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EMPLOYMENT SERVICES BUREAU



2018
UPDATE



**Dept. of Employment and Benefit Services
Santa Clara County Social Services Agency**

333 W. Julian Street, San Jose CA 95110

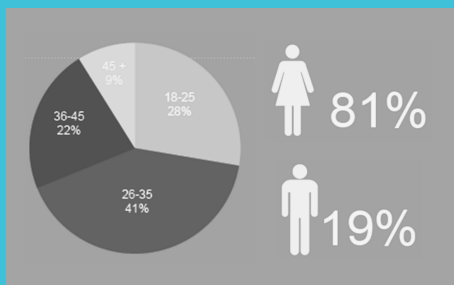
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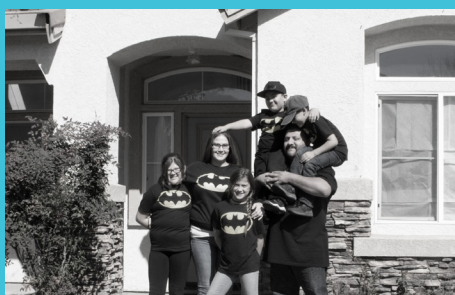
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CalWORKs 2.0

A Message from the Director

The CalWORKs program serves nearly 7,000 of the most at-risk families in Santa Clara County, offering hope and opportunity through temporary financial assistance and a path to economic self-sufficiency.

This was an exciting year for the Santa Clara County Employment Services Bureau, as we celebrated a number of important accomplishments in our administration of the CalWORKs program.

As two prime examples, we expanded our services to include a dual-component youth employment program, and we increased the scope of our housing support programs.

The dual-component youth employment program, named County of Santa Clara Intern & Earn, provides year-round employment workshops and paid summer internships to CalWORKs, CalFresh, and Foster Care youth. This innovative program is making great inroads in providing young people with the foundational tools necessary to build successful futures.

Our housing support programs have grown and now include the Housing and Disability Advocacy Program, which helps disabled, homeless

individuals apply for SSI benefits while simultaneously providing them with temporary housing assistance and a path to permanent supportive housing.

Our other housing support programs continue to offer both homeless prevention assistance (which is designed to preserve existing housing) and homeless assistance (which is designed to move families from homelessness to stable housing as soon as possible).

Finally, CalWORKs 2.0, the State's next-generation vision for CalWORKs that achieves success through a whole-family approach, is already being incorporated into our services.

The following pages highlight these programs, along with other core service areas in Santa Clara County's CalWORKs program. We hope that you will enjoy reading about these programs and service areas, all of which help the neediest families in our community attain financial self-sufficiency.

Rafaela Perez
**Director,
Employment Services Bureau**

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County of Santa Clara
Intern & Earn

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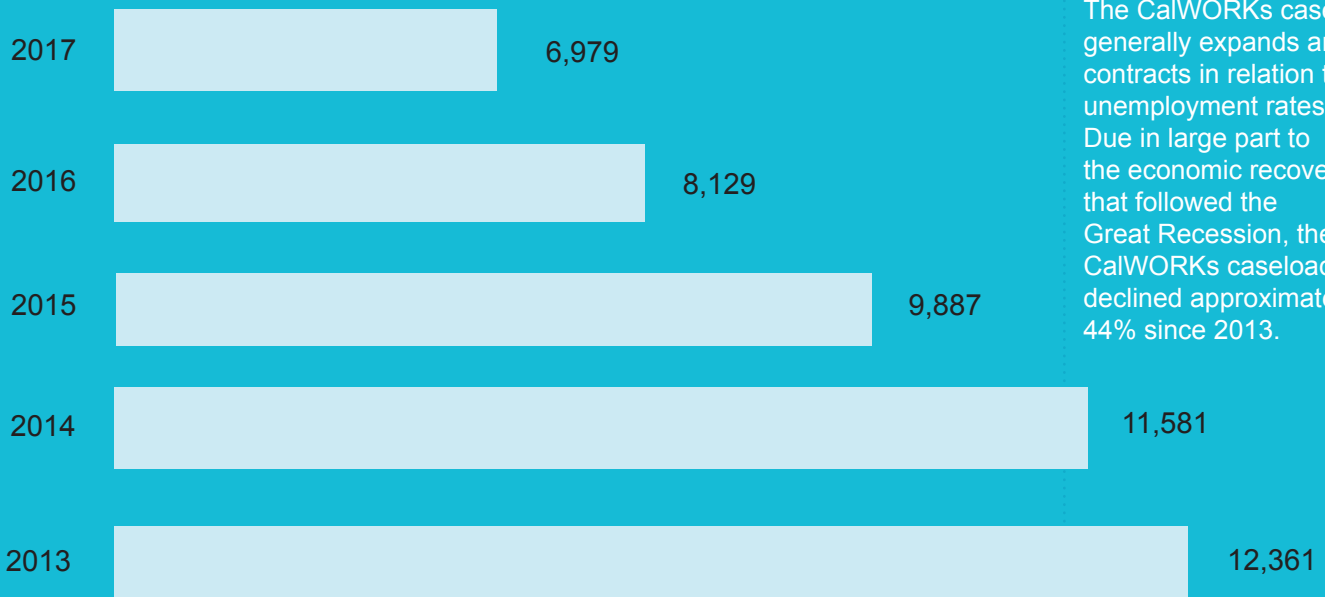


CalWORKs Client
Achievement Awards

CalWORKs Demographics

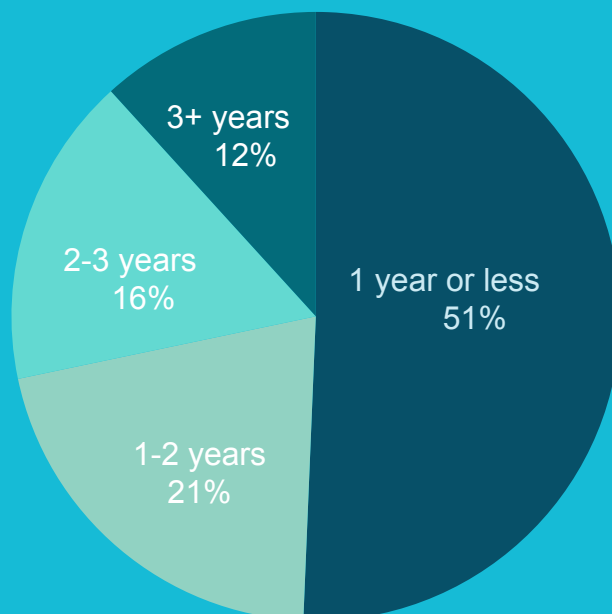
A Statistical Overview of the Program

Our Caseload



The CalWORKs caseload generally expands and contracts in relation to unemployment rates. Due in large part to the economic recovery that followed the Great Recession, the CalWORKs caseload has declined approximately 44% since 2013.

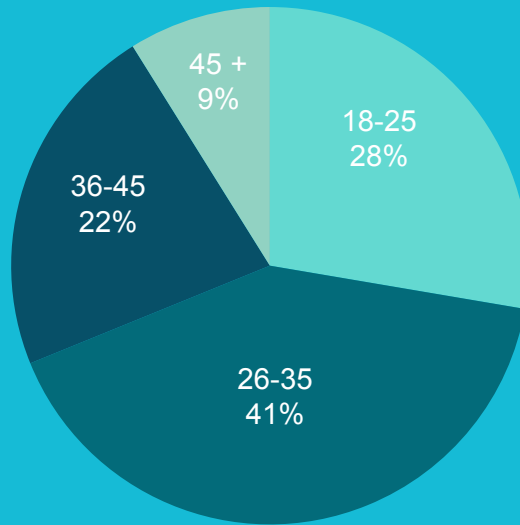
Time on Aid



Over half of CalWORKs participants receive aid for a year or less. Overall, fewer clients receive aid for extended periods of time.

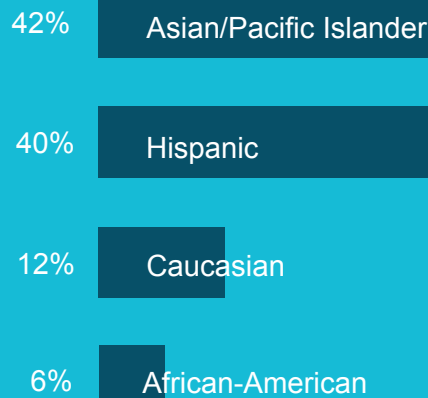
Age

Most CalWORKs participants are 35 years of age and under. Over the past few years, the number of clients in the 26-35 age bracket has increased slightly, while the number of clients aged 18-25 has decreased.



Ethnicity

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



Gender

The typical CalWORKs family is a single-parent household led by a mother with two children. This year, men accounted for 19% of the program's population—a 2% increase over last year.



81%



19%

CalWORKs Employment Services

Helping clients obtain and maintain employment



Employment Counselor Ric Santos introduces new clients to the CalWORKs Employment Services program.

The Employment Services Bureau offers avenues into employment for clients ready to enter the workforce.

As part of the program's employment engagement strategy, participants first attend an orientation where they learn about the variety of services the program has to offer. After attending the orientation, participants have access to a number of work readiness workshops, job search activities, and recruitment events.

Employment Services maintains a network of actively hiring

employers that fill both part-time and full-time positions in a wide variety of employment fields. A team of Employment Counselors helps clients secure and prepare for a new job.

Subsidized Employment

Participants have the option to find a subsidized job in the CalWORKs Employment Services program.

These subsidized positions may be temporary part-time jobs designed to help build employment skills and experience, or full-time positions with subsidized employers

“It is extremely rewarding to serve our clients and contribute to their transformation as they become financially stable.”—Ric

willing to transition clients into permanent unsubsidized positions.

Through the first half of the fiscal year, Employment Services has helped 217 participants secure a new job, earning an average of \$15.07 per hour.

While employment is the primary driver of self-sufficiency, there are critical supporting elements that contribute to successful entry into employment and long-term job retention.

Support Services

Employment Services addresses these supportive needs through employment programs and services that are tailored to resolve many of the challenges and barriers that can hamper client progress.

Through participation in Employment Services, clients are eligible for vital housing support, childcare services, stipends for transportation, and ancillary support to help pay for work-related expenses including vocational training, mental health services, and proper work attire.

With wrap-around support services, Employment Counselors work one-on-one with families to fulfill the needs created by their employment.

Employment Counselors regularly monitor their clients’

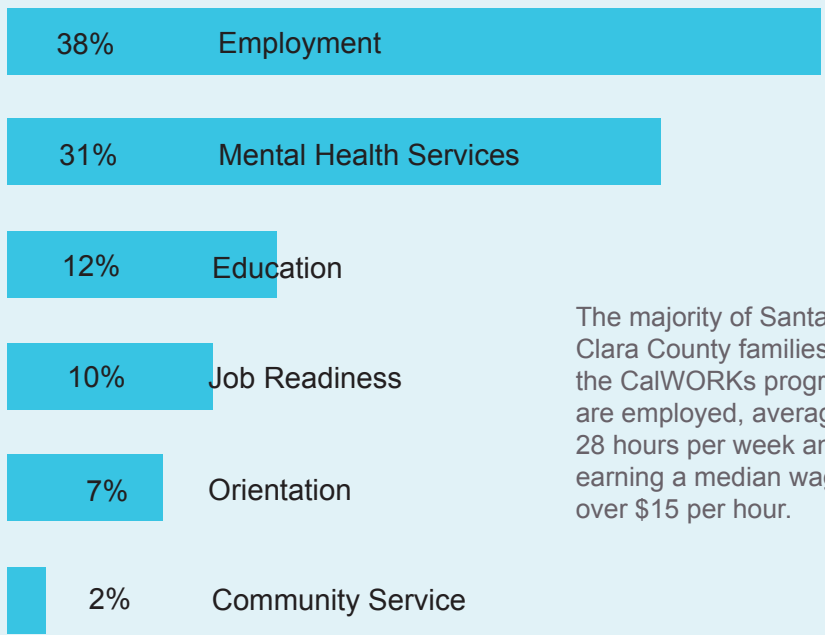
progress to identify any new challenges that arise and ensure that clients receive the coaching and monthly check-ins needed to keep their jobs.

Employment Retention Incentives

In addition to receiving monthly support, clients who obtain and retain work may earn an employment retention incentive. These incentives are available to participants who secure employment and work 20 or more hours each week.

The first incentive may be earned after maintaining employment for a minimum of 30 days. Additional quarterly incentives are available to families that transition off aid into the year-long period of Post-Aid Services. The incentive payments are a great resource for families managing a tight budget while working their way to permanent financial stability.

CalWORKs Activities



The majority of Santa Clara County families in the CalWORKs program are employed, averaging 28 hours per week and earning a median wage of over \$15 per hour.

For many families, continuing their education is a crucial step on the path to lasting economic self-sufficiency.

CalWORKs Educational Programs

“Education is the key to unlock the golden door of freedom.” – George Washington Carver

Is there is a connection between education and how much someone can earn? Studies show that high school graduates earn a higher wage than people who do not graduate high school, and college degree holders earn even more.

But even with the knowledge that a higher level of education can increase their earning potential, some CalWORKs families believe that furthering their education would be financially impossible.

With the services provided by CalWORKs, many families find that continuing their education is not only a very real possibility, it is also the key to lasting economic stability. To help these clients meet their goals, Santa Clara County has established a robust educational network with local Community Colleges and Adult Education providers.

This collaboration allows clients to attend school or a vocational training program while simultaneously building a resume by participating in work experience or community service. This past year, 250 CalWORKs clients working toward their GED have been served by Adult Education providers. An additional 243 clients have been served by local Community Colleges as they pursue their associate’s degree or other certification.

CalWORKs Educational Opportunity and Attainment Program

State lawmakers know that pursuing an education is often a difficult balancing act when it comes to money. Earning a high school diploma or college degree means being able to compete for higher paying jobs after graduation, but the time spent in the classroom does not generate income.

As a result, the California legislature passed Senate Bill 89, also known as the CalWORKs Educational Opportunity and Attainment Program. Under this new program, CalWORKs clients and their children



With the help of CalWORKs' educational programs, Michaela earned a degree in Health Sciences from Evergreen Valley College.

who earn a GED or high school diploma by summer 2018 are eligible to receive a one-time educational grant of \$500 upon graduation. Further, clients who are enrolled in winter 2018 college courses are eligible to receive a one-time educational stipend of \$1,000. Unfortunately, the funding allocated by the state of California was not enough to provide a grant or stipend to every qualified client.

Recognizing the merits of the CalWORKs Educational Opportunity and Attainment Program, the Administrative Office of the Department of Employment and Benefit Services (DEBS) allocated additional funds to supplement it. Utilizing these additional funds, the Employment Services Bureau will be able to provide the incentive to all eligible students.

Since January 2018, 190 college students have received a \$1,000 educational stipend. Even more individuals in CalWORKs families are eligible to receive the \$500 grant, as approximately 300 students are slated to receive their GED or high school diploma by June 2018. These monetary incentives are important because they help clients make ends meet while they are making sacrifices in the short-term for long-term benefits which they will reap later on.

Helping Clients Transition from Adult Education to College

College is the next logical step for clients who have earned their high school diploma and are looking to increase their earning potential. But for CalWORKs families who have experienced years of generational poverty, college is also a huge step into the unknown. That's where the partnerships between Adult Education providers and Community Colleges come in. The Community Colleges and Adult Education providers who partner with Employment Services are involved in a few different consortiums based on their geographical area.

One such consortium is the South Bay Consortium for Adult Education (SBCAE). SBCAE is a collaboration of four community colleges (Evergreen, Mission, San Jose City, West Valley) and five adult education schools (Campbell Adult and Community Education, East Side Adult Education, Milpitas Adult Education, Santa Clara Adult Education, and Silicon Valley Adult Education) working together to build pathways for adult learners so that they can achieve economic self-sufficiency.

In 2018, SBCAE is making new efforts to support clients. For example, Transition Specialists are being placed at the community colleges to facilitate a smooth transition for students beginning higher education. At the adult education level, some basic skills curricula are being revised to align to College and Career Readiness Standards (CCRS), using the same courses across all five adult schools. SBCAE continues to develop standards-based courses that prepare basic skills students for post-secondary success. With these new efforts, SBCAE will be able to help CalWORKs clients successfully join the local workforce and continue living in their communities.

California CalWORKs Outcomes and Accountability Review

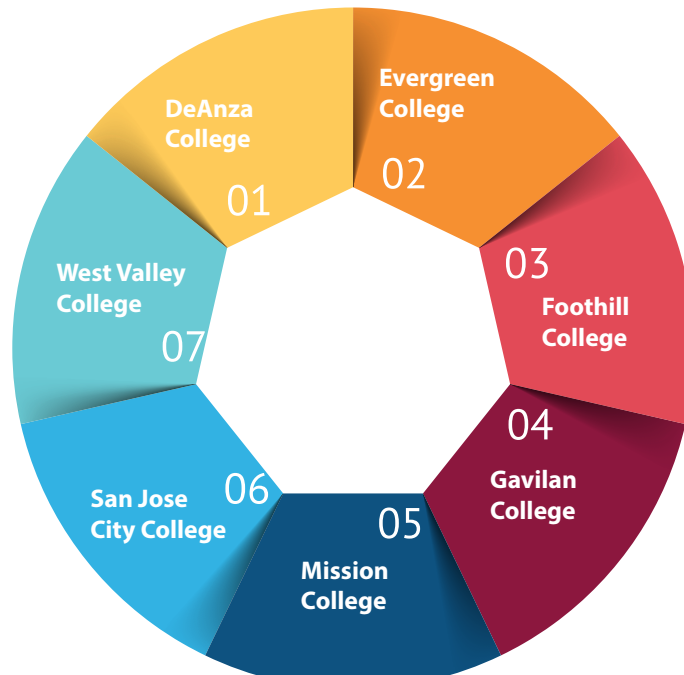
One of the challenges of the CalWORKs program is how to quantify its successes. Currently, measuring performance in CalWORKs is limited and emphasizes the Work Participation Rate or WPR (see pp. 17-18 for an explanation of WPR). To date, WPR is the federal government's only performance measure for CalWORKs.

In order to better measure the successes of the program, California has recently established a framework for a new performance measurement system, called the CalWORKs Outcomes and Accountability Review (Cal-OAR). Under Cal-OAR, data on various performance indicators will be collected and published. Counties will regularly undergo self-assessment and develop systemic improvement plans with targets for the new performance indicators.

The Employment Services Bureau has long utilized data collection and analysis as an effective means to improve its performance. With the implementation of Cal-OAR, the Bureau will collaborate with its educational partners to develop systemic methodologies that foster success through the CalWORKs educational network.

Educational providers will begin making special efforts to track client retention and graduation rates in order to analyze how these indicators translate into employment once students have transitioned out of the CalWORKs program. Cal-OAR's measures will help shape the future of the Employment Services Bureau's educational programs, as they impart the data required to help counties transition clients from the classroom to the workroom as effectively and successfully as possible.

Community Colleges and Adult Education Providers in the CalWORKs Educational Network



01
Campbell Adult and Community Education
CACE

02
East Side Adult Education
ESUHSD

03
Milpitas Adult Education
MUSD

04
Morgan Hill Community Adult School
MHUSD

05
Mountain View/Los Altos Adult Education
MVLA

06
Overfelt Adult Center
ESUHSD

07
Santa Clara Adult Education
SCAE

08
Silicon Valley Adult Education
SVAE

09
Sunnyvale/Cupertino Adult Education
FUHSD



County of Santa Clara Intern & Earn

Paid summer internships and employment workshops provide low-income youth with the skills they need for successful employment.

Employment Services has partnered with the Dept. of Family and Children's Services to administer a dual-component youth employment program, called County of Santa Clara Intern & Earn.

In an effort to reduce the effects of generational poverty, County of Santa Clara Intern & Earn engages low-income youth in job preparation, career exploration and real-world exposure to the workforce.

Employment Workshops

Through year-round employment workshops, CalWORKs, CalFresh, and Foster Care youth are able to participate in an interactive learning environment

where they can comfortably acquire and practice both the tangible and intangible skills needed to find, attain, and retain employment.

These supportive workshops cover a wide array of topics and are designed to help youth focus on short and long-term employment goals, training or educational opportunities, and employers' professional expectations of employees.



Summer Interns bonded over lunch at the #Cafe and shared experiences, culture, and traditions.





Nehemia Bell answers phones during his summer internship at the Department of Employment and Benefit Services.

“I worked at the District Attorney’s office and I was able to participate in every aspect of the judicial system. I met the mayor and sat in on trials and council meetings where we discussed gang and crime prevention measures. I worked really hard and they offered to extend my internship for another 6 months! I don’t think it could have been any better and I am grateful for this opportunity.”—Kookie Chavarria

Workshops have proven to be a key element in inspiring youth to recognize their potential while gaining perspective on what is required to achieve their career goals. Since the start of the fiscal year, approximately 230 youth have attended workshops.

The County of Santa Clara Intern & Earn program transforms workshop lessons into life experiences as it offers youth an opportunity to practice their functional employment skills and earn a paycheck.

Paid Summer Internships

In 2017, the County of Santa Clara Intern & Earn program provided six-week summer internships to work-aged youth in the CalWORKs and Foster Care programs.

The positions paid \$15 per hour and interns were able to work up to 20 hours per week. With over 142 worksites participating, youth had the option to explore professional career tracks in various fields throughout County government, in the local non-profit community, and in private industry.

Worksite Supervisors provided daily training and oversight of the youth, fostering responsibility, confidence, and pride amongst the participants.

In total, 427 youth were placed into summer internships; at the end of the program these youth boasted a 91% job retention rate, demonstrating that they were eager to work and dedicated to their jobs. The County of Santa Clara Intern & Earn program is gaining recognition for its significant impact and room for future growth.

2018 and Beyond

Based on support from the County’s Children, Seniors and Families Committee and youth feedback, numerous recommendations for the 2018 program have been explored and will be presented for consideration by the Board of Supervisors.

The recommendations include expanding the internship to CalFresh youth (in addition to CalWORKs and foster care youth), increasing the maximum work hours from 20 hours to 30 hours each week, and transforming the program from a “pilot project” to an ongoing youth employment program.

Ever evolving, these are just the first steps in Employment Services’ attempt to provide youth with the foundational tools necessary to build their future and to nourish hope for generations to come.

Employers who are interested in participating should contact Employment Services using the contact information listed in Appendix A. The interns’ wages are subsidized by the County, and new employers are always needed.

The County of Santa Clara Intern & Earn Program had a profound effect on youth and employers alike.

Acsa Cordova shared, “Before this internship I dropped out of school and was struggling to find the motivation to go back. I couldn’t keep a job and would find any reason to call in sick. Honestly, this internship didn’t even feel like a job, I loved it from day one. I found my motivation in this job over the summer and I’ll be returning to school in the fall.”

David Flamm, Deputy Director of Santa Clara County’s Office of Emergency Services, hosted three interns and shared some of their unique contributions to the community. “This was our second year hosting interns from the program. Last year they helped us organize shelter equipment that was actually used during the recent flooding event.

The work these interns did helped us deploy the equipment in an efficient and expedient manner. They liked the job so much that they came back for a second year and assisted us with public outreach and disaster preparedness. They even got to try on an E.O.D. bomb suit.”

Ranger Aylara Odekova of the Santa Clara County Parks and Recreation Department paid a tremendous compliment to all of the interns in the program, saying, “The fact that you are here demonstrates that you have deep aspirations in life, it demonstrates that you have ambition. This program sets you up for success, so congratulations to each and every one of you.”

Youth who are interested in participating should contact Employment Services using the contact information listed in Appendix B.





Housing Programs

A stable living situation is the first step to self-sufficiency.

“We signed our loan docs yesterday (Daniel’s 40th birthday) and we close on Thursday, February 8th. We want you and your team to know how truly grateful we are for you ALL. There is no way we would be where we are today without your support and the services your program offered us in our time of need. Thank you from the bottom of our hearts! We want people to know that if we could do it, anyone can! Faith, Motivation, and Determination!”—Amanda and Daniel

From Homeless to Homeowners

The story of Amanda and Daniel is an extraordinary example of how the Employment Services Bureau’s housing programs help change the lives of CalWORKs families by working together with a network of community partners to move families from homelessness to stable housing.

Amanda and Daniel were one of the first families to participate in the CalWORKs Housing Support Program when it started three years ago. Facing nearly insurmountable barriers at the time, they persevered, became employed, and achieved what seemed impossible just a few years earlier, to become owners of a new home.

While Amanda and Daniel’s success is a product of their personal efforts and determination, they have taken the time to note that their achievement was made possible by the Employment Services Bureau’s programs serving homeless families.

“Home ownership is a dream come true. We couldn’t have done it without the help of CalWORKs.”—Daniel

CalWORKs Housing Support Program (CHSP)

The program that helped Amanda and Daniel get started on their road to home ownership was the CalWORKs Housing Support Program. CHSP is designed to help qualified CalWORKs families move from homelessness to stable housing as quickly as possible.

Using the “Housing First” service model, homeless CalWORKs families are immediately placed in long-term housing with the help of Abode Services. A stable living situation allows families to work on their other challenges to financial self-sufficiency.

Family Stabilization Housing Assistance Program

The Family Stabilization Housing Assistance program provides homeless prevention assistance designed to stabilize the housing conditions of CalWORKs families in crisis. Help with past due rent and utility payments enables families to remain in their homes.

The Housing Assistance Program is part of the Family Services (FS) Unit that offers intensive case management and support through a team comprised of Employment Counselors, behavioral health service providers (Health Alliance), domestic violence victim advocates, social workers, and housing service specialists (Abode Services) to prevent homelessness. The FS Team’s multi-disciplinary approach to intensive case management assists families in crisis situations.



Rapid Re-Housing Program (RRHP)

Homeless families with minor children who do not qualify for CalWORKs housing services but are CalFresh or Medi-Cal recipients or are a former CalWORKs family receiving Post-Aid Services, may be eligible for the Rapid Re-Housing Program to obtain assistance with temporary and/or long-term housing to address their need for a home.

Housing Services and Support

Families who qualify for housing assistance are provided with a wide range of benefits designed to either preserve their current rental unit or move them into stable, long-term housing as soon as possible. Abode Services staff assist homeless families with emergency temporary shelter, locating and securing long-term housing, negotiating with landlords, providing security deposits and short-term rental subsidies, assistance with moving costs, and the purchase of basic household items (bedding, cooking equipment, etc.). Through another community partner, the Bay Area Furniture Bank, participating families receive furniture such as beds, tables, chairs, and sofas to furnish their new homes.

Opening Doors for Homeless Families through Community Partnerships

Consider the challenges of housing homeless families in Santa Clara County:

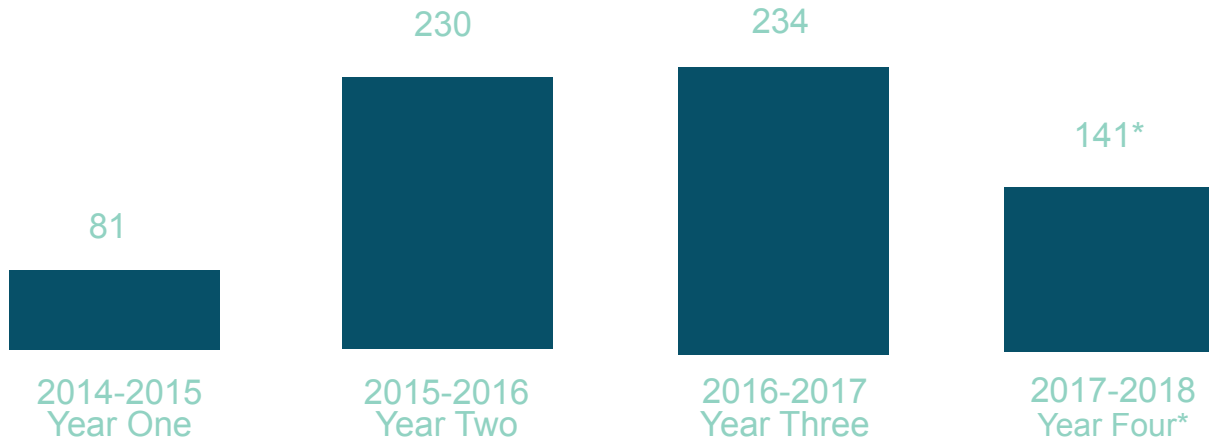
- One of the most expensive housing markets in the country;
- Convince landlords to rent to families who have lost their housing, have limited incomes, and will receive housing subsidies for only a limited time;
- Find housing for families who may have been evicted, have poor credit ratings, or are currently unemployed;
- Families without personal transportation must find a way to get their children to school and daycare as well as travel to work or the Employment Connection to pursue employment opportunities.

Opening the door to a new home for a homeless family requires the efforts of a large network of committed organizations. While the staff of Abode Services performs much of the “heavy lifting” for the program by constantly searching for suitable housing opportunities for the program’s families, negotiating with landlords to open their doors and rent their properties to the program’s clients, and providing ongoing support to families to ensure that they are keeping up with their rent payments and serving as good tenants, participating families would not be successful without the support of many others.

As noted earlier, the work of Abode is supported by the Family Services Unit who connects families in crisis with child care and other services that address non-housing family needs, on-site Family Financial Literacy workshops conducted by the staff of MetroEd that help families develop or update their budget plans, and the staff of the Employment Connection who work with parents to help them find and secure employment that will enable the family to afford their monthly rent and help them continue on the path to financial sustainability.

For more information about the Bureau’s housing programs, please see Appendix C.

Families Assisted through Housing Programs



*Partial Count through 1/31/18

The Office of Supportive Housing

The Santa Clara County Office of Supportive Housing (OSH) is a critical partner in the Employment Services Bureau's efforts to address the needs of homeless families. As the county department tasked with addressing the housing needs of disadvantaged residents, OSH coordinates services to homeless individuals and families through the Santa Clara County Continuum of Care. The Continuum of Care establishes standards of service and coordinates assessments, recordkeeping, and the delivery of services.

OSH frequently provides the necessary local funding match for Bureau grants received from the State. The extensive efforts of OSH are an indication of the County's commitment to address the needs of homeless families and the importance of having a stable place to live so that families can contend with other issues such as training, education, employment, health care, and counseling.

Housing and Disability Advocacy Program (HDAP)

Another example of the collaborative efforts of County departments to address the needs of the homeless is a new program initiated by Employment Services in February 2018, the Housing and Disability Advocacy Program. In collaboration with the County's General Assistance Bureau, SSI Advocacy Unit, Abode Services, and the Office of Supportive Housing, HDAP assists homeless individuals with a disability apply for benefits through the Supplemental Security Income program while also providing temporary housing assistance and a path to permanent supportive housing.

Work Participation Rate (WPR)

Every year, Employment Services strives to improve its Work Participation Rate.

The State regularly monitors the CalWORKs Work Participation Rate, which is the primary performance indicator for Welfare-to-Work programs nationwide.

There are two WPR measures—the All Family, with a participation rate of 50%, and the Two Parent, with a participation rate of 90%.

WPR is measured from a sampling of cases that have been selected for audit. During the audit period, clients meet the participation requirements of their CalWORKs plan through a range of employment-based activities; this participation counts toward the County's WPR.

All Family WPR

Over the last five years, Santa Clara County (SCC) has steadily increased the All Family Work Participation Rate to its current level of 69%. Employment Services continues to innovate and work closely with clients in order to achieve this performance indicator. (See graph below.)

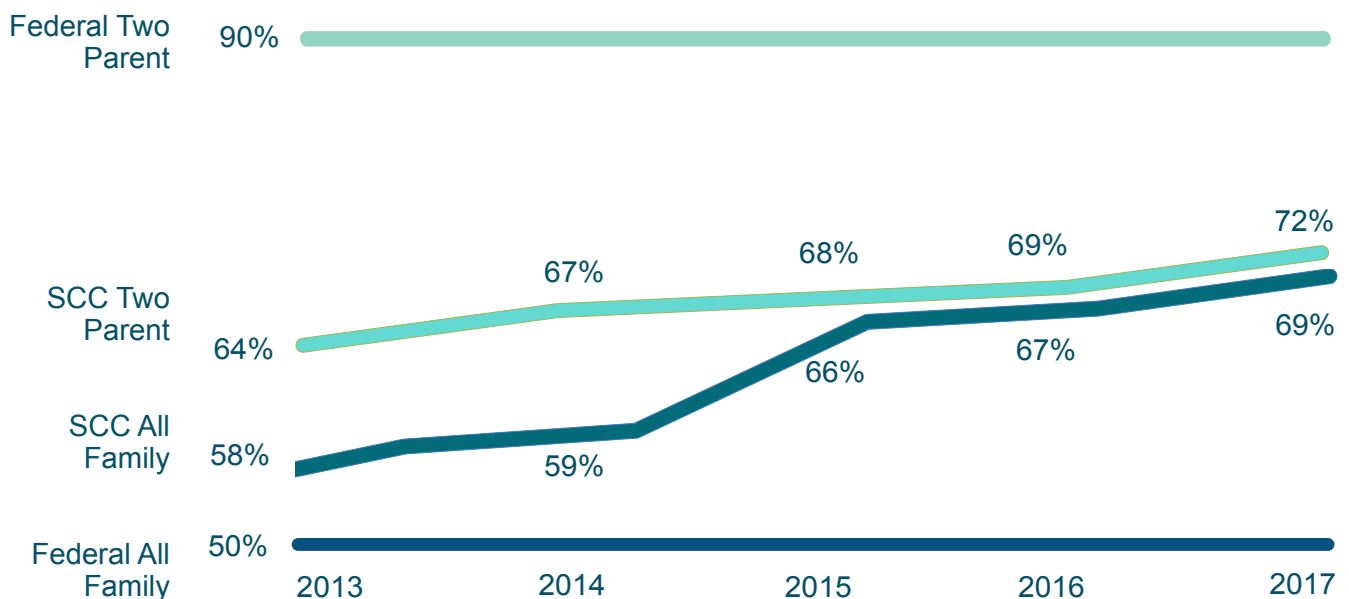
Two Parent WPR

Employment Services is focused on achieving the 90% participation rate for Two Parent families as one of its top priorities in 2018. Currently, Santa Clara County's WPR is 72% for Two Parent families. (See graph below.)

Strategies for Success

Santa Clara County is one of the State's top performers in both categories of WPR, and is always striving to improve its performance rates. To that end, the WPR Steering Committee meets every month to brainstorm WPR strategies. Additionally, the Rapid Response Team works closely with clients for the entire audit period, engaging them in additional work activities as needed to satisfy their participation requirements.

WPR Growth By Year



“Things are so much easier after participating in the CalWORKs WPR audit!”—Jasmine



WPR Audits

When Jasmine’s family was selected to participate in the WPR audit last December, Jasmine and Ricardo were both unemployed.

Ricardo had been out of work for about a month, and before that he was working on-call for a construction company. He was very motivated to find consistent work and was willing to work anywhere in order to provide for his family.

When Ricardo expressed this sentiment to his Rapid Response Team Employment Counselor Clariessa Mariscal, she immediately referred him to Sacred Heart Community Service, where Ricardo worked in a temporary subsidized capacity from December 2017 to January 2018.

Ricardo made the most of this temporary work opportunity, leveraging his subsidized position into a permanent job. The family was thrilled when Ricardo was hired by Sacred Heart Community Service as a full-time Weatherization Services Technician earning \$20 an hour.

CalWORKs 2.0: Whole-Family Services

A Strategy for Improved Client Engagement

With a goal-oriented approach, and a refined vision of whole-family services, the state's CalWORKs 2.0 campaign has taken shape and is inspiring progression in county programs throughout California.

In Santa Clara County, the Employment Services Bureau has already begun to employ many of the State's core 2.0 philosophies. It is reshaping its business model to unify these practices and exploring opportunities to further implement 2.0's new guiding principles.

Just as importantly, Employment Services is actively engaging staff in the CalWORKs 2.0

approach and is looking forward to dynamically balancing client-centric services while maintaining top performance in federal and state performance measures.

Goal, Plan, Do

In an innovative twist on existing practices, all participants will begin to utilize client-identified S.M.A.R.T. (Specific; Measurable; Achievable;



CalWORKs 2.0 is the next generation vision to set families on a path to self-sufficiency.

Relevant; Time-Limited) goals as their primary CalWORKs plan objective, while continuing to develop work plans that meet program guidelines.

Participants will have the opportunity to determine what they would like to accomplish within the program's scope during their time with CalWORKs.

Employment Counselors will collaborate and guide the client to map out milestones, and develop a plan of action that will help them achieve their personal goals.

Each plan will be a living document and as clients proceed through their activities, they will review their progress, celebrate their successes, and revise their plans as needed.

This shift is designed to create client ownership of participation with Employment Services, increasing buy-in and the motivation to succeed.

Meeting Clients Where They Are

CalWORKs 2.0 recognizes the daily challenges posed by balancing family responsibilities with participation requirements and barrier removal services.



With this in mind, Employment Services has revised its business processes to incorporate the individual needs of each client into CalWORKs services.

Some of the newly adopted strategies include scheduling Orientations and Job Club/Job Search workshops at a variety of days and times to allow for convenient school drop-off and pick-up; being flexible in employment activity scheduling by allowing participation hours to be fulfilled weekly rather than daily; and using electronic documents and modern communication tools to reduce office visits. This new paradigm prioritizes the customer experience and makes it easier and more convenient for clients to participate in CalWORKs.

Enhanced Engagement and the Whole Family Approach

The collaborative approach of CalWORKs 2.0 is an opportunity to enhance client engagement with individual clients and their families. Utilizing motivational communication techniques, Employment Counselors are focusing their efforts on building rapport with clients to achieve their goals. Every interaction is an opportunity to discuss progress and explore unanticipated challenges that the client and/or client's family may encounter.

CalWORKs 2.0 recognizes the whole-family approach as a key element of program success, since unenrolled family members often influence client participation. While checking in with their clients, Employment Counselors will offer family members direct county services or links to community partners to address a wide array of issues related to mental health, housing, employment, nutrition, transportation, financial services, legal services, and education.

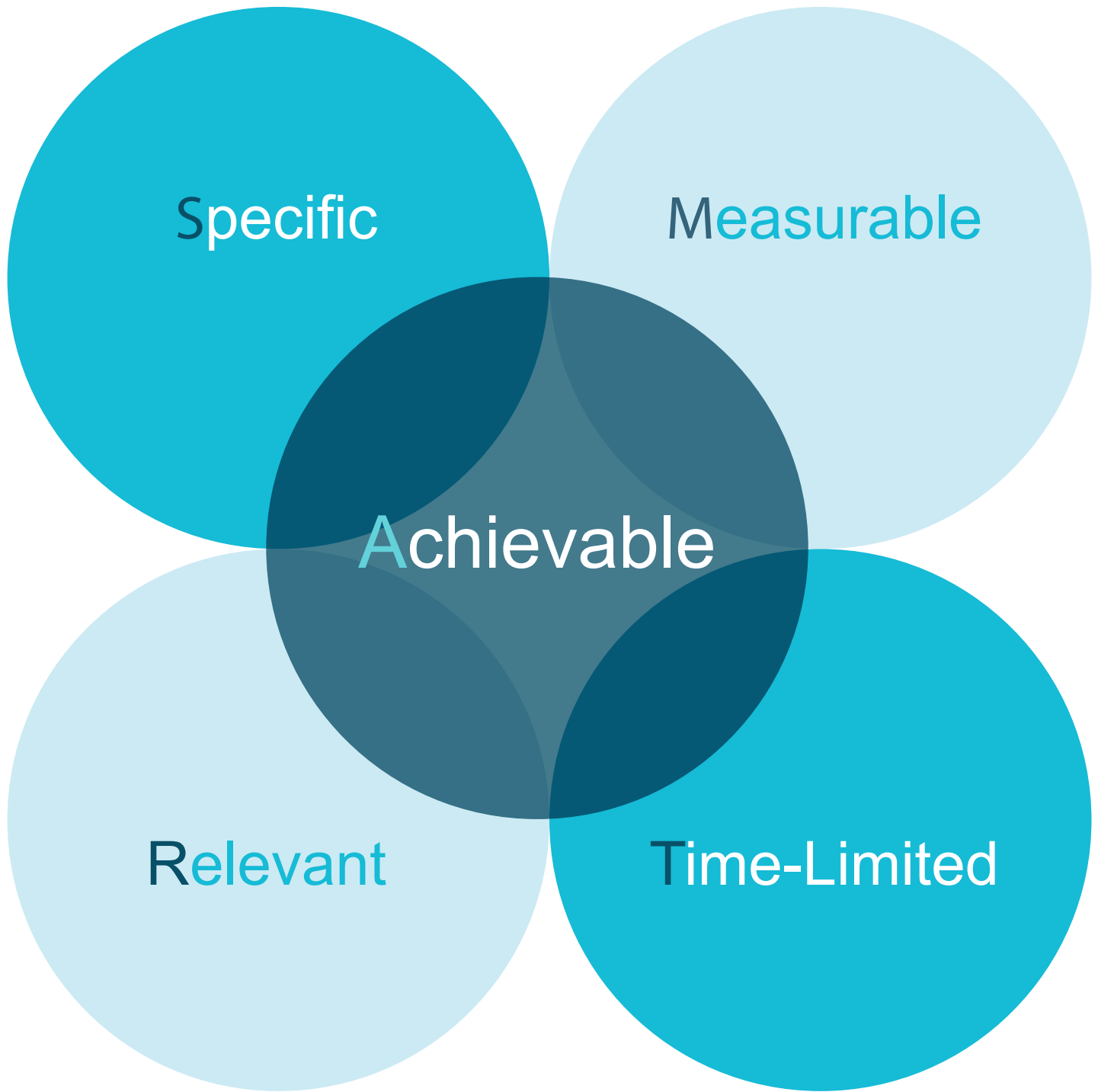
Employment Services has already made extensive gains in increasing participation by stabilizing families and providing opportunities that keep everybody moving forward. Some of the positive efforts recently utilized to engage families include offering youth internships and employment workshops through County of Santa Clara Intern & Earn, extending subsidized employment opportunities to Safety Net families, and doing outreach to sanctioned, i.e. non-participating, families.

Collaborative Progression

CalWORKs 2.0 introduces new opportunities to leverage the community partner network and seek guidance and input from the CalWORKs Advisory Committee. In the coming year, Employment Services will work closely with community stakeholders, keeping them abreast of new service strategies, identifying opportunities to include existing community-based services into client goal planning, and exploring new services that foster positive client interaction.

In an early collaboration, the CalWORKs program has drawn expertise from SSA's Staff Development team and the Department of Behavioral Health (Health Alliance) to deliver a CalWORKs 2.0 staff training that integrates motivational techniques to enhance client interaction. This training was designed to usher in the new paradigm of client coaching and goal achievement, while simultaneously helping Employment Counselors and community partners enhance the skills needed for the program to succeed. In the world of CalWORKs 2.0, providing client-centered, goal-oriented services will aid in extending engagement and improving outcomes for both the program and CalWORKs families.

To learn more about CalWORKs 2.0, join us at a meeting of the CalWORKs Advisory Committee. Please see Appendix C for the meeting calendar.



S.M.A.R.T. Goals help clients achieve their educational and employment objectives.

The 27th Annual CalWORKs Client Achievement Awards

celebrated the accomplishments of five clients who succeeded in school and/or work with the help of CalWORKs. The award ceremony also honored the contributions of an Employer of the Year and Community Partner of the Year.



Award Winner: Anna Neibel
Staff: Brian Caparros, Paul Silva



DEBS Director Denise Boland presents awards with Santa Clara County Board of Supervisors' President Dave Cortese.



Award Winner: Sadiq Abees
Staff: Vincent Sipin, Marilyn Brodie



Award Winner: Mayra Horta
Staff: Roxanne Moorhead, Iliena Hernandez, Carlos Jones



Award Winner: Tuyet Nguyen
Staff: Erin Huyhn, Jane Nunag



Award Winner: Charina Tengson
Staff: Erica Garcia



Award Winner: Sacred Heart Community Service

2017 CalWORKs Client
Achievement Award Winners:
Sadiq Abees
Mayra Horta
Anna Neibel
Tuyet Nguyen
Charina Tengson
Community Partner of the Year:
Sacred Heart
Community Service
Employer of the Year:
ConXion to Community



Award Winner: ConXion to Community



DEBS staffer Jack Lee gets ready to direct traffic for the CalWORKs Client Achievement Awards!

to VTA

must tag Clipper card or have proof of payment before boarding light rail.

Class	1st	2nd	3rd	4th	5th
ADULT	\$2.50	\$3.00	\$3.50	\$4.00	\$4.50
JUNIOR	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25
SENIOR	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25
CHILD	\$0.63	\$0.75	\$0.88	\$1.00	\$1.13
YOUTH	\$0.63	\$0.75	\$0.88	\$1.00	\$1.13
STUDENT	\$0.63	\$0.75	\$0.88	\$1.00	\$1.13
DISCOUNT	\$0.63	\$0.75	\$0.88	\$1.00	\$1.13

BIKE & LIGHT RAIL POLICES

Promise Your Family A Better COUNTY AGENCY

Appendix A.
County of Santa Clara Intern & Earn Program—Employers’ Flyer

Appendix B.
County of Santa Clara Intern & Earn Program—Youth Flyer

Appendix C.
CalWORKs Advisory Schedule

Appendix D.
Housing Programs



Intern & Earn

PROGRAM INFORMATION

County of Santa Clara
Intern & Earn



What is the Intern & Earn Program?

The Intern & Earn program offers an opportunity for County of Santa Clara supported youth to acquire job skills, gain real-world work experience, build healthy work habits and obtain references for future employment.

How To Get Started

- Complete Worksite Request Form
- Sign Partnership Agreement
- Submit organization certificate of Insurance

Contact Us Today

For more information about County of Santa Clara Intern & Earn program, contact one of our Employer Relations Specialists at (408) 758-3797 or email us at ecstaffing@ssa.sccgov.org.

Quick Overview

- No-cost summer internship program.
- Six-week paid summer internship program to begin on June 25 and will conclude on August 3.
- Interns will work up to 30 hours per week, Monday — Friday between 8:00 AM — 5:30 PM.
- The County of Santa Clara will be the employer of record.
- An Employment Counselor will be assigned to your worksite to provide assistance.
- You may request multiple interns.

Visit Us Online!
sccgov.org/InternAndEarn
or call
**Employment
Connection Center:**
(408) 878-8488



*Join Us For
Drop-In Registration
Sessions!!!*
Check the website or call
for the schedule of the
office nearest you!

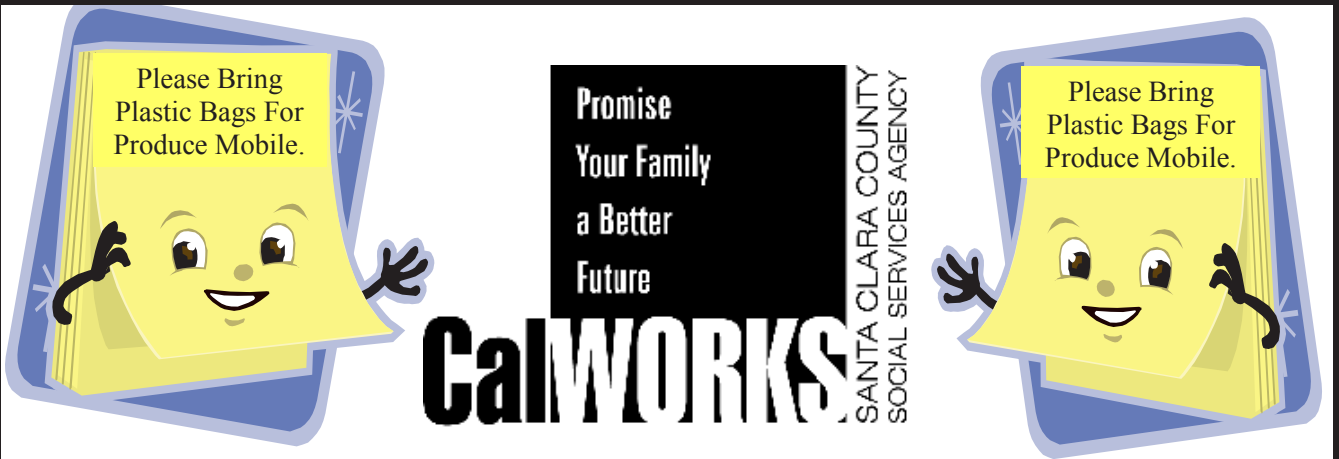
Santa Clara County Intern & Earn

- ✓ Earn \$15.00 per hour
- ✓ 6-week paid summer internship

THE SANTA CLARA COUNTY INTERN & EARN PROGRAM IS NOW ACCEPTING APPLICATIONS FOR THE 2018 INTERNSHIP PROGRAM!

- ✓ Download an application online at sccgov.org/InternAndEarn
- ✓ Or, call today to find out how to apply in person
- ✓ Internships are "first-come, first-served"
- ✓ For CalWORKs youth ages 16-18 and CalFresh youth ages 16-22





CalWORKs Advisory 2018 Meeting Calendar

DATE	TIME	LOCATION
January 3	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
February 7	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 @ 408-755-7732
or email: Anita.Casillas@ssa.sccgov.org*

**SOCIAL
SERVICES
AGENCY
HOUSING
ASSISTANCE
PROGRAMS**

WE CAN HELP

PODEMOS AYUDAR
CHÚNG TÔI CÓ THỂ GIÚP



Contact Your
Eligibility Worker
408-758-3800 or
Employment Counselor
408-758-3500
for more information

Comuníquese con su
Trabajador de Elegibilidad
408-758-3800 o
Consejero de Empleo
408-758-3500
para más información

Liên hệ
Cán sự xã hội
408-758-3800 hoặc
cố vấn việc làm
408-758-3500
để biết thêm thông tin

*Do you lack a fixed and regular
nighttime residence?*

Received a court ordered eviction?

*Are you living in a shelter, in a
budget hotel, in a car, or on the
streets?*

¿Le falta una residencia fija y regular por la noche?

¿Recibió un desalojo ordenado por la corte?

*¿Está viviendo en un refugio, un hotel económico, un carro, o en
las calles?*

Quý vị không có chỗ ngủ cố định và thường xuyên vào ban đêm?

Đã nhận được trật tòa về lệnh trục xuất ra khỏi nhà?

*Quý vị đang sống ở một nơi tạm trú, khách sạn bình dân, trong xe
hơi hay trên đường phố?*



