



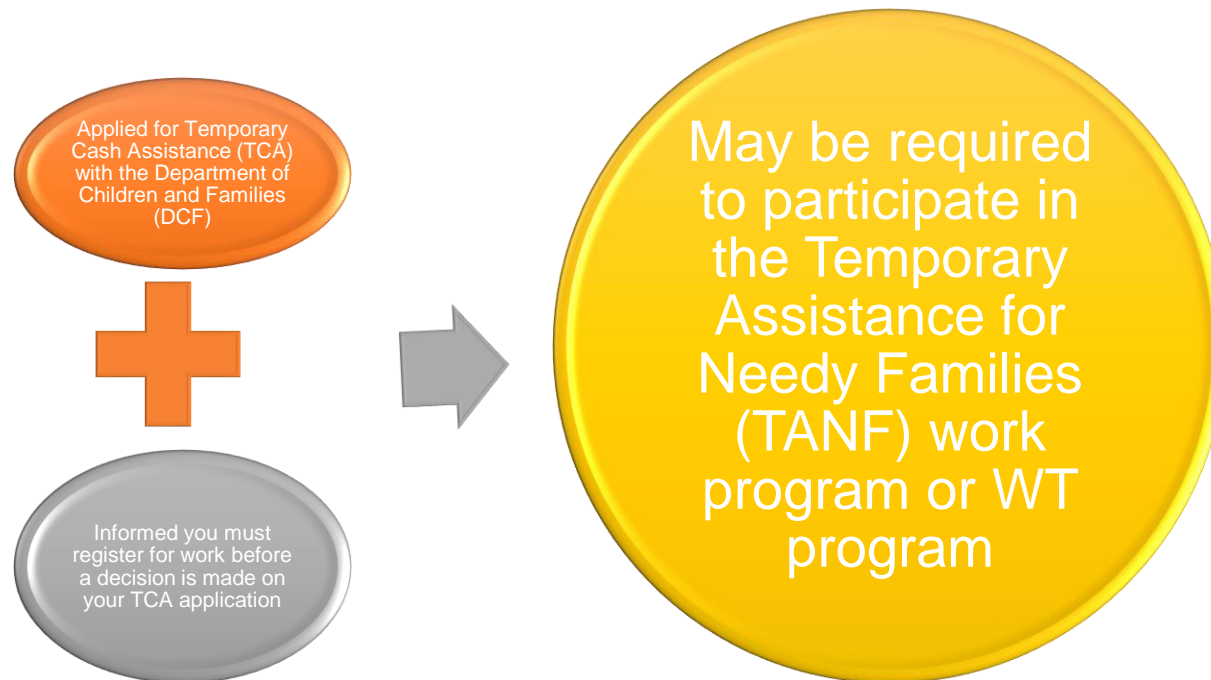
WELFARE TRANSITION PROGRAM OVERVIEW





Why Am I Here?

You may be asking “Why am I here?” If you applied for **Temporary Cash Assistance (TCA)** with the Department of Children and Families (DCF), you were informed that you must register for work before DCF can make a decision on your TCA application. You may have also been informed that you may be required to participate in the Temporary Assistance for Needy Families (TANF) work program, better known as the Welfare Transition(WT) program.





Why Am I Here?

- The purpose of this presentation is to:
 - Provide you with information about the WTP program
 - Share program expectations
 - Share opportunities available to you while participating in the program
 - Share information about your rights as a program participant



Welfare Transition

As a program participant, you may receive some of the following services

Job Search
assistance

Job
preparation
and
placement

Transportation
Assistance

Education and
Training



What's in it for me?

Receive support services, if approved, to find employment or participate in other activities

Have a decision about your workforce case reviewed by a supervisor at CareerSource Polk

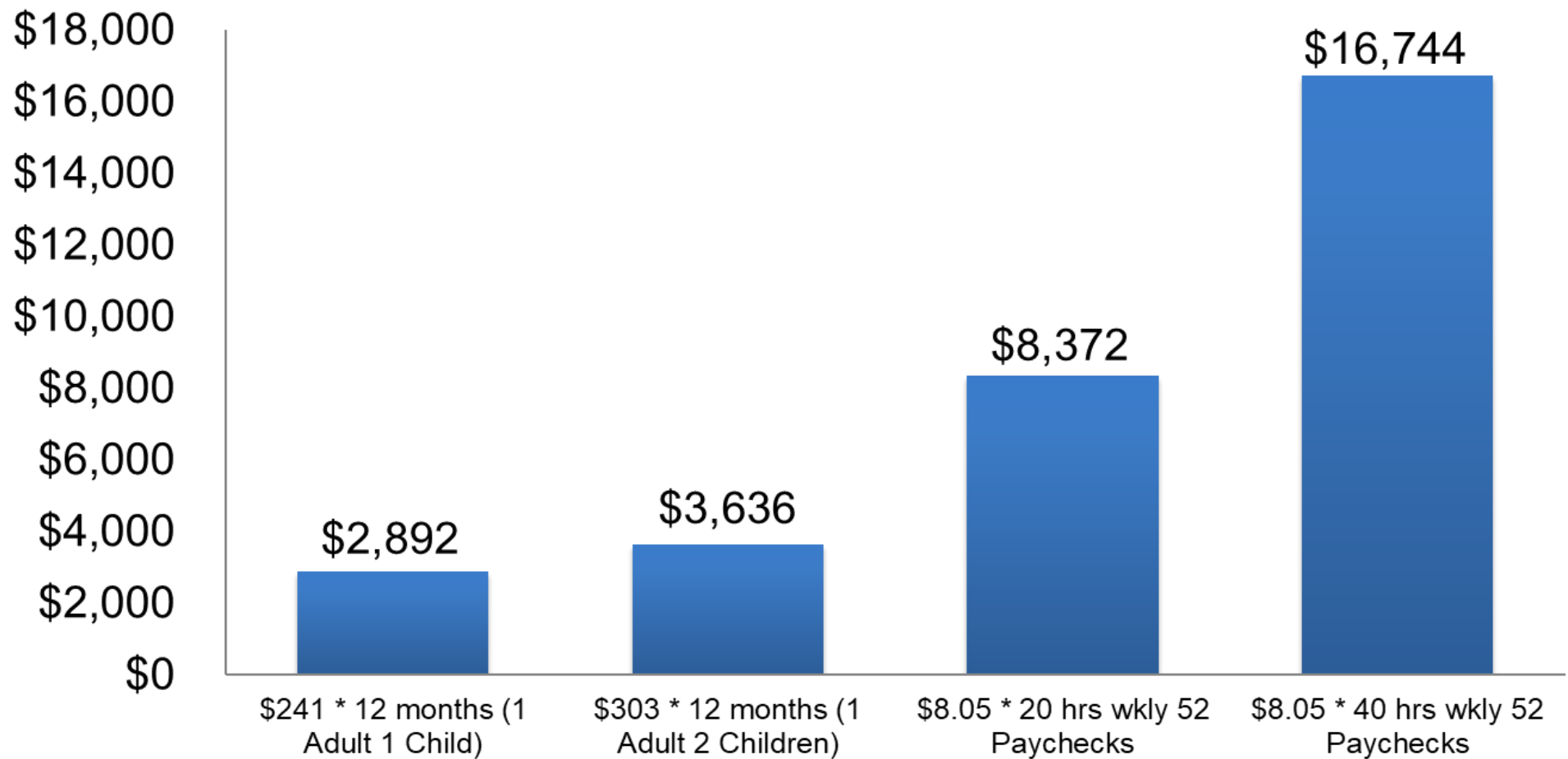
As a participant, you may have the opportunity to

Be excused from or rescheduled for an activity if you have Good Cause provided to staff at CareerSource Polk

Receive transitional services, if eligible, after you are no longer receiving TCA subject to funding availability



Cash Assistance or Work?





What does the program expect from me?

You may be considered “meeting program expectations” when you

Participate in, complete and document assigned program activities for at least 35 hours a week

Respond to all contacts from CareerSource Polk or other agencies you are referred to

Apply for and seek employment



What does the program expect from me?

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Apply for and seek employment



CareerSource Polk

We have two locations in Polk County and a Mobile Unit.

Lakeland

309 North Ingraham Ave
Lakeland, FL 33801
(863) 508-1100
(863) 508-1110 Fax

Winter Haven

500 East Lake Howard Drive
Winter Haven, FL 33881
(863) 508-1100
(863) 508-1110 Fax

Please check our “Event Calendar” on the CareerSource Polk website for the Mobile Unit Locations and Times





CareerSource Polk

Services are offered at no cost to employers & job seekers

- Assists in meeting employment and training needs
- Access to job search tools such as, but not limited to:
 - fax machines, books, videos, and Xerox machines, employment workshops
- Assists in developing awareness of career trends, employment opportunities and training options
- Job Leads and Referrals
- Vocational Rehabilitation Referrals
- Unemployment Compensation Information
- Veteran Services
- Educational Assistance
- Support Services
- Mental Health & Substance Abuse Referrals
- Provide Learning and Assessment lab access





CareerSource Polk

Many days, we have employers on site, for recruitment events and job interviews. All customers are to present a clean, neat, and professional appearance. Customer should dress and groom themselves according to the guidelines listed below

Office Environment - Men	
Acceptable	Not acceptable
Dress pants, khaki pants, corduroy or clean jeans	Jeans with holes, dirty jeans, shorts, Bermuda shorts, cotton or nylon sweatpants & athletic attire
Shirt with collar, dress shorts, pullover sweater with turtleneck or shirt	Sweatshirts, t-shirts, sleeveless shirts
Blazer, sport/ coat	
Loafers, boat/deck shoes, clean athletic shoes	Work boots, sandal, flip flops



CareerSource Polk Dress

Dress Code Continued:

Office Environment -Woman	
Dress pants, khaki pants, clean jeans, Corduroy, skirts or dresses (comfortable fitting)	Jeans with holes, dirty jeans, shorts, Bermuda shorts, sweatpants, athletic attire, casual shorts, stretch pants or leggings, stirrups, cotton or nylon sweatpants
Blouses (discrete cuts) shirts, sweaters, polo shirts, dresses, jackets	Tank tops, sweatshirts, t-shirts, halter tops, spaghetti straps
Dress shoes, loafers, slides, open toed shoes, boots, dress sandals, clean athletic shoes	Flip flops, hiking boots, or hiking sandals

We also ask that no children be brought to the Career Centers or Mobile Unit.





CareerSource Polk Focus

The WTP program is a **WORK FIRST** program.

With WTP you will be required to:

- *Participate in work activities for at least 35 hours a week and up to 40 hours weekly.*
- *Successfully develop and follow a written employment plan.*
- *Meet with a Career Specialist and have weekly contact with the centers*
- *Attend all scheduled appointments*
- *Attend all Job Fair and Job Referral activities*





Alternative Program Expectations

In some situations you may not be able to complete normal program expectations and may be asked to complete additional or alternative tasks based on your circumstances or local requirements. Some alternative expectations may include:



Physical
Therapy



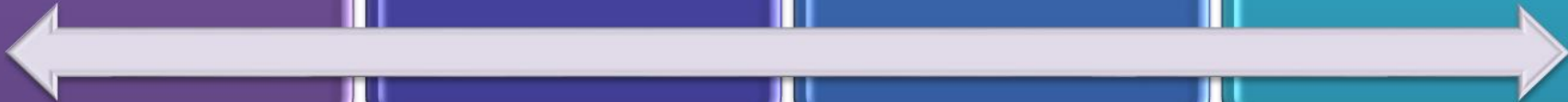
Domestic
Violence
Counseling



Substance
Abuse
Counseling



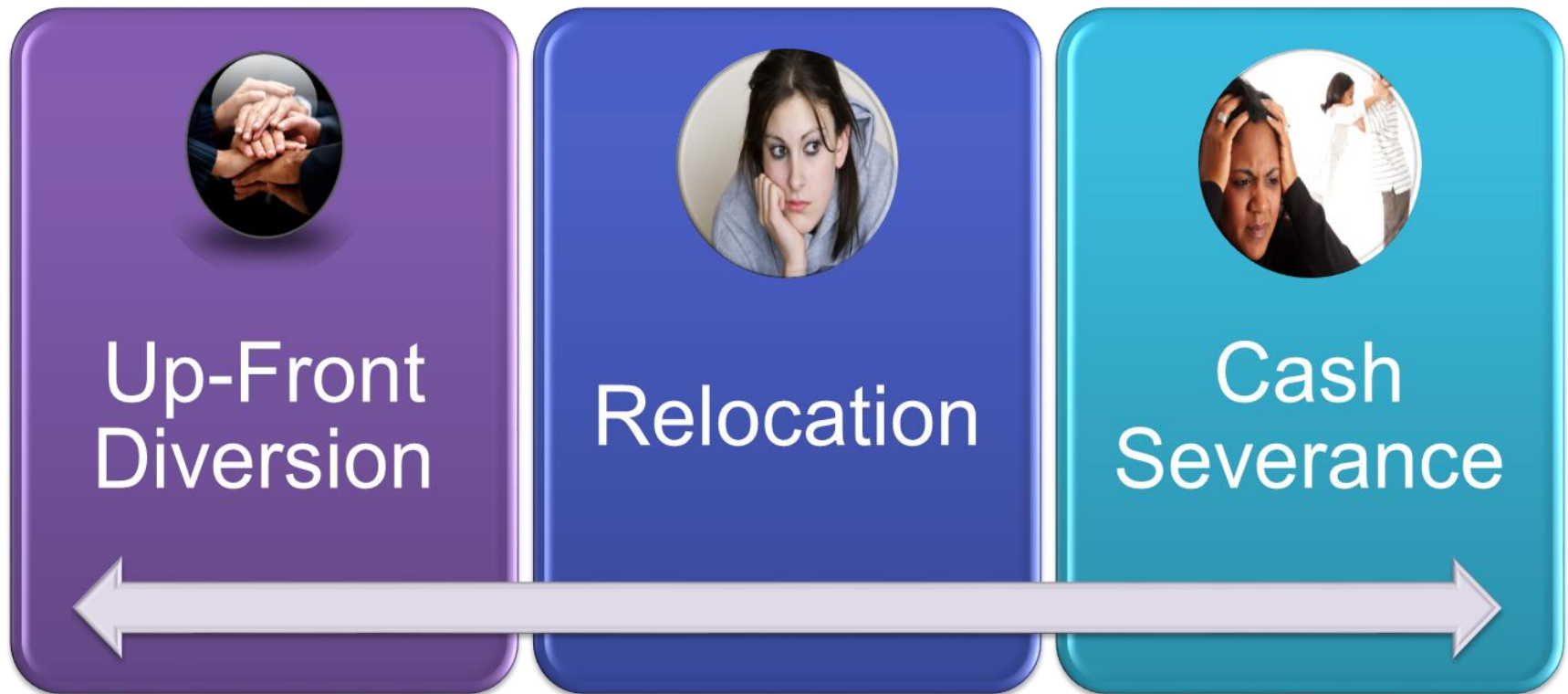
Mental
Health
Counseling





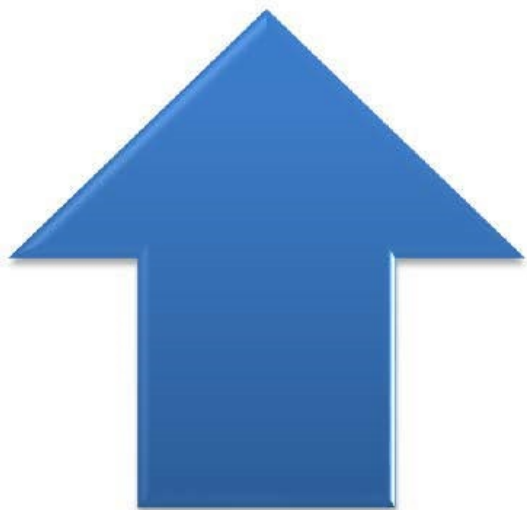
Diversion Services

In some situations you may not need ongoing assistance, several of the online assessment questions will help you determine if some alternative services are needed to include:





Program Expectations



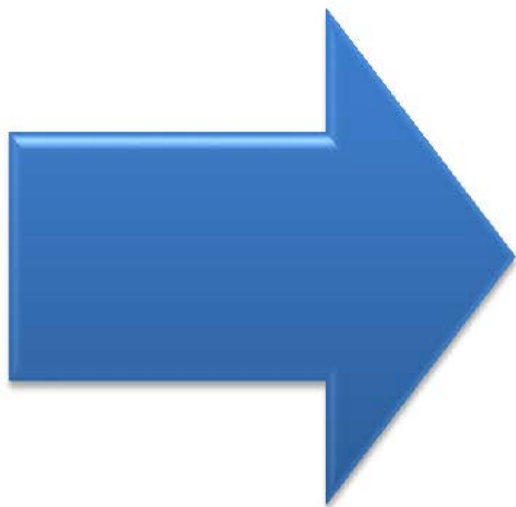
Mandatory participants are expected to fulfill all program requirements and participant in activities for at least 35 hours each week up to 40 hours.



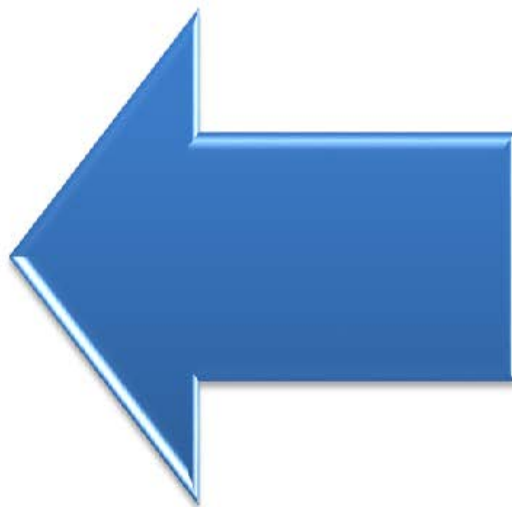
Failure to meet the requirements may result in a loss of your benefits, including your cash and food stamps assistance.



Did You Know



You do not have to apply for cash assistance from DCF in order to apply for food stamp and medical assistance? If you only apply for food stamps and medical assistance, you are not required to participant in the work activities (35 hours weekly) but you can still use the Career Center services.



If you do not want the cash assistance, please inform DCF via your ACCESS account, you must complete a “change request” and inform DCF that you are not requesting Cash Assistance.



Consequences for failing to participate.

If you become a mandatory program participant and fail to meet program expectations, you may lose your benefits or be penalized. Cash penalties range from 10 days to three months, depending on the penalty level. If you get a cash penalty, your food assistance benefits may also be terminated. The penalty levels for a food assistance range from one month to six months, depending on the level

CASH ASSISTANCE PENALTIES

- * 1st Penalty: Cash assistance terminated for entire family for a minimum of 10 days or until the individual complies, whichever is later.
- * 2nd Penalty: Cash assistance terminated for entire family for one month or until the individual who failed to comply does so, whichever is later.
- * 3rd Penalty: Cash assistance terminated for entire family for three months or until the individual who failed to comply does so, whichever is later.

NOTE: Cash assistance may be continued on a level two or three penalty for children under age 16 through a protective payee.

FOOD ASSISTANCE PENALTIES

- * 1st Penalty: Loss of food assistance for one month or until compliance, whichever is longer.
- * 2nd Penalty: Loss of food assistance for three months or until compliance, whichever is longer.
- * 3rd Penalty: Loss of food assistance for six months or until compliance, whichever is longer.

NOTE: If the non-compliant individual is the head of household, food assistance for the entire assistance group will be terminated unless that individual meets a food assistance exemption.



What will be asked to do to Register for Work

You must complete these five actions before we can notify DCF to process your cash assistance application. All steps must be completed within the next **5 days**

Accept the terms of the Program's Requirements

View this program Orientation and Answer the validating questions

Complete the Intake/Screening questions – by logging onto (OSST)

Attend an Orientation held on Tuesdays at 1:30pm or Thursdays at 9am



What is an Intake/Screening

The Intake/Screening is designed to find out what type of things may be standing in your way to helping you find employment. We will ask a series of questions that address:

Transportation Barriers

Childcare Issues

Substance Abuse/Mental Health Concerns

Emergency Concerns

Other issues that may be keeping you from finding work



What may I be asked to do as a mandatory participant?

As a mandatory participant, you will be asked to complete activities for at least 32.5 hours a week. Activities may include:



Employment and On The Job Training



Vocational Training



Job Search Workshops and Daily Classes



Work Experience and Community Service



Getting your High School diploma or GED,

Only if you are younger than 19 years old.



Getting Assigned Activities

- ✓ Activities are assigned each week.
- ✓ Activities are assigned for at least 32.5 hours a week (Up to 40 hours weekly)
- ✓ Activities are assigned at your monthly one on one meeting and written on employment plan
- ✓ Activities are tracked by weekly signed timesheet
- ✓ Activities are in addition to you actively looking for employment
- ✓ Activities can't be missed, you will be asked for documentation for any doctor appointments and you must stay in contact with your Career Specialist.



What are my rights as an applicant & participant?

Now that we have briefly shared opportunities available to you and program expectations, and activities we will discuss your rights as a program participant.

If you disagree with a decision or action made on your case in the WT program, you have the right to file a complaint or grievance.



If at any time you don't agree with a decision on your WTP case, including program services, you may file a complaint or grievance



Who has the right to file?

It's important to understand when and where to file grievances and request hearings related to receiving cash assistance. All Workforce related issues such as service delivery of work activities, support services, alternative requirements and any other workforce function should be filed with CareerSource Polk. Issues related to benefit eligibility, amounts, and sanctions should be requested with DCF.

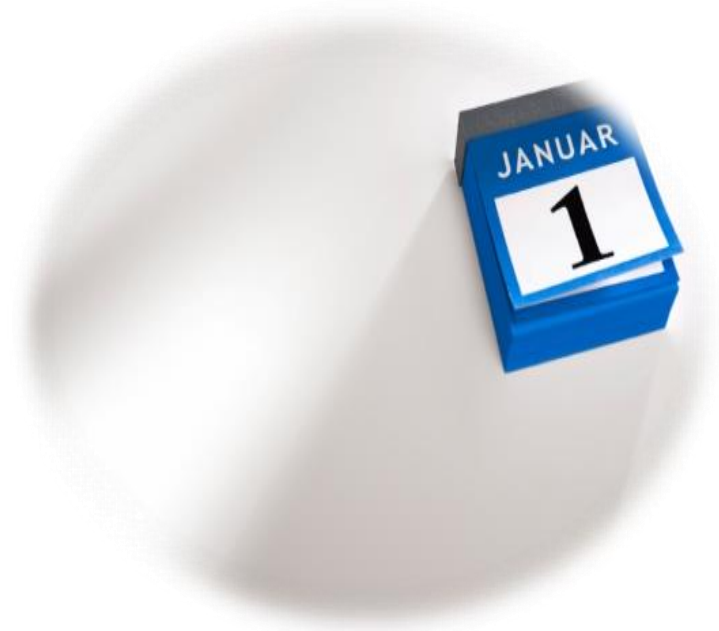
- Any program applicant or participant adversely affected by
 - A decision made by local workforce system, career center partner, or service provider
 - An action taken by the local workforce system, career center partner, or service provider





Local Grievances and Hearings

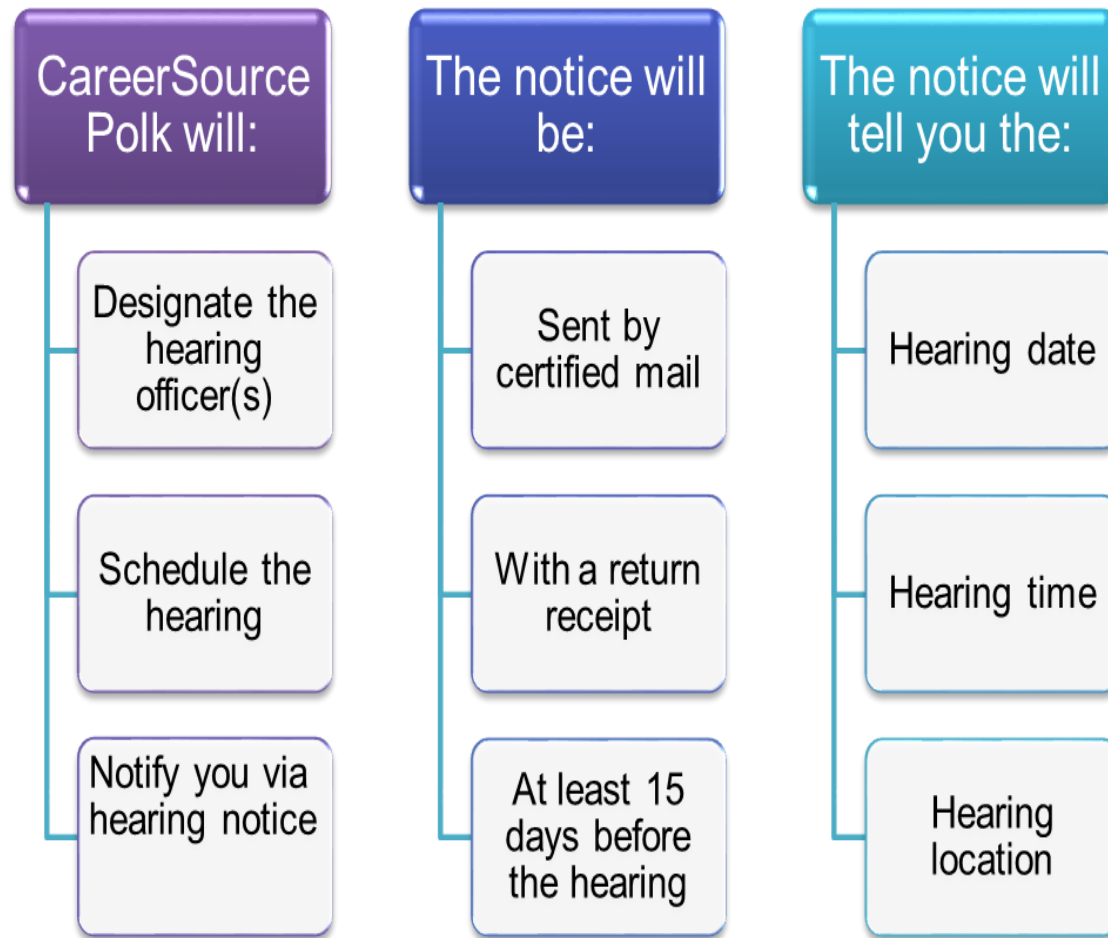
- CareerSource Polk has a local grievance policy and will present it to you at your request
- Once you file a written grievance, CareerSource Polk
 - Has 60 calendar days to review your complaint
 - Will provide the opportunity for a local hearing if the complaint can't be resolved informally
 - Will provide a written decision your grievance





Local Hearings

If the grievance cannot be resolved informally, these are the steps CareerSource Polk will take:

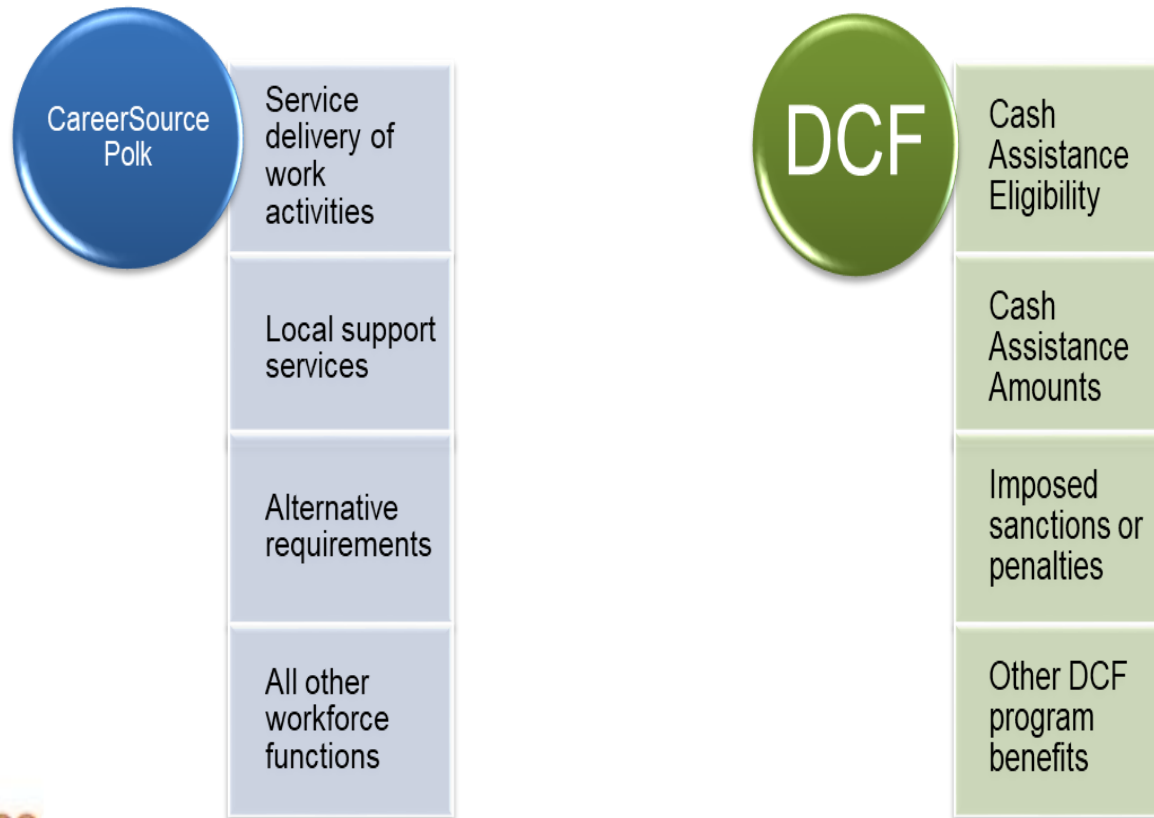




Hearings

CareerSource Polk vs. DCF

It's important to understand when and where to file grievances and request hearings related to receiving cash assistance. All Workforce related issues such as service delivery of work activities, support services, alternative requirements and any other workforce function should be filed with CareerSource Polk. Issues related to benefit eligibility, amounts, and sanctions should be requested with DCF.





Discrimination

If you feel you have been discriminated against in the workforce system based on:

- Race
- Religion
- Gender
- Age
- Disability

You may file a complaint with DEO at the contact information list here.

The Department of Economic Opportunity

Office of Civil Rights

107 East Madison Street – MSC 150

Tallahassee, FL 32399-4129

Phone: (850) 921-3205 Fax: (850) 921-3122

Email: Civil.Rights@deo.myflorida.com

Florida Relay Service (TTY) 711 in (English, Spanish, French, or Haitian Creole)



What's your next steps for Work Registration?

- 1) Complete this Orientation and answer the validating questions in OSST.
- 2) Complete the Intake/Screening questions in OSST (49 questions)
- 3) Attend an Orientation that is held at our career centers on Tuesdays at 1:30pm or Thursdays at 9am



End of Overview

If you have any questions about the slides please call us today at 863-508-1100 and ask to talk to a Customer Services Specialist.

If you are not interested in applying for cash assistance or complying with the required work activities, please inform DCF. The best way to inform DCF is to complete a “change request” on your Access account. You can also request a change by calling DCF at **1-866-762-2267**

