



COUNTY OF SISKIYOU

Human Services Department
Employment & Temporary Assistance Services

NADINE M. DELLA BITTA, Director
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January 11, 2007

Christine Webb-Curtis, Chief
Employment Bureau
California Department of Social Services
744 P Street, M.S. 16-33
Sacramento, Ca 98514

Dear Christine:

Our Board of Supervisors were briefed on Siskiyou County's CalWORKS County Plan addendum on Tuesday January 9, 2007. Enclosed is the signed copy of our plan. An electronic copy was sent to Audrey King today.

If you have any questions regarding our plan, please contact Debbie Walsh, Program Manager at (530) 841-2752 or at dwalsh@co.siskiyou.co.us.

Sincerely,

Nadine M. Della Bitta
Director

COUNTY NAME:
Siskiyou

CalWORKs County Plan Addendum

Date Submitted to California Department of Social Services:

Prepared By:
Nadine M. Della Bitta, Director

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(530) 841-2761

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I hereby certify that County Board of Supervisors was briefed regarding the contents of this Plan addendum prior to submittal.

Nadine M. Della Bitta

**County Welfare Director's
Signature**

Nadine M. Della Bitta

Printed Name

1-09-07

Briefing Date

1) County Goals

After reviewing the county's existing CalWORKs County Plan, please provide a general description of how the county will meet the goals defined in Welfare and Institutions (W&I) Code Section 10540, while taking into consideration the work participation requirements of the federal Deficit Reduction Act of 2005.

The goals of W&I Code Section 10540 are the following:

- 1) Reduce child poverty in the State;
- 2) Reduce dependence of needy parents on government benefits by promoting job preparation, work, and marriage; reduce out-of-wedlock births; and encourage the formation and maintenance of two-parent families;
- 3) Meet the requirements of federal law while avoiding unanticipated outcomes that negatively affect child well-being, the demand for county general assistance, or the number of families affected by domestic violence.

A. General description of how the county will meet the goals of W&I Code 10540

Siskiyou County is a small, rural county with limited resources to serve our families. However, Siskiyou County will expand on our existing Welfare to Work programs, trainings and activities as well as develop new activities to increase our Work Participation Rate. Our goal is to meet the Federal participation rate of 50% for single parent families and 90% for two parent families.

Siskiyou County Human Services will continue with and improve our partnerships with our Community College, Department of Education, Siskiyou Training & Employment Program (STEP), Workforce Investment Act, Family & Community Resource Centers, Probation Department, and other non-profit agencies to reduce the dependence on government benefits by our citizens.

We will continue to work closely with Child Welfare Services to provide the Linkages program to the families of Siskiyou County to encourage the reduction of child poverty, and to protect the safety of our children.

We have been conducting meetings with our staff since March 2006 to identify ways of engaging, and reengaging CalWORKs recipients to participate fully in WTW. These meetings will continue to be a part of the evaluation of our CalWORKs program. In addition we have gathered information from other counties on practices they have found successful. We have met with our partner agencies to discuss the needs of expanding our programs to meet the needs of our families. Information has also been gathered from attendance at the CalWORKs Symposium in August 2006.

We will continue to contract for domestic abuse, mental health, and substance abuse services. These continue to be barriers facing our families. Domestic abuse services and

mental health services personnel are located in our CalWORKs office allowing for easy access to services for our families.

Our CalWORKs Social Worker will do a home visit to every family in sanction to access the family's situation and assist the family to cure their sanction. The CalWORKs Social Worker will work closely with the our local Family/Community Resource Centers to assist the families in their own local community to access services to increase the families ability to be self sufficient.

We will increase our efforts to engage our families by having contact with the family at a minimum of once monthly. Contact will be made by the Integrated Case Worker, CalWORKs Social Worker, Job Developer, or Career Resource Technician by phone, a home visit, an office visit or a letter.

There is a One-Stop Employment Center located in our CalWORKs office in northern Siskiyou County. There is also a One-Stop Employment Center located in southern Siskiyou County. With these two offices recipients can access available services easily. Recipients are offered a wide range of activities via these One-Stops including a 3-week Job Connection class, access to computers to write resumes, individual tutorials to build on their employment skills, job boards, programs to assist with receiving a General Education Degree, numerous resource materials and the one-on-one attention of a Career Resource Technician.

By continuing and expanding our existing activities and developing the new strategies listed in this addendum, we will provide an environment that fosters job preparation and employment, while assisting our families to be safe and self-sufficient.

2)eParticipation Improvemente

Please describe what immediate and long-range actions the county will take to improve the federal work participation rate (WPR) among CalWORKs applicants and recipients. At a minimum, describe how the county will address increased participation in the areas listed below. When responding, provide a detailed description of the policy or strategy in each program area, the anticipated outcome that will result in program improvements, the percentage of families affected, and how success will be determined. Please note that if a county is already using a particular strategy that is successful, a description of that strategy is sufficient.

B.eProviding up-front engagement activitiiese

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a new policy to engage recipients in orientation and appraisal within one week of application.

See attached table.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how recipients are expected to have welfare-to-work (WTV) plans developed sooner and includes how much sooner, what percentage of the county's WTV caseload will be impacted, etc.

See attached table.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which the earlier engagement policy will increase the county's federal WPR and State participation levels, the percentage by which a reduction in sanctions will increase the county's federal WPR and its State participation levels, etc., by year, over three years (beginning with this year). The county also describes how early engagement will result in better identification of barriers to employment, better identification of exemptions, etc. (including percentages as appropriate). If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

See attached table.

C.e Achieving full engagement by individuals who are required to participate, and who are partially participating, not participating, or are between activities

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: The county describes a new policy to work with recipients up front to identify community service areas in which they have specific personal interest (such as volunteering at a local nonprofit) that could be utilized to increase participation in federally allowable activities when recipients are in between activities or need additional hours to meet the 32-/35-hour weekly participation requirement.

See attached table.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how the policy benefits recipients and specifies the percent of WTV enrollees who are not participating in activities and the percent who are not fully participating that will become fully engaged in activities that meet federal and State participation requirements (separated by meeting federal and State requirements).

See attached table.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percent by which the county's federal WPR and State participation level will be increased by full engagement of partially participating recipients and non-participating recipients. The county describes the percent increase for each group of recipients, separately, by year, over three years (beginning with this year). If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

See attached table.

D.s Providing activities to encourage participation and to prevent families from going into sanction status

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a new strategy that after an instance of noncompliance, individuals will meet with a worker who specializes in identifying and resolving barriers to nonparticipation (substance abuse, child care problems, etc.) and will work with individuals to develop strategies to maintain participation.

See attached table.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how recipients will benefit from the new policy and identifies the percentage by which the county's sanction rate will be reduced.

See attached table.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percent by which sanction prevention will increase the county's federal WPR and State participation levels, by year, over three years (beginning with this year). The county also describes how it will measure the benefits to recipients in terms of barrier removal services. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

See attached table.

E.s Reengaging noncompliant or sanctioned individuals

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a home visiting program that focuses on re-engaging sanctioned recipients in WTW and removing barriers to participation.

See attached table.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes the percentage by which its sanction rate will be reduced, the percentage of sanctioned individuals that may be identified as meeting a WTW exemption, etc. The county also describes how identification of barriers and the provision of services will assist the family in meeting WTW requirements and achieving self-sufficiency.

See attached table.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which a reduction in its sanction rate will increase the county's federal WPR and its State work participation levels, by year, over three years (beginning with this year), and how the county will measure the benefits to recipients in terms of barrier removal services. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

See attached table.

F. Other activities designed to increase the county's federal WPR?

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy):

Activities are included in question #2 (C), (D), (E).

What are the anticipated effects and percentage of families affected monthly?

Effects and percentages are included in question #2 (C), (D), (E).

How will success be determined (quantitative or qualitative assessment of effects)?

Success are included in question #2 (C), (D), (E).

G. Please provide a description of how the county will collaborate with local agencies, including, but not limited to, local workforce investment boards, community colleges, universities, adult schools and regional occupational centers/programs that provide activities that meet federal work participation requirements and provide participants with skills that will help them achieve long-term self-sufficiency. For each individual agency, responses should include elements such as how information is shared or will be shared, ongoing or planned contracts, ongoing meetings established, etc.

Siskiyou County Human Services will continue and improve our partnerships with our Community College, Department of Education, Siskiyou Training & Employment Program (STEP), Workforce Investment Act, Family & Community Resource Centers, Probation Department, and other non-profit agencies.

The Siskiyou Workforce Connection is collaboration. Members of this group include:

- Siskiyou County Human Services Department
- Siskiyou Training & Employment Program (STEP)
- California Employment Development Department (EDD)

- o College of the Siskiyouso
- o Siskiyou County Economic Development Council (SCEDC)o
- o Siskiyou County Superintendent of Schools.o
- o Jefferson Economic Development Institute (JEDI)o

We have also developed partnerships with the following agencies:

- o Northern California Indian Development Councilo
- o California Department of Rehabilitationo
- o Great Northern Corporatioo
- o Siskiyou Domestic Violence Crisis Centero
- o FaithWORKso
- o Northern Valley Catholic Social Serviceo
- o Family Support Division (Child Support)o
- o Siskiyou Child Care Councilo
- o Siskiyou County Community Development Block Grant Coordinatoo
- o Modoc-Siskiyou Community Action Agencyo
- o Consumer Credit Counselingo
- o Family and Community Resource Centero

We will continue our on-going collaboration with Siskiyou County Behavioral Health, Siskiyou County Domestic Violence & Crisis Center, as well as other community-based organizations (CBOs). Our partner, Siskiyou Training and Employment Program (STEP) is a member of the Northern Rural Training and Employment Consortium (NorTEC), which is a nine-county regional consortium, and meets with this group regularly.

Information is shared with our partners in a variety of ways including monthly statistical data, face-to-face meetings, and telephone calls.

Our next collaboration meeting is set for January 24, 2007 and we plan to give updates on the TANF/CalWORKs reauthorization and identify strategies to improve not only our work participation rate, but also identify long-range goals for economic development and job creation, and will strengthen county-wide and regional employment activities in frequent planning sessions over the coming year.

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: The county describes how it will collaborate with local community colleges to expand the availability of short-term vocational educational programs and increase the number of work study placements for recipients.

By promoting participation in collaborative activities with both new and long-standing community partners, our goals include:

- 1.o Facilitating better use of resources and funding through coordination and integration of services;o

- 2.e Improving access to education, job training, and employment services for residents in the county;**
- 3.e Assisting community partners in improving the quality of local manpower development and related programs and services;**
- 4.e Participating in the planning activities with community partners (such as Siskiyou County Economic Development Council), government agencies and local businesses for job creation, and employee recruitment and retention.**

We have recognized when identifying strategies for work participation, we must also expand local venues and identify resources for job creation for participation. In our planning for job creation, we must also consider the persistent issue of the lack of living wages paid in our communities. According to the U.S. Census Bureau 2000, Summary File 3 (SF-3), the household median income in Siskiyou County is 38% lower than the rest of California. Yet, the cost of living continues to increase in pace with the rest of the state. Our CalWORKs recipients will not realize self-sufficiency (and will not be motivated to) if they participate in work activities that ultimately lead to dead-end, low paying jobs without health benefits that cannot cover the basic needs of their families. One of our newest strategies to address this problem is our collaboration with the College of the Siskiyous to develop three new employment training programs: a truck driving course which will teach commercial truck driving skills; a “construction boot camp” course in which participants learn such marketable skills as framing, roofing, finish work, and the use of power tools; and a hospitality worker course which provides training in the service/tourism industries such as front-desk operations and reception in motels, housekeeping, use of a cash register, making bank deposits, basic accounting skills and general customer service skills. We are excited about the developments of these promising projects. We will also be researching grant opportunities with our partners that will provide new funding sources and capitalize on the resources each individual partner agency can contribute to our collaborative projects.

Siskiyou County shares similar geographic and economic issues with other neighboring counties: Del Norte, Modoc, Trinity and Shasta. As a region, approximately 80% of our participants live in rural areas, and 53% live in outlying areas and frontier regions. The mountainous geography in these areas makes access to employment, education, social services, medical care, and other services a hardship during harsh winter conditions. Thus, we have also identified the need for regional cooperation and planning activities with the goal of providing greater access to and availability of employment opportunities and wrap-around services, and we will also be actively pursuing grant opportunities which will provide new funding sources and capitalize on the resources each individual partner agency can contribute to our collaborative projects.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how recipients will benefit through increased availability of vocational education and work study programs in terms of obtaining skills needed to obtain employment that will lead to self-sufficiency, increasing recipients' income while on aid, increasing the percentage of recipients participating in federally allowable activities, etc.

Due to the variety of our partners and activities that are offered in Siskiyou County all of the families of Siskiyou County will benefit by the collaboration with our partners. Substance abuse and mental health interventions and the number of parents served will increase as a result of behavioral health screening. Substance abuse and mental health interventions and

the number of parents served will increase as a result of home visits. Continued development of work experience/ community work sites with our Community College will increase the number of parents who will ultimately find permanent employment.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which the county's federal WPR and its State participation levels will increase by year over three years (beginning with this year). The county also describes the amount by which a recipient's annual earnings are expected to increase, the number of families that will leave aid due to employment annually, etc. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

Siskiyou County will measure the success of each strategy based on statistical data gathered in each quarter compared to the previous quarter and the same quarter in the prior year.

Siskiyou County anticipates by providing our families with additional job training skills, education, an work experience our families will increase their potential annual earning power and will be able to support their families without the assistance of governmental benefits.

3)tPlan to measure quarterly progresst

Please describe how the county will measure the extent to which cumulative policies or strategies in the Plan addendum are successful, and how the county will measure progress on a quarterly basis (for example, participation rate of a specific population, sanction rate, orientation show rate, etc.). In addition, include the projected cumulative impact the county's policies or strategies will likely have on the county's federal work participation rate for each year of the next three years (for example, current rate of X will be increased to Y).

H. Plan to measure quarterly progress

Measures of quarterly progress:

Siskiyou County will measure quarterly progress of each strategy by utilizing reports issued via ISAWS, WTW, and County adhoc reports.

Projected impact on county's federal WPR:

Reviewing quarterly statistics will enable us to make adjustments to strategies in order to meet the Federal WPR and our yearly goals. Yearly figures will provide information for needed adjustments for the following 2 years.

Siskiyou County's projected WPR for 2007 is 45%, for 2008 is 80%, for 2009 is 90%.

4) Funding

Describe how the county has spent and plans to utilize single allocation and other funding for the county's CalWORKs program. This section will help explain to county and State stakeholders how increased funding will be used.

| Program Component | Fiscal Year 2005-06 Actual Expenditures | Fiscal Year 2006-07 Budgeted Amount | Description of how additional funding provided in Fiscal Year 2006-07 will be used |
|--|--|--|--|
| CalWORKs Eligibility Administration | 835,590 | 6,000,000 | Siskiyou County will continue to administer the CalWORKs program to promote self-sufficiency and safety for our families |
| WTW Employment Services | 882,487 | 281,195 | Siskiyou County will continue our efforts in providing job preparation, education, employment, assessments, learning disabled evaluation, domestic abuse services, and job retention services to assist our families to be safe and self-sufficient. |
| CalWORKs Child Care | 365,860 | 325,000 | Siskiyou County will continue to contract with our local Child Care Council to provide Stage I & Stage II child care services for our families |
| Cal-Learn | 56,115 | 58,000 | Siskiyou County will continue to contract with the Department of Education to provide case management services for our teen parents in the Cal-Learn program |
| CalWORKs Funded Mental Health Services | 196,798 | 196,180 | Siskiyou County will continue to contract with our County Behavioral Health Agency to provide mental health services for our families. |
| CalWORKs Funded Substance Abuse Services | 196,789 | 194,628 | Siskiyou County will continue to contract with our County Behavioral Health Agency who provides substance abuse services for our families. |
| Other | | | |

Siskiyou County CalWORKs Plan Addendum

2) Participation Improvement

B.n Providing up-front engagement activitiesn

| <p>Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy</p> | <p>Anticipated effects and % of families affected monthly</p> | <p>How will success be determined (Quantitative/Qualitative assessment of effects)</p> |
|--|---|---|
| <p>N = Orientation: Parent(s) are scheduled to attend a CalWORKs program orientation.</p> | <p>A telephone call is made to each parent(s) one or two days prior to the scheduled CalWORKs orientation. If a parent(s) fails to attend CW orientation they will receive a telephone call within 24 hours inquiring about their non-attendance. If contact can not be made via the telephone a home visit by the CW Social Worker will occur. The parent(s) will be re-scheduled to attend orientation the following week. If the parent(s) fail to attend the 2nd orientation, the CalWORK Social Worker will make a home visit to identify and address barriers the parent(s) may be</p> | <p>Success: Rescheduled parent(s) will attend orientation. Parent(s) who attend orientation will attend appraisal appointments. Track monthly:</p> <ul style="list-style-type: none"> • Total number of parent(s) scheduled to attend orientations vs. those that actually attend • Number of parent(s) who are called after missing orientation and attend then rescheduled orientation • Number of recipients that attend orientation vs. those that attend appraisal appointments • Number of recipients who attend rescheduled orientation but don't show for appraisal appointments |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|---|
| | <p>experiencing that inhibits their ability to participate in WTW. Parent(s) will be introduced at orientation to WTW, employment services, and community resources available to them. After orientation the parent(s) will attend the appraisal appointment with their assigned Integrated Case Worker (ICW) and begin engaging in the WTW program activities to increase the WPR.</p> <p>Caseload Impact: 100% of CalWORKs parent(s) attending CalWORKs intakes and who are mandatory recipients will attend up-front orientations.</p> | |
| <p>C- Applicants are given a letter to identify issues related to for Behavioral Health Screenings at intake.</p> | <p>The letters are reviewed by a Behavioral Health (BH) specialist. Based on the answers an appointment is made between the parent(s) and a BH specialist to identify barriers to employment. Immediate referrals to partner</p> | <p>Success: Parent(s) attend BH appointments, follow through on referrals to partner agencies and participate in program activities.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s)s scheduled to attend BH appointments vs. those that actually show up |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|---|
| | <p>services are completed as appropriate. Addressing barriers the parent(s) may have immediately should shorten the time to the parent(s) ability to obtain employment therefore increasing the WPR.</p> <p>Caseload Impact: 100% of CalWORKs applicants are screened for BHS services.</p> | <ul style="list-style-type: none"> • Number of recipients who complete the BHS appointment and are referred to services vs. those who do not follow up on referral • Number of recipients who follow-up on referral and move on to full participation vs. those who do not |
| <p>E/R – Referral of applicants to One-Stop immediately after a CalWORKs application has been received by the department.</p> | <p>Parent(s) who take advantage of the services offered by the One-Stop will become employed sooner increasing the WPR.</p> <p>Caseload Impact: 100% of CalWORKs applicants will be referred to the One-Stop.</p> | <p>Success: Parent(s) attend One-Stop workshops developing their job search skills, become employed sooner and remain employed longer.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) who are scheduled to attend workshops, attend, and become employed vs. those who were scheduled to attend workshops, did <u>not</u> attend and become employed • Outcomes of those parent(s) scheduled to attend workshops to identify strategies to address those who do not attend or attend and do not become employed |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|---|---|
| E/R = Reevaluate WTW Orientation presentation being delivered by staff. <ul style="list-style-type: none"> • Emphasize WTW Program benefits and focus on the “What’s in it for me” philosophy. • Enhance selling points of WTW Program. | Focus on the delivery of the WTW Program presentation from a sales perspective all the while emphasizing the benefits of participating in the program. Caseload Impact: 100% of new and returning CalWORKs parent(s) will be exposed to the new presentation. | Success: Parent(s) should have a better understanding of how the program can benefit their families if they participate. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) attending the new WTW orientation and participating fully and utilizing services vs. Number of parent(s) who attended the old orientation and did not participate. Noncompliance with parent(s) should decrease as they should have a better understanding all the benefits of participation in the program. |
| E/R – Referral of parent(s) to One-Stop workshops for development of job skills and job search | Parent(s) who take advantage of the workshops offered by the One-Stop will become employed sooner increasing the WPR. Caseload Impact: 100% of CalWORKs parent(s) who are not exempt participate in One-Stop workshops. | Success: Parent(s) attend One-Stop workshops developing their job search skills, become employed sooner and remain employed longer. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) who are scheduled to attend workshops, attend, and become employed vs. those who were scheduled to attend workshops, did <u>not</u> attend and become employed • Outcomes of those parent(s) scheduled to attend workshops to identify strategies to |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|---|--|
| | | address those who do not attend or attend and do not become employed. |

Projected improvement to WPR through up-front engagement activities: 2007 – 10%
2008 – 25%
2009 –50%

Siskiyou County CalWORKs Plan Addendum

2. Participation Improvement

C.o Achieving full engagement by individuals who are required to participate, and who are partially participating, not participating, or are between activities

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|--|--|
| E/R – Partner aggressively with our Community College to develop Work Study programs for our CalWORKs parent(s) | A program is currently in place to place parent(s), after enrollment at our Community College in work study. Caseload Impact: 10 % of CalWORKs mandatory parent(s) will qualify to enroll at the college and in work study | Success: Parent(s) who enroll at the college will participate in a work-study site. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) who enroll at the college and complete the work study program • Why parent(s) drop out of the work study program • Number of parent(s) who completed the program and go on to find employment in their field of study or other employment. |
| N - Provide parent(s) with a workshop focusing on skills needed to retain employment. Topics to be included: balancing work and home; dealing with stress, developing support systems, and | This workshop will provide support to parent(s) who are returning to, or just entering employment for the first time, developing skills for coping with changes in their lives. These skills | Success: Parent(s) will sustain and move forward in their Welfare-to-Work Plans. Track monthly: <ul style="list-style-type: none"> • Number who are participating in this workshop |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|---|
| employer expectations | should stabilize families in employment therefore increasing the WPR. Caseload impact: 100% of CalWORKs mandatory parent(s) have the opportunity to schedule this workshop into their Welfare-to-Work plans | <ul style="list-style-type: none"> • Compare number of parent(s) participating in this workshop to number of parent(s) retaining employment vs. those who retain employment and not attending the workshop |
| E/R- Expand work experience sites for parent(s) countywide to include sites based on our Demand Occupation list. For example, sites in the service/tourist industry, motel service, retail work, etc. | By providing more work experience sites based on the Demand Occupation list throughout the county, more options will be available to parent(s) to obtain full time employment increasing the WPR. Caseload Impact: 40% of the CalWORKs mandatory parent(s) will have more work experience options. | Success: Increased numbers of work experience sites will result in an increase in the number of parent(s) in work experience. Track monthly: <ul style="list-style-type: none"> • Number of work experience placements developed in the county • Number of parent(s) placed in work experience sites |
| E/R- Use Linkages program to develop coordinated WTW plans between CalWORKs and Child Welfare Services (CWS) programs | Continued collaboration and cross referencing of CWS/CalWORKs parent(s) will increase participation and support employment goals, further stabilizing families and increasing the WPR. Caseload Impact: Less than 1% of | Success: Joint efforts between CalWORKs and CWS programs will increase the number of parent(s) who remain engaged in program activities. Track quarterly: <ul style="list-style-type: none"> • Number of Linkages cases who |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|--|
| | CalWORKs mandatory parent(s) have been identified as Linkages cases | remain engaged with CalWORKs activities |
| E/R- Track parent(s) activities provided by partner agencies | Partner agencies turn in parent(s) attendance reports weekly and monthly, which are be distributed to case workers. Tracking parent(s) activities in partner agencies alerts CalWORKs case workers to participation problems and to intervene immediately to keep parent(s) engaged and increasing the WPR. Caseload Impact: 40% of CalWORKs mandatory parent(s) participate in activities with our partners | Success: Develop a single excel program which will contain the attendance reports for individual parent(s). |
| E/R- Refine our adhoc computer reports to identify parent(s) who are not fully participating in WTW. | Comparing lists from ISAWS & ISAWS WTW systems. Parent(s) will be identified who are not meeting their full hours of participation. Caseload Impact: 100% of CalWORKs mandatory parent(s) will be brought in and be assigned additional hours to meet WPR. | Success: Adhoc reports will accurately report parent(s) participation in WTW.e Track monthly: <ul style="list-style-type: none"> • Number of parent(s) note participating fully in WTW wille decreasee |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|--|
| N- Provide immediate case worker/CWe Social Worker follow-up with parent(s)e who do not attend appointments ore activitiесе | Contact parent(s) immediately, who do not attend appointments or activities, will increase engagement in activities missed and increase the WPR. Caseload Impact: 50 % of the CalWORKs mandatory parent(s) miss appointments or are not participating in their assigned activities | Success: Parent(s) contacted immediately after a missed activity or appointment will become engaged. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) who do not show for appointmentse • Number who were contacted • Number who could not be contacted • Number who engaged in the nexte assignment after contacte |
| N – Parent(s) approved for CalWORKs will receive a telephone call from their case worker immediately upon approval | By contacting the parent(s) by telephone upon approval of their CalWORKs case participation in WTW can begin immediately increasing the WPR. Caseload Impact: 100% of CalWORKs mandatory parent(s) would be provided this service | Success: Parent(s) participate sooner in WTW. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) approved fore CalWORKs and received ae telephone call regarding theirе approval • Number of days before parent(s)e begin participating in WTW vs.e number days before parent(s)e begin participating in WTW ine prior year. (provided our computere system can gather thise information)e |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|---|
| N – Encourage parent(s) to look at new avenues of employment based on their assessments | Parent(s) will be coached and counseled by staff to evaluate the possibility of perusing a new area of employment. Caseload Impact: 100% of CalWORKs parent(s) who have received assessment would be provided this service | Success: Parent(s) may be motivated to try a new skill that they have an interest and aptitude for to become employed. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) completing assessment • Number of parent(s) entering activities to learn new skills • Number of parent(s) obtaining employment in a new field |
| N – All CalWORKs parent(s) are contacted monthly by our Department | Parent(s) will receive contact by our Department at the minimum of once monthly. Contact can include: telephone call, letter, home visit, and/or office visit therefore increasing WPR. Caseload Impact: 100% of CalWORKs mandatory parent(s) would be provided this service | Success: Contact with the parent(s) should build the relationship between the case worker and parent and increase WPR. Track monthly: <ul style="list-style-type: none"> • Number of parent(s) contacted monthly • Number of parent(s) contacted monthly who are participating fully in WTW vs. number of parent(s) contacted monthly who are not participating fully in WTW Supervisors, analyst and the Program Manager will be responsible for reviewing this data. |

Projected improvement to WPR through achieving full engagement by individuals who are required to participate, and who are partially participating, not participating, or are between activities: 2007 = 25%
2008 = 65%
2009 = 80%

Siskiyou County CalWORKs Plan Addendum

2) Participation Improvement

D. Providing activities to encourage participation and to prevent families from going into sanction status

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|--|
| <p>E/R - Workers will allow for adjustment to scheduled activities. If parent(s) were sanctioned for not complying with a certain activity, the sanction could be resolved by compliance with a different activity.</p> | <p>Allowing for a different activity which better matches the interest of the parent(s) in order to resolve a sanction would decrease the number of sanctions.</p> <p>Caseload Impact: 10% of sanctions could be resolved with a different activity that would better suit the parent(s).</p> | <p>Success: Sanctioned parent(s) that would not be able to resolve their sanction due to an activity not being readily available or suitable would be able to resolve their sanction and begin participation.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) going into sanction vs. number of parent(s) choosing a different activity and meeting full participation |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|--|--|
| E/R - Provide ongoing training for staff to enhance and strengthen their skills in working with non compliant or sanctioned parent(s). | Ongoing training will help workers to better assist parent(s) with resolving barriers and ending sanctions. Caseload Impact: 100% of sanctioned cases would be helped by having better trained staff | Success: Fewer cases would enter into sanction and those cases that are in sanction would more quickly resolve their sanctions. Track: <ul style="list-style-type: none"> • Complete training sign in sheets to document the training provided |
| E/R, N – Continue to evaluate current partnership activities and develop new activities based on parent(s) needs and economic changes. | Develop more vocational, skills building and life skill classes with our partners to meet the varied needs of our parent(s) | Success: Parent(s) will participate fully in classes and training in areas they feel our beneficial to them. Track: <ul style="list-style-type: none"> • Number of new activities • Number of participants • Number of parent(s) completing activities |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|--|---|
| <p>N – Send parent(s) courtesy letters before sanctions go into effect</p> | <p>A letter is sent to parent(s) who are at risk of entering into sanction. This allows the parent(s) to contact their Integrated Case Worker (ICW) and resolve the issue before going into sanction and increasing the WPR.</p> <p>Caseload Impact: 100% of all CalWORKs mandatory parent(s) who are at risk of going into sanction will receive this courtesy letter.</p> | <p>Success: Parent(s) who receive the courtesy letter will respond to their ICW and not go in to sanction and begin participating in WTW.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) who are at risk of going in to sanction and are sent a courtesy letter • Number of parent(s) who respond to the courtesy letter and begin participating in WTW vs. those who do not respond to the letter • Number of parent(s) who respond to the courtesy letter but go into sanction |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|---|--|
| <p>E/R – At first sign of noncompliance the Integrated Case Worker (ICW) will make a phone call to the parent(s) immediately upon notification of nonparticipation. If unable to reach the parent(s), follow-up with a home visit by CalWORKs Social Worker.</p> | <p>Improved lines of communication; fewer parent(s) will fall through the cracks; staff will be able to immediately respond to perceived crisis situations with clients. Caseload Impact: 100% of CalWORKs parent(s) will be contacted in this manner when they fail to show for an activity.</p> | <p>Success: Parent(s) will reengage in their activities without entering into non compliance and with little break in participation.</p> |

| <p>Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy</p> | <p>Anticipated effects and % families affected monthly</p> | <p>How will success be determined (Quantitative/Qualitative assessment of effects)</p> |
|--|---|---|
| <p>E/R = Reevaluate WTW Orientation presentation being delivered by staff.</p> <ul style="list-style-type: none"> • Emphasize WTW Program benefits and focus on the "What's in it for me" philosophy. • Enhance selling points of WTW Program. | <p>Focus on the delivery of the WTW Program presentation from a sales perspective all the while emphasizing the benefits of participating in the program.</p> <p>Caseload Impact: 100% of new and returning CalWORKs parent(s) will be exposed to the new presentation</p> | <p>Success: Parent(s) should have a better understanding of how the program can benefit their families if they participate.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) attending the new WTW orientation and participating fully and utilizing services vs. Number of parent(s) who attended the old orientation and did not participate. <p>Noncompliance with parent(s) should decrease as they should have a better understanding all the benefits of participation in the program.</p> |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|---|--|
| <p>N = Invite parent(s) twice a year to participate in a group discussion on their progress toward self-sufficiency. Topic of discussion would include what activities they have participated in, what activities were beneficial to them; what would they change about our WTW program.</p> | <p>The discussion would be facilitated by staff member. Parent(s) would have an opportunity to critique and share their thoughts of our WTW program. Caseload Impact: 100% of CalWORKs parent(s) will be invited to attend.</p> | <p>Success: Parent(s) should have a better understanding of how the program can benefit their families if they participate. Based on information provided by their peers. Track: <ul style="list-style-type: none"> • Number of invitations sent vs. number of parent(s) who attend • Number of ideas/suggestions for improvement for our WTW program </p> |

Projected improvement to WPR through providing activities to encourage participation and to prevent families from going into sanction status: 2007 – 25%
2008 - 50%
2009 – 80%

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2) Participation Improvement

E. Reengaging noncompliant or sanction individuals

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|--|--|
| <p>N – Send parent(s) courtesy letters before sanctions go into effect</p> | <p>A letter is sent to parent(s) who are at risk of entering into sanction. This allows the parent(s) to contact their Integrated Case Worker (ICW) and resolve the issue before going into sanction and increasing the WPR.</p> <p>Caseload Impact: 100% of all CalWORKs mandatory parent(s) who are at risk of going into sanction will receive this courtesy letter.</p> | <p>Success: Parent(s) who receive the courtesy letter will respond to their ICW and not go in to sanction and begin participating in WTW.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) who are at risk of going in to sanction and are sent a courtesy letter • Number of parent(s) who respond to the courtesy letter and begin participating in WTW vs. those who do not respond to the letter • Number of parent(s) who respond to the courtesy letter but |

| <p>Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy</p> | <p>Anticipated effects and % families affected monthly</p> | <p>go into sanction</p> <p>How will success be determined (Quantitative/Qualitative assessment of effects)</p> |
|---|---|---|
| <p>E/R - Home visit by CalWORKs Social Worker to identify possible causes of Sanction</p> | <p>The CalWORKs Social Worker will conduct a home visit on every parent(s) currently in sanction to determine possible causes for the sanction. Develop resolutions to assist the family in curing the sanction and participating fully in WTW</p> <p>Caseload Impact: 100% of sanctioned parents will receive a home visit by the CW SW</p> | <p>Success: Parent(s) who receive a home visit by the CalWORKs Social Worker will resolve their sanction and resume participation in the WTW Program.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) visited by CW SW vs. number who receive a home visit and cure the sanction • Number of parent(s) visited by CW SW vs. number who receive a home visit and do not cure the sanction |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|---|--|
| <p>N - Utilize Special Investigations Unit (SIU) for investigation of possible other sources of income or misuse of CalWORKs funds. CW SW will return to the parent(s) home with SIU.</p> | <p>If parent(s) do not resolve their sanctions after the courtesy letter and the CW Social Worker's home visit, SIU Investigators will receive a referral to complete a home visit. SIU Investigators will determine if there is unreported employment, income, persons living in the home, or possible misuse of CalWORKs funds. Caseload Impact: 25% of sanctioned parent(s) are in long-term sanction.</p> | <p>Success: Unresolved sanctioned individuals will resume participation. Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) visited by SIU • Number of parent(s) visited by SIU and cure sanction vs. sanction number of parent(s) visited by SIU and do not cure the sanction • Number of parent(s) found committing fraud |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|---|--|--|
| <p>E/R - Workers will send appointment letters with "Reminders to End Sanction" letters monthly</p> | <p>"Reminder to end Sanction" letters will be sent monthly to parent(s) in sanction in order to assist them in curing the sanction. Sanctioned individuals will continue to be scheduled to come in for sanctions resolution appointments. By sending appointment letters this will give sanctioned parent(s) the opportunity to have a specific time to meet with their worker to resolve their sanction.</p> <p>Caseload Impact: 100% of sanctioned individuals will be sent appointment letters on a monthly basis</p> | <p>Success: Parent(s) in sanction will come in to meet with their worker to resolve their sanctions.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) sent "Reminder to End Sanction" appointment letter vs. the number of parent(s) who attend appointment with worker • Number of parent(s) who attend appointment with worker and cure sanction vs. number of parent(s) who attend appointment with worker and do not cure sanction |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/Revision to Current N = New Strategy/Policy | Anticipated effects and % families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|---|--|
| <p>E/R - Workers will address Sanction issues during annual renewal, at reapplication, and/or add-a-person, add-a-program workers to see if sanctions can be resolved.</p> | <p>When sanctioned parent(s) are in the office for their annual redeterminations at reapplication, and/or add-a-person, add-a-program workers will discuss and attempt to resolve their sanction.</p> <p>Caseload Impact: 100% of sanctioned parent(s) will receive have a discussion to resolve their sanction.</p> | <p>Success: Sanctioned individuals will resolve their sanctions and begin participation.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) resolving their sanction after the annual redeterminations reapplication, and/or add-a-person, add-a-program appointment vs. number of parent(s) not resolving their sanction after the annual redeterminations reapplication, and/or add-a-person, add-a-program appointment |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|---|--|
| <p>E/R - Home visit by CalWORKs Social Worker to identify possible causes of sanction and failure of the parent(s) to attend the annual renewal.</p> <p>CW SW will identify why the parent(S) failure to participate prior to case being discontinued.</p> | <p>The CalWORKs Social Worker will conduct a home visit on every parent(s) who fails to attend their annual redetermination appointment. to determine possible causes for failing to participate. Develop resolutions to assist the family in curing the sanction and completing their redetermination to participate fully in WTW</p> <p>Caseload Impact: 100% of sanctioned parents will receive a home visit by the CW SW</p> | <p>Success: Parent(s) who receive a home visit by the CalWORKs Social Worker will resolve their sanction and discontinuance from CalWORKs and resume participation in the WTW Program.</p> <p>Track monthly:</p> <ul style="list-style-type: none"> • Number of parent(s) visited by CW SW vs. number who receive a home visit and cure the sanction or complete the redetermination • Number of parent(s) visited by CW SW vs. number who receive a home visit and do not cure the sanction or complete the redetermination |

| Description of Policy(ies) or strategy(ies) C = Current E/R = Expansion/revision to Current N= New Strategy/Policy | Anticipated effects and % of families affected monthly | How will success be determined (Quantitative/Qualitative assessment of effects) |
|--|---|--|
| E/R - Provide ongoing training for staff to enhance and strengthen their skills in working with noncompliant and sanctioned parent(s) | <p>Ongoing training will help workers to better assist parent(s) with resolving barriers and ending sanctions.</p> <p>Caseload Impact: 100% of sanctioned parent(s) will have trained staff to assist them in participating in WTW and increasing WPR.</p> | <p>Success: Fewer cases would enter into sanction and those cases that are in sanction would more quickly resolve their sanctions.</p> <p>If our computer system will allow us to gather the data from previous years;</p> <p>Track:</p> <ul style="list-style-type: none"> • Number of parent(s) in sanction in current month, year vs. Number of parent(s) in sanction in same month in previous year |
| <p>E/R - When NA 840 and cause determination process is initiated:</p> <ul style="list-style-type: none"> • Regularly send WTW Orientation/Appraisal /Reappraisal appointment letters inviting parent(s) back into program. | <p>The sending of additional appointment letters will provide parent(s) the opportunity to prevent financial sanctions.</p> <p>Caseload Impact: 100% of parent(s) in noncompliance will receive additional opportunities to prevent financial sanctions.</p> | <p>Success: The number of noncompliant parent(s) that are sanctioned will be reduced as they are given additional opportunities to resolve their noncompliance and/or nonparticipation.</p> |

Projected improvement to WPR through reengagement of noncompliant or sanction individuals are:

2007 = 15%

2008 = 50%

2009 = 75%