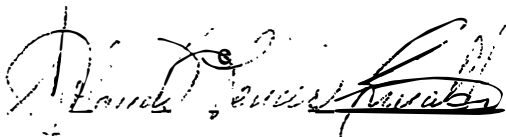


APPENDIX

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.

County Welfare Department Director's
Signature



Chairperson of the Board of Supervisors
Signature



JAMES T. BEALL, JR.

(It is expected that the County Board of Supervisors will take a formal action to approve this plan.)

- ✓e Welfare to Work activities will be coordinated with the County Refugee Services Plan.e
- ✓e 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 services jobs.e
- ✓e The County will provide assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.e

This plan is submitted pursuant to Section 10351 of the Welfare and Institutions Code required by the Welfare to Work Act of 1997, AB 1542.

SANTA CLARA COUNTY EMPLOYMENT SUPPORT INITIATIVE PROJECT SUMMARIES

	PROJECT	DESCRIPTION	CURRENT STATUS
ECONOMIC DEVELOPMENT	<i>Business Advisory Group</i>	<i>The Deputy County Executive is charged with developing multiple approaches to private-sector involvement.</i>	<i>Supervisors McHugh and Gage have been appointed and, assembled a select group of influential business leaders on Nov. 10, 1997 to discuss plans for achieving a successful welfare to work program in the SCCo. A follow-up meeting will happen in early 1998.</i>
EMPLOYMENT CENTERS	<i>GAIN Employment Connection Centers</i>	<i>Co-location of GAIN & EDD (State Employment Development) at King Rd. in East San Jose & in San Martin.</i>	<i>Currently in operation.</i>
	<i>North Valley Employment Connection Center (see pg. 10)</i>	<i>Co-location of North Valley Private Industry Council (NOVA), the county Greater Avenues to Independence (GAIN) employment program, the state Employment Development Department (EDD) & Occupational Training Institute (OTI) services on the CONNECT campus of the City of Sunnyvale. NOVA has also received a grant from the David and Lucille Packard Foundation to develop labor market info. related to entry level jobs that support people's effort to go to work. This is a one year grant to develop employment information.</i>	<i>Operational 6/16/97.</i>
	<i>Lundy Employment Connection Center</i>	<i>Co-location of GAIN & Silicon Valley PIC (Private Industry Council) employment services at the PIC's Lundy Avenue office in San Jose.</i>	<i>Operational 7/1/97.</i>
	<i>Hispanic Chamber of Commerce/GAIN Pilot</i>	<i>Co-location of GAIN employment services at Hispanic Chamber of Commerce to serve member businesses.</i>	<i>Operational 6/1/97.</i>

**EMPLOYMENT
CENTERS (cont)**

**INNOVATIVE
EFFORTS**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Refugee Employment Support Center Pilot</i>	<i>The Board of Supervisors issued a request for proposal for the development of an innovative service center to serve refugees who had secured employment and lost their jobs or need skills upgrading. Federal funding limits services to refugees in USA 5 years or less.</i>	<i>Catholic Charities was awarded the contract and began providing employment and employment-retention services. First quarter FY 97-98 results show that 38 clients have been served, therefore this project is on target with its goal to serve 150 for the year.</i>
<i>South County Pilot in Gilroy</i>	<i>Co-location of county Greater Avenues to Independence (GAIN), Job Training Partnership Act (JTPA), Income Maintenance, child support, the State Employment Development Department (EDD), & community services.</i>	<i>Operational on a limited basis at this time, pending a move to a new location which will accommodate co-location in April of 1998. GAIN and Income Maintenance offices currently co-located. Immigration services available. Direct line to District Attorney's office.</i>
<i>Hillsdale Employment Connection Center</i>	<i>This center will be jointly operated by GAIN, & Metropolitan Education District (MED--formerly known as Metropolitan Adult Education Program [MAEP] & Central County Occupational Center [CCOC]) & others to provide employment and training services to the community.</i>	<i>Planning & development in process. Implementation in late 1998.</i>
<i>New Times, New Opportunities Recruitment Fair</i>	<i>A multi-organizational recruitment fair held at San Jose City College (SJCC) targeting the 6,000 persons on the GAIN waiting list. All of the community colleges, adult schools, and JTPA training programs participated in this effort.</i>	<i>Held on 5/15/97, 100 TANF participants attended this event. Workshops included "welfare reform", community college short-term training programs, student support services (financial aid & EOPS, & Medi-Cal reform). Free child care was provided by the Center for Employment Training (CET) child care program. Excellent entertainment was provided by the San Jose Minority Artist's Guild throughout the day. Approximately 35 TANF participants enrolled in a training program as a result of this project.</i>

**INNOVATIVE
EFFORTS
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Mt. View Chamber of Commerce</i>	<i>The Chamber is currently identifying how members can contribute to local welfare reform efforts.</i>	<i>ESI and County Executive staff are active partners in this planning effort. An employer directory has been printed and will be distributed at a Welfare to Work Forum being hosted by the Mt. View Chamber of Commerce on December 11, 1997.</i>
<i>Santa Clara Welfare Reform Planning Group</i>	<i>NOVA, the North County JTPA Private Industry Council was inspired to develop innovative approaches to welfare reform. NOVA spent considerable time with ESI and County Executive Staff reviewing issues. Decided to focus on marshaling resources in one city.</i>	<i>The City of Santa Clara is the focus of this effort. NOVA PIC has dedicated 1 full-time staff for four months to pull partnerships together. Began July 1, 1997, is currently forming committees to address key Welfare to Work issues which have been identified by stakeholders.</i>
<i>Family Independence Fair (formerly known as ESO Annual Heads of Household Conference)</i>	<i>The Fair will be held Friday, 9/26 from 9 a.m. to 3 p.m. at San Jose Job Corps. Employability workshops & information on jobs, community resources, & welfare reform will be available. Free lunch and child care will be provided. The Fair is co-sponsored by the Santa Clara County Greater Avenues to Independence (GAIN) program, Employment & Social Opportunities (ESO), the Employment Connection, the Employment Support Initiative (ESI), the Housing Authority, & San Jose Job Corps.</i>	<i>The fair attracted 660 low-income residents. A participant survey indicated the following: average age of attendees is 35; 45% of respondents had one or more children under 18; 43% were unemployed; 31% received public assistance; 15% received unemployment insurance; 67% were women. Participants indicated they needed more information on child care, citizenship, and job training opportunities. Speakers for the event included: Lester Brown (author of On the Job 90 Days and Beyond), Yolanda Lenier Rinaldo (SSA Director), and State Senator John Vasconcellos.</i>
<i>Coordinated services for DADS/GAIN clients</i>	<i>A reciprocal referral system for substance abusers who are clients of the County Dept. of Alcohol & Drug Services and GAIN/JTPA will provide support & guidance to clients in need.</i>	<i>GAIN & DADS provided training for staff of each other's agencies in 10/97. A reciprocal referral system is now in place.</i>

**INNOVATIVE
EFFORTS
(Cont)**

**EDUCATION &
TRAINING**

PROJECT	DESCRIPTION	CURRENT STATUS
Valley Health & Hospital Systems (VHHS)	VHHS & Social Services are developing a pilot project to recruit hard-to-serve populations that qualify for Medi-Cal.	This six-month outreach program has been funded by the Board of Supervisors. Target areas have been identified. Staff have been hired, including 1 project mgr, 4 financial counselors, 4 bilingual outreach workers (3 Spanish-speaking & 1 Vietnamese-speaking). Program operational 11/17/97.
County Entry-Level Work Opportunities Through Unclassified Employment Project and innovative partnerships	The Social Services Agency (SSA) has operated a program to hire public assistance recipients through GAIN and JTPA since 1991 with a 94% success rate. Several pilots will extend this program to other departments of county government.	County Staff have determined criteria & have identified 11 entry-level job classifications for the pilots which represent 1,044 positions. Additionally, an agreement is being entered into between Trend Plastics and the County for the provision of employment and transportation of CalWORKs participants. Trend will do this with a county surplus van and will transport CalWORKs participants from the south county area to Trend's industrial plant in San Jose. Both these policies will be presented to SCCo Board of Supervisors for adoption on December 9, 1997.
Community College Consortium of Santa Clara County Grant	For the past decade, the GAIN program has provided funding for liaison staff on all 7 community college campuses. These GAIN Liaisons have provided guidance assistance to clients on campus and has met monthly with GAIN as the "College Consortium".	The College Consortium received United Way funding to provide job development and employment retention for GAIN clients.
West Valley/ Mission College District Career Skills Resource Network (CSRN)	Career Skills Resource Network have been created on both campuses to assist with needs such as: counseling, assessment, career readiness, job development skills, job search & placements, basic skills assistance, self-paced learning programs, & self-esteem building.	Funded by the Packard Foundation Plan to serve at least 300 participants from 7/97-7/98, & at least 500 participants from 7/98-7/99. Kudos to Dr. Fred Prochaska for bringing this project to fruition.

**EDUCATION &
TRAINING (cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
San Jose/ Evergreen Community College District – "WIN" Center	The Workforce Initiative Network (WIN) Center will be a one-stop-shop for education & training for county residents to enter or re-enter the workforce & for individuals impacted by welfare to work legislation.	Planning stage completed; Currently seeking a location and forming partnership to fund WIN Center in the community.
Foothill/DeAnza College "Project Employ" Pilot	The District developed an innovative 6-week pilot that targets clients on GAIN's wait list for job club. The project will provide job readiness, career assessment and unpaid work experience. The goal is for 75% of the class to secure employment & be signed up for skills upgrade classes.	A total of 43 students began the first cycle on 8/4/97; 17 of their children were enrolled in the campus' child development center with the hope that "going to school with mom" will serve as an incentive for success. At the end of the program, 84% of participants were registered for at least one community college course.
Americorps Training	In this federal project, DeAnza, Foothill and San Jose City College (SJCC) colleges will train 86 TANF recipients in Early Childhood Education programs to reduce illiteracy in our community. Participants will receive a mini-certificate & an educational stipend as well as other services & priorities.	The colleges and GAIN have recruited participants for two cycles of classes which began in September. This effort will be ongoing in 1998.
Gavilan College	Gavilan has developed some business short-term training & has a 50% counselor. They continue allied health, child development and automotive curriculum redesign.	Currently operational.
Mixed Language Job Clubs (See page 31)	1200 non-English speaking GAIN registrants who speak 23 languages <u>other</u> than English, Spanish or Vietnamese are on a waiting list for GAIN services. GAIN provides job clubs in English Spanish and Vietnamese, but lacked capacity to serve the above.	Economic and Social Opportunities volunteered to develop a job club for mixed language clients. Operational 7/1/97.
Bus Driver Pre-Training Project	Valley Transit Authority (VTA) will develop a 5-week pre-training program for TANF participants to help them qualify for paid bus driver training and/or other careers in transit.	Funding proposals were written for submission to government & private sources. Planned implementation 7/98.

	PROJECT	DESCRIPTION	CURRENT STATUS
EDUCATION & TRAINING (cont)	<i>Eastside Union High School District/GAIN Expanded Collaboration</i>	<i>A 20 hour per week work experience program will complement the 20 hours per week ESL and Basic Education classes.</i>	<i>As of 9/97, 250 work-experience slots have been developed and in Eastside Union High School District and will be filled based on program and client needs.</i>
EMPLOYMENT RETENTION (SUPPORT) SERVICES	<i>The "Job Keeper" 24-Hour Employment Retention Hot Line</i>	<i>The hotline will provide 24-hour phone counseling and referrals for services such as child care, ride-sharing, career counseling, housing, and social services to low-income working parents. This was developed by the CREST task force representing 12 organizations.</i>	<p><i>Since the hotline became operational on 10/1/97, over 200 phone calls were received at the end of 11/97. CREST members have been helpful in doing outreach to specifically target working individuals on public assistance.</i></p> <p><i>A majority of callers are women, many of whom are looking for a better paying job or have already lost their jobs. A number of callers have inquired about child care, and legal services to deal with harassment or unfair treatment at work. Data collection for the hotline is being done with the help of CET.</i></p> <p><i>The CREST task force is also exploring ways to improve hotline services, identify hotline volunteers, and secure funding for outreach activities.</i></p>

**EMPLOYMENT
RETENTION &
SUPPORT
SERVICES (cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Retention Services Pilot</i>	<i>The CREST task force, composed of 14 organizations, wants to secure staffing to provide innovative approaches to employment retention.</i>	<i>To prepare the working poor about welfare reform changes effective 1/98, the CREST Task Force organized two JOBKEEPER resource fairs on 11/17/97 and 12/6/97. The goal was to inform families about critical resources available in the community.</i> <i>Planning for future projects are being discussed in partnership with the welfare reform Diversion Committee. The CREST task force is also working with retention units from various agencies to identify an effective way to keep people from losing their job and re-applying for public assistance.</i>
<i>Silicon Valley Council of Nonprofits</i>	<i>Private funding was awarded to this 40 member organization to develop strategies for full engagement in welfare reform planning and implementation.</i>	<i>The council has hired staff and is finalizing a work plan for the project.</i>

**EMPLOYMENT
RETENTION
(SUPPORT)
SERVICES (cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
HUD/Housing Authority Projects	<ul style="list-style-type: none"> • <i>Family Self Sufficiency (FSS) serves 406 Section 8 housing recipients who are in various stages of their 5 year plans to transition from public assistance to self sufficiency & take advantage of the escrow program. Quarterly tenant meetings have resulted in the development of the home buyer's club to learn about the process of clearing credit; planning for the holiday festivities and awarding incentives to families.</i> • <i>The Family Unification Program (FUP) serves up to 290 child welfare families to provide Section 8 Housing services for 5-years including comprehensive case management services to help families attain full employment and self-sufficiency goals.</i> • <i>The Shelter Plus Program serves 137 homeless persons who have one of the following conditions: HIV positive, drug or alcohol dependency issues, chronically mentally ill, or with a dual diagnosis. This program provides housing and case management services, including employment services to move clients to self-sufficiency after the five year time span.</i> 	All programs are currently operational.

**EMPLOYMENT
RETENTION
(SUPPORT)
SERVICES (cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
County/SSA General Fund Pilots The Board of Supervisors Awarded Funding for 5 welfare reform pilots effective July 1, 1997.	<ul style="list-style-type: none"> • <i>The Job Market, operated by Catholic Charities of Santa Clara County, is jointly funded by the County General Fund, Charitech Civic Venture funds, and the Refugee Employment Support Center. This project will provide employment and related support services for low-income individuals with limited English skills. It will help them find work and/or upgrade skills.</i> • <i>Project Ascent is administered by Second Start & will place 110 public assistance adults (SSI, GA, & TANF recipients) in jobs by 6/98 with skills training and employment retention services.</i> • <i>The Employment Support Project managed by the St. Vincent de Paul Society provides crisis services to low-income working families, including employment retention services.</i> • <i>Welfare Hotline Services run by IRCC, Inc. will provide assistance by phone, mail, or in person to 504 Vietnamese-speaking clients.</i> • <i>The Access Project operated by the Occupational Training Institute (OTI) of Foothill-De Anza Community Colleges will assess and provide job retention services to 100 newly employed TANF recipients.</i> 	<ul style="list-style-type: none"> • <i>Operational 7/97.</i>

**EMPLOYMENT
RETENTION
(SUPPORT)
SERVICES (cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
<p><i>Charitech Civic Venture Funds (A joint partnership between United Way of Santa Clara County and Applied Materials, Inc.)</i></p> <p><i>The United Way Awarded Funding for 4 Welfare Reform Pilots Effective July 1, 1997</i></p>	<ul style="list-style-type: none"> • <i>The Job Market is a Catholic Charities project that will collaborate with Sacred Heart Community Services & First United Methodist Church to provide job search, placement and follow-up services focusing primarily on Latino's and Asians.</i> • <i>Project Crossroads Mexican American Community Services Agency (MACSA) program that will build upon an existing collaboration with Chamberlins Mental Health Center & Gilroy Unified School District to reach young fathers ages 16-25.</i> • <i>Santa Clara County Community College Consortium-- A consortium of the community college districts in Santa Clara County will provide one-stop career services and referrals.</i> • <i>Foundations for Employment and Beyond-- A YWCA in Santa Clara Valley collaborative program with the Housing Authority of Santa Clara County to provide job club/search & placement activities for single women with children & heads of household.</i> 	<p><i>Operational 7/1/97.</i></p>
<p><i>Welfare-to-Work Transportation Planning (see pg. 24)</i></p>	<p><i>The Metropolitan Transportation Commission has initiated a collaborative Welfare-to-Work planning process in Santa Clara County.</i></p>	<p><i>Santa Clara County is the first of nine Bay Area counties to be selected to develop a Welfare-to-Work plan for transportation. Moore Iacofano Goltsman, Inc. (MIG) was funded to facilitate the Transportation Planning Project. First meeting was on 11/20/97 where MIG presented their proposed process for plan development.</i></p>

	PROJECT	DESCRIPTION	CURRENT STATUS
EMPLOYMENT RETENTION & SUPPORT SERVICES (cont)	Support Services Information Bank/ Information & Referral Network	This project will provide automated access to information, application, & referrals for employment-related & community/social services.	On hold at this point.
	SSA/District Attorney Collaboration (see page 32)	DA Family Support Division (FSD) staff currently participates in orientations at the SSA Assistance Application Center (AAC) & South County offices. Child support process will be streamlined for families.	Family Support staff has been out stationed at the Agency's Application Assistance Center and has a direct phone line from South County office since July 1st.
CHILD SUPPORT	SCCo Noncustodial Parent Employment & Training Demonstration Project Proposal	Non-paying absent parents will be referred by Family Courts for employment services: <ul style="list-style-type: none"> • JTPA will provide assessment and education and training referrals. • GAIN and EDD will conduct job preparation workshops and job development in-placement. 	Family court referrals began August 8th. Formal funding proposal submitted to CDSS in November
	Silicon Valley PIC	An electronic system will be developed to link employment, training, & welfare offices in the county.	State funds not received. The PIC is pursuing other funding sources.
	NOVA PIC	NOVA will: <ul style="list-style-type: none"> • Develop touch screen/multi-lingual kiosks for job-seeking clients. • Develop technology capacity to network North County employment and training stakeholders. • Upgrade the Internet capabilities of the county- wide Learning Network Consortium. 	All three grants to develop these projects have been awarded and funds received 10/97. System planning & development will begin & continue into Phase III (1/98 - 6/98).
AUTOMATION			

CITIZENSHIP

PROJECT	DESCRIPTION	CURRENT STATUS
Citizenship Initiative	<p>1. CET, Catholic Charities, Asian Law Alliance & the Gilroy Citizenship Project will collaborate with the county to submit 5,000 new citizenship applications in FY97-98, & assist thousands of others with citizenship assistance.</p> <p>2. County General Fund contractors Jewish Family Service, Self-Help for the Elderly, Korean American Community Service, POSSO, Sacred Heart Community Services & Outreach & Escort will provide naturalization application assistance and citizenship classes to about 2,000 frail, home-bound, senior, or hard to reach legal immigrants.</p> <p>3. Craft naturalization legislation and advocate to influence legislation for immigrants.</p>	<p>1. The 4 CBOs mentioned filed 4,270 citizenship applications from 1/97 to 6/97, potentially saving the County \$16.8 million annually in general fund (GA) outlays: 5,000 N-400s will be filed and about 2,700 other applicants will be helped with disability exceptions, off-site processing, & citizenship classes or tutoring, totalling 7,700 clients served for FY97-98.</p> <p>2. Assistance will take place throughout the year.</p> <p>3. Heavy emphasis at beginning of Phase II (7/97 - 12/97).</p>
English as a Second Language (ESL) & Literacy Initiative	<p>Assure that immigrants receive language-appropriate services through ESL & literacy classes to enable them to access citizenship, survival English, job search, & job training.</p>	<p>Conduct inventory of all ESL & literacy classes in the county; identify needs; meet with adult education, community college, GAIN, & community based organizations (CBOs) to review what currently exists.</p>
Immigrant/Refugee Resource Book	<p>Create a resource guide for newly arriving immigrants that comprehensively explains basic laws, programs, & customs in the U.S. to allow successful resettlement & job placement. Focus on local resources in Santa Clara County.</p>	<p>Met to describe scope of project in 8/97 and continues to develop projects. Future activities will include identifying funding opportunities; write grant application; and translate resource guide into multiple languages.</p>

**CITIZENSHIP
(cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
Immigration Legal Services	<i>Strengthen existing resources or create new resources to provide for the immigration legal needs of immigrants in Santa Clara County. With the new immigration law of 9/30/96, potentially tens of thousands of immigrants will not be able to access family unity, political asylum, or work authorization in the county unless there is a significant expansion of low-cost legal services.</i>	<i>Currently seeking new funding sources.</i>
Food Program for Legal Immigrants	<i>Work with Food Committee of Safety Net Project to survey the 8,629 legal immigrants who lost food stamps on 9/1/97. Advocate to influence restoration of food stamps on the federal level.</i>	<i>The Board of Supervisors approved \$945,910 for food, food storage, three community organizers, bilingual receptionists, translators, and interpreters to assess the food needs of affected legal immigrants. Currently working with national organizations such as the National Immigration Forum and U.S. Catholic Conference to restore food stamp eligibility.</i>
Family Case Management for Immigrants	<i>Assess the special needs of non-English-speaking new arrivals in case management. Provide effective case management models for the entire family.</i>	<i>Suggest a pilot after further discussion.</i>
VESL/Job Search/VOC Ed	<i>Identify existing needs & models & make recommendations to ESI, community colleges, adult education, & community based organizations regarding cost-effective, successful, open-entry immersion models capable of producing highly skilled immigrant placements of TANF recipients.</i>	<i>Met 7/97 to discuss innovative models. Currently in planning & development stage.</i>
Immigrant Child Care	<i>Analyze existing child care programs to determine if licensing requirements & a culturally & linguistically sensitive "match" program for immigrants can be developed.</i>	<i>Initial planning meeting in 9/97, including a meeting with the Children & Youth Task Force on 10/97.</i>

	PROJECT	DESCRIPTION	CURRENT STATUS
CITIZENSHIP (cont)	<i>Policies & Program Coordination for Immigrants</i>	<i>Present policies to the Board of Supervisors regarding the reporting requirements & human needs of immigrants, irrespective of legal status. Consider programs that address basic survival needs.</i>	<i>Policy recommendations to Board submitted to Family & Children Committee in spring, 1997. Placed before the Legislative Committee and on Board of Supervisors Agenda in 12/97.</i>
	<i>Hotline/News Dissemination Network</i>	<i>Develop a rapid response mechanism & news delivery system to all immigrant groups in the County.</i>	<i>Identify funding to staff a multilingual County hotline capable of providing information, advice, & referrals on public benefits, immigration laws, programs, & advocacy for immigrants. Currently in the planning and development stages.</i>
	<i>ESO/GA Citizenship Collaboration</i>	<i>ESO staff & volunteers with Russian & other language skills will help all non-citizen immigrants identified by GA staff to complete citizenship applications.</i>	<i>Completed in previous fiscal year: Mailers sent to approximately 450 GA non-citizens in 5/97; citizenship application assistance in 6/97 by ESO.</i>
CHILDREN & YOUTH SERVICES	<i>Mapping of Child Care & Youth Services Activities Centers</i>	<i>An actual map will be developed showing the location of the child care centers & Youth Services Centers in each region of the county & be distributed to clients at all SSA District Offices, Family Resource Centers & GAIN offices and to community partners.</i>	<i>Scheduled for implementation in 1/98-6/98. The Local Planning Council has committed to complete this project by hiring a staff who will assist in implementing required tasks.</i>
	<i>Child Development & Parent Education Training for SSA Staff</i>	<i>YWCA & Social Services Agency (SSA) staff will develop training to help SSA front-line workers operate as a resource to TANF families & discuss the impact of quality child care on child development.</i>	<i>The YWCA offered two 8-week series of the parenting class to 40 SSA employees from 9/97-12/97. A total of 35 employees will complete training by the end of 1997.</i>
	<i>Parent Evaluation of Child Care Providers</i>	<i>Child Care Coordinators from San Jose, Palo Alto, Sunnyvale, Milpitas, & Santa Clara will collaborate with ESI staff to develop a parent evaluation survey of current child care providers.</i>	<i>Scheduled for implementation 7/97-12/97.</i>

**CHILDREN &
YOUTH
SERVICES**

**CASE
MANAGEMENT**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Choices for Children Project (See page 33)</i>	<i>Completed model project with Choices for Children to identify TANF families in subsidized child care programs & referred those to GAIN if they were not currently active. ESI staff will use this model with both internal and other external subsidized child care programs to continue to identify TANF eligible families and to maximize use of subsidized child care.</i>	<i>Choices for Children implemented this model in late 1997.</i>
<i>Latino Youth Employment Forum</i>	<i>Development and collaboration continue with school districts and youth programs to get CalWORKs youth into school, alternative education & training programs. There are approximately 200 youth targeted and orientations being set up to meet the school district's new term enrollment.</i>	<i>Orientations were held on 12/8 and 12/9/97 at the Center for Training and Careers.</i>
<i>Coordination of all Subsidized Child Care Waiting Lists</i>	<i>The Social Services Agency (SSA) will attempt to pull together all subsidized child care waiting lists to identify TANF families & refer them to GAIN. This will help clarify need and enable parents to expedite access to subsidized child care.</i>	<i>Scheduled for implementation in 1/98-6/98. SSA is working with U.C. Berkeley PACE to get an unduplicated count of families on the child care waiting list and to identify eligible clients to the GAIN program.</i>
<i>1997 Resource Guide for Summer Activities for Children and Youth</i>	<i>Housing Authority & Social Services Agency (SSA) partnered to distribute a listing of affordable recreational activities available for children and youth.</i>	<i>The Guide was distributed in July. This project will expand to include more partners and produce a comprehensive Summer Activities Resource Guide in the Spring of 1998.</i>
<i>Adult Education Coalition/GAIN Expanded Collaboration</i>	<i>The current 10-year collaboration has been expanded to improve coordination of on-site case management services at Adult Education sites. This will improve service delivery to increase employment & improve participation rates.</i>	<i>Several sites in Eastside Adult Ed have increased staff hours for counseling assistance as of 7/1/97.</i>

**CASE
MANAGEMENT
(cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
Community College Consortium/ GAIN Expanded Collaboration	All the colleges submitted their plans to the State Chancellor's office. The college consortium has been working on developing a format to track & monitor participation rates. The liaisons/ counselors are continuing their work and collaborations on-campus with various support services and departments. The United Way effort will focus on curriculum redesign, work experience/study internships and VESL.	Plans submitted to Sacramento in November. Monthly consortium meetings on-going.
South County Pilot in San Martin	Co-located County GAIN & Income Maintenance caseworkers will be cross-trained & work as a team with a community social worker.	Combined GAIN/Income Maintenance orientation is provided daily for customers as of 6/97. Staff selection & cross-training have occurred. Have been meeting with South County Redesign Team.
Food & Housing	United Way is spearheading with the County, a community effort by business, non-profits, & government to increase local capacities & fill the gaps caused by welfare reform.	The Second Harvest Food Bank will meet the increased level of service to 8,629 people through January 1998 with its own existing resources. The County Board of Supervisors have funded two Vietnamese speaking hotline operators, interpreter and translation services as needed, and three community organizers to do outreach, through June 1998. Additionally, the County Board of Supervisors has set aside \$836,000 to assist the Second Harvest Food Bank in the event its holiday food drive doesn't yield enough food to feed those in need.
Emergency Assistance Network (EAN) Expansion Through Diversion Services.	EAN is a coalition of 8 United Way Service Providers who provide direct financial assistance to individuals and families. EAN will expand emergency services from 1 month to 3 months, & will also work to expand services through co-location with the Social Services Agency (SSA) and Assistance (AAC) intake offices.	The SSA convened a Diversion Workgroup Committee comprised of EAN agencies and SSA staff to develop an expanded diversion program. The County plans on preparing a joint grant application to foundations through these public/private partnerships.

SAFETY NET

**SSA
RESTRUCTURE**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Mission City Economic Self-Sufficiency Project</i>	<i>Determine whether different approaches are useful for development of self-sufficiency for TANF cases & Food Stamp only cases.</i>	<i>Plan complete, implementation on hold at this time.</i>
<i>TANF Participation Special Committee</i>	<i>Family Resource Centers & most District offices will serve 20% of the TANF caseload (3,900) reporting earned income to ensure clients are working 20 hours per week.</i>	<i>Planning not yet completed.</i>
<i>Social Services Agency Change Management Training</i>	<i>The Social Services Staff Development and Training section will train or coordinate training in this area. Moving from a maintenance system to an employment-focused system will take multiple training approaches.</i>	<i>The agency-wide training on "Taking Advantage of Change" was completed on 10/97 for all current staff. Staff Development will continue to provide this training for new employees as well facilitate the development and implementation of team agreements within SSA to improve team work activities. On-going welfare reform related training has been scheduled, including 18 different workshops from 10/97 to 12/97, and a one-day training for all eligibility staff to discuss the first phase of CalWORKs implementation.</i>

**SSA
RESTRUCTURE
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
Transforming Social Services Agency Welfare Offices (see pp. 28-29)	<p>Convert lobbies to Employment Resource Centers:</p> <ul style="list-style-type: none"> • Re-decorate with a "new look" focusing on employment • Provide computers in lobbies for self-directed job search. 	<ul style="list-style-type: none"> • SSA lobbies have new employment focus. The Mission City District Office was selected as the most improved lobby with the following addition to their office: clothes closet, bilingual interview packet, children's area, and more. The lobby judging panel included members of the ESI, Social Service Advisory Committee, and Client Leadership. • Job search computers are available in East and West Valley District Office Lobbies. The Mission City District Office has a PC linked on-line to Internet job data banks. Linkages between all Social Services Offices and Employment Connection Center and EDD job data bases are being developed.

**SSA
RESTRUCTURE
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Family Resource Centers (FRC)</i>	<i>SSA's Gilroy, Ujirani, Nuestra Casa, & Asian Pacific Family Resource Centers will add information on employment services to their operations. GAIN Job Clubs will be located at Centers where possible.</i>	<ul style="list-style-type: none"> • <i>GAIN Job Clubs are currently located at Ujirani and Gilroy FRCs.</i> • <i>Offering Summer Jobs for Youth program. SSA is coordinating a bridge between child welfare clients and income maintenance clients at FRC's.</i> • <i>Gilroy FRC is implementing two job training grants.</i> • <i>Asian Pacific FRC provides ESL classes to prepare clients for employment.</i> • <i>Bulletin boards have been added to update families on welfare reform changes.</i> • <i>Provides information and referral, as well as outreach services at the Application Assistance Center.</i> • <i>Provides CalWORKs information to clients who have open cases in the Juvenile Dependency Court.</i>
<i>Client/Worker Friendly Materials & Resources to Secure Employment</i>	<i>Provide materials to help clients seek, obtain & keep a job and understand federal/state programs.</i>	<ul style="list-style-type: none"> • <i>A Resource Guide "Survival in Silicon Valley" distributed to SSI and Food Stamp recipients whose benefits will be discontinued. Updated version to be distributed to SSA staff and community agencies.</i> • <i>The Housing Authority staff developed a Summer Youth Activities Guide which ESI edited, published and distributed.</i> • <i>Resource Guides for a 24 hour hot-line & for newly arrived immigrants were completed and distributed starting 11/97.</i>

**SSA
RESTRUCTURE
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
AAC (Assistance Application Center)	<p><i>Projects to improve service & support customers' self-sufficiency efforts:</i></p> <ol style="list-style-type: none"> <i>1. Immigration Resource Guide compiled for use by office staff.</i> <i>2. EWs out-stationed at CET to distribute Immigration Resource Guide & discuss options with discontinued immigrants.</i> <i>3. Training in immigration law & procedures for all staff.</i> <i>4. Client Resource Committee arranges community organization presentations and keeps staff informed on community services.</i> <i>5. Social worker on site 2 days a week from Family Resource Center provides information & referrals, and outreach.</i> <i>6. Customer Service Project will define & standardize quality customer service.</i> <i>7. Clerical Customer Service Project; telephone training & expectations for quality service.</i> 	<ol style="list-style-type: none"> <i>1. Completed 7/97; update for SSA and community organization staff in 9/97.</i> <i>2. Operational in 8/97.</i> <i>3. Completed 8/97.</i> <i>4. In continuous operation.</i> <i>5. Operational on 9/1/97.</i> <i>6. Implementation in mid-1998.</i> <i>7. Completed 8/14/97.</i>
Transitional Child Care (TCC) & Transitional Medi-Cal (TMC) Pilot	<i>Pilot at the North County SSA Office to develop & implement ways of increasing TCC & TMC payments to former TANF recipients. Extend best practices to other SSA district offices.</i>	<i>A staff member is available in the North County lobby to provide TCC/TMC information & answer questions. Regular TCC/TMC orientation sessions for clients began 9/97. Other measures are being finalized.</i>
West Valley SSA Pilot	<i>Development of an Employment Connection Center co-locating GAIN & Income Maintenance.</i>	<i>Currently in planning & development: Implementation in 1/98 will depend on cost analysis.</i>

**SSA
RESTRUCTURE
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
East Valley SSA Pilots	<p>1. 38 Project – Provides medical and child care assistance info to former TANF recipients who have begun working.</p> <p>2. CA-7 Project – Streamlines internal procedures to allow more time for staff to focus with customers on employment & self-sufficiency goals.</p> <p>3. Employment Resource Center located in the office lobby.</p> <p>4. Immediate referrals to GAIN and other employment & training agencies, along with employment support resources.</p>	<p>1. Operational 7/97.</p> <p>2. Operational 7/97.</p> <p>3. Operational 7/97.</p> <p>4. GAIN & Income Maintenance staff are co-located at the Las Plumas complex. Work groups have been established to examine collaborative efforts.</p>
South County SSA	Citizenship services available in the office lobby.	Operational.
Department of Family and Children Services (DFCS)	<p>Identify ways to:</p> <ul style="list-style-type: none"> • Incorporate self-sufficiency planning with current services. • Improve services to clients of the Juvenile Court system. 	<ul style="list-style-type: none"> • A presentation on welfare reform was given to Dependency Court members in 7/97. There is on-going discussion to help meet needs of parents by offering services during non-traditional hours. • Presentations/discussions were made on 9/97 with staff of Emergency Response and Dependency Investigation Bureaus regarding welfare reform and its impact on child welfare clients.

**SSA
RESTRUCTURE
(Cont)**

PROJECT	DESCRIPTION	CURRENT STATUS
<i>Full Employment for Refugees</i>	<i>Collaboration of Senter Rd. District Office & GAIN to move part-time employed refugees to full-time employment.</i>	<p><i>Completed full-employment plan on 8/1/97 becoming operational on 10/1/97 drawing upon services of new Refugee Employment Support Center Pilot. Had 5 client orientation sessions from 7/97 to 8/97, with 209 clients invited and 181 (87%) attended.</i></p> <p><i>At the Central Intake Unit, 29 clients signed-up while the Catholic Charities Refugee Employment Retention Center registered 152 clients. Continued monitoring of the project's progress will be done through the GAIN Refugee Program. Eligibility workers and their supervisors will also be reviewing client's employment status through monthly reports.</i></p>
<i>Eligibility Simplification</i>	<i>Simplification of public assistance rules, regulations, & paperwork so staff & customers can focus on employment & self-sufficiency.</i>	<i>State law passed in 8/97 failed to simplify eligibility determination, but allows for up to six 3-year county pilot projects to test elimination of complex monthly reporting & retrospective budgeting. Santa Clara County will pursue participation as a pilot county during 7/97-12/97.</i>
<i>GA Single Worker</i>	<i>Explore the feasibility of a single worker making the employability determination on clients.</i>	<i>Pilot implemented 8/4/97 and project's progress is being evaluated.</i>
<i>Collaborative Projects with Mental Health, Drugs & Alcohol, and Court Systems</i>	<i>SSA Administration will link child welfare families with employment support services; address issues such as substance abuse, domestic violence & teen parents.</i>	<p><i>Inter-departmental meetings have begun and will expand with CalWORKs planning.</i></p> <p><i>To form a systems-wide collaborative, SSA organized a two-day off site bringing together key representatives from Adult and Juvenile Probation, Dept. Of Correction, Drug and Alcohol Service, Mental Health and Public Health Depts.</i></p>

	PROJECT	DESCRIPTION	CURRENT STATUS
SSA RESTRUCTURE (Cont)	<i>JTPA Recruitment of SPEDY Parents</i>	<i>Identify AFDC/TANF parents of SPEDY (Summer Program for the Employment Development of Youth) participants & recruit them into GAIN.</i>	<i>Completed for Summer of 1997. Will be repeated in Summer of 1998 as the next step in moving toward a family approach for employment & training services.</i>
PUBLIC INFORMATION	<i>Welfare Reform Panel</i>	<i>An informational panel discussion on how welfare reform will affect seniors - sponsored by the Santa Clara County Senior Care Commission and the Social Services Agency. Open to the public.</i>	<i>Held 8/18/97.</i>
	<i>Regional Welfare Reform Hearing</i>	<i>The hearing focused on the needs of children impacted by welfare reform. This was a collaboration with agencies of Child Abuse Prevention Council. Sponsored by Assemblywoman Liz Figueroa.</i>	<i>Held 10/17/97 from 9-12 in the Santa Clara County Board of Supervisors Chambers. Approximately 50 individual agencies testified in person or in writing. Transcript to be distributed to legislative delegation.</i>
	<i>Community Forum</i>	<i>An all day event to focus on ESI and CalWORKs planning with community agency and government participation.</i>	<i>Planning on hold until the County CalWORKs Plan is approved.</i>
	<i>Community Speaking Engagements</i>	<i>County government is committed to the open sharing of information & provides public presentations upon request. (Call 441-5692 to request a speaker.)</i>	<i>Approximately 200 welfare reform speaking engagements were made by ESI staff since 1/97 to 11/97 to schools, colleges, churches, labor unions, training organizations, & government & community agencies. This activity will continue to keep the community updated on emerging welfare reform issues.</i>
	<i>Service Providers' Round table</i>	<i>An Employment & Job Training Fair developed by and located at the United Way of Santa Clara County gave service providers and community organizations an opportunity to collect information on the varied employment & training related services available for youth, single parents, and seniors, among others.</i>	<i>Conducted on 7/16/97 with approximately 150 participants.</i>



Social Services Agency

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LISTING OF PROJECTS WITH PRIVATE-NON-PROFIT COLLABORATORS

PROJECT AND COLLABORATORS

Access Project

Occupational Training Institute (OTI)
County Social Services Agency

CalWORKS Youth Referral Project

Center For Training and Careers
San Jose Unified School District
Eastside Unified School District
Job Corps
County JTPA/JAG Program
P.E.A.R.L.S. (parent hotline,
BEST Program - City of San Jose

Career Retention & Employment Support Team (CREST)

Catholic Charities of Santa Clara County
Center for Training and Careers
Center for Employment and Training
Community Coordinated Child Development Council (4Cs)
CONTACT of Santa Clara
Economic and Social Opportunities, Inc.
Heald Business College
Second Start
United Way of Santa Clara County
Young Women's Christian Association (YWCA)

Child Development & Parent Education Training for SSA staff

YWCA
County Social Services Agency

Choices for Children Project

Choices For Children, Inc.
County Social Services Agency

Citizenship Initiative

Center For Employment Training, Inc.
Catholic Charities
Asian Law Alliance
The Gilroy Citizenship Project
Santa Clara County Jewish Family Service
Self-Help for the Elderly
Korean American Community Services
Outreach & Escort
Portuguese Organization for Social Services Opportunities
Sacred Heart Community Services

English as a Second Language (ESL) & Literacy Initiative

Adult Education, Community Colleges
Community Based Organizations

Emergency Assistance Network (EAN) Expansion

United Way EAN agencies
County Social Services Agency
United Way

Employment Support Project

St. Vincent de Paul Society
County Social Services Agency

ESO Annual Heads of Household Conference

Economic and Social Opportunities, Inc.
San Jose Job Corps Center
Santa Clara County Housing Authority
100 employers and service providers
Santa Clara County Social Services Agency

ESO/GA Citizenship Collaboration

Economic and Social Opportunities, Inc.
County General Assistance Program

Foundations for Employment and Beyond

YWCA
Housing Authority of Santa Clara County

Hispanic Chamber of Commerce/Greater Avenues For Independence (GAIN) Pilot

Hispanic Chamber of Commerce
County GAIN Program

Immigrant/Refugee Resource Book

Office of Refugee Resettlement
United Way of Santa Clara County and others

The Job Market

Catholic Charities of Santa Clara County
United Way Charitech Civic Venture
County Social Services Agency
Sacred Heart Community Services
First United Methodist Church
Refugee Employment Support Center

Latino Youth Employment Forum

21st Century Program
New Ways Workers
County Social Services Agency
Mexican American Community Services, Inc.
County Probation Department

Project Ascent

Second Start
County Social Services Agency

Project Crossroads

Mexican American Community Services Agency
United Way of Santa Clara County

Refugee Employment Support Center Pilot

Catholic Charities of Santa Clara County
County Social Services Agency

Safety Net Project

United Way of Santa Clara County, Inc.
Second Harvest Food Bank
Emergency Assistant Network Agencies (eight community based organizations)
County Social Services Agency

Silicon Valley Council of Nonprofits

Several non-profits and Santa Clara County

The 24-Hour Employment Retention Hot Line

Catholic Charities of Santa Clara County

Center For Training and Careers

Center For Employment Training

Community Coordinated Child Care

CONTACT of Santa Clara

Employment Development Department

Economic and Social Opportunities, Inc.

Metropolitan Adult Education Program

Second Start, Inc.

Santa Clara County JTPA & GAIN Programs

YWCA

Heald Business College

West Valley-Mission College

Welfare Hotline Services

Indochinese Resettlement & Cultural Center, Inc.

County Social Services Agency

PROJECT DESCRIPTIONS

The Access Project

The Access Project operated by the Occupational Training Institute (OTT) of Foothill-DeAnza Community Colleges will assess and provide job retention services to 100 newly employed TANF recipients.

CalWORKS Youth Referral Project

The Employment Support Initiative (ESI) and Greater Avenues to Independence (GAIN) staff will collaborate with school districts and youth employment CBO's to develop a referral process whereby CalWORKS youth who are not attending school will be referred to youth employment CBO's and school district personnel. The purpose of the referral will be to case manage these youth to an appropriate educational setting, i.e., GED-program, 21st Century program or a job readiness or training program.

Career Retention & Employment Support Team (CREST)

The CREST task force identifies TANF participants' barriers to sustainable employment in Silicon Valley and determines gaps in existing service systems. They identify existing employment and training systems and innovative programs to improve client's access to services.

Child Development & Parent Education Training for SSA Staff

YWCA & Social Services Agency (SSA) staff will develop training to help SSA front-line workers operate as a resource to TANF families & discuss the impact of quality child care on child development. The YWCA will offer an 8-week class to 20 Agency employees 10/97.

Choices for Children Project

Completed model project with Choices for Children to identify TANF families in subsidized child care programs & referred those to GAIN if they were not currently active. ESI staff will use this model with both internal and other external subsidized child care programs to continue to identify TANF eligible families and to maximize use of subsidized child care.

Citizenship Initiative

This collaboration will submit 5,000 new citizenship applications in FY97-98 and assist thousands of others with citizenship assistance. At least 2,700 other applicants will be helped with disability exceptions, off-site processing, and citizenship classes or tutoring, for an unduplicated client count of 3,850 per Phase (7,700 for FY97-98). They will provide naturalization applications assistance and citizenship classes to about 2,000 frail, home-bound, senior, or hard to reach legal immigrants. They will craft naturalization legislation and advocate to influence legislation for immigrants.

English as a Second Language (ESL) & Literacy Initiative

Do inventory of all ESL and literacy classes in county; identify needs; meet with adult education, community college, GAIN, and community based organizations (CBO's) to review what currently exists. Assure that immigrants receive the ESL & literacy -- ABE or literacy in the native language--to be able to access citizenship, survival English, job search, and job training.

Emergency Assistance Network (EAN) Expansion

EAN is a coalition of 8 United Way Service Providers who provide direct financial assistance to individuals and families. EAN will expand emergency services from 1 month to 3 months, and will also work to expand services through co-locations with the Social Services Agency (SSA) and linkages with the county's Greater Avenues to Independence (GAIN) and Job Training Partnerships Act (JTPA) employment programs.

Employment Support Project

Managed by St. Vincent de Paul Society provides crisis services to low-income working families, including employment retention services.

ESO Annual Heads of Household Conference (22 Annual)

A collaborative job and resource fair addressing changing needs during welfare reform. The Fair will be held Friday, 9/26 from 9:00 a.m. to 3:00 p.m. at San Jose Job Corps. The fair will provide an opportunity for TANF recipients to meet with employers and service providers, and obtain information on the new welfare system. Services offered at the fair will be free workshops on time and money management, resume writing, and interviewing. Information about education, housing, child care, welfare reform, and Medi-Cal reform will be available. There will be motivational speakers and an introduction to the 24-Hour Job Retention Hotline. A free lunch and child care will be provided.

ESO/GA Citizenship Collaboration

ESO staff & volunteers with Russian and other language skills will help all non-citizen immigrants identified by GA staff to complete citizenship applications. Mailers sent to approximately 450 GA non-citizens in 5/97; citizenship application assistance in 6/97 by ESO.

Foundations for Employment and Beyond

A YWCA collaborative program with the Housing Authority of Santa Clara County to provide job club/search & placement activities for single women with children & heads of household. 300 participants projected to be served.

Hispanic Chamber of Commerce/Greater Avenues For Independence GAIN Pilot

Co-location of GAIN employment services at Hispanic Chamber of Commerce to serve member business. Operational since 6/1/97.

Immigrant/Refugee Resource Book

Create a resource guide for newly arriving immigrants that comprehensively explains basic laws, programs, and customs in the U.S. to allow successful resettlement & job placement. Focus on local resources in Santa Clara County.

The Job Market

A Catholic Charities project that will collaborate with Sacred Heart Community Services & First United Methodist Church to provide job search, placement and follow-up; focusing primarily on Latino's and Asians.

Latino Youth Employment Forum

21st Century Program, New Ways Workers, ESI, GAIN, the Mexican American Community Services Agency (MACSA), and County Probation Department will collaborate to develop & implement programs that deal directly with employment obstacles facing the Latino Youth population.

Project Ascent

Administered by Second Start and will place 110 public assistance adults (SSI, GA, and TANF recipients) in jobs by 6/98 with skills training and employment retention services.

Project Crossroads

Mexican American Community Services Agency (MACSA) program that will build upon an existing collaboration with Chamberlins Mental Health Center & Gilroy Unified School District to reach young fathers ages 21-25.

Refugee Employment Support Center Pilot

The Board of Supervisors issued a request for proposal for the development of an innovative service center to serve refugees who had secured employment and lost their jobs or need skills upgrading. Federal funding limits services to refugees in USA 5 years or less. Catholic Charities was awarded the contract and will begin providing employment and employment and employment-retention services for a minimum of 150 refugees beginning 9/1/97.

Safety Net Project

United Way is spearheading with the County a community effort by business, non-profits, and government to increase local capacities & fill the gaps caused by welfare reform.

Silicon Valley Council of Nonprofits

Private funding was awarded this 40 member organization to develop strategies for full engagement in welfare reform planning and implementation. The council is in the process of hiring staff and development of a work plan for the project.

The 24-Hour Employment Retention Hot Line "The JobKeeper"

The hotline will improve service delivery to TANF clients by improving information access withing the service provider community. The hotline will provide 24-hour phone counseling and referrals for services to a wide-range of retention-related information, such as skills upgrade programs, child care, ride-sharing, career counseling, and social services to low-income working parents. Clients will also have access to job placement services information and crisis intervention in response to other personal issues and needs such as domestic violence, parental stress, and all other basic necessities (i.e., food, shelter, clothing). The hotline will be implemented 10/1/97.

Welfare Hotline Services

Develop a rapid response mechanism and news delivery system to all immigrant groups in the County. Identify funding to staff a multilingual County hotline capable of providing information, advice and referral on public benefits, immigration laws, programs, and advocacy for immigrants.

WORKING WITH VICTIMS OF DOMESTIC VIOLENCE
A Partial Listing of Domestic Violence Resources

Support Network for Battered Women	(650) 940-7855
Support Network for Battered Women (Spanish/24-Hours)	(800) 57-BASTA
Next Door Solutions to Domestic Violence	(408) 279-2962
Community Solutions	(408) 683-4118
Asian Women's Shelter	(408) 975-2739
S.A.V.E.	(510) 794-6055
Women's Crisis Support	(408) 429-1478
Women, Inc.	(415) 864-4722
National Domestic Violence Hotline	(800) 799-SAFE

SANTA CLARA COUNTY REFUGEE SERVICES

Service Providers

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IMMIGRATION WORK GROUP

November 6, 1997

INPUT ON DRAFT CALWORKS PLAN

Members of the Immigration Work Group met on November 6, 1997 to consider key issues of the CalWORKS Plan. Representatives from non-profit organizations providing resettlement, training, child care, and ESL, as well as county eligibility and social workers focusing on immigrants, make the following recommendations.

Note: The word immigrant (meaning foreign born) encompasses refugees here.

DATA GATHERING

To better understand the special needs of immigrants and how they may be met, it is important to have the following data:

1. What are the raw numbers and percentage breakdowns of the 17,000+ CalWORKS clients?
2. Of the 1000 new GAIN/CalWORKS clients called in monthly,
 - a. What % are immigrants?
 - b. What is the ethnic / language background?
 - c. What % are limited English speakers?
 - d. What % are refugees?
3. What % of 2-parent families are immigrant, and what is the ethnic / language breakdown?

PRE-APPRAISAL ASSESSMENT

If the 5-year federal clock starts ticking 1/1/98 and the 24 or 18-month state clock starts ticking as of the appraisal date, special consideration and planning should be given to CalWORKS recipients with limits on their language and cultural knowledge in this country, and/or because of traumas they have suffered in their homelands. Immigrants have special needs in adjusting to work and to life.

1. Allow limited English speaking CalWORKS recipients the knowledge of their special predicament by sending them a letter in their own language immediately, fully explaining the time limits and expectations.
2. Conduct individualized pre-appraisal assessments of 1) barriers to work and 2) a vocational ed plan that can in a seamless lifelong-learning process, lead to well-paying jobs. [This amounts to a "pre-appraisal diversion program" in terms of participation rates.]

3. Develop a coordinated approach to dealing with limited English speaking immigrants in terms of their work and life needs, by initially and immediately calling together the educational and training resources working with immigrants to "divide up" the immigrants in the 17,000 a) identifying barriers to work, and b) developing individualized vocational training / ed plans. A conceptual plan should be devised of how this division of labor might work before calling the parties together.

Query: Could there be special days for special languages? Should this be highly structured in terms of division of labor among organizations, or should client choice predominate, leading to a multilingual immigrant "Barriers to Work and Opportunities for Training" faire?

4. Consider giving priority to 2-parent immigrant families to meet county work participation rates, or the county will be penalized.

THE ROLE OF ENGLISH IN JOB TRAINING

The County should allow limited flexibility in the integration of English language acquisition and vocational training. The disallowance of stand-alone ESL needs to be re-examined and re-defined. English is not only a skills preparation tool, but is also a job search, job retention, and survival skill, needed for successful transitioning to resettlement in the United States.

Minimally, the disallowance of stand-alone ESL should still allow a packaged, integrated, short-term training curriculum front-ending English immersion. For example, a 6-month or 12-month package could allow intensive, immersed, practical ESL the first 3 months of a 6-month vocational training cycle, to be followed by mandatory, packaged, integrated training and ESL. Different nationalities and different educational levels require different pedagogical approaches. ESL must encompass certain survival skills that don't only encompass training skills, if we desire an employment support effort. This dilemma is unique to limited English speakers. The above is only an example, which needs to be further explored.

The integrated approach is desirable but should not be made mandatory in all instances. When different language levels and different learning strengths (just consider Vietnamese and Mexican in the same vocational training class, much less other diverse English-language acquirers!) are forced into the same vocational class, instead of class-focused learning, individual learning problems can develop. [Recall that the CET model requires an ethnically homogeneous class, which cannot be created in most instances.]

APPROPRIATE LANGUAGE FOR APPROPRIATE RESULTS

1. As of July, GAIN had 362 Cambodian, 183 Cantonese, 132 Russian, 85 Farsi, 78 Lao, 35 Filipino, and 264 other non-English speakers (including Bosnians) on the waiting list. Specialized language job clubs should be developed whenever a minimum of 30 same-language speakers can be identified, even if they are called out of order. County training

of specialists in the above specific ("critical mass") languages should be conducted and short-term contracts established with CBOs specializing in working with these populations. This will increase the comfort level of the CalWORKS recipients and allow real job search skills and tactics to be conveyed. There is a fear that for some nationalities or educational levels, a mixed language job club is the equivalent of a no language job club. [E.g., some nationalities are just lost, especially the preliterate and the semi-literate.]

2. The same (above) specialized language job club leaders could become CREST and diversion specialists in the critical mass languages (30 bodies or more). Otherwise, the services and knowledge will not be available to non-English/Vietnamese/Spanish speakers. For example, what is the language capacity of the eight existing Emergency Assistance Network agencies? (Do they even have the principal languages in all geographic areas?) Is it best to expand the diversion program to non-profits that have pre-existing language and cultural relationships for these critical mass nationalities? [Once again, the data gathering is important.]

CHILD CARE FOR IMMIGRANTS

1. Given the child care shortage and the comfort level of monolingual or limited English-speaking immigrant CalWORKS recipients, exempt provider child care is important for immigrants.
2. A "Child Share" database needs to be developed or expanded, whereby background checks, child care training, and ethnicity are developed and matched up for traded child care among same-language immigrants. Extended family does not always suffice.
3. Home licensing requirements and applications should be in multiple languages.
4. Elderly immigrants receiving public assistance (e.g., G.A.) should be identified and provided an incentive for taking care of their children or grandchildren, or others' children, above the public assistance level being received.
5. Immigrant youth homework centers and child care centers should be attached to vocational training sites.

TRAINING IN VAWA AND LEGAL IMMIGRATION ISSUES

1. Given the high % of immigrants in the CalWORKS caseload, all social / eligibility / CalWORKS workers should be trained to identify the special needs, obstacles, and opportunities created by changes in the Violence Against Women Act (VAWA) and the Illegal Immigration Reform and Immigrant Responsibility Act (IIRAIRA).
2. More specialized caseworkers should also be developed in these areas, to provide simple information or counseling around family violence and family reunification issues.

Submitted to the Employment Support Initiative on November 14, 1997 by Immigration Work Group co-chairs Richard Hobbs and Richard Konda.

People Opposing Welfare Rollbacks (POWR)
Demands for CALWORKS and Welfare Reform
Implementation in Santa Clara Co.
November 13, 1997

We are a broad-based coalition of individuals and social justice organizations united in opposition to the federal welfare rollbacks and its implementation in California. We support the Universal Declaration of Human Rights as adopted by the United Nations in 1948 that states:

...Everyone has the right to a standard of living adequate for health and well-being, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond control."

Article 25 (1)

The following are our demands for CALWORKS and Welfare Implementation in Santa Clara County:

1. We support the concept of a Living Wage Job with Benefits for all workers, including CALWORKS workers. We are opposed to any two-tier wage system.
2. The County must assure that:
 - (a) CALWORKS workers not replace County workers or County positions.
 - (b) employment for CALWORKS workers should lead to full-time permanent positions as much as possible.
 - (c) training and participation in a drug rehabilitation program be counted under CALWORKS.
 - (d) Union organized worksites and collective bargaining agreements be respected
 - (e) CALWORKS workers are guaranteed all federal and state health and safety protections.

- (f) CALWORKS workers be paid at the same rate for the same work.
- (g) CALWORKS workers be credited for the hours at the going rate for that work.
- (h) The client process allow for employment flexibility, including education, counseling, childcare and family needs.
- (i) That a re-training plan for agency staff be included.
- (j) That the GAIN waiting list be eliminated. However, the County should assure that the GAIN process be a meaningful one for the clients.

- 3. A. The County must recognize that CALWORKS workers, like all workers, have the right to organize to improve wages and working conditions.
- B. The County and participating employers must remain neutral in any organizing efforts.

- 4. The CALWORKS Plan must include a measurable monitoring and enforcement component on employers receiving subsidies under CALWORKS, specifically in the areas of hiring, training and long-term retention of CALWORKS workers.

5. County Food Program

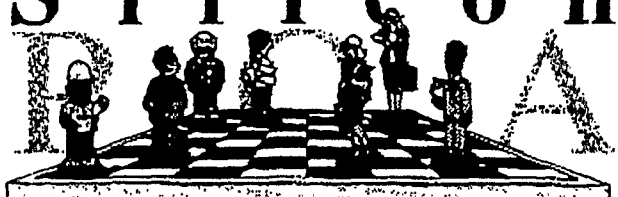
- (a) must also include ABAWD (able-bodied adults without dependents)
- (b) food distribution sites must meet language and geographic needs and be food appropriate of the communities served and NOT require demanding IDs and other insignificant verifications
- (c) County Food Voucher Program should utilize Union stores and NOT replace food workers or their positions

- 6. A. The County must make very low and low-income housing a major priority and should work with the City, housing and homeless rights organizations and housing and funding experts to develop a long-term housing plan for CALWORKS workers.
- B. The County must assure that shelters are opened in a timely manner.

7. The County must assess the transportation needs and costs of CALWORKS workers and must include in their transportation plan the development of alternative means of transportation, such as shuttles, cab vouchers and bicycles.
8.
 - A. A safe, affordable, accessible and flexible daycare component must be included under CALWORKS.
 - B. CALWORKS should develop daycare as an employment option which guarantees adequate training and a living wage with benefits for CALWORKS workers.
 - C. CALWORKS workers must have first choice for these daycare slots.
9.
 - A. The County must adopt a "no reporting" stance for undocumented immigrants in Santa Clara County and must fight for defiance of reporting in the rest of the state.
 - B. The County must stop the collection of immigrant status information.
10.
 - A. The County must push for the City of San Jose to be a regional INS office to meet the legalization and citizenship needs of the Southbay in a more timely manner.
 - B. The County should assign workers to organize and assist in this campaign.
11. Most importantly, the County must work with the city, legislators and community in the vital task of job creation, in public works that will also address our community needs and rebuild the infrastructure needed, as envisioned in the Martinez and Dellums bills.

ATTN. Althea Bundy

S i l i c o n V a l l e y



Working together to make a difference

**Program
Operators'
Association**

POA Response to Calworks/Santa Clara County

The POA wishes to applaud the work of County staff in developing the Calworks Program for Santa Clara County. The Calworks Program for Santa Clara County is particularly noteworthy for its attention to child care and transportation services, and to victims of domestic violence.

In finalizing Santa Clara County's CalWorks Program, the POA strongly urges County staff to specifically address major subgroups of the AFDC caseload in Santa Clara County. These subgroups (which clearly overlap) are as follows:

- 45% of SCC adult AFDC clients have been on welfare for more than FIVE YEARS.
- Half (50%) of all SCC AFDC clients are either high school drop-outs, have only finished the 9th grade or have no education at all.

source: Department of Income Maintenance.
Raul Aldana

Based on our extensive experience with AFDC clients, the POA believes that clients who fall into these subgroups have one or more of the following characteristics that, together, present significant barriers to achieving self-sufficiency for their families. These barriers include:

- social isolation
- low self-esteem
- poor social skills
- poor problem-solving skills
- anger management problems
- learning disabilities
- family dysfunction
- chronic drug use
- periods of incarceration
- scant or non-existent work history

Attachment 11

The POA further believes that the barriers (referenced above) have profound ramifications for the combination of services that are necessary to effectively serve these groups of AFDC clients. The combination of services include:

- in-depth assessment
- interactive classroom exercises
- responsive to different learning styles
- individualized remediation (that incorporates the SCANS), i.e. basic skills that integrates higher skills, including critical thinking, problem solving, workplace etiquette, ethics, organizing information, etc.
- extensive support services, coordinated with long-term retention services. Support services include car repair, child care, work clothing, personal hygiene assistance, cash assistance for emergency medical care.

We ask that County staff develop a truly comprehensive plan that will address the needs of these particular groups of AFDC clients because of their unique vulnerability to the changes in federal law. The need is to offer these clients comprehensive training and job placement services NOW when the Santa Clara County/Silicon Valley is in such an extraordinary economic upswing. We cannot ethically wait until these hard-to-serve individuals will be at a significant disadvantage in a less favorable economic environment and they have expended months or years of their limited TANF eligibility.

WELFARE TO WORK PUBLIC HEARING -- DECEMBER 2, 1997

Panel: Supervisor James T. Beall, Supervisor Blanca Alvarado, and Yolanda Lenier Rinaldo, Director, Social Services Agency

COMMENTS FROM THE FOLLOWING SPEAKERS:

Sylvia Sanchez, Income Maintenance Committee, expresses concern relating to the Government requirement that eligibility workers report to the Immigration and Naturalization Service (INS) any undocumented immigrants so they can be arrested and deported. She states it is a violation of human rights and reads Resolution on Federal Welfare Law, Immigrants and Public Sector Workers. She requests that the Board pledge to act independently of the INS by endorsing the Resolution and forwarding it Congress and find ways to provide services to all needy people. Supervisor Beall requests that the Resolution be forwarded to the Legislative Committee and agendaized for the next Board meeting.

Rosa Escamilla, People Opposed to Welfare Rollbacks (POWER), expresses concern regarding the timelines for the plan and the late notification to the public. Further, she advises that the public is not receiving all the information and requests better and more meaningful notice in the future.

Reno Cervo Reyes, Asian Pacific Islander for Community Empowerment, expresses concern regarding safety net issues and that the food banks, Second Harvest in particular, are not sufficient for immigrants cut off from food stamps. Further, he states that language barriers are not adequately addressed.

Saul Wachter, Affordable Housing Network, points out that the draft has no plan or proposal for affordable housing. He states that without affordable housing, welfare recipients will not be able to move from welfare to work and that decent housing should be required in addition to child care and jobs. He references the Housing Trust Fund and speaks of the need for city participation in the plan to implement a housing element. He states that low-income housing should be a priority with support for subsidies for affordable housing.

Henry Garcia, Center for Training and Careers, (CTC), advises that CTC serves the hardest to serve clients, the homeless and unemployed, offering job training and placement. He cites examples of the program's success.

Berkley Driessel, Association for Good Government, speaks of the need to include mental health and alcohol and drug addiction services in the plan and the need to address health care safety net issues. He expresses concern.

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Attachment 12

that the hospitals and clinics are at financial risk and that the safety net not be broken.

Ann Turner, Low Income Support Network, states that she has been homeless and speaks of the need for affordable housing to keep people off the streets. She speaks of the need for agency cooperation to work to prevent homelessness. She discusses the problems the homeless are experiencing with the documentation requirement by Second Harvest to receive food and the new reception center that is turning people away. Further, she believes that domestic violence will increase and that services need to be available for battered women and their families.

Joan Melton, Milpitas Adult Education, advises of available job training programs for welfare recipients beginning January 5, 1997 in the electrical and business fields and also speaks of paid classes in computers and other fields.

Ernest Guzman, Silicon Valley Council of Nonprofits, speaks of the challenge relating to implementation of welfare to work and states that the Council of Nonprofits would like to become an active partner in the next phase of implementation and employment development. He states that the Council has innovative ideas and cites cooperation with used car dealerships to refurbish cars for use as transportation to employment.

Michael Brauner, Second Start, speaks of the need for a coherent framework and anti-poverty operating strategy as to how the plan looks now and will look in the future. He states that the framework should focus on continuous wage upgrades which will require ongoing utilization of employment training and resources in the County. He indicates that other areas that should be reviewed for a long-term strategy are wage subsidies, other providers for health care and child care, and Federal earned income tax credits. Further, he suggests radical restructuring of the plan calling upon resources from the private and public sectors.

Betty Siemer, Program Operator's Association (POA), expresses concern that the plan is not specific enough and does not address the "how's". She speaks of the need for immediate specificity in the plan to address the needs of the clients. She requests that the Social Services Agency look to the POA for its strength and experience. In addition, she speaks of the need for defined accountability and standards for everyone providing services to welfare clients and indicates that the plan should resemble a sophisticated business plan.

Eve Clapham, single mother, expresses concern that there is insufficient funding for the three-stage design for child care in the plan. She inquires whether there is a back-up plan if the State doesn't fund child care and recommends that the target population be involved in the planning.

Further, she references pages 19 and 20 and points to the bureaucratic jargon in those pages. She expresses a desire to participate on the planning committee and distributes written comment on the welfare to work plan which is attached hereto.

Roy Stevens, homeless volunteer, requests that the Board speak with city leaders to focus on affordable housing. He expresses concern that homeless youth will end up in Juvenile Hall and in foster care.

Al Traugott, POWR, speaks of the need to change priorities in this country, offer more job programs and involve recipients in the process.

Frank Gomes, Local 535, encourages the Board to develop relationships with community organizations to establish safety nets for those clients that will be required to discontinue benefits in January 1998. Further, he requests that a method be developed to streamline the eligibility process so that eligibility workers can function more efficiently and better serve clients.

Wilma Cadorna, Local 535, speaks of the need to streamline paperwork and the issue of livable wages. Further, she addresses the need for CalWORKS participants to be protected under the Federal Fair Labor & Standards Act.

Rosylin Dean, citizen, speaks of linking action, commitment and education for solidarity. She expresses concern that the plan cannot be put into action completely because funds are not available. She requests that the Board in its leadership capacity provide a vision that challenges a system that puts corporate profits over human rights and needs. She inquires how the public will be involved in the implementation and how those most affected will be involved. She suggests that cab vouchers and even bicycles be considered for areas where there is no public transportation.

JoAnn Guillen, student, provides personal testimony as an Aid to Families with Dependent Children (AFDC) recipient regarding her job training at CTC and speaks of the need for child care services.

Ceilia Larson, Director, Metropolitan Adult Education Program, states that the Program is part of a new school district, Metro Ed, and that it provides educational opportunities for 40,000 people. She lists various programs offered and advises that child care services are available at the Hillsdale site.

Abdi Soltani, Californians for Justice, speaks in support of the work of POWR. He distributes "Confronting the Jobs Gap" a community jobs survey of 2,500 Californians in low-income areas and related information which is attached hereto. He states that the jobs available are low wage jobs that will not lift people out of poverty and that the unemployment rate in the County does not account for people of color.

Ray Baeza, SEIU 715, speaks on behalf of the workers right to organize and expresses concern that those hired from CalWORKS should not be doing the work of or replacing any County worker. Further, he speaks in support of HR 915 (Martinez).

Wanda Miller, citizen, speaks against Public Law 104-193 as fraudulent legislation which implies that welfare reform will create responsibility in welfare recipients. Further, she expresses concern relative to welfare reform targeting legal immigrants.

Apolonia Castruita, citizen, addresses the need for affordable housing, child care and living wages.

Pat Salazar-Robbins, community colleges, encourages everyone to take advantage of the educational and training opportunities offered in this plan and speaks of cooperation between the community colleges and other programs.

Mary Murphy, Deputy District Attorney, speaks of the merits of the Non-Custodial Parent Employment Program, stating that when given an opportunity to enter a training program, non-custodial parents show a willingness to play a role in their children's lives by paying child support.

Mike Curran, NOVA Private Industry Council, commends County leadership in the welfare process, citizenship program and employment services. He discusses a creative program co-sponsored with the City of Santa Clara. Further, he speaks of the importance of finding solutions around local opportunities, helping to build the economy and foster targeted growth.

Billy Wachter, POWR, comments on the importance of working for change at all levels of government.

The Committee on Services to the Spanish Speaking of the Social Services Agency distributes a report entitled "A Tattered Safety Net is not Safe for Anyone, the Impact of Welfare Reform on Families in Santa Clara County", which discusses the negative aspects of Public Law 104-193 and addresses the needs of families affected by welfare reform and is attached hereto.