



Local Operating Procedure

SECTION: Case Management	PROCEDURE#: LOP P010-2019 WTP	PAGE 1 of 5
TITLE: Welfare Transition Program – Job Search/Job Readiness (JS/JR) Activity and Documentation	EFFECTIVE DATE: July 1, 2024	

DISTRIBUTION: CareerSource North Central Florida Staff

PURPOSE: To establish guidance for CareerSource North Central Florida (CSNCFL) staff, volunteers, interns, and DEO employees located in CSNCFL facilities, whether they are on CSNCFL property or off site; partner agency staff located within CSNCFL facilities; program contractors; and other authorized users on how to correctly calculate Job Search hours completed by the participants, how to verify 10% of Job Searches, and entering the hours into OSST.

BACKGROUND: CSNCFL adheres to marketing standards, branding protocols and processes to ensure our interactions with the community, employers, customers and the media are consistent and reflect the professional image we want to project.

POLICY: It is the policy of CSNCFL that all marketing efforts shall be consistent, clear and professional and shall be coordinated through the Management Team and/or the CEO.

Procedure

Job Search and Job Readiness is a Core Activity or stand-alone activity that does not require assignment to another activity to satisfy participation requirements, and is the act of seeking or obtaining employment, as well as instruction on how to seek employment.

JS/JR may include the following activities directly related to preparing or finding employment: work-related orientations; budgeting; life skills; interpersonal skills; decision making skills; time management; basic job seeking skills; job retention skills; instruction in completing an application; interviewing skills; resume development; appropriate dress; career planning; the completion of job applications; employment interviews to include screenings and drug-testing; work-related trainings and testing offered by the provider; and any other activities assigned by CSNCFL staff related to job searching and readiness. Staff will adhere to the following procedure for assigning and documenting the Job Search and Job Readiness activity.

1. **Assigning Job Search/Job Readiness Activity** – The Welfare Transition Daily Job Search Log is given to a participant when they have been assigned to complete Job Searches as

their mandatory weekly activity. Staff will fill in the weekly assigned amount of hours in Step 1 on the form (must not exceed 40 hours/week), as well as, the start and end dates for the week of the assignment. Staff will also fill in the participant's next scheduled appointment date and time to return the completed forms (see procedure LOP 02 WT Calculating and Assigning Activity House in OSST for more details on how many JS/JR hours to assign). The hours assigned should not exceed 40 hours per week.

All assigned activities will be updated on the participant's Individual Responsibility Plan and included in their OSST Appointment Letter with a detailed case note.

The Job Search Log includes 40 job search entries. Staff or the participant can make as many copies as necessary to achieve the total time assigned weekly. One Job Search Log should be given per number of weeks assigned. If staff has assigned the participant two weeks of job searches, two Job Search Logs will be given for documentation and tracking.

2. **Completing the Form** – CSNCFL staff will ensure that the participant completes the form entirely. Each job search entry should not be left blank or have missing information. Each entry will include the Employer's Name, Employer's Address, Job Title being applied for, Date Visited, Employer's Phone Number, how the participant applied by checking off one of the four options, and the Start Time and End Time.

The participant will record their Start Time and End Time exactly for each job search entry. These entries will be used to determine the amount of time spent on each job search. Either the participant or the staff can fill in the Amount of Time for each entry; however, if the participant is the one to fill in the total time, staff must ensure that the time is calculated correctly.

For example: the participant began their job search at 9:41 am and completed their application at 10:30 am. The participant will record their Start Time as: 9:41 am and their End Time as: 10:30 am. The Amount of Time for this entry will be written as: 49 minutes.

Staff will total the time exactly and **will not round up** the minutes to the nearest hour at this time (see next section for rounding time).

In the 'Participant's Statement:' section on the first page of the Job Search Log, the participant must sign and date for the Job Search Log to be considered completed. By signing the form, the participant is attesting that they have personally filed all applications and that all information contained in the job search is complete and correct.

3. **Totaling Job Search Time** – The Job Search time will be added and totaled when the participant returns the completed forms at their scheduled appointment.

Job search entries will be given credit for time spent but only up to a maximum of two hours each. This means that if the participant records that they have completed 43 minutes on one job search entry, they will be given credit for 43 minutes. If they record that three hours was spent on one job search entry, staff will only give credit for two hours.

Staff will add the amount of time for each entry and total the time exactly at the bottom of each page. This will give a total time for the Job Searches on that page. To get the total time of the entire job search assignment, staff will add the total time on each page and record this amount exactly on the last page of the are titled "Job Search Total Hours." Staff will include their initials next to the total time.

4. **Rounding Hours** – Staff should not be rounding time or hours at anytime when calculating the Job Search hours until the very end with finalizing the total time. Job search times should not be rounded daily, but rather after obtaining the total hours of the entire document on the last page of the Job Search packet.

If the final Job Search Total Hours time does not equal a whole number, staff will round up or down to the nearest hour. 30 minutes (0.5+) and above will be rounded up and below 30 minutes (less than 0.5) will be rounded down.

For example: the Job Search Total Hours was added to be 39 hours and 32 minutes. Staff will round this up to the nearest hours, which is 40 hours.

If the Job Search Total Hours was added to be 39 hours and 25 minutes, staff will round down to the nearest hours, which is 39 hours.

Staff will indicate on the document if the Job Search Total Hours were rounded up or down and the new total hours on the last page in the Staff Only Comment Box and initial next to the total time (see example below).

Job Search Total Hours: 39 hours, 32 mins ~ 40 hours Initials: SW

5. **Interviews and Job Preparation** – In the event that the participant attends an interview with an employer during their weekly assignment, the hours spent at the interview may be used towards the Job Search hours. The participant will record it as a Job Search entry and bring documentation of the interview with them if the total time exceeds two hours. If the interviews and job preparations, such as background checks and drug screenings, are more than two hours, staff may grant the participant the entire time as long as documentation is provided. Staff will need to notate in the Comments section on the Job Search Log if participant is granted more time due to an interview or job preparation. Also, staff will create a detailed case note to address granting more than 2 hours for the job interview.

Acceptable documentation includes: a Letter Head from the employer with the appropriate information, a Letter of Hire, or an email confirmation. If the participant provides a business card only, staff will need to contact the employer for verification of the interview date and time. All documentation for interviews and job preparations must be scanned in with the Job Search Log and case noted.

6. **Substance Abuse and Mental Illness Services** – Substance abuse and mental health (SAMH) services may be considered part of the job search and job readiness activity. The individual must be determined to be in need of SAMH treatment but "otherwise employable" by a substance abuse and mental health professional. Treatment may include in-patient or out-patient classes, workshops, group therapy, individual therapy, detoxification,

rehabilitation activities, and other sessions determined medically necessary.

SAMH treatment hours will be recorded on time logs/time sheets kept by the participant and signed by the SAMH supervisor or by attendance records maintained and signed by the SAMH site professional. The SAMH health practitioners will supervise participants during any treatment or counseling sessions and their signature on the participant's time log will serve as documentation of supervision. SAMH services can only be counted for the hours an individual is in actual SAMH activities. If treatment is credited, a SAMH professional must certify that such treatment is necessary.

- 7. Excused and Holiday Hours** – Excused hours may be granted on rare occasions and upon Program Lead or Manager approval based on Good Cause and documentation. Each case should be evaluated individually and discussed with the Program Lead or Manager.

The State of Florida will allow the Regional Workforce Board to excuse up to ten absences during any 12-month period and use these excused hours towards participation. No more than two excused days per month may be claimed. Each hour used on a date of missed activities will count as one full excused absence according to federal guidance.

Participants should not be granted any holiday hours for job search activities because it is not a scheduled activity for any particular day.

- 8. Job Searches Completed Inside of the CareerSource Centers** – Job searches can be completed inside or outside of the CareerSource NCFL centers. If a participant chooses to complete their job searches at the center, they must be prepared to submit 10% verifications just as they would if they complete the job searches outside of the center.
- 9. Submitting the Job Search Forms** – Participants will submit their completed Job Search Log forms in person to their Career Navigator at their scheduled appointments. Should the participant email, fax, or submit their completed Job Search Log forms at any time other than their scheduled appointment, staff will wait until the scheduled appointment to discuss the documents and before entering in any hours on the JPR screen in OSST.
- 10. Verifying Job Search Entries** – For each weekly assigned job search log, the staff must verify at least 10% of all job searches. There are three possible ways for verifying job searches.
 - **Employ Florida Activities** – If the participant completes their job searches on Employ Florida, staff can print the list of activities as proof of Job Searches for at least 10%
 - **Applications** – The participant may provide 10% of copies of their online applications by printing and submitting with their completed Job Search Log. This also includes email confirmations from the employer.
 - **Phone Call to the Employer** – If the participant's job searches cannot be verified by the methods above, staff may contact up to 10% of employers to verify the participant's applications.

For each job search entry verified, staff will sign on the line in the segment on the job search form labeled 'CareerSource NCFL Signature if Verified:'. Documentation of all verifications must be scanned in with the Job Search Logs and included in the case notes of how 10% was

verified.

11. **Entering Job Search Hours into OSST** – Per the weekly start and end date that the staff has assigned to the participant, the Job Search total hours should be entered in the corresponding week under 'WEEKLY ACH' on the JPR screen. Entering in the hours weekly will make it easier to visualize how many weeks of Job Searches the participant has already completed. A comment must be entered each time the weekly hours are entered or changed. Each update or entry should be included in case notes.
12. **Time Limits** – Welfare Transition participants cannot be assigned to more than 4 consecutive weeks of Job Search and Job Readiness; and cannot be assigned to more than 6 total weeks and no more than 120 hours for a single parent with a child under age six, or 180 hours for all other work eligible individuals within a 12-month period. Once the participant completes 4 consecutive weeks of job searches, they must be assigned to a new core activity such as Work Experience or Community Service.

If staff assigns one week of job searches as the mandatory activity and the WT participant does not complete the JS/JR activity (meaning zero hours completed), the one-week assignment does not count towards any week allowed in the 12-month period.

OFFICIAL SIGNATURE



PHYLLIS MARTY
Chief Executive Officer