

## **COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES**

*Briefly describe how the county will work with other public and private agencies to provide necessary training and support services. This section should include, at a minimum, a list of the necessary training and support services and the public and/or private agencies which will provide those services.*

**Goal: Foster partnerships with the community that coordinate and maximize resources.**

The Department of Social Services intends to continue its collaboration with each of its community partners throughout the implementation and operation of San Luis Obispo County CalWORKs.

### **Basic Education**

While the San Luis Obispo County CalWORKs program emphasizes employment, the Department of Social Services recognizes that some participants will need to improve their basic skills before obtaining employment. Adult Basic Education (ABE), General Education Development (GED) and English-as-a-Second-Language (ESL) classes are offered at a variety of locations throughout the county by the San Luis Obispo County School Districts through their adult school programs. Classes such as GED preparation and English as a Second Language are often free of charge and are provided during the evening.

### **Job Training**

Vocational Training will be available to San Luis Obispo County CalWORKs participants when it is needed to overcome a barrier to employment. Many job training agencies will partner with the One-Stop Career Centers being planned currently by the Department of Social Services, Private Industry Council, State Employment Development Department, Cuesta College and the Area Agency on Aging. Job training agencies, such as Goodwill Industries, offer varying services including financial aid, on-the-job-training, tutorial assistance, vocational counseling and work-study.

### **Unpaid Work Experience**

The San Luis Obispo County Department of Social Services has established partnerships with many organizations including local government and nonprofit agencies and local businesses to provide participants an opportunity to enhance their skills through unpaid work experience.

### **Support Services**

Various agencies will provide support services to CalWORKs participants:

#### **Drug & Alcohol and Mental Health**

Once drug and alcohol or mental health barriers have been identified, DSS and the County Health Agency utilize collaborative case management in order to best serve those needing assistance.

### **Child Support and Establishment of Paternity**

If an applicant is entitled to receive child support from an absent parent who is not currently meeting his or her obligation or if the applicant's case has questionable paternity, a Family Support Officer from the County District Attorney, Family Support Division will be available by telephone or in person at the applicant's initial appointment.

### **Housing**

A participant living in qualified Section 8 housing may be eligible to participate in the Housing Authority of the City of San Luis Obispo's Family Self-Sufficiency program. Through a partnership with DSS, activities in the Family Self-Sufficiency program may count toward mandated work-activities.

### **Children's Services**

The Children's Services Network (CSN) plays a vital role in the delivery of services to children and families in San Luis Obispo County. Membership represents a broad cross-section of public and private agencies including the directors of every County department whose mission includes serving children and their families. The Children's Services Network works to ensure the provision of comprehensive and culturally-sensitive services to the children and families in our community by improving coordination and cooperation of agencies. As community needs are identified, this interaction of agencies allows for a timely, coordinated response. In addition, the CSN identifies gaps and overlaps in participating agencies' service delivery systems and sets priorities for interagency projects.

### **Job Development & Training**

Through the Economic Opportunity Commission, a participant can choose to be trained as a child-care provider. Cuesta College is also working to implement a streamlined curriculum which would benefit CalWORKs participants in training for child care.

Currently Cuesta College operates a Learning Center in Northern San Luis Obispo County which has Adult Basic Education, General Education, and English-as-a-Second-Language classes. Cuesta will be developing an integrated employment component for these classes.

In addition staff from Cuesta College, the Private Industry Council (PIC), the Employment Development Department (EDD), DSS, and the Area Agency on Aging have been planning for the creation and implementation of a One-Stop Career Center in San Luis Obispo and one at the new Cuesta College Paso Robles Campus. Both of these centers will allow participants and other community members to access a wide range of employment-related services in a single location.

### **Transportation**

A variety of agencies are working together to develop efficient and effective transportation services for CalWORKs participants. These agencies include the San Luis Obispo County Department of Social Services, the San Luis Obispo Council of Governments, San Luis Obispo Regional Transit Authority, San Luis Obispo City Transit, Ride-On, Laidlaw Transit, San Luis Obispo Regional

Rideshare, other nonprofit paratransit providers, Caltrans District 5, California Polytechnic State University at San Luis Obispo, Caltrans New Technology Program, San Luis Obispo County Information Services and San Luis Obispo County Air Pollution Control.

**Outcomes:**

- 1. The number of CalWORKs participants who work will increase.**
- 2. Earnings for San Luis Obispo County CalWORKs participants will increase.**
- 3. Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.**
- 4. Participants employed in unsubsidized jobs will continue to be self-sufficient.**
- 5. The minimum number of hours that San Luis Obispo County CalWORKs participants work or engage in work-related activities will be 20 hours per week in 1998.**



**Refugee Employment Services Plan**

San Luis Obispo County does not have a Refugee Employment Services Plan.

## PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

*Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils. Describe how those partnerships will identify jobs for CalWORKs program recipients.*

The Department of Social Services, under the umbrella of the Children's Services Network, organized a Welfare Reform Task Force which includes an Employment Committee. Through this committee, the Department has a direct connection with private sector employers in developing a potential job base for CalWORKs participants.

Committee membership consists of the owners and managers of local businesses, officers from local city Chambers of Commerce, representatives of the San Luis Obispo County Manufacturer's Association, the Software Technology Association, the Central Coast Personnel Association, the San Luis Obispo County Trainer's Association, the Private Industry Council, the Tri-County Central Labor Council, various local and regional nonprofit and community-based organizations, the State Employment Development Department and other related groups.

The faith community is represented on the Children's Services Network Welfare Reform Task Force. DSS has worked closely with this committee to identify potential jobs for participants. In addition, the faith community has been well represented at DSS' public forums. The forums provided another venue for DSS to solicit assistance from the faith community.

Each year the Private Industry Council, in cooperation with other agencies, surveys local businesses and employers to create the "Annual Occupational Outlook" which identifies available jobs and employment segments within the county along with the number of jobs, salaries and projected growth.

San Luis Obispo County has the benefit of working with seven local Chambers of Commerce which are composed of business leaders from within the largest cities in the county. The Chambers function as local business associations and play an active role in shaping the direction of job creation within their communities. In addition, the Director of the San Luis Obispo County Department of Social Services is a member of the Board of Directors of the Private Industry Council, along with several employers from the community.

The Economic Vitality Corporation (EVC), which was organized by the County Board of Supervisors and the Economic Advisory Council, obtains job creation funding from the Community Development Block Grant (CDBG) program and provides loans to local businesses that qualify. City, County, business, and local nonprofit agencies have input into these lending decisions through the EVC Board of Directors.

All of these organizations have been meeting with representatives of the Department of Social Services in both the initial development planning and on an ongoing basis to identify employment opportunities and job growth trends for CalWORKs participants in San Luis Obispo County.

**Outcomes:**

- 1. The number of CalWORKs participants who work will increase.**
- 2. Participants employed in unsubsidized jobs will continue to be self-sufficient.**
- 3. At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.**
- 4. 75% of two-parent families will work in 1998.**

## LOCAL LABOR MARKET NEEDS

*Briefly describe other means the county will use to identify local labor market needs.*

Four efforts provide information that is vital to identifying local labor market needs and demands:

### **Annual Occupational Outlook**

Each year the Private Industry Council (PIC), in cooperation with the California Cooperative Occupational Information System and the State Employment Development Department (EDD), publishes its Annual Occupational Outlook Report. EDD projects occupational growth over a seven-year period. Based on this data, the PIC studies twenty demand occupations, surveying local employers to determine their forecast of occupational growth or decline over the next three years. Information on skill and qualification requirements is also collected.

### **San Luis Obispo County Economic Development Plan**

Cities within the county, Chambers of Commerce, the Private Industry Council, the Economic Vitality Corporation, and local nonprofits meet each year with the County to produce the annual San Luis Obispo County Economic Development Plan. This plan lists growth jobs and demand occupations suitable for all levels of employment and industry development within the county. The PIC, EDD and other local entities utilize the County Economic Development Plan throughout the year.

### **University of California, Santa Barbara Economic Forecast Project**

San Luis Obispo County, in cooperation with the University of California at Santa Barbara and the Counties of Santa Barbara and Ventura, participates in this annual project which carefully tracks employment trends and surveys employers to determine their confidence in local job growth and the types of employment likely to expand in the future. This information is released each year and made available to the Department of Social Services and other local groups in the "Annual Economic Outlook."

### **Central Coast Regional Technology Alliance**

With the proximity of Vandenberg Air Force Base and the commercial spaceport, potential high-tech and technical support employment needs are distributed by the Central Coast Regional Technology Alliance to job development and job placement groups. The support businesses, which can relate to such commercial enterprise, also offer employment opportunities which may be suitable for CalWORKs participants. Typically high-tech jobs pay higher wages which can lead to self-sufficiency, providing that CalWORKs participants receive training to upgrade their skills.

## LOCAL LABOR MARKET NEEDS (continued)

**Outcomes:**

- 1. The number of CalWORKs participants who work will increase.**
- 2. Participants employed in unsubsidized jobs will continue to be self-sufficient.**
- 3. At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.**
- 4. 75% of two-parent families will work in 1998.**

## WELFARE-TO-WORK ACTIVITIES

*Each county is expected to offer a range of services adequate to ensure that each participant has access to needed activities and services to assist him or her in seeking unsubsidized employment. Pursuant to Welfare & Institutions Code 11322.7(b) "No plan shall require job search and work experience participants to the exclusion of a range of activities to be offered to recipients." Activities allowed by state law include, but are not limited to, those listed below. Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided.*

To reduce the dependency on public assistance and to prepare San Luis Obispo County CalWORKs participants for employment and self-sufficiency, a full range of welfare-to-work services and activities will be provided as part of the San Luis Obispo County CalWORKs program. Services available will include orientation, appraisal, job search/readiness, assessment, education and/or training, placement and job retention services. Pursuant to Welfare & Institutions Code 11322.7 (b), the County agrees that it will not require job search and work experience of participants to the exclusion of a range of activities to be offered to participants. A list of activities to be provided is detailed below.

- Unsubsidized employment
- Subsidized private sector employment
- Subsidized public sector employment
- Work experience
- On-the-job training
- Vocational education and training
- Education related to employment
- Adult basic education (includes basic education, GED and ESL)
- Work study
- Self-employment
- Community service
- Job search and job readiness assistance
- Job skills training related to employment
- Supported work
- Transitional employment
- Mental health services
- Substance abuse services
- Domestic violence counseling

Grant-based On-the-Job training will not be offered due to the administrative burden and cost.



## WELFARE-TO-WORK ACTIVITIES (continued)

**Outcomes:**

- 1. The number of CalWORKs participants who work will increase.**
- 2. Participants employed in unsubsidized jobs will continue to be self-sufficient.**
- 3. At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.**
- 4. 75% of two-parent families will work in 1998.**

## SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES

### PLAN FOR SUBSTANCE ABUSE SERVICES

*Briefly describe how the welfare department and the county alcohol and drug program will collaborate and utilize new funds available to ensure the effective delivery of substance abuse services. These funds should be used to maximize federal financial participation through Title XIX of the federal Social Security Act. If the county has determined who will provide substance abuse treatment services, please indicate the providers in the plan. If that decision has not been made, please provide CDSS an addendum to the county CalWORKs plan indicating the provider when determined.*

*Certify that the county's substance abuse treatment services will include at least the following: evaluation, case management, substance abuse treatment and employment counseling, and the provision of community service jobs. Describe any additional services the county will provide.*

The Department of Social Services (DSS) plans to utilize the County Drug and Alcohol Services to provide evaluation and substance abuse treatment to San Luis Obispo County CalWORKs participants. To the maximum extent possible, federal financial participation through Title XIX of the Social Security Act will be utilized. Drug & Alcohol Services will provide services, as much as possible, at DSS offices. When on-site services are not possible, services will be provided at the closest available site in the community.

Applicants will access DSS services through an Information and Referral process. They will participate in a general orientation session and an initial appointment with a CalWORKs staff member. At the orientation session each applicant will complete a Substance Abuse Screening Inventory (SASI) which will be reviewed with the applicant at the time of the initial appointment, and applicants may be given the choice of being evaluated for services by Drug & Alcohol Services.

CalWORKs participants will participate in job search workshops for four (4) weeks. CalWORKs applicants may participate in job search workshops at their discretion. If the participant still has not obtained employment, a mandatory referral to Drug & Alcohol Services will be made based on a high score on the Substance Abuse Screening Inventory. Drug & Alcohol Services will provide an evaluation of the participant's substance abuse involvement and will develop a treatment plan for the participant which will be integrated into the participant's Welfare-to-Work Plan.

The San Luis Obispo County Department of Social Services will be responsible for providing:

- case management, employment counseling and community services opportunities to all CalWORKs participants.

County Drug and Alcohol Services will be responsible for:

- providing evaluation and substance abuse treatment services to all CalWORKs participants.
- providing training to DSS staff on the identification of substance abuse.
- participating in multi-disciplinary teams to develop integrated substance abuse treatment and welfare-to-work plans.



### **Certification**

San Luis Obispo County CalWORKs' substance abuse treatment services will include at least the following services to those San Luis Obispo County CalWORKs applicants and participants with substance abuse problems: evaluation, case management, substance abuse treatment, employment counseling and the provision of community service jobs.

*Elizabeth A. Schneider*  
Elizabeth A. Schneider, Director  
Department of Social Services

*Susan G. Zepeda*  
Susan G. Zepeda, Ph.D., Director  
Health Agency

#### **Outcomes:**

- 1. Track the supply, demand and utilization of Drug & Alcohol Services including projected costs.**
- 2. The number of CalWORKs participants who work will increase.**
- 3. Earnings for San Luis Obispo County CalWORKs participants will increase.**
- 4. At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.**
- 5. 75% of two-parent families will work in 1998.**

## PLAN FOR MENTAL HEALTH SERVICES

*Briefly describe how the welfare department and the county department of mental health will collaborate and utilize new funds available to provide effective mental health services. Counties should maximize federal financial participation to the extent possible in provision of mental health services.*

*Certify that the county will provide at least the following services: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities. Please describe any additional services the county will provide.*

Pursuant to AB 1542, the San Luis Obispo County Department of Social Services will utilize County Mental Health Services to provide assessment, treatment and rehabilitation services. In addition, a process for identifying individuals with severe mental disabilities will be developed and implemented by Mental Health, along with a screening instrument for primary or co-existing substance abuse problems which may need more specialized assessment by Drug and Alcohol Services.

Participants will enter the Mental Health system in much the same manner as described in the plan for Substance Abuse Services (see page 22). At the initial interview, if it appears that an applicant is unable to participate in any employment services because of a possible mental illness or behavior problem, the CalWORKs staff member will make a referral to County Mental Health for assessment prior to requiring any participation in Employment Services activities. If a participant enters Employment Services and it is determined that mental health issues are presenting a possible barrier to employment, the participant will be referred to County Mental Health for an assessment at that point in the eight week Job Search.

The San Luis Obispo County Department of Social Services will be responsible for:

- providing case management services for all San Luis Obispo County CalWORKs participants.

County Mental Health will be responsible for :

- providing a screening instrument or process that will be used by DSS staff to identify potential mental health issues or behavior problems which present barriers to employment.
- providing training on the use of the screening instrument or process for the identification of mental illness or behavior problems to DSS staff.
- participating in multi-disciplinary teams to develop integrated mental health treatment and welfare-to-work plans which are designed to meet the needs of CalWORKs participants.
- identifying, seeking and assessing new funding sources for mental health services

outcome-driven mental health services to CalWORKs participants.



### **Certification**

San Luis Obispo County CalWORKs' mental health services will include at least the following services to CalWORKs applicants and participants with mental health issues: assessment, case management, treatment and rehabilitation services, identification of mental health issues, employment counseling and the provision of community service jobs where appropriate.

*Elizabeth A. Schneider*  
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Elizabeth A. Schneider, Director  
Department of Social Services

*Susan G. Zepeda*  
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Susan G. Zepeda, Ph.D., Director  
Health Agency

### **Outcomes:**

- 1. Track the supply, demand and utilization of Mental Health Services.**
- 2. The number of CalWORKs participants who work will increase.**
- 3. Earnings for San Luis Obispo County CalWORKs participants will increase.**
- 4. Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.**
- 5. Participants employed in unsubsidized jobs will continue to be self-sufficient.**

## **MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS**

*Briefly describe the extent to which and the manner in which the county will make mental health services available to recipients who have exceeded the 18 or 24 month time limit.*

Mentally ill people who are helped to job readiness sometimes relapse and need additional treatment on a follow-up basis. County Mental Health will continue to provide services to those participants and to former participants who have exceeded the 18-to-24 month CalWORKs time limit when they meet the eligibility requirements for provision of treatment services by County Mental Health.

### **Outcomes:**

- 1. Track the supply, demand and utilization of Mental Health Services.**
- 2. The number of CalWORKs participants who work will increase.**
- 3. Earnings for San Luis Obispo County CalWORKs participants will increase.**
- 4. Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.**
- 5. Participants employed in unsubsidized jobs will continue to be self-sufficient.**

## CHILD CARE AND TRANSPORTATION SERVICES

### CHILD CARE

*Please briefly describe how child care services will be provided to CalWORKs participants. This should include a description of how the county will provide child care for families transitioning from county funded providers to non-county funded providers of child care services. It should also indicate what criteria the county will use to determine, on a case-by-case basis, when parents who have primary responsibility for providing care to a child six months of age or younger, may be exempt from welfare-to-work participation. The exemption period must be at least twelve weeks and, at county discretion, can be increased to one year for the first child. The exemption period for subsequent children is twelve weeks, but may be increased to six months. Briefly describe the criteria the county will use to determine the period of time a parent or other relative will be exempt considering the availability of infant child care, local labor market conditions, and any other factors used by the county. Additionally, briefly describe how the county will ensure parents needing child care services can access the Resource and Referral Agency.*

The San Luis Obispo County Department of Social Services has an established link with the child care community and the Child Care Resource Connection (CCRC) of the Economic Opportunity Commission, the local child care resource and referral agency. For the past four years the current Greater Avenues for Independence (GAIN) program manager has attended the Community Partners in Child Care (CPCC) meetings. Last year the CPCC was designated as the Local Child Care Planning Council. Meetings are attended by private providers, representatives from community youth groups, Head Start, State Preschool, the City Parks and Recreation Department, Cuesta Community College, the Child Care Resource Connection and the County of San Luis Obispo.

San Luis Obispo County is committed to ensuring that all CalWORKs participants with children under the age of ten receive quality child care services as needed. Currently the number of available child care providers throughout the county with openings is inadequate to meet the projected need of CalWORKs participants.

It is essential that child care be arranged quickly and effectively to facilitate full participation in CalWORKs. The San Luis Obispo County Department of Social Services has been administering Stage I child care and will continue to do so until February 1, 1998 when a contract with the San Luis Obispo County Economic Opportunity Commission begins. The Department's goal is to ensure a seamless transition from Stage I through Stage III child care since lack of quality child care is the primary barrier to employment. The San Luis Obispo EOC will also provide Stage II and Stage III child care.

Parents with primary responsibility for children under six months for the first child and twelve weeks for subsequent children are exempt from CalWORKs activities. These exemptions may be extended to one year and six months respectively on a case-by-case basis. The criteria to be used when making the case by case decision is as follows:

- Special needs of the child
- Availability of infant care
- Availability of transportation
- Availability of jobs
- Other criteria, such as parent's work readiness, work history, educational status, mental health, substance abuse or domestic violence issues, etc.

The length of each exemption will not exceed regulatory maximums and will be determined by an assessment of the parent's and child's situation, the future availability of support services and the potential job readiness of the parent.

## **TRANSPORTATION**

*Briefly describe how transportation services will be provided.*

The San Luis Obispo County Department of Social Services is working closely with the San Luis Obispo Council of Governments (SLOCOG) to develop transportation solutions to the mobility needs of CalWORKs participants through resource sharing, coordinated services and a fuller understanding of constraints and opportunities.

A Caltrans New Technology Program grant was recently awarded to California State Polytechnic University, San Luis Obispo. This Caltrans New Technology Program research grant will be used to develop, demonstrate and test new and emerging transportation technologies, in the public transportation area, based on delivery of services in the local area.

The effort is a structured analytical and applied solution which will enable transit operators and others involved with transportation delivery systems to create economic solutions tailored to specific needs. The solutions implemented are customer-based, thereby increasing transit's attractiveness and value. The second objective of the research project is to validate this methodology before recommending it for use elsewhere. It is believed that a model transportation program can be developed in San Luis Obispo County. When implementation goes forward, it could easily serve as a model for all non-metropolitan areas of the state, the area where transportation solutions are in the most need of further institutional support.

San Luis Obispo County is fortunate to have a mix of institutional, demographic, cultural and academic factors which make it an ideal area to test for such an undertaking. The preliminary work to refine the research workplan has tentatively identified a group of stakeholders, services objectives and technical solutions which hopefully will come together in this project. These stakeholders include:

- San Luis Obispo County Department of Social Services
- San Luis Obispo Council of Governments
- San Luis Obispo Regional Transit Authority
- San Luis Obispo City Transit



- San Luis Obispo County Information Services
- Ride-On, a nonprofit paratransport provider
- San Luis Obispo Regional Rideshare
- Laidlaw Transit
- Other nonprofit paratransit providers
- Caltrans District 5
- California Polytechnic State University, San Luis Obispo
- Caltrans New Technology Program
- San Luis Obispo County Air Pollution Control

While all potential participants have not been contacted, conduits to the transportation providers and other stakeholders have been identified for further contact. The San Luis Obispo County Department of Social Services has enthusiastically responded to the concepts of the Advanced Public Transportation Systems as a potential solution to the transportation problems of welfare-to-work.

San Luis Obispo County was also chosen as one of five sites nationally for a study grant which will profile welfare-to-work mobility issues for the Federal Transit Administration. The San Luis Obispo Council of Governments will be administering this grant in collaboration with other transportation providers.

**Outcome:**

**The supply, demand and utilization of supportive services such as child care, transportation, mental health, and substance abuse treatment will be tracked.**

## COMMUNITY SERVICE JOB PLAN

*Briefly describe the county's plan for providing community service activities. This should include a description of the process the county will follow to determine where community services assignments will be located and the agencies/entities that will be responsible for project development, fiscal administration, and case management services. If it is not known at this time, the county may provide the specific details of the Community Service Plan as an addendum.*

The San Luis Obispo County Department of Social Services intends to provide community service activities for CalWORKs participants who are unable to obtain employment after 18 months of employment job services. At this time it has not been determined who will be responsible for project development, fiscal administration and case management services. It is the Department's intention to provide the specific details of the Community Services Job Plan as an addendum to the County Plan after the Department implements CalWORKs and plans for the outcomes that result from time limits.

**Outcomes:**

- 1. The number of program participants who work will increase.**
- 2. The minimum number of hours that San Luis Obispo County CalWORKs participants work or engage in work-related activities will be 20 hours per week in 1998.**

## WORKING WITH VICTIMS OF DOMESTIC VIOLENCE

*Briefly describe how the county will provide training for those county workers who will be responsible for working with CalWORKs recipients who are victims of domestic violence.*

Training for staff working with CalWORKs participants who have experienced domestic violence will be provided in collaboration with the San Luis Obispo County Victim/Witness section of the District Attorney Office and the local Women's Shelter Programs. Topics will include, but are not limited to:

- Dynamics of Domestic Violence
- Identification and Intervention Techniques
- Counseling and Supportive Services Referrals
- Mandatory Reporting Laws

A training module on "Working with Participants Who Have Experienced Domestic Violence" will be added to the Department of Social Services' curriculum for new employees. After the initial training for current staff, additional training will be provided on a periodic basis.

*Until regulations are adopted by the California Department of Social Services in consultation with the Task Force on Domestic Violence established by the Welfare-to-Work Act of 1997, the county may utilize other standards, procedures, and protocols for determining good cause to waive program requirements for victims of domestic violence, for example those currently used in the GAIN program. Please describe the criteria that will be used by your county for this purpose and what approach the county will take to deal with recipients who are identified in this way.*

A recent study revealed that up to 80% of women on welfare are survivors of domestic violence or are attempting to escape violent relationships. San Luis Obispo County recognizes the danger these women and their children may face and that escape from the cycle of violence may not be possible until these participants can become self-sufficient. Existing policies and regulations do not address the specific and sometimes conflicting needs of CalWORKs participants in abusive or violent relationships. Protocols for determining good cause to waive program requirements for victims of domestic violence will be submitted as an addendum to this plan when they are developed. Until these protocols are developed, the criteria in GAIN Good Cause (EAS 47-782.1(o)) will be used.

**Outcome:**

**Families affected by domestic violence will be tracked.**

## PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES

*Please indicate whether there were any local program outcome objectives identified during the CalWORKs plan development process and how the county proposes to track those outcomes. If the county develops alternative outcomes for the CalWORKs program during future collaborative efforts, please submit information on those measures as an addendum to the CalWORKs plan.*

Recognizing that dependency on government benefits and programs is often multi-generational and that teen parents are at an increased risk of welfare dependence, San Luis Obispo County has established the following local outcome: The number of births for unmarried teenagers in San Luis Obispo County CalWORKs families will decrease.

This outcome will be tracked through the monitoring of DSS reports which indicate the number of teen parents in San Luis Obispo County CalWORKs families. Teen parents will be encouraged and supported in their educational goals since staying in school reduces both the likelihood of a subsequent pregnancy and welfare dependency for teen parents.

## PUBLIC INPUT TO THE COUNTY PLAN

*Briefly describe the means the county used to obtain broad public input in the development of the CalWORKs plan.*

**Goals:**

- 1. Foster partnerships with the community that coordinate and maximize resources.**
- 2. Foster partnerships with participants that empower them to enhance their lives.**

San Luis Obispo County used four avenues to obtain public input in the development of the San Luis Obispo County CalWORKs plan. The Department of Social Services:

- Conducted two sets of regional public forums, for a total of six forums countywide.
- Worked with the Children's Services Network's Welfare Reform Task Force to gather information from other agencies and providers of child and family services.
- Implemented a Communications Committee composed of staff members to educate and inform current and potential CalWORKs participants about local, California and federal welfare reform.
- Developed several means to encourage the public to provide written or verbal comments including:
  - The Welfare Reform Telephone Hotline at 1-800-834-3002 extension 1652
  - An e-mail address: [chamilton@co.slo.ca.us](mailto:chamilton@co.slo.ca.us)
  - A Welfare Reform Webpage: [www.slonet.org/vv](http://www.slonet.org/vv) (choose government and San Luis Obispo Department of Social Services)
  - Questions and comments may be given to any DSS staff member during regular business hours.

Each means of contact has been advertised extensively and distributed at the regional public forums. In addition, copies of the draft San Luis Obispo County CalWORKs plan will be placed in each public library branch in the county for the two weeks prior to the December 16, 1997 Board of Supervisor's meeting, when the local plan will be presented for approval by the Board of Supervisors. A public comment period is also available on December 16, 1997.

## SOURCES AND EXPENDITURES OF FUNDS

*Provide a budget specifying the county's estimated expenditures and sources of funds for the CalWORKs program on the forms provided (Attachment A). The budget should meet the requirement of Welfare & Institutions Section 15204.4 which specifies that each county shall expend an amount for administration and services programs that, when combined with funds expended for the administration of food stamps, equals or exceeds the amount spent by that county for corresponding activities during the 1996/97 fiscal year.*

**Goal:**  
**Assure responsible fiscal and program management to best achieve the desired outcomes.**

Fiscal Responsibility is an integral component in the management of resources and the expenditure of public funds. As program funding shifts from an allocation system to a block grant, it is important to avoid any potential financial sanctions and to enhance

potential incentive payments. Because San Luis Obispo County CalWORKs is an ongoing investment in the community, responsible fiscal and program management is absolutely necessary in order to best meet the needs of all San Luis Obispo County CalWORKs applicants and participants. Fiscal responsibility permits the Department to offer an array of services such as diversion, transitional child care and transportation. Reinvestment of any savings gained in the program will allow the Department to provide the intensive services needed by those with more problematic or greater numbers of barriers to employment.

## ASSISTING FAMILIES TRANSITIONING OFF AID

*Please describe how the county will work with families transitioning off aid. The description should include (1) assistance for those individuals who transition off aid due to time limits and (2) those who leave aid due to employment.*

San Luis Obispo County CalWORKs participants will be teamed with a case manager at all times. This will ensure that a full range of job search and acquisition, job retention, and reemployment services are in place including:

- Life skills, parenting and self-sufficiency education
- Mental health/substance abuse treatment and rehabilitation services
- Job search and personal development workshops
- Job Hotline(s)
- Seamless child care services
- Transitional Medi-Cal services
- Appropriate transportation resources
- Peer support and mentoring system
- Job and career skills enhancement

Additional support services may be provided as needed to participants who transition off of aid due to employment or time limits to ensure that the family maintains employment, continues toward full self-sufficiency and that risk factors to children are minimized or eliminated.

**Outcome:**

- 1. Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.**
- 2. The supply, demand and utilization of support services will be tracked.**

## JOB CREATION

*Please describe the efforts that have been undertaken, or the county plans to pursue relating to the job creation plan described in Chapter 1.12 (commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.*

San Luis Obispo County is requesting a resolution from the Board of Supervisors indicating interest in applying for funding from the Job Creation Investment Fund.

Funds from the Job Creation Investment Fund will be used to expedite local job creation for San Luis Obispo County CalWORKs participants. It is anticipated that the County will direct the funds to the existing Economic Vitality Corporation (EVC) in support of its Fiscal Year 1997/98 Business Plan. The EVC intends to create 1,000 new jobs within existing County businesses in the next three years. In addition, the EVC will market San Luis Obispo County to attract and recruit new businesses.

**Outcomes:**

- 1. The number of CalWORKs participants who work will increase.**
- 2. Earnings for San Luis Obispo County CalWORKs participants will increase.**
- 3. Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.**
- 4. Participants employed in unsubsidized jobs will continue to be self-sufficient.**
- 5. At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.**
- 6. 75% of two-parent families will work in 1998.**



## OTHER ELEMENTS

*Pilot projects: Please include a description of any pilot projects that the county may wish to pursue and submit a separate proposal for, as part of its CalWORKs Program. Should the county later determine an interest in a pilot proposal, this information could be submitted as an addendum to the County Plan.*

### **Goals:**

- 1. Foster partnerships with the community that coordinate and maximize resources.**
- 2. Foster partnerships with participants that empower them to enhance their lives.**

The San Luis Obispo County Department of Social Services is currently involved in several local pilot projects and does not intend to apply for any of the pilot projects that are described in the CalWORKs legislation.

The pilot projects that DSS is interested in pursuing are:

### **Medi-Cal & Non-Assistance Food Stamps Combined Caseloads**

This pilot program combines the intake process for Medi-Cal and Non-Assistance Food Stamps at the Atascadero office of the San Luis Obispo County Department of Social Services in order to increase efficiency in the delivery of quality services and to maximize benefits that support a participant's transition from welfare-to-work.

Anticipated outcomes of the combined Medi-Cal and Non-Assistance Food Stamps project include:

- Participant satisfaction with services will increase.
- Worker duplication of effort will decrease.
- Employees will have the ability to process applicants for either or both Medi-Cal and Non-Assistance Food Stamps.
- Participants will, with one appointment, become aware of all programs for which they are eligible.
- Fraud will be reduced.
- The number of drop-in visits and appointments will decrease, thus improving productivity of staff.
- Integration of two case files into one case record.

For this project to be most successful, DSS needs to have a single form, agreed to by the California Department of Social Services and the Department of Health Services, that applicants can use to apply for both Food Stamps and Medi-Cal. DSS will seek the State's approval of a single form for this purpose.

### **Healthy Start Multi-Disciplinary Team**

The Healthy Start Multi-Disciplinary Team pilot project matches Eligibility Technicians' caseloads to Healthy Start sites. The Eligibility Technicians attend Multi-Disciplinary Team meetings at

Healthy Start sites in Nipomo, Oceano and Paso Robles. As a member of the Healthy Start Team, partnerships with community agencies will be promoted, and Eligibility Technicians will gain experience in case management and integrated service delivery systems.

Anticipated outcomes of the Healthy Start Multi-Disciplinary Teams pilot project include:

- DSS will gain exposure as a community partner.
- DSS will contribute information to the Healthy Start team regarding DSS actions that affect the family.
- DSS will further Healthy Start objectives.
- Eligibility Technicians will assist in collaborative case management techniques.
- Eligibility Technicians will gain knowledge of integrated services delivery systems.
- Eligibility Technicians will share knowledge with others in DSS and increase the staff's overall knowledge of integrated services delivery systems.

Not only will this project allow Eligibility Technicians to participate in off-site multi-disciplinary teams that work with entire families, it will also provide a launching point for school attendance monitoring programs to be implemented under CalWORKs.

#### **Child Protective Services (CPS)/CalWORKs**

This pilot project matches the Child Protective Services' Family Preservation caseload with the CalWORKs' caseload in the city of San Luis Obispo and assigns an Eligibility Technician to mutual clients. Such matching provides improved and consistent case management for families receiving services from both CPS and CalWORKs.

## COMPLIANCE WITH REQUIREMENTS OF CalWORKs

*Under CalWORKs counties are required to enroll single parent families in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998, and 32 hours per week beginning July 1, 1999.*

The San Luis Obispo County Department of Social Services will require single parent families to enroll in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998 and 32 hours per week beginning July 1, 1999.

*Prior to July 1, 1999 counties have the option to require adults in single-parent assistance units to participate up to 32 hours per week. Does the county intend to exercise that option?*

San Luis Obispo County does not intend to exercise the option to require adults in single parent assistance units to participate up to 32 hours per week prior to July 1, 1999.

**Outcome:**

**The minimum number of hours that San Luis Obispo County CalWORKs participants work or engage in work-related activities will be 20 hours per week in 1998.**

## INTERACTION WITH AMERICAN INDIAN TRIBES

*Please describe the discussions that have occurred with respect to the administration for the federally recognized American Indian Tribes located within your county. This should include whether the county will administer the program, whether the tribes will administer their own approved tribal TANF program, or whether there will be joint county/tribal administration.*

The San Luis Obispo County Department of Social Services does not provide services to any American Indian tribes as none have been identified within the County.



## CERTIFICATION

THIS PLAN HAS BEEN DEVELOPED IN ACCORDANCE WITH THE APPROPRIATE FEDERAL, STATE AND COUNTY LAWS AND REGULATIONS. THE TERMS OF THIS PLAN, INCLUDING ALL CERTIFICATIONS WITHIN THIS PLAN AND ALL APPLICABLE LAWS AND REGULATIONS WILL BE FOLLOWED DURING THE IMPLEMENTATION AND EXECUTION OF THIS PLAN.

San Luis Obispo County  
Department of Social Services

Elizabeth A. Schneider  
Elizabeth A. Schneider, Director

San Luis Obispo County  
Board of Supervisors

Ruth E. Brackett  
Ruth Brackett, Chair

**JULIE L. RODEWALD**  
County Clerk and Ex-Officio Clerk, Board of Supervisors,  
County of San Luis Obispo, State of California

By: Vicki M. Melby  
Deputy Clerk

## ACKNOWLEDGMENTS

### San Luis Obispo County Department of Social Services

Lupe Acosta, Supervising Administrative Clerk I  
Bruce Adams, Division Manager, Medi-Cal/General Assistance/Food Stamps  
Anita Adcock, Supervising Eligibility Technician I  
Debbie Aiello, Program Specialist II  
Betsy Alloway, Division Manager, Employment Services  
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Trish Avery, Program Review Technician  
Pauline Barnett, Program Specialist II  
Casey Blake, Supervising Eligibility Technician I  
Anna Bliss, Eligibility Technician II  
Ruth Bogard, Eligibility Technician III  
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Sharon Bruce, Supervising Eligibility Technician I  
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Pamela Dunmire, Social Worker IV  
Bev Estes, Eligibility Technician III  
Debbie Euler, Eligibility Technician II  
Tammy Estes, Social Worker III  
Sharon Evans, Administrative Services Officer I, Personnel  
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Joyce Fields, Program Specialist II  
Karen Floyd, Social Worker II  
Susan Fuller, Principal Division Manager Adult & Family Services  
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John Garoogian, Division Manager, Adult & Family Services  
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Carol Helms, Supervising Eligibility Technician II  
Laura Hernandez, Senior Typist Clerk  
Joyce Jenkins, Social Worker Supervisor I

## ACKNOWLEDGMENTS (continued)

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Cindy Johnson, Program Review Technician  
Victor Johnson, Mail Clerk  
Suzanne Jorgeson, Principal Division Manager Special Services  
Nita Kenyon, Division Manager, Program Support  
Betty King, Management Secretary  
Gladys Kintz, Administrative Services Officer II, Fiscal  
Patti LaRose, Accounting Technician  
Rosa Lopez, Senior Typist Clerk  
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Jan Maitzen, Division Manager, AFDC/Food Stamps/FC/EA  
Roberta Mangini, Program Specialist II  
Greg Marshall, Supervising Administrative Clerk I  
Rebecca Marshall, Program Review Technician  
Mike Melden, Eligibility Technician II  
Bev Merritt, Eligibility Technician II  
Pam Mettier, Supervising Eligibility Technician II  
Julia Miller, Social Worker III  
Dalna Mills, Social Worker II  
Julie Moody, Supervising Social Services Investigator  
Kerry Morris, Student Intern  
Sylvia Murphy, Eligibility Technician II  
Deborah Murray, Eligibility Technician III  
Alice Myers, Eligibility Technician III  
Adrienne Nicholson, Eligibility Technician II  
Sandy Osborn, Eligibility Technician II  
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Louis Palermo, Student Intern  
Ann Palmer, Certified Public Accountant  
Linda Perkins, Division Manager Support Services  
Bonnie Pierce, Supervising Eligibility Technician II  
Bill Richardson, Social Worker II  
Sally Ross, Eligibility Technician III  
Lynn Rouch, Supervising Administrative Clerk I  
Carmen Saldivar, Eligibility Technician III  
Trysha Sanchez, Program Review Technician  
Elizabeth Schnieder, Director  
Debbie Skogsberg, Program Review Technician  
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Louella Soper, Eligibility Technician II  
Michele Stoutenborough, Program Review Technician  
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Molly Unger, Social Worker III  
Lupe Velazquez, Eligibility Technician II  
Bea Villegas, Eligibility Technician III  
Connie Willard, Administrative Support Officer II, Children's Network Coordinator

## ACKNOWLEDGMENTS (continued)

KathLynne Wood, Program Review Technician  
Mary Woods, Social Worker IV  
Kim Wooten, Eligibility Technician III  
Charlotte Wright, Program Review Technician  
Gail Ybarra, Supervising Accounting Technician

### **Other Agencies & Community Members**

Ralph Arbitelle, Ministerial Association  
Ed Azevedo, Employment Development Department  
Meg Baker, Private Industry Council  
Rich Benetiz, Paso Robles Public Schools  
Jane Brennan-McGovern, San Luis Obispo County Risk Management  
Michael Brown, Foundation for Community Design  
Judy Burke, County Office of Education  
Frank Bush, Tri-Counties Regional Center  
Bill Castellanos, Head Start  
Clark Channing, San Luis Obispo County Administrative Office  
Jamie Cochran, Community Member  
Amy Dewerth-Pallmeyer, Child Care Resource Center  
Sylvia Drucker, San Luis Coastal Unified School District  
Cynde Felch, Community Member  
Connie Frayer, Food Bank Coalition of SLO County  
Sharon Frederick, Community Member  
Marisela Garcia, Paso Robles Healthy Start  
Jim Gardnier, San Luis Obispo Police Department  
Genny Gator, District Attorney, Family Support  
Victoria Gheza, Drug & Alcohol Services  
Jan Gillette, Cuesta College Care Program  
Trisha Gomez, United Way  
Haila Hafley, Community Member  
Bill Hallum, San Luis Obispo County Drug & Alcohol Services  
Wayne Hanson, San Luis Obispo Drug & Alcohol Services  
Orv Hendricks, Cuesta College Care Program  
Vela Herrera, Housing Authority, City of San Luis Obispo  
Dan Herron, San Luis Obispo Council of Governments  
Deb Hossli, San Luis Obispo County Administrative Office  
Annette House, Family Child Care Association of San Luis Obispo County  
Paul Hyman, San Luis Obispo County Drug & Alcohol Services  
Lee Ferrero, Private Industry Council  
Lillian Judd, Economic Opportunity Commission  
Maru Kiel, San Luis Obispo County Health Agency  
Abby Lassen, California Rural Legal Assistance  
Joan Lehr, Housing Authority, City of San Luis Obispo  
Duane Leib, San Luis Obispo County General Services  
Ron McMasters, Transitions, Inc.  
Eloisa Mendoza, Child Care Resource Center  
Wendy Most, Court Appointed Special Advocates



## ACKNOWLEDGMENTS (continued)

George Moylan, Housing Authority, City of San Luis Obispo  
Jayma Newland, San Luis Coastal Unified School District  
Kathleen O'Neill, San Luis Obispo County Health Agency  
Ken Palmer, San Luis Obispo County Office of Education  
Barbara Partridge, Paso Robles City Manager's Office  
Tara Reed, Central Coast Women's Political Committee  
Brian Reynolds, San Luis Obispo City-County Library  
Jim Roberts, Family Care Network  
Paul Roller, San Luis Obispo County Employees' Association  
Lin Rutland, Goodwill Industries  
Gere Sibbach, San Luis Obispo County Auditor-Controller  
Kathy Smith, Literacy Council  
Lisa Solomon, Paso Robles Police Department  
Lorraine Sparks, Cuesta College Care Program  
Biz Steinberg, Economic Opportunity Commission  
Brad Sunseri, San Luis Obispo County Mental Health Department  
Peggy Turner, Paso Robles Public Schools  
John Wade, San Luis Obispo County Information Services  
Gail West, San Luis Obispo County Employees' Association  
Karen Wilson, Community Member  
Sheri Wilson, Economic Opportunity Commission  
Dr. Susan Zepeda, San Luis Obispo County Health Agency  
Rock Zierman, Assemblyman Tom Bordonaro

*With special thanks to those too numerous to mention who contributed ideas, support and wisdom during the writing of this plan.*

**ATTACHMENT A**

**SAN LUIS OBISPO COUNTY BUDGET PLAN  
1997/98 STATE FISCAL YEAR**

**San Luis Obispo County  
Department of Social Services  
County Plan Budget  
1997/98 State Fiscal Year**

**Section 1**

	Total	FCS	State General Fund		County Funds	Other
<b>Food Stamp Administration (For County MOE Purposes</b>	<b>\$3,559,586</b>	<b>\$1,746,996</b>	<b>\$1,318,475</b>		<b>\$494,115</b>	

**Section 2**

	Total	TANF & State GF	CCDBG	Title XIX	County Funds	Other
<b>Total CalWORKs Admin &amp; Services Items (A) thru (D)</b>	<b>\$6,491,216</b>	<b>\$5,849,876</b>	<b>\$133,990</b>	<b>\$20,467</b>	<b>\$486,883</b>	
<b>(A) Total CalWORKs Single Allocation     Items (1) thru (7)</b>	<b>\$5,709,932</b>	<b>\$5,147,660</b>	<b>\$133,990</b>		<b>\$428,282</b>	
<b>(1) Benefit Administration</b>	<b>\$2,461,602</b>	<b>\$2,276,966</b>			<b>\$184,636</b>	
<b>(2) Program Integrity (Fraud)</b>	<b>\$569,782</b>	<b>\$527,045</b>			<b>\$42,737</b>	
<b>(3) Staff Development/Retraining</b>	<b>\$342,443</b>	<b>\$316,758</b>			<b>\$25,685</b>	
<b>(4) Welfare-to-Work Activities</b>	<b>\$2,072,278</b>	<b>\$1,916,843</b>			<b>\$155,435</b>	
<b>(5) Cal Learn</b>	<b>\$118,972</b>	<b>\$110,048</b>			<b>\$8,924</b>	
<b>(6) Child Care - 1st half of 1997/98</b>	<b>\$144,855</b>		<b>\$133,990</b>		<b>\$10,865</b>	
<b>(7) Other Activities</b>						
<b>(B) Child Care - 2nd half of 1997/98</b>	<b>\$661,802</b>	<b>\$612,163</b>			<b>\$49,639</b>	
<b>(C) Mental Health Treatment</b>	<b>\$44,252</b>	<b>\$40,933</b>			<b>\$3,319</b>	
<b>(D) Substance Abuse Treatment</b>	<b>\$75,230</b>	<b>\$49,120</b>		<b>\$20,467</b>	<b>\$5,643</b>	