility Status in VSAS* (Addendum E).)

**A screenshot of a cell phone

Description automatically generated**

1. Monitor the CFET participant’s progress and document in VSAS and case file by the **5th of the following month**. (See “**VSAS Component Entries**” section below)

* *Update participant progress*
* *Monitor and update Component Participation Start and End Dates*
* *Add Case Notes*

BY THE

**5**th

1. Locate the desired participant in VSAS (Refer to pages 27-36, or the *Desk Aid: CFET Eligibility Status in VSAS* (Addendum E)).

Enroll the participant into the appropriate CFET component(s) by entering the information in VSAS.

**NOTE:** The user will be able to view the components listed for each participant. (In the first screenshot below, the participant is new to the CFET program so there will be no associated component entries listed in the turquoise component bars.)

**VSAS Component Entries**

1. **Non-Education, Non-Work Components**

| **Steps** | **Action** |
| --- | --- |
| **a.** | To assign a new **Non-Education, Non-Work Component** to a CFET participant, follow the steps below.  On the **Non-Education, Non-Work Component** turquoise bar, click on the **[Add New]** button.  A screenshot of a social media post  Description automatically generated |
| **b.** | The **Non-Education, Non-Work- Add New Component** window will pop-up.   * Select ***Supervised*** ***Job Search*** or ***Job Retention,*** * Enter the ***Component Start Date***, ***Provider Start Date,*** and * Add a ***Comment***.   **Note:** \* = mandatory fields.  A screenshot of a cell phone  Description automatically generated |
| **c.** | After entering the fields, click on the **[Save]** buttonand the window will auto close.  A screenshot of a social media post  Description automatically generated  Enter the date the Component was assigned by the Provider in **Component Start Date** field.  Enter the actual date the client started participating in the Component in the **State Date** field. | |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **d.** | To enter **Supervised** **Job Search** participation, click on the **[Add Participation]** button below the **Supervised Job Search** component.  A screenshot of a social media post  Description automatically generated |
| **e.** | The **Supervised** **Job Search – Add New Participation** window will pop-up.  Select the type of Supervised Job Search in the ***Type of Training*** drop-down field.  **A screenshot of a cell phone  Description automatically generated** |
| **f.** | Complete the ***Type of Training***, ***Period*** (mm/yyyy) and ***Planned Hours***fields.  Click **[Save]**.  A screenshot of a cell phone  Description automatically generated |
| **Steps** | **Action** |
|  |  |
| **g.** | Participant has been enrolled in the **Supervised** **Job Search** component for 10/2019.  A screenshot of a social media post  Description automatically generated |
| **h.** | The user will need to update the information in the **Supervised** **Job Search** component by clicking on the [Edit] button **by the 5th of the following month** to track the participant’s progress.  A screenshot of a social media post  Description automatically generated |

| **Steps** | **Action** |
| --- | --- |
| **i.** | The **Supervised** **Job Search – Edit Participation** window will pop-up.  Enter the participant’s ***Actual Hours*** (and the number of ***Employment Contacts*** if you selected*Job Search*as the ***Type of Training***)that were completed for the specified ***Period*** (i.e., 10/2019).  Click **[Save]**.  A screenshot of a social media post  Description automatically generated |
| **j.** | The **Supervised** **Job Search** component has been entered and completed for the ***Period*** of 10/2019.  Note: To enter another **Supervised** **Job Search** component for the following ***Period***/month (i.e., 11/2019), click on **[Add Participation]** button and continue making entries as specified above.  A screenshot of a social media post  Description automatically generated |
| **k.** | **End Dates: SCENARIO 1** - When the participant has completed all activities related to the provider’s **Supervised** **Job Search** component (i.e., the participant has now found employment through the provider’s Supervised Job Search services), the user will need to enter a ***Provider End Date***.  Click on the ***Provider*** ***End Date*** field and a new field will open to allow the user to enter a ***Provider*** ***End Date***.  A screenshot of a cell phone  Description automatically generated |
| **l.** | Enter the ***Provider End Date*** and Click **[Save]**.  Now the ***Provider*** ***End Date*** appears in bold.    Note: if the user needs to edit or delete the ***Provider End Date*** field due to an erroneous entry, click on the small Calendar icon []next to the date. Please use this sparingly as entries/deletions in this field may cause funding/payment delays or problems for Third Party Partners.  A screenshot of a social media post  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **m.** | Next, the user will need to enter the ***Component*** ***End Date*** and Click **[Save]**.  A screenshot of a social media post  Description automatically generated |
| **n.** | Now, the entire **Supervised** **Job Search** component has been End Dated.  A screenshot of a social media post  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **o.** | **End Dates: SCENARIO 2** – If the participant wants to engage the services of another Third Party Partner for the same open Component, users will need to enter a date in the ***Provider End Date*** field and the ***Component End Date*** field so that the new Third Party Partner may add activities in this component for this participant  Note: Refer to the “Conflicting Components” section on page 34 for more information.  Do not use the **[Add Provider]** button.    A screenshot of a social media post  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | To enter a participant’s **Job Retention,** on the **Non-Education, Non-Work Components** turquoise bar, click on the **[Add New]** button.  Note: Participants MUST have at least one other CFET component open or completed in order to enroll in ***Job Retention***.  **A screenshot of a cell phone  Description automatically generated** |
| **b.** | The **Non-Education, Non-Work Components – Add new Component** window will pop-up.   * Select **Job Retention** in the ***Component*** drop-down field, * Enter the ***Component Start Date***, ***Provider Start Date***, and * Add ***Comment*** & Click **[Save]**.   A screenshot of a social media post  Description automatically generated |
| **c.** | Under **Job Retention**, click on **[Add Participation]** button.  A screenshot of a social media post  Description automatically generated |
| **Steps** | **Action** |
| **d.** | The **Job Retention – Add New Participation** window will pop-up.  Enter the ***Period*** (mm/yyyy) and ***Planned Hours***. Click **[Save]**.  A screenshot of a social media post  Description automatically generated |
| **e.** | Now the participant has been enrolled in the **Job Retention** component.  A screenshot of a social media post  Description automatically generated |
| **f.** | The user will need to update the information in the **Job Retention** component by clicking on the **[Edit]** button **by the 5th of the following month** to track the participant’s progress. |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **g.** | The **Job Retention – Edit Participation** window will pop-up.   * Update the ***Actual Hours*** that were completed for this component for the specified ***Period*** (i.e. 10/2019). * Click [**Save**].   A screenshot of a social media post  Description automatically generated |
| **h.** | The **Job Retention** component has been entered and completed for the ***Period*** of 10/2019.  **Note:** to enter another **Job Retention** component for the following ***Period***/month (i.e. 11/2019), click on the **[Add Participation]** button and continue making the entries as specified above.  **Reminder:** Participants may receive CFET Job Retention services for a minimum of 30 ACTUAL days (not calendar days), up to a maximum of 90 ACTUAL days (not calendar days) once participant becomes employed, even if CalFresh benefits are discontinued.  A screenshot of a social media post  Description automatically generated |
| **i.** | To end date the **Job Retention** component, follow Steps k–n on pages 49 – 50. |

**ii. VSAS Employment Outcome Tab**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | **EMPLOYMENT**: To update the employment progress of a CFET participant, click on the **Employment Outcome** tab.  A screenshot of a cell phone  Description automatically generated |
| **b.** | Click the **[Add New]** button to add the employment information.  A screenshot of a cell phone  Description automatically generated |
| **c.** | The **Add New EMPLOYMENT** window will pop-up.  Complete the \*mandatory fields with the ***Employer***, ***Job Title*, *Start Date*, *Hours/Week*,** and ***Pay Rate*** of the participant and click **[Save]**.    A screenshot of a cell phone  Description automatically generated |
| **Steps** | **Action** |
| **d.** | The employment information of the participant is now entered into VSAS.  As a program reporting requirement, Job Retention entries must be completed at the latest **by the 5th day of the following month**.  A screenshot of a social media post  Description automatically generated  **Tracking information will be monitored and entered here regardless if the participant continues to work at this employer or not.** |
| **e.** | Third Party Partners will need to promptly update the employment status each month by selecting ***Unknown***, ***Employed***, or ***Not Employed*** in the **Status** drop-down for each Job Retention month. |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **f.** | Continue to update the ***Status*** drop-down menu on the specified ***Retention*** ***Due Date*.**  A screenshot of a social media post  Description automatically generated |
| **g.** | To end date a participant’s employment, click on the **[Edit]** button.  A screenshot of a social media post  Description automatically generated |

|  |  |  |
| --- | --- | --- |
| **Steps** | **Action** | |
| **h.** | | The **Edit EMPLOYMENT** window will pop-up. Enter the ***End Date*** for the participant’s employment. Click **[Save]**.  A screenshot of a social media post  Description automatically generated |
| **i.** | The ***End Date*** field is now completed.  A screenshot of a social media post  Description automatically generated | |
| **k.** | | If the participant obtains new employment, users will need to click on the **[Add New]** button and repeat Steps b-g on pages 53-56. |

**iii. Education Components**

| **Steps** | **Action** |
| --- | --- |
| **a.** | To enter a new Education component, click **[Add New]** button on the teal **Education** ribbon to open the **Education – Add New Component** pop-up window.  A screenshot of a cell phone  Description automatically generated |
| **b.** | There are five component options in the ***Component*** drop-down field:   * ***Basic Adult Education,*** * ***Career and Technical Education,*** * ***English Language Acquisition,*** * ***Intergrated Education Training, and*** * ***Work Readiness Training.***   Select the appropriate Education component.  Graphical user interface, text  Description automatically generated |

| **Steps** | **Action** |
| --- | --- |
| **c.** | Select the appropriate component in the ***Component*** drop-down field;   * Enter the***Component Start Date***, and ***Provider Start date,*** * Enter Comment in the ***Comment*** field, and * Click **[Save]**.   Graphical user interface, text, application, email  Description automatically generated |
| **d.** | ***Adult Basic Education*** will now show under **Education Components** ribbon.  Click on **[Add Participation]** button to open the ***Adult Basic Education* – Add New Participation** pop-up window.  Graphical user interface, application  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **e.** | Enter the ***Period*** (mm/yyyy), ***Planned Hours***, ***Actual Hours***, ***Length*** (months). Click **[Save]**.  Graphical user interface, application  Description automatically generated |
| **f.** | Now the participant has been enrolled in the ***Adult Basic Education***component.  Graphical user interface, application  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **g.** | The user will need to update the information in the Education component**by the 5th of the following month** to track the monthly progress of the CFET participant.  For every month client participates in Education component, follow actions from steps **d** to **f** above. |
| **h.** | To end date the ***Adult Basic Education*** component, follow Steps k–n on pages 53-54.  **NOTE:** Follow the same steps **b**-**i** on pages 63-65 to register and track a participant for any of the other activities not described above in the Education component:   * ***Adult Basic Education,*** * ***Career and Technical Education,*** * ***English Language Acquisition,*** * ***Intergrated Education Training, and*** * ***Work Readiness Training.*** |

**iv. Work Components**

| **Steps** | **Action** |
| --- | --- |
| **a.** | To enter a participant’s new **Work** component, follow the steps below.  On the **Work** teal ribbon, click on the **[Add New]** button. |
| **b.** | The **Work** **– Add New Component** window will pop-up.  **Workfare** and **Work Activities**   * Select ***Workfare*** or ***Work Activities*** from the ***Component*** dropdown. * Enter the ***Component Start Date***, ***Provider Start Date***, and a ***Comment,*** * Click **[Save].**   Graphical user interface  Description automatically generated with medium confidence  **Work-Based Learning**  To enter a Work-Based Learning component,   * Select ***Work-Based Learning*** from the 1st ***Component*** drop down list. * Select the correct ***Work-Based Learning*** activity from the 2nd ***Component*** dropdown list.   NOTE: If Subsidized Employment is selected, then you must populate the ***Hours per Week*** and ***Hourly Wage*** fields.   * Enter the ***Component Start Date***, ***Provider Start Date***, and a ***Comment.*** * Click **[Save].**   Graphical user interface  Description automatically generated |
| **c.** | Under the Work Components bar, click on **[Add Participation]** button to add the planned hours of the participant.  **NOTE:** Step c – j are the same for all Work components: Workfare, Work Activities and Work-Based Learning.  Graphical user interface, application  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **d.** | The **Work-Based Learning-Add New Participation** window will pop-up. Enter the ***Period*** (mm/yyyy), ***Planned Hours***, ***Work Site, Phone, Address, City and Zip***  fields.  Click **[Save]**.  Graphical user interface, application  Description automatically generated |
| **e.** | Now the participant has been enrolled in a **Work** component (in this case, Subsidized Employment).  Graphical user interface, application, Word  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **f.** | The user will need to update the information in the **Work** component by clicking on the **[Edit]** button **by the 5th of the following month** to track participant progress.  Graphical user interface, application, table  Description automatically generated |
| **g.** | The **Work-Based Learning – Edit Participation** window will pop-up. Update the ***Actual Hours*** that were completed for this component for the specified **Period** (i.e. 10/2021). Click [**Save**].  Graphical user interface, application  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **h.** | The **Work** component has been entered and completed for the ***Period*** of 10/2021.  **NOTE:** To enter another **Work** component for the following ***Period***/month (i.e. 11/2021), click on **[Add Participation]** and continue making entries as specified above.  Graphical user interface, text, application  Description automatically generated |
|  | To end date any **Work** component, follow Steps k–n on pages 53-54. |

**v. Case Note Tab**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | Users will need to update the participant’s progress on the VSAS **Case Note** tab on a regular basis.  Click on the **Case Note** tab.  A screenshot of a cell phone  Description automatically generated |
| **b.** | The Narrative tab will open. Click on the **[Add Narrative]** button.  A screenshot of a cell phone  Description automatically generated |
| **c.** | The **New Narrative** window will open. Enter notes on the participants progress.  Click **[SAVE]**.  A screenshot of a social media post  Description automatically generated |
| **Steps** | **Action** |
| **d.** | Click the **[Edit]** button to make changes or the **[X]** button to delete the case note entry. |

**vi. Survey Tab**

CFET client participation survey must be completed for every client.

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | Click on the **[Survey]** tab to open the VSAS survey section.  A screenshot of a cell phone  Description automatically generated |
| **b.** | Click on the ***Update*** hyperlink to populate the survey questionnaire.  A screenshot of a cell phone  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **c.** | Complete the three (3) questions by clicking the ***YES*** or ***NO*** radial button for each question. Click [***Save].***  Click on ***Reset*** to clear the survey answers.  Click on ***Cancel*** to exit the survey without saving any entry.  **A screenshot of a cell phone  Description automatically generated** |
| **d.** | The **Survey Completed Date** appears after you save the survey.  **A screenshot of a social media post  Description automatically generated**  **NOTE:** To update the Survey questionnaire, click the ***Reset*** hyperlink (step c above), populate the survey answers. The **Survey Completed Date** will change to the most recent survey completion date. |

**vii. Data Export to Excel**

The CFET Third Party Partners have the option to export client data to excel using the following steps.

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | Click on the Case Load -CBO hyperlink on the left side of the screen.  A screenshot of a cell phone  Description automatically generated |
| **b.** | Select your organization from the **Provider** drop-down list.  A screenshot of a cell phone  Description automatically generated |

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **c.** | Click on the **Export to Excel** hyperlink to open a Microsoft Excel pop-up window.  A screenshot of a social media post  Description automatically generated |
| **d.** | You can view and manage your CFET participant data (check VSAS eligibility, component count, etc.) on the Excel spreadsheet.  A screenshot of a cell phone  Description automatically generated |

**viii. Optional Delete Feature**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| **a.** | ***OPTIONAL - Delete Feature***: Please note the “X” button at the far right of the row. This “X” button allows users to delete the entire CFET **component** entry in VSAS.  A screenshot of a social media post  Description automatically generated |
| **b.** | ***OPTIONAL - Delete Feature***: If users wish to delete the row that was entered, click on the red **[X]** button and click on the **[OK]** button when the ***Confirm deleting this record*** pop-up appears.  A screenshot of a social media post  Description automatically generated |
| **c.** | ***DISCLAIMER****:*  ***Please be mindful of the use of the Delete Feature. This option is only to be used when an erroneous data entry was made and should be used in rare circumstances.***  ***Deleting information from VSAS may affect funding and payment for Third Party Partners, so it is crucial to only use the Delete Feature when absolutely necessary.*** |

**VII. PARTICIPANT REIMBURSEMENTS**

**Support Services**

Support Services are designed to assist participants in overcoming barriers that prevent them from engaging in employment and training components. These services can include, but are not limited to:

* Transportation Expenses,
* Safety Clothing,
* Temporary Housing and Utility Assistance,
* Dependent Care Cost,
* Books or Training Manuals,
* School Supplies, and
* Tools or Equipment.

Support services that are *reasonable and necessary* for the participant to begin to participate and/or continue to participate in a CFET component are eligible for 50/50 reimbursement.

*Reasonable Costs:* A cost is reasonable if, in its nature and amount, it does not exceed that which a prudent person would pay under the circumstances prevailing at the time the decision was made to incur this cost.

* Provide a program benefit generally commensurate with the cost incurred,
* Are in proportion to other program costs for the function that the costs serve, and
* Are within the scope of CFET.

*Necessary* *Cost:* Necessary costs are incurred to carry out essential functions, cannot be avoided without adversely affecting program operation, and do not duplicate existing efforts.

* Are incurred to carry out essential functions of CFET,
* Cannot be avoided without adversely affecting program operations,
* Are a priority expenditure relative to other demands on availability of administrative resources, and
* Do not duplicate existing efforts.

**Participant Reimbursement Tracking**

Third Party Partners must track all Support Services (participant reimbursements).

Records must contain transportation logs, copies of receipts for all other participant reimbursements issued and justifications for each issuance.



**Allowable and Unallowable CFET Participant Reimbursements**

The table on the next two pages contains examples of what types of participant reimbursements are and are not allowed. Items marked as "Almost Always" or "Sometimes" assume the item is required for successful participation in a CFET program's component.

**All CFET allowable costs must be *reasonable* and *necessary*.**



| Item | Almost  Always | Sometimes | Never | Notes |
| --- | --- | --- | --- | --- |
| Automobile Insurance |  |  | X |  |
| Automobile Purchase |  |  | X |  |
| Automobile Repairs |  | X |  | Capped or limited to a reasonable  amount |
| Background Checks |  | X |  | Only if required for a job |
| Books & Supplies | X |  |  | Must be necessary to complete CFET training session/educational coursework |
| Clothing for Job  Interviews | X |  |  |  |
| Clothing for Work |  | X |  | As part of a job retention  component (up to 90 days) |
| Course Registration Fees | X |  |  |  |
| Dental Work |  | X |  | Minor work, such as a cleaning;  Not major work such as oral surgery, bridge work, braces, dentures, etc. |
| Dependent Care Costs | X |  |  |  |
| Drug/Alcohol Counseling or Therapy |  |  | X | Usually Covered by Medi-Cal |
| Drug Tests |  | X |  | Only if required for a job |
| Equipment |  | X |  | Must be necessary to complete  CFET component or job retention component (up to 90 days) |
| Fingerprinting |  | X |  | Only if required for a job |
| Gasoline | X |  |  |  |
| Legal Services |  | X |  |  |
| Licensing and Bonding  Fees for Work Experience/ Placement | X |  |  |  |
| Living Stipends |  |  | X |  |
| Medical Services |  | X |  | Usually covered by Medi-Cal, but allowable if required for a job (i.e. TB test) |
| Mental Health Treatment |  |  | X | Usually Covered by Medi-Cal |
| Personal Computers |  |  | X |  |
| Personal Safety Items | X |  |  | Must be necessary to complete  CFET training session/educational coursework |
| Relocation Expenses |  |  | X |  |
| Student Activity Fees |  | X |  | Only if required to participate in  class |
| Student Loans |  |  | X |  |
| Test Fees |  | X |  | Must be directly associated with  an CFET component |
| Tools |  | X |  | Must be necessary to complete CFET vocational training or required for job |
| Training Materials | X |  |  | Must be necessary to complete  CFET vocational training |
| Transportation Expenses  (i.e. Public Transportation  Fare or Gas Voucher) | X |  |  |  |
| Tuition/Fees |  | X |  |  |
| Uniforms | X |  |  | Must be necessary for a job |
| Union Dues |  | X |  | Must be necessary for job |
| Vision Needs (Eye  Glasses or Eye Exam) |  | X |  |  |

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1. **REFERRALS**

SCCSSA staff will submit referrals by email on behalf of potential CFET participants to CFET Third Party Partners via the CalWIN Eligibility System. The potential CFET participant’s contact information will be found in the “Notes” section of the email. Please note that the information listed on the top of the email may only reflect the entire CF household’s contact information, and not necessarily that of the specific potential CFET participant.

Please ensure that the specified email Inbox is checked daily.

Sample Referral Email:

A screenshot of a cell phone

Description automatically generated

**Contact information of the potential CFET participant**

Contact information of the SCC Staff that sent the CFET referral to your agency

This contact information may not be of the potential CFET participant. Use the contact information in the “Notes” section below

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**IX. FINANCES**

Third Party Partner CFET Program is a reimbursement program and not a matching program. In a reimbursement program, in order to be eligible for payment, funds for allowable activities must be expended, after which 50% will be reimbursed by SCCSSA. The remaining 50% of the expenditure is the responsibility of the Third Party Partner.

**Invoices**

Third Party Partner must submit invoices **by the 15th day of each month** for services performed during the preceding month.

* Use approved SCCSSA CFET Invoice Template (template provided by CFET Contract Manager).
* Prior to submittal, invoices must be certified and signed by a responsible officer of the Third Party Partner.
* Submit to designate contact for CFET Contract Manager (see County Contact list).

If the Third Party Partner does not have monthly expenses for any month(s) an invoice form with zero claims must be submitted.

SCCSSA will not be required to make payment if the amount claimed is not in accordance with the provisions of the contract.

**Outcome Reports**

Third Party Partners will cooperate with SCCSSA to meet State and Federal reporting requirements, including but not limited to, the reporting requirements outlined in 7 CFR Part 273.7(c)(6).

CFET contracts require SCCSSA’s performance and outcome measurement reporting in order to demonstrate the impact of services on client populations. The service outputs and outcomes are established in collaboration with the Third Party Partners.

Vocational Service & Appeals System (VSAS) is the primary service and outcome objectives data tracking system to meet monthly, quarterly and annual reporting requirements. Third Party Partners will promptly enter in VSAS all pertinent CFET information each month, no later than the **5th day of the following month**.

Third Party Partners will use VSAS to:

* Make sure that participants in their CFET program remain eligible for CF benefits each month on the **1st working day of the month**,
* Make sure that a CFET participant is not enrolled in the same, conflicting component as another CFET Third Party Partner, and
* Track participants CFET progress monthly.



Reports will be pulled from VSAS to meet invoice verification and monthly, quarterly and annual reporting requirements. As a backup and for auditing proposes all Third Party Partners must maintain case files and an internal data base that tracks participant’s monthly progress, including:

Demographic and service reporting:

* Social Security Number (SSN);
* Date of Birth;
* Gender;
* English as a second language;
* Possession of a high school degree (or GED) prior to being provided with E&T services;
* Placements and retention in each service/component including component start and end date;
* Cost per participant in each service/component and funding source;
* Enrollments, completions, certifications, etc.;
* The types of employment obtained and the rates of pay of participants who move into paid employment after program participation.

CFET program only counts enrollment once per participant per component unless a break in CFET service lasts more than 180 days. If the break of service lasts a more than 180 days, consider the individual a new CFET participant upon enrollment.

Additional information may be required, on an as needed basis, regarding the type of components offered and the characteristics of persons served, depending on the contents of the CFET plan.

Third Party Partner may be required to make modifications to Scope of Service if Food and Nutrition Service (FNS) determines that CFET outcomes are inadequate.



**X. MONITORING & AUDITING**

Third Party Partners are subject to auditing by SCCSSA and/or FNS in order to ensure all appropriate laws, rules and procedures are followed. This may involve auditing of databases, client case files on-site and surveying of participants.

SCCSSA staff will conduct annual monitoring visits to providers (including subcontractors and vendors). Monitoring visits will occur on-site at some or all sites where client services are provided. Upon completion of the monitoring visit, any findings by SCCSSA will need to be addressed with a corrective action plan. SCCSSA will ensure that the corrective action steps are completed, and that continued compliance occurs. This may involve continued monitoring after the on-site visit or remote monitoring.

Third Party Partners must monitor the participant’s progress in CFET and document it in VSAS and the Third Party Partner’s database on a monthly basis. Expected documentation includes the following:

* Participation Progress,
* Changes to an IEP,
* Changes in activities and/or schooling,
* All participant reimbursements with a brief description and amount of the reimbursement, and
* Job [search/application] Logs must include what activities were completed to further job search and reach goals, including jobs a participant applied for.

Third Party Partners must keep case files for all CFET participants. SCCSSA will review files as part of the annual CFET program and fiscal monitoring. The Third Party Partner is responsible for keeping case files that include the following documentation:

* Intake Information, including Emergency Contact,
* CFET Consent to Release Information,
* Assessment Information,
* All Standardized Tests,
* Copy of IEP,
* Components Provided,
* Component Dates and Hours Spent,
* Support Services Documentation,
* Employment Outcomes, and
* Case Notes.

Information entered into participants’ VSAS records will be also used during the monitoring and audit. Additional information may be required, on an as needed basis, regarding the type of components offered and the characteristics of persons served, depending on the contents of the CFET plan.



**XIII. ANNUAL PLAN REQUIREMENTS FOR ONGOING PARTNERS**

*The approved partner must submit a new CFET plan and budget for each federal fiscal year (Oct. 1 to Sept. 30) annually. The deadline to submit the annual plan is May 1.*

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To continue to serve CFET participants, ongoing Third Party Partners must submit a new CFET plan and budget for each federal fiscal year (October 1 to September 30) annually.

Go to <http://www.bidsync.com> and search for the Request for Approval (RFA) by entering **Santa Clara County CalFresh Employment and Training Program** and follow instructions contained in this RFA.



I LOVE CFET!

I got a job as Nursing Assistant!

Got my GED & on my way to be a Computer Programmer!

CFET helped me find a job

I’m an Administrative Assistant!