

COUNTY NAME: INYO

CalWORKs County Plan Addendum

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



County Welfare Director's
Signature

Jean Dickinson

Printed Name

December 12, 2006

Briefing Date

This plan addendum is submitted pursuant to Welfare and Institutions Code Section 10534.

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

Inyo's plan provides an individualized and highly personal service cluster to each client. Clients will have an assigned case worker and benefit from being served by a multidisciplinary team which will assist with employment plan development and specific case decisions. Inyo's plan will provide the full range of services needed to move clients to unsubsidized employment. Locations of services will pool resources, providing an efficient, user-friendly approach to job readiness, identifying and addressing barriers, job matching, job support, home visits, supportive services and provide referrals to our local non-governmental organization (Wild Iris) specializing in domestic violence services. Inyo's CalWorks program will prioritize work in several ways: we will offer employment, resources and referral services prior to eligibility services; case workers will be trained to present diversion services as a meaningful choice; work will be expected, if appropriate, to be part of every program concurrently with those engaged in training or counseling.

2) Participation Improvement

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.i Providing up-front engagement activities

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, or an expansion of, or revision to, current policy/strategy) To increase success in client participation, we are in the process of changing our up-front engagement activities as follows: Participants who have been granted benefits required to participate in welfare to work activities, will be referred to orientation/ appraisal within one week of application. After appraisal, the clients will be referred to a two day workshop that will be used to identify barriers to employment. Welcome packages are given to participants at this time consisting of day planners, alarm clocks, dictionaries etc., and other items to assist with job preparation. Upon completion client will be referred to further appraisal or to a three day workshop in order to prepare for job search. Home visits will be attempted on the same day for any participants that do not show for the above activities. If that is not possible, a home visit will occur within one week. Following the workshop the clients will actively search for employment for up to three weeks. Job search will be monitored on a daily basis and participants will be referred to available jobs. If the participant has not obtained employment at the end of this period they will be referred to an assessment at which time the employment plan will be developed.

What are the anticipated effects? Our anticipated effects are that recipients will be engaged in employment sooner. We will also have fewer clients that become non compliant, because of the client's inability or unwillingness to participate in our prior four week classroom setting. This will impact 100% of Calworks applicants that are required to participate in welfare-to-work activities.

How will success be determined Success of these new policies will be determined by participants addressing barriers sooner and more effectively and our overall federal participation rate increasing because of fewer clients becoming non-compliant. It is hoped that this will increase our Federal participation rate in our up-front engagements by up to 5%.

C.i 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 or an expansion of, or revision to, current policy/strategy). Inyo County currently enrolls participants into community service activities if needed, to achieve full engagement. We plan to leave this policy in place as it is working effectively. We will also begin offering workshops for clients to attend that will help with job skill and job readiness. This will also help clients meet their required hours. During the upcoming year we will be extending welfare-to-work activities to participants in the extreme remote area of our county, who are not currently participating in WTW activities. The case management services in this area of our county have been negatively impacted by staff recruitment problems over the last year and a half.

What are the anticipated effects? By engaging clients in our remote area it is expected that the federal participation rate will increase. Approximately 1 percent of our families will be affected by this change. It is also expected that offering the workshops will increase the participation rate by about

2%. Changing to the above ways of doing business offers our clients some choices, as apposed to only having one option available.

How will success be determined (quantitative and qualitative assessment of effects)? Success will be determined by the increase of in our clients successfully participating in WTW activities and will be monitored by supervisors on a monthly basis. This will increase our participation rate by a small percentage due to the fact that there are only a few clients affected by this change. It is expected that the largest increase will happen over the first year and then hopefully sustain over future years.

D.eProviding activities to encourage participation and to prevent families from going into sanction status. Increased contact by caseworkers will be established for recipients that demonstrate poor attendance in activities or are non-compliant. Caseworkers will work closely with individuals to develop strategies to maintain participation and identify possible barriers. We will be including social workers, alcohol and other drug services (AODS) and mental health counselors in our contacts with clients in and out of the office setting to help assess client's needs and barriers.

What are the anticipated effects? Clients will benefit because of the increased ability for us to assess and address barriers by using staff with different fields of expertise. By providing individualized case management strategies, it is expected that workers will be able to establish a more efficient working relationship with the clients and the clients will feel more comfortable is discussing sensitive information. We currently average about 3-5% of our welfare to work caseload that is in danger of going into a sanction that we hope to impact.

How will success be determined (quantitative and qualitative assessment of effects)? Success will be determined by the number of clients that we are able to engage in activities. By successfully identifying and addressing barriers, clients should have more success at becoming self sufficient. In order to help us assess the needs from our clients' point of view, we will also be administering customer satisfaction surveys during the year. We expect to see an increase in our participation rate by up to 5%.

E.eReengaging noncompliant or sanctioned individuals

Clients who are in noncompliance or sanction status will have home visits conducted with a caseworker and social worker. These home visits will focus on identifying barriers, needed supportive services, possible exemptions and how families are meeting their needs with a reduced grant. The clients will have periodic contact either in person or by telephone as well. We will provide services such as, counseling, networking with other clients for support and encouragement, and family meetings as alternative ways of engaging the client.

What are the anticipated effects and percentage of families affected monthly? The expected effects of this are that we will be able to reengage more clients into the welfare to work activities or identify and address barriers or exemptions. We have approx. 25% of the caseload affected.

How will success be determined (quantitative and qualitative assessment of effects)? Success will be determined by the amount the County is able to decrease its sanctioned individuals. It is our goal to increase the Federal participation rate up to 10% by implementing these changes. It is expected that we will see the highest increase during the first year. The County will measure the benefits to clients in addressing barriers by monitoring the increase in case management, mental health services, AODS and other counseling services.

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

We will be offering periodic workshops which will include: Basic money management, stress management, techniques to overcome obstacles and barriers, decision making, problem solving, interview skills, resume writing, networking, conflict resolution and job retention. Throughout the course of these workshops, certificates of recognition will be presented to participants for their accomplishments. Incentives will be provided to participants for obtaining satisfactory employment and successful completion of various programs. During the up-coming year we also plan to begin using video conferencing. This will enable us to include our clients in remote areas in our workshops and would also allow another form of communication without having to travel long distances (3+ hours). Because we are such a small population county it is very difficult to obtain groups large enough to generate beneficial discussion and interaction. By the use of video conferencing equipment we will be able to increase our workshop size by up to 60 percent which will increase client networking and provide increased support to our clients. It is also our plan to partner with the AODS and Mental Health division to provide an addictions and mental health specialist to provide onsite screenings and education services.

What are the anticipated effects and percentage of families affected monthly? The anticipated effects are that the above activities will provide clients with skills necessary to obtain employment and achieve long term self sufficiency. It is expected that this will affect approximately 40% of the welfare to work caseload.

How will success be determined (quantitative or qualitative assessment of effects)? Success will be determined by the increase in the Federal participation rate and by clients addressing and overcoming barriers. It is expected that we will see the largest impact during the first year and sustained after that. This could affect our participation rate by up to 10%.

G.i 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. Currently we work with the following agencies: Workforce Investment Act (WIA), Employment Development Department (EDD), Inyo Mono Advocates for Community Action (IMACA), Mental Health, AODS, Child Welfare, Vocational Rehabilitation, Veterans Services, Career Development Center, Cerro Coso College and Office of Education. Our work with WIA is to place clients in training and OJT slots. We provide them with

written referrals and receive weekly attendance and progress reports back. EDD assists our clients with the use of the Cal Jobs system and lists of jobs available in the area. We have a contract with IMACA to provide our community service activities, again we do written referrals and they provide weekly attendance and progress reports back. Mental Health, AODS and Child Welfare are all a part of our Health and Human Services Agency. Information is shared through weekly group staffing and plans are developed in conjunction with each other in order to meet the client's needs. Written referrals are provided to both Voc Rehab and Veterans Services to assist clients with other services that may be available to them. We currently contract with Office of Education to provide learning disability assessments and recommendations for client's services. At this time there are no adult education classes available for basic skill and GED prep. We will be diligently working with our local agencies to ensure that basic skills, GED prep and testing are offered.

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). Due to the fact that we are a very small population county, it often creates problems in having enough people to sustain educational classes. This is the reason we do not currently have adult ed basic skills and GED prep classes available. During this year and in up-coming years it is our plan to work with the Office of Education to offer these classes on an ongoing basis regardless of the number of students in attendance, using non-TANF funds. We also plan to expand the use of our business community in providing work experience slots to our clients

What are the anticipated effects and percentage of families affected monthly? The anticipated effects of this are that more of our clients will improve their basic skills and obtain their GED's, making them better able to achieve employment and self sufficiency. Expanding our work experience slots will give some of our clients' exposure to the work environment as well as obtaining new job skills. Due to the size of our caseload it is expected that this will affect only a small percentage at any one time, but assist several over an extended period.

How will success be determined (quantitative and qualitative assessment of effects)? Success will be determined by the number of our clients that utilize these services and how that impacts their outcomes. It is anticipated that up to 5% of clients who attend basic education, GED prep and receive the above services will meet the agreed upon goals identified to obtain self sufficiency. Clients will be better prepared for employment goals and be able to sustain employment.

3) Plan to measure quarterly progress

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).

How to measure quarterly progress

Measures of quarterly progress: Due to the fact that we are a small county we have the ability to evaluate our WTW caseload on a case by case basis. The current status of the case load is as follows:

- 35% are working
- 1% is in work experience slots
- 3% are in job search
- 7% are timed out and not in an activity
- 12% are temporarily or permanently disabled and pending SSI
- 3% are in non-compliance
- 6% are in no activity
- 21% are in a sanction
- 3% are caring for a disabled person
- 6% are in community service
- 1% is attending school
- 2% are involved in Mental Health, AODS and Court ordered activities

In order to measure our progress we will be gathering the above information on a quarterly basis and evaluating. If our policies and strategies are working we should see a continual decrease in our timed out, non-compliance, no activity and sanctioned cases and an increase in working, work experience job search and attending school. Depending on how the numbers change will indicate where policies and strategies are weak and need to be changed. In addition to computing the numbers we will use the information received from the clients, on the customer satisfaction surveys to identify what is working as well as what needs to be changes from the clients view.

Projected impact on county's federal WPR: Averaging our county's participation rate over the last six months is 39%. It is our goal to reach a minimum rate of 50% by December 31, 2007. It is expected that we will have the greatest impact in increasing our WPR during the next six months and then a slower but steady increase of about 4-8% per year over the next three years.

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	389,452.	273,985.	See below
WTW Employment Services	234,667	584,822.	" "
CalWORKs Child Care	269,094	243,990.	" "
Cal-Learn	8,651	3,956.	" "
CalWORKs Funded Mental Health Services	7,902	14,036.	" "
CalWORKs Funded Substance Abuse Services	13,790	7,176.	" "
Other			
Other			

This money will be used to help support employee salaries as we are systematically changing over our staff from eligibility workers to integrated case workers. We are also anticipating the recruitment of a new social worker position. As we are able to move more clients into WTW activities we are anticipating an increase in child care and transportation costs that this money can help fund.