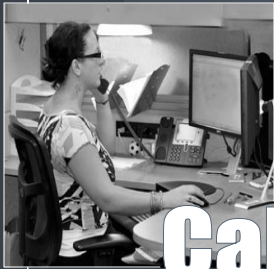


2012

# Employment Services Annual Report

Refocus ♦ Retool ♦ Redesign



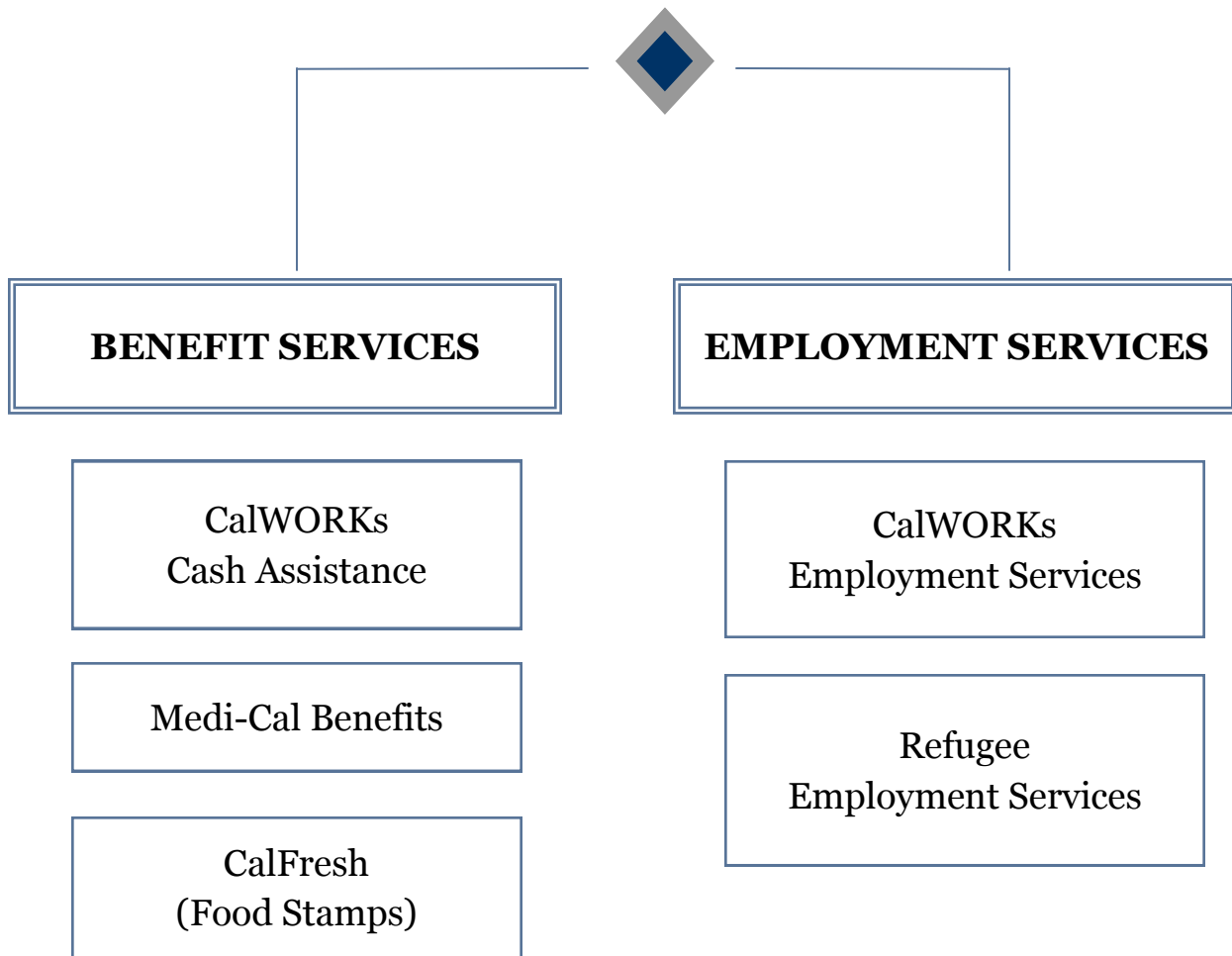
**Promise  
Your Family  
a Better  
Future**

# CalWORKS

SANTA CLARA COUNTY  
SOCIAL SERVICES AGENCY



# Department of Employment & Benefits Services (DEBS)



# Table of Contents

**Menu of Employment Services** ..... 3

**Refocus, Retool, Redesign** ..... 4

## **CalWORKs Program**

Caseload Trends and Demographics ..... 5  
Work Participation Performance and Strategies ..... 10  
Employment Services Operations ..... 14  
Social Work Unit ..... 17  
Cal-Learn ..... 18  
Education and Training ..... 19  
Employment Connection ..... 21  
Transitional Subsidized Employment ..... 24

## **Supportive Services**

Child Care Services ..... 25  
Health Alliance ..... 27  
Family Transportation ..... 28  
Career Closet ..... 29

**Refugee Employment Services** ..... 30

**Safety Net Services** ..... 32

**Appendix** ..... 36

# Menu of Employment Services

---

- ◆ Ancillary Support (Books, Tools, Uniforms)
- ◆ Basic Education/GED Classes/English as a Second Language (ESL)
- ◆ Behavioral Health Screening
- ◆ Bike to Work (Bicycle, Helmet, Safety Lights)
- ◆ Cal-Learn (Teen Parent/Adolescent Family Life Program)
- ◆ Career Closet
- ◆ Child Care
- ◆ Community College/University Degree
- ◆ Community Service
- ◆ Distance Learning iPod/Tablet Lending Library
- ◆ Domestic Abuse Services
- ◆ Drug, Alcohol, Mental Health Services
- ◆ Record Expungement Services (Legal)
- ◆ Guaranteed Ride Home Program
- ◆ Incentive Gift Certificates
- ◆ Job club/Networking
- ◆ Job Search
- ◆ Jump Start Automotive Repair
- ◆ Keys to Success (Discontinued)
- ◆ Produce Mobile at Senter Road Campus
- ◆ Second Harvest Food Bank Programs
- ◆ Sessions To Enhance Professional Skills (STEPS)
- ◆ CalWORKs SSI (Referral Program for SSI Application Assistance)
- ◆ Transportation Services (Bus Passes, Mileage Reimbursements)
- ◆ Transitional Subsidized Employment
- ◆ Vocational Assessment
- ◆ Vocational ESL
- ◆ Work Experience



# Refocus, Retool, Redesign



California has long been a national leader in welfare reform efforts, attempting to provide, in President Clinton's words, "a second chance, not a way of life". Earlier this year, it appeared that California's budget deficit would necessitate a dramatic shift in the state's welfare philosophy and undermine on-going efforts. Ultimately, due to the efforts of advocates at the state and grassroots level, the Governor's sweeping cutbacks of the CalWORKs system were averted for a more balanced approach (*See Appendix on local efforts*).

In the end, the 2013-14 Budget continues to whittle away at the CalWORKs program.\* While details have yet to be issued, listed below is a preview of the changes that will be implemented in the next year:

- ◆ Creation of a new "24-month" time clock for CalWORKs Employment Services. Effective January 2013, parents' time will be tracked based on new participation rules.
- ◆ Effective January 1, 2013, elimination of the existing "Young Child Exemption" and creation of a new "one time" exemption for parents with a child under age 2.
- ◆ Restoration of the Cal-Learn program for pregnant and parenting teenagers.
- ◆ Restoration of the CalWORKs "earned income disregard" to 2010 levels, effective October 1, 2012.

In FY 2011-12, as the Governor and legislature grappled with hard choices about what programs and services to cut, our local CalWORKs Employment Services team refocused its efforts, battling the impact of eroding grants (last year's 8% reduction) and the reduction of lifetime limits.

Alongside our community partners and advisory members, Santa Clara CalWORKs Employment Service retooled and redesigned many key elements of our program, striving to improve customer service and performance.

I hope this year's Annual Report leaves you with a deeper appreciation for the vital difference the CalWORKs programs make in our families' lives. The client stories and staff efforts offer a stirring reminder that we cannot afford to lose sight of the long term impact our services have even in the midst of grim budget realities.

*Denise Boland*

*Employment Services Administrator*

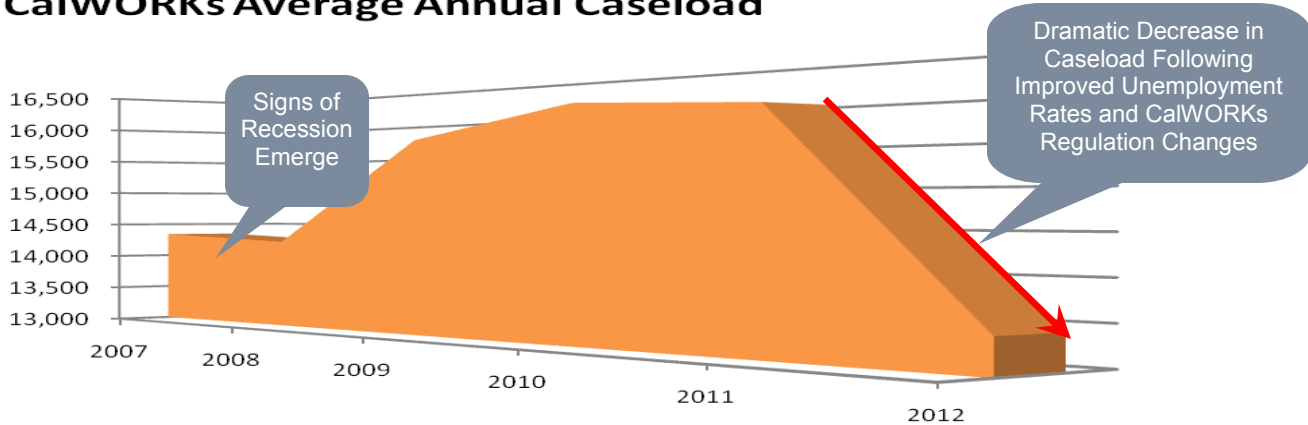
*\* See Appendix for a robust review of the FY 2012-13 budget.*

# Caseload Trends and Demographics

## *The Families of Employment Services*

In the wake of the recession the CalWORKs program experienced a surge in population, steadily increasing each year as the economy continued to flounder. Statewide, the caseload size jumped to nearly 600,000 cases, a 30% increase since 2007. Locally, Santa Clara's CalWORKs population witnessed a similar increase, peaking in 2010 to over 16,000 families, a dramatic rise of 11% in just 3 years.

### CalWORKs Average Annual Caseload



### Caseloads Plummet Sharply, Why?

In FY 2011-12, CalWORKs experienced, for the first time since the recession was declared, a reduction in the demand for CalWORKs services. Over the course of the year, the local caseload averaged 13,432 active cases, **(a dramatic drop of over 2,500 clients, 16% in just 12 months).**

Post-Recession economic recovery is generally marked by incremental progress in jobless rates and consumer spending. At present, the unemployment rate in Santa Clara County is down to 8.7 %, shrinking from double digit figures less than one year ago. Despite this improved job market and improving unemployment rate, it is unlikely that the current economic recovery is the sole contributor to the lessened demand for services.

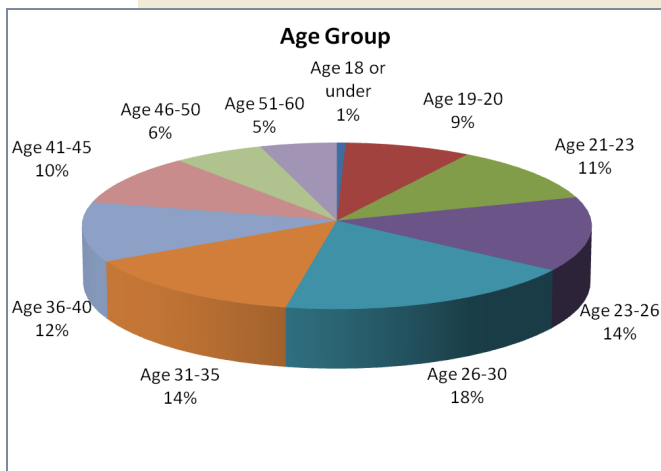
Rather, this dramatic caseload reduction is more likely the result of a combination of factors, including many of the legislative changes that went into effect in July of 2011. Upon implementation, CalWORKs families saw an instant 8% drop in their cash grant, a reduction in the total allowable time on aid from a lifetime of 60-months to 48-months and a change in their allowable earnings limit. Over the past year, many CalWORKs parents have transitioned into the improved work force, moved to an area with a reduced cost of living, timed off of aid or were discontinued for exceeding the newly reduced income limits.

Indeed, the state has since reversed their decision to lower reductions in allowable earnings, thus enabling more CalWORKs families to work part-time without being discontinued from aid for exceeding earning levels. Employment Services will closely monitor these caseload trends and other legislative nuances and report the findings at our monthly CalWORKs Advisory meetings. (*Interested in attending the CalWORKs Advisory Meetings? See the Appendix for next year's meeting schedule.*)

The current CalWORKs caseload is well over 13,000 families, of which the majority are “Child Only” cases, or those cases in which the sole recipient of aid is a child under the age of 18 and in the care of a timed-out parent or elderly relative on a fixed income. The remainder, **6,370 families, are required to enroll with Employment Services.** Below is a graphic representation of the families we serve.



## Caseload Trends and Demographics continued

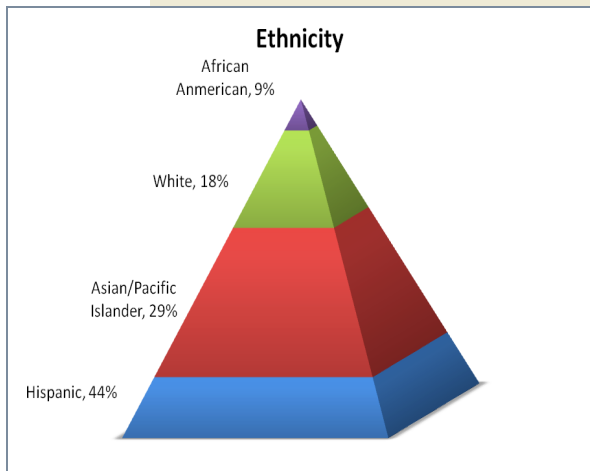
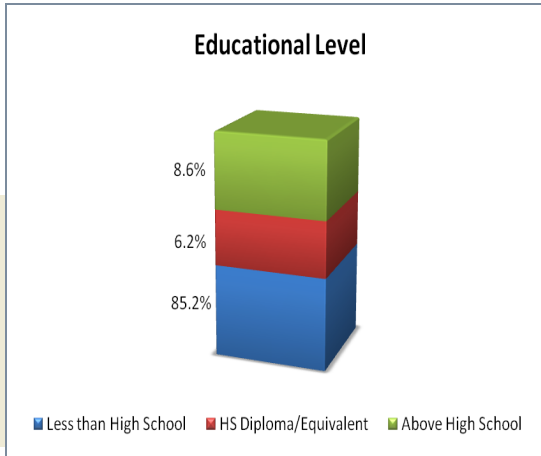


### Age

The chart on the left illustrates the age distribution within the Employment Services population. In the last year Employment Services has experienced a slight increase in the 26-30 year-old age bracket.

### Educational Attainment

Education continues to be a key element in boosting our families employability. Participating families have the option to return to school to finish a high school or equivalent level education, obtain vocational training or enroll in a community college program.



### Ethnicity

The ethnic make-up of Employment Services' families directly reflects the County's culturally diverse population. Currently, the Hispanic population represents the largest group of participants at 44%, followed by Asian/Pacific Islander (29%), White (18%) and African American (9%).

### Language

To ensure the best possible customer service, Employment Services provides assistance in all languages by utilizing multi-lingual staff or through the County's language hotline (direct telephone interpretation services).

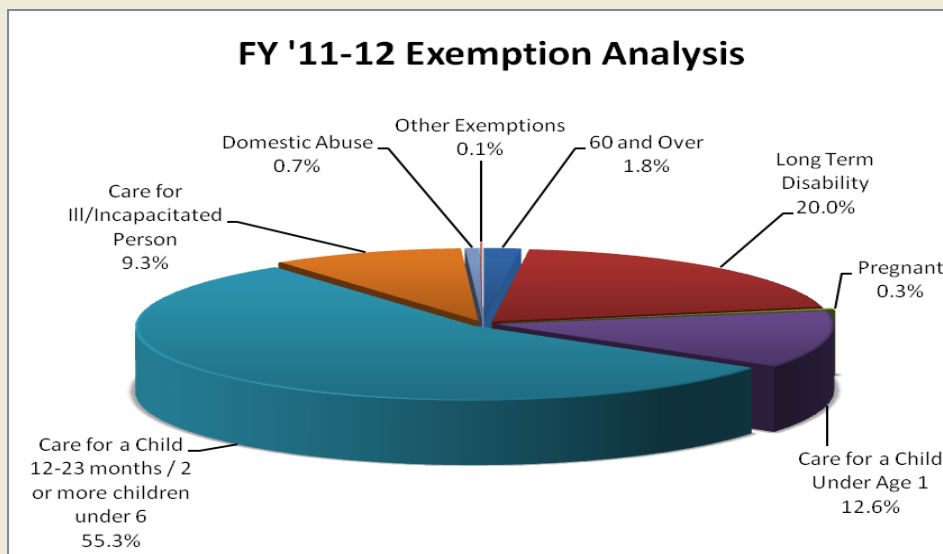
| LANGUAGE   |       |
|------------|-------|
| English    | 73.2% |
| Spanish    | 8.0%  |
| Vietnamese | 5.1%  |
| Farsi      | 1.3%  |
| Arabic     | 0.9%  |
| Mandarin   | 0.3%  |
| Cantonese  | 0.2%  |
| Cambodian  | 0.2%  |
| Amharic    | 0.3%  |
| Tagalog    | 0.5%  |
| Others     | 10.5% |



## Exemptions

Each CalWORKs family is required to enroll with Employment Services and actively work toward self-sufficiency by participating in Welfare-to-Work activities. Employment Services recognizes that families may experience adverse circumstances which hamper their ability to participate. These families may defer participation requirements for prescribed periods before engaging in work related programs if they qualify for a state authorized Exemption. California currently permits 10 Exemptions, though only two of them are recognized under Federal TANF guidelines (see “WPR” article to see how this affects the County).

At present, 2,302 participants are eligible for one of these Exemptions, however, 681 are actively participating as an Exempt Volunteer and 1,621 deferred their participation. The chart below illustrates the Exemption distribution among the population.



## Young Child Exemption

As evidenced above, over half of the Exempt population is eligible under what's known as the Young Child Exemption, which excuses participation for parents whose children fall between ages 12-24 months or those with two children under age 6. Originating out of necessity, the state enacted the new Exemption as a means to reduce child care costs while trying to balance the budget in 2009. Although initially adopted as a temporary measure, the Exemption was reauthorized each year following its inception.

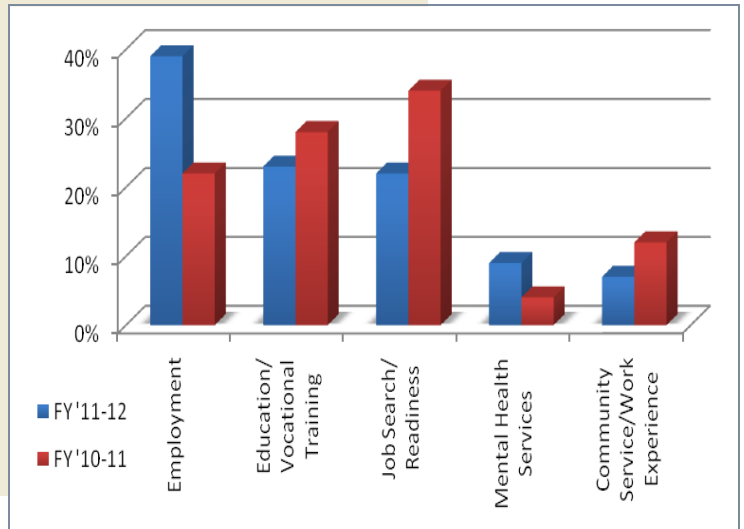
With renewed focus on the CalWORKs program, the state has re-evaluated the Young Child Exemption for the coming fiscal year; beginning in January 2013 only families with a child between 0-24 months of age will be eligible for the Young Child Exemption. Eliminated will be the 2 Children under age 6 clause, which will require 227 families to develop a new employment plan before the January cut-off date.

Employment Services is proactively engaging these families to avoid a last minute scramble of those attempting to attend Orientation and develop employment plans before the imposed deadline.

## Employment Services Activities

Employment Services provides families with a myriad of employment activities that satisfy Welfare-to-Work requirements. Within each category is a wide range of programs that allow participants to tailor an Employment Plan to suit their employment goals.

The chart on the right provides a glimpse of the major activities and a comparison of their usage from the previous year. As illustrated, both the Job Search/Readiness and Education/Training categories have both decreased while Employment has skyrocketed.



| ES Employments                              | FY '10-11 | FY '11-12 |
|---|-----------|-----------|
| <b>Average Number of ES Participants</b>    | 6,238     | 4526      |
| <b>Total Number of Working Participants</b> | 3,030     | 2,533     |
| <b>Percentage of Working Participants</b>   | 49%       | 56%       |
| <b>Average Number of Hours Working/Week</b> | 23        | 25        |
| <b>Average Wage at Placement</b>            | \$10.72   | \$10.00   |

## Employment

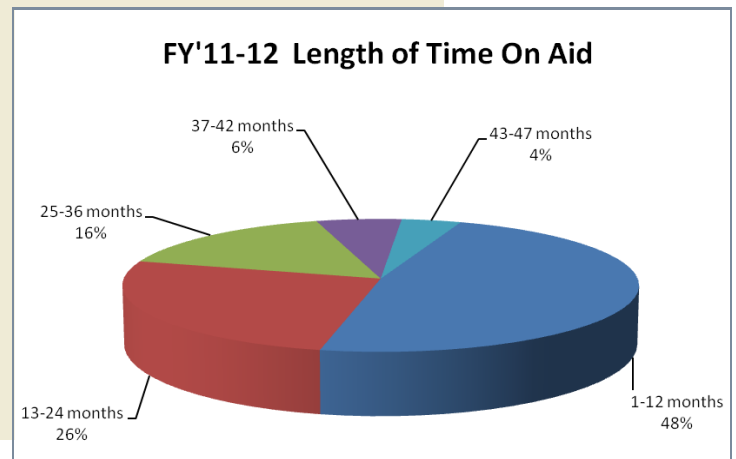
As indicated above, the majority of families are finding part-time employment to begin their journey to self sufficiency. Families are able to supplement their cash grants with the extra income so long as they do not exceed the maximum earning level for their family size.

FY 2011-12 experienced a 7% increase in working families on aid from the previous year.

## Time on Aid

Participation in the CalWORKs program is now limited to a lifetime total of 48-months. In FY 2011-12, an overwhelming majority (74%) of families have only been receiving aid for 24-months or less.

In FY 2011-12, the “over 24-months” population has decreased by 3% since last year. As indicated earlier, this reduction may be due to a complex array of circumstances, from an improved economy to the changes in earned income.



# Work Participation Performance and Strategies

*Santa Clara County, among top performing large counties in the state*

In 1996, Congress transformed traditional welfare into a new time-limited program entitled Temporary Assistance for Needy Families (TANF). TANF's mandate is to provide adults with the necessary support to transition families from cash assistance to self-sufficiency. California's version of TANF is known as the California Work Opportunity and Responsibility to Kids (CalWORKs) program.

The primary performance indicator for TANF is the Work Participation Rate (WPR). A highly complex formula involving many variables, WPR is used to determine the overall performance of the program, at the state and the county levels.

The next few pages will provide you with an overview of these rules, a snap shot of Santa Clara County's performance, as well as local strategies necessary to achieve this federal requirement.

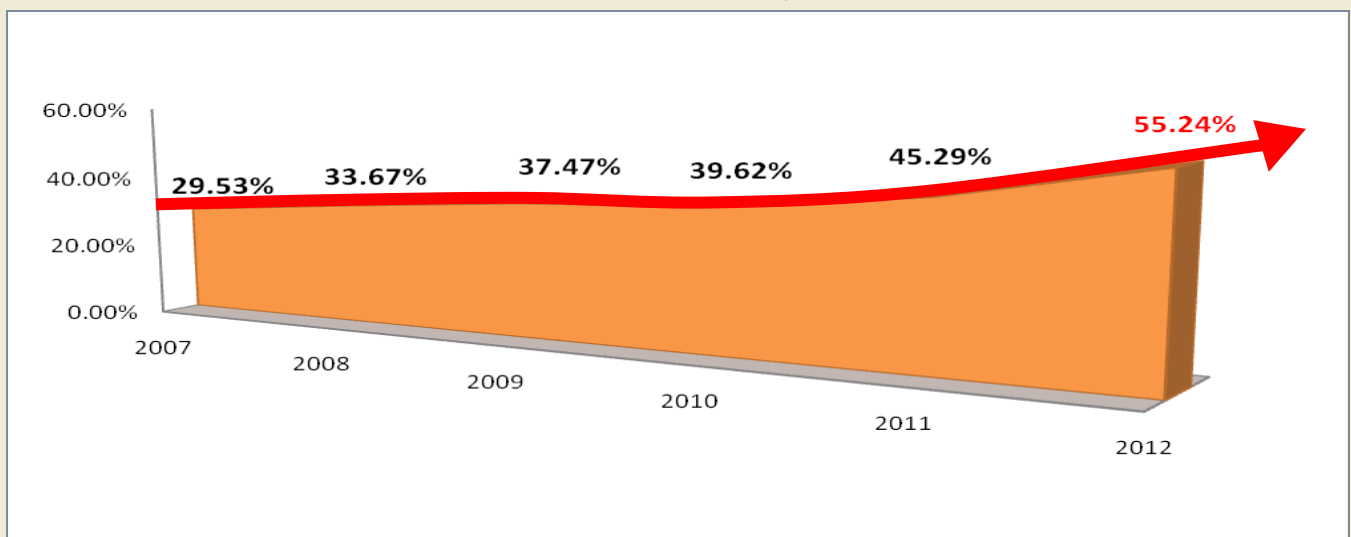
## Work Participation Rate (WPR)

Since its inception, TANF has required states to engage at least half of all families in work or work related activities. Despite stringent work requirements, a weak economy and high unemployment rate, Santa Clara County CalWORKs program continues to meet or exceed the federal standard for participation. In fact, Santa Clara is among the top performing large counties in the state and the only Bay Area County to achieve this required rate. In December, the most recent verified WPR, **Santa Clara County achieved an all time high monthly WPR rate of 58.93%**.

From 2007, when the new WPR rules became effective, Santa Clara County has consistently met the Work Participation Rate. The chart below provides a picture of the upwards trend since WPR implementation with a **26% increase in the past five years**.

| County                                 | Rate          |
|--|---------------|
| <b>SANTA CLARA</b>                     | <b>58.93%</b> |
| Los Angeles                            | 42.40%        |
| Santa Cruz                             | 29.20%        |
| <b>STATEWIDE</b>                       | <b>29.20%</b> |
| San Francisco                          | 19.40%        |
| Contra Costa                           | 19.00%        |
| Sacramento                             | 15.40%        |
| Alameda                                | 11.50%        |
| FFY'09 WPR Bay Area and Large Counties |               |

**Santa Clara County WPR**



## Work Participation Performance and Strategies Continued

### What Counts as Work?

The Deficit Reconciliation Act (DRA) reauthorized TANF, strengthening the original work requirements by defining allowable work activities and stipulating the number of hours that could be spent in each activity.

Under Federal guidelines, individuals must participate at least 30/35 hours per week. This requirement is reduced to 20 hours per week for single parents/guardians with a child younger than 6. Individuals must also engage in “core” activities for a minimum number of hours (20 hours for single parents and 35 for a two parent family). The table below provides a summary of the work activities and number of hours required to meet work participation.

In California, a number of allowable activities, such as orientation, appraisal, assessment, domestic violence services, substance abuse services and mental health services are not countable under these federal guidelines for WPR.

| Hours Required In Work Activities  |   |   |
|--|---|---|
|  | AVERAGE HOURS   |   |
|  | ONE-PARENT FAMILY   | TWO-PARENT FAMILY   |
| Minimum total hours  | *30 hours per week  | 35 hours per week   |
| <b>Core Activities</b>   |   |   |
| Unsubsidized employment  | At least an average of 20 of the 30 hours per week must be from core activities                 | At least an average of 30 of the 35 hours per week must be from core activities                 |
| Subsidized employment  |   |   |
| Work experience  |   |   |
| On-the-job training  |   |   |
| Job-search and job readiness assistance**  |   |   |
| Community services programs  |   |   |
| Vocational education training***   |   |   |
| <b>Noncore Activities</b>  |   |   |
| Job-skills training directly related to employment   | Beyond 20 hours per week in core activities, participation in noncore activities may be counted | Beyond 20 hours per week in core activities, participation in noncore activities may be counted |
| Education directly related to employment, in the case of an individual who has not received a high school diploma or certificate of high school equivalency                  |   |   |
| Satisfactory attendance in high school or in a course of study leading to a certificate of general equivalence, if an individual has not completed high school or equivalent |   |   |
| *20 hours per week for single parents with children under age 6  |   |   |
| ** 6 to 8 week limit per year  |   |   |
| ***12 month limit  |   |   |

### Which Families Count?

In general, CalWORKs families with a “work eligible individual” must be included in the work participation calculation. In 2005, as the formula was revised, 2 new populations, the **sanctioned and timed-out adults**, were added. This change was particularly troublesome for California, one of the few states that continue to provide a safety net grant for children. counties find it especially difficult to engage these populations, who now impact their ability to reach the performance rate.

Work eligible individuals must engage in approved Welfare-to-Work activities unless Exempt. California has 10 Exemptions, only two (child under one year old and care for an ill family member) are federally recognized and excluded in the WPR calculation. In recent years, California legislators have created new exemptions as a budget strategy. These exemption policies create confusion for families and have negatively impacted the State WPR. Historically, Santa Clara County WPR loses 20 percentage points each month due to state exemptions. *(Please refer to page 8 for more info on Exemptions.)*

The recent California FY 2012-13 Budget attempts to mitigate this issue slightly by making steps towards improving the state's ability to meet the performance measure. One effort will be to shift funding for Sanctioned, Safety Net (Time-Out) and Felon cases to a state funded program. By doing so, these cases will be removed from the work participation formula. Locally, these three subgroups typically represent 30-35 percent of the "not met" category in the WPR results. It is anticipated that this change will take effect October 2012; **potentially adding 30 percentage points** to Santa Clara's rate.

## How Santa Clara County Meets Work Participation Requirements

Santa Clara County owes its consistent performance to a comprehensive and versatile plan that continues to streamline business processes, identify new methods of client engagement, constantly refine case management practices with strong collaboration of our education and community partners. Projects and strategies that continue to make a difference include:

### Rapid Response Team

Established in 2008, the Rapid Response Team (RRT) has become the WPR nucleus. This team of energetic and committed case managers work closely with individuals who have been randomly selected for the monthly WPR, making certain they are fully engaged throughout the month. Over the years, RRT has refined its approach, constantly improving their strategies and adding new tools to engage participants. This summer, they began using texting to communicate with their families and also added notebook tablets to their lending library for distance learning activities. *(Please refer to Distance Learning section below and Texting on page 16).* RRT case managers are embedded within every unit of Employment Services, which has strengthened the understanding of this performance measure throughout the department.

### Meet Intern, Roy

Roy, a TSE/WPR intern, worked in a warehouse position where he met a local business owner who was volunteering at Sacred Heart. Working on the same team enabled the man to see Roy's strong work ethic and leadership skills. Within days, Roy was offered an opportunity to interview for a job opening at the gentleman's company.

**Roy's dedication, initiative and enthusiasm got him noticed and landed him a job!**



### Paid Work Experience

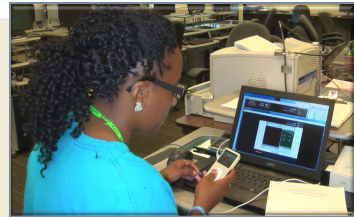
This June, in collaboration with Sacred Heart and Foothill/De Anza Occupational Training Institute (OTI), Employment Services launched a new Work Experience Internship program. This unique program offers individuals who have been selected for the WPR sample, and unemployed or not actively engaged in Employment Services, an opportunity for a paid intern position at Sacred Heart. Depending on the individual's experience and skill level, these interns could be placed into a number of service areas at Sacred Heart, such as the clothes closet, warehouse, front office, food distribution and green energy outreach jobs. During the internship, individuals are mentored and coached to be successful in the job. Towards the end of the internship, they attend a Jobs Link workshop to sharpen their interviewing skills and update their resume. Sacred Heart's one-stop services model gives these individual much more than an internship, providing access to their food distribution center or offering clothing for the participant and their family.

## ***Work Participation Performance and Strategies Continued***

We are pleased to report that the first cohort successfully completed their internship and all met the work participation hours. We look forward to the positive impact this program will have both to the WPR and most importantly, to our families.

### **Distance Learning**

Distance Learning leverages technology by making training material available to participants. CalWORKs clients selected for WPR are encouraged to check out an iPod or notebook tablet to help them complete their participation hours.



Since 2009, Santa Clara's iPod distance learning library has grown to over 200 hours of material ranging from podcasts, e-books, workshops and iTunes "U lessons". Recently, 20 tablets have been added to the distance learning library; as these new tablets are WiFi enabled, participants are able to access free educational web sites and other more interactive learning tools.

### **Performance Building Reports**

Another internal monitoring tool that has contributed to the increase in WPR is the monthly Performance Building Report. The snapshot report shows the status of key areas, helping caseworkers to prioritize and manage their caseload. Additionally, it identifies "top performers," allowing the Employment Services management team to thank them personally for their efforts.



### **WPR Best Practice Workshops**

The WPR Best Practice Workshops provides a forum for RRT members and Decision Support and Research (DSR) subject matter experts to review results and share analytical tools. The sessions have resulted in a clearer understanding of the WPR review on the part of case managers that is ultimately reflected in Santa Clara County's stellar performance.

### **WPR Steering Committee**

The WPR Steering Committee comprises cross-departmental and multi-level personnel that closely monitor WPR as well as other performance indicators to ensure services continue to meet participant's needs while achieving federal and state regulations and mandated targets. The committee members apprise their respective bureaus of emerging trends, needed administrative changes, and new legislative developments.

### **Community Partnership**

The College Consortium and Adult Education Coalition liaisons work closely with CalWORKs students at their sites to continually monitor their students' progress; ensuring they are enrolled in sufficient countable hours to meet the participation requirements.

## **Our Commitment**

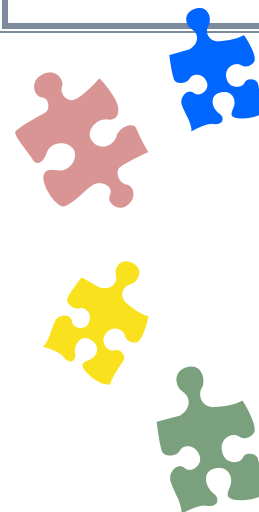
Social Services Agency remains committed to keeping a vigilant eye on the Work Participation Rate and striving to improve client services. Employment Services solicits community input, through sharing and celebrating program accomplishments at monthly CalWORKs Advisory Committee meetings and other forums. (*Interested in attending the CalWORKs Advisory Meetings? See the Appendix for next year's meeting schedule.*)

# Employment Services Operations

## *Guiding families to success*

Plagued by a combination of never-ending regulation changes and dwindling resources, Employment Services Operations (ESO) staff have responded to challenges by coming together with department stakeholders, educators, service providers and the business community to advocate, guide and motivate program participants. Despite the regulatory obstacles of grant reductions and time limitations, stakeholders remain committed to sustaining the hope and employment goals of our families.

An average of 454 participants entered the program each month last year, with a total of 5,443 participants engaging in an orientation/appraisal for FY 2011-12. Each appraisal includes a comprehensive review of the participant's education and training background; work history; interests; child care and transportation needs; language needs; legal issues and time constraints. Upon completion of the appraisal interview, the participant works closely with an Employment Counselor to create a personalized employment plan that outlines their employment goals and activities. Once enrolled, the participant is assigned an ongoing case manager who monitors the participant's progress, provides linkage to needed supportive services and arranges entry into subsequent employment activities. From the time our families enter Employment Services to the day they complete their plan, the Employment Counselor(s) play a pivotal role in aligning services. Working side-by-side with educators, service providers and internal department staff, this team of professionals guide and ensure the participant is on the path to self-sufficiency.



## **Mapping Out Alternate Paths**

With the reduction of time on aid to 48-months, Employment Services Operations worked with service providers to review and assess each and every employment plan to determine what adjustments would be needed to the participant's original goals based on their remaining time on aid.

Participants who had the least amount of time left were scheduled immediately to meet with their Employment Counselor and education/training provider to discuss viable options and alternatives. Working closely with the Adult Schools and Community Colleges, staff was successful in redirecting or refining participants' employment plans with a focus on employment, while continuing to develop viable vocational skills.

This achievement would not have been possible without the efforts of the colleges, the adult schools and program staff to map out new paths of success for every active participant. This effort was even more daunting when we consider that each Employment Counselor maintained an average of 75 to 100 cases a month.

## **Maximizing Opportunities**

While Operations diligently worked out alternate paths of success with individuals running out of time, staff was also proactively engaging exempt clients to volunteer and take advantage of all the opportunities available to them.

## ***Employment Services Operations Continued***

### **Exempt Participants Volunteer**

With the guidance of the CalWORKs Advisory members, Employment Services continued to engage both active participants and new families who were eligible for the Young Child Exemption.

With oversight from the Advisory Committee, mailers and outreach materials were created utilizing input from both active participants and veteran program staff. These new materials focused on the advantages of participating in employment activities for these families, such as the additional supportive services.

Families that elected to volunteer were provided with intensive case management. It was evident to program staff that real and perceived barriers needed to be addressed and resolved prior to bridging the subject of participation. Working with our Social Work staff and Health Alliance network of agencies, service plans were developed with clients to receive mental health and/or substance abuse counseling, if needed. Our internal social worker staff and onsite domestic violence counselor worked closely with clients to address and resolve the threat of violence within their homes and lives of their children.

Staff also connected parents with other resources. Many families needed child care and took advantage of onsite Resource and Referral agency staff (4C's) who helped them identify safe and secure licensed childcare providers. Families with transportation needs were assisted in mapping transportation plans with subject matter experts from Valley Transportation Authority (VTA) and Outreach & Escort. Together they would map out routes and methods of transportation that would assist the family travel to their activities each day.

As a result of this effort, several hundred participants chose to take advantage of this offer and become an "exempt volunteer", working towards their goal of employment and self-sufficiency.



### **Social Media - Engaging Participants**

Whether reaching out to a mandatory or volunteer participant, the Employment Service staff was aware that adaptation to more efficient and modern methods of communication were needed. As social media began to spill into all forums, regardless of social or economic background, Operations began to employ multiple methods of communication to reach out to current and future participants.

Building on the success of Employment Services' Facebook account, Operations staff retooled to leverage the popularity of "YouTube." Last fall, a dedicated group of Intake staff created a short 2 minute video which now broadcasts information about our local program. Staff and partners alike now use this mobile tool to access information whenever and wherever its needed.



## Automated Phone and Text Messaging

Employment Services has also begun to send automated phone and text “**Group Broadcast Blasts**” to inform participants of upcoming events and programs. All messages serve to inform, remind and encourage clients to participate. Some of the group broadcasts were sent included:

- ◆ Information about special employer recruitments at the Employment Connection,
- ◆ New drop-in services and workshops,
- ◆ Reminders about scheduled appointments.

Finally, **Individual text messaging** was introduced this spring as our newest avenue of communication. Texting is widely accepted by our younger participants, who prefer the speed and ease that texting offers. While initially intended as “one way communication”, participants quickly identified it as an interactive tool. Many, who previously did not respond to emails or letters, began rescheduling appointments, asking questions about services or events and even expressed appreciation for the reminders!

Employment Counselors have the ability to send out individual texts from their desktop; below are a few examples of the text messages being sent:



## Committed to Success

Whether engaged in social media or meeting face-to-face, the Employment Services team continues to demonstrate their commitment to finding new avenues of success for CalWORKS families. Together this vibrant team of counselors, educators, eligibility workers, social workers, childcare and health alliance providers ensure that participants feel supported each step of their journey and are able to reach their goal of employment and independence.

# Social Work Unit

## *Supporting families, redefining lives*

Personal barriers often prove to be the biggest obstacle to success for many CalWORKs families. These issues hinder their ability to participate in Welfare-to-Work activities, obtain employment or sustain self-sufficiency. Employment Services has taken a proactive approach to serving these families by incorporating a team of dedicated Social Workers to address and overcome these hurdles. This highly trained and experienced team strives to address the adverse social, cultural and economic obstacles that affect our families.

Last year, the Social Work Team received over 300 referrals for participants seeking help with various participation barriers, such as substance abuse, school absenteeism, assistance applying for Social Security disability benefits, and child welfare concerns. Often participants are referred by their Employment Counselor or school liaison, but clients may also self-refer (*See Social Work flyer in appendix for details and contact information*). The team strives to provide timely interventions with linkages to resources in the community as needed. With this assistance, participants regain control over the circumstances obstructing their progress, while simultaneously maintaining compliance with CalWORKs requirements.

At times, the crisis experienced by families is overwhelming, which is often the case for those victimized by Domestic Violence (DV). In severe cases, these participants are offered a temporary DV Exemption from work requirements and are assisted by a special member of the Social Work Team, a Domestic Violence Specialist, from Next Door Solutions. The dedicated DV Specialist is located on-site at the Senter Road campus and available to provide direct advocacy to support the family through the crisis by scheduling counseling, developing safety plans, securing safe housing and ensuring the family is stabilized with the tools they need to successfully participate with Employment Services. For FY 2011-12, 164 families were provided with critical assistance and aided in taking their life in a new direction.

### Case Files

After suffering 13 years of physical abuse, Sandra mustered the courage to gather her two young children and fled from her abusive husband. She and the children were able to find sanctuary in a local "safe house"; however, after being isolated in her home for so many years, she had no work skills or experience that would enable her to find a job or her own place to live.

Her Employment Counselor quickly recognized her emotional distress and referred her to the Social Work Unit. Working with the DV Specialist, Sandra was put in contact with Next Door Solutions where she received family counseling, participated in a support group, and enrolled in their Self-Sufficiency program. After stabilizing her family, Sandra went on to attend ESL classes and earned her GED.

# Cal-Learn

## *Aiding teen parents early to prevent long-term dependency*

The Cal-Learn program was designed as a strategy for reducing teen pregnancy rates and long-term welfare dependency for teen parents receiving CalWORKs. The core goal of Cal-Learn is to help young parents stay in school long enough to earn a high school diploma and enter the job market with employable skills.

### Service Delivery

This year, the County of Santa Clara issued a joint departmental, Public Health and Social Services, Request For Proposals for the Adolescent Family Life Program (AFLP) and the CalWORKs Teen Parents (Cal-Learn) programs. After careful review and evaluation, Planned Parenthood Mar Monte (PPMM) was selected to continue as the service provider for these programs.

Cal-Learn is a mandatory program that addresses the unique needs of pregnant or parenting teens by facilitating:



- ◆ Educational, vocational and training opportunities,
- ◆ Health and other social services needs,
- ◆ Provides child care, transportation and educational expenses to enable teens to attend school,
- ◆ Specialized and individualized case management to help teens cope with being a parent and remain in school,
- ◆ Bonuses and penalties encourage school attendance and good grades,
- ◆ Up to four \$100 bonuses/penalties per year,
- ◆ A one-time \$500 bonus for High School/GED completion.

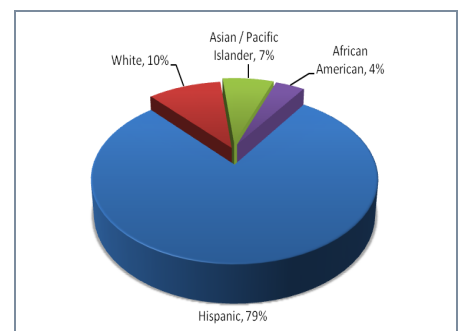
### Board of Supervisors to the Rescue

Despite its success, the Cal-Learn program, as a savings tactic, was suspended in the FY 2011-12 California budget. In Santa Clara County, teens did not face service disruption as the Board of Supervisors elected to continue services to this vulnerable population. Fortunately, the legislature recently restored the program with the passage of the FY 2012-13 Budget.

Monthly, an average of 225 teen parents participate in the program and receive case management by dedicated PPMM and Employment Services case workers. This year, **51 students successfully completed their HS/GED diploma.**

Cal-learn participants' demographics reflect that of our community: most teens identify themselves as Latino (79%), followed by White (10%), Asian/Pacific Islander (7%), and Black (4%).

With Cal-Learn fully restored, staff from both programs look forward to "making a difference" for these young parents and their children, assisting them create healthy families on solid financial ground.



# Education and Training

## *Paving the way to a successful future*

Santa Clara County is fortunate to have a robust educational network that is willing to work closely with CalWORKs Employment Services to ensure families establish a solid educational base necessary when seeking employment in Silicon Valley. Over time, our partnership has grown increasingly important with education levels of participants gradually declining. Today, only 14% of our clients enter the program with a high school diploma and only 8% have some secondary or vocational training.

### Creating a Foundation

With a large portion of our population stymied by a limited primary education, Employment Services offers participants the option of designing an employment plan that couples work related activities with enrollment at a local Adult Education School. Last year approximately 1,000 CalWORKs participants elected this path and attended one of the 13 campuses located throughout the county. Since CalWORKs students' educational backgrounds vary, our partners offer a diverse array of programs to fulfill their needs; the most widely attended are: High School Diploma (HSD), General Education Diploma (GED), English as a Second Language (ESL), Adult Basic Education (ABE), and Vocational programs.

Treading through another stress-filled budget year, our Adult Education partners continue to enhance their local programs, resourcefully maximizing their assets. Listed below are some of the more creative approaches developed:

**Campbell Adult Education** has recently redefined their educational delivery by developing their FLEX program, which provides online access to a full range of instructional services with curriculum geared toward ESL, ABE and GED testing.

**Mountain View/Los Altos** also piloted an iPod Service Learning program to increase progress, support school breaks and increase student comfort levels with today's technology, particularly for ESL students. iPod Service Learning focused on the areas where students commonly struggle, such as the GED Math test. Students usually take 6 months to prepare for the Math GED test, using iPod Service Learning activities, students were ready to test in just 3 months!

**MetroEd's** "Fast Track Lab" has generated early success. This spring, MetroEd began encouraging select students, those who score high on initial placement tests, to access specialized web based GED testing materials in their computer lab. With this streamlined curriculum, MetroEd was able to assist "test ready" clients to obtain their GED's in record time.



*Slicin' and Dicin'...Safely!*

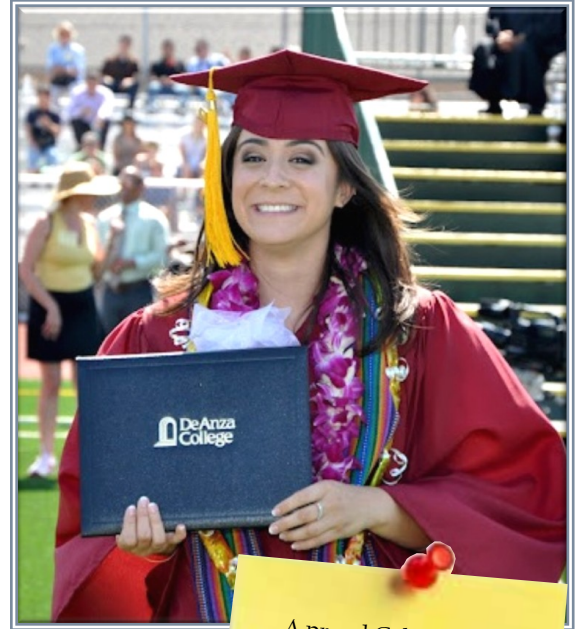
MetroEd kicked off their summer Culinary Arts program in which students can obtain their ServSafe certification.

## Advancement Opportunities

CalWORKs participants may also opt to attend one of our seven community colleges to improve their skill and overall employability. In fact, many new participants enter the CalWORKs Employment Services program having already applied for coursework and are considered a Self-Initiated Program participant (SIP). In this last year, over 900 CalWORKs students attended one of these campuses.

Each of our local campuses hosts a CalWORKs Liaison office. Under the guidance of an on campus CalWORKs Liaison, students are able to develop an employment plan that includes college courses and work experience activities, such as paid work study.

Working within the reduced time limits and budget reductions on each campus, our liaisons are working closely with CalWORKs students to develop viable educational plans. Short-term technical training programs are proving to be a strong core for incoming students; with 135 Certification programs available, students are able to obtain specialized training and certification allowing them to begin pursuing employment in their field in as little as 6 months. A large majority of students choose a more comprehensive path, opting to focus their efforts on traditional degree programs which simultaneously allow them to earn technical training certificates as part of their diploma curriculum. Our partners currently offer 129 diploma programs that fit this category; among the more popular include an Associates of Science degree in Accounting with certifications available in Payroll Accounting, Taxation, Accounting Spreadsheets. This path is dually beneficial, as the certificates allow students to strengthen their resumes before entering the workforce and still have the option of finishing their degree once they're employed.



A proud CalWORKs/  
DeAnza graduate  
poses after receiving  
her AA in Liberal  
Arts with a  
concentration in  
Math, Science and

Continuing education beyond CalWORKs participation is part of the new paradigm that liaison's instill in their students. Families are able to work on short-term goals that will immediately enhance their employment opportunities, while also establishing long-term educational goals to secure their future.

## Solidifying the Future

Employment Counselors work proactively alongside our educational partners, ensuring active participants are receiving supportive services necessary to be successful in school. Further, School Liaisons and Employment Services staff quickly engage in corrective action planning when a participant falls behind or fails to make progress on their plan.

Santa Clara is fortunate to have forged strong and lasting relationships with existing educational programs, teaching CalWORKs families about life-long learning options for themselves and their children.

# Employment Connection

## *Linking Families and Jobs*

The Employment Connection Center (ECC) is a “one stop resource” designed to assist families in developing job search strategies that will enable them to successfully enter or return to the work force. Each of the three centers (Mt. View, Gilroy and San Jose) offer multiple levels of job preparation activities that each participant can tailor to meet the requirements of their employment plan and job seeking needs. Activities include resume writing, interviewing tips and techniques, on-line application assistance, workshops, strategies for internet job searching and linkage to other employment resources. The ECC also provides access to an array of office equipment, such as computers for internet and email access, fax machines, copy machines and telephones.



Gateway to a new beginning,  
the Employment Connection Center in San Jose.

Last year, the ECC served approximately 1,900 CalWORKs participants. Despite the downturn in the economy, the Employment Connection staff has been successful in coaching and assisting participants obtain employment. On average, 45 participants obtained full-time employment each month, at an average wage of \$10.00 per hour. ECC hit their peak during May when a total of 68 participants secured work.

Staff continuously evaluate how they can make a difference in the lives of our participants. This year, staff refocused their efforts on program practices to increase the benefits for participants; redesigned services to improve their effectiveness; and made changes to benefit partnering employer's. We are proud to announce that these enhancements cumulated in an overall **increase in ECC placements by 16%**.

### **Refocused Efforts, Big Dividends**

Due to the prolonged economic crisis and the limited number of available entry level positions, Employment Services decided to refocus employment efforts and dedicate resources to an “Employer Relations Specialist Unit”. The Employer Relations team was created to enhance the employer network and the overall visibility that the ECC offers to the business sector.

The Employer Relations team provides personalized service and resources to help business take full advantage of their partnership with the ECC. Employer Relations Specialists are available to customize job requests, organize a recruiting event or help employers select qualified candidates. As a testament to this effort, the Centers hosted 11 specialized recruitments over the course of FY 2011-12. Companies that participated in these recent recruitments include: Wendy's, Balance Staffing, Aramark Services, and Universal Protection Service. Additional services have proven to be mutually beneficial for both employers and participants.



A representative from the Fairmont Hotel reviews a job seeker's resume at the ECC Job Fair.

### Annual Job Fair

After the success of last year's Job Fair, ECC staff stepped up to raise the bar yet again at their annual Job Fair. To begin the year, the ECC hosted a mini Job Fair in February with 11 employers and 580 job seekers. Capitalizing on the energy from the first event, staff immediately began working on the larger Annual Job Fair held on August 16<sup>th</sup>. As a result of strong partnerships, 30 employers attended the Fair with 1,000 job seekers actively participating, many receiving interviews and securing job offers. Among the employers who attended the Job Fair include: Edible Arrangements, Atlas Payment, Adecco, Wendy's, Balance Staffing, VTA, and Wells Fargo.

### The Unclassified Program

Santa Clara County is one of the Employment Connection's premier employers. The CalWORKs Unclassified program was created in 1990 to allow Social Services to hire eligible CalWORKs participants for specific entry level county positions. In September 2011, this program was expanded to include all County Departments. At present, there are 21

entry level classifications that the Center can recruit from, including Account Clerks, Health Information Clerks, Food Service Workers, Library Clerk, Office Specialist, Stock Clerk and Utility Worker positions.

In FY 2011-12, 36 CalWORKs participants were hired by various County departments including: Office of Child Support, Health and Hospital Systems, Office of the Public Defender, and the Department of Social Services. As the word spreads among County departments, more and more pre-qualified candidates are fulfilling their dreams of obtaining full-time employment with an employer that offers full medical benefits for their families.

### Work Experience and Community Service

Work Experience and Community Service programs are unpaid work assignments that provide CalWORKs participants the chance to gain skills, training, knowledge, and work habits that are needed to get a job. ECC works with non-profit organizations and county offices to develop positions within each organization that allow participants to develop skills while our partners have access to help at no cost. Each work assignment generally lasts between a period of six months to one year.

ECC staff works diligently to match each candidate with the appropriate organization and the jobs they have available. Work experience offers many benefits and opportunities for the non-profit group and for the CalWORKs participant. For employers, it can provide an opportunity to help job seekers develop skills and good working habits while gaining needed staffing. The worksite assignment allows program participants the opportunity to gain needed work experience that often leads to a good paying job. Due to their newly acquired skills and positive attitudes, **74% of the County Unclassified program hires were former Work Experience participants.**



A Work Experience participant develops transferable skills in a professional setting.

## Employment Connection Continued

### Employment Connection Center Staffing Website

Keeping pace with the times and trends in social media, the Employment Connection center has spent this last year enhancing their website. The new “state of the art” website allows employers to view the Center’s available services, including on site recruitments, job fairs, and employer presentations as well as a link to a job order form, which expedites their request for job seekers. With the redesigned website, the ECC is able to work closely with local employers and provide a direct link to pre-screened job candidates. Check it out at [www.ecstaffing.com](http://www.ecstaffing.com).



### Tax Time

The ECC works with the Internal Revenue Service to provide participants with updated earned income tax credit information. This year we renewed our efforts to advise all CalWORKs clients of this service, sending out email blasts and advertising in the center. As a result, 185 people filed their taxes through the Volunteer Income Tax Assistance (VITA) site at the CalWORKs San Jose Employment Connection Center office, earning over **\$284,564 in refunds** for these families.



### Job Club Regroup

In the spring of 2012, Employment Connection staff began a “Job Club Regroup”. The Job Club Regroup is run by the participants in the club and overseen by a Job Club facilitator. In the club, participants meet with their original Job Club Workshop group and talk about their employment successes and struggles. This regroup time has helped job seekers stay motivated, learn from their peers and further establish peer support in their job search endeavors.

### You’ve Got Mail

Another new tool, added this year, has been providing a free email “google group”. This email site informs participants when the ECC is hosting employer recruitments, job fairs, presentations, monthly produce van or other big events. The site is also used to post current job openings and contact information. The feedback about the site has been positive and has contributed to some of the larger attendance numbers at some of the more recent events. This tool, in addition to staff’s ability to text participants, has greatly enhanced our ability to quickly communicate with job seekers.



## Building on Success

Employment Connection has always been a distinctive place where participants and staff develop a rapport that leads to employment. Early indications suggest that the Employment Connection is on the right track. Each center continuously evaluates how they can make a difference in the lives of our participants and share regular reports at CalWORKs Advisory meetings. (*Interested in attending the CalWORKs Advisory Meetings? See the Appendix for next year’s meeting schedule.*)



# Transitional Subsidized Employment

## *A Winning Combination of Local Employers and Job Seekers*

Entering its fifth year, Employment Services continues to partner with Foothill-De Anza Community College District's Occupational Training Institute, (OTI) to deliver employment opportunities in the Transitional Subsidized Employment (TSE) program. The program provides participants with a chance to develop their work skills and acclimate to the working environment while local employers can train and evaluate potential employees before fully committing to a permanent employment offer. While engaged in the program, each participant's position is dually funded; a portion of the salary is paid by the county (for a short three month period) while the employer accepts the remaining payroll expenses and all other associated costs.

## Successful Transitions

The TSE program has played a key role in assisting Employment Services participants approaching their last 12 months of cash assistance by giving them direct opportunities to secure long-term employment before their aid is discontinued. Through OTI's individualized assessment, each participant's skills, interests and abilities are evaluated and cross-referenced with an array of available jobs. Once placed with a TSE employer, OTI staff continues to work closely with both the participant and the employer to ensure successful "transition" from their initial subsidized position into full-time unsubsidized employment.

Since its inception, the TSE program has achieved many successful outcomes; for FY 2011-12, 157 Employment Services participants were placed into subsidized positions and **91 have transitioned into full-time positions**. One of the reasons for TSE's success is the focus and determination of the participants and willingness of TSE employers. Below are two accounts of the program's positive results.



### Azmera Makes a Difference

Azmera came to the United States with her two children in 2009. She had very limited work experience when she was referred to TSE by her Employment Counselor. She met with the TSE Job Developer and expressed her desire to enter the medical field. After coaching and guidance, her TSE Job Developer matched her with **Sunnyside Gardens Residential Care Home**.

Today, Azmera is one of the most valued workers at Sunnyside Gardens. Her supervisor speaks highly of her professionalism and dedication to the senior citizens in the Care Home. According to her supervisor "she never has excuses, always makes it to work on time and is willing to cover extra shifts "



### Employer Satisfaction

"Edible Arrangements has been pleased to partner with the TSE program for our employment needs. David Morales and Souny Sinwongsa, our TSE Job Developers, have been extremely helpful in providing us candidates to interview. While it can be challenging for all parties to find that "perfect candidate" for our business needs, David and Souny are able to fill our requests.

Edible Arrangements currently employs two customer service representatives and one delivery ambassador sent to us on TSE's recommendations. Edible Arrangements looks forward to continued success with the TSE program."

Xochitl Rodriguez,  
Edible Arrangements

# Child Care Services

## *A Key Component to Self-Sufficiency*

Today, child care expenses can quickly consume large portions of a working family's budget. These financial impacts are intensified for low income families with young children. A week's earnings may barely be enough to cover the costs of child care, leaving little incentive to continue working.

Recognizing the importance of child care, Employment Services works closely with three local Alternative Payment Programs (APPs) to offer child care options for low-income families throughout their journey to self-sufficiency. Locally, we are fortunate to have forged strong partnerships with Community Child Care Council of Santa Clara County (4C's), Choices for Children and the Professional Association for Child Education Alternative Payment Program (PACEAPP) to provide quality child care options for all working (active and former) CalWORKs families.

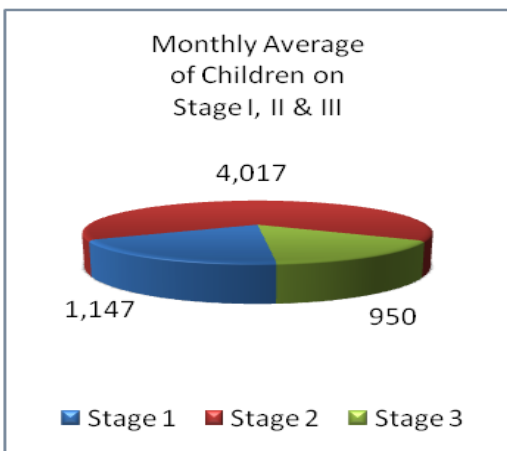
### Stages of Child Care

Child Care services in Santa Clara County are provided in three graduated stages, each serving as a stepping stone to the next level. The stages are defined as follows:

**Stage I** is managed by the Department of Social Services and serves active CalWORKs participants involved in an approved Employment Services activity. Services at this level are provided at no cost to the family as they focus on obtaining employment. As families stabilize and are discontinued from aid, their child care plan transfers to Stage II.

**Stage II** is managed by **the three local APPs**. This stage is designed for families who achieve a stabilized working status, or have been off aid **less than 24-months**. As these parents advance at work and wages increase, they begin to pay a proportion of child care costs through a mandated family fee.

**Stage III** is also managed by the County's APP system. Families transfer to Stage III once they exceed 24-months of Stage II child care, if they continue to meet economic thresholds. Stage III families continue to contribute towards child care fees until they income-out of the program or their child/children reach age 12.



### Child Care Services in FY 2011-12

Stage I  
Children  
13,759



Stage II  
Children  
48,202



Stage III  
Children  
8,459



## Provider Types

Families receiving child care services have the freedom to choose the type of care that best meets their needs. This can vary from a licensed day care facility to an approved family member (over the age of 18 years with an approved background check). Families, who need assistance locating a provider, are immediately connected to one of the 4C's Research and Referrals Child Care Specialists housed at each Employment Services Office. In this initial meeting, each family evaluates their child care needs and receives a list of viable providers.

Child Care Providers are often categorized by the type of services they offer. A Child Care Center, or "daycare" is a licensed individual business; whereas, a Family Child Care Provider offers licensed services in their home, and an In-Home/Exempt provider is a family member or friend who offers personalized care and is not licensed.

Commonly, CalWORKs clients utilize a combination of providers depending on their activity or job and age of their child. In Home/Exempt providers frequently provide families the most flexibility, providing care for families who work evenings, weekends or irregular hours. Last year, 46% of our families chose an In-Home/Exempt provider, 30% selected a Child Care Center and the remaining 24% utilized Family/Home Providers.

## Provider Payments

Child care reimbursement rates are based on regional market rates (RMR) established by the State. Payment to providers is based on both the provider type and the child's age. In Santa Clara, the maximum a provider receives for full-time infant care is \$688.88 at a Child Care Center, \$563.67 for Family Child Care, and \$569.05 with an In-Home/Exempt provider.

## On the Horizon

Quality child care has been an essential ingredient in the CalWORKs program. The mandated three tiered system permits families to move seamlessly from one stage to another toward self-sufficiency. Beginning January 1, 2013 this seamless system will be in jeopardy as Stage III will no longer have guaranteed funding. Depending on the slots available, Stage II families may not be able to transition onto Stage III. Employment Services and our local APPs will be monitoring this situation closely to attempt to provide a timely and safe transition if needed.

Realignment and other potential policy changes to the child care system loom ahead. Employment Services and local APPs will continue to advocate against changes which may negatively affect our families, while working together to ensure that these families receive the services they need to thrive.



# Health Alliance

## *Increasing access to mental health*

The CalWORKs Health Alliance was established over eleven years ago, as a collaboration of three county departments: the Social Services Agency (SSA); the Department of Alcohol and Drug Services (DADS); and the Mental Health Department (MHD). This collaboration offers CalWORKs clients that are engaged in the Employment Services program, an opportunity to access behavioral health services.

Through the Health Alliance, participants receive direct access to free counseling services that cover both mental health and substance use issues. This innovative approach, known as *behavioral health*, is provided through a network of non-profit agencies and County staff, including: Asian Americans for Community Involvement (AACI), Asian American Recovery Services (AARS), Catholic Charities of Santa Clara County (CCSCC), Gardner Family Care Corporation (GFCC), and the Mental Health Services Team-Santa Clara County (MHST).

Since 2009, Health Alliance Services have been an integral part of Employment Services (ES) orientations. New participants are able to receive health alliance screenings during the ES orientation session. In FY 2011-12, over 21% (634) of those screened expressed an interest in treatment services. Over the course of the year, **868 participants received a variety of counseling services from service providers.**

## **Redefining Service Delivery**

FY 2011-12 presented a unique opportunity to expand services by leveraging existing mental health funding. All four outpatient contractors (listed above) began receiving Mental Health Services Act and Medi-Cal funds, which allowed Employment Services to utilize Health Alliance revenue for new services. In this last year, this new flexibility allowed the Health Alliance to expand “co-location services”. These services are provided throughout the community where CalWORKs students gather: Community Colleges, Adult Education sites and in the Employment Connection Centers.

One of the first campuses to take advantage of this service expansion was Gavilan College in January, 2012. Participants now have the option to be seen on campus, rather than having to travel to a less convenient clinic location. While some participants choose to be engaged in on-going therapy, other students now take advantage of services on a more informal walk-in basis, whenever life situations present themselves.

Employment Connection Center has also partnered with Health Alliance and County Mental Health to offer a confidential weekly parent support group to CalWORKs parents. The stress of balancing work and parenting is often difficult and these issues are exasperated for CalWORKs families. Group members meet with other peers and a clinician to gain support, advice and resource referrals. Clients needing additional counseling services are referred to a Mental Health Services Team counselor for further care.



## **Healthier Families**

Health Alliance providers are able to work within the CalWORKs time frames and recognize the constraints their families face. They focus on problem resolution approaches to help the participant learn to recognize and overcome deep-seated problems that impact not only their ability to find work, but their ability to become healthier, happier families. *(See Health Alliance flyer in appendix for more details and contact information)*

# Family Transportation

## *Providing families with safe and reliable transportation options*

For most of us, reliable transportation is essential to go to work, transport our children, or complete daily living tasks, such as grocery shopping and errands. Sadly, the travel options for many low-income families is severely limited, particularly due to grant reductions and the increased cost of living in Santa Clara County. Indeed, more and more families are unable to sustain the costs of vehicle ownership and have been forced to travel by foot or rely on public transportation. Without reliable transportation, families often find themselves at a disadvantage when it comes to obtaining and maintaining employment. This transportation deficit has become more urgent for our CalWORKs families as they encounter new time limits and reductions in public transportation.

Employment Services recognizes these transportation needs and has maintained a strong partnership with Outreach and Escort to provide viable solutions through the Family Transportation Services program. With this partnership, CalWORKs Employment Services is able to offer an array of transportation services focused on serving our families.

## Guaranteed Ride Home

The Guaranteed Ride Home program offers short-term door-to-door transportation services for participants and their minor children (up to 13 years of age). Program services may be used to take transport participants to (or from) work and other employment based activities. While en route, participants also have the flexibility to drop off or pick-up their children from school or childcare. This year, OUTREACH provided over 18,000 rides for 1,274 Employment Services families. The program has been instrumental in enabling our families to arrive on-time to job interviews, continue working while their primary vehicle receives repairs, and augment their commute when/where VTA is not available.



To address each families long-term transportation needs, Guaranteed Ride also provides individualized transportation planning services utilizing Valley Transportation Authority's (VTA) bus service system. By providing route mapping and bus scheduling, Outreach ensures families have lasting solutions to their transit needs.

## Jump Start

For many of our working families, owning a vehicle has been a key element in self-sufficiency; however, with shrinking budgets, many have been forced to ignore needed maintenance to make ends meet. Outreach provides eligible CalWORKs families with one-time assistance to keep their vehicles operating safely and reliably. Working families may be eligible for up to \$1,000 in needed inspections and repairs from selected vendors. For FY 2011-12, the program served 138 participants. While repairs vary, some of the more common services included: tire replacement, brake and smog related repairs, and inspections.

## Bike to Work

Another viable option for Employment Services families is the Bike to Work program. This green solution affords our participants a properly sized bicycle in addition to a helmet, safety lights, and a security lock. In its second year of operation, over 153 bikes have been distributed to employed parents and their working teens. Bicycles prove to be an important element of our families' transportation plans as they may provide a solution to gaps in bus service or a rapid link between bus routes.



# Career Closet

## *Empowering Women, Transforming Lives*

Employment Services staff attempt to give participants every advantage in securing a new job. To ensure our jobseekers arrive at job interviews confident and “dressed for success”, CalWORKs Employment Services has established a relationship with the Career Closet to transition our participants into employment in rapid “fashion”.

### **Career Closet, Instilling the Confidence to Land Jobs**

Founded in 1991, the Career Closet’s goal is to dress disadvantaged women from the inside out by providing them with appropriate professional attire and instilling them with the self-confidence needed to land a job. Over the past year, the **Career Closet has served 486 Employment Services jobseekers preparing for employment.** Each participant meets with a volunteer consultant to tailor an individualized outfit that matches the workplace environment and culture of their potential employer. For instance, an interview for an administrative assistant position may call for a suit with the accompanying accessories, shoes and/or belt; whereas, a job in child care or medical technologies may require a more relaxed but professional interview outfit, like slacks, a blouse, and jacket. While a subtle change, it allows our participants to feel more confident, which is an essential asset during any job interview.

### **Style for Everyone**

Career Closet also hosts a “Style Cupboard” sales event every quarter. These events provide an excellent opportunity for former recipients and the general public to supplement their wardrobes. Throughout the year, CalWORKs participants receive \$35.00 gift certificates for Style Cupboard sales to promote a continued refinement of their professional wardrobe.



The team at Career Closet take a moment to pose with participants (seated) after their fitting.



### **Finding the Right Fit**

When Martha met her dresser, Patricia, she lamented, admitting that she always had trouble finding clothes that fit her properly due to her height and figure. Undeterred, Patricia immediately went into action, taking measurements and searching the racks for properly fitting slacks and tops. Ultimately, the dressing took slightly over an hour, transforming Martha to a new, confident woman. She left the consultation in smiles, thanking Patricia for her help. Later she shared with staff: “The consultant showed me how to alter clothes to fit my body. . . I’m so relieved and happy!”

### **You Can Help**

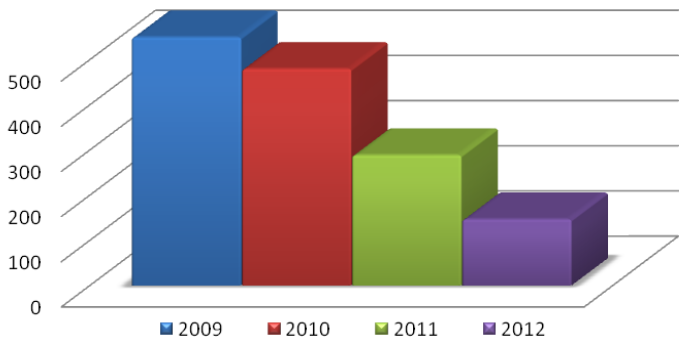
The Career Closet is maintained through the generosity of professional women and dedicated volunteers. Donations of work-appropriate clothing that is new or nearly new, clean, and neatly hung on hangers are accepted daily. If you are interested in making a donation or in volunteering, please contact the Career Closet at [408.451.1200](tel:408.451.1200).

# Refugee Employment Services

## *Helping Refugee Families Adapt and Find Employment*

Santa Clara County has long been a safe harbor for refugees fleeing war ravaged homelands, religious persecution, natural disasters and victims of human trafficking. Currently, the largest refugee groups are arriving from Iran, Iraq and Africa. To aid them in transitioning to a new way of life, the Federal Office of Refugee Resettlement grants the County funding to acclimate newly arriving refugees to the American culture and prepare them for entering the US labor force.

**Refugee Arrival in Santa Clara Co.**



## **Refugee Arrival in Decline**

Resettlement rates in Santa Clara have been steadily declining over the last ten years. Service Providers also report that a growing number of arrivals are moving out of the area/state. Employment Services maintains close monitoring on the arrival rates as they have a direct impact on federal funding levels for the program.



Dancers perform for attendees at the World Refugee Day celebration.

## **Service Delivery to a Diverse Population**

In order to support incoming refugees with appropriate linguistic, cultural and legal services, Employment Services partners with several community based organizations: Catholic Charities of Santa Clara County, International Rescues Committee (IRCC), Jewish Family Services of Silicon Valley (JFS), Vietnamese Voluntary Foundation (VIVO) and Asian Law Alliance (ALA). Together, our partners are able to offer the refugee population up to 8 months of transitional services to assist both employable new arrivals and the elderly refugee population.



Women dress in traditional clothing from their homeland for World Refugee Day.

Refugees, Political Asylees and Trafficking Victims who are employable are enrolled into the Refugee Employment Services (Refugee ES) program with one of our partner agencies. Under the tutelage of our partners, refugees are provided with intensive English language training (Vocational ESL) and step-by-step guidance through the employment process; including job search, application and resume preparation and interviewing skills. Through concentrated employment and training efforts, FY 2011-12 saw a cumulative total of **203 refugees actively participate in the Refugee ES/ VESL programs with 99 obtaining employment at an average hourly wage of \$9.74.**

## **Refugee Employment Services Continued**

The Elderly Refugee program places its focus on the senior (over age 60) refugee population with services to enhance both their quality of life and participation as a member of their new community. Services for the elderly population are directed specifically toward aging adults which include citizenship classes, linkage and referral to community services, food and nutrition education, legal workshops, and referrals for healthcare, food and social activities. For FY 2011-12, 74 seniors were referred to mainstream community services, 27 received citizenship services and 45 were assisted with N400 Naturalization applications.

### **Citizenship Day**

As they leave their homeland, most refugees arrive in the U.S. with the dream of creating a new life and aspirations of becoming a full fledged citizen. For many, the naturalization process can be a daunting experience as they have little experience with the language, eligibility requirements and associated costs.

Ensuring that these refugees have the opportunity to make their dreams a reality, Santa Clara County hosts Citizenship Day; a two-day event focused on assisting the Senior Refugee population navigate the naturalization process.



Pledging their oath, many are overwhelmed upon becoming a citizen.



Naturalized citizens, proud to express their patriotism.

Organizing the event, the Senior Refugee Services Consortium (VIVO, ALA, Catholic Charities, JFS) collaborates with the area's citizenship and naturalization service providers to offer multi-lingual workshops that fully details the naturalization process. At the event, senior refugees are provided with free orientations designed to assess eligibility for U.S. citizenship, legal consultation, assistance in explaining and filling out the N-400 Application for Citizenship, information on accessing ESL services and mock interviews to simulate the Bureau of Citizenship and Immigration Services.

FY 2011-12 marked the 20th Annual Citizenship Day event and over 40 participants took part in this year's festivities. Of the dozens who attended the citizenship orientation 17 Senior Refugees were able to initiate the naturalization process by applying for citizenship. The highlight of the event, however, was shared by 13 applicants as their dreams reached fruition and they successfully fulfilled all the requirements for U.S. citizenship. Beaming with pride and overwhelmed with emotion, several expressed their joy in being able to cast their first vote ever in a free election later this year.

### **Social Services Translation Committees**

For over 20 years, the Social Services Agency (SSA) has maintained multi-lingual committees that provide translation of various agency forms and informational materials in a variety of languages. Traditionally, the committees have been comprised of SSA employees, however, efforts have been made to expand participation to include community volunteers. The call for new translators was met by an overwhelming show of support and enthusiastic volunteers from our community partner network. Working together, the committees will continue to ensure access to services for families with language barriers.



# Safety Net Services

## *Launches Several New Initiatives to Address Community Needs*



Over the last year, Second Harvest Food Bank (SHFB) and our Safety Net organizations served an average of **171,026 people each month**. Together they provided **33,539,390 pounds of food**; **55% of the total distribution was fresh fruits and vegetables**.

Safety Net partner organizations participated in “town hall” meetings that were hosted in geographic areas throughout the county to garner feedback on ways of distributing food, focusing on quality, reliability and efficiency. SHFB and select organizations volunteered by testing and piloting the following models throughout the year:

**Produce Hubs** were created for smaller nonprofit partners to pick up smaller amounts of fresh fruits and vegetables for their food programs. Salvation Army has been the main hub site providing fresh produce to groups who have previously been unable to take advantage of produce, such as Santa Clara County Senior Nutrition sites.



Volunteers prepare produce for distribution.

**Produce Push** presents nonprofit partners with the capacity to receive large amounts of fresh fruits and vegetables and on-going produce distributions. Organizations such as: Sunnyvale Community Services, St. Joseph’s Family Center, Our Lady of Guadalupe and Sacred Heart Community Services participated in this effort.

**Produce Mobile** provides 6-10 fresh produce items each month by bringing food directly to communities with low-income families. This service allows non-traditional partners such as Employment Services, local schools, faith-based institutions, the Health Trust’s Dental Clinic, Santa Clara County Valley Medical Clinic’s Pediatric Lifestyle Center, Latino College Prep, various community centers, and others to secure this needed assistance.



The Produce Mobile plays a key role in feeding families with limited transportation options.

**Building distribution capacity** was expanded thanks to the efforts of Whitney Viets, a Jesuit Volunteer with SHFB who worked tirelessly with East San Jose food providers. Many of these organizations are run entirely with the support of volunteers and sustain/provide for the zip codes of greatest food insecurity. In June, SHFB obtained equipment to help strengthen the organizations infrastructure which included refrigerators, freezers, tables, storage sheds, shelving, carts and a fax machine to take referrals from the Food Connection hotline. This new equipment will help them expand their reach with food in FY 2012-13.

## Safety Net Services Continued

Redesigning the business model allows SHFB to take full advantage of a partnership with the **California Association of Food Banks' Farm to Family program**. As a result, our community is able to receive an expanded range of produce including potatoes, onions, lettuce, mushrooms, broccoli, carrots, sweet potatoes, cauliflower, strawberries, avocados, mangos, apples, oranges, bananas, watermelon, cantaloupe, stone fruits, and other "delicate" perishable produce items. In this way, clients are receiving fresh produce that is more desirable, fresher and in greater varieties.



## CalFresh

One of the long-standing goals of the Safety Net Committee has been to increase CalFresh participation rates. To that end, SHFB and other Safety Net partners, such as Sacred Heart Community Services, Catholic Charities and Daughters of Charity have worked in collaboration with SSA to conduct outreach, prescreen potential clients and provide CalFresh application assistance. A sampling of sites include: Our Lady of Guadalupe Food Pantry, Mexican Consulate, Valley Medical East Valley Clinic, Sacred Heart Community Services Food Fest, MACSA, St. Bruno Church, Sunnyvale Community Services Health Fair, Goodwill, Homeless Veteran's program, Berryessa Library, Women Infant and Children clinics. The Mobile Food Connection sites included: St. Joseph's Family Center, Project Homeless Connect, Most Holy Trinity and Reaching Out.



Efforts were also made to redesign the **Food Connection Hotline** cards (see box above) to include messaging about CalFresh. *(Interested in receiving some Food Connection cards? Contact Vu Tran at (408) 266-8866 ext. 263)*

## Advocacy Efforts

Based on the volatility of state and federal government spending, members of the Safety Net chose to increase their awareness of these issues by developing a sub-committee dedicated to public policy issues and advocacy for systemic change. Among the advocacy efforts undertaken this year included the successful passage of two significant bills that were signed by Governor Brown which increase access to food in California:

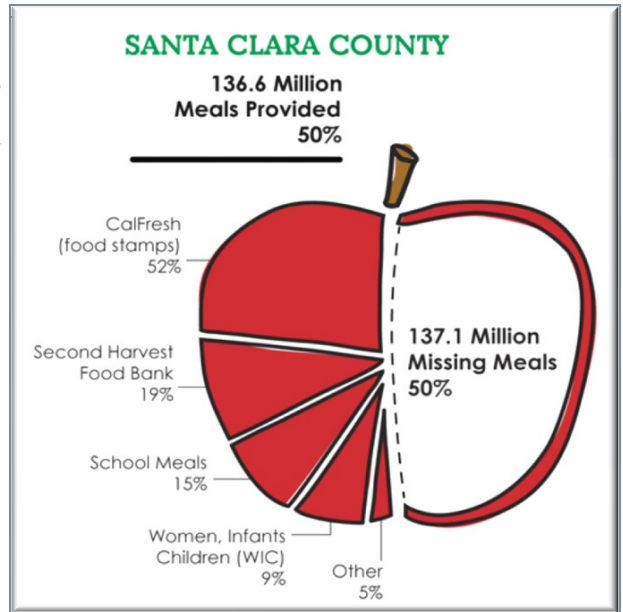
- AB 6** (Fuentes) streamlines the administration of CalFresh. Moving from quarterly to semi-annual reporting, eliminates the Statewide Finger Imaging System and develops a "Heat & Eat" initiative.
- AB 69** (Beall) allows counties to partner with Social Security Administration to facilitate senior enrollment in CalFresh.

## 4<sup>th</sup> Annual Hunger Forum: Forging Partnerships to End Local Hunger

Santa Clara University again hosted this annual gathering to address the growing need for food assistance in our community. Attendees heard from Ambassador Tony P. Hall, Alliance to End Hunger, Dennis Stewart, Western Regional Director with USDA, and local experts on opportunities to deepen our local impact. Social Services staff participated in the event planning, facilitated a panel discussion and provided a demonstration of its new business processes.

A main focal point of the forum included an evaluation of the County's Hunger Index, a statistical measure that illustrates the hunger level of low-income families. The Hunger Index is calculated by totaling the number of meals that local, low-income families purchase on their own, combined with the meals they get through community food assistance programs. The total combined meals are then subtracted from the number of meals that the family needs but cannot get on their own, or from the sources above.

Santa Clara University's Food and Agri-Business Institute reviewed the local Hunger Index. Their work identified the CalFresh program as the largest source of food assistance followed by Second Harvest Food Bank. The Hunger Index also revealed that, while the need for food grew 25% in Santa Clara County, local food assistance programs kept pace by growing 25%. (Refer to the Second Harvest Food Bank Website at [www.shfb.org](http://www.shfb.org), or see appendix for more information on the Hunger Index)



### Did you know?

In one of the most prosperous regions in the nation, one in four members of our community is struggling to make ends meet.

## Harvest of Knowledge Agency Conference

Second Harvest Food Bank and Applied Materials hosted an event to provide Safety Net partners the opportunity to attend workshops on volunteer best practices, secrets of grassroots fund raising, resources for clients, food safety, providing healthy food choices for clients and more! Attendees were educated on practical topics to support their work, had an opportunity to network with peers while some were honored for their extraordinary work.



## ***Safety Net Services Continued***

### **Summer Outreach at Schools**

The Safety Net Committee and other community partners attempt to combat hunger during the summer by distributing 96,000 multi-lingual (English, Spanish, Vietnamese & Chinese) food assistance flyers to the 24 school districts in the county, covering 244 schools before summer break.



The flyers directed families to contact **Food Connection Hotline**, to get information on summer meal sites, be screened for CalFresh as well as learn where they could obtain other food assistance. Community volunteers assisted with tracking flyer counts, calling school districts, bundling and delivering flyers.

Second Harvest also secured child friendly food for specialty summer programs for children from low-income households. Over the summer they provided cereals, granola bars, peanut butter pretzels, peanut butter, lunch meat, sliced bread for sandwiches, trail mix, raisins, oranges and bananas. These items helped many local children have a fun and safe summer, away from hunger and violence.

### **Safety Net Committee Needs Your Help!**

The Safety Net Committee encourages interested agencies or individuals to join us at our monthly meetings\*. Some of the projects planned for the year ahead include:

- ◆ Review CalFresh promotional materials and outreach tools,
- ◆ Look at ways to leverage technology (YouTube, text messaging) to assist potential applicants understand and complete the CalFresh application process,
- ◆ Develop a resource tool which describes where low-income families can locate source documents and how to assist with fee waivers.

*\*The Safety Net Committee meets on the fourth Thursday of each month at second Harvest Food Bank, 750 Curtner Ave., San Jose, 95127 at 11:30 a.m.- 1:00 p.m.*

# Appendix

- A. California Budget Project, Governor Signs 2012-13 Spending Plan
- B. Town Hall Meetings
  - 1. 9to5 Bay Area Chapter-Town Hall Meeting
  - 2. Budget Dialogue with assembly Member Jim Beall
- C. CalWORKs Advisory Committee 2013 Meeting Calendar
- D. Social Work Flyer
- E. Transitional Subsidized Exemptions (TSE)
- F. Health Alliance Flyer
- G. Refugee & Immigrant Forum of Santa Clara County 2013 Meeting Calendar
- H. Safety Net Committee 2012 Meeting Calendar
- I. Hunger Index





Updated July 9, 2012

## Governor Signs 2012-13 Spending Plan

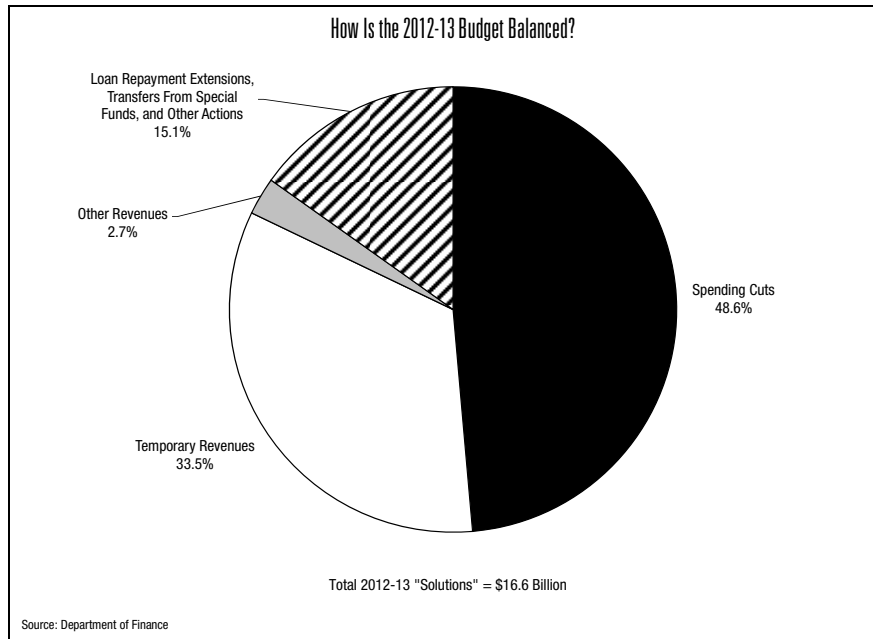
On June 27, Governor Jerry Brown signed the 2012-13 budget bill and a package of legislation needed to implement the budget and close a projected \$15.7 billion shortfall. The Governor used his line-item veto authority to eliminate \$154 million in spending approved by the Legislature. These line-item vetoes include a \$50 million reduction to child care and preschool for low-income families, which is in addition to the \$110 million cut to child care already included in the budget package passed by the Legislature.

The spending plan closes the state's budget shortfall with \$16.6 billion in "solutions," providing an estimated \$948 million reserve in 2012-13. The spending plan reflects:

- \$8.1 billion in state spending reductions, including \$1.2 billion to Medi-Cal, \$528.6 million to state employee compensation, \$469.1 million to CalWORKs welfare-to-work services, and \$52.2 million to the In-Home Supportive Services Program, which provides in-home care for seniors and people with disabilities;
- \$6.0 billion in additional revenues, nearly all of which are attributable to temporary tax increases that voters will be asked to approve in November; and
- \$2.5 billion in loan repayment extensions, transfers from special funds, and other one-time actions.

The temporary tax increases assumed in the budget agreement are included in the Governor's ballot initiative, which has qualified for the November 2012 ballot. This measure would increase personal income tax rates on very-high-income Californians for seven years and boost the sales tax rate by one-quarter cent for four years. The revenues raised by the measure would provide additional funding for public schools as well as help avoid deeper spending reductions. The budget package specifies approximately \$6 billion in mid-year "trigger" cuts that would automatically take effect on January 1, 2013 if voters reject the Governor's initiative. Approximately 80 percent of these reductions – \$4.8 billion – would target public schools, while most of the remaining cuts would target community colleges and universities.

The following update provides a summary of key provisions of the 2012-13 budget and significant line-item vetoes based on the best information available. The CBP will update this document as additional details become available.



### **The Budget Agreement Assumes Voters Approve the Governor's Ballot Measure in November**

The budget agreement assumes that voters will approve the Governor's November ballot measure that would raise an estimated \$8.5 billion in 2011-12 and 2012-13 by temporarily increasing personal income tax rates for very-high-income Californians and raising the state sales tax. Specifically, the measure would create:

- A 10.3 percent tax bracket for single taxpayers with incomes between \$250,000 and \$300,000 and married taxpayers with incomes between \$500,000 and \$600,000;
- An 11.3 percent tax bracket for single taxpayers with incomes between \$300,000 and \$500,000 and married taxpayers with incomes between \$600,000 and \$1 million; and
- A 12.3 percent tax bracket for single taxpayers with incomes above \$500,000 and married taxpayers with incomes above \$1 million.

These new tax rates would be in effect for seven years, from 2012 through 2018. The measure also would increase the state sales tax rate by one-quarter cent for four years, from January 1, 2013 through December 31, 2016.

The new personal income tax brackets would raise an estimated \$7.8 billion in 2011-12 and 2012-13, and the quarter-cent sales tax rate increase would raise approximately \$700 million in 2012-13. The additional revenues would be earmarked for schools and community colleges and would increase the Proposition 98 school funding guarantee by an estimated \$2.9 billion. Because the new dollars would count toward the Proposition 98 guarantee, the remainder of the new revenues – an estimated \$5.6 billion – would be "freed up" to help close the budget gap.

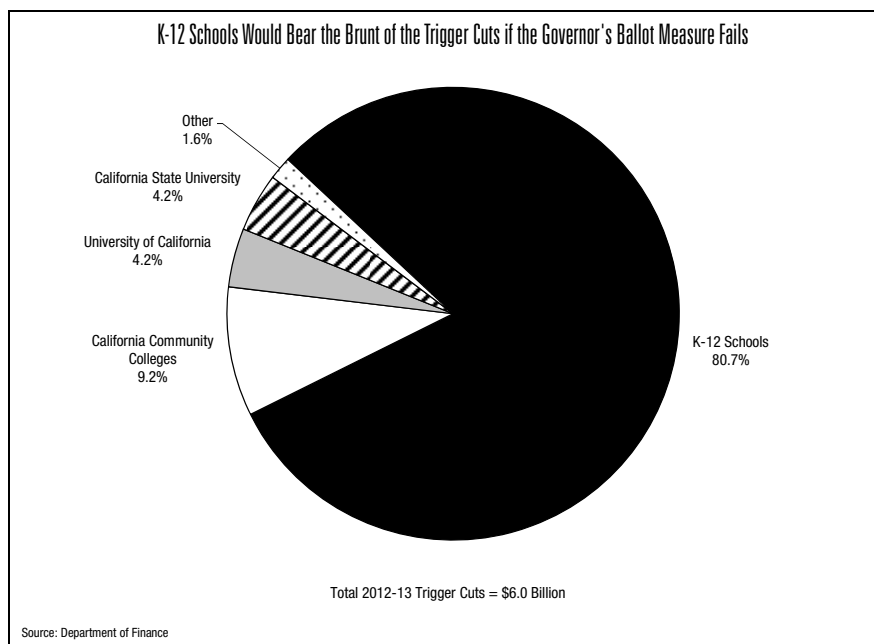
The Governor's ballot measure also would place key provisions of the recent "realignment" of public safety, health, and human services programs in the state Constitution. In 2011-12, policymakers transferred responsibility for certain programs from the state to counties and dedicated a portion of existing sales tax and Vehicle License Fee (VLF) revenues to fund the shift. The Governor's ballot measure would add this revenue shift to the state Constitution, thereby ensuring that counties have ongoing, dedicated funding to support the realigned programs. In addition, the measure would provide counties and the state with protections against certain unanticipated costs and would clarify that the revenues shifted to counties would not count toward the Proposition 98 school funding guarantee.



## Additional “Trigger” Cuts Will Be Made if Voters Reject the Governor’s Ballot Measure in November

The budget agreement would automatically trigger an additional \$6.0 billion in midyear spending cuts if voters reject the Governor’s November ballot initiative. These reductions would take effect on January 1, 2013 and would primarily affect public schools, colleges, and universities. If voters do not approve the Governor’s measure, the following cuts would be triggered:

- \$4.8 billion from public schools, with schools authorized to reduce the school year from the current minimum of 175 days of instruction to 160 days of instruction in each of 2012-13 and 2013-14;
- \$550.0 million from the California Community Colleges (CCC), with the CCC chancellor authorized to reduce college enrollment proportionately;
- \$250.0 million from the University of California;
- \$250.0 million from the California State University;
- \$50.0 million from the Department of Developmental Services;
- \$20.0 million in reduced funding for a new grant program for city police departments;
- \$10.0 million from the Department of Forestry and Fire Protection;
- \$6.6 million from flood control programs;
- \$5.0 million in reduced grants to local law enforcement for water safety patrols;
- \$3.5 million in reduced funding for Department of Fish and Game wardens and non-warden programs;
- \$1.5 million in reduced funding for state park rangers and lifeguards at state beaches; and
- \$1.0 million from the Department of Justice’s law enforcement programs.



## The Budget Agreement Adopts a Long-Term Statutory Framework for Realignment

Last year, the Legislature transferred responsibility for a number of public safety, health, and human services programs to the counties, along with dedicated funding intended to cover the counties’ new costs. This shift, known as “realignment,” aims to control costs and improve outcomes by providing counties with some flexibility to tailor programs to meet the needs of their communities. The 2011 framework, however, was temporary and was adopted

with the understanding that the Legislature would need to finalize the framework for 2012-13 and beyond. The Governor proposed a long-term statutory framework earlier this year, which a recent [CBP report](#) describes in detail.

The 2012-13 budget agreement adopts – with relatively minor changes – the Governor’s proposal, which addresses several key issues, including the structure of the accounts and subaccounts into which realignment revenues will flow; the amount of funding that each program will receive in 2012-13 and subsequent years; how revenues will be allocated to counties; and the degree to which counties will be able to move dollars from one program to another. The budget agreement also adopts a number of legal protections for both the state and the counties regarding realignment revenues and unanticipated costs. These statutory protections appear to be substantially similar, if not identical, to those included in the Governor’s ballot initiative. The ballot measure, however, would place these protections in the state Constitution. If the Governor’s measure fails, all of the realignment provisions in state law – including the legal protections – would remain in force unless modified or repealed by future legislators and governors. Neither the state nor the counties, however, would have the kinds of robust and enduring protections regarding revenues, unanticipated cost increases, and mandate claims that they would have if the ballot measure were approved.

### **California Work Opportunity and Responsibility to Kids (CalWORKs) Program**

The budget agreement rejects the major structural changes to CalWORKs as well as the deep cuts to cash assistance proposed by the Governor. Instead, the budget agreement includes a number of alternative changes that result in a General Fund spending reduction of \$469.1 million in 2012-13. Specifically, the budget agreement:

- Generally reduces from 48 to 24 months the amount of time that CalWORKs parents may receive cash assistance while participating in the full array of welfare-to-work services and activities available under state law. After 24 months – which do not need to be consecutive – a parent would have to meet a narrower set of federal work participation requirements in order to continue receiving a grant on their own behalf, although cash assistance for their children would not be affected. This change takes effect on January 1, 2013 and is prospective, meaning that a parent’s time on aid before the change is implemented will not count toward the new 24-month limit. As a result, current CalWORKs participants will be eligible for a full 24 months of cash assistance under the new policy unless they reach their 48-month lifetime limit on aid before the end of this two-year period.
- Generally requires counties to extend cash assistance for certain CalWORKs participants who reach the 24-month limit and are not meeting federal work participation requirements, but meet specified criteria. Extensions could be provided to up to 20 percent of a county’s affected CalWORKs caseload. Criteria for an extension include nearing completion of a degree or job certification, actively searching for work in a county with a high unemployment rate, or having a learning disability. The Department of Social Services is required to consult with stakeholders and issue instructions on the extension criteria by November 1, 2013.
- Eliminates, effective January 1, 2013, the current “young child” exemption from work participation requirements for parents and guardians with one child under age 2 or two or more children under age 6. Counties must gradually transition these adults back into welfare-to-work activities starting in January. However, the budget agreement creates a new, one-time exemption for parents and guardians with a child under age 2 and excludes those months of assistance from the adult’s time limit.
- Reduces state funding that counties use to provide services and child care by \$205.7 million in 2012-13. This reduction reflects:
  - The extension of the current young-child exemption through December 31, 2012 and implementation of the new exemption for parents or guardians with a child under age 2, which reduces state spending by \$136.2 million;

- Lower projections of the number of families enrolled in CalWORKs, which reduces state spending by \$43.0 million; and
  - A less frequent reporting interval of once per year for CalWORKs families in which the adult does not receive cash assistance – “child-only” families – which reduces state spending by \$26.5 million. This change, however, does not apply to families in which the adult has been “sanctioned” – and therefore does not receive cash assistance – due to not complying with program rules. Instead, families with a sanctioned adult would continue to be subject to the more frequent reporting requirements that apply to other CalWORKs families.
- Effective October 1, 2013, restores the CalWORKs “earned income disregard” to the 2010-11 level of \$225 plus 50 percent of additional income. This amount was reduced to \$112 plus 50 percent of additional income in 2011-12. The earned income disregard excludes a portion of earnings when calculating a CalWORKs participant’s monthly grant level.
  - Restores full funding for the Cal-Learn Program for pregnant and parenting teenagers by April 1, 2013. State funding for Cal-Learn intensive case management services was suspended during 2011-12.
  - Eliminates the distinction between “core” and “non-core” activities applicable to the CalWORKs Program and aligns the hours of participation required under CalWORKs with those required by the federal government:
    - 20 hours per week for a single parent with at least one child under age 6;
    - 30 hours per week for other single-parent families; and
    - 35 hours total for two-parent families.

### **Child Care and Development**

The Legislature rejected the Governor’s proposals to significantly reduce payments to child care and preschool providers, reduce the income eligibility limit for child care and preschool, impose new work requirements on parents seeking child care, and shift child care administration from the California Department of Education (CDE) to the counties. Instead, the budget agreement:

- Reduces child care contracts across the board – except CalWORKs Stages 1 and 2 – by 8.7 percent effective July 1, 2012, reducing state spending by an estimated \$80 million and eliminating 10,600 child care slots in 2012-13. This cut affects several child care programs, including General Child Care, the Alternative Payment Program (APP), and CalWORKs Stage 3 child care. This reduction is in addition to the 11 percent cut to child care contracts implemented in July 2011 as part of the 2011-12 budget agreement.
- Suspends the cost-of-living adjustment (COLA) for child care programs for a spending reduction of \$30.4 million in 2012-13. The budget package also suspends the COLAs for 2013-14 and 2014-15.
- Requires families with children enrolled in state preschool to begin paying the same fees applicable to child care programs.
- Freezes the income eligibility limit for child care and preschool at 70 percent of the 2005 state median income, or \$3,518 per month for a family of three, in 2012-13.

In addition, the Governor used his line-item veto authority to:

- Reduce funding for APP child care by another \$20.0 million, which will eliminate an additional 3,400 slots in 2012-13.
- Reduce funding for state preschool by \$30.0 million in 2012-13. This cut will eliminate 12,500 preschool slots, reducing low-income children’s access to high-quality early education.

## **In-Home Supportive Services (IHSS) Program**

The budget agreement:

- Integrates IHSS – as well as other Medi-Cal long-term supports and services – into managed care plans in the eight counties that will participate in an expanded pilot project to deliver coordinated care to seniors and people with disabilities who qualify for both Medi-Cal and Medicare. In addition, the budget agreement requires, with some exceptions, that Medi-Cal enrollees in those eight counties access IHSS and other long-term supports and services through a managed care plan. This change will be implemented no earlier than March 1, 2013.
- Transfers authority to negotiate IHSS workers' wages and benefits from counties to the state in the eight counties that will participate in the Medi-Cal managed care pilot project.
- Stabilizes counties' share of IHSS spending by establishing a county-specific maintenance of effort (MOE) based on 2011-12 expenditures. The MOE level would generally be adjusted by 3.5 percent each year beginning on July 1, 2014. The state and federal governments would pay the remainder of IHSS costs.
- Extends the 3.6 percent across-the-board cut in IHSS participants' authorized hours, reducing General Fund spending by \$52.2 million in 2012-13. This cut first took effect in February 2011.
- Rejects the Governor's proposal to eliminate domestic and related services, such as meal preparation, laundry, and errands, for IHSS participants in shared living arrangements. The Legislature also rejected a similar proposal last year.

The Governor vetoed \$4.7 million in General Fund support for county operation of the IHSS Program.

## **Child Support**

The budget agreement:

- Reduces 2012-13 funding for Local Child Support Agencies by \$14.7 million (\$5 million General Fund).
- Withholds counties' share of child support collections and instead deposits these dollars – \$31.9 million in 2012-13 – into the state's General Fund.

## **Medi-Cal**

The budget package reduces state spending on Medi-Cal by \$1.2 billion in 2012-13 through a number of actions. Specifically, the budget agreement:

- Expands, from four to eight counties, a pilot project that generally shifts seniors and people with disabilities who are enrolled in both Medi-Cal and Medicare into Medi-Cal managed care plans. Currently, most seniors and people with disabilities in California are enrolled in fee-for-service Medi-Cal, which pays providers directly for services. The pilot project also incorporates into Medi-Cal managed care many long-term care services, including IHSS. The pilot project would begin on or after March 1, 2013, and the budget package states the Legislature's intention to expand the project statewide within three years, subject to further legislative action. However, implementation is contingent on several factors, including reaching an agreement with the federal government regarding how Medicare savings would be shared between the state and federal governments. The budget agreement covers the up-front costs of this change by deferring payments to fee-for-service providers and managed care plans through the transition, resulting in a spending reduction of \$611.5 million in 2012-13.
- Adopts the Governor's proposal to seek federal approval to impose two new copayments on Medi-Cal beneficiaries: \$15 for each non-emergency use of the emergency room and \$3.10 for each prescription for non-

preferred drugs. This proposal significantly scales back the copayments included in the 2011-12 budget agreement, which were rejected by the federal government. These new copayments would reduce state spending by an estimated \$20.2 million in 2012-13, assuming implementation beginning January 1, 2013.

- Shifts half of an existing pool of unexpended federal funds intended for public hospitals to the General Fund for state savings of \$100 million.
- Eliminates state reimbursement on fee-for-service claims at certain public hospitals. This payment method, which already applies to many public hospitals, requires that hospitals use their own expenditures to draw down federal Medicaid matching dollars for state savings of \$94.4 million.
- Redirects hospital fee revenues intended to fund supplemental payments to private hospitals for state savings of \$150 million.
- Expands Medi-Cal managed care to the 28 counties that currently do not have a Medi-Cal managed care plan for state savings of \$2.7 million.
- Defers payments to skilled nursing facilities and postpones a scheduled nursing facility rate increase, resulting in reduced state spending of \$87.8 million.
- Reduces Medi-Cal payment rates for laboratory services for state savings of \$7.7 million.

### **Healthy Families**

The budget agreement eliminates the Healthy Families Program by gradually shifting all of the children covered under Healthy Families to the Medi-Cal Program – generally Medi-Cal managed care. This transition reduces state spending by \$13.1 million in 2012-13, rising to \$72.9 million in 2014-15. The benefits covered by managed care plans participating in Healthy Families and Medi-Cal are broadly similar. The transition will take place in four stages beginning in January 2013. Specifically, approximately:

- 415,000 children will transfer into Medi-Cal managed care on or after January 1, 2013. These children are currently enrolled in Healthy Families plans that are also Medi-Cal managed care plans.
- 249,000 children will transfer into Medi-Cal on or after April 1, 2013. These children are currently in Healthy Families plans that subcontract with Medi-Cal managed care plans, and they will remain in their current plan “to the extent possible.”
- 173,000 children will shift to Medi-Cal managed care on or after August 1, 2013. These children will transition to a new managed care plan because they are enrolled in a Healthy Families plan that does not contract or subcontract with a Medi-Cal managed care plan in their county.
- 43,000 children will shift to fee-for-service Medi-Cal on or after September 1, 2013 because they live in counties that do not have a Medi-Cal managed care plan.

The budget agreement requires the DHCS to develop implementation plans, monitor the transition, meet with stakeholders, and regularly report to the Legislature in an effort to ensure continuity of health care coverage for the transitioning children. Additionally, the DHCS may stop the transition if the director determines that any aspect of the shift violates the requirements of the federal Affordable Care Act or jeopardizes any federal funding that the director and the Department of Finance conclude would be “advantageous to the state.”

### **Public Health**

The budget agreement rejects the Governor’s proposal to increase costs imposed on Californians participating in the AIDS Drug Assistance Program, which provides medication to uninsured or underinsured individuals living with HIV and AIDS.

## Behavioral Health Programs

Behavioral health programs include mental health and substance abuse treatment services formerly overseen by the Department of Mental Health (DMH) and the Department of Alcohol and Drug Programs (DADP). The 2011-12 budget agreement began the process of eliminating the DMH and DADP by transferring their functions to other departments. The budget agreement completes the elimination of DMH and DADP by transferring remaining responsibilities to other departments, including:

- Oversight of major community health programs to the DHCS;
- Licensing and quality improvement efforts for many mental health facilities to the DSS; and
- The Workforce Education and Training component of the Mental Health Services Act to the Office of Statewide Health Planning and Development.

The budget agreement also establishes a new Department of State Hospitals to oversee long-term care and services provided in the state's five mental health hospitals and other psychiatric facilities.

## Proposition 98

The budget agreement reflects a 2012-13 base funding level of \$53.6 billion for K-14 education programs covered by the Proposition 98 guarantee. This funding level is contingent upon voter approval of the Governor's ballot measure. The budget agreement provides approximately \$2.3 billion in 2012-13 to repay schools and community colleges for payments the state deferred in previous years. If voters do not approve the Governor's ballot measure, the budget agreement requires \$5.4 billion in midyear Proposition 98 trigger cuts, including elimination of the \$2.3 billion repayment of prior-year deferrals and approximately \$3.1 billion in cuts to programmatic funding for schools and community colleges. The budget agreement assumes that some of the trigger reductions in Proposition 98 spending would result from shifting General Obligation bond debt service and funding for the Early Start Program within the Proposition 98 guarantee, which would reduce state spending on other Proposition 98 obligations. The budget agreement adopts trailer bill language that would allow K-12 schools, county offices of education (COE), and charter schools to reduce the school year to 160 days in 2012-13 and 2013-14 – 15 days fewer than the current minimum number of instructional days – if voters do not approve the Governor's ballot measure.

The budget agreement provides approximately \$900 million on top of the assumed Proposition 98 minimum funding level of \$46.9 billion in 2011-12, and designates \$671.8 million of this amount as payments owed to schools under the *California Teachers Association v. Schwarzenegger* settlement agreement. Of this \$671.8 million, \$450 million would pay for 2012-13 obligations, \$181 million would pay for 2013-14 obligations, and \$40.8 million would pay for 2014-15 obligations, resulting in equivalent amounts of General Fund savings in each of these years. The budget agreement also offsets 2011-12 K-12 program spending with \$220.1 million in unspent Proposition 98 funds from previous years, producing an equivalent amount of General Fund savings in 2011-12.

## K-12 Education

The budget agreement:

- Provides \$2.1 billion to partially restore previously deferred revenue limit payments to school districts and COEs contingent upon voter approval of the Governor's ballot measure.
- Assumes an increase of \$1.3 billion in local property tax revenue available for school districts in 2012-13 due to the elimination of redevelopment agencies. Increased property tax revenue for school districts reduces the state's Proposition 98 obligation, which results in an equivalent amount of General Fund savings.

- Eliminates the COLA for K-12 education programs in 2012-13 which, if provided, would have been 3.24 percent. The budget agreement establishes a total deficit factor for revenue limit payments of 22.27 percent for school districts and 22.55 percent for COEs. A deficit factor is the difference between revenue limit payments, which provide general-purpose funding for school districts and COEs, and the revenue limit funding level specified by state law.
- Reduces 2012-13 funding for Basic Aid school districts' categorical programs proportionate to non-Basic Aid districts' revenue limit reductions.
- Adopts the Governor's May Revision proposal to restore \$496 million in 2012-13 funding for the Home-to-School Transportation Program. The Governor proposed to eliminate state funding for home-to-school transportation in January.
- Provides \$313.0 million in 2012-13 Proposition 98 funding to pay for Quality Education Investment Act (QEIA) obligations owed to schools due to the *California Teachers Association v. Schwarzenegger* settlement agreement, a reduction of \$89 million in QEIA funding for K-12 school districts compared to previous payments.
- Modifies the Governor's mandate block grant proposal, but adopts the proposed funding level of \$166.6 million, which would provide \$28 per student for school districts and COEs and \$14 per student for charter schools. The budget agreement establishes a block grant for the majority of K-14 mandates, suspends mandates in 2012-13 that were suspended in 2011-12, and rejects the Governor's May Revision proposal to eliminate the existing mandate claims process. Instead, the budget agreement requires school districts, COEs, and charter schools to choose each year either to use the existing claims process or to accept block grant dollars.
- Shifts to Proposition 98 \$163.9 million in General Fund spending for "wraparound" child care services that are provided as part of the state preschool program. This transfer consolidates within Proposition 98 all of the state funding used to support children through the California State Preschool Program. The shift results in General Fund savings, but means that fewer dollars are available for other Proposition 98 spending.
- Increases funding for charter school categorical programs by \$53.7 million to reflect charter school enrollment growth.
- Provides \$15.0 million in ongoing Proposition 98 funding for the Early Mental Health Initiative and shifts administration of the program from the Department of Mental Health, which has been eliminated, to the CDE.
- Rejects the Governor's January budget proposal to eliminate \$8.1 million for the Advancement Via Individual Determination (AVID) Program.
- Rejects the Governor's proposal to eliminate funding for transitional kindergarten in 2012-13.
- Rejects the Governor's weighted pupil funding formula proposal.

The Governor vetoed \$15.0 million in General Fund support for the Early Mental Health Initiative and \$8.1 million in General Fund support for the AVID Program.

## California Community Colleges

The budget agreement:

- Reduces state funding for apportionments – the largest portion of community college funding – by \$116.1 million in 2011-12 and \$451.1 million in 2012-13. These reductions reflect estimated increases in local property tax revenues available to be redirected to community colleges due to the elimination of redevelopment agencies. However, if property tax revenues fall short of projections and other funding sources, such as student fees, do not offset the loss, then the state would be required to backfill the shortfall, resulting in increased General Fund costs.
- Provides \$159.9 million to partially restore \$961.0 million of previously deferred apportionment funding, contingent upon voter approval of the Governor's ballot measure.

- Provides \$50.0 million for “general apportionment growth” contingent upon voter approval of the Governor’s ballot measure.
- Modifies the mandate block grant proposal included in the Governor’s May Revision, but adopts the proposed funding level of \$33.3 million based on funded full-time equivalent students, or approximately \$28 per student. The budget agreement establishes a block grant for the majority of K-14 mandates and adopts the Governor’s May Revision proposal to include the Minimum Conditions for State Aid, Community College Construction, and Discrimination Complaint Procedures mandates within the block grant. The budget agreement suspends mandates in 2012-13 that were suspended in 2011-12 and rejects the Governor’s May Revision proposal to eliminate the existing mandate claims process. Instead, the budget agreement requires community colleges to choose each year either to use the existing claims process or to accept block grant dollars.
- Increases community college fees for certain students who are not California residents to twice the fees required of California residents through June 30, 2013 and to three times California resident fees beginning July 1, 2013. Community college fees are currently \$46 per unit for California residents.

### **California State University (CSU) and University of California (UC)**

The budget agreement:

- Provides \$125.0 million each to the UC and the CSU in 2013-14 contingent upon two conditions: that the UC and CSU maintain their 2011-12 mandatory systemwide tuition and fee levels for the 2012-13 academic year and that voters approve the Governor’s ballot measure in November.
- Adopts the Governor’s January budget proposal to increase UC funding by \$90.0 million to pay for cost increases in the University of California Retirement Plan (UCRP) attributable to state General Fund- and tuition-funded employees. Budget bill language states that 2012-13 UCRP funding “does not constitute an obligation on behalf of the state to provide funding after the 2012-13 fiscal year for any UCRP costs.”
- Rejects the Governor’s January budget proposal to eliminate enrollment targets at the UC and the CSU.
- Rejects the Governor’s January budget proposal to eliminate “set-asides” that earmarked funds for several UC programs, including the Drew Medical Program, AIDS research, and the Institutes for Science and Innovation.

The Governor vetoed provisions in the budget that established enrollment targets at the UC and CSU as well as provisions that earmarked funds for several UC programs, including the Drew Medical Program, AIDS research, and the Institutes for Science and Innovation.

### **California Student Aid Commission**

The budget agreement:

- Shifts \$803.8 million in federal Temporary Assistance for Needy Families funds to support Cal Grants in 2012-13, which results in an equivalent reduction in General Fund spending.
- Reduces maximum Cal Grant award levels for students attending private, for-profit colleges and universities and independent, non-profit colleges and universities beginning in 2013-14, reducing General Fund spending by \$103 million.
- Shifts \$84.6 million from the state’s General Fund to the Student Loan Operating Fund to pay for Cal Grant costs.
- Reduces 2012-13 Cal Grant funding by \$55 million to reflect a new graduation rate standard and a change to the maximum default rate standard for Cal Grant-eligible institutions. The 2011-12 budget agreement prohibited new Cal Grant awards for higher education institutions where 24.6 percent of students or more defaulted on student loans. The budget agreement reduces the maximum student loan default rate to 15.5 percent in 2012-13 and also



institutes a new minimum graduation rate requirement of 30 percent. The budget agreement prohibits new Cal Grant awards and reduces renewal awards by 20 percent for institutions that exceed the maximum student loan default rate or fall below the minimum graduation threshold in 2012-13. Beginning in 2013-14, the budget agreement prohibits institutions that exceed the maximum student loan default rate or drop below the minimum graduation rate from participating in the Cal Grant Program for one academic year. The new graduation rate and maximum default rate standards would not apply to institutions where up to 40 percent of students receive federal student loans.

- Adopts the Governor's proposal to increase Cal Grant funding by \$27.7 million in 2011-12 and by \$26.5 million in 2012-13 to allow students who receive Cal Grant B awards to switch to the Cal Grant A program, if eligible, when renewing their awards.
- Rejects the Governor's proposal to phase out funding for Assumption Program of Loans for Education (APLE) and the State Nursing Assumption Program of Loans for Education for Nursing Faculty (SNAPLE NF).

The Governor vetoed \$22.6 million in General Fund support for Cal Grants, which reflects a 5 percent reduction to the 2012-13 maximum private, for-profit and private, non-profit institution awards; Cal Grant B access award; Cal Grant C tuition and fee award; and Cal Grant C book and supply award. The Governor also vetoed a provision of the budget that would have provided new awards for the APLE and the SNAPLE NF, but maintained funding for renewal awards. This action is expected to reduce General Fund spending by \$5.6 million beginning in 2013-14.

## State Employees

The budget agreement reduces state employee compensation spending by \$839.1 million (\$401.7 million General Fund), the equivalent of a 5 percent reduction in pay. As part of the budget package, the Legislature ratified agreements to reduce state worker compensation that the Administration recently reached with 16 of the state's 21 bargaining units. Press reports indicate that the Administration reached an agreement with one additional bargaining unit. If agreements with the remaining four units cannot be reached by July 1, the budget package authorizes the Governor to impose a one-day-per-month furlough on the workers represented by those units. The budget agreement also requires certain state employees who are not represented by bargaining units to take one day of unpaid leave per month.

## State Operations

The budget agreement:

- Rejects the Governor's proposal to eliminate the Commission on the Status of Women. Instead, the budget package renames the commission the "Commission on the Status of Women and Girls" and modifies the policy areas to be studied by the commission. The budget agreement also requires the commission to develop a strategy to attract financial support from private donors so as to reduce state funding for its work.
- Rejects the Governor's proposal to eliminate the Unemployment Insurance Appeals Board. Instead, the budget package reduces the number of members serving on the board from seven to five. In addition, the budget agreement establishes stricter qualifications for board members, including requiring that all members be attorneys admitted to practice in the US.

The Governor used his line-item veto authority to eliminate \$246,000 in General Fund support for the Office of Privacy Protection.

## Adult Corrections

The Legislature adopted many of the proposals outlined by the Governor to restructure the state's prison system in response to last year's realignment, which transferred responsibility for low-level offenders from the state to the counties. Realignment is expected to significantly reduce the state prison population as well as the number of parolees subject to state supervision, providing the state with an opportunity to reduce spending on corrections and make operational changes to state prisons.

The budget agreement makes a number of changes to prison construction funding. Specifically, it:

- Cancels \$4.1 billion in lease revenue bond authority provided by AB 900 (Solario, Chapter 7 of 2007) for the design and construction of new state prisons, allowing the state to avoid \$2.2 billion in annual debt service payments and operating costs.
- Provides up to \$500 million in new lease revenue bond authority for the design and construction of local jails. This is in addition to \$1.2 billion previously authorized through the AB 900 Local Jail Construction Financing Program. To access the new bond dollars, counties must fund at least 10 percent of the total project costs.
- Shifts \$171 million in AB 900 bond funding from Phase I to Phase II. To access the Phase II dollars, counties must fund at least 10 percent of total project costs, compared to a 25 percent share of total costs under Phase I.
- Authorizes up to \$810 million in new lease revenue bond authority to build three new "Level II security" dorm complexes at existing prisons. In addition, the budget agreement closes the California Rehabilitation Center in Norco by December 31, 2016 or six months after the construction of the new dorm facilities, whichever is earlier.

In addition, the budget agreement:

- Returns approximately 10,000 inmates housed in out-of-state facilities to state prisons as beds become available. Bringing these prisoners back to California will result in projected annual savings of \$318 million upon completion of the transfer.
- Adopts various staffing changes that are estimated to eliminate more than 5,500 positions in 2012-13, rising to more than 6,600 positions in 2015-16.
- Implements a new inmate classification score system based on recommendations from a panel of correctional experts. This update will allow the state to move roughly 17,000 prisoners into less costly housing facilities.
- Increases General Fund expenditures for inmate health care by \$295.4 million in 2011-12 and \$128.4 million in 2012-13 largely due to greater-than-expected court-mandated medical costs.

## Juvenile Justice

The budget agreement also makes a number of changes to the juvenile justice system that reduce counties' ability and incentive to send juveniles to state custody. Specifically, it:

- Charges counties \$24,000 per year for every youth sent to a state juvenile facility on or after July 1, 2012.
- Reduces the maximum age up to which youths can be housed in state juvenile facilities from 25 to 23.
- Ends juvenile parole as of January 1, 2013, 18 months earlier than the deadline imposed by previous legislation.

## Judiciary

The budget agreement reduces General Fund support for trial courts by \$486 million and assumes this reduction will be offset by redirecting \$240 million from court construction projects, resulting in the suspension of "approximately

38 court projects for up to one year”; using \$235 million from the trial court reserves; and redirecting \$11 million from the Administrative Office of the Courts. The budget agreement also approves the Governor’s proposal to increase certain court fees, resulting in approximately \$57 million in additional revenue.

The Governor vetoed a provision in the budget that would have allowed the Judicial Council to offset up to \$350 million in General Fund reductions to trial courts with funds dedicated to other purposes within the Judiciary.

### **Unemployment Insurance**

The budget agreement borrows \$312.6 million from the Unemployment Compensation Disability Fund to pay for interest owed to the federal government on amounts loaned to the state to cover the cost of Unemployment Insurance benefits, for an equivalent amount of General Fund savings.

### **Transportation**

The budget agreement:

- Permanently transfers to the General Fund gasoline excise tax revenues attributable to aviation, boats, agricultural vehicles, and off-highway vehicles, resulting in increased General Fund revenue of \$184.0 million in 2011-12 and \$128.2 million per year beginning in 2012-13.
- Transfers “excess” truck weight fee revenues to the General Fund to “pre-fund” certain transportation-related debt service costs for savings of roughly \$380 million in 2012-13.

### **Housing**

The budget agreement uses \$392 million in proceeds from the recent National Mortgage Settlement to offset an equivalent amount of General Fund spending in 2011-12, 2012-13, and 2014-15, including spending for various Department of Justice programs and housing bond debt service. In addition, \$18.4 million in settlement proceeds will be used to enforce the provisions of the National Mortgage Settlement as well as provide counseling to help homeowners avoid foreclosure.

### **Local Government**

The budget agreement suspends dozens of state mandates and defers payments to local governments for pre-2004 mandate claims in 2012-13, 2013-14, and 2014-15. Together, these suspensions and deferrals reduce spending by \$828.3 million. The Legislature rejected the Governor’s proposal to repeal nearly three dozen mandates.

The Governor vetoed \$1.8 million in General Fund spending related to a crime statistics reporting mandate.

### **Legislation Included in the Budget Agreement**

|          |                               |
|----------|-------------------------------|
| AB 1464: | Budget Bill                   |
| AB 1465: | Transportation                |
| AB 1467: | Health                        |
| AB 1470: | Mental Health/State Hospitals |
| AB 1472: | Developmental Services        |
| AB 1484: | Redevelopment                 |

|          |   |
|----------|---|
| AB 1485: | 2011-12 Supplemental Appropriations Bill              |
| AB 1494: | Healthy Families Program                              |
| AB 1497: | Changes to the Budget Bill ("Budget Bill, Jr.")       |
| AB 1499: | Order of Statewide Ballot Measures                    |
| AB 1502: | UC and CSU  |
| SB 1006: | General Government                                    |
| SB 1008: | Health: Coordinated Care Initiative                   |
| SB 1009: | Mental Health Realignment                             |
| SB 1013: | Child Welfare Services Realignment                    |
| SB 1014: | Alcohol and Drug Programs Realignment                 |
| SB 1015: | Tax Compliance  |
| SB 1016: | Education   |
| SB 1018: | Resources and Environmental Protection                |
| SB 1020: | Realignment: Establishing Permanent Finance Structure |
| SB 1021: | Public Safety and Judicial                            |
| SB 1022: | Public Safety: Capital Outlay                         |
| SB 1023: | Public Safety Realignment                             |
| SB 1033: | Cash Management                                       |
| SB 1036: | In-Home Supportive Services                           |
| SB 1038: | Boards and Commissions                                |
| SB 1041: | Human Services  |

# Town Hall Meeting

Fight against the Governor's Cuts to:  
CalWORKs and Child-Care Programs



**DATE:** FRIDAY, April 20, 2012  
**TIME:** 1:00 pm-4:00pm  
**PLACE:** Employment Connection Center  
1879 Senter Road, San José, CA

Share your concerns with our panelists:

Senator Elaine Alquist

Assemblymember Nora Campos

Assemblymember Bob Wieckowski

Assemblymember Luis Alejo

Bring your questions, testimonies, personal experiences and concerns.

Sponsored by: 9to5, Bay Area Chapter, 2302 Zanker Rd., San José, CA on the web [9to5.org](http://9to5.org)

For more information contact Christina [408-432-6044](tel:408-432-6044)





# **COMMUNITY TOWN HALL**

**Welcome & Introductions**

**Evelyn Gutierrez, 9to5**

**“The Budget Challenge” Overview**

**Peter Woiwode CA  
Partnership Staff Organizer**

**Speak Out**

**Community Testimonials**

**Response**

**Legislators Panel**

- **Assembly Member Bob Wieckowski**
- **Office of Assembly Member Luis Alejo, Tony Madrigal**
- **Office of Assembly Member Jim Beall, Sunshine Borelli**
- **Play the BUDGET CHALLENGE, Sarah Henry, Next10.org**

**Next Steps**

**Evelyn Gutierrez**



California State Assembly

**JIM BEALL**

ASSEMBLYMEMBER, 24TH DISTRICT



Join **Assemblymember Jim Beall** for

**FUNDING OUR FUTURE:**

**A STUDENT BUDGET DIALOGUE WITH LEGISLATORS**

Please save the date for a budget dialogue convened in partnership with community college students across Santa Clara County. This event is student focused, and will give legislators, college administrators, and the community the opportunity to hear directly from you! Come share your personal experiences with the people responsible for making the decisions about what to cut, and learn whether the Governor's new budget proposal will impact your classes and pocketbook next year. Don't miss this opportunity to educate your legislators by telling your story about the impacts of the budget!



**Thursday, April 19, 2012**  
**1:30 – 3:30 pm**

De Anza College  
Campus Center A & B  
21250 Stevens Creek Blvd, Cupertino

DeAnza  College

**FOR MORE INFORMATION,** please call 408.282.8920 or visit [www.asmdc.org/beall](http://www.asmdc.org/beall)

*Copying, posting and distribution of this flyer is encouraged*

ASSEMBLYMEMBER JIM BEALL • 100 PASEO DE SAN ANTONIO, SUITE 319, SAN JOSE, CA 95113 • (408) 282-8920

CAPITOL OFFICE: STATE CAPITOL, P.O. BOX 942849, SACRAMENTO, CA 94249-0024 • (916) 319-2024

WEBSITE: [WWW.ASMDC.ORG/BEALL](http://WWW.ASMDC.ORG/BEALL)



## CalWORKS Advisory 2013 Meeting Calendar

| DATE        | TIME  | LOCATION  |
|-------------|---|---|
| January 2   | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| February 6  | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| March 6     | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| April 3     | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| May 1       | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| June 5      | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| July        | <b>* NO MEETING THIS MONTH *</b>                              |   |
| August 7    | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| September 4 | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| October 2   | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| November 6  | 11:30 – 1:30  | Social Services Agency<br>1879 Senter Road–Orientation Room |
| December    | <b>➔ NO MEETING THIS MONTH – CLIENT<br/>ACHIEVMENT AWARDS</b> |   |

For future meeting location contact Anita A. Casillas @ 408-755-7732  
or email: [Anita.Casillas@ssa.sccgov.org](mailto:Anita.Casillas@ssa.sccgov.org)



**CalWORKs****Social Worker Locations:****Central San Jose****CalWORKs Employment Services Office (CWES)**

1879 Senter Road  
San Jose, 95112  
(408) 793-1200

**South County**

CalWORKs Office  
379 Tompkins Ct.  
Gilroy, 95020  
(408) 846-3900

**North County**

CalWORKs Office  
100 Moffett Blvd.  
Mountain View, 94043  
(650) 988-6100

**DV Advocate**

CalWORKs—CWES Office  
1879 Senter Road  
San Jose, 95112  
(408) 793-1200

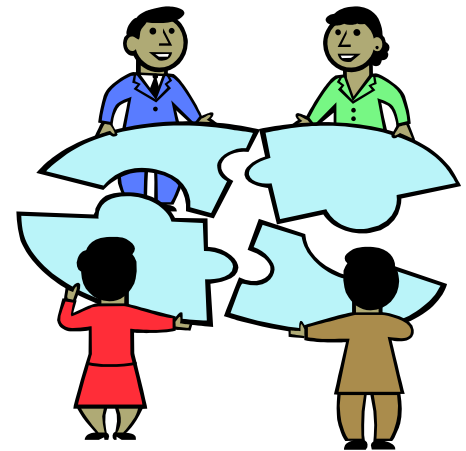
**Supervisor**

CalWORKs—CWES Office  
1879 Senter Road  
San Jose, 95112  
(408) 793-1200

# CALWORKS SOCIAL WORK SERVICES

**Santa Clara County**  
Social Services Agency  
Department of Employment  
& Benefit Services

## *CalWORKs Social Work Services*

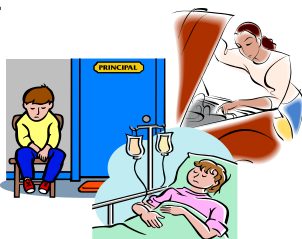


**Main Office Location**  
1879 Senter Road  
San Jose, CA 95112  
(408) 793-1200

# CalWORKs

## Social Work Services

**CalWORKs** stands for **C**alifornia **W**ork **O**pportunity & **R**esponsibility to **K**ids. The purpose of this program is to help eligible clients prepare for work and to find a job. CalWORKs understands that there may be problems in life that interfere with a client's ability to work or prevent a client from participating in employment related activities.



If you are experiencing a family crisis, and you feel unable to participate in CalWORKs employment related activities, a CalWORKs Social Worker is available to assist you in ways that increase your capacity for problem solving and connect you to needed resources.



The social worker's mission is to address any personal barriers that may be interfering with your ability to become self sufficient. Our services are confidential, voluntary and free.

## Available Services

Social workers are trained professionals, dedicated to providing a wide variety of services and resources to help you. Multilingual and multi-services include:



- Domestic Violence Services
- Coordination of Services
- Family Disputes
- Child School Attendance Concerns
- Mental Health Concerns
- Grief and Loss Issues
- Alcohol and Drug Abuse
- Crisis Intervention
- Child Welfare Concerns
- Legal Assistance Referrals
- Client Advocacy
- Parenting Services
- Basic Needs
- Connections to community organizations



## DFCS/CalWORKs Partnership

The CalWORKs Social Work Unit also participates in the DFCS/CalWORKs Partnership. If you have a child involved with the child welfare system and you are participating in employment activities in CalWORKs, then additional support is available to you.



**Please contact us at (408) 793-1200 for more information**

## Domestic Violence Services



The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 included a provision allowing states to address domestic violence in crafting state welfare plans under TANF.

CalWORKs recognizes that some individuals who may need public assistance have been or are victims of abuse, and intends to ensure that these victims are not placed at further risk.

Once a client self-declares as a domestic violence victim, social workers will assist the client in accessing domestic violence services in the community. Other social work services include screenings, assessments, and crisis counseling.

The social worker is the only CalWORKs staff person who can "waive" or "exempt" a victim of domestic violence, who is unable to participate in employment related activities. This is determined on a case-by-case basis.

The "exemption" ensures that victims are not placed at further risk or be unfairly penalized by CalWORKs program requirements.

Our goal is to make certain the victim is in a safe environment to allow the victim to address the issues of domestic violence and move towards self-sufficiency.



## OTI-TSE

### Santa Clara County Program

OTI serves as a free staffing resource for employers.

Employers benefit from partnering with OTI by:

- Augment Staffing Needs
- Pre-screened, Qualified Candidates
- Career Focused Candidates
- Full Time Employees
- Low cost Candidates
- Wide Range of Skills



### OTI-TSE

*David Morales*

*Office: 408-758-3786*

*Email: david.morales@ssa.sccgov.org*

*Souny Sinwongsa*

*Office: 408-758-3751*

*Email: souny.sinwongsa@ssa.sccgov.org*

*OTI-Santa Clara County  
Transitional Subsidized Employment*

## *OTI-TSE*

Occupational Training Institute

Foothill-De Anza Community  
College District

and

County of Santa Clara Social  
Services Agency

*Partner to Offer Staffing Support*

To

*Local Business*

*In the*

*Silicon Valley*

The Occupational Training Institute (OTI) is a resource for employers seeking low-cost hiring solutions. OTI offers this valuable service to both employers and eligible applicants through the Transitional Subsidized Employment program (TSE).

## HOW OTI-TSE BENEFITS BUSINESS:

- OTI subsidizes \$5/hr of the client’s wages for three months.
- Employers benefit from career-focused candidates who have the knowledge and abilities to match their company’s job requirements.
- Employers are directly involved in the training of their future workforce.



### How it works:

An open position is submitted to an OTI representative. The job request should include a description of the job duties and the minimum qualifications. Multiple worksite requests may be submitted by an employer.

The OTI representative will refer matching candidates to the business representative. The business representative will interview and select the best candidate.

After selecting their candidates, employers will enter into a worksite agreement with OTI. The agreement outlines assurances and expectations of the mutual parties.

Prior to any worksite placement, OTI will provide an onsite orientation to worksite supervisors and review reporting requirements.

### Subsidized Employment:

A subsidized employment position must be full-time (32-40 hr/wk).

OTI –TSE subsidizes \$5.00/hr for 3 months.

Employers assume responsibility for payment of wages for each client hired.

Employers invoice OTI Accounting monthly to receive their reimbursement checks.

County of Santa Clara Social Services Agency

Foothill-De Anza Community College District

Occupational Training Institute- 30 years Serving Silicon Valley

*Community Partner of the Year 2010*

*Awarded by County of Santa Clara Social Services Agency*

## Past Program Participants that Support Us:

Farmers Insurance

SERVPRO

Edible Arrangements

JPD Financial

Property Minder

Live Oak Senior Day Services

E-Tech Silicon Valley

Durabrake

...and more!



## What Are Behavioral Health Services?

The CalWORKs Community Health Alliance uses a **Behavioral Health Model** that focuses on the health of the whole person and provides counseling and other services to enhance and support self-sufficiency. Behavioral health services are individualized for each client and may address:

- Emotional well-being
- Substance abuse issues
- Relationship issues
- Mental health issues
- Family stress
- Trauma from abuse
- Psycho-social functioning.

## Behavioral Health Screenings Identify Needs

CalWORKs Community Health Alliance service providers screen all clients for behavioral health issues at CalWORKs Orientations. Clients who have mental health and/or substance abuse issues and want counseling are given intake appointments at the most convenient provider agencies. If screenings uncover domestic abuse, immediate referrals are given to the Employment Services Social Work Unit for linkages to shelters and other services.

## CalWORKs Community Health Alliance Providers

*We offer culturally sensitive services in these languages: English, Spanish, Vietnamese, Japanese, Mandarin, Ilocano, Cambodian and Bosnian. Please contact one of the community providers listed below for more information.*

|   |
|---|
| <p><b>ASIAN AMERICANS FOR COMMUNITY INVOLVEMENT (AACI)</b><br/> <b>(408) 975-2730</b><br/>           2400 Moorpark Ave. Ste. 308<br/>           San Jose, CA 95128</p>                                      |
| <p><b>ASIAN AMERICAN RECOVERY SERVICES (AARS) - THE PLACE</b><br/> <b>(408) 271-3900</b><br/>           1340 Tully Rd. Ste. 304<br/>           San Jose, CA 95122</p>                                       |
| <p><b>CATHOLIC CHARITIES OF SANTA CLARA COUNTY</b><br/> <b>(408) 325-5230</b><br/>           2625 Zanker Rd. Ste. 101<br/>           San Jose, CA 95134<br/> <i>*** Covers North County ***</i></p>         |
| <p><b>GARDNER FAMILY CARE CORPORATION</b><br/> <b>(408) 287-6200</b><br/>           160 E. Virginia St. Ste. 280<br/>           San Jose, CA 95112<br/> <i>*** Covers San Jose and South County ***</i></p> |
| <p><b>CALWORKS MENTAL HEALTH SERVICE TEAM</b><br/> <b>(408) 494-1593</b><br/>           614 Tully Road, San Jose, CA 95111<br/> <i>*** Covers San Jose and South County ***</i></p>                         |

SCD 2230 (en) - 01/12

## CalWORKs Community Health Alliance

## Behavioral Health Services for CalWORKs Families

*Free and Confidential*



*The Health Alliance helps CalWORKs clients reach self-reliance!*

# CalWORKs Community Health Alliance Services

## Outpatient Substance Abuse and Mental Health Services

All Health Alliance services are targeted to individuals with mental health and/or substance abuse issues that interfere with their ability to participate in employment-related activities. Counselors are skilled in addressing both mental health and substance abuse issues and help individuals dealing with both (dual diagnosis). Treatment varies from short-term to intensive and is tailored to meet each client's needs.

Outpatient behavioral health services are provided by the following agencies:

- *Asian Americans for Community Involvement*
- *Asian American Recovery Services*
- *Catholic Charities of Santa Clara County*
- *Gardner Family Care Corporation*
- *CalWORKs Mental Health Service Team*

### Short-term Services

Shorter-term services are available for adults and their children and include assessment; individual, family, and group counseling; psycho-education and support groups; advocacy, resource linkage; and integrated health services using Eastern medicine models.

### Intensive Services

Longer-term, intensive outpatient services are available for adults and children with serious mental health, substance abuse, dual diagnosis, and trauma issues.

Services are family focused and include individual, family, and group counseling.

## Psychiatric Services

All Health Alliance agencies have staff doctors who provide psychiatric evaluations and ongoing medication monitoring if needed. They work in partnership with counselors to assess and monitor progress.

## Transitional Housing

Transitional housing services are available for women who need a safe and sober place to live (with 1 child only) while receiving outpatient behavioral health services.

**For admission, call AACI at (408) 975-2730.**



## Residential Treatment

24-hour residential substance abuse treatment is available for CalWORKs women and their children under the age of 5 through the **Parisi House on the Hill**. These residential services are for women who have severe substance abuse issues.

**For admission, call Gateway at 1-800-488-9919.**

## Outreach / Co-located Services

Health Alliance staff provide outreach to clients at the places where they receive education and employment services, including community colleges, adult education centers, and CalWORKs Employment Connection/Job Club Centers. Counselors meet with clients individually at these locations for client convenience.

**All services are delivered  
AT NO COST  
to CalWORKs clients.**

## Who is Eligible?

**CalWORKs adults who:**

1. participate in the *Welfare-to-Work* Program, or
2. have a Domestic Abuse exemption, or
3. are employed Post-Aid (up to 12 months); or
4. are in the process of curing sanctions.

**Children of eligible parents.**

## To get services:

1. Contact your CalWORKs employment counselor; or
2. Call any Health Alliance agency listed on this brochure; or
3. Call the County Mental Health Call Center at **1-800-704-0900**

**For emergencies, call 911**

**CalWORKs Community Health Alliance is a partnership between Santa Clara County Social Services Agency's CalWORKs Employment Services (CWES) and Santa Clara Valley Health and Hospital System's Departments of Alcohol & Drug Services and Mental Health.**





P.O. Box 28621 ♦ San Jose ♦ CA 95159-8621

Chair: Elsa Amboy  
 Vice-Chair: Naomi Pease  
 Treasurer: Zoya Lazer  
 Secretary: Marija Kevesevic

## 2012 MEMBERS

American Red Cross  
 Asian Americans for  
 Community Involvement  
 Asian Law Alliance  
 Catholic Charities  
 Campbell Adult &  
 Community Education  
 Gardner Family Care  
 Corporation  
 International Rescue  
 Committee  
 Jewish Family Services of  
 Silicon Valley  
 PARS Equality Center  
 Presbytery of San Jose  
 Refugee Transitions  
 Santa Clara County Office  
 of Human Relations  
 Santa Clara County Social  
 Services Agency  
 Santa Clara Valley Health  
 & Hospital System  
 Vietnamese Voluntary  
 Foundation, Inc.  
 World Relief  
*and Individuals*  
 Jamila Ghanm  
 Khanh T. Vu  
 Salle Hayden  
 Phaivanh Khowong  
 Reza Odabae

Dear Refugee & Immigrant Forum Members,

***Thank you for agreeing to host a meeting next year.***

Please confirm that your agency can host for the date listed below and provide contact information. Thanks again in advance for your assistance.

| <b>Date</b>               | <b>Agency Address &amp; Contact Information</b>   |
|---------------------------|---|
| <b>January 18, 2012</b>   | Agency: <b>Social Services Agency</b><br>Street Address: W Julian<br>City and Zip Code: San Jose, CA Phone  |
| <b>February 15, 2012</b>  | Agency: <b>AACI</b><br>Street Address: 2400 Moorpark Ave, Ste 210<br>City and Zip Code: San Jose, 95128 Phone:  |
| <b>March 21, 2012</b>     | Agency: <b>American Red Cross Silicon Valley Chapter</b><br>Street Address: 2731 North First Street<br>City and Zip Code: San Jose, CA 95134 Phone: 577- 2054 |
| <b>April 18, 2012</b>     | Agency: <b>PARS</b><br>Street Address: 1922 The Alameda, Ste 425<br>City and Zip Code: San Jose, CA Phone: 408 838 1331                                       |
| <b>May 16, 2012</b>       | Agency: <b>American Red Cross Silicon Valley Chapter</b><br>Street Address: 2731 North First Street<br>City and Zip Code: San Jose, CA 95134 Phone: 577- 2054 |
| <b>June 20, 2012</b>      | Agency: <b>No meeting</b><br>Street Address:<br>City and Zip Code: Phone:   |
| <b>July 18, 2012</b>      | Agency: <b>American Red Cross Silicon Valley Chapter</b><br>Street Address: 2731 North First Street<br>City and Zip Code: San Jose, CA 95134 Phone: 577- 2054 |
| <b>August 15, 2012</b>    | Agency: <b>American Red Cross Silicon Valley Chapter</b><br>Street Address: 2731 North First Street<br>City and Zip Code: San Jose, CA 95134 Phone: 577- 2054 |
| <b>September 19, 2012</b> | Agency: <b>Refugee Transitions</b><br>Street Address: 1922 The Alameda, Ste 425<br>City and Zip Code: San Jose, CA Phone: 408 838 1331                        |
| <b>October 17, 2012</b>   | Agency: <b>TBD</b><br>Street Address:<br>City and Zip Code: Phone:  |
| <b>November 21, 2012</b>  | Agency: <b>Social Services Agency</b><br>Street Address:<br>City and Zip Code: Phone:   |
| <b>December 19, 2012</b>  | Agency: <b>TBD</b><br>Street Address:<br>City and Zip Code Phone:   |



# Safety Net Meeting 2013 Calendar



## SAFETY NET MEETING INFORMATION

The Safety Net Committee is co-chaired by Santa Clara County Social Services Agency and Second Harvest Food Bank. It is comprised of Community Based Organizations (CBO's) that come together in partnership to educate, access, strategize, develop and implement service recommendations to strengthen food and other services provided to those in need throughout Santa Clara County.

Safety Net meetings are held at the Second Harvest Food bank on the **4<sup>th</sup> Thursday** of each month from 11:30 a.m. to 1:00 p.m. This is a brown bag lunch meeting.

For more information about Safety Net Meetings and/or to request that discussion items be placed on the agenda, please contact Pam at: (408) 755-7743 or [pam.saunders@ssa.sccgov.org](mailto:pam.saunders@ssa.sccgov.org)

### Location

Second Harvest Food Bank  
750 Curtner Avenue  
San Jose, CA 95125  
(Upstairs, Going Room)

### Time

11:30 a.m. – 1:00 p.m.

### Meeting Dates

January 24

February 28

March 28

April 25

May 23

June 27

July 25

August 22

September 26

October 24

November  
(No Meeting)

December  
(TBD)



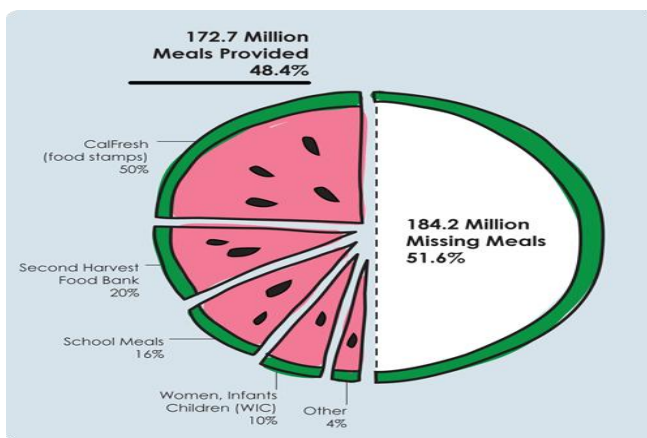
# Hunger Index

## Closing the Meal Gap

**Did you know?** In one of the most prosperous regions in the nation, one in four members of our community is struggling to make ends meet. It's hard for most of us to imagine what it's like to be truly hungry. At Second Harvest, we take seriously our vision to end local hunger. That's why we partnered with Santa Clara University to measure the meal gap in our community. We learned that although real gains were made to meet increasing needs, **184 million meals were missing** for hungry families in 2010. Keeping pace with this rising tide will continue to be a challenge for Second Harvest Food Bank. The good news is that we're not alone. Our network of strong partnerships make the seemingly impossible happen every day.

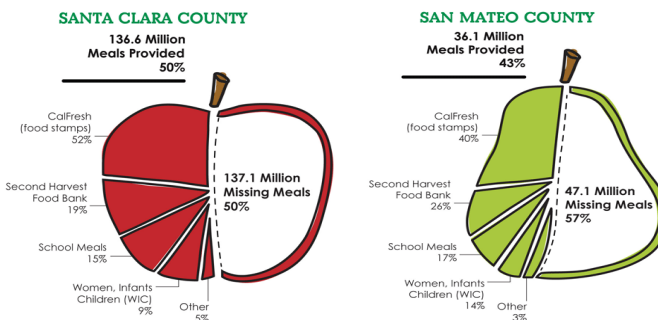
## We're Keeping Pace

Even though the need for food grew by nearly 25% in Santa Clara County and almost 20% in San Mateo County, food assistance programs kept pace by growing 25%.



## Tracking Our Progress by County

CalFresh (food stamps) and Second Harvest Food Bank are the top two sources of food assistance for our neighbors in need.



## Methodology

We calculate the Hunger Index by totaling the number of meals that local, low-income families purchase on their own combined with the meals they get through community food assistance programs. We then subtract this from the total number of meals that they need but cannot get on their own or from the sources above.

What's left is the number of "Missing Meals" that often translate into skipping lunch and going to bed hungry.



SANTA CLARA COUNTY  
SOCIAL SERVICES AGENCY