



# Welfare-to-Work (WTW) Engagement

## Frequently Asked Questions (FAQs)

### 1. What is the Transitional Assistance Department (TAD) WTW program?

The WTW program is a component of the California Work Opportunity and Responsibility to Kids (CalWORKs) program designed to assist CalWORKs customers:

- Build and overcome barriers to obtain employment
- Develop self-esteem
- Prepare to find/retain employment to move towards self-sufficiency and a better future for their families

### 2. What services and opportunities does WTW provide?

WTW offers a variety of oppotunities and services including:

- Activities to gain employment
- On-the-job training
- Work experience
- Community service
- Work study, when enrolled in college
- Vocational education and training
- Searching for a job, including assistance completing resumes and applications
- Secondary education, adult basic education or General Education Development (GED) certificate
- Referral for mental health and/or substance abuse services

### 3. Were WTW customers mandated to participate in WTW services during the COVID-19 pandemic?

During the COVID-19 pandemic, a Federal Public Health Emergency (PHE) was declared. Additionally, the California Governor declared a State of Emergency, which expanded WTW flexibilities to customers in the WTW program. These flexibilities included:

- Temporary use of blanket good cause from WTW participation requirements, while the State of Emergency remained in effect to prevent sanctions and mitigate the impacts of COVID-19 on WTW customers during the pandemic
- Use of virtual meetings and appointments
- Expanded remote participation options
- Curing WTW sanctions with blanket good cause

### 4. When will the Federal PHE end?

The Federal PHE is ending May 11.

### 5. Will WTW participation be mandatory (required) after the Federal PHE ends?

Yes, WTW participation will be mandatory once the Federal PHE ends. Your Employment Services Specialist (ESS) will contact you by phone and through scheduled appointments, to discuss a variety of options to engage you back into WTW services. You and your ESS will work together during the engagement process. If you are already participating in WTW services, your ESS may discuss increasing your participation hours and engage you in other opportunities.

### 6. What can WTW do for you?

WTW is a program designed with you in mind and can help you:

- Get the skills needed to become employed or get a better job
- Find a job in your area with private industries businesses, or public employers
- Improve your self-confidence
- Pay for:
  - Child care
  - Transportation
  - Work expenses (work boots, tools, work clothes)
  - Training/school expenses (books, supplies)

### 7. What other resources are available?

Customers can get additional information from the following:

- BenefitsCal [BenefitsCal.com](https://www.benefitscal.com)
- Transitional Assistance Department [wp.sbcounty.gov/tad](https://www.wp.sbcounty.gov/tad) or 1 (877) 410-8829
- Dial 2-1-1 or 1-888-435-7565 for free & confidential information and resources, 24-hours a day, 7 days a week for food, clothing, shelter, counseling, crisis services, health & dental care, elder assistance, and much more.