



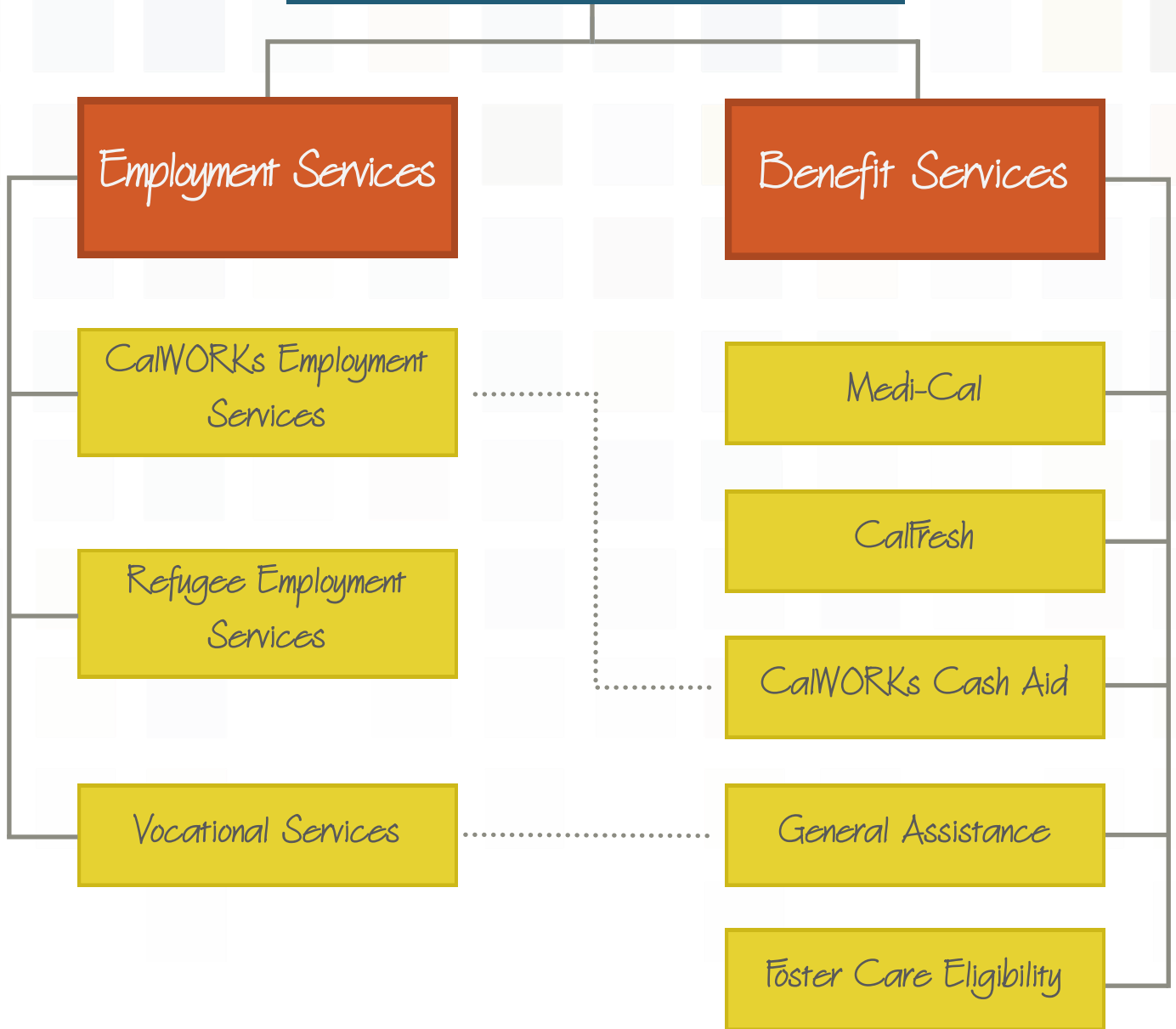
2015



serve empower transform

Employment and Benefit Services Annual Report

Employment and Benefit Services



Message from the Director

Silicon Valley is known for its dynamic tech industry and diverse economic opportunities. In this last year, Santa Clara County has shown signs of economic recovery and is reclaiming a position as one of the more prosperous counties in California. While our county creates wealth for a few, almost one in three households struggles not only to make ends meet, but even to attain the very basic needs of adequate food and housing. Santa Clara County's Department of Employment and Benefit Services' primary mission is to assist residents in obtaining the basic building blocks of economic success; including food, housing, healthcare, child care, transportation, financial services and access to technology.

Over the past year, Employment and Benefit Services has been exploring and adopting new technologies, streamlining internal business processes, expanding services and leveraging partnerships to provide eligible residents with access to needed resources. Our department is proud to provide the needed safety net programs that are intended to provide a lifeline to struggling residents and include Medi-Cal, CalFresh, CalWORKs, Employment Services, General Assistance and Foster Care Eligibility.

Fostering innovation and investing in strategies that will deliver positive outcomes for our clients are the driving forces that keep us marching forward. Working together with our network of community partners, we are capitalizing on new opportunities and developing new ways to help individuals and families overcome their barriers. In the following pages, you will read about this year's efforts to build and improve upon our local programs, including:

- Continuing Medi-Cal expansion and enrollment efforts while simplifying the annual renewal process,
- Addressing hunger throughout the county by expanding collaboration with local community partners to increase access and enrollments in the CalFresh program,
- Assisting families facing acute crises through intensive stabilization services and new short term housing options,
- Enhancing job services for CalWORKs clients through the EC Works subsidized employment program.

I certainly hope that you enjoy reading our Annual Report as it is a true reflection of the dedication and outstanding work of Employment and Benefit staff, the success of our programs and the achievements of our clients. We hope the report will provide insight of our collective vision: to proudly **serve** the community, while **empowering** individuals in need as they work to **transform** their lives.

Denise Boland

Director of Employment and Benefit Services

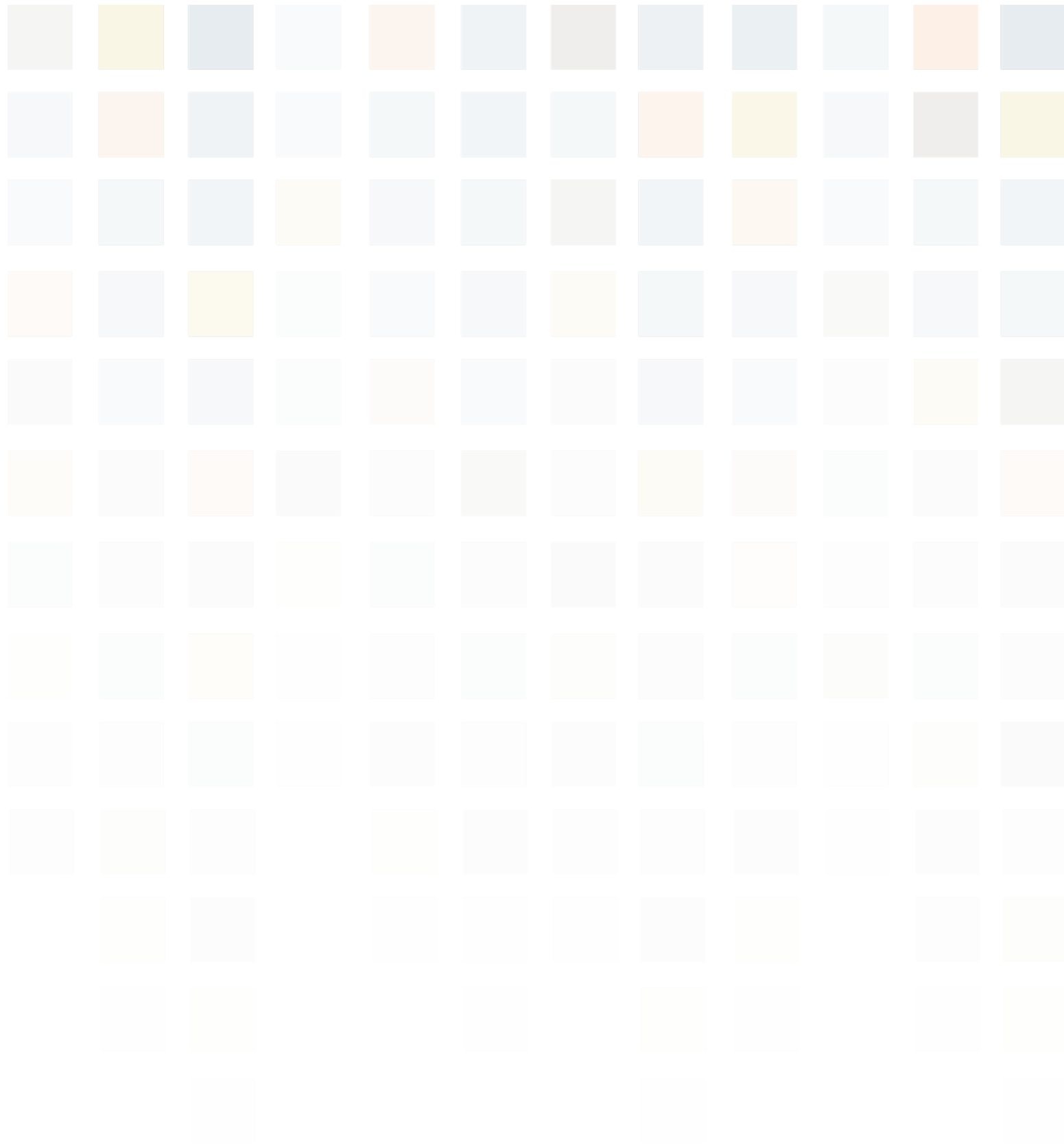


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Medi-Cal

One of the nation's landmark social programs, created July 30, 1965, turned 50 this year. Today, both Medicare, the government's program providing health insurance for the elderly, and Medicaid, which offers assistance to the poor, have become part of the fabric of American life.

With the expansion of the Affordable Care Act in 2014, nearly 70% of California's previously uninsured adults have gained health insurance coverage, according to a survey from the Kaiser Family Foundation. The largest share of the newly insured, 34%, are now covered under Medi-Cal, California's version of Medicaid.

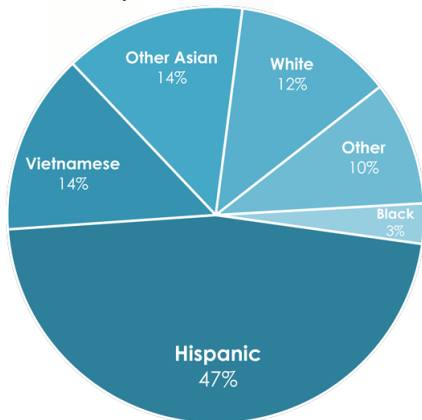


President Lyndon B. Johnson (with Harry Truman) signs Medicare into law on July 30, 1965. (Credit: Wikipedia)

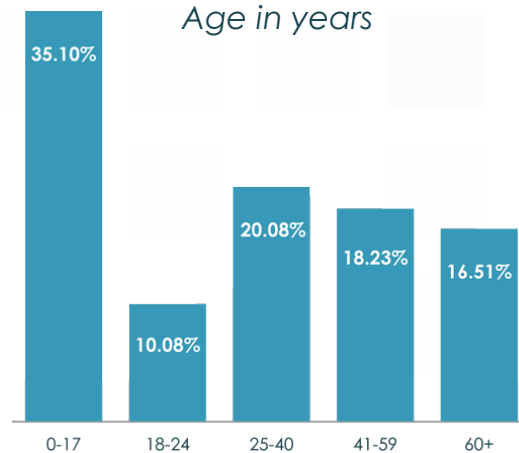
Employment and Benefit Services initially concentrated its efforts on enrolling new recipients as efficiently as possible. Total caseloads have grown by **72%** over the past two years, to 206,813 cases (392,759 individuals). With incoming applications settling into a more manageable pace, focus has shifted to maintaining existing cases and ensuring that eligible recipients continue to receive their benefits uninterrupted.

Demographics

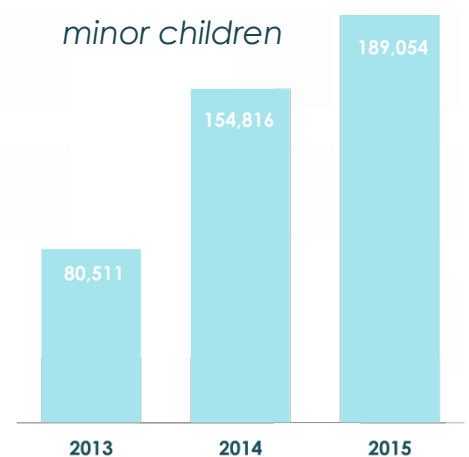
Ethnicity



Age in years



Adults with no minor children



Adults now make up nearly two-thirds of all Medi-Cal recipients in Santa Clara County. Individuals aged 19 to 64 without minor children had previously been ineligible for Medi-Cal, regardless of income. As shown in the above chart, the number in this group has grown by **135%** since 2013.

Streamlining Services

In 2015, the Medi-Cal redetermination process was streamlined to include an electronic verification and renewal redetermination of Medi-Cal eligibility, through the “Federal Hub.” This process has both reduced the amount of paperwork required and simplified the process for clients and staff. This seamless process allows clients to receive a letter of continuing benefits in future years, without any effort on their part.

Employment and Benefit Services staff have successfully completed redeterminations for 92,136 cases for Medi-Cal eligibility this year. Of this total, 30,710 cases have been electronically determined to be Medi-Cal eligible for another 12 months. As the electronic renewal process matures, this new approach will create a seamless redetermination process for even more individuals and families in coming months.

Expanding Services through Partnerships

In order to increase the Medi-Cal knowledge of community partners, Employment and Benefit Services has invested time and resources toward educating and presenting at various community based organization events. In doing so, community partners are able to assist clients with the new process. Some of these community partners are: Second Harvest Food Bank, Daughters of Charity, Community Health Partnership, Santa Clara Family Health Plan and Goodwill of Silicon Valley.

Reaching out to Inmates

The expansion of Medi-Cal has been particularly important in serving populations for whom coverage is essential. Part of these new populations are inmates of local and state prisons who are about to be released and will return to the community in 90 days. Recent data indicates that about 40% of these inmates suffer from chronic medical conditions, while over half of state prison and jail inmates nationwide have experienced a mental health problem within the last year—issues that are compounded as they transition back into the community.

Assembly Bill (AB) 720, signed into law by Governor Jerry Brown on October 8, 2013, expanded the Affordable Care Act in California, assisting formerly incarcerated individuals in enrolling in the Medi-Cal program prior to being released. AB 720 addresses one of the main barriers to reentry by helping formerly incarcerated individuals access physical, mental health, and substance abuse services as they face the challenges of successfully reentering society.

Lillian Pryor, Eligibility Work Supervisor, plays a critical role at the Benefit Assistance Center. Lillian was instrumental in the implementation of Health Care Reform (HCR) and has demonstrated her creativity and leadership abilities, carefully considering how each decision she makes will impact both clients and staff.



Under Lillian’s leadership, the HCR team has achieved unparalleled levels of productivity while ensuring that performance measures are met and clients are served timely.



Expediting Services

Eight Eligibility Workers and one Supervisor stationed at the Victor Calvo North County Social Services Building make up the **AB 720 unit**. This specialized unit receives Medi-Cal applications from parolees, providing expedited review and processing in order to ensure enrollment of all eligible individuals prior to release.

From left to right: Ruben Garcia, Jihane Majad, Rey Del Mundo, Pedro Abrajan, Erica De La Pena, Jessie Gonsalves, Priscilla Yuen

Since October 2014, Employment and Benefit Services has been working to implement Santa Clara County's AB 720 Project in collaboration with the Santa Clara Valley Health and Hospital System's Administration and Patient Access Department, Custody Health Services, Office of the Sheriff, Department of Corrections, California Department of Corrections and Rehabilitation and the Office of Reentry Services.

As of April 2015, a total of 1,552 Medi-Cal applications were submitted through the state and county prison systems, with 1,339 approved, representing 86% enrollment. Employment and Benefit Services continues to work with these partners to make health coverage accessible for this vulnerable population in the critical 90 days before release. Improvements in the health of our inmate and reentry populations are vital to reducing recidivism and creating successful reintegration and reentry of formerly incarcerated individuals back into the community.

The Next Expansion: Medi-Cal for All Children

Despite the monumental increase in enrollment, pockets of uninsured remain. In California, the largest of these are undocumented immigrants who remain ineligible for coverage. For some, this is about to change. California is on the cusp of becoming the largest state in the nation to extend state-subsidized health care coverage to children from low-income families.

This year's state budget included funding to cover low-income children under 19, regardless of their legal status, in Medi-Cal, the state's health care program for the poor. This new program will begin May 1, 2016.

Locally, the Board of Supervisors has sponsored the "Healthy Kids" program to provide coverage to all low income undocumented children. Santa Clara County currently has approximately 3,600 children who appear to be eligible for this new Medi-Cal program. Employment and Benefit Services has already established planning meetings with Health and Hospital Systems to reach out to these Healthy Kids participants, ensuring a seamless transition.

*Coming Soon! Medi-Cal Open Enrollment: **November 1, 2015 - January 31, 2016***

CalFresh

Nationwide, there is growing recognition that eating fresh and healthy foods has a positive impact on our health; yet providing nutritious foods is often a struggle for low-income families and individuals. With the added stress of steadily increasing living costs in Silicon Valley, making healthy choices may not always be possible.



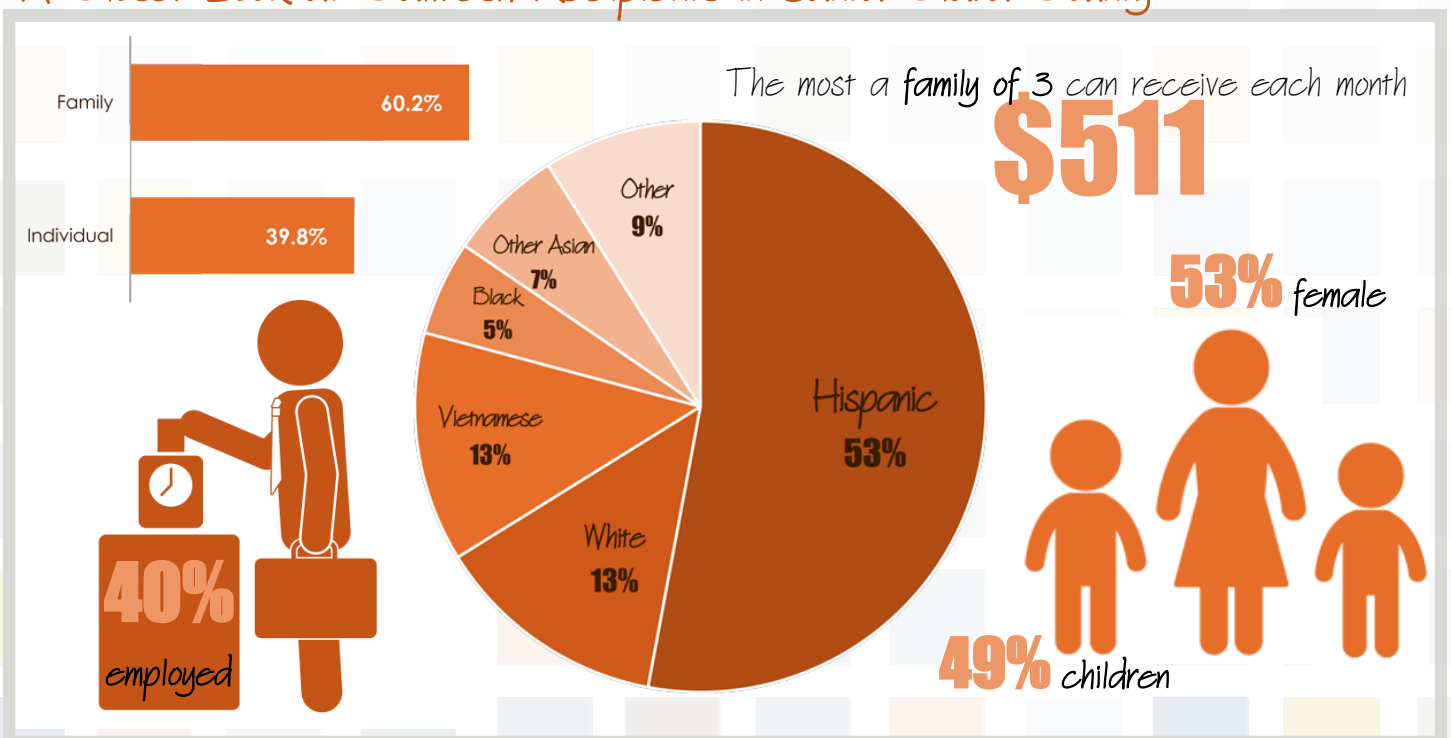
Many local farmers markets accept EBT payments.

CalFresh Serves our Families and Community

With the assistance of CalFresh, federally known as the Supplemental Nutritional Assistance Program (SNAP) and formerly called Food Stamps, California's low-income individuals and families are able to supplement their food budget, providing a safety net against hunger. CalFresh reduces food insecurity and improves access to nutritious food. Benefits are loaded on an Electronic Benefit Transfer (EBT) card that can be used at most grocery stores and various local farmers markets to purchase food, as well as seeds and plants. (A list of local farmers' markets accepting EBT payments can be found in Community Resource A.)

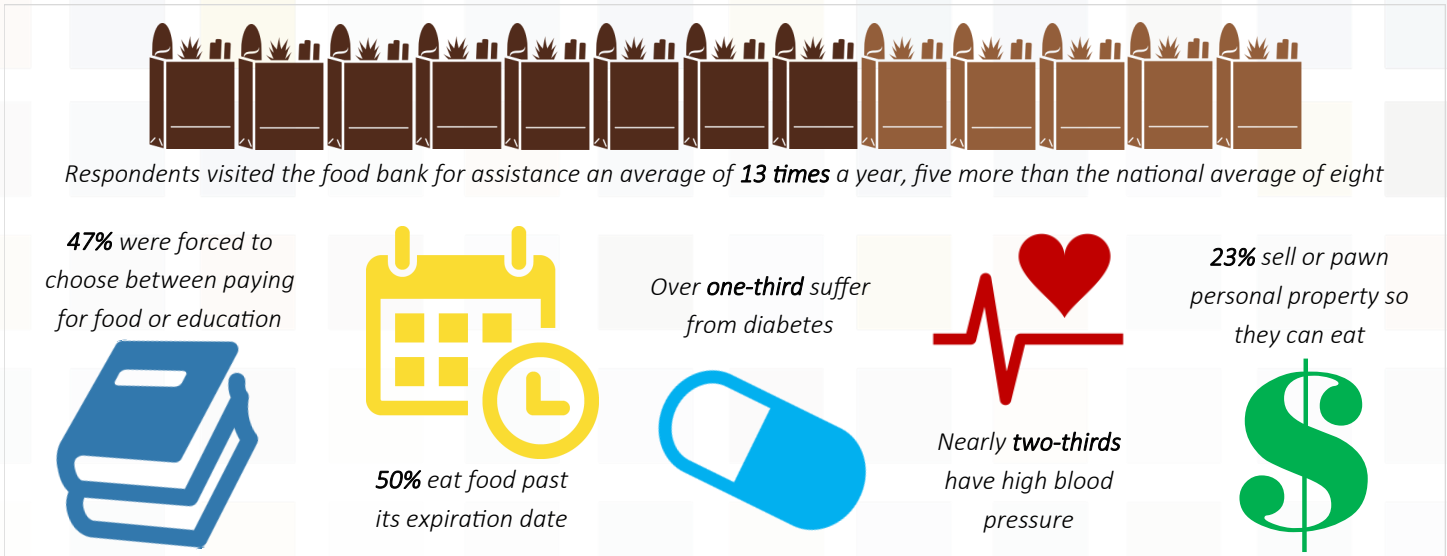
CalFresh not only helps individuals and families, but it also brings federal dollars into our community. Recent research has shown that for every dollar of CalFresh spent, \$1.79 is generated in local economic activity, strengthening the region as a whole.

A Closer Look at CalFresh Recipients in Santa Clara County



Hunger in Santa Clara County

Despite an improved economy, Santa Clara County service providers continued to report a steady request for food assistance over the last year. Second Harvest Food Bank (SHFB) provided a glimpse of those experiencing hunger in Santa Clara County through their work, *"Hunger in Our Backyard."* They gathered surveys from safety net providers to capture information about people seeking food assistance and their circumstances. Some of the local findings were:



To learn more about this study and to read the full report, contact Susan Takalo, SHFB Director of Community Partnerships at (408) 266-8866 ext. 412

CalFresh Outreach

Only 53% of eligible residents participated in the CalFresh program in California in 2009. Since then, counties have worked together to increase California participation levels to 63% in 2012. Despite these gains, the state rate still remains lower than the national average of 79%.

During this time period, Employment and Benefit Services increased outreach efforts, strengthening existing partnerships and incorporating improved technology in an effort to increase local participation rates and access to the community in need. In the last year, CalFresh participation grew 4.4%, to 56,130 cases in June 2015.

Local outreach efforts were multi-tiered, including expanding communication efforts while leveraging enhanced technology. For instance, when contacting Medi-Cal only recipients, staff encouraged them to consider CalFresh participation and sent flyers and other information to review at home. (See *Community Resource D for SHFB's "Need Food" Flyer.*)

Leveraging technology, My Benefits CalWIN (BCW), the online benefit application portal, now evaluates all applications for potential CalFresh eligibility and asks if the applicant if they would like to apply for CalFresh. If the applicant selects "Yes," then a CalFresh application will be automatically created and submitted along with the initial application.



The BCW mobile application also allows users to use phone-integrated cameras to take digital photos of documents for applications, reports or recertification to submit to their case worker. This new feature saves time and provides clients with the peace of mind that their paperwork has been received by the district office. *(See Community Resource B for more about BCW.)*

Emergency Assistance Network Partnership

Another recent successful outreach effort has been a pilot project with Second Harvest Food Bank and the Emergency Assistance Network (EAN) of Santa Clara County. The EAN was created through a collaboration between the United Way of Silicon Valley and local nonprofit organizations. These organizations have a shared goal of stabilizing clients during times of financial crisis and helping them return to self-sufficiency. Clients receive case management and financial education in conjunction with food assistance, rental aid, housing aid, utility assistance, medical and transportation aid.

EAN agencies agreed to partner with Second Harvest Food Bank and Employment and Benefit Services, co-locating a County Eligibility Worker one day a week at each cooperating agency for six months. Once the pilot began, it was quickly evident that this option provided local residents and EAN clients transportation relief. To date, over 300 clients have received CalFresh assistance while other clients have been able to ask questions about their continuing benefits in a quick and timely manner. As a result of its success, the EAN project is now a permanent fixture in the community.

Stronger Together

The EAN partnership has meant a great deal to **Phillip**, who had been suffering with mental health issues and the loss of both his job and his life savings. Now in his 60s, he found himself with no family and no income, all while battling health problems, including depression.

Phillip is a regular user of services from Community Services Agency (CSA) of Mountain View and Los Altos as it is only a few minutes from his home. On one visit, while picking up fresh food and vegetables, he discovered **Rita Scherbakovsky**, an Eligibility Worker, was on site and ready to help him apply for CalFresh benefits. Phillip admitted he had once attempted to apply, but was overwhelmed and did not complete the process.

Rita took the time to walk him through the application process as well as refer him to additional services Second Harvest Food Bank has to offer.

Phillip is thankful for CSA, Second Harvest Food Bank and Employment and Benefit Services, who have all come together in his neighborhood and improved his life.



Rita Scherbakovsky, an Eligibility Worker out-stationed at the Community Services Agency of Mountain View and Los Altos.

Food Connection

County residents are able to call Food Connection for CalFresh screening, information and referrals to food programs. These are just a few of the highlights of Food Connection's many accomplishments this year.

1-800-984-3663



40,403 food referrals made

7,334 first time caller referrals

58,747 children received summer meals information



37,882 households screened for CalFresh

5,736 CalFresh applications submitted

108 agencies hosted outreach events
over **350,000** multi-lingual outreach materials distributed



For posters, flyers and cards in English, Spanish or Vietnamese, contact Nicole Martinez at (408) 266-8866 x294.

Texting Enhancements

County residents are able to call the Food Connection referral hotline (1-800-984-3663) for CalFresh screening, as well as information and referrals to food programs. Over time, SHFB has tested many innovative ways to reach community members, transforming the traditional phone-assistance model. This year, community members began to contact Food Connection through text and online referrals. When clients text to a particular number, they receive basic information about the Food Bank and receive a call from the Food Connection to screen for CalFresh. Additionally, Feeding America has posted ads on Google creating a link to Second Harvest Food Bank's website.

Improving Retention Rates

Retention efforts are just as important as reaching out to new applicants for increasing CalFresh participation rates. Many clients become discontinued from services when they submit incomplete, incorrect or late paperwork for renewal. Employment and Benefit Services strives to increase the case retention rate and in 2014, achieved a churn rate for reapplication of 4.36%, significantly lower than the statewide rate of 12.87%.

In addition to voice, text and email reminder notices already in use, Employment and Benefit Services has launched a telephonic signature initiative for the recertification process in 2015. With this, clients are able to provide a signature by following a few simple steps over the phone, rather than completing and returning a paper recertification packet, reducing potential benefit interruption.

Safety Net

Many of the initiatives cited above were created or discussed at the Santa Clara County Safety Net Committee, co-chaired by Social Services and Second Harvest Food Bank. The Safety Net Committee is a growing network of community agencies who share the desire to reduce hunger in the region through resources, services and advocacy. Please join us in reaching this goal by attending our monthly meetings or a CalFresh 101 training (see schedules in Community Resource C and E).

"Thank you for CalFresh! Our income has improved and now we can provide for our family. We would not have survived that difficult time if we hadn't had CalFresh. It helped us eat healthy foods, plus my weight improved and our stress was reduced."
 -Second Harvest Food Bank client, March 2015

CalWORKs

“The Poor Kids of Silicon Valley” (a series of videos and articles published by CNN) shines a spotlight on the growing issue of the income disparity of families who live on the “wrong side” of the income divide.¹ Low income families are finding themselves facing hunger and potential homelessness while battling record high housing, food, transportation and child care costs.



This alarming trend isn’t isolated to the Bay Area; a new study, provided by the United Way, is utilizing regional living expenses (actual housing, food, child care and medical costs) in their *Real Cost Measure* to accurately depict poverty throughout the state. In their report, the United Way found that **31% of families in California** lack the financial means to meet their needs. Households with children are substantially more vulnerable to falling victim to the effects of poverty.²

Santa Clara County’s CalWORKs program has been at the forefront of the issue, offering families a glimmer of hope and options for transforming their lives. Recognizing that there is no simple solution for attaining stability, the CalWORKs Program provides a multi-level approach to helping distressed families overcome the barriers of poverty. The two main components of this program are a cash grant to keep the family afloat and long term stabilization through employment.

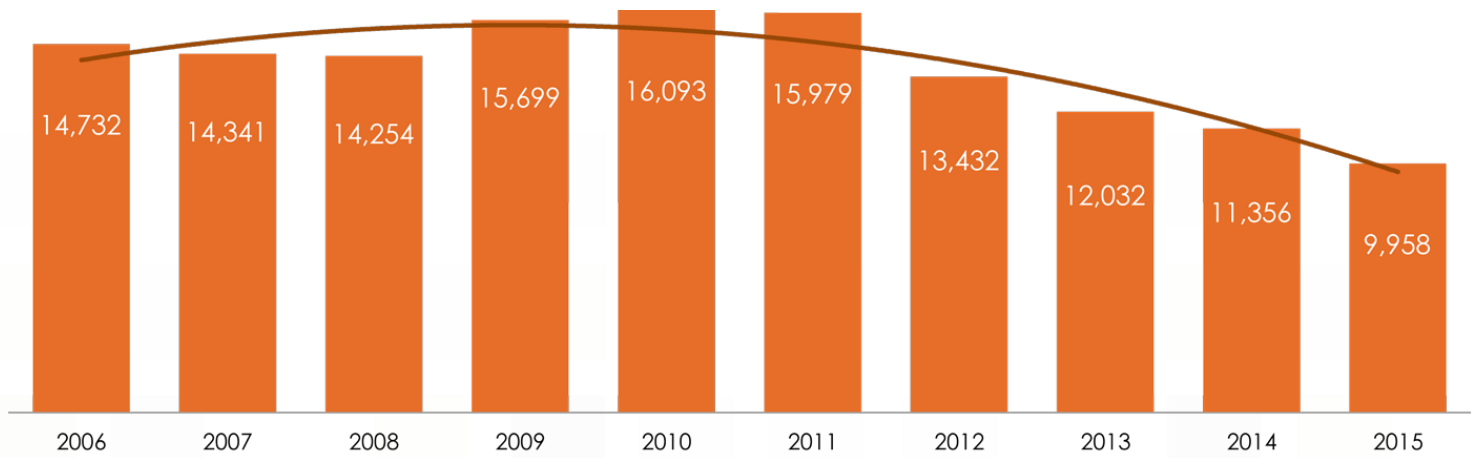


“Thank you, CalWORKs, for giving me the opportunity to provide for my family. We wouldn’t be where we are today without this program.”

¹ *Poor Kids of Silicon Valley*, John D. Sutter (CNN): <http://www.cnn.com/interactive/2015/03/opinion/clt-child-poverty>

² *Struggling to Get By: The Real Cost Measure in California 2015*, United Ways of California: <http://www.unitedwaysca.org/realcost>

Total CalWORKs Caseloads

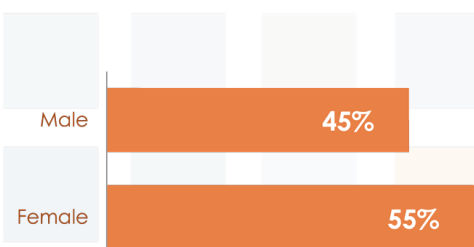


Declining Caseloads Not Indicative of Declining Poverty Levels

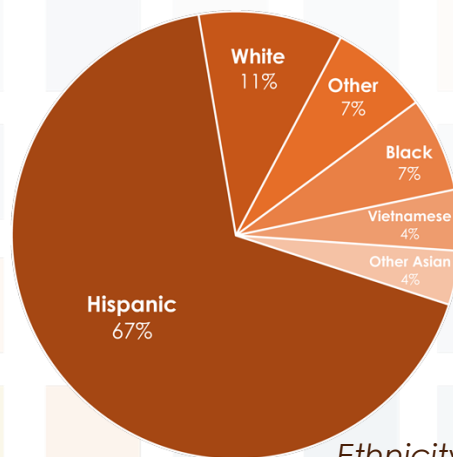
Since 2010, CalWORKs caseloads have dropped by a dramatic **62%**. Sadly, the decline in enrollment does not necessarily point to a reduction in the number of families living below the poverty level. While the much improved economy has certainly increased the financial and employment opportunities for low-income families, the reality is that there are other factors contributing to declining enrollments. These include: stringent time limits on educational and training programs, the state's reduction of total time on aid to 48 months and families being forced to relocate due to the high cost of living.

Last year, 9,958 individuals received CalWORKs assistance; an overwhelming majority, 79%, are minor children in low income households. While children may remain on aid until age 18, parents receiving CalWORKs grants and services are time-limited to 48 months and must participate in Welfare-to-Work employment activities while receiving their cash grant.

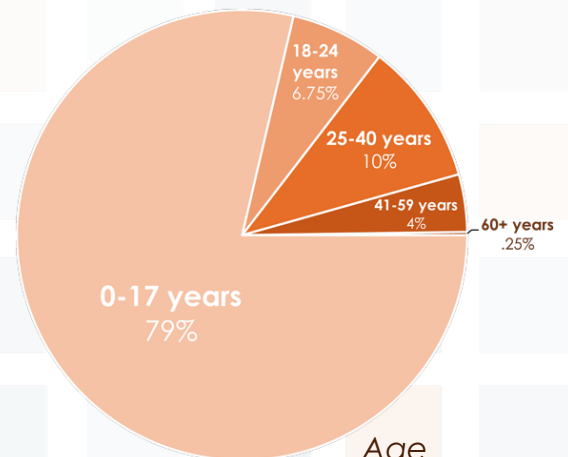
Demographics



Gender



Ethnicity



Age

CalWORKs for Expectant Mothers

Recent studies have shown that women experiencing stressful situations during pregnancy, including homelessness, hunger, violence and deep poverty, are more likely to have premature and low birth weight babies. Recognizing this reality, the State passed Assembly Bill 1579, also known as the Healthy Babies Act of 2014.

As of July 1, 2015, pregnant women with no other children may receive CalWORKs cash aid beginning in their second trimester. Previously, only women in their third trimester were eligible. Expanding eligibility for an additional three months allows expectant mothers to participate in Welfare-to-Work activities, receive support services and provide for basic needs, improving their overall well-being and the health of their babies.

CalWORKs Benefits, Making a Difference

Serving the community and aiding families in becoming self-sufficient have always been top priorities for our local CalWORKs program. This program provides families with cash aid to meet basic living needs. Cash grant amounts vary by family and are generally adjusted by family size, income and other eligibility variables. In Santa Clara, a family of four with no additional income may be eligible to receive up to \$840 per month.

Each case is evaluated and managed through its duration by dedicated Eligibility Workers. While maintaining a case, workers are responsible for efficiently processing monthly payments, ensuring that families attend their redetermination appointments and receive any needed support in navigating the program. Equally important, they also assist families in obtaining other benefits such as healthcare through the Medi-Cal program and CalFresh food benefits, which may add up to \$649 to the families' food budget each month (for a family of four).

Leading by Example

Thien Minh Tran, Eligibility Worker III, has earned the respect of both staff and clients through her unique ability to cultivate a collaborative atmosphere in the workplace. Minh encourages the staff at the Continuing Benefit Services office through her actions and the example she sets through her hard work and dedication to her clients.

Her unit said of their experience in working with her, "Minh leads by example, great teaching, explanation and encouragement. Her kind of commitment is not required, but she gives it freely because of her love for this job, the people who do it and the community we do it for."

Thank you, Minh, for exemplifying what it means to serve our community!



CalWORKs Employment Services



Self-sufficiency is often an uphill endeavor; and for CalWORKs clients, the journey starts with Employment Services. Helping families help themselves, Employment Services is empowering families by providing the support they need to overcome complex employment barriers and offering a direct link to the job market.

Helping Families Become Self-Sufficient

Enrollment in Employment Services and participation in Welfare-to-Work employment activities are requirements for

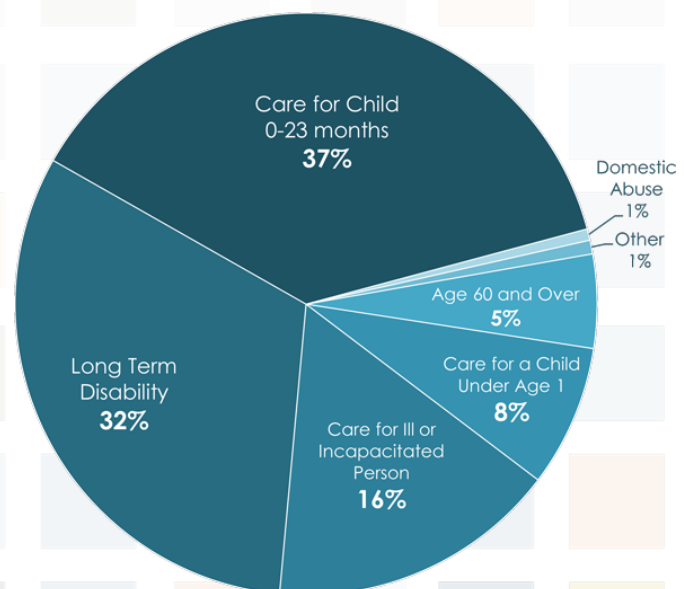
adults who receive cash grants through the CalWORKs program. Clients arrive in the program through direct referrals from Eligibility Workers who manage cash benefits. Employment Services served 4,448 participants over the past fiscal year and also manages another 1,291 post-aid clients who are employed and no longer receiving cash assistance. The demographic make-up of our client base closely reflects the diversity found within Santa Clara County. A closer look at our population can be found on the following page.

Time on Aid

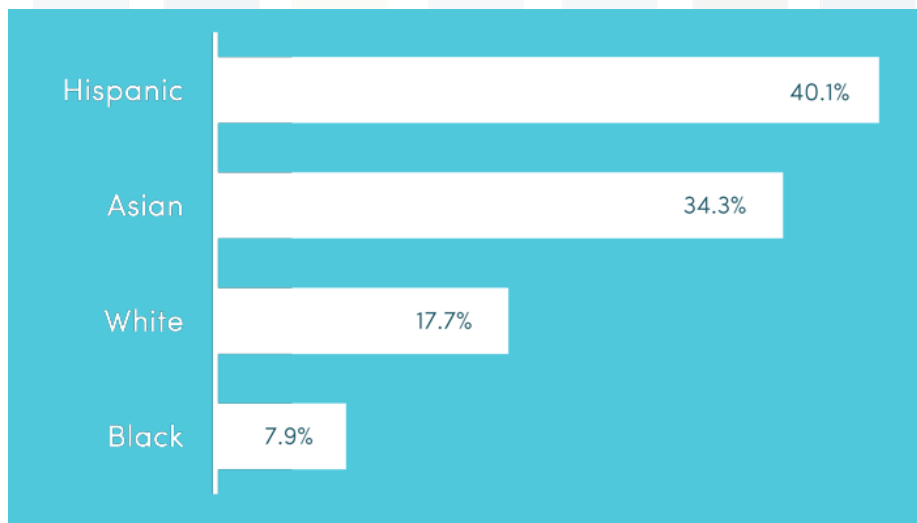
Parents who are enrolled in Employment Services may participate for a lifetime maximum of 48 months. The majority of families, 73%, have been on aid for 24 months or less. Meanwhile, 6% of participants are nearing the 48 month time limit.

Exemptions

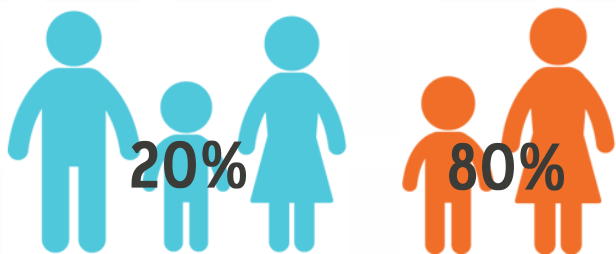
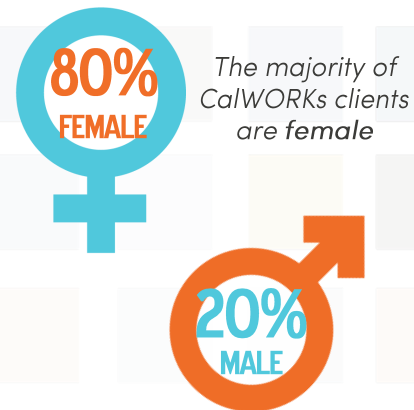
Some families experience adverse circumstances or crises that prevent them from effectively participating in Employment Services. For those unable to engage in employment activities, State and Federal guidelines provide exemptions that excuse participants from mandated work requirements. California permits 10 exemption categories, although only two of those are federally recognized.



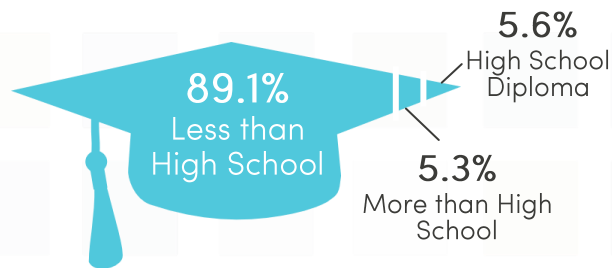
Employment Services Families at a Glance



Over 40% identify as being of Hispanic descent

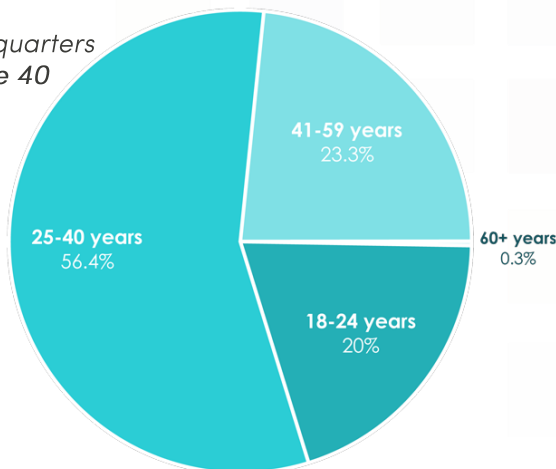


Over three-quarters are single-parent households

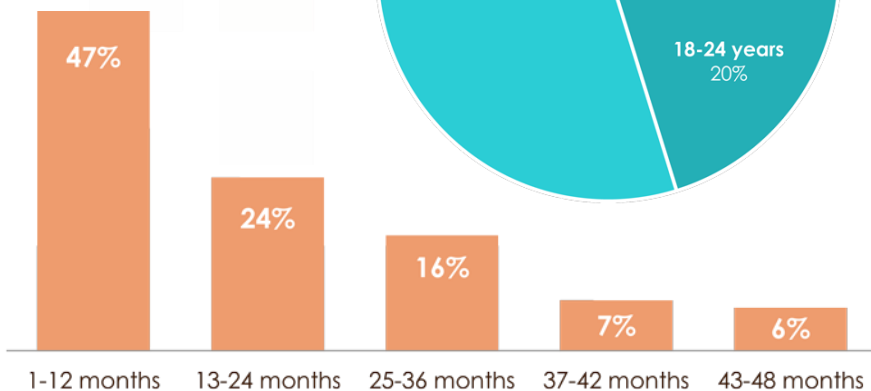
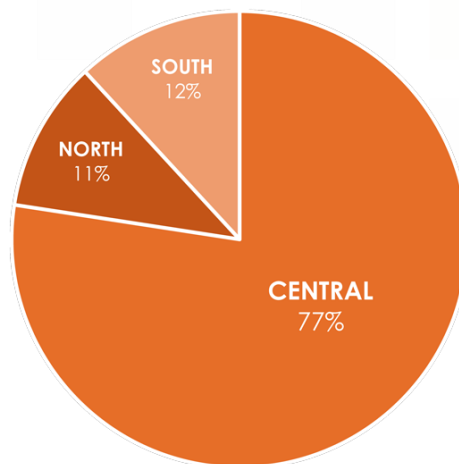


A growing number do not have a High School Diploma

More than three-quarters are under age 40



Most reside within the San Jose metropolitan area



Most have been on aid for less than two years

(Exemptions, continued)

To ensure that all families have access to employment opportunities, parents who qualify for an exemption may opt to participate in work based activities as exempt volunteers. There are currently 1,004 exempt volunteers actively working with Employment Services.

A Plan for Success

The path to self-sufficiency varies for each individual and family. Some require more in-depth services prior to full engagement in program activities while others may only need short term assistance that results in immediate employment.

Employment Services participants must complete a requisite number of participation hours each week based on the number of eligible adults and the ages of the children in each family. Single-parent families must complete between 20 and 30 hours each week while two-parent families must complete a minimum of 35 hours. These work participation hours are completed through employment activities that are outlined on their employment plans.

Since each journey is different, each client will work closely with an Employment Counselor to develop a personalized employment plan that may include participating in a wide array of employment offerings, educational programs or services. The largest segment of Employment Services clients, 43%, is employed. Many are also continuing their education while working at the same time. For the full Menu of Employment Services, see Community Resource F.

On the Right Path

Despite having a Bachelor's Degree and string of short-term jobs, **Evelyn** found herself on cash assistance shortly after the birth of her son. Soon after orientation, the young single mother was referred to Job Club at the Employment Connection. While participating and looking for employment, her Employment Counselor helped her obtain a bike through the Bike-To-Work Program. With her new bicycle and her monthly bus pass, Evelyn could efficiently get to interviews as her job search got underway.



Using her degree in Graphic Design, she found employment with Shutterfly Inc., a local photo-social media company. Evelyn was able to take her experience and the skills she learned in Job Club to land a job as a Graphic Designer, earning \$70,000 annually! She still uses her bike and takes the bus to commute to her new job.

The support of her Employment Counselors was the guiding light and inspiration for Evelyn to regain her confidence and self-esteem, from helping her re-write her resume, to polishing interviewing techniques and helping her end the cycle of welfare assistance to embark on the path to self-sufficiency.

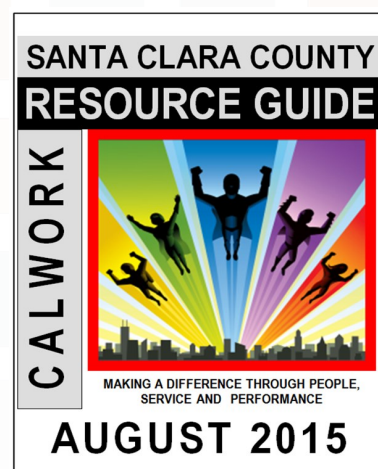
Working Tirelessly to Serve our Families

Employment Services is staffed by dedicated Employment Counselors who help clients develop employment plans and provide continuous support to their families. On an average day, you may find Counselors meeting with clients to monitor attendance and ensure that they're receiving the supportive services needed to overcome barriers and successfully participate in the program. This support is crucial for our families and most often includes the basic needs that one may need to go to work each day, including: reliable transportation, access to child care, substance abuse counseling or domestic violence services. Equally important, Employment Counselors ensure that clients are meeting their work participation hours and helping the County maintain compliance with the mandated Work Participation Rate.

Not Alone in Supporting CalWORKs Families

To deliver a myriad of employment activities and service options to clients, Employment Services is heavily invested in community partnerships with local educators, non-profit agencies, transportation specialists, behavioral health providers, housing specialists, social workers and employers. This ensures that each client has access to the employment activities that suit them and each employment plan includes the appropriate wrap-around services from a multi-disciplinary team that will aid them in transforming their families.

Learn more about the CalWORKs program by attending a CalWORKs 101 session (Community Resource H) and the services we provide in the CalWORKs Resource Guide (Community Resource K).



“Just Call Aster”

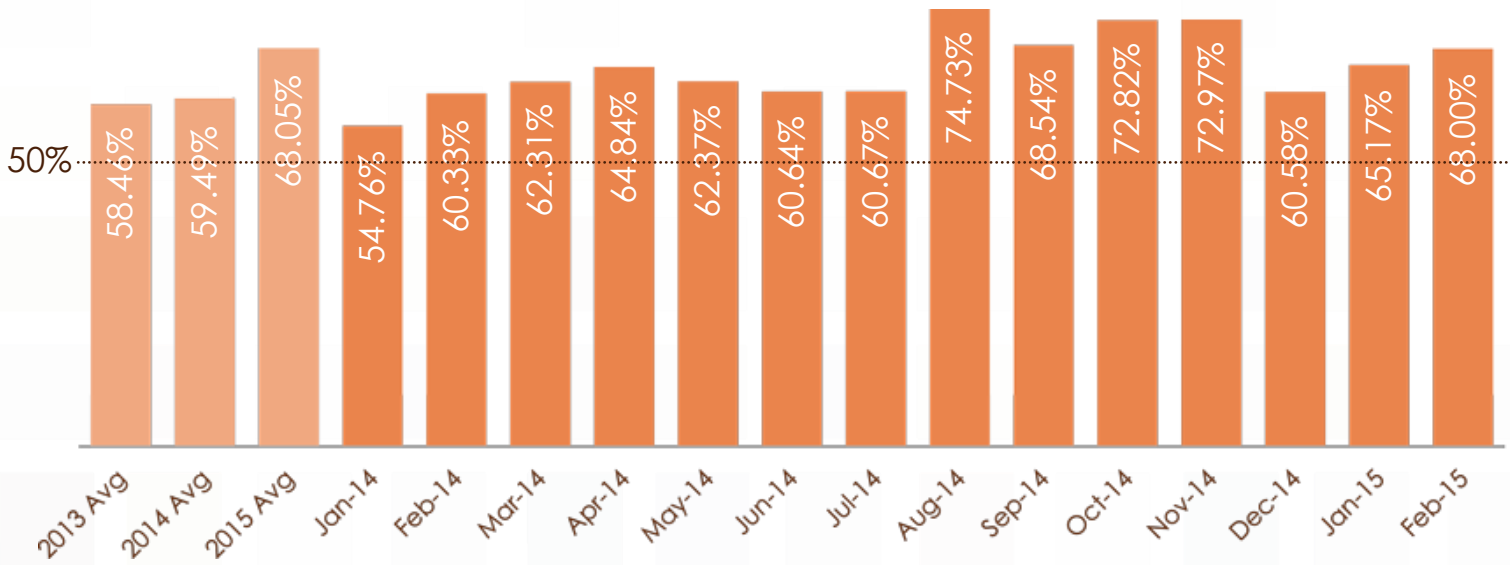
Aster Cajes is an Employment Counselor II with the CalWORKs Employment Services Program. Aster exemplifies our program's mantra of “making a difference through people, service, and performance.” Her knowledge of State Child Care Licensing, Trustline, IRS and Santa Clara County requirements ensures that the county is always in compliance with Federal and State regulations. The County can always count on her to respond to daily inquiries in a courteous, helpful and professional manner.

Aster is known to find ways to improve business processes and take on new projects. She has gained the reputation of being the child care provider expert and has earned the admiration and gratitude of staff, clients, child care providers and management. When staff have child care questions, the response is always, “Just call Aster.”

In addition to maintaining a database of child care providers, Aster provides case management services to both on and off aid CalWORKs clients. Aster is an exemplary worker who has consistently demonstrated her commitment to both clients and the County.

Work Participation Rate Measures Success

Each month, the State measures each county's Work Participation Rate (WPR), the primary performance indicator for state Welfare-to-Work programs nationwide. This year, Santa Clara County Employment and Benefit Services performed a monumental achievement by reaching a WPR rate of **74.73%** for the month of August 2014. This raised our yearly average to **68.05%** for the fiscal year, well above the 50% threshold required by the State.



The County would not have been able to achieve such a strong performance without the dedicated staff of the Rapid Response Team (RRT). The RRT is responsible for managing the cases selected for the WPR sample. Each month, the group monitors selected cases and works with clients to determine if the required hours of participation are met and reengages them in the program when necessary. The group has been extremely innovative in performing their work. This year they increased their use of the Transitional Subsidized Employment program by placing clients with newly recruited employers. They also expanded the distance learning library, which provides employment learning materials via tablets.

Due to our strong performance and innovative efforts, Santa Clara County has become a model for other counties. Employment Services RRT recently participated in a County Welfare Director's Association sponsored webinar, in which Santa Clara and other top performing counties gave brief presentations on achieving WPR success. As a result of the strong response, Santa Clara County will also be hosting symposiums for other counties to learn the techniques utilized to maintain compliance and excel in achieving successful WPR rates.



The RRT unit (from left to right): (front) Daniel Girard, Claudia Ramirez-Nazemian, Celso Costelo; (middle) Mai Tran, Xochitl Vasquez, Clariessa Mariscal, Georgiana Salas, Bonnie Nguyen; (back) Vay Lau, Theresa Mitchell, Linda Ly, Bichtien Huynh, Stacy Serrano

Rebuilding a Life

Patricia had been a journeyman carpenter and union member before falling on hard times during the economic downturn. When she and her teen son became CalWORKs clients, their main income was from collecting and recycling metals and cans. She became homeless and began couch-surfing in her sister's crowded apartment. Gangs were attempting to recruit her son and she was reluctant to participate in a 30 hour per week job search because she felt she had to closely monitor him to keep the gang lifestyle away.

Life spiraled downward when her identification documents were all stolen: Green Card, driver's license, Social Security card and EBT card. Then her car was towed, and without money to retrieve it, she began to travel on the bus.

With support and guidance from CalWORKs, she was able to replace her Green Card, renew her driver's license and obtain a brand new Carpenter's Union Membership Card. She applied with the Union for a job and was offered employment, earning \$38.00 per hour!

With her new job, Patricia was able to move into her own place. Strong and happy, she enthusiastically told the Employment Program Supervisor that her assigned Employment Counselor was "her Angel," and she could not have done it without her.

New Technology Paving the Way

Aiming to make employment appraisals uniform throughout all counties, the state recently mandated that all counties adopt a new web-based appraisal tool known as the Online California Appraisal Tool (OCAT). OCAT is the California version of a national tool that works to identify barriers for clients as they enter into their employment activities. Use of the new tool is expected to aid Employment Counselors in co-developing an effective employment plan with clients entering Employment Services.

The OCAT tool presents twelve primary categories of questions that the Employment Counselor will use to evaluate the needs of each client. Some of the areas that are addressed include: mental health, substance abuse counseling, housing, family counseling, domestic abuse and educational deficiency. Upon completion of the OCAT interview, the tool will produce a series of recommendations along with a detailed appraisal that will outline skills, referrals, resources and action plans to address client barriers.



Community partners learn more about OCAT at a recent CalWORKs Advisory Meeting.

Employment Services recently hosted a two-day "Train the Trainers" class, where approximately 30 staff from various counties participated in training provided by the state. Starting in October 2015, all new clients will begin to be appraised with the OCAT tool and client based surveys will be produced to measure both pre- and post-appraisal client satisfaction.

Please join us at a CalWORKs Advisory meeting where OCAT implementation and progress will be discussed. See Community Resource G for the meeting location and schedule.

Family Services

Performing assessments and developing work plans occasionally reveal critical situations that families must overcome to effectively participate in Employment Services. Fortunately, the County's most at-risk clients have access to specialized services to help them prevent or address crises, through the Family Services program. Through intense barrier removal and case management, many families are able to secure their home life and refocus on stabilizing their families in order to fully engage in Employment Services.

Working Together

Behind the Family Services program is a multi-disciplinary unit of Employment Counselors, Social Workers, Housing Support Specialists, Mental Health Specialists and a Domestic Violence Advocate. Together, the team delivers wrap-around assistance and case management to aid families in preventing and overcoming barriers to employment.

Each family seeking assistance takes part in a collaborative case conference and co-develops a Family Services Plan with both county staff and partners that provide support services. The plans they develop outline the actions and necessary steps needed to address the challenges they face. Plans are tailored to include a variety of supportive services: housing subsidies, expedited entry into subsidized employment, access to emergency food and clothing, domestic violence services, mental health or substance abuse counseling, at-risk youth and children's services, SSI advocacy and financial literacy training. Once a plan is developed, the team continues to monitor the progress of each case.



The Family Services Team is a collaboration between Employment Services and Abode Services staff. Together, they provide individualized support and assistance to clients enrolled in the program.

From left to right: (back row) Bob Manning, Patricia Solis, Odalys Garcia, Hazel Domain, Nadine Castelan, Josephine Ngo, Julie Rodriguez, Helenea Huffman, NgocTu Pham, James Henderson; (front row) Jackie Cardenas, Sandra Loreda, Vivian Myers, Bichly Ngo, Crystal Pretel-Ritter, Megan Wies

Family Services

Family Stabilization

Housing Support

Housing Support Assistance

Families in danger of losing their homes due to unpaid rent, eviction or rising rental costs are referred for Family Stabilization Services to explore homelessness prevention strategies. Services may include assistance in paying overdue utilities, back rent, moving costs and security deposits in the event a move is necessary. To date, Employment Services has made 184 Family Stabilization payments on behalf of participating families.

Families who have already lost their homes are referred to the CalWORKs Housing Support Program, which is able to provide more extensive services that link them to housing and employment support. Through the program, Housing Specialists assist families in finding a suitable home and provide subsidies to help pay move-in and rental costs. Focusing on sustainable housing solutions, our partners at Abode Services ensure that each rehousing placement is in a financially sustainable home so families are able to fully take over after their initial three-month rental subsidy.

Transforming Lives

In its first year, the CalWORKs Housing Program was able to help 74 families obtain permanent housing! With their home life stabilized, these clients are able to participate more effectively with Employment Services. Through follow-up meetings with their case management team, the majority of participating families were able to maintain their income levels and 27% experienced an income increase. The Family Services program has made a substantial impact on vulnerable families, leading many in a positive direction.

A Brand New Start

Consuelo became homeless when she could no longer afford her apartment due to the loss of family income. Her Employment Counselor, **Kristina Campbell**, immediately referred her to the Family Services program for assistance. Since she was unemployed, Consuelo and her Housing Specialist, **Sandra Loredo**, struggled to find an affordable apartment in the area.

While searching for a home, Consuelo was also hard at work looking for a job through the Employment Connection Center. She soon found a full-time job at Pizza Studio, earning \$12.50 per hour, and was quickly promoted to shift leader. Determined to be self-sufficient, Consuelo opened a bank account through a local credit union in order to begin saving whatever she could.

With a stable job and some savings, Consuelo was able to find an apartment with the help of Abode Services. Consuelo and her children are thankful for the helping hand and thrilled to be in their new home!



Employment Connection Center

Clients who develop an employment plan that includes entering the workforce are referred to the Employment Connection Center (ECC). The ECC provides CalWORKs job seekers a “One-Stop Employment Shop” that hosts multiple County-developed employment activities and a number of co-located services provided by community partners. Job-seeker services are offered at three Employment Connection sites throughout the county (in Mountain View, San Jose and Gilroy) to ensure accessibility and convenience for those participating in employment activities. All three of the Employment Connection Centers make available the tools, equipment and training needed by the CalWORKs job seeker to conduct a successful job search.



Employment Connection Staff at a recent Job Fair.

For clients looking to enter the workforce, the ECC provides everything needed to reach their employment goals. Each job seeker who enrolls with the ECC will actively take part in a specialized job search tailored to their work history, experience and skills. With the job market rapidly transitioning to online application systems, the ECC also emphasizes and encourages clients to develop online job search and communication skills, using computers with internet access on-site.

All services are cost-free to CalWORKs clients and provide full-scale employment support. Clients are given access to job readiness and interview coaching, job fairs, open recruitments, employment workshops, job placement and retention services.

Through the joint efforts of Employment Counselors and support staff, **the Employment Connection helped 702 CalWORKs clients find employment** over the past year.



Job seekers had access to over 40 employers at the Annual Job Fair.

Annual Job Fair

Excitement filled the atmosphere at this year’s job fair, one of the most popular events hosted at the Employment Connection Center. Attracting a wide variety of employers, the event provides an opportunity to engage a large pool of prospective employees who are prepared for employment. Although the Employment Connection traditionally serves current or past CalWORKs participants, this annual event is also open to the public.



Jobseekers and employers connect at the Annual Job Fair.

This year's event had over 500 job seekers in attendance and 40 employers actively recruiting for available jobs.

Throughout the event, employers were able to mingle with attendees, provide information about job openings, perform on-site interviews and, in select cases, hire applicants. Participating employers noted that over 30 job offers were made at the event!

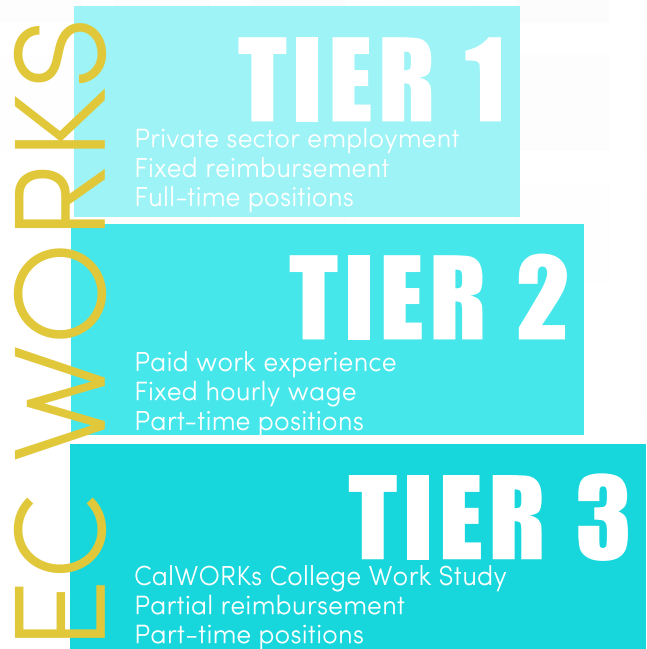
Job seekers eagerly capitalized on new opportunities as they networked with prospective employers. A separate work space

was provided for clients to fill out both paper and online applications. Several jobseekers noted that they felt that the Job Fair increased their chances of finding a job.

Expanded Subsidized Employment

One of the innovative programs offered at the Employment Connection Center is the subsidized employment program known as Employment Connection Works, or EC Works. Now in its third year, the program has grown into a three-tiered program that provides opportunities to clients with all levels of work skills and experience.

EC Works Tier I is designed as an entry point into the workforce for CalWORKs job seekers with a recent work history and marketable job skills. Through the program, clients are hired by partnering employers that have agreed to provide them with training and on-the-job work experience. In return, employers are reimbursed for a portion of the wages earned by each client. Wages for clients in the program vary by position and are determined by each employer. Clients in the program earn a minimum of \$10.15 per hour and the ECC actively recruits employers with higher paying positions.



Subsidies last for up to three months, after which the job will be converted to a permanent, unsubsidized position. Throughout the job placement, a specialized Employment Counselor works with both the employer and client, monitoring progress and providing the support needed to ensure long-term job retention. Last fiscal year, **151 clients were placed into a subsidized job and 87% transitioned into permanent unsubsidized jobs** at their 90-day check-in with their Employment Counselor.

EC Works Tier II is the Paid Work Experience (PWEX) program, designed as a temporary employment training program for participants without recent work experience or those with limited work skills. In Tier II, clients are matched with a select number of public sector employers (including 20 positions with the County) and a larger network of non-profit employers. Santa Clara County is the employer of record for these participants, who work for up to six months for 20 hours per week, earning \$11.00 per hour.

Clients in these positions work closely with an assigned supervisor, who helps them develop positive work habits and entry-level work experience. Throughout the placement, clients will learn basic office functions and familiarity with operational guidelines, wherever the placement may be. Supervisors will also focus on teaching important soft skills required to navigate the workplace, such as effectively communicating with co-workers, managing work assignments and balancing the responsibilities of work and family. Through the program, the ECC has placed 123 clients into Paid Work Experience positions.



“Employment Connection gave me a path to achieve my goals. The coaching and counseling helped me a lot. It’s been like a second family.”
-Ahmad Masi, Account Clerk and former EC Works client

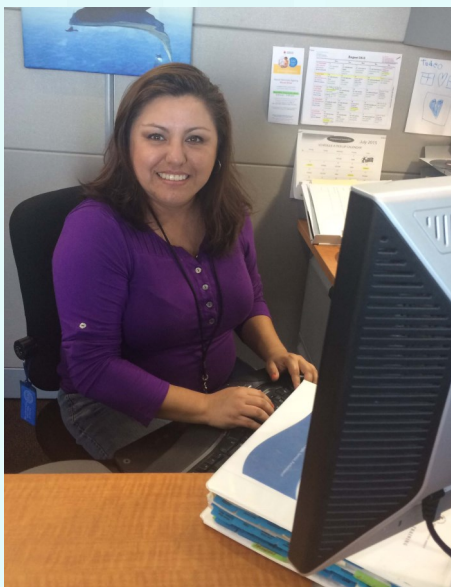


Employment Connection Staff

“Subsidized employment is a stepping stone for our clients to get jobs that lead to better opportunities. It makes them more competitive and more successful.”
-Merdia Hamza, Employment Program Supervisor

Making the Right Connection

Carl was already feeling positive when he first stepped into the Job Club classroom. With his new outlook on life, he knew he was in the right place to get the assistance he needed to find the right job.



Kandy Aglony, Job Readiness Counselor

Carl worked closely with **Kandy Aglony**, his Job Readiness Counselor, meeting with her several times each week to discuss job openings, how to best present himself to employers and to brainstorm ways to overcome potential barriers. Though Carl was often competing with much younger candidates for jobs in the Information Technology field, he maintained his positive outlook and felt his confidence build with each interview. He knew that a job offer was just around the corner.

One morning, Carl approached Kandy with wonderful news: he had been hired as a **Network Administrator**, earning \$80,000 per year! All of his hard work and perseverance had paid off. Carl expressed his thankfulness for the program and for Kandy's encouragement. Carl had met the goals he set for himself while in Job Club: to be self-sufficient and fully provide for his family.

Tier III is the CalWORKs Work Study program, serving CalWORKs students who are furthering their education at one of Santa Clara County's seven community colleges. Through the program, CalWORKs eligible students are placed at jobs on campus for up to 12 months, working 20 hours each week and earning a minimum of \$10.15 per hour.

Student jobs play a critical role in helping clients compete for and land a job once they finish their educational or training programs. Having valuable work experience increases their marketability and many develop transferable skills that will aid them in transitioning into their chosen fields. Since its implementation last year, 84 students have found work on campus through the CalWORKs Work Study program. For our clients, the work-school model is the key to building a sustainable career, higher earnings and a more stable future.

A Win-Win Situation

Since its inception, the EC Works subsidized employment program has proven to be beneficial to clients, local employers and the CalWORKs program. Having jobs available for clients of all skill and experience levels has proven to be a great asset for those enrolled with the Employment Connection Center. The pre-employment preparation and direct link to employment have launched many clients right into their first jobs. Participating employers have taken notice of this as well; the feedback received has been overwhelmingly positive. Many have noted that the wage subsidy is merely a bonus of participating and the real benefit is the well prepared pool of job applicants. The work hours for subsidized jobs also directly contribute to helping the County meet its Work Participation Rate.

Refugee Employment Services

A place of safe harbor, Santa Clara County has a long history of hosting refugees fleeing political instability, religious persecution, natural disasters, and human trafficking. Through the Refugee Act of 1980, the County receives federal funding to provide these families with temporary financial



Clients participate in a Vocational ESL class.

assistance, medical benefits and employment services to help them resettle and start their lives anew.

Last year, 6,119 refugees resettled in California, of which 194 made their way to Santa Clara County. At the local level, resettlement rates have declined over the past several years due to the increased

living costs in the Bay Area. The new arrival population largely reflects the political turmoil currently playing out in the world, with the majority of families arriving from Iran, Iraq, Afghanistan, Burma, the Republic of Congo and Somalia. Through a collaborative network of community partners delivering resettlement services, these refugees receive employment preparation services that will aid them in transitioning to a new way of life and entry into the U.S. labor force.

Collaboration to Best Serve the Community

Employment Services has partnered with community based organizations that possess the specialized linguistic and cultural competence and experience to serve refugee populations. Together, the Refugee Program is able to provide new arrivals with up to eight months of



A Refugee client working at his first job in the United States.

transitional assistance, during which community partners will provide language training, legal services, skills development, job training and placement. This year, Refugee Services initiated the “Gas Card Program” to help supplement the existing transportation program and providing refugee clients with another option when commuting between work and home.

Through Fiscal Year 2013-14, the Refugee Service Provider network provided 207 refugees with resettlement services and successfully placed 129 clients into employment, 45 of which receive full medical benefits through their employers. The average wage earned among our refugee clients was \$10.82 per hour.

The Elderly Refugee Program

The Elderly Refugee Program focuses on serving refugees over 60 years old with citizenship classes, linkage and referral to community services, food and nutrition education, legal workshops, healthcare, and social activities. The goal of the program is to enhance the quality of life in the older refugee population and encourage participation as members of a new community. In the past eight months, 29 elder refugees took part in the program and six of them fulfilled their American dream by successfully passing the U.S. Citizenship test.

Stay up to date on refugee issues by attending the monthly Refugee Forum. See Community Resource I for the 2016 schedule.

From Bangkok to Baking

“You can’t even imagine what it was like. We didn’t have freedom of speech, freedom for anything. I am so lucky; if I had stayed just a little bit longer I know I would be in jail now.”

Sobering words from **Jenny**, whose journey began in her native Vietnam and ultimately led to Bangkok, where she was granted refugee status. A fortuitous change in circumstances led her to the International Rescue Committee (IRC) in San Jose, where Jenny received help in navigating the first months of her new life.

Jenny credits employment as the most crucial step in a refugee’s journey to self-sufficiency. She possessed a degree in Psychology and had previously worked as a Nurse. As a new arrival, the American job market was completely new to her. Eager to find employment, Jenny worked with IRC’s Employment Program Coordinator, Lisa Vollen, who helped her secure a position as Pantry Cook at Buca di Beppo, a well-known Italian restaurant and long-term employment partner for the IRC in San Jose. Jenny expressed some initial hesitation as she knew very little about working in a commercial kitchen, but with the support of Lisa, she seized the opportunity.

Fast forward six months: Jenny confidently zooms through the kitchen whipping up everything from salads to desserts. On a mission, her goal is to make everything perfect, so her customers will be happy. Jenny has learned the basics of the restaurant business, “the way Americans eat,” and the ins and outs of Italian food. Jenny plans to continue working her way into management at Buca di Beppo, and eventually aspires to open her own restaurant.

When asked what advice she would give to other newly-arrived refugees, Jenny wasn’t short on recommendations. She encourages them to find any employment they can as soon as possible. It’s “the best way for new people to learn the real American culture and adapt to it.” She advises clients to keep their dreams at the forefront and learn as much as they can from their first American job.



Jenny on the job at Buca di Beppo.

General Assistance

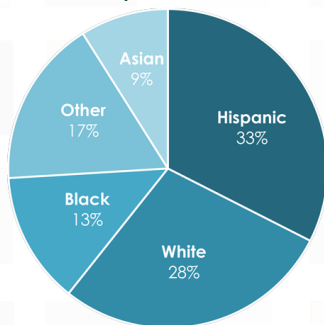
Santa Clara County’s General Assistance (GA) program provides safety net services to the indigent adult population. Working to provide stability and opportunities for GA clients, this county-funded program gives access to an array of resources designed to support clients in need.

A Hand Up

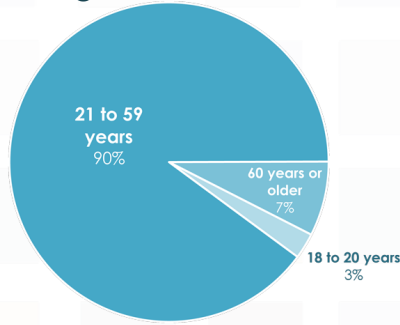
Each month, the GA program serves over 5,300 adults, providing each with Medi-Cal and CalFresh benefits, plus cash assistance at an average of \$179 per month. Eligible clients may also receive additional services, including Supplemental Security Income (SSI) Advocacy for disabled individuals, Vocational Services for employable individuals, Re-entry Services for those recently released from incarceration, and the Cash Assistance Program for Immigrants (CAPI) for aged, blind and disabled immigrants and refugees.

Demographics

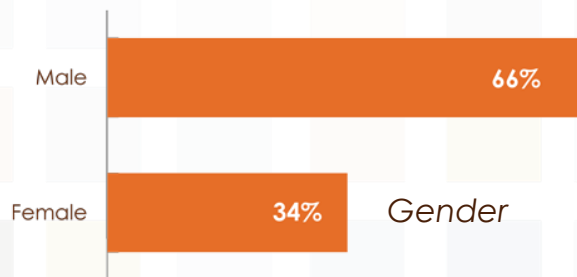
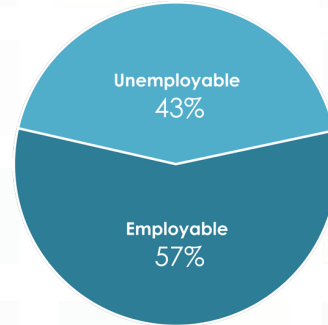
Ethnicity



Age

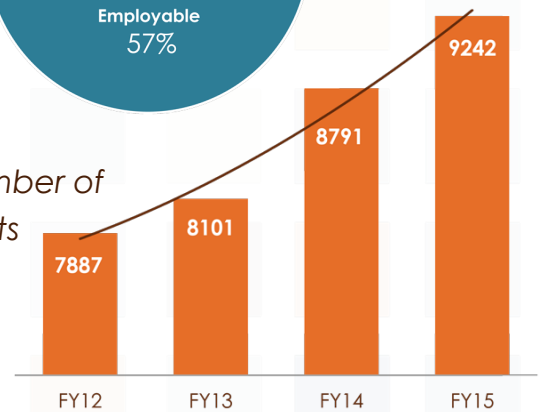


Employability



Gender

Total Number of GA Clients



GA caseloads have been slowly increasing over the last few years, due in part to the economic slowdown in the region and new safety net programs for our most indigent populations. Following the implementation of the Affordable Care Act, almost all of the GA population is now eligible for Medi-Cal.

Getting Started

Once a client is enrolled, a determination of employability is made based on information provided during the intake process. Clients who are able to work are referred to Vocational Services, where they will begin preparing their return to the workforce. Those who are unable to work due to a physical or mental disability are referred to the SSI Advocacy unit to begin the arduous SSI application process.

The GA population has experienced 29% growth over the last two years, due in large part to the Affordable Care Act. Over the past year, GA has begun to leverage partnerships with other agencies to enhance basic services, adding a mobile medical unit, on-site access to Health Care Options and a new partnership with Work2Future focused on employment for homeless clients.

Easier Access to Health Care

Prior to the implementation of the Affordable Care Act in 2014, Medi-Cal was unavailable to single individuals between 19 and 64 years of age, regardless of income. Today, over 85% of all GA clients receive Medi-Cal benefits. A new challenge has become finding a way for them to easily access the health care they need.

In March, the Valley Medical Center (VMC) Homeless Healthcare Program's Mobile Medical Unit added the GA office to its weekly schedule, arriving each Tuesday morning to provide a full day of services for walk-in clients. The clinic is able to provide basic medical care as well as social work and psychological services, serving an average of 12 clients per day. Clients requiring specialized services or more extensive care are referred to VMC, but most receive the services they need on the spot. In just a few months, the Mobile Medical Unit has already proven to be a valuable resource for our clients.



The Mobile Medical Unit on-site at the GA office.

GA has also added a Health Care Options window in its bustling lobby, decreasing the time it takes to access much needed services. This window is staffed with a Health Care Options representative every Tuesday and Thursday, offering enrollment information and assistance for clients' Managed Care health plans. With Health Care Options representatives on site, clients can enroll or change health plans and receive guidance to make more informed choices for their health care.



Main entrance to the Re-Entry Resource Center.

Seamless Re-Entry

The GA bureau has also played an instrumental role in the Re-Entry Resource Center (RRC), a county-wide collaboration designed to provide newly released inmates with a full menu of services for post-release support at a single point of entry. This unique approach brings together the Social Services Agency, Office of the County Executive, Probation, Office of the Sheriff, Department of Correction, Behavioral Health, Department of Alcohol and Drug Services, Custody Health and the Faith Collaborative under one roof.

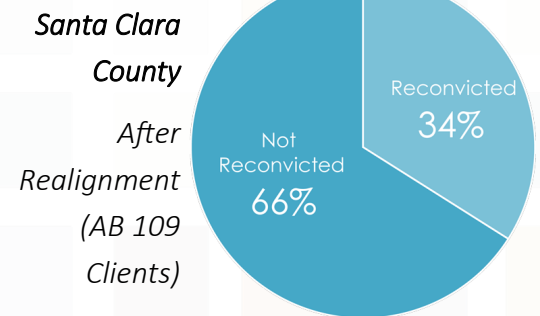
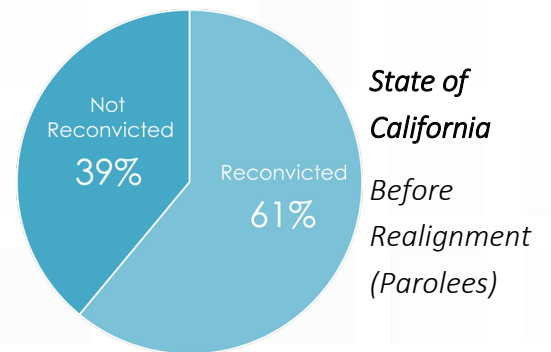


Located in Downtown San Jose at **151 West Mission Street**, the Re-Entry Resource Center has been a hub of activity for hundreds of clients since 2012. Pictured here are the out-stationed General Assistance unit, who ensure that each client receives the services he or she needs as quickly as possible.

From left to right: (back row) Elizabeth Chan-Tung, Juan Vela; (front row) Daniel Nguyen, Sonia Lopez, Oscar Rodriguez, Alva Pannu, Benito Cortes

Through this multi-disciplinary partnership, clients are given access to services including: counseling, peer mentoring, employment services, housing assistance, health referrals, food and nutrition services, a clothes closet and case management. Since the grand opening in April 2012, GA has been at the forefront, stationing two Eligibility Workers on-site to provide application and enrollment assistance for public benefits (Medi-Cal, CalFresh and General Assistance). GA now has a full unit on-site, expanding services and increasing partnerships each year, serving over 4,000 individuals since 2012.

In just a few short years, the RRC has begun to see encouraging results. A recent evaluation has shown that two-thirds (66%) of AB 109 clients have not been reconvicted following release. Prior to the implementation of AB 109, 39% of California parolees were not reconvicted and 61% were reconvicted.



A New Beginning

As a result of changes to the Three Strikes Law in California, **Henry** was released from prison. The very day he was released, he was transported to the RRC. With the help of the RRC staff, Henry began to find his footing and became acclimated back into everyday life. He began attending support groups and taking advantage of the many programs available. Within a few weeks,

Henry received assistance with transportation, clothing, obtaining a Social Security card and driver's license, Medi-Cal, dental care and housing. Henry is incredibly grateful to many staff, including **Elizabeth Chan-Tung** of the GA unit and says, "I have come to know that the Re-Entry Resource Center is more than a one-stop center; it is a blessing."

Navigating and Advocating

GA clients who have long term disabilities are referred to the SSI Advocacy program. Nine specialized Social Workers guide these medically disabled clients through the complicated application process in order to secure Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). The Social Workers serve as advocates throughout the process, which could take up to 18 months.

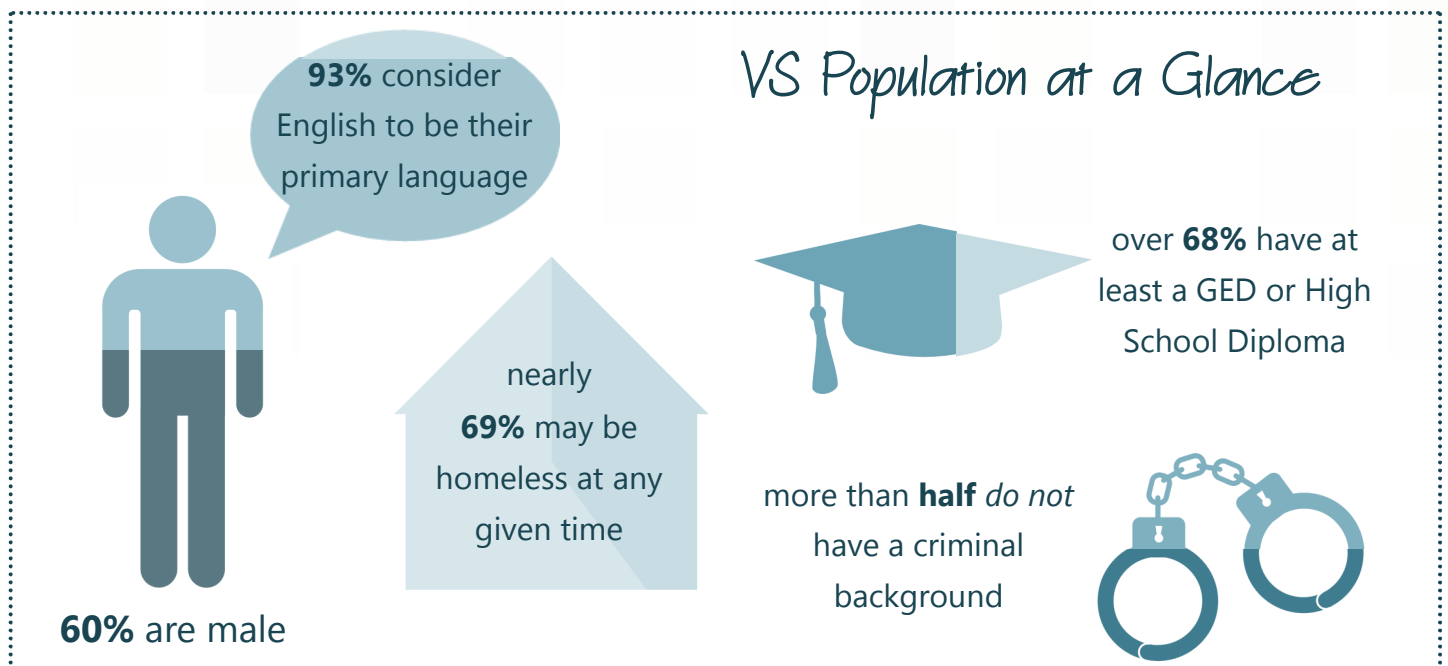
To avoid lengthy delays and a backlog in services, Employment and Benefit Services also partnered with three local law firms who have SSI expertise. These firms are able to offer services compatible to that of the Social Worker staff. This year, the SSI Advocacy unit and these firms tackled over 740 applications together, assisting 614 clients in obtaining SSI. This successful partnership has given clients another option for completing the SSI application, avoiding unnecessary waiting periods and moving clients to a more permanent funding stream.

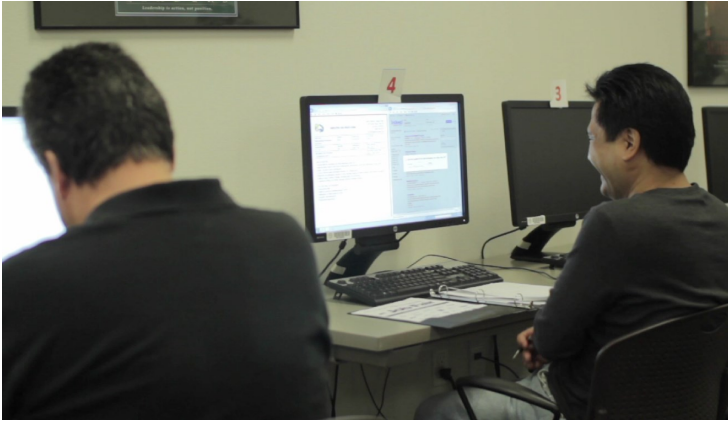
CAPI

Aged, blind and disabled immigrants and refugees who do not qualify for the Supplemental Security Income/State Supplementary Payment (SSI/SSP) program can receive cash assistance through the Cash Assistance Program for Immigrants (CAPI) of up to \$867.40 per month. The 830 clients currently receiving CAPI benefits are also assisted in applying for citizenship in order to qualify for SSI/SSP and continue to receiving CAPI assistance while waiting for approval, even after becoming naturalized citizens.

Vocational Services

Securing permanent employment can be a significant challenge, even for job seekers with a solid work history and professional connections. For those struggling with multiple barriers, including homelessness, lack of education and employment gaps, the search for employment can be a difficult and daunting task.



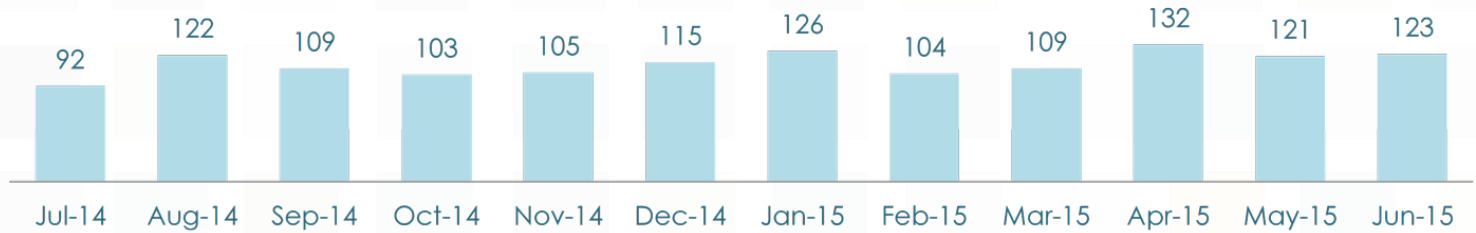


Clients accessing online job search at the VS Career Center.

The Vocational Services (VS) program serves the employable GA population through programs and partnerships geared toward preparing clients for gainful employment. At the core of the program is the Career Center, where clients are given the opportunity to attend employment readiness workshops, get hands-on work experience and find job search resources and referrals to education and training services.

Employment Counselors meet with each client to review work, medical and criminal history, educational background and any other employment barriers before developing a plan for re-entering the workforce and attaining self-sufficiency. Plans typically include part-time Work Projects at local non-profit organizations or local municipalities and are designed to give clients an opportunity to obtain current work history or fill an employment gap.

Employed by Month



Last year, the Vocational Services staff assisted over 1,100 clients in gaining employment, with a record high of **132** employed in the month of April. Clients found jobs working an average of 25 hours per week and earning an average of \$14.62 per hour.

The VS program is looking forward to implementing new strategies to assist job seekers, including adding a Vocational English as a Second Language workshop, refining existing workshops and leveraging resources from community partners to further clients' education, training and careers.

Service with a Smile

For over 25 years, **Irene Bui** played a vital part in SSA, providing excellent client services in GA, refugee services and the Job Training Partnership Act (JTPA). As a part of the VS program, Irene provided supervision of the workfare component, facilitated the partnership with Second Harvest Food Bank and led employee activities. As part of the Employment Readiness Program, Irene conducted a workshop on motivation, inspiring and equipping clients through her candor and positive attitude. In August, Irene retired from SSA and is missed by both clients and staff!



Irene wishes staff goodbye at the recent Job Fair.



Planting the Seeds of Kindness

By the time **Jasen** found himself in the General Assistance lobby, he had been laid off and out of work for four years. During that time, he lived off his severance package, but ultimately exhausted it, along with his life savings and his retirement fund. With nowhere else to turn, he made the difficult decision to apply for GA and CalFresh benefits.

After several months of attending classes at the VS Career Center without any job offers, Jasen began to feel hopeless. He realized he couldn't succeed alone and would need to reach out for help.

His proactive approach led him to a meeting with the Vocational Services Program Supervisor, **Jade Tran**. Jade took the time to listen and, together, Jasen and Jade developed a strategy for his job search, further bolstering his confidence. It would be another seven months before Jasen would become employed, but throughout that time he didn't give up. He received support from the entire VS team, took their advice and eventually landed a job as a **New Products Material Manager**, earning \$55 per hour!

Thankful for his own experience, Jasen offers this encouragement to those in a similar situation: "There are people all around who can help you. Pay attention to the world around you until you cross paths with someone who will care enough to help, educate or support you in a way that allows you to meet your goals. *Always help others when you can as you never know what will come from the seed of kindness.*"

HIRE

In response to the City of San Jose's efforts to eliminate homelessness in the region, VS has partnered with Work2Future to develop the HIRE (Helping Individuals Re-enter Employment) Program.

HIRE is an innovative program designed to provide homeless VS participants with accelerated job readiness and skills training, plus access to employment opportunities. Employment Counselors refer work-ready clients to Work2Future, where they are assigned to a Career Advisor and Employment Specialist, who provide 60 hours of training in subjects including: National Retail Federation Customer Service Certification, ServSafe Food Handler Certification, resume development, interviewing techniques, networking skills and financial literacy.

In its first year, a total of 82 clients participated in the program, with 26 becoming employed. Clients were hired into a variety of occupations, including customer service, security, janitorial, food service and landscaping. Participants earn an average of \$12.86 per hour, at an average of 26 hours per week.

Moving Forward

Santa Clara County remains committed to improving the lives of the thousands of clients dependent on the GA program each month. Staff look forward to continued success in existing programs while they develop new partnerships and initiatives to expand services, reaching more individuals and further strengthening the safety net for those in need.

To learn more about the GA Program, visit: www.sccgov.org/sites/ssa/debs/calworks/pages/adults.aspx

Foster Care Eligibility



Foster children receive access to much needed benefits and support services.

Working in a uniquely collaborative environment, the Social Services Agency's Foster Care Program combines the efforts of several departments to keep children safe and families strong. Exemplifying this partnership, the Department of Family and Children Services works closely with Employment and Benefit Services to ensure that both children and families have full access to benefits and wrap around support services.

Playing our Part

The Foster Care Eligibility (FCE) Bureau is one of the smallest units within Employment and Benefit Services, but its programs have a huge impact on the lives of the foster children and parents it serves. FCE works behind the scenes to process more than 5,000 highly sensitive cases each year to ensure that Santa Clara County foster children's needs are met. This includes initial eligibility determinations and ongoing case management for benefits including Foster Care payments, Medi-Cal and CalFresh.

FCE also administers several other specialized programs and supportive services: the Approved Relative Caregiver program, the California Alternative Payment Program, SSI Advocacy, transitional housing placement and adoption assistance.

Family First

In July, the bureau began the implementation of the Approved Relative Caregiver (ARC) program. The ARC program was established by the State to align the amount paid to an approved relative caring for a foster child with the basic foster care rate. Evidence suggests that foster children thrive when placed with relatives and the ARC program is expected to increase these placements by providing equal funding to relative caregivers, offering some financial relief as well as allowing the child to remain with trusted relatives.



Child Care

As with any other family raising young children, foster parents in Santa Clara County must find ways to address the high costs of child care. Fortunately there are resources available; the Child Development Program (CDP) provides subsidized child care for children who are dependents of Santa Clara County and are placed with families in the foster care program. CDP promotes the well-being of children in our county by providing the means for parents, relatives and non-relative extended family members to make quality child care choices and allow the child to remain in their home. This unit assists an average of 200 families and 300 children each month.

SSI Advocacy

FCE's Social Security Administration/Supplemental Security Income (SSA/SSI) Social Work Coordinators are responsible for screening for potential SSA/SSI eligibility and submitting the application on behalf of the foster child or young adult. Each year, the unit screens an average of 175 foster care youth who are 16.5 years and older for SSI eligibility and applies for benefits when necessary. The Social Services Agency (SSA) becomes the authorized payee for the child's or youth's SSA/SSI benefits and it is the responsibility of the Coordinator to manage monthly benefits. The Coordinator, as the agent of SSA, abates the child's or young adult's monthly placement cost out of his or her monthly benefits and any remainder is held in reserve to pay additional costs, such as school tuition and related materials.

Pathways to Independence

FCE plays a pivotal role in the lives of foster children and caregivers by providing wrap-around services and financial support, maintaining a safety net of support and stability. With a focus on the well-being and success of each foster child, FCE offers a pathway to independence through these vital programs and services.

Breaking the Cycle

Vanessa Payne is living proof that with the right services and resources, the community we serve can thrive. Vanessa entered the Foster Care system at the age of 13, leaving behind years of abuse, neglect and poverty. She became a single mother at the age of 19, unemployed and homeless, without a family to help her.

Through housing services, CalWORKs cash assistance, CalFresh and Medi-Cal, Vanessa was able to attend college, begin working and support her young son, ultimately breaking the cycle of poverty.

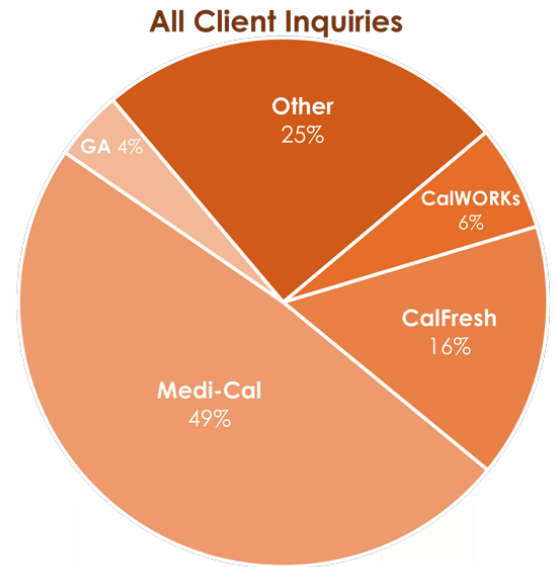
In May 2014, Vanessa accepted a job offer with Foster Care Eligibility as an Eligibility Worker and will begin the Masters of Social Work program at San Jose State University this fall. She has transformed her life and is now paying it forward to her own clients, who see her as a role model. Her own experiences have given her a unique ability to serve foster families and exemplifies that what we do makes a lasting difference in the community we serve.



Ombudsman

In an effort to bring an added level of individualized attention to the community, the Employment and Benefit Services Ombudsman was appointed in November 2014 to provide impartial and confidential consultation to clients receiving public benefits.

This first year, the Ombudsman has conducted informal fact-finding and troubleshooting of difficult cases, which provide the department with a pulse on emerging challenges. A total of 771 clients received assistance from the Ombudsman between November 2014 and June 2015.



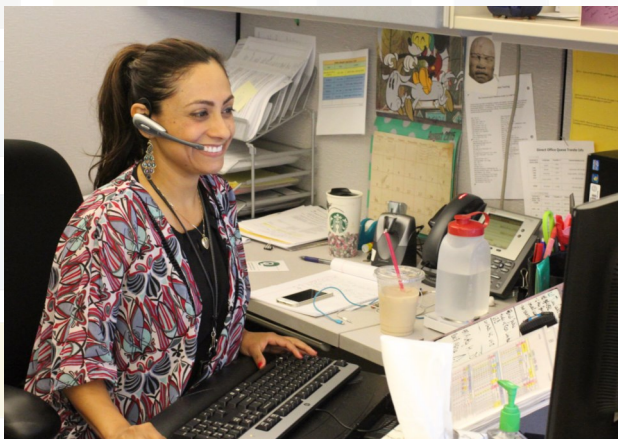
"We advocates wish to express our sincere gratitude to the DEBS Ombudsman. She has been very responsive to our questions and able to route us appropriately to trouble-shoot issues. We greatly appreciate the creation of the position and thank the Ombudsman for her hard work!"
- Santa Clara Public Benefits Task Force

It is no surprise that with the expansion of the Medi-Cal program, nearly half of all inquiries received involved Medi-Cal. The majority of these requests were received during the open enrollment period, which ended in April 2015. In following months, client calls involved more general inquiries, such as clarification on required paperwork, updating case information and inter-county

transfers for clients who had moved to another county.

In addition to responding to inquiries, the Ombudsman visits partner agencies throughout the County, providing information and answering questions about services provided and overall program information. Another way for agencies to connect is through the Safety Net meeting, which is coordinated by the Ombudsman each month (see Community Resource C).

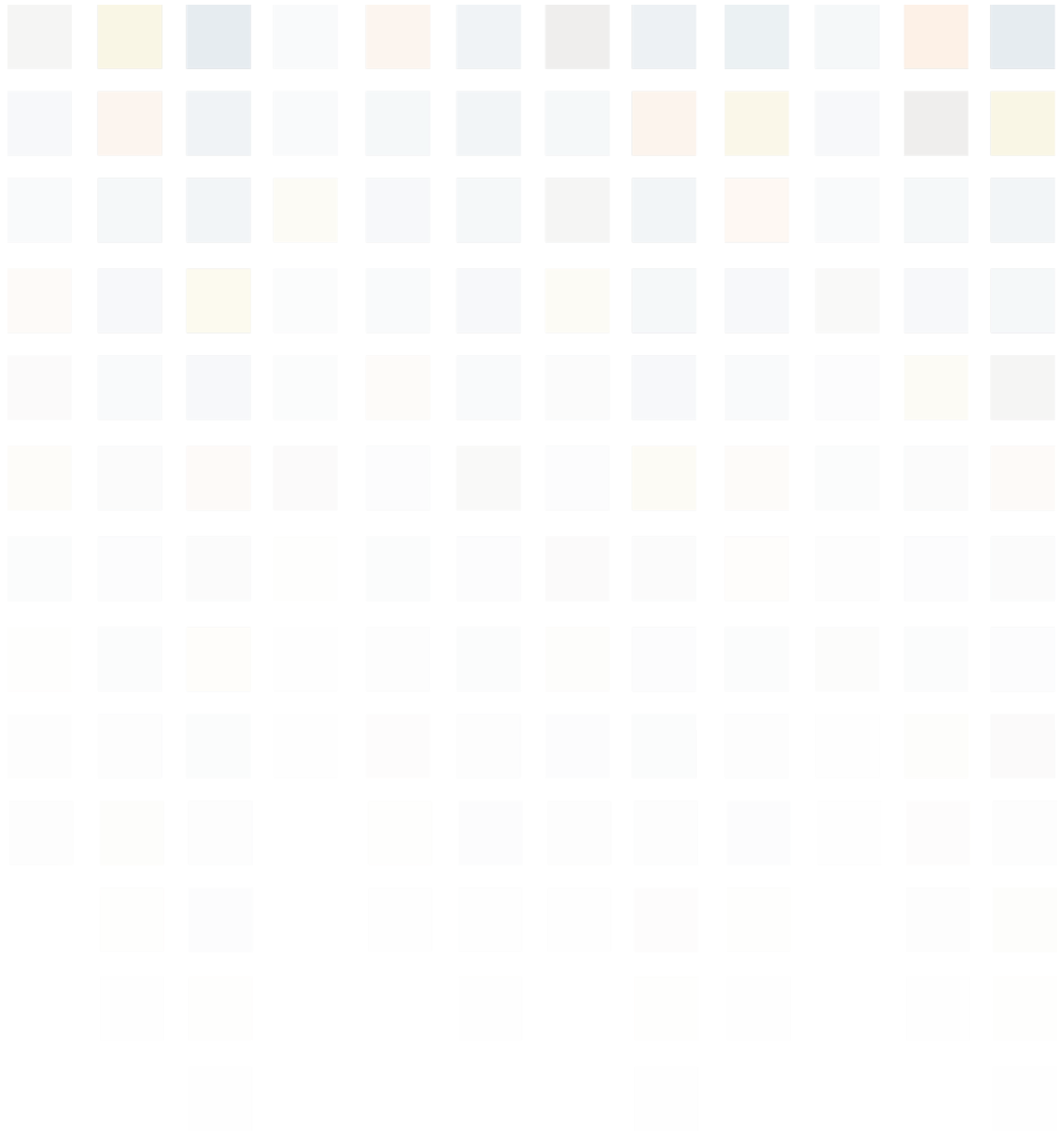
The response to the services provided by the Ombudsman has been overwhelmingly positive among clients, staff and community partners. The Ombudsman has been, and will continue to be, another way Employment and Benefit Services makes a difference in the lives of those in need.



For information on Ombudsman Services, see Community Resource J.

"Thank you for helping me with my Medi-Cal case. I was so worried that I wouldn't be able to pay for my coverage, but I just received my letter stating that I now have Medi-Cal with no share of cost! Thank you for understanding my problem and taking the time to help me. I'm so grateful for your kindness and patience."
- Jim, May 2015

The Ombudsman assists clients over the phone and online.



Community Resources

Those working with low income families are strongly encouraged to get involved and learn more about our programs, explore our resources and actively participate in the Safety Net Community or CalWORKs Advisory. Together, we can combat the effects of poverty and make a difference in the lives of our clients by promoting awareness of Employment and Benefit Services programs and increasing access that leads directly to economic self-sufficiency. The following pages contain additional information about community meetings, resources and services mentioned in the Annual Report.

- A. Farmers' Markets Accepting EBT
- B. My Benefits CalWIN
- C. Safety Net Meeting Calendar
- D. Second Harvest "Need Food?" Flyer
- E. CalFresh 101
- F. Menu of Employment Services and Activities
- G. CalWORKs Advisory Meeting Schedule
- H. CalWORKs 101
- I. Refugee Forum Schedule
- J. Ombudsman Services
- K. CalWORKs Resource Guide
- L. Employment and Benefit Offices Directory

Certified Farmers' Market in Santa Clara County Accepting CalFresh/EBT Cards



City of Campbell

Campbell Farmers' Market

Sundays, 9am-1pm, Year Around
Campbell Avenue, between 2nd and Central Avenue
Association: [Urban Village Farmers' Market Association](#)

City of Cupertino

Farmers' Market at Vallco Shopping Mall

Fridays, 9am-1pm, Year Around
Steven Creek and Wolf Road
Association: [Pacific Coast Farmers' Market Association](#)

City of Gilroy

Spice of Life-Gilroy Downtown Farmers' Market

Sundays, 10pm-2pm, May-October
7th Street & Egleberry
Association: [Gilroy Demonstration Garden](#)

City of Los Altos

Los Altos Downtown Farmers' Market

Thursdays, 4pm-8pm, May-September
State Street @ 2nd
Association: [California Farmers' Market Association](#)

City of Milpitas

Milpitas Farmers' Market

Sundays, 8am-1pm, Year Around
526 Los Coches Street
Association: [Pacific Coast Farmers' Market Association](#)

City of Mountain View

Mountain View Farmers' Market

Sundays, 9pm-1pm, Year Around
Caltrain Station
Association: [California Farmers' Market Association](#)

City of Palo Alto

VA Palo Alto Farmers Market

Wednesdays, 10am-2pm, April-November
3801 Miranda Ave
Association: [Pacific Coast Farmers' Market Association](#)

City of Santa Clara

Kaiser Santa Clara Farmers' Market

Thursdays, 10am-2pm, Year Around
710 Lawrence Expressway
Association: [Pacific Coast Farmers' Market Association](#)

City of Sunnyvale

Sunnyvale Farmers' Market

Saturdays, 9am-1pm, Year Around
Intersection of Murphy and West Washington
Association: [Urban Village Farmers Market Association](#)

City of San Jose

San Pedro Square Farmers' Market

Saturdays, 8am-1pm, April-December
West St. John Street between North San Pedro & North Almaden Ave
Association: [Urban Village Farmers' Market Association](#)

Alum Rock Village Farmers' Market

Saturdays, 9am-1pm, Year Around
57 North White Road
Association: [Pacific Coast Farmers' Market Association](#)

Berryessa Farmers' Market

Saturdays, 9am-1pm, Year Around
1376 Piedmont Road
Association: [Pacific Coast Farmers' Market Association](#)

Evergreen Farmers' Market

Sundays & Wednesdays, 9am-1pm, Year Around
Evergreen Village Square, Ruby Ave @ Classico Ave
Association: [Pacific Coast Farmers' Market Association](#)

Kaiser Permanente Farmers' Market

Fridays, 10am-2pm, Year Around
270 International Circle
Association: [Pacific Coast Farmers' Market Association](#)

San Jose Downtown Farmers' Market

Fridays, 10am-2pm, May-November
San Pedro Square between Santa Clara and John Street
Association: [Pacific Coast Farmers' Market Association](#)

Santa Teresa Farmers' Market

Saturdays, 10am-2pm, April-November
Kaiser-Santa Teresa, Santa Teresa @ Camino Verde
Association: [Pacific Coast Farmers' Market Association](#)

Vietnam Town Farmers' Market

Saturdays, 8am-12pm, Year Around
989 Story Road
Association: [Pacific Coast Farmers' Market Association](#)

Julian St. James Farmers' Market

Wednesdays, 4pm-8pm, June-September
East St. John & 16th Street
Association: [Pacific Coast Farmers' Market Association](#)

Hanchett Ave Farmers' Market

Saturdays, 9am-1pm, June-September
Hanchett Ave & The Almaeda
Association: [Pacific Coast Farmers' Market Association](#)

Fairgrounds Outdoor Farmers' Market

Wednesdays, 4pm-8pm; Fridays, 4pm-8pm;
Sundays 10am-4pm; Year Around
344 Tully Road-Parking lot across from Fairgrounds
Association: El Mercado Popular, Inc



Download My Benefits

CalWIN Mobile App for iOS and Android devices



Get an overview of the programs and services offered in your county



Check to see if a disaster has been declared in your area and if assistance is available



Find the nearest County office location by utilizing your smartphone's GPS



Find information on your Benefits on your smartphone.

The Mobile App will allow you to:

- Submit digital photos of documents and images as required verification for your case
- Attach documents to your case, report or renewal
- Upload documents to your case, report or renewal submitted online through www.mybenefitscalwin.org at any time.
- Display a detailed EBT Transaction History and EBT account balance

Look for the CalWIN Mobile App in the Apple App Store and in the Google Play Store.

Visit Website Address: www.mybenefitscalwin.org for more information



Link for iOS



Link for Android





Safety Net Meeting 2016 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 **4th 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 Norma at: (408) 755-7736 or Norma.Bejarano@ssa.sccgov.org.

<p>Location</p> <p>Second Harvest Food Bank 750 Curtner Avenue San Jose, CA 95125 (Upstairs, Going Room)</p>
<p>Time</p> <p>11:30 a.m. – 1:00 p.m.</p>

Meeting Dates
January 28
February 25
March 24
April 28
May 26
June 23
July 28
August 25
September 22
October 27
November (No Meeting)
December (TBD)



NEED FOOD?

1 These free programs can help:



CALFRESH APPLICATION ASSISTANCE: Help applying for a free debit card you can use at stores and markets	✓	✓	✓	✓	✓	✓	✓	✓	✓
FAMILY HARVEST: Monthly groceries for families with children under 18		✓							
BROWN BAG: Weekly groceries for seniors (60+) and disabled (55+)									
PRODUCE MOBILE: Monthly fruits and vegetables	✓	✓	✓	✓	✓	✓	✓	✓	✓
PANTRIES: Groceries from local organizations	✓	✓	✓	✓	✓	✓	✓	✓	✓
PREPARED MEAL PROGRAMS: Hot meals, served in the community	✓	✓	✓	✓	✓	✓	✓	✓	✓
PARTNERS IN NEED (PIN): Groceries for food bank volunteers	✓	✓	✓	✓	✓	✓	✓	✓	✓

2 See if you qualify:

	1	2	3	4	5	6	7	8
People in your household								
Household's monthly income is below	\$1,946	\$2,622	\$3,300	\$3,976	\$4,652	\$5,330	\$6,006	\$6,682



3 Call Food Connection: 1-800-984-3663

Monday - Friday, 8:00 AM - 5:00 PM

We answer with a smile and speak English, Vietnamese, and Spanish. Additional languages available through a phone translation service.

- 1) Mention your preferred language
- 2) Give your address and zip code to the specialist
- 3) The specialist will set up your appointment—write it here!

Program name: _____

Date/time: _____

Location: _____

or text **HEALTHY** to **97779** to learn more*

*By taking this action, you are affirming that you will receive recurring text messages from Second Harvest Food Bank of San Mateo and Santa Clara Counties. Please see <http://help.mcommons.com/s/97779> for our Terms & Conditions and Privacy Policy. Text STOP to opt-out, HELP for more info. No purchase necessary. Message & Data Rates May Apply.



You are invited to the CalFresh 101 Training

This training will equip you to assist clients with their CalFresh applications and be part of the efforts in eliminating hunger in the community.

- Overview Of The CalFresh Program
- Ways To Apply for CalFresh
- Documentation Needed
- CalFresh Application Process
- Semi-Annual Reporting and Recertification Process
- Tour of the Application Center

Upcoming Sessions

Location: 1877 Senter Road, San Jose
Stanford Room

Time: 9:00 am to 12:00 pm

Dates: September 16, 2015

December 9, 2015

March 16, 2016

June 15, 2016

REGISTRATION INFORMATION

Email: calfresh101@ssa.sccgov.org

Please send in questions about CalFresh prior to the training.



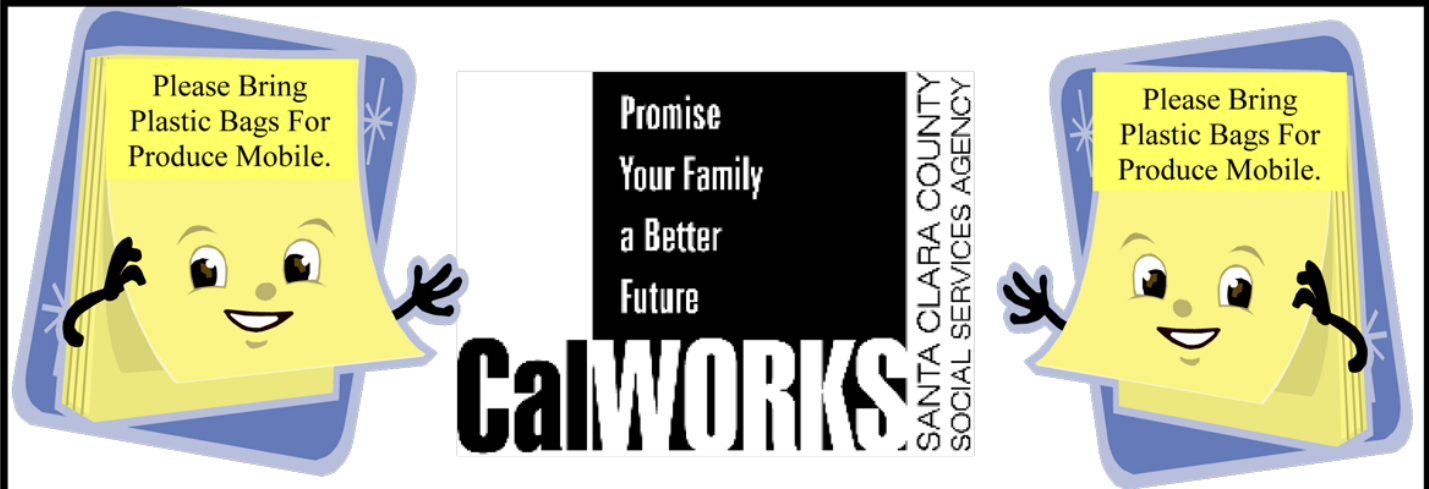
Mission of Santa Clara County Social Services Agency

"A culturally sensitive and socially responsible public agency providing high quality professional, financial, and protective services for residents of Santa Clara County."

Menu of Employment Services

Participants in Employment Services develop an employment plan that includes a wide variety of specialized activities and services that are designed to increase their employability; these include:

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



CalWORKs Advisory 2016 Meeting Calendar

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

*For future meeting location contact Anita A. Casillas @ 408-755-7732
or email: Anita.Casillas@ssa.sccgov.org*

Making a Difference Through People, Service and Performance!



CaIWORKs 101

2016 Workshop Calendar

DAY	DATE	TIME
Friday	February 26, 2016	1:30 pm – 4:30 pm
	April 29, 2016	
	June 24, 2016	
	August 26, 2016	
	October 28, 2016	

No Registrations on Workshop Day!

This workshop will provide an informative overview of Department of Benefits and Employment Services (DEBS) and associated programs. Presentations on the following programs are on the agenda: Expungement, Health Alliance, Employment Connection, Child Care Resource & Referrals and Cal-Learn. Questions are encouraged! We appreciate your promptness!

REGISTRATION INFORMATION

Contact Person: Cynthia Olage
Phone: 408-755-7730
Email: ESI@ssa.sccgov.org

WORKSHOP LOCATION

ORIENTATION ROOM
1879 Senter Road
San Jose, CA 95112

Mission of Santa Clara County Social Services Agency-

“To provide resources and opportunities in a culturally responsive manner to enhance the quality of life in our community by protecting, educating and empowering individuals and families.”

Community Resource I



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

Chair: Sead Eminovic
Vice-Chair: Ellie Clelland
Treasurer: Zoya Lazer
Secretary: Lisa D. Vollen

2015 MEMBERS

American Red Cross
African Community Health Institute
Asian Americans for Community
Involvement
Asian Law Alliance
Campbell Adult & Community
Education
Catholic Charities
Healthy Kids Foundation
International Rescue Committee
Jewish Family Services of Silicon
Valley
Milpitas Adult Education
PARS Equality Center
Refugee Transitions
Santa Clara County Office of
Human Relations
Santa Clara County Social Services
Agency
Santa Clara Valley Health &
Hospital System
Santa Clara Valley Transportation
Authority
Upwardly Global

and Individuals
Karita Hummer
Khanh T. Vu
Nhu-Hanh Tonnu
Sabby Kaur

Refugee & Immigrant Forum 2016 Calendar

January 20, 2016	July 20, 2016
February 17, 2016	August 21, 2016
March 16, 2016	September 16, 2016
April 20, 2016	October 19, 2016
May 18, 2016	November 16, 2016
June 15, 2016	December 21, 2016

Meeting locations are rotated among member agencies. For meeting locations call Mylene Madrid at 408-792-5619.

The Mission Statement: "Refugee & Immigrant Forum facilitates the successful integration of refugees and immigrants into local communities through collaboration, resource sharing and fostering community awareness."

County of Santa Clara Social Services Agency Ombudsman Office



SERVICES AVAILABLE

Receive and resolve complaints, misunderstandings and grievances.

Resolve problems regarding benefit programs: CalWORKs, CalFresh, Medi-Cal, and General Assistance.

Provide information on Social Services benefit programs.

For further information or assistance, please call:
(408) 755-7187.

All services are free and will be handled confidentially.

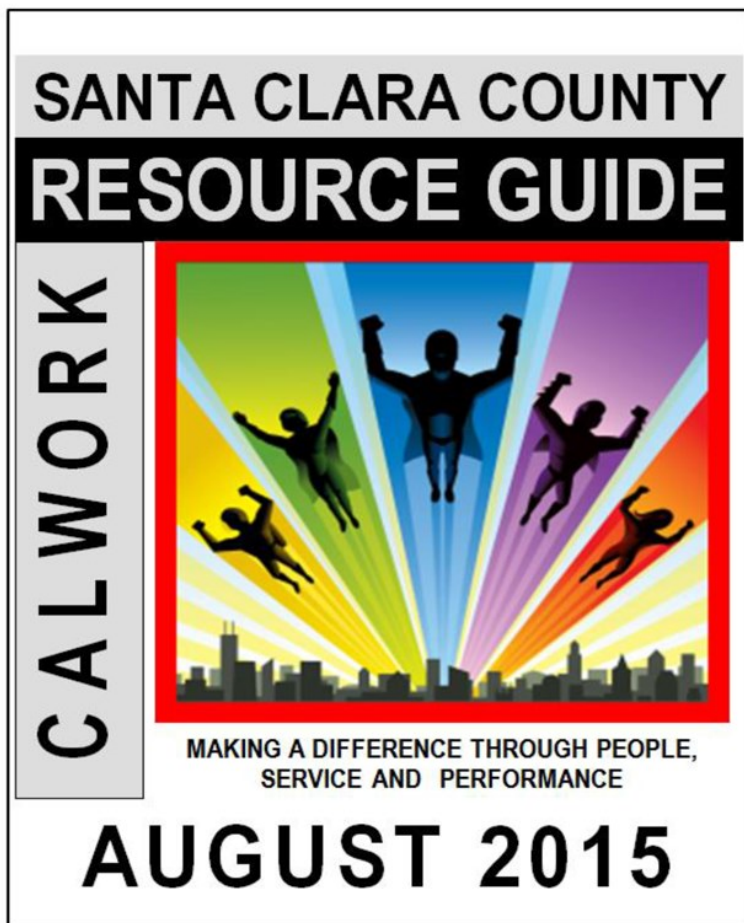
Our mission is to ensure Santa Clara County Social Services clients receive fair, accessible, and quality services

The Ombudsman

- Provides impartial and confidential consultation to clients of Social Services who are concerned about a situation or issue.
- Assists in interpreting policies and procedures.
- Provides assistance by clarifying issues and generating options for resolution.
- Recommends actions to be taken to reduce reoccurrence.
- Conducts informal fact-finding in order to better understand an issue from all perspectives.
- Makes referrals to existing problem resolution channels.
- Works for fairness but does not set policy.



CalWORKs Resource Guide 2015



Information and Resources included:

- Emergency Resources
- MyBenefitsCalWIN Information
- Support Services
- Health Services
- Domestic Violence Resources
- Food Assistance
- Housing Information
- Transportation Information
- Children and Child Care Resources
- Refugees Resources
- Employment
- Post-Employment Services
- Education / Training

The Santa Clara County Social Services Agency CalWORKs Resource Guide is Distributed to Current and Former CalWORKs Clients, as Well as Community Partners and Staff

Find the CalWORKs Resource Guide in the Job Seeker Section of:

www.ecstaffing.com

Contact:
Cecilia Núñez-Massara at
cecilia.nunez-massara@ssa.sccgov.org
(408) 755-7742

"Making a Difference Through People, Service and Performance!"

Employment and Benefit Services Offices

Office Name	Address	Phone	Services
Benefit Assistance Center	1867 Senter Road San Jose, CA 95112	(408) 758-3800	Application Center for: <ul style="list-style-type: none"> • Health Coverage • Food Assistance • Financial Assistance
Continuing Benefit Services	1870 Senter Road San Jose, CA 95112	(408) 758-4100	On-going Public Benefits
Victor Calvo North County Office	1330 W. Middlefield Road Mountain View, CA 94043	(408) 278-2400 (650) 988-6200	Full Service Center including: <ul style="list-style-type: none"> • Application Center for all Public Benefits • Continuing Benefit Assistance • CalWORKs Employment Services
South County Office	379 Tomkins Court Gilroy, CA 95020	(408) 758-3300	Full Service Center including: <ul style="list-style-type: none"> • Application Center for all Public Benefits • Continuing Benefit Assistance • CalWORKs Employment Services
General Assistance	1919 Senter Road San Jose, CA 95112	(408) 796-8900	Service Center for Indigent Adults Seeking: <ul style="list-style-type: none"> • General Assistance • Cash Assistance Program for Immigrants • Vocational Services
CalWORKs Employment Services	1879 Senter Road San Jose, CA 95112	(408) 758-3500	Service Center for CalWORKs Employment Services Clients
	1330 W. Middlefield Road Mountain View, CA 94043	(408) 278-2402 (650) 988-6200	
	379 Tomkins Court Gilroy, CA 95020	(408) 758-3300	



SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY