.1 Background

Social science research has established a strong connection between teenage parenting and long-term welfare dependency. Health research also indicates a strong relationship between early childbearing and increased maternal and infant morbidity and mortality. Senate Bill (SB) 35, Chapter 69, Statutes of 1993, and SB 1078, Chapter 1252, Statutes of 1993, established the Cal-Learn Program to address the unique educational, vocational, training, health, and other social service needs of Aid to Families with Dependent Children (AFDC) dependent pregnant teens and teenage parents to help them achieve self-sufficiency. As part of the California Work Pays Demonstration Project (CWPDP), the Cal-Learn Program serves welfare recipients under 19 years old who are custodial parents or pregnant. To encourage these teen parents to stay in or return to high school or an equivalent program and earn a diploma or its equivalent, the Cal-Learn Program provides fiscal incentives and disincentives as well as needed supportive services and intensive case management.

The federal welfare reform law, which was enacted in August 1996, ended the federal AFDC Program and replaced it with the Temporary Assistance for Needy Families (TANF) Program. California's welfare reform bill Assembly Bill (AB) 1542, (Chapter 270, Statutes of 1997) ended the California AFDC Program and replaced it with the California Work Opportunity and Responsibility to Kids (CalWORKs) Program. Effective January 1, 1998, AB 1542 amended the Cal-Learn Program to allow an otherwise eligible custodial parent or pregnant woman who is 19 years of age to continue to voluntarily participate in the Cal-Learn Program.

.2 Outline of the Major Program Requirements

The major program requirements of the Cal-Learn Program are as follows:

.21 Each teen parent will be required to attend full-time school programs that will lead to a high school diploma or equivalent until he or she earns a high school diploma or its equivalent or turns 19 years old.

.211 Effective January 1, 1998, an otherwise eligible teen who is 19 years of age may continue to participate in the Cal-Learn Program on a voluntary basis until he or she earns a high school diploma or its equivalent or turns 20 years old.

.22 An assistance unit (AU) with a teen parent or parents will receive up to four $100 bonuses in a 12-month period for each teen parent that makes satisfactory progress in his or her school program.
.23 Each teen parent receiving a high school diploma or its equivalent within the month he or she turns 19 years old, or turns 20 years old for a voluntary 19-year-old participant, will receive a $500 bonus.

.24 An AU with a teen parent or parents will receive a $100 sanction up to four times in a 12-month period for each teen parent who fails to make adequate progress in his or her school program without demonstrating good cause.

.25 Child care, transportation and ancillary expense payments will be provided to enable a teen parent to continue in or enroll in school.

.26 Intensive case management services will be provided in accordance with Adolescent Family Life Program (AFLP) Standards which will include linking each teen parent to needed health and social services available in the teen parent's community.

.261 The services provided under the AFLP case management model are a process which assists the teen parent to receive needed services within a multi- and transdisciplinary network in an efficient, supportive and effective manner. Case management is teen parent-centered, culturally appropriate and goal-oriented. It is interactive, involving the teen parent and the teen parent's family, significant others and support persons as equal partners with the case manager in identifying needs and defining ways to meet those needs. Building interpersonal relationships among teen parents, case managers and others is both a method and goal of case management.
3 Definition for Terms Used in The Cal-Learn Program

a. (1) "Adequate progress" means making a "D" (no less than a 1.0 and less than a 2.0) grade point average on a report card or meeting the school's regular assessment of periodic progress when the school uses an alternative grading method.

(2) "Ancillary expenses" means expenses a teen parent needs to attend and/or graduate from high school or its equivalent. This includes, but is not limited to, school books, GED testing costs, laboratory fees, etc.

(3) "AFLP" means the Adolescent Family Life Program.

(4) "AU" means assistance unit.

b. (1) "Bonus" means a payment of money that is made as part of the AU's cash aid for a teen parent making satisfactory progress in the teen parent's educational program.

c. (1) "CalWORKs" means the California Work Opportunity and Responsibility to Kids Program, which replaced the AFDC Program in California. Reference to the CalWORKs Program shall include reference to the AFDC Program, as appropriate.

(2) "CDHS" means the California Department of Health Services.

(3) "CDSS" means the California Department of Social Services.

(4) "Control group" means an evaluation group of teen parents who shall not participate in Cal-Learn.

(5) "CWD" means the county welfare department.

(6) "CWPDP" means the California Work Pays Demonstration Project.

d. (1) "Deferred" means a teen parent who is not required to participate in the Cal-Learn Program in accordance with the deferral criteria. A deferred teen parent receives case management services, if available, but is not subject to sanctions, eligible for bonuses or supportive services.
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(Continued)

e. (1) "Exempt" means an individual who is not required to participate in accordance with the Cal-Learn exemption criteria. An exempt individual receives no services and is not subject to sanctions or eligible for bonuses.

f. Reserved

g. (1) "GAIN" means the Greater Avenues for Independence program, a comprehensive statewide employment program for AFDC applicants and recipients, which was in effect in California prior to the welfare-to-work activities in the CalWORKs Program.

(2) "GED" means a General Education Development examination.

h. (1) "Head of the AU" is the caretaker relative in the AU.

i. (1) "Independent living" means a person no longer receiving public aid.

j. Reserved

k. Reserved

l. Reserved

m. Reserved

n. Reserved

o. Reserved

p. Reserved

q. Reserved

r. (1) "Report card" means a periodic report on a teen parent's academic achievement routinely issued by a school.

s. (1) "Sanction" means the reduction in the cash aid payment for the AU based on the Cal-Learn sanction criteria.
(2) "Satisfactory progress" means making at least a "C" (2.0) grade point average on a report card or meeting the school's regular assessment of periodic progress when the school uses an alternative grading method.

(3) "Special need" under this section means an event or condition which clearly and directly prevents a teen parent from making adequate progress in school or earning a diploma.

(4) "Supportive services" means transportation, child care and ancillary expenses needed by a teen parent to attend their educational program.

(1) "Teen parent" means an individual participating in the Cal-Learn Program. To be a participant, an individual must:

| (A) | Be a CalWORKs recipient under the age of 19 or 19 years of age and continuing Cal-Learn participation on a voluntary basis; and |
| (B) | Not have obtained a high school diploma or its equivalent; and |
| (C) | Reside with his/her child in the same AU; or |
| (D) | Be pregnant; and |
| (E) | Have been notified of the Cal-Learn Program under Section 42-764.1; and |
| (F) | Not be exempt from participation. |

(2) "Trustline Registry" means a computer based registry of child care providers whose backgrounds have been checked to ensure that providers have no disqualifying criminal convictions or substantiated reports of child abuse.

u. Reserved

v. Reserved

w. (1) "Welfare-to-work activities" means the work or work-related activity requirements in the CalWORKs Program. Welfare-to-work activities replaced the GAIN Program in California. Reference to welfare-to-work activities shall include reference to the GAIN Program, as appropriate.
.4 Federal Demonstration Project

.41 The United States Department of Health and Human Services (USDHHS) chose four counties to participate in the CWPDP. These four CWDs shall comply with the Cal-Learn Program research procedures throughout the duration of the demonstration project.

.42 The CWD shall provide adequate notification to teen parents who have been assigned to the Cal-Learn evaluation control group.

.43 The designation and treatment of the control group shall be accomplished pursuant to the project's mandated parameters outlined in the Federal Terms and Conditions as approved by the USDHHS.

.431 Designation and treatment of the control groups members shall be limited to control group members residing within the four research counties.

.432 A break-in-aid shall not affect a teen parent's status in the research project as long as the member continues to reside in one of the research counties.

.5 Data Collection

The CWD shall ensure data is collected and submitted in accordance with CDSS statistical reporting requirements. The data shall include, but not be limited to, the following:

(a) Number of individuals subject to the Cal-Learn Program.

(b) Number of teen parents entering the Cal-Learn Program.

(c) Number of teen parents transferring from other counties.
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(d) Number of teen parents receiving a high school diploma or equivalent.

(e) Number of teen parents who are deferred or exempted from the Cal-Learn Program and the reason for deferrals or exemptions.

(f) Number of teen parents' children receiving child care services by type of provider.

(g) Number of teen parents receiving transportation payments.

(h) Number of teen parents receiving ancillary expense payments.

(i) Number of teen parents receiving a bonus, separated by $100 and $500 bonuses.

(j) Number of teen parents receiving a sanction.

.6 CWD Responsibilities

It is the CWD's responsibility to perform all of the following duties, none of which shall be contracted, delegated, or otherwise transferred in whole or part:

.61 Good cause determination under Section 42-768;

.62 Exemption determination under Section 42-763.2;

.63 Deferral determination under Section 42-763.3;

.64 Sanction determination under Section 42-769;

.65 Bonus determination under Section 42-769;

.66 Issuance of bonuses under Section 42-769; or

.67 Reduction of a grant under Section 42-769 due to a sanction determination.

.7 CalWORKs Eligibility

A pregnant teen with no other children (AU of one) who has entered the Cal-Learn Program under Section 42-764.1 shall be eligible for CalWORKs and the pregnancy special need payment under Section 44-211.6 during her first and second trimesters of pregnancy.
NOTE: Authority cited: Sections 10553, 10554, and 11320 et. seq., Welfare and Institutions Code. Reference: Sections 10063, 10852, 10853, 11320, 11331.5(a) and (c), 11332, and 11333.7(a), (b) and (c), Welfare and Institutions Code; SB 35, Chapter 69, Statutes of 1993, as amended by SB 1078, Chapter 1252, Statutes of 1993; 45 CFR 250.10(c); 45 CFR 250.40(a); 45 CFR 255; 42 U.S.C. Section 602; 42 U.S.C. Section 1315; Federal Waiver Terms and Conditions for the California Work Pays Demonstration Project, March 1994; Assembly Bill 2560, (Chapter 1268, Statutes of 1994) and Senate Bill 1984, (Chapter 1267, Statutes of 1994).

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(Continued)

42-763 CAL-LEARN PROGRAM ELIGIBILITY AND PROGRAM
PARTICIPATION REQUIREMENTS

.1 Eligibility

.11 Individuals who meet the following conditions shall be required to participate in the Cal-Learn Program unless exempt under Section 42-763.2. An individual required to participate in the Cal-Learn Program is a person who:

.111 Is a CalWORKs recipient under the age of 19; and

.112 Has not obtained a high school diploma or its equivalent; and

.113 Resides with his or her child in the same AU; or

.114 Is pregnant and the pregnancy is verified under Section 80-301(m)(2).

.12 Individuals who meet the following conditions may participate in the Cal-Learn Program on a voluntary basis.

.121 Is a CalWORKs recipient 19 years of age;

.122 Was participating in the Cal-Learn Program prior to becoming 19 years of age;

.123 Has not obtained a high school diploma or its equivalent.

.124 Is attending high school or an equivalent program on a full-time basis, as defined by the school, unless the CWD determines that the teen has good cause for not complying with this requirement; and
.125 Resides with his or her child in the same AU or is pregnant and the pregnancy is verified under Section 80-301(m)(2).

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Examples:

(a) At 15 years of age, Mary was a Cal-Learn participant. At 17 years of age, she went off cash aid and was no longer eligible for Cal-Learn participation. At 19 years of age, Mary is back on cash aid, has not received a high school diploma or equivalent and wants to voluntarily participate in Cal-Learn. Mary is eligible to voluntarily participate in Cal-Learn.

(b) At 19 years of age, Susan is pregnant and receiving cash aid for the first time. She has not received a high school diploma or equivalent and she wants to voluntarily participate in Cal-Learn. Susan is not eligible to voluntarily participate in Cal-Learn.

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.13 An individual who is participating in the Cal-Learn Program on a voluntary basis is eligible for the same benefits as an individual who is required to participate in the Cal-Learn Program.

.14 An individual who chooses not to voluntarily participate in the Cal-Learn Program shall be subject to welfare-to-work activities as specified in Section 42-711.3 and time limits as specified in Section 42-302.213.

.15 An individual assigned to a control group under Section 42-762.4 shall not be eligible for the Cal-Learn Program for the duration of the research period unless he or she moves to a county that is not participating in the research project under Section 42-762.4.

.2 Exemption

Individuals meeting the following requirements shall be exempt from the Cal-Learn Program. An exemption shall be granted by the CWD if the individual:

.21 Has a serious illness, injury, or incapacity that prevents the teen parent from meeting the Cal-Learn Program requirements of enrolling in school and attending full-time under Section 42-763.71 for a period of more than three months.
The exemption based on illness, injury or incapacity shall be supported by a written statement from a physician or a licensed or certified psychologist and includes the following:

(a) A description of the individual's condition;
(b) An explanation of why the individual's condition prevents him or her from meeting program requirements;
(c) The expected duration of the condition;
(d) The date of the next scheduled examination or appointment; and
(e) The doctor's name, address and phone number.

When a written statement cannot be obtained timely for reasons beyond the control of the individual, an oral statement from the physician or the licensed or certified psychologist with the information required in this section shall be accepted pending written verification up to a maximum of 60 days.

(a) The oral statement shall be documented and shall include:

(1) The date the oral statement was obtained;
(2) The name of the person who supplied the oral statement;
(3) The person who obtained the oral statement; and
(4) A description of the statement.

Is expelled from school and enrollment in any alternative school cannot be arranged.

The individual or the head of the AU shall provide written verification from the school district in which the individual is a resident that no school in the individual's district will permit the individual to enroll.

Needs Cal-Learn Program paid child care and/or transportation in order to meet Cal-Learn Program requirements and the service is not available for a period of three or more months.
42-763 CAL-LEARN PROGRAM ELIGIBILITY AND PROGRAM PARTICIPATION REQUIREMENTS (Continued)

.24 Cannot receive payment for child care or transportation expenses due to lack of program funding.

.25 Is eligible for AFDC-FC and payment is being made on behalf of the individual.

.3 Deferral

Teen parents who are unable to meet Cal-Learn Program requirements due to the following deferral criteria shall be deferred from the Cal-Learn participation until the CWD determines that the situation requiring deferral no longer exists. Deferral shall be granted by the CWD if the teen parent:

.31 Needs supportive services under Section 42-765 which are temporarily not available.

.32 Cannot be provided case management services.

.33 Has a special need that substantially deprives the teen parent's ability to meet program requirements or be successful in earning a high school diploma or its equivalent, and the special need cannot be addressed.

.331 To qualify for a special need deferral, the teen parent must be severely restricted by factors beyond the teen parent's control to attend school and no home study or other special arrangements can be made with the school.

(a) Beyond the control of the teen parent shall include, but not be limited to, acts of nature such as fire, earthquake, flood, death of a child or parent, child is hospitalized, child or teen parent is seriously ill or injured.

(b) EXAMPLE:

Sara suffered an injury in a car accident for which her physician stated she would be unable to attend school for six weeks. However, the physician stated that Sara would be able to continue her school work at home in two weeks. Sara's case manager contacted Sara's school and was able to arrange a home study program which gave Sara the ability to make adequate progress for the report card period. Sara does not qualify for a deferral.

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.332 Documentation under Sections 42-763.211 or .212 shall be required for a special needs deferral which is an illness, injury or incapacity.

(a) Documentation shall be accepted from a physician, licensed or certified psychologist, licensed Marriage Family and Child Counselor or a Licensed Clinical Social Worker.

.34 Has been prescribed a period of time for postpartum recovery after the birth of a child by a physician.

.341 Documentation under Section 42-763.332 shall be required for the postpartum recovery deferral.

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.4 Individuals exempt or deferred from the Cal-Learn Program are not exempt or deferred from attending school. The California Education Code (CEC), Section 48200 provides that each person between the ages of 6 and 18 years, not exempted under Chapters 2 or 3 of the CEC, is subject to compulsory full-time education.

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.5 Documentation, Review and Notification

CWDs or case managers shall:

.51 Document the estimated duration of the exemption or deferral status.

.511 The CWD or case manager shall verify submitted documentation if authenticity is in doubt or when the information is inconsistent with information that is known.

.52 Review exemption status at the end of the projected length of time of the exemption, or upon the request of the individual or head of the AU, but no less often than every six months.

.53 Review deferral status at the end of the projected length of the deferral, or upon the request of the teen parent or head of the AU, but no less often than every three months.
.54 Notify a teen parent and the head of the AU of a teen parent's exemption or deferral from the Cal-Learn Program and of the right to have the exemption or deferral reviewed.

.6 Service Provisions

.61 Exempt individuals shall not be eligible to receive Cal-Learn supportive services under Section 42-765, case management services under Section 42-766, or bonuses or sanctions under Section 42-769.

.62 Deferred teen parents shall not be eligible to receive Cal-Learn supportive services under Section 42-765 and sanctions and bonuses under Section 42-769. Deferred teen parents shall receive case management under Section 42-766 except for teen parents who are deferred due to case management not being available.

.7 Participation Requirements

Teen parents shall:

.71 Enroll and attend full-time (as defined by the school) in a school program which shall lead to a high school diploma or its equivalent.

.711 For the purposes of the Cal-Learn Program, high school equivalency programs shall include, but not be limited to, preparation classes for the GED examination and the California high school certificate of proficiency examination.

.712 Vocational training programs which are not part of a high school or its equivalent curriculum shall not meet the Cal-Learn participation requirements.

.713 Except as provided in Section 42-763.714, teen parents who are enrolled in a program which has no "full-time" definition shall participate in a minimum of 10 hours of school activity per week during each week that participation is required.

.714 When a teen parent is enrolled in a school program which cannot provide a minimum of 10 hours per week of school activity, the AU shall provide written verification from the school in which the teen parent is enrolled confirming this limitation.
.72 Participate in the Cal-Learn Program until the end of the month in which the teen parent turns age 19 or until either a high school diploma or its equivalent is earned.

.73 Assist in the development of the case plan including a report card submittal schedule as part of the case plan under Section 42-766.33.

.74 Submit report cards to the case manager.

.741 A teen parent shall be responsible for submitting the report card to the teen parent's case manager within 10 working days from the date the report card is issued.

.8 Break In Program Participation

When a teen parent has a break-in-aid or is exempted from the program for 90 days or more or when a 19-year-old teen parent voluntarily discontinues from Cal-Learn for 90 days or more, the following conditions shall be met.

.81 The teen parent shall be rescheduled for orientation and shall be provided program requirements under Section 42-764.2; and

.82 The teen parent shall participate in the Cal-Learn Program for 90 calendar days under Section 42-766.334 before being eligible for bonuses or subject to sanctions under Section 42-769.

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.83 Example: Bill is discontinued effective February 28. He remains in school and is reinstated effective June 2. His report card for the school term ending June 30 indicates satisfactory progress. Bill is not eligible for a bonus because his break-in-aid was for more than 90 days and he has not participated for 90 days after his CalWORKs was reinstated.

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NOTE: Authority cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 10063, 11331.5, 11331.7, 11332, 11332.5(a)(3), 11333.7(a), (b)(1) and (d), 11334.2, and 11450, Welfare and Institutions Code; 45 CFR 250.40(a); and 42 U.S.C. Section 1315.
.1 Notification

When a CWD determines that an individual is required to participate in the Cal-Learn Program, a Cal-Learn Program notice shall be sent to both the individual and the head of the AU with an appointment date for the Cal-Learn eligible individual to attend orientation under Section 42-764.2.

.11 The notice shall include:

.111 A general description of the Cal-Learn Program;

.112 A description of the supportive services and case management services provided to teen parents;

.113 A statement that the notice is not notification of program requirements and that Cal-Learn Program requirements shall be provided during the teen parent's orientation; and

.114 The date the individual has been scheduled for orientation.

.2 Orientation

A Cal-Learn orientation shall be scheduled and provided to teen parents.

.21 In addition to written and oral descriptions of the program under Sections 42-764.111 and .112, orientation shall also provide the teen parent written and oral descriptions of the following:

.211 Cal-Learn Program participation requirements under Section 42-763.7;

.212 A description of the Cal-Learn Program exemption and deferral criteria and an explanation that a Cal-Learn Program exemption or deferral does not provide an exemption from attending school under the California Education Code.

.213 The Cal-Learn bonuses and sanctions, and the consequences of failing to make adequate progress; and

.214 The right to show good cause for failing to demonstrate adequate progress.

.215 The consequences of a break-in-aid.
.22 No later than 30 days after the teen parent attends orientation, the head of the AU shall be sent a notice containing a Cal-Learn Program description and the program requirements under Section 42-764.21.

.23 When a teen parent fails to attend the scheduled orientation, the teen parent and the head of the AU shall be sent a notice containing a Cal-Learn Program description and the program requirements under Section 42-764.21 no later than 5 working days after the scheduled orientation.

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.231 Teen parents who do not attend orientation, or otherwise do not cooperate, will continue to receive their CalWORKs grants for which they are eligible. Under Sections 42-763.741 and 42-766.33, these teen parents will be subject to sanctions if they do not submit their report cards.

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42-765 SUPPORTIVE SERVICES

.1 Supportive Services Provisions

Teen parents shall receive child care, transportation and ancillary expenses under Section 42-750. The procedures under Section 42-750 shall be used for the payment of supportive services and the collection of an unused portion of an advance supportive service payment.

.11 Supportive services shall be limited to those services teen parents need to attend their school programs regularly.

.2 Overpayments and Underpayments

The procedures under Section 42-751 shall be used for the issuance of underpayments and the collection of overpayments.

.3 Repealed by Manual Letter No. EAS-98-03, effective 7/1/98.

NOTE: Authority cited: Sections 10553, 10554, and 11320 et seq., Welfare and Institutions Code. Reference: Sections 11320, 11323.4, and 11331.7(a), Welfare and Institutions Code; 42 U.S.C. Section 602; and 45 CFR 255.4(j); AB 2560 (Chapter 1268, Statutes of 1994); and SB 1984, (Chapter 1267, Statutes of 1994).
.1 Case Management

.11 Case management services shall be provided to each teen parent in the Cal-Learn Program.

.111 Case management services shall provide assistance to teen parents to obtain:

(a) The educational services necessary to earn a high school diploma or its equivalent.

(b) Health and social services, including, but not limited to those designed to:

(1) Reduce the incidence of maternal and child morbidity and mortality, including the incidence of low birth weight infants;

(2) Enhance the teen parent's parenting skills;

(3) Facilitate an effective ongoing relationship between the teen parent, the noncustodial parent and the child where it is in the best interest of the child and the teen parent; and

(4) Assess the suitability of the teen parent's living situation including, but not limited to, the physical and emotional health and safety of the teen parent and child.

.12 Standards for Case Managers

.121 Case managers shall possess an expertise in the education, training and other social and health service needs of teen parents, as well as the local programs that provide these services.

(a) Training shall be provided to case managers to develop and update the required expertise.

.122 Case managers shall have sufficient time consistent with the AFLP Standards incorporated under Section 42-766.133(a) to provide the needed case management services to teen parents.
.13 Provision of Case Management Services

.131 Adolescent Family Life Program (AFLP) Contracting Requirement

Except as provided in Section 42-766.132, the CWD shall contract with an existing AFLP provider for case management services.

.132 Exceptions to Contracting With AFLP

The CWD may contract with other public or nonprofit agencies or school districts for all or part of case management services or may provide all or part of case management services directly only when one of the following conditions exist:

(a) AFLP services are not available; or

(b) AFLP services are not cost-effective; or

(c) The CWD has an existing teen parent program operating under an approved CalWORKs County Plan.

.133 Requirements When Not Contracting With AFLP

When case management services are provided by the CWD or by an agency which is not administering an AFLP, the following conditions shall be met:

(a) The services shall conform as determined by CDHS to the standards of the "California Department of Health Services, Maternal and Child Health, Adolescent Family Life Program Standards, March 1, 1993, and Cal-Learn Addendum, January 26, 1994," which are hereby incorporated by reference; and

(b) The Cal-Learn County Plan as specified in Section 42-767 shall include justification for not contracting with the AFLP under Section 42-767.121(a); and

(c) The services shall be designed with the cooperation of the local county health agency.
.2 Case Manager

General responsibilities for the case manager shall include the following:

.21 Provide referrals to appropriate community services needed to assist the teen parent to continue in or return to school.

.22 Monitor each teen parent through monthly contacts with the teen parent, collateral and/or service providers to determine the effectiveness of service provision. Assess progress toward case plan goals and make the necessary changes to improve the teen parent's program.

.23 Act as a counselor, colleague, and role model so that each teen parent has someone to trust and to turn to for advice, guidance and ideas.

.24 Ensure that each teen parent understands the program requirements and consequences of not making adequate or satisfactory progress.

.25 Identify the need for and method of providing supportive services under Section 42-765.

.26 Develop a case plan under Section 42-766.3 to assist the teen parent to graduate from high school or its equivalent.

.27 Provide program exemption, program deferral, good cause, bonus and sanction determinations or recommendations.

.271 Case managers who are not CWD employees shall provide the CWD with a recommendation and supporting documentation.

.272 CWDs shall make the appropriate determination.

.28 Make reasonable efforts to reach teen parents who are not making adequate progress.

.3 Case Plan

The case manager shall develop a case plan. The case plan shall include, but not be limited to, the following:
.31 Planned intervals of contacts and visits between the case manager and the teen parent, and the head of the AU, as appropriate.

.311 At a minimum, the intervals shall include monthly contacts and quarterly case plan reviews with the teen parent.

.32 A description of the teen parent's school program.

.322 For a teen parent not enrolled in and/or attending school, the date the teen parent shall be expected to be enrolled in and attending school shall be documented.

.33 A report card submittal schedule containing no more than four calendar dates per 12-month period on which the teen parent shall be required to submit a report card to the case manager.

.331 Teen parents in school programs which routinely issue 4 or less report cards in a 12-month period shall be required to submit the number of report cards issued.

.332 When a teen parent fails to participate in the development of the case plan, the case manager shall establish a report card submittal schedule containing four dates within the 12-month period.

.333 The date for submission of report cards shall be 10 working days from the date the report card is issued by the school.

.334 For purposes of bonuses and sanctions under Section 42-769, the requirement to submit a report card shall not begin until the teen parent has been required to participate in the Cal-Learn Program for 90 calendar days.

(a) The 90-day period begins the first day of the month after one of the following conditions are met.

(1) The date the teen parent attended orientation.

(2) The date the teen parent and head of the AU were sent program notification under Section 42-764.23.
(b) Example: Sara was notified of the requirements to participate in the Cal-Learn Program during orientation in September. She receives a report card in January. She is required to submit this report card to her case manager.

(c) Example: Maryanne did not attend orientation and was subsequently sent a notice of the Cal-Learn Program requirements in March. She receives a report card in May. She is not required to turn in this report card. She subsequently received a report card in November, which she is required to submit.

(d) When a break in participation of less than 90 days occurs during the 90-day participation period, the days of the break shall not be counted as part of the 90-day participation period.

(1) A break in participation shall be a break-in-aid or a Cal-Learn exemption.

.34 Supportive services to be provided to the teen parent.

.35 Documentation of referrals to or provision of services to the teen parent including those in Section 42-766.111.

.351 The documentation shall include whether the referred service was provided to the teen and the outcome of service provision.

.4 Report Card Submittal Schedule Notification and Case Plan Update

.41 The teen parent's report card submittal schedule under Section 42-766.33 shall be sent to the teen parent and the head of the AU within 30 days from either the date the teen parent attended orientation or the date the teen parent and the head of the AU were sent program notification under Section 42-764.23.
.42 Following a teen parent's deferral or break in participation of less than 90 days, the case manager shall review and update the teen parent's report card submittal schedule.

.421 The schedule shall be sent to the teen parent and the head of the AU within 10 working days from the date the case manager was informed by the CWD that the teen parent's break or deferral ended.

.43 The case manager shall review and update the case plan as necessary, but no less than every three months.

.5 Exemption and Deferral Determination

.51 If it has not been determined prior to the development of the case plan or if the teen parent's circumstances change, the case manager shall determine if the teen parent shall be exempt under Section 42-763.2 or deferred under Section 42-763.3 from the Cal-Learn Program.

.52 When a case manager who is not a CWD employee finds that a teen parent should be exempt or deferred, the case manager shall make a recommendation to the CWD and provide substantiating documentation.

.521 The CWD shall review the case manager's documentation and recommendation to determine if the teen parent shall be exempt or deferred.

.6 Determination of School Progress

Case managers shall determine if report cards are submitted as required in the teen parent's report card submittal schedule under Section 42-766.33 and shall review report cards to determine school progress for the purposes of a bonus or sanction.

.61 Case Manager Is Not A CWD Employee

To initiate a bonus or sanction, the case manager shall provide the CWD with the recommendation and the documentation, including the report card, which substantiates the recommended action.
.62 Report Card Determination of Adequate and Satisfactory Progress

For the purpose of determining adequate and satisfactory progress for report cards under Section 42-766.33, adequate progress shall mean maintaining a grade point average of at least 1.0 and satisfactory progress shall mean maintaining a grade point average of 2.0 and above on a scale where A equals 4.0 points and F equals 0 points.

.621 Report Cards Containing Letter Grades

When a report card containing letter grades is provided without that report's grade point average or individual letter grade point values, the report card's grade point average shall be computed by giving each grade a point value as specified below:

(a) A+, A, A- equal 4.0

B+, B, B- equal 3.0

C+, C, C- equal 2.0

D+, D, D- equal 1.0

F, Incomplete equal 0

.622 Report Cards Without Letter Grades

When report cards do not contain letter grades, or the school providing letter grades has an alternative method of determining adequate and satisfactory progress, satisfactory and adequate progress shall be determined by the school's regular assessment of periodic progress.

.623 For the purposes of this section, only grades contained on the submitted report card shall be used for grade point average determination. Cumulative grade point averages shall not be used.

.63 Report Cards Submitted as Required

When the teen parent submits the report card as required, the case manager shall take the following action:
.631 Satisfactory Progress

Initiate the $100 bonus for the AU when the report card reflects satisfactory progress under Section 42-766.62.

(a) The case manager shall initiate a bonus as soon as administratively possible, but no later than 5 working days from the date:

(1) The report card was submitted as required on the report card submittal schedule; or

(2) It has been determined that the teen parent had good cause for late report card submittal under Section 42-766.641; or

(3) The case manager received a completed grade or at the end of the time period identified under Section 42-766.65.

(b) The $100 bonus shall not be initiated when the teen parent will receive the $500 bonus under Section 42-766.8 for the same report card period.

.632 Adequate Progress

Notify the head of the teen parent's AU that the report card reflects adequate progress and that no grant adjustment shall be made when the report card reflects adequate progress under Section 42-766.62.

.633 Failure to Demonstrate Adequate Progress

Make reasonable efforts as specified in Section 42-766.7 when the report card does not reflect that the teen parent is demonstrating adequate progress under Section 42-766.62.

(a) If a good cause determination is not requested within the 10-day reasonable efforts period, the case manager shall initiate the $100 sanction.
42-766 (Cont.)

CAL-LEARN CASE MANAGEMENT SERVICES

(Continued)

(b) If a good cause determination is requested within the 10-day reasonable effort period, the case manager shall make a good cause determination.

(1) If good cause is found, the case manager shall not initiate the $100 sanction.

(2) If good cause is not found, the case manager shall initiate the $100 sanction.

.64 Report Cards Not Submitted as Required

When a teen parent fails to submit a report card as required, the case manager shall make reasonable efforts under Section 42-766.7.

.641 Good Cause Found for Late Submittal

If the teen parent submits the report card within the 10-day reasonable effort period, and it is determined that there was good cause for late submittal, the case manager shall treat the report card as having been submitted as required under Section 42-766.63.

.642 Good Cause Not Found for Late Submittal

If the report card is submitted within the 10-day reasonable effort period, as provided in Section 42-766.7, but good cause for late submittal is not found, the sanction shall be reduced to $50 when:

(a) The report card reflects adequate progress or better, or

(b) The teen parent showed good cause for a report card which did not reflect adequate progress.
HANDBOOK BEGINS HERE

(1) Example: A teen parent submits a report card within the ten-day reasonable effort period. The case manager determines that the teen parent did not have good cause for the late submittal. If the report card reflects satisfactory progress or if the teen parent can demonstrate good cause for a report card that does not reflect satisfactory progress, the sanction is reduced to $50.

HANDBOOK ENDS HERE

.643 Report Card Not Submitted

The case manager shall initiate the $100 sanction under Section 42-769.2 when the teen parent does not turn in the required report card by the end of the 10-day reasonable effort period.

.65 Report Cards Containing Incomplete Grades

When a teen parent submits a report card containing an incomplete grade(s) which could affect the eligibility of a bonus or sanction, the CWD shall follow the procedure under either Sections 42-766.651 or .652. The option chosen shall be established countywide.

.651 A bonus or sanction shall not be initiated until after 45 calendar days from the date the incomplete report card was received by the case manager. A completed grade(s) may be submitted during the time period established by the teen parent’s school for completing grades.

(a) Adequate and satisfactory progress shall be determined using the grades received by the end of the 45-day period beginning on the date the case manager received the report card containing the incomplete grade(s).

(b) The teen parent’s eligibility of a bonus or sanction shall be determined again when a completed grade is submitted after this 45-day period, but within the time period established by the teen parent’s school for completing grades.
The case manager shall treat the report card as having been submitted as required under Section 42-766.63.

A bonus or sanction shall not be initiated until after the time period established by the school the teen parent is attending for completing grades.

Adequate and satisfactory progress shall be determined using the grades received by the end of the school’s allowable time period and the case manager shall treat the report card as having been submitted as required under Section 42-766.63.

Within 5 working days from the date the case manager received the incomplete report card under Sections 42-766.651 or .652, the case manager shall send a notice to the teen parent and the head of the AU explaining the CWD's procedure for submitting a completed grade and the consequences of not submitting a completed grade.

If good cause is not found for failure or refusal to comply with program requirements on the part of the teen parent, the case manager shall inform the teen parent and the head of the AU of the consequences of not participating and provide the teen parent with the telephone number and address of the local welfare rights organization or legal aid society should the teen parent need further assistance.

A teen parent shall not participate in the Cal-Learn Program after the end of the month in which the teen parent turns 19 years old or, if a voluntary participant, turns 20 years old.

When the teen parent qualifies for a $100 or $500 bonus or a sanction before the end of the month in which the teen parent turns 19 years old or, if a voluntary participant, turns 20 years old and the action was not initiated before the end of that month, the case manager shall initiate the bonus or sanction after the end of that month.

The case manager shall not initiate a bonus or sanction for a report card period that ends after the month the teen parent turns 19 years old or, if a voluntary participant, turns 20 years old.
(c) When a teen parent ends participation due to turning 19 years old or, if a voluntary participant, turns 20 years old, or when the teen parent earns a high school diploma or its equivalent, the case manager shall notify the teen parent that the teen parent is no longer in the Cal-Learn Program.

.672 When it is known to the case manager that a teen parent is approaching the end of participation in the Cal-Learn Program, the case manager shall assist the teen parent in transitioning to independent living or to participation in CalWORKs welfare-to-work activities.

.7 Reasonable Efforts

When a teen parent fails to make adequate progress, either by submitting a report card reflecting less than adequate progress or by not submitting a report card as required, within 10 working days from the date the teen parent failed to make adequate progress the case manager shall:

.71 Send a notice to the teen parent of the consequences of not making adequate progress.

.72 Make reasonable efforts to reach the teen parent (and the head of the AU, if appropriate) who is in danger of continuing to fail in school or to not attend school.

.73 Make reasonable efforts to secure a face-to-face meeting with the teen parent.

.74 For the purposes of this section, performance of any one of the following shall constitute reasonable efforts:

.741 A telephone call to the teen parent;

.742 Personal contact with the teen parent;

.743 Written notification with an appointment date shall constitute reasonable efforts if the case manager does not have contact with the teen parent by telephone or by an attempt to have personal contact.

.75 Begin a good cause determination as specified under Sections 42-768.2 and .3 when a teen parent requests a good cause determination.
.76 Document in the case file all efforts made to reach the teen parent and arrange a face-to-face meeting under Sections 42-766.72 and .73.

.8 Teen Parent Graduates from High School

The case manager shall receive documentation submitted indicating graduation from high school or its equivalent.

.81 When graduation is verified with the school the case manager shall initiate the $500 bonus under Section 42-769.1.

.811 The case manager shall initiate the bonus as soon as administratively possible, but not more than five working days from the date the case manager received the graduation documentation from the teen parent.

NOTE: Authority cited: Sections 10533 and 10544, Welfare and Institutions Code. Reference: Sections 11320, 11331.5(a), (b) and (c); 11331.7; 11332; 11332.5(a), (a)(1), (a)(3) and (a)(4), (b) and (c); 11333(a), (b) and (b)(1); 11333.7, (a), (b)(1), (c), (d), (e), (f) and (g); 11334 and 11334.2, Welfare and Institutions Code; 45 CFR 250.10(c); and 45 CFR 250.40(a).

.1 County Plan

CWDs shall submit a Cal-Learn County Plan as part of the CWDs’ CalWORKs County Plan. The Cal-Learn County Plan shall include the following:

.11 Networking

A description of services in the county currently available to teens, including:

.111 Identification of education and supportive services available to pregnant and custodial teen parents.

.112 The extent to which the programs providing these services are currently serving CalWORKs recipients.
.113 The resources that these programs may make available to Cal-Learn teen parents.

.114 The linkages that the CWD has established and/or plans to establish with these programs.

.12 Case Management Provision

A description of the method of providing the case management services as described in Section 42-766 and the agency or organization that shall administer these services.

.121 When all or part of the case management services are to be provided by the CWD or by an agency which is not administering AFLP, the plan shall contain the following:

(a) Justification that one of the conditions specified in Section 42-766.132 is met;

(b) Verification that the services have been designed in conjunction with the local county health agency;

(c) Case management protocols which describe the delivery of services to meet the AFLP Program Standards;

(d) A listing of network service providers for which linkage agreements have been established; and

(e) A description of agencies organizing and participating in the network, network meeting plans, and meeting purpose.

.13 A Cal-Learn budget proposal consistent with CDSS' allowable expenditure level shall be submitted to CDSS.

.14 Caseload Description

.141 An estimate of the annual Cal-Learn caseload.

.142 A description of the method by which the caseload shall be identified and participants notified of the Cal-Learn requirements. This shall include:

(a) The schedule by which recipients of CalWORKs who shall be required to participate in Cal-Learn shall be phased into the CWD's program.
(b) The initial CWD plan implementing Cal-Learn shall describe the process by which the CWD shall bring existing recipients of CalWORKs into Cal-Learn.

.2 Coordination With AFLP

A CWD shall coordinate with the AFLP provider in the county as part of the CWD's planning process.

.21 If there are no AFLPs in the county, the CWD may either:

.211 Coordinate with the local county health agency; or

.212 Coordinate with an AFLP provider in an adjoining county.

.22 The plan shall contain a description of the CWD's coordination with AFLP.

.3 Plan Submittal

CWDs shall submit the initial Cal-Learn County Plan for CDSS review and approval no later than November 30, 1994.

.4 Plan Review

CDSS shall approve or deny the Cal-Learn County Plan no more than 60 days from the time the plan is submitted to CDSS.

.41 Any Cal-Learn County Plan which proposes to contract case management services with an agency other than an AFLP, or which proposes to offer case management services through the CWD, shall have the case management services section described in Section 42-767.11 and Sections 42-767.121(c), (d) and (e), reviewed and approved by the California Department of Health Services (CDHS). CDSS shall submit the plan to CDHS for review.

.5 Effective Date

The Cal-Learn Program shall become operative in a county on the date the plan is approved by CDSS or the date specified in the Cal-Learn County Plan, whichever is later.
.6 Inclusion in the CalWORKs County Plan

The Cal-Learn County Plan which was approved by CDSS as part of a CWD's GAIN County Plan shall be considered to be part of the CalWORKs County Plan when the CalWORKs County Plan is approved by CDSS.

NOTE: Authority cited: Sections 10533 and 10544, Welfare and Institutions Code. Reference: Sections 10063, 11320, 11333(b) and (b)(1), 11333.5 and (c), and 11334.2, Welfare and Institutions Code.

.1 Good Cause Request

Teen parents may make a request to the case manager for a good cause determination regarding failure to demonstrate adequate progress.

.11 A teen parent may request this determination prior to the turning in of a report card or during the 10-day reasonable effort period under Section 42-766.7.

.2 Good Cause Review

The case manager shall make a good cause determination when a teen parent requests such a review under Section 42-768.1.

.21 When a teen parent had a break in participation under Section 42-766.334(d)(1) during the report card period, the good cause review shall include the impact the break had on the teen parent's ability to make adequate progress.

.22 The case manager shall issue a notice containing the good cause determination to the teen parent and the head of the AU no later than 15 working days after a good cause determination was requested.

.23 When the case manager is not a CWD employee, the case manager shall review the events on which the teen parent based the request and provide a recommendation with substantiating documentation to the CWD.
42-768 CAL-LEARN GOOD CAUSE DETERMINATION

(Continued)

.231 The CWD shall review the case manager's documentation and recommendation to determine if the teen parent does or does not have good cause.

.232 The case manager shall issue a notice to the teen parent and the head of the AU containing the good cause determination after the CWD has made a determination.

.3 Good Cause Criteria

The following shall be reasons for good cause only when the event is beyond the teen parent's control and substantially deprived the teen parent of the ability to make adequate progress in school and no home study or other special arrangements could be made with the school.

(a) The teen parent is temporarily ill or incapacitated.

(b) The teen parent is required to appear in a court proceeding or is incarcerated.

(c) Inclement weather or other act of nature precludes the teen parent and other persons similarly situated from traveling to an activity.

(d) There is a breakdown in transportation arrangements with no ready access to alternate transportation.

(e) The teen parent refuses to accept major medical services even if the refusal precludes participation in the program.

(f) Licensed or exempt child care is not reasonably available during the teen parent's hours of school, including commuting time; or child care is needed for a child who is not eligible for Cal-Learn paid child care as specified under Section 47-201.

(1) "Reasonably available" child care includes having at least two choices of child care arrangements which do not require either of the following:

   (A) Adding more than one-half hour one-way to the participant's commuting time; or

   (B) The child to transfer to a different school.

(2) The choices of child care shall meet the requirements specified in Section 47-101.
(g) A breakdown or interruption of child care arrangements occurs.

(h) Suitable special needs child care is not reasonably available for children with disabilities, chronic illnesses, or other special needs.

(i) The teen parent meets any of the exemption criteria as specified in Section 42-763.2 or deferral criteria as specified in Section 42-763.3.

(j) The teen parent is experiencing a family crisis or change of individual or family circumstances, such as any of the following:

(1) Death of a spouse, parent, or child.

(2) Illness of a spouse or child which requires the teen parent's immediate attention.

(k) At the discretion of the CWD, any substantial and compelling reasons other than those specified in this section.


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### 42-769 APPLICATION OF BONUSES AND SANCTIONS

.1 Issuing the Bonus

When the CWD receives the appropriate documentation and determines that a bonus is due, the CWD shall issue the bonus as a supplement to the aid payment that was made to the AU in the month in which the bonus was earned by the eligible teen parent.

.11 A bonus is considered to be earned as of the last day of the report card period even though the report card or certificate of graduation is not issued until a later date.

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.111 Example: A report card period ends on June 30. The case manager notifies the CWD on July 10 that a bonus is due. The CWD issues a $100 supplement to the June CalWORKs payment in August even if the teen parent was discontinued after June 30.

**HANDBOOK ENDS HERE**
Upon receipt of documentation and determination that a bonus is due, the CWD shall issue the bonus:

.121 No later than the month following receipt of the documentation when the documentation is received by the eleventh calendar day of the month;

.122 No later than the second month following receipt of the documentation when the documentation is received after the eleventh calendar day of the month;

.123 In the name of the caretaker relative when the bonus is for satisfactory school progress;

.124 In the name of the teen parent when the bonus is for graduation from high school or its equivalent;

(a) The CWD shall not issue the $100 bonus for satisfactory school progress when the teen parent will receive a $500 graduation bonus for the same report card period.

.125 Even when the AU has an existing CalWORKs overpayment. A Cal-Learn bonus shall not be offset by an existing overpayment adjustment.

Applying the Sanction

When the CWD receives the appropriate documentation and determines that a sanction is applicable, the CWD shall process the sanction as soon as administratively practicable as follows:

.21 Send a timely notice of action to the caretaker relative prior to applying the sanction.

.22 Apportion the sanction equally over the two consecutive months following the timely notice except where the AU receives a grant of less than $10 in which case no sanction is applied.

Example:

A teen parent fails to achieve adequate grades and her case manager notifies the CWD on July 10 that a sanction is due. In August the teen parent's AU is eligible for a grant of $8. No sanction can be applied in August. In September the AU is eligible for a grant of $58. The CWD applies the apportioned $50 sanction amount and the AU receives a grant of $8.
.23 When the grant amount, prior to application of the sanction, is less than the amount of the apportioned sanction, the grant amount shall be zero. No remainder of the apportioned sanction shall be applied to subsequent months. In these cases, the family shall be considered CalWORKs recipients for all other purposes including eligibility for Medi-Cal.

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.231 Example: In February an AU is eligible for a grant of $35. The teen parent's apportioned sanction amount is $50. Since the grant amount is less than the apportioned sanction amount, the grant will be zero. In March the AU is eligible for a grant of $75. The CWD will apply the second apportioned sanction amount ($50) and issue a grant of $25. No remainder of the first month's apportioned sanction is applied to the second month's aid payment.

**HANDBOOK ENDS HERE**

.24 Adjust the grant for an underpayment or an overpayment prior to applying the apportioned sanction amount.

.25 Apply one apportioned sanctioned amount for each teen parent per month when there are multiple sanctioned teen parents in the AU.

**HANDBOOK BEGINS HERE**

.251 Example: An AU contains two teen parents. They both fail to achieve adequate grades for the report card period ending in June. The case manager notifies the CWD on July 10 that each is due a sanction. The CWD will apply a $100 sanction in August ($50 for each teen parent) and a $100 sanction in September ($50 for each teen parent).

**HANDBOOK ENDS HERE**

.26 Apply overlapping sanctions for individual teen parents consecutively.
.261 Example: A teen parent fails to achieve adequate grades for the report card period ending in June. The case manager is not appraised of this situation until October 1 and notifies the CWD that a sanction is due on October 5. On October 10 the case manager notifies the CWD that the same teen parent is due a sanction for the report card period ending in September. The CWD applies a $50 sanction in November, December, January, and February.

.3 Change in AU

The sanction shall follow the teen parent and be applied to the AU in which the teen parent is a member at the time the sanction is applied.

.31 Example: A teen parent moves out of his/her mother's home and establishes an AU of his/her own. The teen parent is discontinued from the mother's AU at the end of June and is eligible in the new AU effective July 1. On July 10 the CWD determines that a sanction is due for the report card period ending June 30. The CWD applies the sanction to the new AU in the months of August and September.
.4 Treatment of Bonuses and Sanctions in Other Calculations

The county shall not include a Cal-Learn bonus or sanction in the calculation of an overpayment adjustment or a homeless assistance payment.

.5 Treatment of Bonuses and Sanctions as County-Initiated Mid-Period Actions

Cal-Learn bonuses and sanctions are considered county-initiated mid-period actions as described in Section 44-316.33.

NOTE: Authority cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 10063, 11265.2, and 11333.7(a) and (d), Welfare and Institutions Code; Section 37 of AB 444 (Chapter 1022, Statutes of 2002); 45 CFR 250.40(a); Federal Waiver Terms and Conditions for the California Work Pays Demonstration Project, March 1994, and Waiver Authority for the California Work Pays Demonstration Project as transmitted by the United States Department of Health and Human Services Administration for Children and Families letter dated March 1, 1994.
### 42-780 COUNTY PLANS FOR CALWORKS

.1 Each county shall have a plan which describes how the county intends to deliver the full range of activities and services necessary to move CalWORKs recipients from welfare-to-work.

**HANDBOOK BEGINS HERE**

.11 A suggested format was provided to the counties in an All-County Letter (ACL) 97-54 dated September 10, 1997.

.12 Required contents of the county plans are listed in Welfare and Institutions Code Sections 10530, 10531, 10542(a), 11321.6, 11322.7, 11322.9(d), 11323.2(b), 11325.7(b), 11325.8(a), 11327.8(a), and 13280.

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.2 The county plan shall describe the county's plans to participate in the job creation program established by Government Code Section 15365.50 et seq. as added by AB 1542.

.3 The county plan shall describe discussions between the county and any federally recognized Indian tribe in the county regarding whether the tribe intends to operate a tribal TANF program, county expenditures on recipients, and equitable access to assistance.

.4 The county plan shall describe the criteria specified at Sections 42-712.471(b)(1) and .472(a)(1) for reducing or extending the exemptions for care providers of infants.

.5 The County Welfare Director and County Board of Supervisors shall approve the plan, and any significant revisions or addenda thereto, and certify that the county will operate the CalWORKs Program described therein.

.51 All revisions/addenda, no matter how minor, shall be submitted to the Department, as they occur.

.52 A letter identifying the sections of the county plan being revised shall accompany the revisions/addenda.

.53 A county may implement revisions/addenda when they are submitted to the Department.

.6 A county shall submit an addendum to the county plan once every three years.

NOTE: Authority cited: Sections 10553, 10554, and 10604, Welfare and Institutions Code. Reference: Sections 10530, 10531, 10532(b)(1), 10534, 10542, 10553.2(d), 11321.6, 11322.7, 11322.9, 11323.2, 11325.7, 11325.8, 11327.8, 11329.4, and 13280, Welfare and Institutions Code; and 42 U.S.C. 602(a)(5) and 612.

42-781  CAUSE DETERMINATIONS AND CONCILIATION


42-782  GAIN GOOD CAUSE CRITERIA

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