

## 4.1.10 What is the process for referral back from Career Scope Services?

Participants will be referred back if they do not make contact with their Career Scope Coach, do not show up for orientation, or at any time it is determined that Career Scope services are not the appropriate activity. Career Scope Coaches select the appropriate reason when referring participants back.

The refer back (RB) examples [from the RI referral](#) are as follows:

- [If a participant reports for Career Scope orientation and it's determined they do not meet the Work Ready Criteria, see section 4.1.3](#)
- [If a participant does not attend job search orientation](#)

~~Reasons~~ [The refer back \(RB\) examples to refer back \(RB\) from Job Search \(JS\) component are as follows:](#)

- Participant Refuses to Participate (states they are not going to participate)
- Participant Unable to Participate (medical/legal reasons)
- Loss of Contact (Participant is a no call/no show and cannot be contacted)
- Participant Has No Childcare
- Participant Has No Transportation
- [Noncompliance/Participation \(Participant is not complying or participating as required\)](#)
  - [For more details on participation on excused/unexcused absences, see 3.7.2 Documenting and Reporting Participation](#)
- Completed 12 weeks of JS
- [Other Continuous Activity Planning \(CAP\) Outcomes, including barriers the participant may need to focus on before entering Career Scope services](#)

[Note: Career Scope Coaches must make two attempts to contact discuss connect with the WFPS/WFSSS by phone, or if unable, by e-message to alert them the participant is being referred back from Job Search \(JS\).](#)

- [Steps for the Refer Back from Career Scope Services, \(When the participant does not follow through with the initial referral \(No Show.\)](#)

Refer Back (RB) [from the initial referral](#) **Actions:**

- ~~An RB component will be entered in the IRP by Career Scope Coach~~
- ~~A Continuous Activity Planning (CAP) note is entered by the Career Scope Coach as part of the RB process~~ If participants report for Career Scope services and it is determined they do not meet the Work Ready Criteria, see section 4.1.3, they will be referred back (RB) from the RI component. Steps for the refer back process as follows:
  - ~~The RI component will be closed.~~
  - ~~An RB component will be entered in the IRP.~~
- ~~A Continuous Activity Planning (CAP) note is entered by the Career Scope Coach as part of the RB process.~~

~~Note: Career Scope Coaches must make two attempts to contact the WFPS/WFSSS to alert them the participant is being referred back.~~

### **Refer Back from Career Scope Services, Work Experience or On-the-Job Training:**

Career Scope Coaches must contact the participant's WFPS/WFSSS to conduct a joint evaluation and include the participant (when possible) to determine next steps. Career Scope Coaches close the JS, WE, or OT; enter an "RB" in eJAS with zero hours and with an end date of no more than 4 days from the date entered; select the appropriate reason code for the RB, and document in eJAS CAP notes why the participant is being referred back.

Career Scope Coaches enter in eJAS Notes a recommendation, as part of the "Continuous Activity Planning," for the next activity or activities, ensuring they meet the requirements of the "Decision Making Criteria" the process of allowing participant's to make decisions around their participation goals.

Other CAP outcomes, including barriers the participant may need to focus on before entering Career Scope services.

Refer to WFHB section 3.7.1.5 How do we treat excused and unexcused absences?

## **4.1.11 Career Scope Services Step-by-Step Guide**

**The WFPS/WFSSS will do the following actions:**

- Opens the RI (prepare for job preparation/job search) component to match agreed hours in IRP (typically for 35 hours for full-time participation, 23 hours for part-time participation or 38 hours full-time job search when one parent is doing all the participation for both parents in a two-parent family and no less than 10 hours for part-time participation).
- The end date on the component is the day of the appointment, or the end of the timeframe for participants to contact ESD. This date will pre-fill into the IRP template.

→

Note: A an RI component can only be opened for 7 days. Career Scope Coaches do not have access to close the RI.

~~The end date on the component is the day of the appointment, or the end of the timeframe for participants to contact ESD. This date will pre-fill into the IRP template.~~

**The WFPS/WFSSS ~~will do the following actions:~~**

- Develops an IRP with the participant based on the recommendation from the Comprehensive Evaluation that includes the correct participation hours in Career Scope activities.
- Adds Career Scope services to the IRP, and the participant's requirement to have in place childcare or transportation, if these are necessary.
- Monitors the RI activities to ensure the participant childcare and transportation plans are in place prior to reporting for Career Scope activities.

Note: When a participant is accepted into Career Scope, the Career Scope Coach will convert the RI component to Job Search (JS) and add the required participation hours.

**Exceptions:**

For Limited English Proficient (LEP) refer to WFHB section 5.2 Limited English Proficiency (LEP) Pathway, the worker enters the **JS** code with the contractor code. For Tribal TANF refer to WFHB section 9.3 and when the tribe has employment services use the **RT** referral component (valid for 7 days). Monitor and close **RT** component when the participant starts Job Search activities with the tribe.

**Expectations for Career Scope Coaches:**

- Assesses participants referred to Career Scope activities to ensure they are Work Ready. Provides Career Scope Orientation, when the participant is Work Ready.
- Provides participants with WorkFirst Activity Logs, coaches participants on how to properly complete the logs with required hours of participation, collects the logs weekly, and enters the hours of participation in eJAS.
- Enters Employment Assessment information into the ESD section of the Comprehensive Evaluation in eJAS and updates Employment Assets in eJAS with the date completed by each participant.
- Records and tracks daily-required attendance, refers participants to workshops, hiring events, job openings, and Strategies for Success as appropriate.

- Keeps the WFPS/WFSSS informed by engaging in CAP meetings to assess the participant's needs/progress.
- Provides support services per the Support Service Directory limitations (as appropriate) and trigger Auto-Pay for job search and employment (when verified).
- Verifies Temporary/Permanent Employment and reports employment to WFPS/WFSSS.
- Notes all progress, changes, and circumstances (adhering to confidentiality policies) in eJAS notes.