WELFARE TRANSITION PROGRAM
OVERVIEW
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
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?

- $2,892 for $241 * 12 months (1 Adult 1 Child)
- $3,636 for $303 * 12 months (1 Adult 2 Children)
- $8,247.20 for $7.93 * 20 hrs wkly 52 Paychecks
- $16,494.40 for $7.93 * 40 hrs wkly 52 Paychecks
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?

You may be considered “meeting program expectations” when you:

- Accept reasonable offers of suitable employment
- Remain employed
- Report good cause or reasons for failure to participate immediately
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
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
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.

<table>
<thead>
<tr>
<th>Office Environment - Men</th>
<th></th>
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<tbody>
<tr>
<td>Acceptable</td>
<td>Not acceptable</td>
</tr>
<tr>
<td>Dress pants, khaki pants, corduroy or clean jeans</td>
<td>Jeans with holes, dirty jeans, shorts, Bermuda shorts, cotton or nylon sweatpants &amp; athletic attire</td>
</tr>
<tr>
<td>Shirt with collar, dress shorts, pullover sweater with turtleneck or shirt</td>
<td>Sweatshirts, t-shirts, sleeveless shirts</td>
</tr>
<tr>
<td>Blazer, sport/ coat</td>
<td></td>
</tr>
<tr>
<td>Loafers, boat/deck shoes, clean athletic shoes</td>
<td>Work boots, sandal, flip flops</td>
</tr>
</tbody>
</table>
CareerSource Polk Dress Code

Dress Code Continued:

<table>
<thead>
<tr>
<th>Office Environment - Woman</th>
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</thead>
<tbody>
<tr>
<td>Dress pants, khaki pants, clean jeans, Corduroy, skirts or dresses (comfortable fitting)</td>
</tr>
<tr>
<td>Blouses (discrete cuts) shirts, sweaters, polo shirts, dresses, jackets</td>
</tr>
<tr>
<td>Dress shoes, loafers, slides, open toed shoes, boots, dress sandals, clean athletic shoes</td>
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</tbody>
</table>

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

CareerSource Polk offers many workshops.

Two key workshops are:

- The Job Readiness Workshop which provide emphasis on building self-esteem, employability skills, job search techniques, career exploration, resumes, interviewing and job success skills. The workshops are designed to teach job seekers on how to obtain and sustain employment.
  
  Classes are: Monday – Friday 8:00 AM – 1:00 PM

- The Fresh Start Workshop which is a job readiness workshop designed exclusively for ex-offenders. The workshops are designed to provide additional guidance about the complexities of connecting ex-offenders and formerly incarcerated people to the labor market and helping them obtain and sustain employment.
  
  Classes are: Friday 2:00 PM – 4:00 PM
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 of local requirements. Some alternative expectations may include:

- Physical Therapy
- Domestic Violence Counseling
- Substance Abuse Counseling
- Mental Health Counseling
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:

- Up-Front Diversion
- Relocation
- Cash Severance
Program Expectations

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

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 participate 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.
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)
- Complete or update your registration at www.EmployFlorida.com
- Complete a Resume in Employ Florida (Using the Background Wizard)
- Notify us within 5 days that you have completed the above steps via a call, an email or visiting a center (see instructions on the last slide)
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 35 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 35 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.
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 regarding your grievance.

DEO
FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
If the grievance cannot be resolved informally, these are the steps CareerSource Polk with take:

- CareerSource Polk will:
  - Designate the hearing officer(s)
  - Schedule the hearing
  - Notify you via hearing notice

- The notice will be:
  - Sent by certified mail
  - With a return receipt
  - At least 15 days before the hearing

- The notice will tell you the:
  - Hearing date
  - Hearing time
  - Hearing location

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
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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.
1) Complete this Orientation and answer the validating questions in OSST.

2) Complete the Intake/Screening questions in OSST (49 questions)

3) Complete all actions in Employ Florida Marketplace (EFM):
   1) a. Register in Employ Florida Marketplace (EFM).
   2) b. Complete the Resume background wizard
4) Within **5 days** you must notify us that you have completed your Employ Florida registration and resume by one of the following steps:

a. Walk into a center on any Monday from 8am – 4pm and ask for a Customer Service Specialist or

b. E-mail your Employ Florida resume to `css@careersourcepolk.com` or

c. Call 863-508-1100 and ask to speak with a Customer Service Specialist about your Work Registration
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 1-866-442-6797.