



Employment Support Initiative Update 2017

Self-Sufficiency Starts With Employment

The CalWORKs program offers hope and opportunity to over 7,400 families throughout the County, providing the County's most at-risk families with financial assistance as well as a path to self-sufficiency. Through CalWORKs, parents are required to take part in Employment Services, an empowering program designed to help families overcome barriers through tailored supportive services, education, employment training, mental health services, and direct links to jobs.

Over the last 25 years, Employment Services has established a broad network of community partners to assist with a wide variety of services intended to remove barriers to employment and provide needed services. For many of our clients the employment support and guidance is a key factor in entering the workforce and attaining long-term stability for their families.

Today's Investment, Tomorrow's Rewards

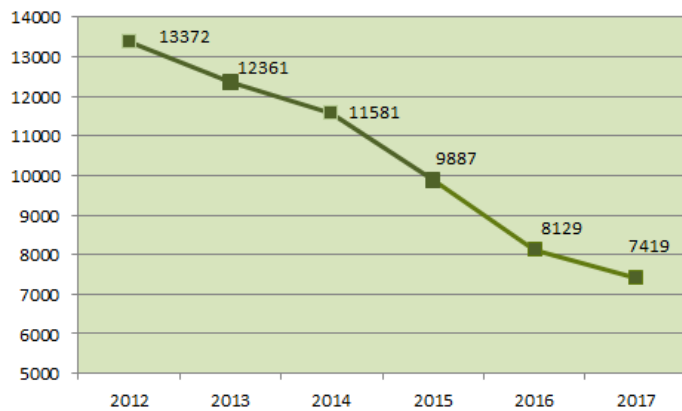
Employment Services is deeply invested in providing the tools that help families lift themselves up from poverty. In the following pages you will get a glimpse of our program and an update on the vital elements that help our clients thrive. Additionally, Employment Services is proud to unveil some exciting developments aimed at combating generational poverty trends through partnerships and new employment based opportunities for the CalWORKs youth population and Safety Net Families.

Through our efforts today we are laying the foundation of success for generations to come.

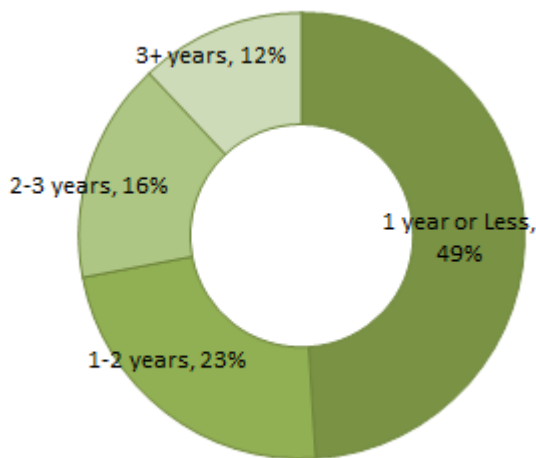
Rafaela Perez

Director
Employment Services Bureau

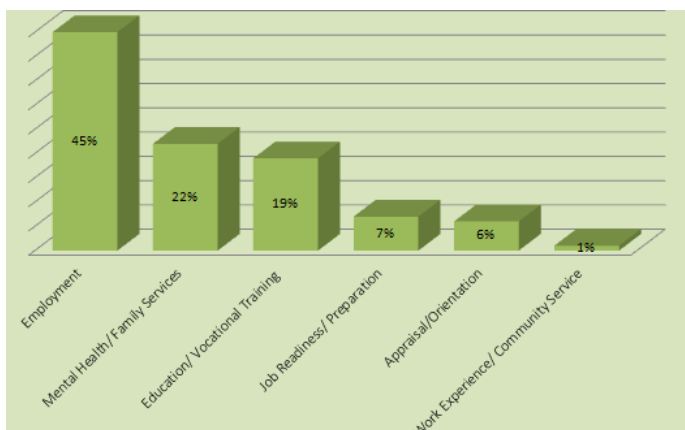
CalWORKs by the Numbers



CalWORKs Caseload: Many of the area's low-income families struggle just to meet their basic needs. Stringent state requirements have created a situation in which the program can only serve those in the most dire financial situations and for a limited period of time. Employment Services is focused on innovating programs to meet the needs of evolving barriers, serving new populations, and honing services.



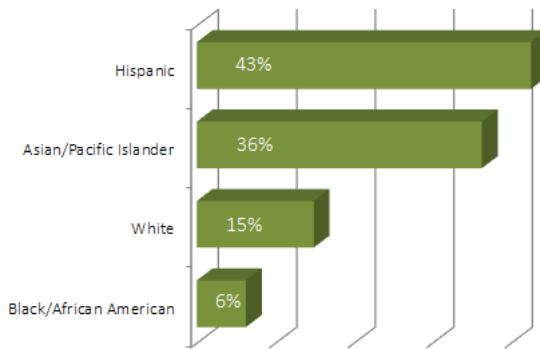
Time on Aid: Half of the participants in CalWORKs receive aid for a year or less. Overall, fewer clients receive aid for extended periods of time.



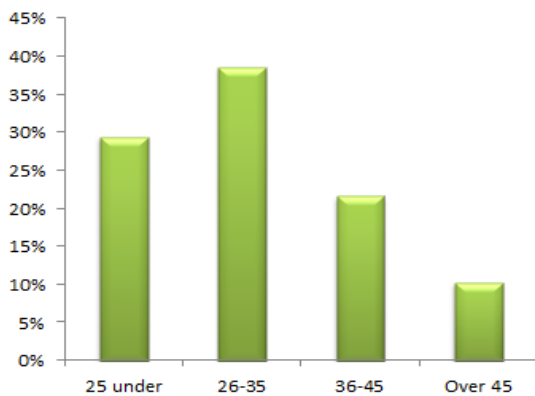
CalWORKs Activities: The majority of Santa Clara County families in CalWORKs are employed. Over 900 clients are employed, averaging 28 hours per week and earning an average of \$15.59 per hour. The next largest group are those participants obtaining mental health and family services (see page 8 for more information on these services). Approximately 20% of the participants are working toward self-sufficiency by completing their education.



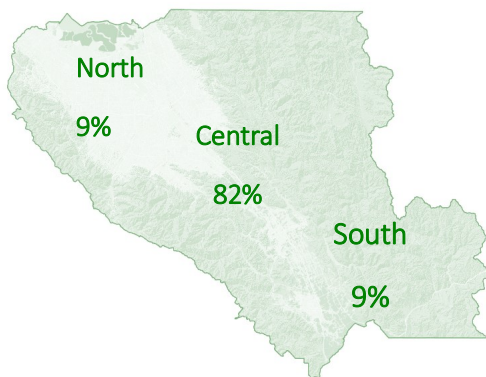
Family Composition: The majority of the CalWORKs families in Santa Clara County are single-parent households led by a mother with two children. Today, men make up 17% of the Employment Services population.



Ethnicity: The ethnic make-up of CalWORKs families reflects the County's rich diversity. The largest group of participants is Hispanic, followed by Asian/Pacific Islanders.



Age: The majority of CalWORKs participants are 35 or under. Over the past five years, there has been a continued increase in the 26-35 age bracket.



County Region: 82% of CalWORKs family live in the central region of the County and are served at offices in San Jose. The 9% of participants in the northern region are served at offices in Mountain View and the 9% in the southern region are served at offices in Gilroy.

Youth Employment Programs

Santa Clara County is increasing its efforts to combat generational poverty and serve its youth. With this program, the County offers a year-round youth employment services program with a paid summer internship component to give youth the opportunity to develop the skills they need to become self-sufficient employed adults.

TeenWORKs Summer Internship

Last summer, Employment Services successfully ran a pilot program called “TeenWORKs”. Through the program, 178 teens aged 15-18 from CalWORKs families were placed in six-week paid internships. The interns earned \$15 an hour and learned skills to help them with future employment. These positions were across the county, in County offices and with non-profit organizations. Many of the teens said their internships inspired them to pursue public service: working with children, careers in social services, or the education field.



75%

of interns reported that this was their first paid work experience, and most noted that they would not have had a summer job had it not been for their internship.



“When I got my first paycheck, I stopped at the grocery store to buy my family groceries.”

-Yesinia G.

Santa Clara County Intern & Earn

Following the success of the summer program, and to address the need for greater youth employment services, the County has developed a program that now includes year-round services.

Employment Services is partnering with the Department of Family and Children's Services (DFCS) to serve youth receiving CalWORKs benefits (ages 16-18) and foster youth (ages 16-24). This program will give eligible youth and young adults the opportunity to develop employment readiness skills and connect to job opportunities and career pathways.

Program Basics

This program, Santa Clara County Intern & Earn, has two components. The year-round component consists of employment workshops such as completing applications, interview techniques, resume development, financial education, and exploring opportunities for post-secondary education. In addition, it will host hiring events and employer recruitments featuring youth-friendly employers. The goal is to offer up to 48 events throughout the year.

The other component of Santa Clara County Intern & Earn consists of summer internships, modeled after last year's successful pilot program. Eligible youth have the opportunity to be placed in six-week paid internships, working 20 hours per week and earning \$15 per hour. Interns are receiving support from an Employment Counselor that includes guidance, coaching, and regular check-ins. The goal is to offer up to 400 internships this summer.



TeenWORKs gave me a reality check on taxes; I didn't know that when you work, taxes are taken away."

- Moses M.

Eligible youth and their parents have been sent letters inviting them to participate and flyers with general details. Additional recruitment and registration efforts for youth employment services are ongoing. Youth can sign up for these workshops at any time to get ready for a job or summer internship.

*Interested youth, please visit: www.sccgov.org/youthworks or **Appendix A** for more information about how to register for Santa Clara County Intern & Earn. Interested Employers, please call **(408) 758-3797** and ask to speak to an Employer Relations Specialist.*

"TeenWORKs helped me transition into my first job ever. It is an amazing experience and I am thankful to have this opportunity. With the tools I got from TeenWORKs, I will use them when I attend college" -Justin F.

Subsidized Employment: Safety Net

Employment Services is embarking on a new initiative that will provide subsidized employment opportunities to CalWORKs recipients who have timed out of their 48-month CalWORKs Time Clock. Santa Clara County has approximately 2,000 families who will be eligible for a “second chance” to participate and secure employment. These families will also be eligible for childcare referrals and up to 12 months of transportation assistance.

Employment Services began its outreach efforts in February 2017 to **clients approaching their 48-month time limit** with mailers, text messages, and phone calls encouraging these clients to come to the Employment Connection Center. Clients are provided drop-in one-on-one guidance on available positions and interview/resume preparation. In early spring 2017, Employment Services will expand its outreach efforts to **families who have timed-out in the last 12 months**.



Interested clients will be placed in subsidized positions, for a three to six month period. These positions are designed to help clients acquire work experience while local employers help train our workforce and transition trained employees to permanent employment.

Throughout the subsidy, Employment Counselors will monitor and support clients, and will work with employers to facilitate permanent placement. After the subsidy period, the goal is for these clients to transition into permanent unsubsidized employment.

Employment Services looks forward to the opportunity to expand services to timed-out clients through this outreach effort and to provide further assistance to these families.

*Interested in learning more? Attend a future CalWORKs Advisory Meeting (See **Appendix B**). Employers interested in becoming a subsidized worksite, please call **(408) 758-3797** to speak to an Employer Relations Specialist.*

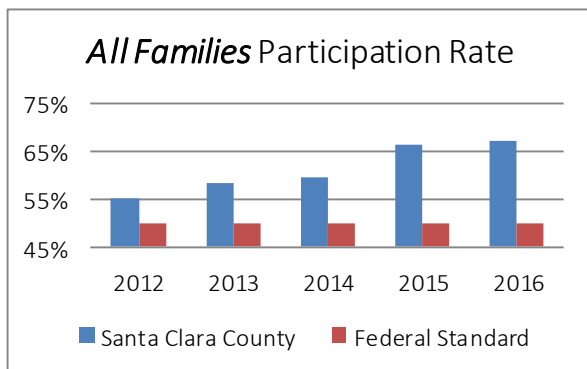
Work Participation Rate

A National Leader

Each month, the State monitors the CalWORKs Work Participation Rate (WPR) as a primary performance indicator for Welfare-to-Work programs nationwide. There are two federal measures—the *All Family*, with a required threshold of 50%, and the *Two Parent*, with a 90% threshold. WPR is measured from a sampling of cases; clients who are fully participating count toward the WPR. Santa Clara County clients meet the Federal and State standards of participation through a range of employment based activities.

Improving on Success

Over the last five years, Santa Clara County has steadily increased the *All Families* Work Participation Rate. Employment Services continues to innovate and create new solutions in order to achieve these performance indicators.



Two Parent Families

Employment Services is increasing its focus on participation rates for two-parent families. Currently, Santa Clara County's WPR is 71% (six month average) for Two-Parent Households, exceeding both the National and California averages. Santa Clara County is focused on achieving the 90% rate as one of its top priorities.

Employment Services is implementing a new strategy which consists of dedicated staff who will work exclusively with selected two-Parent families. This will allow workers to identify and address underlying challenges and barriers that are preventing the County from meeting this rate.

Social Services will be sharing the results of this project at future CalWORKs Advisory meetings.



Client Success Story

Julia and Alex Rodriguez are a two-parent family that were selected in the state sample. Initially, Alex was working full-time at a warehouse and Julia completed distance learning material, so meeting the hourly requirement seemed feasible. That changed when Alex lost his job due to an injury. By communicating with their counselor, they were able to devise a plan that involved distance learning material, mental health services, and volunteer hours which allowed Julia and Alex to meet the necessary hours for a two-parent family. It is this approach that continues to serve clients, while making Santa Clara County a leading innovator in achieving the Work Participation Rate.

Family Services Unit

Family Services

The Family Services (FS) program continues to provide urgent and individualized support to families facing crises. A multi-functional team consisting of Employment Counselors, Social Workers, Housing Support Specialists, Mental Health Specialists, and a Domestic Violence Advocate collaborate to provide intense case management. This holistic perspective helps the client stabilize their situation and re-establish their path to self-sufficiency.

Once a client is referred to the Family Services Unit, a case conference is held with the client to develop a Family Services Plan. The ideal plan provides seamless wrap-around assistance, and includes a variety of support services. Intensive and ongoing case management help ensure the client is able to get back and remain on track. (*Sample Menu of Services* below.)

FS SAMPLE MENU OF SERVICES

- ◆ Expedited Subsidized Employment
- ◆ Food and clothing
- ◆ Domestic Violence services
- ◆ Mental Health/Substance Abuse counseling
- ◆ Financial Literacy training
- ◆ Emergency housing services
- ◆ Housing subsidies



The Family Services Team

Housing Support

One of the significant barriers low-income families face is the high cost of housing in Santa Clara County. Social Services and our partner, Abode Housing Services are working closely with clients to help overcome this hurdle, through multiple housing programs.

Clients served by the Family Services Unit and Abode Housing Services may receive Family Stabilization Housing Assistance, aimed at preventing homelessness. The Family Services Unit was able to assist 38 families remain housed between July 2016 and February 2017.

The CalWORKs Housing Support Program (CHSP) assists families who have already become homeless. Staff in this program help clients locate affordable housing and provide support with deposits and rental subsidies. This year CHSP has re-housed 63 families. Other services include help with utility deposits, moving costs, and furnishings.

Finally, the SSA Rapid Rehousing Program provides housing and employment services assistance for homeless families who are not eligible under either of the prior programs. Clients include timed-out CalWORKs families as well as CalFresh families. In the first eight months of this fiscal year, the Rapid Rehousing program aided 28 families with employment referrals and placements, childcare, and assistance with locating housing. Of these, 18 families were re-housed.

Client Profile: Jason Lopez & Maria Robles

Reminiscing on times when his family was sleeping in the streets, Jason admits that he used to cry every night, hoping that life would change for his wife

Maria and their five children. At one point, Jason was working full-time and the couple was able to make ends meet. Unfortunately, Jason lost his job and they weren't able to afford their apartment. Once displaced, the family lived out of motels until they ran out of money, and finally used any shelter they could find.

The couple began searching for resources to help their family and reached out to the CalWORKs Program. Upon enrollment, Jason and Maria were connected with the Family Services Unit for assistance in the CalWORKs Housing Support Program. The couple quickly was linked to supportive services such as childcare, job search, motel assistance, and housing related services.

Within one week of beginning his search, Jason found a full-time job, and not long after Maria gained full-time employment as well. With the collaboration between the CalWORKs Program and Abode Housing Services, the family was placed in a two bedroom apartment. For the first time in years, the family had a home they could call their own.

During the Client Achievement Award ceremony in the Board Chambers, their children spoke poignantly about the experience of being homeless. Now, Jason and Maria's dream is to watch their children grow up and graduate from college. Eternally grateful, they credit their new life to the Family Services team and Abode Housing Services staff that helped them.



The Robles-Lopez Family with
Employment Counselor Sandra Loredo

Clients Taking Center Stage

Employment Services hosted several events this winter to honor CalWORKs clients and provide an opportunity to highlight their accomplishments. Employment Services staff work with clients all year to help them overcome barriers, and twice a year come together to celebrate their successes.

26th Annual Client Achievement Awards

The annual Client Achievement Awards were created to honor clients who succeed in the CalWORKs program. A rigorous selection process narrowed the field of outstanding nominees to five awardees. These select clients were recognized by the Board of Supervisors on November 15th in the Board of Supervisors' chambers. Each supervisor had the opportunity to share amazing stories and describe the impressive accomplishments of the award winner from their district. Throughout the ceremony, clients had the opportunity to enjoy the spotlight, step up to the microphone, and thank those that helped them overcome substantial barriers.



Recognizing All Nominees

With so many deserving nominees, the department held a ceremony to honor all 72 clients that received nominations. This light-hearted celebration provided an opportunity for clients to bring their families, community partners, and anyone who helped them along the way. The Employment



Connection Center was transformed into an elegant and inviting reception hall. DEBS Director, Denise Boland, hosted the event, acknowledging each client's accomplishments while they were presented with a Certificate of Achievement.

"It's really nice. I didn't expect a big ceremony like this. I thought I was done at graduation, and then this! It made me feel really great." -Laura H.

"Very empowering and encouraging to see others achieving such great goals." -Krystal N.

"I'm so happy. It's inspired me to keep working—for my children. It was a really great experience." -Bernadette E.

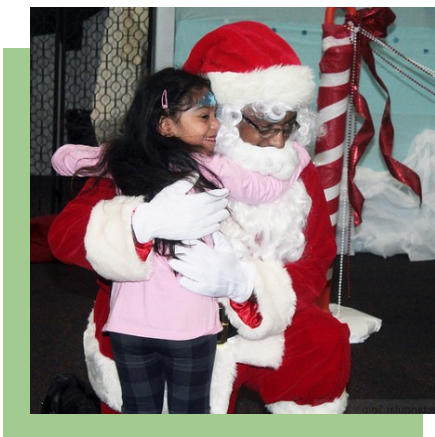
Clients were able to share a snack, mingle with family and friends, and complete the celebration with a visit to the photo booth to take pictures with friends. Clients and staff alike were moved, inspired and energized by the experience.



“It was overwhelming, we spend so much time focusing on our kids, it was nice to feel important again.”
Kristina (pictured right)

The Spirit of Giving

The Employment Connection was converted to Santa’s Workshop on December 9th. Staff volunteers hosted game stations, face painting, and put on enthusiastic performances. 159 adults and 140 children came to this exciting event. Children enjoyed story time with Mrs. Claus, but the highlight of the day was getting to visit Santa who gave moms and dads special gifts for their children. Thank you to Toys for Tots and our own staff for the donation of 411 toys!



Social Services’ Choir Performs



Mrs. Claus Enchants

Going Beyond

These events represent the commitment and dedication that embody the team at Employment Services. A very special thank you to all the staff who go above and beyond to make these occasions special for our clients.



The Safety Net

Collaborating with community partners, the Social Services Agency and Second Harvest Food Bank work closely to co-chair the Safety Net committee. The group convenes regularly to share information on emerging resources, participate in ongoing discussion of community needs, and work collectively toward solutions to issues plaguing the safety net population.

Annual Food and Donation Drive

Each year, Second Harvest Food Bank leads its Holiday Food and Fund Drive, the sole donation drive that helps feed families throughout the year. During the three-month campaign, Second Harvest works with its partner agencies and corporations to host donation stations throughout the County where donors may contribute food items or financial contributions. In 2016, Second Harvest Food Bank's Holiday Food and Fund campaign received 1.6 million pounds of food and raised \$17 million in donations, the equivalent of 35.3 million meals. The combined donations represent half of the Food Bank's annual budget and monetary contributions are used to purchase basic food staple items such as chicken, rice, beans, cereal and canned foods.

Doing Our Part

As a dedicated partner, the Social Services Agency hosts donation stations at several of our office buildings and district offices. The Agency as a whole contributed a sizeable

In 2016, Second Harvest Food Bank's Holiday Food and Fund campaign received 1.6 million pounds of food and raised \$17 million in donation, the equivalent of 35.3 million meals.



Over \$7,000 Raised



2,240 lbs of Food Donated



17,000 Meals Provided



The North County Benefit Office proudly accepts the trophy

donation. The figures to the right illustrate our tremendous team effort to fight hunger.

Celebrating good spirited competition, the Department of Employment and Benefit Services (DEBS) awards the annual "Above and Beyond" trophy to the office or unit with the largest contribution (average per person). This year's trophy winner was the North County Benefit Office in Mountain View. Last year's

Double Up Food Bucks

CalFresh beneficiaries now have an exciting new opportunity to boost their spending power through the Double Up Food Bucks pilot program launched in February. This new initiative will allow CalFresh families and individuals to increase their fresh fruit and produce budget by earning an extra dollar in matched funds for every dollar they spend on California-grown fruits and vegetables. For example, a CalFresh shopper who purchases \$8 in vegetables will earn a Double Up Food Bucks coupon for an additional \$8 in fruits and vegetables on their next trip. With the program, shoppers can earn up to \$10 in Double Up Food Bucks per day through December 2017. The pilot program is a joint effort of the SPUR Association, Second Harvest Food Bank, and the Department of Employment and Benefits Services.

There are presently three grocers participating in the Double Up Food Bucks program, two in San Jose and one in Gilroy. CalFresh shoppers in these stores can easily identify the produce eligible for coupons through recognizable signage that includes a picture of an Electronic Benefits Card and the Double Up Food Bucks logo.



Lupe Lopez, Supermarket Proprietor
Photo: Roseann Hernandez Cattani

*For participating grocery store locations and additional program information, please see **Appendix E** or visit the Double Up Food Bucks website at www.doubleupca.org.*

Targeted Outreach to Tackle Hunger

In 2017, Social Services is engaging in a unique new outreach effort using specialized data mapping technology to identify families and individuals that may be eligible for CalFresh benefits. Through this new project DEBS will be pinpointing, by address, Medi-Cal recipients that are not presently receiving CalFresh benefits.



DEBS will be mailing CalFresh marketing materials and information to these potentially eligible clients. The mailers will provide food access flyers and information on how to apply for CalFresh.

Following the initial mailing, Second Harvest will be surveying a sample of the population that received the mailers to determine how effective they were in helping residents attain food and benefit access. After measuring for positive impact, the effort will be replicated and expanded into new service areas.

*If interested in learning more, the Safety Net Committee gathers on the fourth Thursday of every month. Please refer to the flyer in **Appendix F** for a complete schedule of dates and locations.*

Appendix

A. Santa Clara County Intern & Earn

B. CalWORKs Advisory Calendar

C. CalWORKs Housing Support

D. Rapid Re-Housing Program

E. Double Up Food Bucks

F. Safety Net Meeting Calendar

**Employment
Connection Center:**

408-878-8488

(CalWORKs/CalFresh)



The Hub:

408-792-1750

(Foster Youth/Former Foster Youth)

CALL NOW!

Santa Clara County Intern & Earn

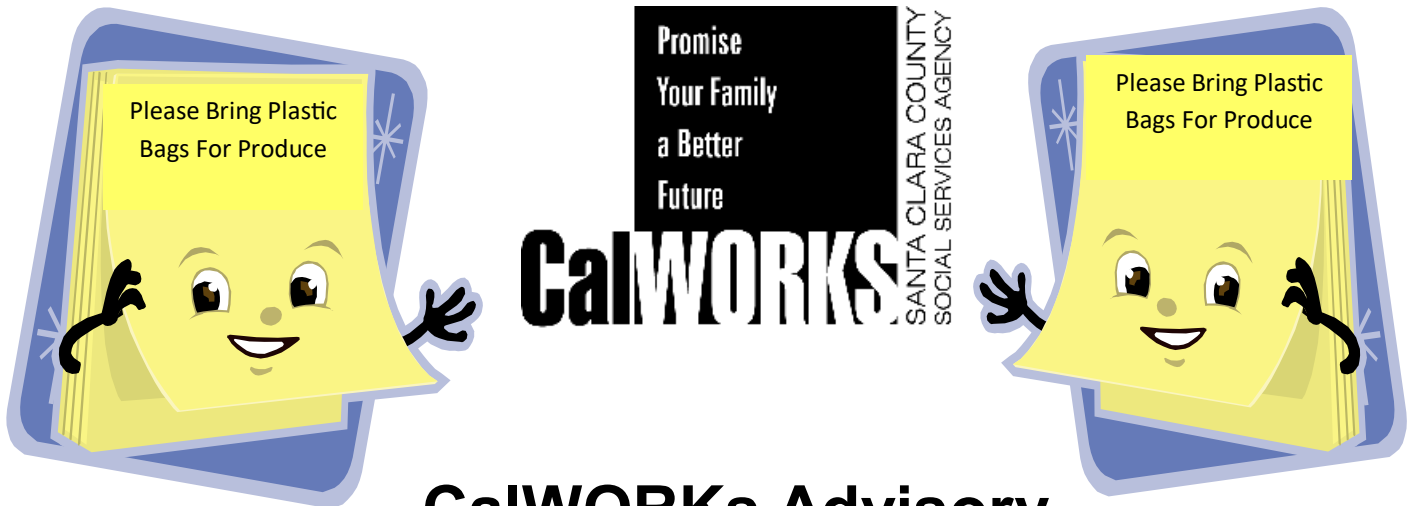
www.sccgov.org/youthworks

**Earn
\$1800
&
work experience
on a
6-week paid
internship!**

SANTA CLARA COUNTY INTER & EARN CONSISTS OF 2 PROGRAMS:

- ✓ A 6-week paid summer internship (CalWORKs and Foster Youth only).
- ✓ A year-round development program offering workshops for youth participation (CalFresh, CalWORKs, Foster Youth).





CalWORKs Advisory 2017 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 1	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
April 5	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
May 3	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
June 7	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
July	* NO MEETING THIS MONTH *	
August 2	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
September 6	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
October 4	11:30 - 1:30	Social Services Agency 1879 Senter Road-Orientation Room
November 1	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

CalWORKs Housing Support Program



CalWORKs Housing Support Program is designed to aid **CalWORKs** families who



Program Services

- Short-term housing subsidy
- Housing identification/placement

Program Requirements

- Resides in a public (streets, vehicle) or private place (motel), or
 - Resides in a shelter, or
 - Receipt of court ordered eviction
- AND
- Must attend Financial Literacy Workshop
 - Must meet sustainability (ability to pay rent)
 - Must meet with the program staff on a weekly basis to obtain housing and employment

*Walk-In Job search services are available for Safety-Net families at the Employment Connection Center, 1879 Senter Road Door #10 San Jose, CA 95121

Family Stabilization Housing Assistance

The goal of this program is to provide homeless **prevention** services to **Welfare-To-Work** families

Program Services

- Security Deposit
- Locating and securing housing
- Moving costs

Program Requirements:

- Receipt of an eviction notice, or
 - Behind in rent
- AND
- Must attend a Financial Literacy Workshop
 - Must meet sustainability (ability to pay rent)

QUESTIONS?

Contact your Worker

San Jose: 408.758.3500


North County: 408.278.2402

North County: 650.988.6200

Did you know?

Your client may be eligible for one of the NEW housing programs below. Find out which one!



	Rapid Re-Housing Program (RRHP)	CalWORKs Housing Support Program (HSP)
Who's eligible?	<ul style="list-style-type: none"> • CalFresh families • Non-CalWORKs Welfare-to-Work (WTW) • CalWORKs Post Aid Services (PAS) families 	<ul style="list-style-type: none"> • CalWORKs Welfare-to-Work (WTW) families • Safety Net families (Timed-out)
What is provided?	Rental subsidy, Assistance locating and securing housing, Motel vouchers, First/last month deposits, Other housing related services.	Rental subsidy, Assistance locating and securing housing, Motel vouchers, First/last month deposits, Other housing related services.
How do we define homeless?	Public or private place not meant for human habitation, shelters, motels paid by charitable organizations, fleeing or attempting to flee domestic violence.	Public or private place not meant for human habitation, shelters, and a court ordered eviction.
How do I refer?	Eligibility Worker/Employment Counselor will submit referrals/questions (SCD 2420) to rrhousing@abodeservices.org.	For Non-CWES clients, Eligibility Worker will initiate the referral to Abode via the CalWIN referral subsystem. For active CWES clients, Employment Counselor will initiate the referral to Abode via the CalWIN referral subsystem.



DOUBLE YOUR FOOD DOLLARS

It's easy with **DOUBLE UP FOOD BUCKS!**



Have questions?
 Call 1-800-984-3663 or visit
www.DoubleUpCA.org

BUY \$1 CALIFORNIA PRODUCE
 with your CalFresh Card

GET \$1 ANY PRODUCE FREE

UP TO \$10 PER DAY

- ### PARTICIPATING GROCERY STORES
- | | | |
|---|--|--|
| <p>Arteaga's Food Center
 6909 Chestnut Street
 Gilroy, CA 95020
 (408) 847-7542</p> | <p>Arteaga's Food Center
 204 Willow Street
 San Jose, CA 95110
 (408) 899-6080</p> | <p>Food Bowl 99
 1625 McKee Road,
 San Jose, CA 95116
 (408) 251-0354</p> |
|---|--|--|





Safety Net Meeting 2017 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 Mariela Perez at: (408) 755-7187 or mariela.perez@ssa.sccgov.org

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

<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>



SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY