

Rising to the Occasion

ESI UPDATE

MARCH 2012

Marching Forward

Over the last several years, despite deep and unprecedented cuts to the CalWORKs program, Santa Clara has found ways to continue to provide needed services and programs for its constituency. Just last year, as the legislature reduced the time limit for adults to four years (from five) and cut grants by 8%, dropping the monthly maximum from \$694 to \$638 for a family of three, Employment Services managed to expand its menu of services.



Regardless of these challenges, Employment Services and its network of community partners have continued to search for inventive ways to “rise to the occasion”, offering practical solutions and hope to our families; continually keeping a close eye on the political hailstorm caused by the state’s budget shortfall. As this issue goes to press, the CalWORKs program again faces uncertainty.

This Update, as with previous Updates, is intended to give the reader a snapshot of recent Employment Services and Safety Net activities. The CalWORKs Annual Report, which is published each fall, offers a more complete picture of both programs (*to receive the Fall 2011 edition, contact ESI at 408-775-7730*).

CalWORKs and Child Care Reform

With the impact of the “great recession” still lingering, Governor Jerry Brown proposed additional cuts to state health and welfare programs in his January 2012 budget. Nearly half of the proposed spending reductions target Health and Human Services. The current plan **reduces the CalWORKs program by nearly \$1 billion** and greatly reduces or **eliminates many child care subsidies** vital to working poor families. If successful, this new program would become **one of the most restrictive Welfare-to-Work programs in the nation**.

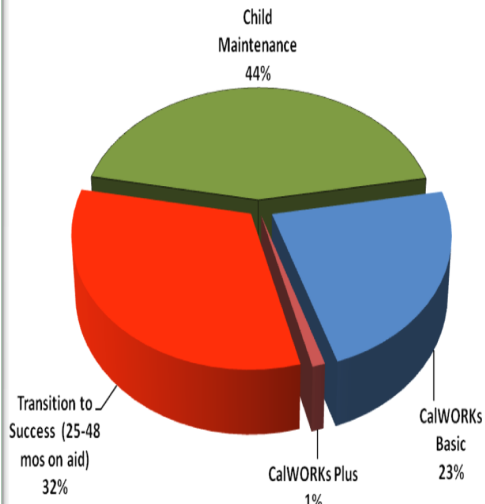
Governor Brown’s budget proposes to create several new subprograms within CalWORKs, each with differing services and time limits. A “work first” model, the new program will force clients to accept lower paying jobs with restrictive access to child care or to move into a new state program that includes limited services and even lower grants. The following pages describe some of these proposals. (*Visit www.lao.ca.gov to read an overview of the Governor’s Budget and Analysis.*)

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CalWORKs Basic Program. Clients not employed full-time, will be required to engage in a job search activity and, if unable to locate employment, to participate in Welfare-to-Work activities such as employment training and barrier removal services (mental health, domestic violence, expungement services, etc.) **for up to 24 months.** Clients unable to locate full-time work within this time period will be disenrolled from the program and moved to the new “Child Maintenance Program”.

Santa Clara CalWORKs Population
After Governor’s Proposal



CalWORKs Plus Program. Adults who successfully locate employment for sufficient hours (generally 30 hours per week) will participate in the CalWORKs Plus program **for up to 48 months.** Participants in this program will have access to supportive services and child care. After exiting the program at 48 months, families will be eligible for six months of transitional child care and support services.

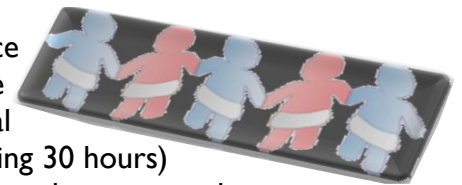
Child Maintenance Program. The Governor will create a new Child Maintenance Program to provide for children whose parents are not eligible for aid under the restructured CalWORKs program. This program replaces the current “child only” or “safety net” component of the CalWORKs program. Children will be aided as long as they meet eligibility criteria, including a new requirement to participate in annual Well Child exams. Additionally, for the first time, the child’s grant will be reduced by 27%.

Transition to Success. To assist all currently aided adults, the Governor has also proposed a one-time program entitled “Transition to Success”. Clients who have been on aid for 25-48 months would be granted a six month transition period to complete their existing Welfare-to-Work program and locate employment.



One of the more controversial aspects of the proposal is to **retroactively eliminate all existing California “clock stoppers”**, including the 2009 “young child exemption”. If approved, this action would have dramatic impact on many families; as they would face “timing out” before actively engaging in the program. Locally, Santa Clara has nearly 2500 families in various forms of exemptions today, and over 1300 who elected to enroll in the young child exemption. This action would require each county to re-evaluate all existing CalWORKs participants to recalculate their time on aid.

Child Care. The Governor proposes to reduce reimbursement rates for providers and to require that parents in all subsidy programs meet the federal Welfare-to-Work participation requirements (working 30 hours) in FY13. In the following year, they intend to merge the current three-stage child care system, for current and former CalWORKs recipients, into programs serving low-income working parents with a **“work-based child care system”** administered by county welfare departments. CalWORKs families will be eligible to



receive child care while enrolled and receive six months of transitional child care after the 48 month limit.

Cal-Learn, an Experiment that Worked. Another troublesome element of the budget concerns the Cal-Learn program. Cal-Learn began as a pilot program in the mid 1990s. Based on research proving its success, it became a mandatory program for all teen parents on assistance with the adoption of the CalWORKs program in 1997. In last year's budget, the Legislature and the Governor agreed to a one year suspension of the Cal-Learn program. Disappointingly, the Governor's budget indefinitely suspends this program and forces young teens to fit within the new guidelines or be "disenrolled".



What does this mean locally?

Currently, Santa Clara County receives over \$6.7 million to provide the monthly CalWORKs grant for its neediest residents. The typical CalWORKs family (one parent with two children) receives \$638 in cash assistance. Under the existing proposal, **76% of current families** will ultimately move to the new state Child Maintenance program and **see their monthly grant reduced by 41%** (from \$638 to \$375). Under this scenario, the local economy will see a reduction of over \$22 million dollars.

If implemented, 3,299 (23%) and 146 (1%) will remain in the CalWORKs Basic program and CalWORKs Plus program respectively. **32% of our current caseload or 4,615 adults** would be moved into the "**Transition to Success**" program and be allowed six months to find full-time employment in order to transition to CalWORKs Plus program and maintain higher benefits.

Currently, these adults are actively engaged in approved work activities, spanning from basic education and English as a Second Language classes to part-time employment or work experience; the majority are attending vocational or secondary college and may be unable to complete their educational goals in the limited time remaining.

Next Steps

The next step of the budget cycle begins after the governor submits his initial budget proposal to the legislature. Although the Governor and the Department of Finance continue to play a role, the legislature assumes primary responsibility in developing the final budget and determining the final outcome of our CalWORKs programs.

Over the next few months, the legislature will be gathering information from agency staff and hosting public hearings. Health and Human Services held the first of these hearings regarding CalWORKs and Child Care on February 29th and more are scheduled. Unlike last year, the legislature appears unwilling to rush a decision and has publically stated that they will defer any specific program reductions or structural alterations of the CalWORKs program until after the May Revise. Various subcommittees and individual legislators are also hosting events to gather ideas from the public and key stakeholders.

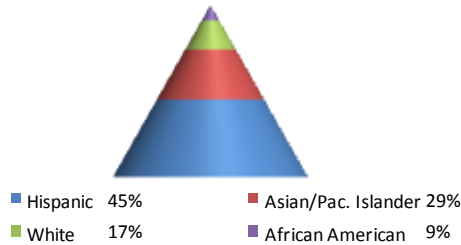
The CalWORKs Advisory Committee will begin to tackle pertinent budget issues and will be called upon to provide guidance and design input in the upcoming months (*Interested? Please see Appendix for schedule of Advisory meetings.*)

CalWORKs Employment Services

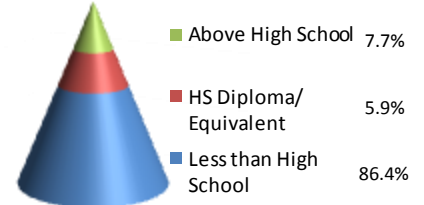
There are currently 14,378 active CalWORKs cases in the County. While a large portion of the population is receiving child-only grants, **6,299** of those families are enrolled with Employment Services. Below is a demographic glimpse of the families we serve.

Who We Are:

Ethnicity



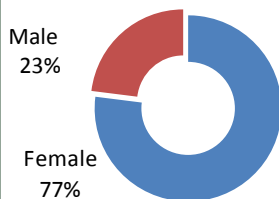
Education



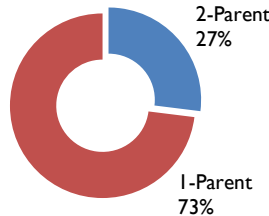
The Employment Services population continues to reflect the diverse ethnic make-up found within the County. Hispanic families represent the largest group followed by Asian/Pacific Islander, White and African American. Although diverse, English is reported as the predominant language, spoken by 70% of our families.

Educational background continues to be the largest employment barrier for many of our families. Within the last 5 years the number of participants who do not have a high school diploma has jumped by over 30%. (*Read "Formulating Success" to find out how we're working with these families.*)

Gender

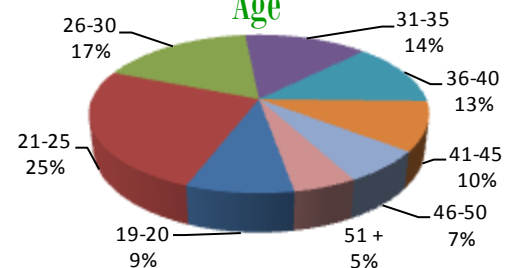


Families



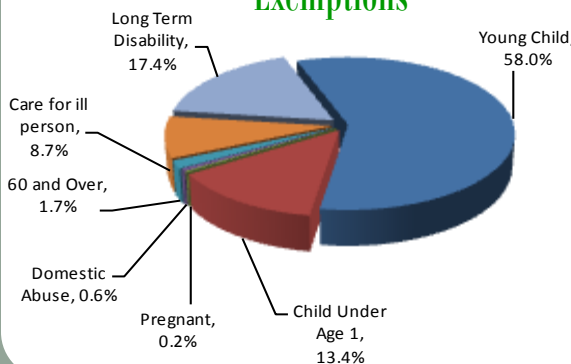
A significant number of the families participating in Employment Services are single-parent households lead by Mom.

Age



The majority of our clients are between 21 and 25 years old. Over the last year, we have experienced an increase in the 19-20 age category, indicating a growing trend of younger participants.

Exemptions



Families facing a hardship may qualify for one of several Exemptions that dismiss them from participating in Welfare-to-Work activities. 58% of our Exempt families currently qualify for the Young Child exemption which is scheduled to expire on June 30th. If the exemption is not reauthorized, these families will be re-engaged and enrolled in Employment Services.

Formulating Success

Working with shrinking resources and an increasingly dynamic population, Employment Services Case Managers continue to rise to the challenge of meeting program demands while sustaining the hope and confidence of our families. With clients facing grant reductions and less time to complete their Employment Plans, Case Managers have mobilized, ensuring that our families stay focused and utilize their time on aid wisely.

At present, both Intake and Case Management staff manage approximately six thousand (6,000) cases with an average of one hundred (100) cases assigned per worker. Since July of 2011, Employment Services staff have assisted participants with the authorization of several thousand childcare plans, issued over seventeen thousand (17,000) transportation payments and three thousand (3,000) ancillary payments.

Changes in our client profiles and employer expectations have begun to alter case management strategies. A quick glance at our population demographics indicates that the majority of our clients are in the 19 to 25 year old age bracket and with an overwhelming majority possessing little educational background.

Despite these obstacles, the majority of our current participants indicate a strong preference to seek and obtain work, wanting to test the labor market before agreeing to longer employment plans. Trends in Employment Plans reveal a noticeable increase in part-time employment coupled with some form of short term basic education and/or training. The concurrent work and school approach accelerates our client's ability to ultimately become employed full-time and reach self-sufficiency within the diminishing time limits.

Santa Clara's CalWORKs Employment staff is proud to remain responsive to the demands of changing legislative requirements while placing a priority of the needs of its clients; with flexibility and perseverance, our staff can meet the challenge!

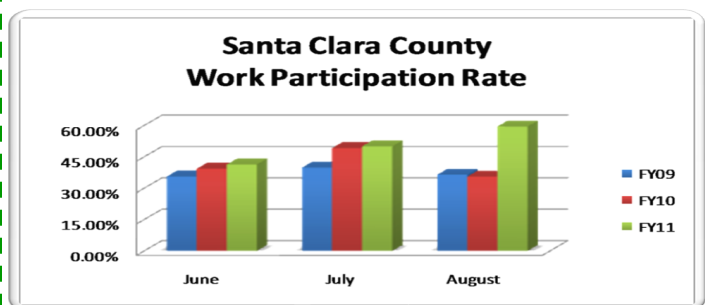


Hitting the Mark!

The nation's current Welfare-to-Work system, Temporary Aid to Needy Families (TANF) was reauthorized under the Deficit Reduction Act of 2005. The reauthorization included new regulations that altered the formula for TANF's key performance measure, the Work Participation Rate (WPR), to include timed-out populations and clients sanctioned over 90 days.

Since this reauthorization, the Department of Employment and Benefit Services (DEBS) has worked diligently to meet or exceed this performance measure. Cross-departmental steering committees and specialized work teams (Rapid Response Team) have been striving to improve our local rate. Recently, staff was thrilled to discover that their efforts are paying off; achieving a **59.50% Work Participation Rate** for the month of August 2011. This is the **highest ever achieved** since the beginning of the WPR reviews under the reauthorization. (Please see Appendix for the full Work Participation Rate Comparison Chart.)

Santa Clara is the only Bay Area county, and one of few counties in the state, that are not subject to the federal sanction for failing to meet this rate in previous years. These efforts will be critically important in 2013 as California will face higher TANF Work Participation Rate requirements and no adjustment for caseload reduction credit. The state may be facing a 23% shortfall in reaching federal performance standards, however, our efforts prove that Santa Clara is capable of not only meeting but exceeding this performance measure.



Making Connections

The Employment Connection Center (ECC) is the one-stop resource for CalWORKs clients seeking employment. At each of our three centers, clients obtain professional job search assistance, learn job seeking skills and have access to various forms of office equipment to pursue employment opportunities. Using a number of innovative strategies, the ECC continues to successfully transition our CalWORKs clients into the work force through teamwork, partnerships and commitment. Below is a sampling of some of the recent initiatives that are making the difference and helping our families re-enter the local workforce.



Specialized Employer Recruitments

The ECC offers targeted recruitments for our local employee community. These specialized recruitment efforts are tailored to the employer's needs and have proven to be extremely successful for corporations that are opening up new franchises, small businesses or employers that have specialized needs. This year alone, the ECC has hosted **eight (8) targeted recruitments** for companies such as: *JC Penney, Balance Staffing, Flagship, Accent Care and Universal Protection Service.*

(Interested in an event? Contact BH Pham at 408-758-3722.)



Job Fairs

This year's Annual Job Fair garnered headlines and recognition in the local news. The response from both employers and clients was so positive, that it inspired the ECC team to host a "mini job fair" in February. A sample of the employers who attended the event included: *Wells Fargo; Crowne Plaza Hotel & Resorts; Walmart; Best Buy; Creative Security Company; Flagship; Holiday Inn; San Jose Giants; Home Depot; Universal Protection Service; Adecco; and ATR International.* According to ECC Program Manager, Lisa Pate, "We had 13 local employers and 585 job seekers attend the fair. Numerous attendees obtained immediate job offers at the event and several employers were so satisfied that they have already committed to attending our next fair in August!"

Rolling Up Our Sleeves

Through rain or blistering heat, volunteer staff from Employment Services can be seen rolling up their sleeves and donning coveralls over their business attire to help distribute fresh fruits and vegetables from the **Second Harvest Produce Mobile** each month at the Employment Connection Center. Produce distribution is scheduled on the fourth Wednesday of each month and requires the efforts of two worker shifts to accomplish the task. At the arrival of the Produce Mobile, volunteers eagerly set-up tables, register clients and begin the task of unloading pallets of produce for waiting families. Produce Mobile food distribution is "**100% volunteer operated**". Over the last six months, Employment Services staff has bagged close to **15 tons of produce for 969 families**. The work is tedious, but the rewards far exceed the exertion, especially when knowing that a family will be eating healthier that month.





Subsidized Employment

The Employment Connection also partners with DeAnza College's Occupational Training Institute (OTI) to place participants into subsidized positions with local employers. Once hired, employers are reimbursed a portion of client's wages during the employer's training period. For many of our clients who lack recent work experience, this incentive may be what is needed to "re-start" their careers. An extremely effective program, ECC and OTI staff has worked collaboratively to place **over sixty (60) clients** into subsidized employment positions. An additional **42 have been hired** directly into permanent positions! This program has recently been expanded to **add an additional thirty (30) slots** to be filled by June 2012. (*Interested in learning more? Contact Mai Dam at 408-864-5772.*)



Unclassified Recruitment

The Employment Connection Center includes the County of Santa Clara within its employer network. The CalWORKs Unclassified Recruitment Program was created to permit county departments to hire eligible CalWORKs participants for specific entry level county positions. For the past fourteen years, this effort has been primarily utilized by the Social Services Agency and was limited to entry level Office Specialists positions.

In September 2011, this program was expanded to develop employment opportunities for our families within other county departments. ECC is now able to fill positions from twenty-one (21) entry level positions ranging from: Account Clerks; Health Information Clerks; Food Service Workers; Messenger Drivers; Park Service Attendants; Utility Workers and Health Information Representatives. (*See Appendix for program flyer.*)

Implementation Social Media Media & Technology

As part of its communication and marketing plan, the Employment Connection is moving into the world of social media by using Text Messaging and Facebook as tools to keep clients up-to-date with events and "hot" job leads. Recently, ECC clients were sent "reminder texts" to inform them of upcoming events and job fairs using this technology. The ECC is also refreshing its website to improve services to both employers and job seekers. The newly revamped website will be unveiled and available to the public in late March.

Check out our new look at www.ecstaffing.com.



Yes Virginia, There is a Santa Claus!

Staff go above and beyond to give families a joyful holiday celebration. Hosting this one-day event entails months of planning, extensive fundraising and endless hours of volunteer efforts. The group generates donations from organizations such as Toys for Tots, and both the Soroptimist and Eagles clubs. As a result of their efforts, staff was able to provide gifts for over 300 children and raised approximately \$2,000 in additional funds that were applied towards the purchase of toys and other activities for the event.

This year, staff "set the scene", by giving the Employment Connection Center a "total makeover"; creating a whimsical winter wonderland. Volunteers setup a buffet of treats and hosted activity stations ranging from face-painting to arts and crafts. Other volunteers engaged the children in sing-a-longs, lead games and helped Jolly old St. Nick deliver toys! The center bustled with laughter, heartfelt appreciation and satisfaction from all in attendance; children, parents and volunteers alike.



Creative Learning




At present, only 14% of the families entering Employment Services possess a High School Diploma or GED. This education deficit makes finding even an entry-level job more difficult in the Valley's competitive job market. In an effort to overcome this educational barrier, Employment Services partners with several Adult Education and Community College districts. Through a dedicated team of CalWORKs Liaisons, each campus works one-on-one with our clients to create individualized education plans while carefully monitoring their progress as they work toward their goals.

Our Adult Education consortium (Campbell Adult and Community Education, East Side Union High School District, Metropolitan Adult Education Program, and Mt. View/Los Altos Adult Education Program) is meeting the educational needs of our CalWORKs students by offering General Education Diploma (GED) Courses, High School Diploma Credits (HSD), Adult Basic Education (ABE), English-as-a-Second Language (ESL), and a variety of Vocational Training certificates. Serving over 800 CalWORKs participants annually, our Adult Education Partners are able to quickly get our families "up to speed" and meeting the basic educational requirements for many entry-level positions.

CalWORKs students who are ready to further their studies through post-secondary education are able to do so at one of the seven Community Colleges that we partner with (DeAnza, Foothill, Evergreen Valley, Gavilan, Mission, San Jose City and West Valley). CalWORKs students have the option to choose from a wide array of

degree, technical training, or certification programs offered at each campus. Currently, 716 students are participating in programs offered by our Community College partners. With a degree or certified training on their resume, our family's career prospects grow exponentially, accelerating their transition to self-sufficiency.

CalWORKs Liaisons are currently working hard to enhance their educational programs and learning models. With limited resources available to them, they are drawing on their own creativity to strengthen their programs. Highlighted here is a small sample of the resourceful and inventive ways our educational partners have risen to meet program chal-



iLearning Mt. View Adult Education took advantage of the 2011 winter break by developing an entirely new curriculum for GED and ESL students based on iPod technology. The new "Service Learning Activities" included interactive video lectures and informational recordings, covering job preparation training, basic computer literacy and all five of the subjects covered in GED testing. The new curriculum became an instant success, ultimately leading to implementation at both the Santa Clara and Fremont campuses. Mt. View is presently looking to develop additional curriculum and expand its Service Learning Activity offerings in the near future.

It Takes a Village



Reaching beyond traditional resources, Campbell Adult Education is drawing help from the surrounding community for Volunteer Tutors to provide students in their Adult Basic Education (ABE), ESL and GED programs with one-on-one assistance. Since beginning this effort, they have been extremely pleased with the depth of their volunteers, many of which, are retired professionals ready to give back to the community. With this additional support, students are able to transcend educational hurdles at a much faster rate! **Students have been extremely excited to have access to a mentor and free private tutor.** Campbell Adult Education earns a “gold star” for thinking outside the box to keep their students moving forward! *(Interested in joining this volunteer effort, please contact Lori Miller at lmiller@cuhsd.org.)*

From Lemons to Lemonade



Metropolitan Adult Education Program (MetroEd) recently introduced a CalWORKs Computer Lab that is comprised entirely of computers and equipment adopted from the *Julian Street and Pearl Avenue* campuses.

With the introduction of a new lab, Metro Ed has been able to develop a “Fast Track” program for students that score high on their GED placement tests. In the lab, students have online access to *GED Interactive*, a specialized training software that pre-tests students and prescribes a course of study based on their scores. CalWORKs Liaisons estimate that **an average Fast Track student is able to earn their GED in just 2-4 weeks.** MetroEd has also utilized the lab to provide pre-instructional assistance to students that are waiting to enter one of the Adult Basic Education, English-as-a-Second Language or Vocational Programs. After completing their lab work, students are entering their classrooms focused and prepared.

Bridging the Digital Divide

The Occupational Training Institute of the Foothill-De Anza Community College District has been operating an Information Technology (IT) training program called **Computer Technical Support (CompTechS)** since 2003. OTI’s goal is to meet employers’ IT training and entry-level hiring needs, while providing CalWORKs recipients with a non-traditional pathway to economically sustainable employment.

CompTechS is a work-based learning initiative that provides IT Skills Training for CalWORKs students. Enrolled participants will receive a first rate education in both a class room setting and a real-world learning environment, utilizing the on-campus refurbishing lab. Working in the CompTechS lab provides hands-on, technical skills training that is in demand by employers. Students also participate in pre-employment preparation, internships, peer mentoring, IT communication skills training and a full range of wrap-around support services.

CompTechS is currently recruiting non-traditional IT students, opening the door to employment opportunities in a self sustaining field. In Santa Clara County, the average hourly wage for IT related jobs like Computer Support Specialists and Network/Computer Systems Administrators range from \$30-\$50 per hour. Demand for these workers will only continue to grow as organizations and individuals adopt the newest forms of technology. A career in IT offers CalWORKs families not only employment opportunities, but a springboard to a better life in the Silicon Valley. *(Interested in learning more? See Appendix for CompTechS flyer.)*

Giving Back



While enrolled in the program, CompTechS students get an opportunity to give back to the educational community by providing computers, that they refurbish, to disadvantaged students. As a result of the work the interns perform in the lab, over 1,500 donated computers have been refurbished and given to CalWORKs and other low-income students!

We Don't Do Banks



"I have an EBT card, but I can't use it in many places. When I ran out of diapers last night, I was so thankful that I had gotten my pre-paid VISA card and was able to walk to the corner store and pay for my purchase."

Jane
(Pre-Paid Visa User)

In Santa Clara County, 90% of CalWORKs families have their monthly cash grants added to their Electronic Benefits Transfer (EBT) card. EBT cards can be used nationwide at point-of-sale devices (POS) or

Automated Teller Machines (ATM) which display the Quest® mark. After a recipient has made four cash withdrawals in one month, fees are applied for each additional withdrawal. In California, CalWORKs recipients are paying more than **\$20 Million a year in surcharges to banks to access their cash grant.**

Rourke O'Brien's, recent exposé on Santa Clara County and San Francisco CalWORKs clients entitled, "We Don't Do Banks", provided us with insights to our families' experiences using financial institutions and their EBT card. To avoid bank charges, Mr. O'Brien learned that our clients are withdrawing their entire cash grant and **stashing the money under their mattresses.** Mr. O'Brien discovered some of the more resourceful and savvy clients were opting for "pre-paid cards". These clients noted that pre-paid debit cards are safer than carrying cash and allow them to leverage on-line services (to see the full report, please go to http://filene.org/publications/detail/Public_Assistance.)

In response to the revelations made in Mr. O'Brien's study, the CalWORKs Advisory Committee began to research the emerging world of "pre-paid cards." We quickly learned that the costs and fees of these pre-paid cards vary widely. In January, Employment Services expanded its collaboration with United Way Silicon Valley and a new partner, Community Financial Resources (CFR),

to pilot the use of CFR's pre-paid debit card with CalWORKs clients. This card includes many banking features such as: Direct Deposit; Cash back with purchases or withdrawals from U.S. Bank or Money Pass ATMs, Visa Bill Pay and other conveniences at virtually no cost to the consumer.

For the pilot program, interested Employment Connection Center clients are able to receive a \$25 pre-paid card by attending three financial education workshops provided by United Way's Program Specialists on-site. Early indications from attendees are extremely positive, with program participants asking **how to have their entire cash grant deposited to these new cards.**

In June, Employment Services will be sharing the results of the pilot program with the CalWORKs Advisory group. Long-term strategies for pre-paid card use are already being considered, such as distributing to CalWORKs clients for their transportation payments. Such an action could address some of the challenges brought about by Valley Transportation Authority's transition to the CLIPPER Card system. Another, more global consideration, being explored is offering this option to clients when they apply for their cash grants.

In an increasingly on-line economy, Social Services is looking forward to widening the array of financial tools and options available to CalWORKs clients and helping our families make simple steps towards safer and more conventional financial systems. (Interested in learning more about Community Financial Resources? Check out www.communityfinancialresources.net.)

Your eTicket To Ride



Valley Transportation Authority (VTA) is revolutionizing their approach to fare collection by joining the CLIPPER transportation system.

CLIPPER is an all-in-one transit “smart” card that is linked to an account which holds transit passes and fares, just like a pre-paid credit card. VTA riders will be able to add “electronic cash” value onto their card and “tag to ride” any time they use VTA busses or Light Rail.

VTA’s implementation of the CLIPPER system comes after the successful introduction in neighboring, San Mateo, San Francisco, Alameda and Contra Costa Counties. Santa Clara’s entry into the CLIPPER system is slated to take place in July. You will begin seeing a “pre-emptive media blitz” informing riders of the change beginning this spring.

Light Rail stations and buses will be equipped with CLIPPER card readers, all the rider needs to do is tag (swipe) their card across the CLIPPER logo on the reader until they see the green indicator light

flash and hear the beep. The card reader will display the remaining cash value on the card or the expiration date of the monthly bus pass for the rider’s convenience. Card readers for the Light Rail system will be visibly placed on the Light Rail platform, allowing riders to tag their “Tag To Ride” card before entering the light rail.

VTA Riders can purchase a CLIPPER Card, add cash to the card and purchase monthly passes by visiting a “CLIPPER Add Value Machine” at participating Walgreens locations and Transit Ticket offices. Funds added in person will be available for use immediately. Riders with internet access can add cash online and set up automatic reload payments through the CLIPPER Card website or over the phone by calling 877-878-8883.

With many of our families utilizing VTA’s transportation services, it is imperative that we begin educating them on what they can expect when CLIPPER Cards come into use. Please attend CalWORKs Advisory, Refugee Forum and Safety Net meetings for updates on CLIPPER.

“Tag To Ride”



A Life Changing Service



Employment Services occasionally discovers that our clients’ job opportunities are haunted by past indiscretions and prior criminal convictions. Employment Services provides our clients an opportunity to clear their record of these convictions through the **Record Expungement Program**. These potentially life changing services are provided to CalWORKs families at no charge.

For over a decade, CalWORKs has partnered with the Office of the Public Defender to assist our families with legal counseling and representation throughout the record clearance process. During this time, the Public Defender’s Office has gone above and beyond to develop a network of multi-agency partnerships and collaborations to ensure the best possible outcomes for our families.

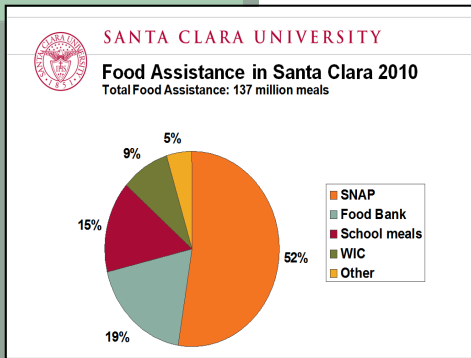
To expand services, the Deputy Public Defender has augmented the program by adding an intern team of law students from both San Jose State and Santa Clara Universities. Together, these students work diligently with program staff to maintain ongoing communication with program participants, file legal motions, represent families in court and advocate on their behalf with the Department of Revenue and the Department of Probation. The Record Expungement Program is available to all families currently enrolled in, or receiving Post Aid Services through, Employment Services. *(Interested? Please contact the Office of the Public Defender’s at 408-299-7025, or refer to the Record Clearance Application provided in the Appendix.)*

CalFresh on the Move



Everyone should have access to the nutritious foods they need for a healthy, productive life. The Safety Net remains committed to mobilizing the needed resources to end hunger in our region.

The Safety Net's Hunger Index* measures the progress we are making as a community towards this goal. As indicated on the left, the top two sources of food assistance continue to be CalFresh and Second Harvest Food Bank's pantry network.



*Hunger Index is a project by Santa Clara University, Leavey School of Business

CalFresh Outreach Efforts

Second Harvest Food Bank and our many community partners have focused on educating low-income households about potential eligibility for CalFresh. Clients often feel safe at our trusted community partners' sites and are more likely to ask questions and accept assistance with their applications. Listed is a sampling of some of our more unique partnerships:

Food For Life – You Food Connection Campaign

Second Harvest has begun distributing the new "Food for Life" cards, directing individuals seeking food services to call **1-800-984-3663**. Callers can be prescreened for eligibility and application assistance for CalFresh. Additionally they will be given information on other food assistance programs based on their need.

Ask About calfresh
 Pregunte Sobre CalFresh 詢問有關食品券 CalFresh 有查詢
1-800-984-3663

Valley Medical Center-East Valley Clinic Second Harvest staff educate clients about potential eligibility in CalFresh while they are waiting for medical care.

Most Holy Trinity Church in East San Jose – The church formed a Food Justice committee to address healthy eating at church events, develop local food policy initiatives and assist church members in accessing CalFresh benefits. Volunteers from the Food Justice committee pre-screen and sign them up for the Food Bank's application clinics. Their Priests make announcements about CalFresh in the church bulletins and from the pulpit.



The Mobile Food Connection RV visits the church four days per month.

VITA Sites – Catholic Charities has established CalFresh Application clinics at tax preparation sites in the poorest neighborhoods that target low/moderate income households.

Libraries – Twice-monthly application clinics are starting at the Tully, Morgan Hill and Campbell libraries. Library staff will promote and publish the dates in their flyers, calendars and public bulletins.



Work2Future – Work2Future hosts twice-monthly application clinics. Their GreenCadre youth program provides community outreach by distributing flyers to homes and businesses in East San Jose.

(Interested in joining us? Safety Net meets at 11:30am on the 4th Thursday of every month at Second Harvest Food Bank, 750 Curtner Ave, San Jose.)

Refugee Program



Since the early 1980s, Santa Clara County has been the adopted home to large numbers of refugees. In the last decade, the profile of incoming refugees has shifted as the number of new arrivals declined. This past year, an estimated 289 refugees resettled in Santa Clara County, a **40 percent decrease** compared to the previous federal fiscal year. Santa Clara County hosted refugees from more than 15 different countries across the globe, with 40% heralding from Iran, 25% from Iraq, followed by Burma (11%).

Given the diversity of the clients we serve, Social Services Agency contracts with four community-based organizations to provide specialized employment services to assist refugees in resettling and making social adjustments while helping them look for their first job in the United States. Catholic Charities, Jewish Family Services, International Rescue Committee and Vietnamese Voluntary Foundation offer Vocational English-as-a-Second language instruction, vocational training, and employment assistance such as resume writing, job leads, and interview coaching. During the most recent federal fiscal year, the refugee agencies assisted 168 clients in finding employment at an average wage of \$9.67 per hour.



With projected budget restraints and diminishing resources at the local level, Employment Services looks to community partners to maximize program opportunities.

Employment Services has recently partnered with Refugee Transition, a non-profit organization that has recently expanded their operations to the South Bay. Their Home-Based Tutoring Program matches volunteers to refugees and low-income immigrants. Home-Based tutoring is not restricted to “in-home”, tutoring occurs in convenient settings for both the student and volunteers, such as a local library, school or home. Volunteer tutors and students focus on developing the life skills that the student has identified as the most important. Tutors also help students learn the language and literacy skills needed to engage more actively in the community.

Give back to the community and become a literacy coach. Refugee Transitions depends on volunteers to provide support to refugee and immigrant families. Literacy coaches are provided with training and resources, knowledge of a second language is not required. The Literacy Coach Volunteer program is an excellent Work Experience and Community Services opportunity for CalWORKs participants.

(For more information and to fill-out an application, please visit Refugee Transitions web site: <http://www.reftrans.org>.)



Citizenship Day

This year marks the 23rd Citizenship Day in Santa Clara County. Come take part in this unique event and enjoy service outreach and presentations in 14 different languages. Last year, the event had over 2,500 people in attendance!

Please Join Us Saturday March 17, 2012 (See Appendix for Event Details and Citizenship Day Flyer.)

Appendix

A. CalWORKs Advisory Meeting Schedule

B. Work Participation Rate Comparison Chart

C. CalWORKs Unclassified Program

D. DeAnza CompTechS Program

E. CalWORKs Record Expungement Application

F. Citizenship Day Event Flyer



Promise
Your Family
a Better
Future

CalWORKS

SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY

CalWORKs Advisory 2012 Meeting Calendar

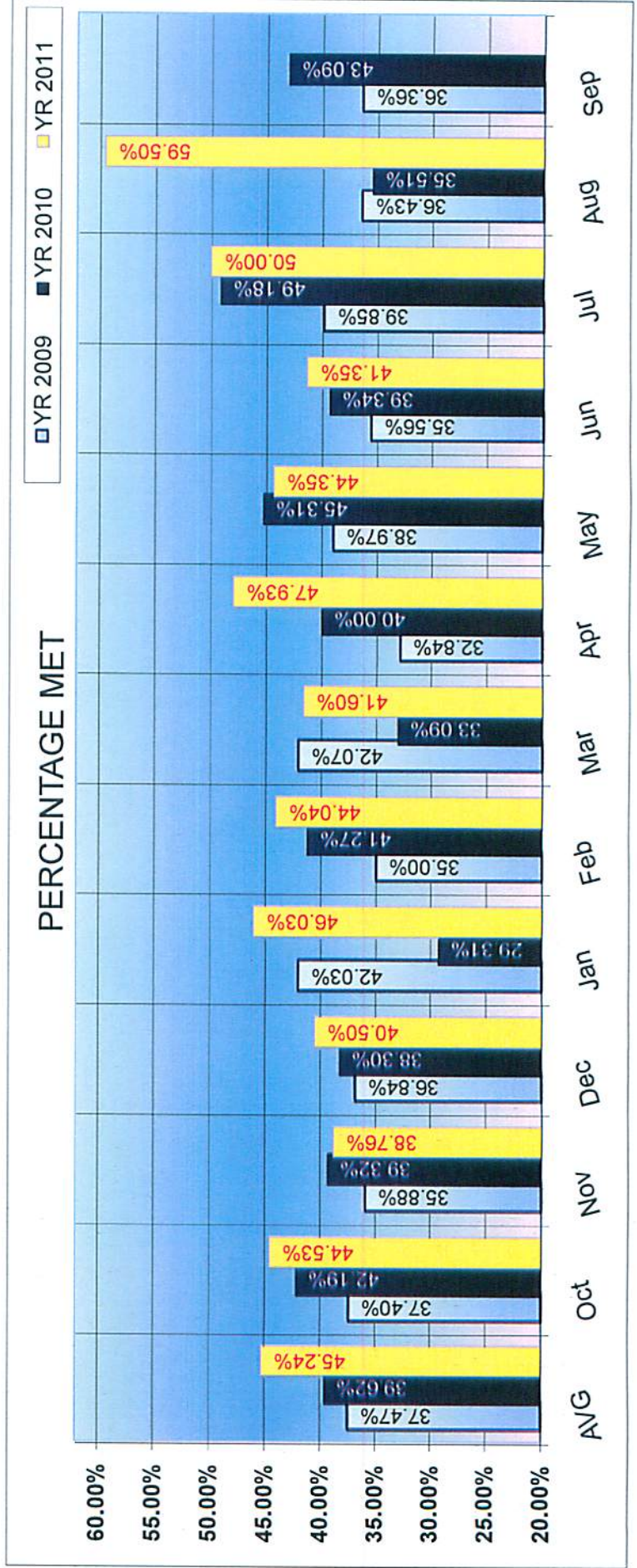
DATE	TIME	LOCATION
January 4	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
February 1	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
March 7	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
April 4	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
May 2	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
June 6	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
July	* NO MEETING THIS MONTH *	
August 1	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
September 5	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
October 3	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
November 7	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 @ 408-491-6619
or email: Anita.Casillas@ssa.sccgov.org

Santa Clara County WPR Comparison Chart

YEAR	AVG	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YR 2007	29.53%	34.49%	36.09%	33.42%	27.42%	30.30%	24.17%	26.32%	29.37%	28.93%	29.51%	21.31%	33.09%
YR 2008	33.67%	32.81%	31.82%	32.80%	28.69%	26.87%	33.82%	32.39%	37.30%	36.57%	36.69%	33.57%	40.80%
YR 2009	37.47%	37.40%	35.88%	36.84%	42.03%	35.00%	42.07%	32.84%	38.97%	35.56%	39.85%	36.43%	36.36%
YR 2010	39.62%	42.19%	39.32%	38.30%	29.31%	41.27%	33.09%	40.00%	45.31%	39.34%	49.18%	35.51%	43.09%
YR 2011	45.24%	44.53%	38.76%	40.50%	46.03%	44.04%	41.60%	47.93%	44.35%	41.35%	50.00%	59.50%	

Required rate for Fiscal Year 2000: 40%
 Required rate for Fiscal Year 2001: 45%
 Required rate for Fiscal Year 2002 - 2011: 50%



CalWORKs Unclassified Program



Other entry level positions:

- Account Clerk I - \$15.69
- Automotive Assistant - \$16.13
- Custody Support Assistant - \$17.84
- Food Service Worker I - \$14.11
- Health Information Clerk I \$14.37
- Janitor- \$15.12
- Laundry Worker - \$14.77
- Library Clerk I- \$14.57
- Medical Laboratory Assistant I - \$15.97
- Messenger Driver- \$15.47
- Office Specialist I - \$14.37
- Office Specialist II - \$15.40
- Park Services Attendant -\$11.37
- Stock Clerk- \$15.69
- Storekeeper- \$16.72
- Unit Support Assistant - \$16.13
- Utility Worker- \$16.20



Unclassified Program Coordinators:

Contact : Jennifer Brook: 758-3527
 Mario Muniz: 758-3701
 Trang Pham: 758-3726

Email:

Calworksunclassified@ssa.sccgov.org

Special Recruitment

NOW Accepting Applications!

OFFICE SPECIALIST I or II

The Unclassified Program recruits CalWORKs participants who meet the minimum job requirements for specific entry positions.



Referral Process:

1. Participants submit a County Application and include a Resume to their referring Employment Counselor or Community Partner.
2. A Letter of Recommendation and the CalWORKs Unclassified Program Application Cover Sheet is completed by the Employment Counselor or Community Partners.
3. PONY OR MAIL the above 4 items to:

UNCLASSIFIED PROGRAM
 CalWORKs Employment Services
 Employment Connection Center
 1879 Senter Road
 San Jose, CA 95112

Summary of Minimum Qualifications

Office Specialist I

- Training and experience equivalent to **high school graduation**.
- Perform general clerical or office practices and procedures including filing, references sources, etc.
- Use of standard office machines
- Basic Mathematics

Office Specialist II

- Training and experience equivalent to the possession of a **high school diploma and 1 year of work experience** in an office function equivalent to an Office Specialist I with Santa Clara County.
- Basic office practices and procedures, including filing systems, financial record keeping, reference sources and operation of standard office machines;
- Customer services principles, including the handling of irate and distressed people;
- Computer applications such as word processing, spreadsheet and/or database;
- General English usage including style/format, grammar, punctuation, and spelling;
- Basic mathematics (for simple calculations);
- Telephone procedures and etiquette.

*For complete and up to date job specifications for county positions go to www.sccgov.org



The Occupational Training Institute's

Computer Technical Support



For CalWORKs



Do you...

- ❖ Like puzzles or figuring out problems
- ❖ Helping others?
- ❖ Talking on the phone?

Then you might enjoy a Computer Technical Support!

Don't delay this program only has limited slots!! Call for your appointment today

Benefit of the CompTechs program include:

- ❖ No prerequisites
- ❖ Can be completed in one year (3 quarters)
- ❖ Obtain paid internships
- ❖ Upgrade existing job skills
- ❖ Earn a Certificate of Achievement

For more information contact:

Carmen Pereida (408) 864-8541 OR Sabrina Stewart (408) 846-8360
 Occupational Training Institute Office – De Anza Community College
 21250 Stevens Creek Blvd, Cupertino CA 95014
www.oti.fhda.edu

Partial support for this work is provided by the
 California's Community Colleges Chancellor's Office, Economic and Workforce Education Unit.
 Job Development Incentive Funds and CalWORKs



COUNTY OF SANTA CLARA
ADULT PROBATION DEPARTMENT
234 North First Street
San Jose, California 95131

THIS IS IMPORTANT INFORMATION. Please read carefully. It is recommended that you keep this as a reference, it will answer many of the questions you may have.

RECORD CLEARANCE

NOTICE TO DEFENDANTS

You must provide ALL the information requested on the application OR IT WILL BE RETURNED. If you do not know the docket number, please contact the Santa Clara County Sheriff's Office or the sentencing Court.

ELIGIBILITY

With the exceptions below, California State law permits you to withdraw your plea of guilty or Nolo Contendere and set aside the verdict of guilty if:

- a. You were placed on Court or formal probation and fulfilled the conditions of probation for the entire probationary period, or where the court determines it would be in the interest of justice.
- b. You were convicted of a crime, but were not placed on probation or committed to State Prison, and one year has passed since judgment, and you are not under a charge of commission of any offense, or serving a sentence, have completed the sentence of the Court, and have obeyed the law.
- c. You have paid all Department of Revenue balances related to the crime(s). [Contact Department of Revenue for your balance, if unaware.]

INELIGIBILITY

You are ineligible for a Record Clearance if any of the following conditions exist:

- a. You are still on Court or formal probation or are in a Diversion program.
- b. You were convicted of a crime, but were not placed on probation or committed to State Prison, and one year has not passed since judgment, or you are under a charge of commission of any offense, or are serving a sentence, or have not completed the sentence of the Court or have not obeyed the law.
- c. Your probation was revoked or was not successfully completed.
- d. There is an outstanding warrant for your arrest, or you have a criminal or immigration (Homeland Security) charge pending, or you are serving a sentence.
- e. You have failed to appear at or failed to pay the Department of Motor Vehicles.
- f. You were committed to State Prison or the California Youth Authority.
- g. You still owe criminal related balances to the Department of Revenue, contact Department of Revenue for balance due.

NOTE: A conviction for an INFRACTION (traffic or criminal), or for Sections 2800, 2801, or 2803 of the Vehicle Code, or for Sections 286a, 288, 288a(c), 288.5, 289(j) or a felony conviction pursuant to 261.5(d) of the California Penal Code is NOT clearable under the law.

YOUR ARREST REMAINS ON RECORD

A Record Clearance does not release you from all penalties and disabilities resulting from the charges in your case. The record clearance-process will NOT clear your record from the system. It will change the disposition of your record from conviction to dismissal if granted. Questions as to information you may be required to reveal should be addressed to an attorney licensed to practice law in California.

Information relating to your cases may be made available where the release is authorized by local, state, or federal law. Further, an order of dismissal pursuant to Section 1203.4 of the Penal Code does not relieve you of the obligation to disclose the conviction in response to direct questions contained in any questionnaire or application for public office or for licensure by any state or local agency, or for contracting with the California State Lottery.

Dismissal will not keep the charge from being alleged against you as a prior conviction in any future proceedings. It also will not serve to avoid suspension of your driving privilege as set forth in Section 13555 of the Vehicle Code, nor will it permit you to own, possess, or have control or custody of a firearm or prevent convictions under Section 12021 of the Penal Code.

Your application will be processed by the Probation Department when received from the Department of Revenue. Please do NOT send a copy to the Probation Department as it will not speed up the process. PLEASE ALLOW 90 DAYS FOR PROCESSING. You will be notified by mail as to whether your Record Clearance request was granted or denied. If you have any further questions, please contact the Record Clearance Desk at (408) 435-2073: (such as)

1. If you are an attorney and want to be notified of the 1203.4PC hearing date (felony cases only), please submit a written request along with the Record Clearance application. Also include a self-addressed stamped envelop.
2. You may qualify to have a Public Defender assist you with these matters contact (408) 299-7700 for assistance.
3. For additional information regarding probation services, or to obtain additional Record Clearance applications log onto www.sccprobation.org.

RECORD CLEARANCE APPLICATION

Appendix E

To apply for a Record Clearance pursuant to Section 1203.4 or 1203.4a of the Penal Code, complete and send this application and a **NON-REFUNDABLE \$120.00 PROCESSING FEE (CHECK or Money Order, No Cash)** payable to **COUNTY OF SANTA CLARA** to:

Please note change in Processing Fee effective 9-10-07.

County of Santa Clara
Department of Revenue
P.O. Box 1897
San Jose, CA 95109-1897

Incomplete applications will be returned

NAME: _____ AKA (other names used/arrested by): _____ MAILING ADDRESS: _____ Apt# _____ CITY: _____ ST: _____ ZIP: _____ DAYTIME PHONE: _____ BIRTH DATE: _____ DRIVER'S LICENSE: _____ SOCIAL SECURITY #: _____	
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CASES WITH CHARGES TO BE CLEARED

If you do not know your Case Number(s) this information may be obtained from the Court where you were sentenced, the County Sheriff's Office or from the California Department of Justice. If you reside outside the State of California, a printout of your Driving Record must be attached to your application for processing.

- | | | |
|-----------------------|------------------------|-------------------|
| 1. Court Case # _____ | Sentencing Date: _____ | Offense(s): _____ |
| 2. Court Case # _____ | Sentencing Date: _____ | Offense(s): _____ |
| 3. Court Case # _____ | Sentencing Date: _____ | Offense(s): _____ |
| 4. Court Case # _____ | Sentencing Date: _____ | Offense(s): _____ |
| 5. Court Case # _____ | Sentencing Date: _____ | Offense(s): _____ |

Please use the reverse side of this paper if you need more space.

Signature Date

OFFICIAL USE ONLY

FFN: _____ CASE FILE: NONE ATTACHED

Received: _____

Re-process: _____

REDUCTION APPLICATION**(NO FEE REQUIRED)**

To apply for a Reduction from a Felony to a Misdemeanor pursuant to Section 17 for the Penal Code, complete and return this application to:

County of Santa Clara Adult Probation Department
Record Clearance Section
2314 North First Street
San Jose, California 95131

Incomplete applications will be returned.

Note: *If you are applying for a record clearance also, send this application with your record clearance application to the Department of Revenue (DOR), P.O. Box 1897, San Jose, CA 95109-1897. If you are only applying for a reduction, send to the address above.*

Note: *All criminal related balances owed to the Department of Revenue **MUST** be paid in full, prior to submitting this application.*

PLEASE PRINT CLEARLY OR TYPE

OFFICIAL USE ONLY

NAME:

AKA (other names used/arrested by):

MAILING ADDRESS:

APT#

CITY:

STATE:

ZIP:

DAYTIME PHONE:

DATE OF BIRTH:

DRIVER'S LICENSE/ID #:

SOCIAL SECURITY #:

Please submit a typewritten response to the following questions:

1. Why do you need a reduction?
2. Where have you resided during the last 2 years?
3. What is your present job? (If less than 2 years, what types of jobs have you had?)
4. What is your family status? (Married, Divorced, etc.)
5. Please submit other information you feel would help the Court make a decision regarding your request.

CASES WITH CHARGES TO BE REDUCED

If you do not know your Case Number(s) this information may be obtained from the Court where you were sentenced, the County Sheriff's Office or from the California Department of Justice. If you reside outside the State of California, a printout of your Driving Record must be attached to your application for processing.

1	Municipal Courts												
<input type="checkbox"/>	Superior Court	<input type="checkbox"/>	Gilroy	<input type="checkbox"/>	Los Gatos	<input type="checkbox"/>	Palo Alto	<input type="checkbox"/>	San Jose	<input type="checkbox"/>	Santa Clara	<input type="checkbox"/>	Sunnyvale
Court Case #:			Sentencing Date:			Offense(s):							
2	Municipal Courts												
<input type="checkbox"/>	Superior Court	<input type="checkbox"/>	Gilroy	<input type="checkbox"/>	Los Gatos	<input type="checkbox"/>	Palo Alto	<input type="checkbox"/>	San Jose	<input type="checkbox"/>	Santa Clara	<input type="checkbox"/>	Sunnyvale
Court Case #:			Sentencing Date:			Offense(s):							
3	Municipal Courts												
<input type="checkbox"/>	Superior Court	<input type="checkbox"/>	Gilroy	<input type="checkbox"/>	Los Gatos	<input type="checkbox"/>	Palo Alto	<input type="checkbox"/>	San Jose	<input type="checkbox"/>	Santa Clara	<input type="checkbox"/>	Sunnyvale
Court Case #:			Sentencing Date:			Offense(s):							

Please use the reverse side of this paper if you need more space.

Signature

Date

OFFICIAL USE ONLY

FEN: _____

CASE FILE: NONE ATTACHED

CITIZENSHIP DAY

Your Community, Your Voice, Become a Citizen and Vote!

Saturday, March 17, 2012

मितीजनमिप सिन

美国公民入籍日

روز تابعیت آمریکا

NGÀY NHẬP TỊCH

DIA DE CIUDADANÍA

ARAW NG PAGIGING MAMAMAYAN



Located at:

**CENTER FOR EMPLOYMENT
TRAINING (CET)**

701 Vine Street

San Jose, CA 95110

&

REBEKAH CHILDREN'S SERVICES

290 IOOF Avenue

Gilroy, CA 95020

On March 17th, you will receive FREE:

- Orientation on how to become a U.S. citizen
- Information about how to qualify for assistance with the USCIS application fee
- Initial legal assessment, if needed
- An appointment for a later date for the following FREE services:
 - . Assessment of eligibility
 - . Application assistance (N-400)
 - . Referral to ESL and citizenship classes
 - . Handouts of test questions

For more information and to register, please call:

English/Vietnamese: 408-453-3013 (San Jose)

408-534-5247 (San Jose)

English/Spanish: 408-453-3017 (San Jose)

408-534-5451 (San Jose)

408-914-8337 (Gilroy)

Citizenship Orientations *Scheduled by Languages:*

SAN JOSE

TIMES

English	9am, 10:45am, 1:15pm
Amharic	10:30am
Cambodian	9:00am
Cantonese	9:00am
Mandarin	1:15pm
Farsi	1:15pm
Hindi	10:15am
Punjabi	9:00am
Korean	10:30am
Tigrinya	10:30am
Russian	1:15pm
Filipino/Tagalog	1:15pm
Spanish	8:30am, 10:30am, 12:30pm
Vietnamese	9:15am, 10:30am, 1:15pm

GILROY

TIMES

English	12:00pm
Spanish	10:00am, 11:00am

✓ **Please Bring Green Card**

Sponsored by the Santa Clara County Citizenship Collaborative:

Asian Law Alliance (ALA), Catholic Charities, CET's Immigration & Citizenship Program, Office of Human Relations, Sacred Heart Community Services (SHCS), Services Immigrant Rights & Education Network (SIREN)





SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY

Making a Difference through People, Service, Performance