

# **COUNTY OF FRESNO**

## **CalWORKs Amended Plan**

**Prepared by:  
Fresno County Department  
of  
Employment & Temporary Assistance**

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This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code required by The Welfare to Work Act of 1997, AB 1542.

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## EXECUTIVE SUMMARY

The Department of Employment & Temporary Assistance is responsible for the administration of all public assistance programs. The Department of Employment and Temporary Assistance collaborates with the departments of Behavioral Health, Children and Family Services and Community Health to enhance the opportunities for a comprehensive approach to services from all of the four departments. This is especially crucial for linking recipients with necessary Substance Abuse and Mental Health Services.

The County of Fresno is continuing the process of strengthening community partnerships and collaborative efforts to further strengthen Fresno County's CalWORKs program. The goal of this program is to improve the lives of county residents through a system of temporary economic assistance, prevention and intervention services to reduce the incidence of abuse and neglect of at-risk individuals, and promote the personal responsibility and self sufficiency of individuals. The CalWORKs Program objectives are to:

- Establish and sustain partnerships between government agencies, schools, businesses, and other local resources to design and subsequently improve the local CalWORKs program.
- Reduce the number of dependent families by providing a wide array of welfare-to-work activities and guidance to allow participants to obtain unsubsidized employment leading to self sufficiency.
- Encourage employment and work experience by increasing the number of job placements and earning capabilities for families receiving public assistance.
- Eliminate duplication of administrative costs by utilizing existing training, education, and support services offered by local agencies and organizations.

These objectives will be achieved by using a system of welfare-to-work activities to return participants to a work environment, utilize partnerships with local individuals and employers to create and identify available jobs, and comprehensive support services to ensure successful participation.

Fresno County provides to participants all welfare-to-work activities which are approved by the State of California to satisfy the 32-hour per week requirement for work activity.

Fresno County Department of Employment and Temporary Assistance has historically

recognized the benefit of partnerships with other public and private agencies to achieve similar goals. This practice will continue, especially in the areas of education, training, job search and job placement, agricultural and other seasonal labor, and refugee issues.

The success of the CalWORKs program hinges on the availability of a support service network which will allow the participant to accept and retain employment. These support services, such as child care and transportation, have been developed to provide the participant with sufficient alternatives to establish an effective employment plan for the best chance of success.

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES**

**COLLABORATION WITH OTHER AGENCIES**

Fresno County collaborates with several public and private agencies to provide employment training and support services to participants. Through the county's CalWORKs program, increased collaborative efforts will assist participants in their transition from welfare to work. Training and education services are being utilized to prepare participants for gainful employment in a particular field, within program time limits. Training and education services are monitored for participant attendance, progress, completion and job placement outcomes. CalWORKs recipients who participate in employment training programs are eligible for a full array of supportive services including child care, transportation, ancillary and necessary mental health and substance abuse services. Eligible individuals may receive CalWORKs Stage 1 child care through the Department of Employment and Temporary Assistance or the State Center Community College District's Chancellor's Grant as appropriate, and CalWORKs Stage 2 child care through local Alternative Payment Providers.

**ADULT BASIC LITERACY**

Participants that require basic education services will access these services through Adult Basic Education (ABE), General Education Development (GED), and English-as-a-Second-Language (ESL) classes. The following chart provides the names of basic educational providers and the classes available in Fresno County.

PROVIDER	ABE	GED	ESL
Central Adult School	X	X	X
Clovis Adult Education	X	X	X
Washington Union High School	X	X	
Fresno Adult School	X	X	X
Golden Plains Alternative Education	X	X	X
Kings Canyon Adult Education	X	X	X
Reedley College			X
Sanger Adult Education	X	X	X
Firebaugh Adult School	X	X	X

PROVIDER	ABE	GED	ESL
Kerman Adult School	X	X	X
Fresno City Community College	X		X
Selma Learning Center	X	X	X
West Hills Community College	X	X	X

## VOCATIONAL TRAINING

Vocational Training is a short-term activity for participants who lack skills to obtain employment. In addition to self-initiating participants who enroll themselves in short-term training programs, the county utilizes Workforce Investment Act (WIA) funded training, and classes offered by local adult schools, community colleges, technical and trade schools. WIA offers financial assistance for contracted employment training services. CalWORKs participants are placed in vocational training activities that have been determined to be demand occupations based on current local labor market information obtained through the Fresno Area Workforce Investment Corporation (FAWIC) and the State Employment Development Department. CalWORKs recipients who participate in employment training programs are eligible for a full array of supportive services including child care, transportation, ancillary and necessary mental health and substance abuse services. Eligible individuals may receive CalWORKs Stage 1 child care through the Department of Employment and Temporary Assistance or the State Center Community College District's Chancellor's Grant as appropriate, and CalWORKs Stage 2 child care through local Alternative Payment Providers. Training may include, but is not limited to:

### Advanced Truck Driving School

Professional Truck Driving

School Bus Driver

### Bulldog Truck Driving School

Truck Driving

### Business Productivity Group

Administrative Microsoft Office User Specialist

Microsoft Certified System Engineer

Microsoft Certified System Administrator

Microsoft Office Specialist – Introductory Program

### CAL, Inc.

Lead Inspector/Assessor

### Custom Training Solutions

Computerized Accounting

Medical Billing

### Central Adult School

Medical Employment Preparation

Computer Literacy

Certified Nursing Assistant  
Home Health Aid  
Auto Body Collision Repair

Office Assistant  
Building Trades Program

Clovis Adult Education

Business Support  
Computer Literacy  
Medical Assistant Front Office  
Floral Design

Certified Nursing Asst./Lic. Voc. Nurse  
Custodial/Maintenance  
Cabinet Making

Five Rivers Truck School

Truck Driving

Fresno Adult School

Bookkeeping/Accounting Clerk  
Computer Operator  
Office Assistant  
Custodian/Janitor  
Medical Assistant  
Bus Driver

Clerk Typist/General Office  
Certified Nursing Assistant  
Medical Secretary  
Food Service  
Emergency Medical Technician  
Welding

Fresno City College

Alcohol & Drug Abuse Counseling  
Auto Mechanic/Technician  
Child Development Associate Teacher  
Computer Tech. Networking  
Computerized Accounting  
Criminology  
Radiology Technician  
Fire Academy  
Dietary Aide  
Welding  
Paralegal  
Building Maintenance  
Medical Receptionist

Multi-Skilled Health Technician  
Business Office Assistant  
Office Assistant  
Rehabilitation Counselor  
Teacher Aide  
Probation Officer  
POST Police Academy  
Registered Nursing  
Culinary Arts  
Business & Safety Code Administration  
Legal Assistant  
Medical Billing

Fresno City College Career & Technology Center

Auto Collision Repair  
Engine Repair  
Engine Performance

Maintenance Mechanics  
Warehouse Technician

Fresno City College Training Institute

Certified Phlebotomy Technician  
Emergency Medical Tech – Basic  
Emergency Medical Tech – Paramedic

Paramedic Emergency Med, Tech  
Pharmacy Technician

FCC Manchester Employment Resource Center

Computerized Accounting  
Medical Billing Assistant  
Business Office Assistant

Office Assistant  
Full Charge Bookkeeping  
Americorps

High-Tech Vocational Institute

Automotive Technology  
Emissions Technology

Institute of Technology

Admin. Office Professional  
Baking and Pastry Specialist  
Culinary Arts Professional  
Culinary Arts Specialist  
Electronic Communications Support  
Heating, Ventilation & Air Conditioning

Human Resource Administrator  
Medical Office Administration  
Network Support Technician  
Pharmacy Technician  
Professional Medical Assistant  
Web and Graphic Design

Goodwill of San Joaquin Valley

Office Technology/Customer Service

Retail Skills & Training

Major Express Truck School

Truck/Trailer Operation

Maric College

Criminal Justice  
Dental Assistant Diploma  
Medical Assistant

Medical Office Specialist  
Therapeutic Health Technician

MCED Career College

Accounting Clerk  
Administrative Medical Assistant/  
Medical Unit Coordinator  
Admin. Business Professional  
Cardiovascular/EKG Technician  
Clinical Medical Assistant  
Dental Assistant  
Legal Assistant

Microcomputer Operator  
Network Software Engineer  
Network Software Engineer w/A+ &  
Network Certification  
Network Systems Administrator  
Office Automation Technician  
Pharmacy Technician  
Word Processor

Police Science Institute

Investigation – Criminal,  
Private, Civil

Security Guard

Quality Culinary Arts

Culinary Arts II

Culinary Chef

Reedley College

Accounting  
Automotive Technology  
Aviation Maintenance Technology  
Child Dev., Infant/Toddler Educ.  
Child Development Special Educ.  
Child Development  
Child Development, Private Care  
Data Entry  
Dental Assistant  
File Clerk  
General Business

General Office Secretarial  
Information Systems  
Information Systems – Cert.  
Internet Research Clerk  
Management - Business  
Management Certificate  
Manufac. Tech. – Metal Work  
Mechanized Agriculture  
Office Assistant Certificate  
Office Clerk Certificate  
Word Processing

San Joaquin Valley College

Aviation Maintenance Tech.  
Business Administration  
Respiratory Care Practice  
Office Administration

Corrections  
Dental Assisting  
Clinical & Admin. Medical Assisting

Therapeutic Learning Center

Physical Therapist Aide

United Truck School

Truck Driving

West Hills Community College

Certified Nursing Assistant  
Psychiatric Technician  
Water Management  
Heavy Equipment Operator  
Corrections  
Nursing Assistant  
Janitor

Psychiatric Technician II  
Precision Agriculture  
Welding Technology  
Forklift Driving  
Office Technology  
Child Care Provider

Valley Vocational College

Building Maintenance

Visalia Technical College (Fresno)

Certified & Production Welding  
Certified & Production Welding II

Certified & Production Welding III

## POST-SECONDARY EDUCATION

Participants may pursue specialized educational certificates and post secondary degrees within allowable program limits that will provide a marketable skill. CalWORKs participants are placed in vocational training activities that have been determined to be demand occupations based on current local labor market information obtained through the Fresno Area Workforce Investment Corporation (FAWIC) and the State Employment Development Department. Associate Degrees and Certificates in various disciplines may be obtained from the State Center Community College District or West Hills Community College District. CalWORKs recipients who participate in employment training programs are eligible for a full array of supportive services including child care, transportation, ancillary and necessary mental health and substance abuse services. Eligible individuals may receive CalWORKs Stage 1 child care through the Department of Employment and Temporary Assistance or the State Center Community College District's Chancellor's Grant as appropriate, and CalWORKs Stage 2 child care through local Alternative Payment Providers. Training may include, but is not limited to:

### State Center Community College

Accounting	Account Clerk	Business Administration
Business General Office	Business Info. Processing	Business Office Occup.
Data Entry Operator	Decision Science	Fashion Marketing
Information Systems	Insurance	Management
Marketing	Paralegal	Purchasing
Real Estate	Transportation	<u>Dental</u> Hygiene
Health Education	Health Info. Technician	Medical Assistant
Nursing, Registered	Nursing, Vocational	Physical Education
Radiologic Technology	Recreation	Recreation Leader
Respiratory Care	Art	Dance
English	Film	Foreign Languages
Humanities	Journalism	Linguistics
Music	Philosophy	Speech
Theatre Arts	Astronomy	Biology
Botany	Chemistry	Computer Science
Engineering	Environmental Studies	Geography, Physical
Geology	Mathematics	Physical Science
Physics	Zoology	Alcoholism Counseling
African-American Studies	American Indian Studies	Anthropology
Asian-American Studies	Chicano-Latino Studies	Child Development
Criminology	Cultural Studies	Economics
Dietetic Service Supervision	Education	Educational Aide
Family Day Care	Fashion Merchandising	Food & Nutrition
Food Services Management	Foster Care	Geography
History	Home Economics	Human Services
Liberal Arts	Political Science	Psychology

Sociology	Women's Studies	Apprenticeship Training
Administration of Justice	Air Conditioning	Architecture
Automotive Technology	Cabinetmaking Technology	Construction
Drafting	Electronic Technology	Fire Science
Environmental Technology	Industrial Education	Photography
Library Technology	Manufacturing Technology	Plumbing
Police Academy	Printing Technology	Welding Technology
Water Utility Service	Vocational Training Center	

West Hills Community College District

Administration of Justice	Agriculture Business
Agriculture Mechanics Technician	Animal Science
Art	Biology
Business	Business Administration
Chemistry	Computer Information Systems
Crop Science	Early Childhood Education
Educational Assistant	Engineering
Equine Science	Geography
Geology	Health Science
Humanities - Philosophy	Liberal Arts
Mathematics	Office Management & Technol.
Performing Arts	Physical Education
Physics	Psychology
Social Science	Trade, Technology and Industry

Secondary Education is also available through California State University, Fresno (CSUF) and is limited by the program time restrictions.

**CONTRACTED SERVICES**

Fresno County collaborates with various community-based organizations through contractual agreements to provide a variety of CalWORKs Employment Services that are designed to lead to employment and self-reliance. Contracted services may vary from year to year based on the needs of the County's CalWORKs participants and the availability of State and Federal funds to sustain the services.

Contracted services will be consistent with all State and Federal requirements including Fresno County's CalWORKs Plan, CalWORKs Welfare-to-Work Program Regulations and Department of Employment & Temporary Assistance (E&TA) Policy and Procedure Guides. E&TA staff will provide training and ongoing liaison support to ensure that contractual goals are met. CalWORKs recipients who participate in employment training programs are eligible for a full array of supportive services including child care, transportation, ancillary and necessary mental health and substance abuse services.

Eligible individuals may receive CalWORKs Stage 1 child care through the Department of Employment and Temporary Assistance or the State Center Community College District's Chancellor's Grant as appropriate, and CalWORKs Stage 2 child care through local Alternative Payment Providers.

#### CALIFORNIA STATE UNIVERSITY FRESNO FOUNDATION – ASSESSMENT

Specialized assessment services for referred CalWORKs participants with limited English speaking ability, learning disabilities, past trauma events, and other unique needs. Services include evaluation of the CalWORKs participants' interests, academic abilities, aptitudes, work history, and past traumatic events that could require mental health services. Services also include Welfare-to-Work (WTW) Plan development, and/or Learning Disabilities Evaluation or Diagnostic Profile (DP) for each CalWORKs participant utilizing test results and information obtained from interviews. CSUF will also provide training events as requested by the Department of E&TA.

#### FRESNO CITY COLLEGE – VOCATIONAL TRAINING AND COUNSELING

Specialized employment counseling to CalWORKs students who have either self-initiated or are placed by E&TA into degree and/or short-term vocational classes. Special classes that teach job preparation skills and group dynamics, and orientations for prospective students are available to CalWORKs students. Additional services are academic counseling, CASAS assessments for adult basic reading, math, writing and speaking skills, work-study and internship placements. FCC provides a computer lab for CalWORKs students on the Manchester Center campus.

#### FRESNO COUNTY OFFICE OF EDUCATION – EDUCATIONAL MANAGEMENT SERVICES

Fresno County Office of Education (FCOE) provides educational management services to CalWORKs participants by securing direct educational services from local providers throughout the county, including English-as-a-Second Language, GED preparation and Adult Basic Education (math and reading). Information is provided on attendance, progress and completion of participants referred to these classes. Additional services include the management of participants referred to short-term vocational skills training and pre-employment preparation (job club) classes provided through the adult schools and the Regional Occupations Program.

#### PROTEUS – JOBS 2000

Comprehensive assessment services including appraisal and problem resolution of various employment barriers including: driver license issues, legal issues, drug testing, child care, transportation, clothing, tools, work licenses, and housing. Drug testing is offered to participants who have a suspected substance abuse problem which may require treatment. In addition, drug testing may also be offered to participants who are entering specific occupational fields that require the screening. Unsubsidized employment is the primary objective, but a greater emphasis is placed on identifying the participants' barriers through extensive testing, and overcoming barriers by referring participants for needed services while still in the program, and addressing day-to-day issues that are obstacles to

success. Participants attend a four-week workshop covering the following topics: lifestyle changes, problem solving, parenting, anger management, goal setting, job readiness, job search, communication and teamwork, and money management.

#### CALIFORNIA STATE UNIVERSITY, FRESNO FOUNDATION – CalWORKs JOB RETENTION

California State University, Fresno (CSUF) provides intensive job retention services to CalWORKs participants who are at risk of losing their jobs due to a lack of work experience and/or multiple barriers. Services include: intake interviews, individualized service plan development, Ropes course, job development, vocational assessment, vocational exploration, vocational counseling, and case management. CSUF utilizes Rehabilitation Counseling graduate students for a significant portion of the project services.

#### FRESNO CENTER FOR NEW AMERICANS – EMPLOYMENT SERVICES

Comprehensive employment services for hard-to-place refugee and former refugee CalWORKs recipients. Services include: job readiness/"jobs first" workshops, job counseling, job development, job placement, on-the-job training, job retention, as well as supportive services that address language and cultural barriers, crisis resolution, problem solving, and transportation.

#### GOODWILL INDUSTRIES OF SAN JOAQUIN VALLEY – CalWORKs SPECIALIZED VOCATIONAL TRAINING

Goodwill provides three specialized vocational training programs for CalWORKs Welfare-To-Work participants. The vocational training programs will be offered to participants with disabilities or other barriers to employment toward completing their vocational training, job search, and job retention through the following occupational skills training programs: 1) Office Technology; 2) Retail Skills; 3) Janitorial Skills; 4) Employment Preparation; 5) Placement Services; and 6) Case Management.

#### LAO FAMILY COMMUNITY – CalWORKs REFUGEE EMPLOYMENT SERVICES

Lao Family Community (LFC) provides comprehensive case management and employment services to hard-to-place refugee and former refugee CalWORKs recipients which includes: job readiness/"jobs first" workshops, job counseling, job placement, on-the-job training, job retention, and supportive services such as transportation, interpretive services, and other supportive services that address language and cultural barriers, crisis resolution and problem solving.

#### VOCATIONAL MANAGEMENT SERVICES – CalWORKs VOCATIONAL TRAINING FOR DISABLED/EXEMPT

Comprehensive employment-related and vocational rehabilitation services for CalWORKs participants who are disabled or exempt from program participation and have the ability to be gainfully employed in appropriate occupations that allow for long-term self-sufficiency. After assessing participants for employability, VMS develops individual employment vocational rehabilitation plans and offer services which include: group vocational counseling classes, barrier identification, and work adjustment; and job club/job search, job development, job placement services, pre-reading program and Adult Basic Education as needed.

#### FRESNO COUNTY ECONOMIC OPPORTUNITIES COMMISSION – EMPLOYMENT TRANSPORTATION SERVICES

Radio-dispatched transportation services seven days a week (excluding eight holidays) to CalWORKs participants in the metro Fresno area. Utilizing two vans with a maximum capacity of 34 seats, EOC offers rides during the non-traditional hours between 6:00 p.m. and 6:00 a.m. Services include a centralized administration, dispatch, maintenance, and driver training and safety programs.

#### REEDLEY COLLEGE – ADVOCACY AND LIFE SKILLS

Employment counseling classes – Practical Money Skills for Life, Life Strategies for Success and Parenting Strategies and Family Relationships and Personal Finance-Money Management – for CalWORKS students. Additional services are employment counseling, new student orientation, and coordination of CalWORKs work-study placements.

#### CENTRO LA FAMILIA – CalWORKs FAMILY ADVOCACY AND SUPPORT

Family advocacy services to CalWORKs families and low-income “needy” non-aided individuals/families throughout Fresno County. Families are targeted to receive a wide range of advocacy services, such as housing and utility assistance, medical referrals, financial assistance, aid in applying for and receiving eligible services and benefits, and advocacy for other ‘quality of life’ concerns.

#### FRESNO CENTER FOR NEW AMERICANS – CalWORKs REFUGEE FAMILY ADVOCACY AND SUPPORT

Monthly advocacy workshops for refugee participants on crisis resolution/problem solving, health and legal education, community resources, and basic needs. Case management services and crisis intervention including translation and transportation services will be provided to individuals as needed. Transportation services will be available for emergency or urgent situations. In addition, assistance in obtaining SSI benefits will be provided.

## **LAO FAMILY COMMUNITY – CalWORKs REFUGEE FAMILY ADVOCACY AND SUPPORT**

Lao Family Community provides outreach, case management services, counseling, crisis intervention, translation/interpreting services, money management, community resources education, and daily life skills to. The goal of the program is to promote self-sufficiency, self-advocacy, family formation, education, and utilization of mainstream resources, to improve health and well-being, increase access to services, and prevent domestic abuse, child abuse, crimes and family dysfunction.

## **FRESNO INTERDENOMINATIONAL REFUGEE MINISTRIES, INC. – CalWORKs REFUGEE FAMILY ADVOCACY AND SUPPORT**

Advocacy services are provided by a Family Advocate in the areas of food, housing, health, child care, transportation, employment, financial, legal, educational, substance abuse, mental health, domestic abuse, and the SSI application process. Support services include mentoring, driver education training, citizenship attainment, credit check waiver and security deposit services for housing. Services are provided to newly arrived refugees, other refugee and immigrant CalWORKs and eligible non-Cal-WORKs individuals.

## **WEST HILLS COLLEGE –**

West Hills College provides a variety of vocational training programs for CalWORKs participants including precision agriculture, water management, welding technology, heavy equipment operator, fork lift driving, corrections, office technology, nursing assistant, child care provider and janitorial. West Hills also provides the following supplementary services: Vocational English as a Second Language (VESL), job search, job placement, and job retention.

## **OTHER COLLABORATIONS**

### **One Stop Centers**

Fresno County's One Stop Centers, called "Workforce Connection", represents a partnership among the following local agencies: Arbor Education and Training, California Indian Manpower Consortium, CSUF Foundation, State Center Community College District (SCCCD) and West Hills Community College District, Employment Development Department, Fresno Area Workforce Investment Corporation, Fresno City and County Housing Authorities, Fresno County Department of Employment & Temporary Assistance, Proteus, Inc., Fresno County Economic Opportunities Commission, Fresno Unified School District Adult Education, Clovis Unified School District Adult Education, Department of Rehabilitation and U.S. Department of Agriculture. The Workforce Connection governance board is unique in that it reflects an equitable representation, decision making, and accountability among all the partners, a first in our county. Comprehensive and integrated job, education, and training services are focused on both employers and job seekers. The Workforce Connection One Stop Centers, two urban and four rural, are located throughout

Fresno County, and are all designed to provide a variety of welfare-to-work activities for participants. Training offered through the Workforce Connection is listed under Vocational Training on page 4.

### Community College Collaborations

In March 1997, the Department of Employment & Temporary Assistance jointly formed a Welfare-to-Work Task Force with the State Center Community College District (SCCCD), representing Fresno City College (FCC), Reedley College, FCC Vocational Training Center, and the FCC Training Institute. The West Hills Community College District, Fresno County Office of Education, and the Workforce Development Board (former Fresno Private Industry Council) are now also a part of this Task Force. This group focused on ways to address the need for more short-term vocational skills training, and developed several short-term open entry/exit programs for CalWORKs recipients which include: office assistant, auto collision repair, engine repair, engine performance, maintenance mechanic and warehouse technician. Other areas addressed have been employer-based training, child care, and transportation needs. This collaborative effort will continue throughout the planning and implementation of the CalWORKs program.

### Ag Labor Network

Fresno County's Department of Employment & Temporary Assistance has joined with other valley county welfare departments and the Ag Labor Network to address the seasonal labor issues as they relate to welfare and immigration reform. The Ag Labor Network consists of representatives from the Fresno County Farm Bureau Association, Nisei Farmers League, California Grape and Tree Fruit League, Sun-Maid Growers of California, and the Raisin Bargaining Association. An informational summit on California Agricultural Labor and Welfare-to-Work was held in Fresno on December 5, 1997. The goal of the Summit was to raise the communities' awareness of the issues and to begin local activity to resolve the problems. The result of the Summit was the commitment of the group to participate in ongoing subcommittees to address the issues and possible solutions. The next Summit will be scheduled in June 1998 to develop the action plan.

### Job Training Partnerships

Fresno County is collaborating with several local agencies to provide short-term vocational skills training for targeted groups of participants. Other than the cost of staff time required to coordinate these activities, there are no program costs involved. These programs include:

1. Economic Opportunities Commission -Training in (1) AmeriCorps Project Design, development and installation of playground structures; (2) Development and operation of youth recreation programs; and, (3) Youth tutoring.

2. Fresno Housing Authority -HUD certified training in Lead & Asbestos Abatement

### Community Employment Service Collaborations

The Department of Employment & Temporary Assistance is a partner in several employment-focused community collaboratives. Staff provide a variety of employment services on-site to participants at various schools, apartment complexes and community centers. Services range from Job Club Workshops, supervised job search, employment counseling, supportive services, case management, and job referral and placement services. It is anticipated that additional collaboratives will be formed during the coming year. Currently, employment services are provided by the following organizations:

1. National Farm Workers Service Centers Casa Velasco Apartments Empowerment Center
2. Burroughs Resource Center Healthy Start Project
3. Fresno Housing Authority's Family Education Centers
4. Fresno, Clovis and Kerman Adult School's re-Employment Preparation Classes

CalWORKs staff are involved with a number of other employment focused collaboratives in the community, each of which targets some of the participants= special needs. These collaboratives include:

1. Building Employment Services Team/Fresno Area Network - A coalition of consumers/family members, employers, educators, and service providers that work towards increasing the quality of life for persons with mental illness through employment.
2. Job Options - A Mental Health Department program that offers job services and job training to persons diagnosed with mental illness.
3. Mayor's Committee for Persons with Disabilities - A coalition of community agencies and employers meeting to address the employment needs of the disabled.
4. State Center Tech Prep Consortium - A local partnership system designed provide career preparation and workforce development opportunities for area students.
5. Adult & Community Education Strategic Plan Committee - Focus is on meeting the overall adult educational needs in the community.

## Welfare Reform Steering Committee

The Welfare Reform Steering Committee, formed in October 1996, represents a cross-section of staff from eligibility and employment services who are responsible for oversight of the CalWORKs activities in Fresno County, including the coordination of services with other state and county departments. Representatives from Substance Abuse, Mental Health, District Attorney's office, Housing Authority and others routinely participate with this group. The purpose of this committee is to share information, eliminate duplication of efforts and ensure a cohesive system of service delivery.

## County Consortium

Fresno County is meeting on a quarterly basis with ten other counties including: Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Santa Barbara, Stanislaus, and Tulare to discuss CalWORKs implementation and ongoing activities and to share innovative projects and best practice techniques.

## **REFUGEE EMPLOYMENT SERVICES PLAN**

Fresno County has a Refugee Employment Services Plan funded through the Refugee Employment Social Services allocations. This plan includes a variety of employment-focused services for the time-eligible refugees, all of which have been coordinated with the activities and components of the CalWORKs plan. Refugee Employment Services are provided through contracts with several community agencies.

Project services will be provided consistent with all state and federal requirements including Fresno County's CalWORKs Plan, CalWORKs Welfare-to-Work Program Regulations and Department of Employment & Temporary Assistance Policy and Procedure Guides. The Department of Employment and Temporary Assistance provides supportive services.

## **(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS**

Fresno County Department of Employment & Temporary Assistance has been collaborating with a number of agencies/organizations in the private sector in order to work together on identifying jobs, addressing economic development and job creation issues. The following briefly outlines activities associated with these collaborative efforts:

**Welfare Reform Task Force (WRTF)** In October, 1996, the Fresno County Board of Supervisors charged the County Administrative Officer to create a Welfare Reform Task Force (WRTF) for the purpose of identifying potential impacts resulting from welfare reform implementation in our community. This Task Force created four focus groups to study conditions in the community and consider the potential effect of the changes occurring as a result of welfare reform legislation. These four focus groups were: Government and Legislative Issues; Needed Services; Special Populations; and Economic Issues. The recommendation of the Economic focus group included business development, incentives for hiring public assistance recipients, and continued community efforts to create the need for and maintain an area competitive for employment opportunities.

The WRTF membership included representatives from employer associations, faith community organizations, school districts, vocational training centers, non-profit organizations, large community employers, as well as a host of federal, state, county, and local government entities. This task force has recommended and promoted continued community input and involvement with other collaboratives working on economic development issues, job creation, and the identification of jobs in Fresno County.

**Workforce Investment Board** - In November, 1997, the Workforce Investment Board (WIB), a redesign of the Fresno Private Industry Council Board of Directors, was created to develop a stronger and more supportive connection with the private business sector. The Board's intent, among others, was to: (1) provide for a regional comprehensive system of planning and administration to promote efficient and effective use of regional work force development and other employment and training resources; (2) foster a partnership between the public and private sector for the purpose of providing services which are responsive to employer needs and which support economic development; and (3) strengthen the linkages between training and education, and job creation and economic development necessary to enable individuals to secure and retain employment.

The Board consists of twenty-seven members, the majority of which represent the private sector. Also included are members representing labor, community-based organizations, education, representatives from Fresno City and County, and elected officials from both the city and county.

E&TA staff worked closely with WIB in developing Welfare-to-Work Request for Proposals and shared staff to participate in the proposal review process. This process has been beneficial in order to maximize available dollars, complement services and eliminate duplication.

### ***Economic Development Corporation Rapid Response Program***

*The Workforce Investment Board (formerly FPIC) awarded the Rapid Response funding to an alliance of agencies comprised of the Fresno County Economic Development Corporation (as the lead agency), Fresno Chamber of Commerce, Fresno Revitalization Corporation, Central California Futures Institute and Computing Made Simple. The purpose of the grant is to expand the Rapid Response Assistance Project designed to avert layoffs and business closures. Some of the services available through Rapid Response include the following:*

1. Business visitation program and collection of employer information, including database development and maintenance;
2. WIA information dissemination to businesses and agencies;
3. Layoff aversion activities;
4. Establishment of Labor Management Committees;
5. Coordination of programs between One-Stop centers (Workforce Connection) and other community agencies offering similar services;
6. Development of partnerships with other agencies such as the Chamber of Commerce, Redevelopment Agency and the Economic Development Corporation to avert the possibility of layoffs;
7. Creation and response to employer surveys that request information concerning employee skills sets, downsizing, expansions, needed assistance and customized training;
8. Acting as the single point of contact for the business community to allow employers access to the services or expertise they need to maintain or expand their business; and;
9. Collect and disseminate up-to-date labor market information.

This project requires a close working relationship with Workforce Connection (the One Stop), the Chamber of Commerce, the Fresno Economic Development Corporation, the Redevelopment Agency, the City and County of Fresno, the Futures Institute and WIA

providers, among others.

### **Partnership with Economic Development Corporation (EDC)**

Fresno County is involved in a partnership with EDC for the purpose of addressing the community's economic development challenges. Recently, the EDC and Fresno County entered into a three year agreement to promote and market the resources of Fresno County, in which the county allocated \$750,000, with a required dollar-for-dollar incentive match from the private sector. The purpose of this allocation was to develop a comprehensive marketing plan for Fresno County and to recruit, locate and expand new and existing businesses in Fresno proper as well as the smaller surrounding communities. Successful implementation of this agreement requires the combined commitment of resources from both the public and private sectors.

### **Ag Labor Network**

Fresno County's Department of Employment & Temporary Assistance has joined with other valley county welfare departments and the Ag Labor Network to provide a forum for the exchange of information, sharing of concerns about the recent changes in immigration policy and an anticipated shortage of skilled agricultural labor, which threaten both the local and state economies.

The implementation of welfare reform offers opportunities that may address the labor shortage problem, as well as provide gainful employment for a segment of the community seeking jobs. The Ag Labor Network consists of representatives from the Fresno County Farm Bureau, Nisei Farmers League, Sun-Maid Growers of California, Raisin Bargaining Association, and the California Grape & Tree Fruit League. An informational Summit on California Agricultural Labor and Welfare-to-Work issues was held in Fresno on December 5, 1997. The Summit was well attended with more than 300 persons participating at the event. The goal of the Summit was to begin developing a comprehensive action plan to link agriculture to an available and viable labor force in this county. The Summit was successful in establishing a linkage between the agricultural community and the government sector. As a result of the Summit, subcommittees have been formed and will be meeting on a regular basis and reporting to the next general assembly meeting to be held in June 1998.

### **Faith-Based Community Collaboratives**

Representatives from many faith-based organizations joined together with the Fresno County Department of Employment & Temporary Assistance in order to remain informed about welfare reform and work with the County to identify the needs of public assistance recipients. Local churches, temples, synagogues and other members of the faith-based community have agreed to develop ways to provide jobs, mentors, tutors or other needed services as CalWORKs develops. The collaborative worked to educate the community

and the legislators on the needs of the elderly and disabled immigrants, (including refugees) and continues to work to establish community gardens as a method to address the food needs of individuals and families ineligible for the Food Stamp Program.

### **Employer Collaborative and Recruitment Efforts**

The Fresno County's CalWORKs Program has provided, and will continue to provide, for both local and non-local, small and large employers, the availability of a total recruitment, screening, testing, interviewing and hiring base of operations. The CalWORKs Program has provided several large local employers, as well as out-of-state employers wishing to hire in Fresno, an opportunity to use the CalWORKs building for interviewing prospective employees on public assistance. The CalWORKs Staff has provided technical assistance in screening of appropriate applicants from its customer base, contacting potential interviewees, preparing customers for interviews, resume preparation, testing administration, assistance with interviewing, and follow-up job retention services. On several occasions, CalWORKs staff assisted companies fill up to 60 positions, which involved the recruitment coordination and interviewing of over 400 customers.

CalWORKs staff or job developers actively participate in various job fairs to network with employers regarding job openings and to obtain information on the current needs of the employer community. Locally, New Age Metal Finishing, a small business, has been continually training and hiring Fresno County welfare recipients through referrals from CalWORKs staff. New Age Metal Finishing was recently nationally recognized by President Clinton in Washington, D.C., and was presented an award for promoting the President's Welfare-to-Work Program in this community. Other businesses in the valley have followed the lead of this small business, having seen first hand the benefits of working with Fresno County CalWORKs participants.

## **(c) LOCAL LABOR MARKET NEEDS**

### **GENERAL**

The Labor Market Needs Survey is comprised of information provided by the County's Public Works and Development Services Department and the Workforce Investment Board. The survey includes the latest available statistics for Fresno County and for the individual cities within the county in the following areas: population growth, unemployment rates, and wage and salary employment. Although CalWORK's main focus is on early employment, participants are encouraged to increase their employability through education and training activities concurrent with their employment. The Labor Market Needs Survey information has been obtained from the 1997 Annual Overall Economic Development Program Report and the 1996 Fresno Occupational Outlook Report.

In addition to this yearly Labor Market Needs Survey, all CalWORKs case managers (Job Specialists) are involved in maintaining the latest labor market information to utilize in job/training placements. This requires a sharing of information on a daily basis regarding job orders, special employer recruitments, new vocational skills training classes, employers willing to provide work experience training, and other relevant information. A quarterly report of GAIN registrant demographics generated by the GAIN System, as well as a bi-weekly GAIN Registrant Report, are continually utilized to measure overall participant readiness for employment, training and education needs, as well as family issues that may provide barriers for successful job placement and employment retention. Other tools developed for measuring the local labor market and demographics of Fresno County include:

1. Projections and Planning Information Study, developed by the Employment Development Department to identify local labor demands
2. Demographic information from publications provided by the State Department of Social Services and the State of California's Bureau of Statistics to the County Welfare Agencies

An employment forecast analyzing the employment growth in major industrial sectors was prepared by the California Employment Development Department (EDD) in 1995. Over the projection period of 1992 through 1999, total wage and salary employment in Fresno County will increase by 31,100 jobs for a total of 308,500. According to EDD, wage and salary employment will grow at an annual rate of 1.5% a year over the forecast period. It is estimated that 55,000 jobs will be needed during the next five years in order provide employment for all of the CalWORKs recipient population.

## STRATEGY

Projects submitted for consideration by the Federal Economic Development Administration (EDA) for fiscal year 1997-98 address the problem of chronic unemployment in Fresno County by providing job opportunities in distressed areas. Some of these projects are located in rural cities and communities which have demonstrated a consistently higher unemployment rate. The focus of the projects is on continued expansion and diversification of the economic base. The following are projects currently in progress and are designed to create jobs:

- A. Public Works Project with the City of Firebaugh-Industrial Infrastructure Improvements
- B. Multi-year, Long-term Investment Strategy projects
  - 1. City of Clovis - Clovis Industrial Park Expansion
  - 2. City of Fresno - Roeding Business Park Redevelopment Project
  - 3. City of Huron - Huron Industrial Park, pump station and sewer line replacement
  - 4. City of Huron - Southeast Industrial Park Storm Drainage
  - 5. City of Sanger - Sanger Industrial Park Infrastructure
- C. Technical Assistance programs to help alleviate or prevent conditions of excessive unemployment or underemployment and problems of economically distressed populations in rural and urban areas. Current Programs with City of Coalinga, Malaga County Water District, and City of Sanger.

## OVERVIEW

Fresno County employment growth, at current rates, is anticipated to continue through 1999, according to EDD. Nonagricultural wage and salary employment will grow at an annual rate of 1.4% a year over the forecast period, for a total of 23,500 nonagricultural jobs to be added by 1999.

Although Fresno County is attempting to increase economic potential, limitations do exist. Other things being equal, a 1% reduction in the unemployment rate means creating 3,700 new income jobs in the private sector for Fresno County residents. Fresno County's average annual unemployment rate for 1997 was 14.1%.

Some broad based issues will shadow overall economic development in Fresno County. These issues are:

- Water availability and preservation of the agricultural base;
- Job growth and population growth;
- Lack of land parcels large enough (100 acres, or more) to attract large business to Fresno County without impinging on the agricultural base

The Economic Development Corporation (EDC), in conjunction with Fresno County and Valley employers, are working together to identify areas of land which may be available for future business/economic development use. EDC is currently concentrating its efforts on recruiting new businesses to locate in Fresno County and expanding existing businesses. The EDC staff will be contacting all businesses in the County to inform them of the services available and to determine what is needed to maintain the businesses or to expand in order to create more jobs.

**(d) WELFARE-TO-WORK ACTIVITIES**

The goal of Fresno County’s CalWORKs is to move recipients of cash aid into unsubsidized employment. Achieving that goal will be a function of matching job-ready applicants and recipients to available job openings. Achieving job readiness for all CalWORKs recipients will require the greatest variety of welfare-to-work activities listed below.

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Unsubsidized employment   | <input checked="" type="checkbox"/> Work study   |
| <input checked="" type="checkbox"/> Subsidized private sector employment  | <input checked="" type="checkbox"/> Self-employment  |
| <input checked="" type="checkbox"/> Subsidized public sector employment   | <input checked="" type="checkbox"/> Community service  |
| <input checked="" type="checkbox"/> Work experience   | <input checked="" type="checkbox"/> Job search and job readiness assistance                        |
| <input checked="" type="checkbox"/> On-the-job training   | <input checked="" type="checkbox"/> Job skills training directly related to employment             |
| <input checked="" type="checkbox"/> Grant-based on-the-job training   | <input checked="" type="checkbox"/> Supported work   |
| <input checked="" type="checkbox"/> Vocational education and training   | <input checked="" type="checkbox"/> Transitional employment  |
| <input checked="" type="checkbox"/> Education directly related to employment  | <input checked="" type="checkbox"/> Adult basic education (includes basic education, GED, and ESL) |
| <input checked="" type="checkbox"/> Secondary school or course of study leading to certificate of general education development | <input checked="" type="checkbox"/> Mental health services   |
| <input checked="" type="checkbox"/> Substance abuse services  | <input checked="" type="checkbox"/> Domestic abuse services  |
| <input checked="" type="checkbox"/> Activities to ensure child’s school attendance  |  |
| <input checked="" type="checkbox"/> Other (list) Tattoo Removal Services  |  |

## **WELFARE-TO-WORK ACTIVITIES DEFINITIONS**

***Unsubsidized employment*** - All employment other than subsidized employment

***Work Study*** - Part-time employment opportunities restricted to eligible financial aid student/participants attending college classes

***Subsidized private sector employment*** - Employment in the private sector in which all or a portion of the salary is provided by a funding source other than the employer

***Subsidized public sector employment*** - Employment in the public sector in which all or a portion of the salary is provided by a funding source other than the employer

***Self-employment development*** - Participants with viable full-time self-employment opportunities are allowed up to six months exemption from participation in other work activities to develop their new business. At the end of the six months, participants must demonstrate full-time employment with at least minimum wage income. Participants not able to demonstrate success will be required to participate in required work activities.

***Community Service*** – Non-salaried work activity in public or private nonprofit organizations for eligible recipients. Community service participants are required to participate in job search activities in addition to community service in exchange for their grant for as many hours as is required to meet their minimum number of required hours per week.

***Work experience*** – Non-salaried work experience in public or private sector positions that help provide basic job skills, enhance existing job skills in a position related to the participant's experience, or provide a needed community service that will lead to employment. Work experience is limited to 12 months, unless the welfare-to-work plan is amended to extend this period.

***Job Search and job readiness assistance (Job Club)*** - A three or four week activity to teach participants job seeking and interviewing skills, an understanding of employer expectations, and skills designed to enhance an individual's capacity to move toward self-sufficiency.

***On-the-job training*** - Subsidized employment in which a participant receives job skills training directly from an employer. The employer is partially reimbursed for wages and/or supervision and/or training costs. Once the specified training period ends, it is expected that the participant will be retained in an unsubsidized position by the employer.

***Job skills training directly related to employment*** - Any type of job skills training that helps prepare a participant for employment.

**Supported Work** -A portion of employee's grant is paid to employer who, in turn, pays the employee. Supported Work is specifically used for the "hard to place worker" for a defined amount of time to allow for training on-the-job prior to hire.

**Vocational education and training** - Targeted, industry-related training and education, for a specific job provided either in a classroom setting and/or on a job site.

**Transitional employment** - Training for a certain type of job in an actual work setting. The job is set up for the participant and may involve some other training before beginning job. Participant receives a paycheck, but all or part the participant's cash aid may be used to help pay for wages for a determined amount of time.

**Education directly related to employment**- Any type of education that helps prepare a participant for employment.

**Adult basic education** - Includes reading, writing, arithmetic or adult basic education (ABE), high school proficiency, or general educational development certificate or GED, and English-as-a-second-language (ESL), and may require participation in a concurrent work activity.

**Grant-based on-the-job training** (formerly called Agrant diversion $\cong$ ) - Allows for learning a job skill while working. All or part of the cash aid may be used to help pay for wages for a determined time. Counties must ensure that participants in grant-based on-the-job training receive 100% of the maximum aid payment for which his or her assistance unit is eligible, in the instance that the employer does not pay the participant's wages.

**Other (list)** -Any other activities as necessary, within the CalWORKs program limits, to assist participants in obtaining unsubsidized employment.

**Tattoo Removal Services:** Allows the participants to have tattoos removed that could hinder the participant's ability to obtain employment or educational advancement.

## **(e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES**

### **Plan for Substance Abuse Services**

Substance abuse services are provided to help participants address their substance abuse barriers as they undertake Welfare to Work (WTW) activities toward obtaining a job, keeping a job and transitioning off aid. Substance abuse assessment and treatment planning are designed to assist in the determination of whether or not the abuse impairs the participant's ability to obtain and/or retain employment. When there is a concern which indicates that substance abuse poses a barrier, the participant is referred to a Substance Abuse Specialist (SAS) for evaluation, assessment and referral to appropriate treatment. Evaluation is completed using the Addiction Severity Index (ASI) assessment tool. Assessment determines if substance abuse treatment is recommended and if so, treatment is included in the participant's WTW Plan.

The Self-Assessment Functioning Evaluation (SAFE) form is used as the screening tool and is completed by the participant. The SAFE form asks specific questions that may indicate the presence of barriers related to substance abuse, domestic abuse and mental health. Eligibility Workers (EW) and Case Managing Job Specialists (CMJS) and other case managers use the completed SAFE form to identify any of these issues and refer participants to the appropriate resources. Participants are encouraged to complete the SAFE form at several entry points such as CalWORKs intake, WTW Orientation, during assessment or conciliation, when updating the WTW Plan, when the CMJS suspects that assessment and/or treatment are necessary, any time the participant discloses a substance abuse problem, in conjunction with a court-mandated treatment plan with the Department of Children and Family Services (DCFS) or Probation Department, or when a case is identified through Multi-Disciplinary Round Table (MDRT) as having a substance abuse problem.

At the time of CalWORKs intake or WTW orientation when a client indicates that he/she has a substance abuse problem, the Eligibility Worker (EW) will refer the client to a SAS. In the course of ongoing case management, if the EW suspects a substance abuse issue, the EW will have the client complete the SAFE form. If there is any "yes" response, the EW will make a referral to a SAS.

When the CMJS has a concern that substance abuse may be a problem, the CMJS shall request a case consultation with a SAS. The CMJS will continue to maintain case management responsibility in consultation with the SAS until the case is requested by a Substance Abuse Job Specialist (SAJS). In the event that the participant does not follow-through with initial treatment activity, the CMJS will schedule a cause determination with the conciliation plan being to have participant initiate treatment. The CMJS will notify the SAS so that the SAS can follow-up with the participant. Home visits will be made when necessary.

When there is a concern that substance abuse may impair the ability of the client to obtain or retain employment, the EW or CMJS shall initiate a referral to the SAS. The SAS may

also be contacted for immediate response when the need is urgent. The SAS will meet with the participant and the participant's family, as necessary, to determine the participant's needs. The SAS will have the primary responsibility for the assessment, referral and recommendation of the substance abuse treatment portion of the WTW plan. The SAS will be responsible for all referrals to treatment providers. It is the SAS's responsibility to insure that the participant who is referred for treatment gets connected to the treatment agency and to monitor client compliance. The SAS will complete a WTW2 indicating substance abuse treatment as the component activity.

The SAJS (in consultation with the SAS) will be primarily responsible for developing or modifying the WTW Plan during the time that the participant is involved in substance abuse treatment. The SAJS will be the liaison between the treatment provider and WTW program staff. When the SAJS has concerns regarding the failure to comply or follow through by the participant with either the substance abuse treatment plan or the WTW Plan, the SAJS will attempt to contact the individual to determine the reason for the failure to attend or follow through. The SAJS will monitor the participant's progress while in the treatment activity. When the participant has completed treatment and is stable, the SAJS will consult with the originating CMJS and return all documentation to that CMJS.

### Substance Abuse Treatment Providers

<b>Detoxification (Residential)</b>		
Comprehensive Addiction Program	2445 W. Whitesbridge Road Fresno, CA 93706 559-485-6364	Men and Women age 18 or over and a Fresno County resident.
<b>Women's Residential Perinatal Services</b>		
Spirit of Woman, Inc.	327 W. Belmont Fresno, CA 93728 559-233-4353	Women who are pregnant and/or who are parenting with child(ren) ages birth through 14 yrs.
WestCare of California, Inc.	2772 S. Martin Luther King Jr. Fresno, CA 93706 559-265-4800	Women who are pregnant and/or who are parenting with child(ren) ages birth through 5 yrs.
<b>Women's Residential Services</b>		
WestCare of California, Inc.	2772 S. Martin Luther King Jr. Fresno, CA 93706 559-265-4800	Women, age 18 or over and a Fresno County resident.

<b>Men's Residential Services</b>		
Comprehensive Addiction Program	2445 W. Whitesbridge Road Fresno, CA 93706 559-264-5096	Men, age 18 or over and a Fresno County resident.
Fresno County Hispanic Commission	1444 Fulton Avenue Fresno, CA 93721 559-485-0501	Men, age 18 or over and a Fresno County resident. <b>Spanish speaking</b>
<b>Adult Non-Residential Services (Outpatient)</b>		
*Choices (A Road to Recovery)	3323 N. Hilliard Lane Fresno, CA 93726 559-229-3737	Men and women, 18 years of age and over
Primer Paso	3748 N. First Street Fresno, CA 93726 559-485-0501	Men age 18 or over and a Fresno County resident. English and Spanish speaking for stimulant use disorders.
*Fresno County PATHS Program	515 S. Cedar Fresno, CA 93702 559-453-8300	Women, at least 18 years of age. Under 18 y/o with program MD approval.
*Fresno New Connections, Inc.	4411 N. Cedar Avenue, #108 Fresno, CA 93726 559-248-1548	Men and women, 18 years of age and over
King of Kings – Perinatal	2302 Martin Luther King Blvd., Fresno, CA 93706 559-442-0400	Women, Pregnant & Postpartum
**Kings View Rural Program (Southeast Area)	1822 Jensen Avenue, #102 Sanger, CA 93657 559-875-6300	Men and women, 18 years of age and over
Kings View Rural Program	3800 Mc Call Ave Selma, CA 93662 559-898-5109	Men and women, 18 years of age and over
*Mental Health Systems, Inc.	190 N. Van Ness Avenue Fresno, CA 93701 559-237-8337	Men and women, 18 years of age and over
Primer Paso, Inc – Southeast Rural	545 E. Manning, Mariposa Mall # 109 Parlier, CA 93648 559-646-1400	Men and women, 18 years of age and over
Primer Paso, Inc - West Rural	979 North O. Street Firebaugh, CA 93622, 559-659-2172	Men and women, 18 years of age and over
*Tower Recovery Center	707 N. Fulton Street, Suite 101 Fresno, CA 93728 559-486-6080	Men and women, 18 years of age and over
*Universal Health Network	3170 N. Chestnut Ave. Ste. 105 Fresno, CA 93703 559-252-5150	Men and women, 18 years of age and over
*WestCare of California, Inc.	611 E Belmont Fresno, Ca 93701 559-237-3420	Men and women, 18 years of age and over

Life Center of America	930 N. Van Ness Ave. Fresno, CA 93728 559-237-0072	Men and Woman, 18 years and older.
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<b>Adult Methadone Outpatient Services</b>		
*Aegis Medical Systems	3703 E. Shields Fresno, CA 93726 559-229-9040	Men and women, 18 years of age and over
*Addiction Research & Treatment	1235 "E" Street Fresno, CA 93706 559-268-6261	Men and women, 18 years of age and over
*Addiction Research & Treatment	539 N. Van Ness Fresno, CA 93728 559-266-9581	Men and women, 18 years of age and over
*Addiction Research & Treatment	3103 E. Cartwright Fresno, CA 93725 559-498-7100	Men and women, 18 years of age and over

## **(e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES**

### **Plan for Mental Health Services**

The Fresno County Department of Behavioral Health staff provide mental health assessments for CalWORKs clients who have been screened by the CalWORKs staff as having possible mental illness which is a barrier to employment. CalWORKs staff complete the necessary release of information and Community Services Interagency Referral form, including the reason for the referral. The Self-Assessment Functioning Evaluation (SAFE) Form is attached to the referral. Upon receipt of the referral, the client is contacted for an appointment for a mental health assessment with a Mental Health Clinician. The Mental Health Clinician will complete an assessment and notify the CalWORKs staff of the results of the client evaluation. If the mental health assessment indicates the need for further treatment, the clinician will complete a Mental Health Plan of Care and notify the CalWORKs staff.

The County, through its Department of Behavioral Health, provides mental health counseling and intervention services to CalWORKs participants. The goal of these services is to provide participants, as part of a self-sufficiency plan, with the necessary treatment of mental or emotional disabilities that may limit or impair their ability to transition from welfare-to-work or retain in employment over a long-term period. Services were developed in a manner consistent with the County's Welfare-to-Work program and the County's consolidated mental health Medi-Cal services plan. The County will ensure, whenever possible, that the services provided qualify for federal reimbursement of the non-state share of Medi-Cal costs. CalWORKs funding for these services will be utilized as necessary. Services include, but are not limited to: screening, evaluation, assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, a process for identifying individuals with severe mental disabilities and follow-up services will enable participants to reach the goal of self-reliance.

**(f) MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS**

**18/24 month time limits were repealed by SB 1104, Chapter 229, Statutes of 2004. Therefore, if mental health services are needed they may be provided throughout recipients' time on aid.**

## **(g) CHILD CARE AND TRANSPORTATION SERVICES**

### **Child Care**

In order to ensure all families who are in need of child care services can access both the Resource & Referral (R&R) and the Alternative Payment Program (APP) providers, both the R&R and APP will co-locate with E&TA, or otherwise be immediately accessible to expedite the application process for child care services. All documents and forms necessary to obtain child care assistance will be reviewed with the person requesting such assistance at the time of initial request, and any additional requirements for eligibility (such as income or provider verification) will be requested by the County or APP at that time. Should any further assistance be required by the family beyond the application process, it can be obtained by calling the family's assigned Eligibility Worker, Job Specialist, APP or R&R staff.

The Fresno County child care plan will include three stages, and will be designed to provide a seamless transition to each new phase.

#### **Stage One**

Stage 1 child care will be divided into a two-part process. The first section provides for the intake of new applications for CalWORKs services, and the second section serves ongoing CalWORKs families who are beginning Welfare-to-work activities or employment.

The applicant/recipient will be evaluated by the Job Specialist for participation in work activity components. The E&TA staff will determine the appropriate child care stage for the family's placement. The department staff will inform the client of their CalWORKs plan, including the child care stage, and complete the application for child care services. The Resource & Referral Agency and an Alternative Payment Agency will be located on site at the department in order to provide convenient and expedient services to the clients who have not yet located a child care provider.

Stage one child care will be provided by E&TA or the State Center Community College Chancellor's Grant as appropriate. Payments for child care will be authorized for new applicant families as they begin employment or are placed into work activities at the time the participant signs his or her welfare-to-work plan.

#### **Stage Two**

All CalWORKs families who are eligible for Stage 1 child care services will be evaluated monthly for continued eligibility through the sixth month. Once the sixth month of Stage 1 child care is reached, or when otherwise found to be appropriate, the contracted APP providers will be notified to begin the process to transfer the client to Stage 2. This will allow the APP approximately one month in which to obtain any necessary information and to prepare to issue the child care payment without interruption. The APP providers will

obtain any information from the family necessary to complete the transfer, and notify both the family and provider of the change in child care case managers.

Families will be placed on the waiting list for other subsidized child care immediately when Stage 1 payments are requested or authorized. This will increase the likelihood of child care availability when the family's allowable time in Stages 1 and 2 has been exhausted. Should insufficient funding be available for Stage 2 services, the family will remain in Stage 1. Circumstances will be reviewed monthly, and the family will be referred to the APP to transition to Stage 2 as soon as funds become available.

### Stage Three

The APP will complete an evaluation of the family's situation on a monthly basis, to determine the appropriate time to transition to Stage 3. Families are eligible for Stage 2 services up until the first day of the 25<sup>th</sup> month after the family is discontinued from CalWORKs cash aid. If Stage 3 funding is not available at the end of the family's Stage 2 term, the APP will attempt to place the family in the broader arena of subsidized child care programs, as appropriate.

Throughout each stage of CalWORKs child care, the R&R will be available to the families for information and referral to child care providers, should circumstances change.

### **Criteria for Exemption**

According to CalWORKs, a six-month Infant Exemption may be granted. Fresno County will comply with this provision of CalWORKs. In addition, extensions may be granted on a case-by-case basis up to and until the youngest child reaches twelve months of age, contingent upon the availability of infant care. Further, participation in welfare-to-work activities may begin prior to the end of the six-month exemption period (but no earlier than the child reaching twelve weeks of age) if, on a case-by-case basis, an assessment determines that suitable child care is available and the participant is able to begin such activities.

As noted, a parent will not be required to participate in a welfare-to-work activity if appropriate child care is not available. Any individual who indicates that child care is not available will be referred to the R&R for assistance in locating a provider. If the R&R verifies that no providers are available, the parent will be given one to three months exemption. When the exemption period has expired, the Job Specialist evaluating the family's circumstances will contact both the parent and R&R, to determine if circumstances have changed. If child care is available, the parent will be considered for welfare-to-work activity. If a provider is still not available, the parent will be exempted an additional period of time.

Parents will be given a twelve week exemption for any subsequent births while on assistance. Every effort will be made to assist families to obtain quality, appropriate care

for all children.

A non-parent relative caretaker who has primary responsibility for providing care for a child is exempt from WTW participation when he/she is caring for a child who is a dependent or ward of the court or is caring for a child who the county has determined to be at risk of placement in Foster Care (must be documented with court order or written statement from a social worker). The care taking responsibility must be beyond those considered normal day-to-day parenting responsibilities and impair the non-relative caretaker's ability to be regularly employed or to participate in WTW activities.

### **Capacity Building**

The Department supports local efforts to train qualified individuals to become child care providers as a career. The County's Capacity Building Plan was developed and will be updated periodically with the input of the R&R, APP's, the Local Planning Council, and the Fresno County Child Development Consortium.

### **Quality Improvement**

The Department will take advantage of all existing quality improvement programs in the area, and will screen potential participants to determine appropriate placements. The Department will also coordinate any existing quality improvement allocations with existing programs, to ensure maximum effectiveness of resources.

## **Transportation**

Fresno County's Department of Employment & Temporary Assistance (E&TA) will take necessary steps to provide CalWORKs participants with available transportation services, when such services are used to increase participation in CalWORKs activities (job search, job training, child care, etc.) The county is collaborating with the Transportation Policy Board in expanding public transportation and hours of operation. Should additional funding be made available for expanding transportation services, E&TA will negotiate with local transit authorities for this expansion.

In determining individual transportation needs, the Job Specialist will consult with participants and authorize the most appropriate means of transportation. E&TA will determine the manner in which participants are reimbursed for transportation costs on a case-by-case basis. Generally, participants who choose to use a private vehicle when an assessment has determined that public transportation is available, accessible and appropriate to their circumstances, will be reimbursed at a rate equal to the cost of public transportation in their service area (e.g., City of Fresno, City of Sanger). In cases where participants must use their own vehicles due to local public transit being unavailable (e.g., graveyard shift), inaccessible, or when requiring its use would be unreasonable (e.g., time and distance to a child care provider), they will be reimbursed at the current Internal Revenue Service (IRS) standard mileage rate for business. Under all circumstances, the transportation services component will be operated in full compliance with the guidelines published in ACL 97-72.

Transportation services providers who will be utilized by E&TA for CalWORKs activities are listed below:

### **Metro Areas**

Fresno Area Express (FAX)

Clovis Transit (Fixed Route and Demand Response Services)

### **Rural Areas**

Auberry Transit

Coalinga Transit (In-Town Service)

Coalinga-Fresno (Inter-City Service)

Firebaugh Transit

Fowler Transit

Huron Transit

Kerman Transit

Kingsburg Transit

Mendota Transit

Orange Cove Transit (In-Town Service)

Orange Cove - Fresno (Inter-City Service)

Parlier Transit

Reedley Transit

Sanger Transit\*

San Joaquin Transit

Selma Transit

\*Fixed Route & Demand Response Services

Participants will be helped to think creatively about transportation alternatives and to identify back-up arrangements. Participants without their own vehicle or ready access to public transportation will need to identify alternative means. For example, participants can

be encouraged to join car pools. Applicants and recipients who are engaged in the CalWORKs activity will be reimbursed for all necessary and reasonable transportation costs.

## **(h) COMMUNITY SERVICE PLAN**

The Community Service (CS) activity is a non-salaried work training activity with work assignments at approved work sites in a public or private non-profit organization. Participants work under the close supervision of the activity provider. The goal of the Community Service activity is to provide a needed community service and to give Welfare-To-Work (WTW) participants job skills that will lead to unsubsidized employment. Community Service is a countable WTW activity. Any hours spent in a Community Service activity can be counted towards a participant's WTW 32/35 core or non-core hours. The actual number of Community Service hours that a participant can be scheduled for is determined by the Simplified Food Stamp Program. The Job Specialist will utilize the Unpaid Work Experience and Community Service Hours Worksheet (WTW0015) to calculate the maximum participation hours by dividing the current month's assistance and food stamp benefits by the state's minimum wage. When the number of maximum number of allowable CS hours does not meet the required number of WTW participation hours, the difference must be completed by additional activities.

Community Service programs are limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, public safety and child care. Community Service may also include a portion of mental health, substance abuse or domestic abuse treatment. For example, if the individual is in a residential program and is required to work in the kitchen as a part of their treatment, those hours would be counted as community service.

Participation in self-initiated Community Service programs is permitted as long as the activity is temporary and transitional, is performed in the public or private nonprofit sector, provides basic job skills that may lead to employment while meeting a community need, and is approved by the Department of Employment and Temporary Assistance. The Department will only approve self-initiated Community Service programs that are appropriate for the participant based on the assessment of the following:

- The participant's work history and an inventory of his or her employment skills, knowledge, and abilities.
- The participant's educational history and present educational competency level.
- An evaluation of the chances for employment given the current skills of the participant and the local labor market conditions.

The participant will receive a Community Service orientation which includes appraisal and skills enhancement. The Department's Job Specialist will explain program goals,

participant responsibilities, appropriate work place behaviors, minimum participation requirements and job duties for available work site, review minimum participation requirements and job duties for the work site and advise the participant of their rights and responsibilities while participating.

Supportive Services (transportation, childcare and ancillary) will be provided for the full extent of the Community Service activity. The participant will be required to participate in 32/35 hours of activity during participation in the Community Service activity. Upon review of the WTW0015, if the maximum number of CS hours is less than the required 32/35 hours of participation, the Job Specialist will place the participant into additional activities.

The Department's Work Site Developer is the Job Specialist responsible for locating and securing appropriate work sites on a continuous basis. Prior to placement of Community Service participants, public and private non-profit organizations must submit a Work Site Agreement signed by the responsible party of their organization. The Work Site Developer will schedule meetings with the interested work sites in order to:

- Determine the organization's Community Service needs.
- Explain the Community Service program mission, objectives and goals, and the rights, responsibilities and benefits of becoming Community Service work sites.
- Explain the role of the Work Site Supervisor in teaching workplace skills as well as specific training.
- Explain the participant's work requirements, estimated assignment length and unsubsidized employment goal.

The Community Service Job Specialist will review all available work sites to identify those most appropriate for the referred participant and will schedule the participant for an interview. The Community Service Job Specialist will be responsible for all case management for the duration of the assignment. During the first four weeks of placement, the Community Service Job Specialist will contact the participant and the Work Site Supervisor to ensure that the Community Service assignment is progressing successfully.

If there are issues/barriers that threaten the success of the participant's placement, the Work Site Supervisor will contact the Work Site Developer. The Work Site Developer will perform a site visit and discuss any absences or serious work behavior issues with the Work Site Supervisor and/or barriers with participant. The participant's Community Service Job Specialist will be notified of work site issues and will follow up with the client to determine the necessary action to ensure that the identified issues are resolved.

The Work Site will:

- Cooperate with monitoring and evaluations conducted by the Work Site Developer
- Allow the Work Site Developer to conduct site visits and interview the participant during work hours

- Advise the Work Site Developer of any problems arising during the placement
- Assist the participant in meeting their training and Community Service goals.
- Provide supervision, tools and equipment needed by the participant within the limits of available funding during the Community Service/training placement assignment.
- Assist and encourage the qualified participant to compete for job openings occurring within the organization.

The Community Service assignment may end under any one of the following circumstances:

- When the participant begins full time employment that meets their participation requirements.
- Discontinuance of the CalWORKs cash case.
- Failure of the participant to comply with the Community Service placement requirements.
- 60 months of Time on Aid has expired.

## **(i) WORKING WITH VICTIMS OF DOMESTIC ABUSE**

### **DOMESTIC ABUSE PROTOCOL**

Fresno County developed its protocol in collaboration with the local Fresno County Domestic Violence Roundtable. The Roundtable was developed as a venue for law enforcement, judiciary, social services and community organizations to collaborate and help improve our community response to domestic abuse.

The purpose of the Fresno County Domestic Violence Roundtable is to reduce and prevent domestic abuse in Fresno County by enhancing the response of public and private service providers.

### **DEFINITIONS**

Fresno County defines domestic abuse as follows:

"Domestic abuse" means assaultive or coercive behavior which includes physical abuse, sexual abuse, psychological abuse, economic control, stalking, isolation, threats, or other types of coercive behaviors occurring within a domestic relationship.

"Domestic relationships" are relationships between or among adults or minors who are a current or former spouse, adults or minors who live together or have lived together, adults or minors who are dating or have dated, adults or minors who are engaged in or who have engaged in a sexual relationship, adults or minors who are related by blood or adoption, adults or minors who are or formerly were related by marriage, adults or minors who are engaged or were formerly engaged to be married, or persons who have a child in common.

A sworn statement by the domestic abuse victim is sufficient to establish abuse unless documentation exists that indicates a reasonable basis to find the recipient not credible.

In lieu of a sworn statement, other verification may be provided such as but not limited to: police reports, government agency or court records or files; documentation from a domestic abuse program, legal, clerical, medical or other professional written verification from whom the applicant or recipient has sought assistance in dealing with abuse; or other evidence, such as a statement from any other individual with knowledge of the circumstances that provide the basis for the claim, or physical evidence of abuse, or any other evidence that supports the statement.

### **IMPLEMENTATION**

In accordance with the protocol, and with input from the Fresno County Domestic Violence Roundtable, the county will:

- Institute mandatory sensitivity training to be given by a qualified domestic abuse intervention provider as to recognizing behavioral and psychological indicators associated with victims of domestic abuse.
- Establish a local provider list of domestic abuse intervention resources.

Fresno County recognizes that victims of domestic abuse may require counseling and other treatment services to cope with issues related to the parent and child's well being. In some instances participation in welfare-to-work activities may be recommended concurrently with treatment services. In each instance when the participant declares domestic abuse as a reason for not participating in a CalWORKs welfare-to-work activity, the situation will be evaluated periodically for re-entry into the sequence of required work activities.

### **In-House Referral Process**

The Department of Employment and Temporary Assistance is continuously engaged in ongoing efforts to train all staff to recognize the signs of Domestic Abuse and to respond appropriately to the needs of the client. All CalWORKs applicants and recipients will be informed verbally and in writing of the availability of services designed to assist individuals to prepare a safety plan, in order to prevent continued domestic abuse. The written notice will be in the language understood by the applicant/recipient to the extent required by law. Applicants and participants will be provided with opportunities to confidentially self identify or disclose domestic abuse at any time. Staff are encouraged to identify" abuse victims by allowing victims to self-identify after they receive domestic abuse resource materials. The Self-Assessment Functioning Evaluation (SAFE) form has been developed to assist staff in identifying domestic abuse issues. All individuals will be advised that answering the questions is OPTIONAL and that the information is being requested to assist the individual and the client's children in becoming self-sufficient while promoting his/her safety. Where domestic abuse is an issue, the welfare-to-work plan will be written in such a way as to avoid placing the client or the client's children at-risk of further abuse.

Once identified, domestic abuse victims will be referred to a Job Specialist or social worker who will develop and agree upon an activity or Welfare-To-Work (WTW) Plan. The Job Specialist or social worker will make a determination on whether the client is in immediate danger and, if so, inform the client of the rights and take appropriate action. The Job Specialist or social worker will also discuss risks associated with paternity identification and child support requirements. The Job Specialist or social worker will develop a WTW Plan which does not place the client at further risk. The health and safety of the victim and his or her children are critical. If the participant and staff are unable to reach agreement on the WTW Plan the matter shall be referred for an assessment by an impartial third party.

Participation in WTW activities may be waived for applicants/recipients who are past or

present victims of abuse or who would be placed at further risk of abuse and/or unfairly penalized by CalWORKs requirements, including time limits. However, participation in WTW activities will be encouraged, to the full extent of their abilities, including participation in counseling and treatment programs, as appropriate, to enable the recipient to obtain unsubsidized employment and move toward self-reliance.

A waiver may be granted when a client discloses involvement in an existing abuse situation and there are ongoing safety or emotional issues which would affect current participation in WTW activities. Time limits will be waived when a client is in a past/present domestic abuse situation that prevents them from participating in any regular WTW activity. If the client is able to participate in some WTW activities, then certain activities can be waived but time limits will continue to be in effect.

To establish good cause for a waiver the Job Specialist or social worker will determine if domestic abuse exists; the duration, frequency and degree of abuse; whether regular WTW participation would place client at further risk for domestic abuse or whether CalWORKs requirements and procedures would unfairly penalize the client.

If the situation is of a crisis nature and the client is in immediate danger and cannot participate in any activities a full waiver of all WTW activities may be appropriate. This type of waiver can be granted for up to 90 days, depending on the case and how long it might take to resolve/stabilize the situation and address the immediate safety needs of the client. The status of the waiver is reviewed at 30, 60 or 90 day intervals.

If the abuse is ongoing, but it is determined that the client can participate in some WTW activities, the Job Specialist will work with the client to determine which WTW activities are appropriate. For example, a client may participate concurrently in Counseling and Vocational Training or Job Services, Work Experience, etc. The Worker must insure that program requirements are not applied in such a way as to encourage a victim to remain with the abuser; for example, denying child care for a two-parent household when the second parent is in the home and is the abuser.

Before a waiver can be granted, the Job Specialist or social worker must have a plan in place for intensive case management services during the waiver period. This period of intensive case management may include a combination of regular WTW activities as well as domestic abuse activities such as counseling, substance abuse, mental health, housing and safety arrangements, child custody activities, etc.

Waivers are reviewed periodically at 30, 60 or 90 days. The Job Specialist or social worker can increase or decrease the length of the waiver based on the needs of the client.

**(j) PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES**

Fresno County will fully comply with the federal and state evaluation and tracking provisions contained in Section 10541 of AB 1542 (Chapter 270, Statutes of 1997). In doing so, the County will closely monitor its CalWORKS implementation to ensure that all legally-mandated deadlines to implement each program component are met.

The Fresno County Board of Supervisors did not identify any local performance outcome measures to be tracked. If any additional local outcome objectives are developed subsequent to the submission of this plan, they will be forwarded to the State in the form of a CalWORKS Plan addendum or amendment. As required by Section 10542 of AB 1542, any such addendum will include an explanation of how the outcomes were identified, the data Fresno County intends to collect to monitor them, and the data collection methodologies that would be utilized.

## **(k) PUBLIC INPUT TO THE COUNTY PLAN**

Fresno County held 14 public hearings throughout the county from November 18, 1997 through December 3, 1997 in order to solicit public input on the draft plan. These meetings were publicized utilizing a variety of media presentations and held in schools and community centers throughout the county. The results of these meetings indicated concerns in the areas of child care, transportation, and worker displacement, among others. Public input has been considered in the development of the County's Plan.

In addition to the public hearings, Fresno County has been committed to community involvement in the formation of a CalWORKs plan and has provided many avenues for community comment.

### **Client Input**

Fresno County's Department of Employment & Temporary Assistance conducted its first client survey in May 1997. Information was gathered from 500 clients at various points of entry at the Department of Employment & Temporary Assistance. The purpose of the survey was to determine client job readiness. The survey requested information regarding their employment history, barriers, and direction for providing employment services. The findings indicated that the clients represented an accurate cross section of the department's overall cash assistance population. The results revealed that generally, those interviewed had greater work experience than expected although perceiving themselves to have many barriers. The majority of the respondents reported that they would find a way to support their families in the absence of public assistance.

A second client survey was conducted from October 24, 1997 through October 29, 1997. Client surveys were distributed throughout Fresno County's Eligibility departments, CalWORKs departments, school districts, and Fresno City College requesting client input and participation in a Client Advisory Meeting. On October 30, 1997, recipients and applicants alike came together to express their concerns and to make suggestions.

Surveys were available in English, Hmong, Laotian and Spanish, with translators in other languages available, as needed to receive information. The surveys requested client input in the areas of supportive services needs, domestic abuse, and employment history,

250 surveys were returned from around the county. Results included:

1. Approximately 24% of respondents reported they had lost a job in the last 5 years due to lack of child care, transportation, licenses, tools or housing.
2. Approximately 40% of respondents had been on aid more than 5 years.

3. 25% of respondents admitted to having been a past or present victim of domestic abuse

The issues addressed at this client input meeting included concerns about the availability of child care, work activity participation requirements, lack of jobs in the valley, exemptions for small children, mandatory school attendance and effects on family with respect to problem children, gang activity and fear of leaving teens without supervision while parent(s) are working, lack of transportation and diversion suggestions.

### **Community Organization Input**

Community member organizations and business alike have been continually meeting in various capacities for the past year to address welfare reform issues. Fresno County's E&TA staff have been conducting welfare reform presentations to community organizations, businesses, educational community, and public sector groups who have requested the most up-to-date information available. To date, E&TA has provided approximately two hundred such presentations, affording participants the opportunity to provide input.

## **(I) SOURCE AND EXPENDITURES OF FUNDS**

Attachment A and Attachment B provide an overview of the county's estimated expenditures and source of funds for the CalWORKs Program. These budget pages reflect that Fresno County will expend its full Maintenance of Effort (MOE), which is that amount expended by the County for similar activities during fiscal year 1996-97.

## **(m) ASSISTING FAMILIES TRANSITIONING OFF AID**

### Transitional Assistance Due To Employment

Employed participants transitioning from cash aid will be eligible to receive the transitional support services for a six month period from the date of hire. The County's rationale for this time period is that participants who have been able to maintain a job for 180 days, have most likely been successful in overcoming barriers to employment. Case management activities will focus on retention and rapid re-employment services. The County will offer an array of services which may include:

- Assistance in accessing benefits and services outside public assistance.  
Job search and development assistance for re-employment
- Resume preparation
- Peer Group Support
- Job Hotlines
- Training on budgeting
- Assistance in problem-solving, crisis management, interacting with supervisors and co-workers
- Job progression/job promotion discussion to assist participants to understand the first job may not be the ideal one, but may be a stepping stone to a better job(s)
- Program staff follow-up with the participant, as necessary, to build a cohesive working relationship with employer

### Transitions Due to Time Limits

Participants will transition off aid due to the following time limits:

60 Month Time Limits - Fresno County understands the necessity of providing families on aid all feasible services to assist them to become self-reliant and independent of public assistance. To this end, the county will provide the following pro-active sequence of services to help prevent assistance units from reaching the 60-month time limit and not achieving the goal of self-reliance.

At the 48-month time line, a home call (or other appropriate contact) will be made to the household, to assess any other barriers to employment in an attempt to provide all possible services to the participant family approaching the 60-month time limit. Two months before the 60-month time limit, if the participant is still unemployed, he/she will be provided with assistance in accessing benefits and services outside public assistance, as well as discussion/information on budgeting, housing, etc., and the impact transitioning the parent(s) off aid will have on the family. Cal/WORKS recipient adults who have received the maximum 60-months of cash aid assistance will be ineligible for further cash aid. However, any eligible children under 18 years of age in an assistance unit in which the parent(s) are no longer

eligible for cash aid will continue to receive assistance.

## **(n) JOB CREATION**

Fresno County in conjunction with the local Economic Development Corporation (EDC) completed the application process for the California Trade and Commerce Agency's Job Creation Investment Fund. The application was approved and EDC is taking the lead and convening the Job Creations Task Force in order to establish the Job Creations Plan and implementation activities.

Fresno County is working closely with EDC regarding other job creation activities and funding specific job creation and marketing projects.

**(o) OTHER ELEMENTS**

**Pilot Projects**

There are no other pilot projects that Fresno County has identified at this time. The department reserves the option to submit a pilot project proposal at a later date in the form of an addendum to the County's plan.

## **Diversion Assessment and Eligibility Determination**

AB1542 imposes a state-mandated local program which requires each county to provide diversion services as an alternative to CalWORKs benefits under certain circumstances. Fresno County plans to emphasize employment early in the applicant's entry into public assistance. Diversion services will be available, if applicable, to resolve the circumstances that require the family to apply for assistance. Diversion funds are intended to assist job-ready or currently employed applicants who are likely to be able to avoid the need for extended assistance by being provided diversionary assistance.

In acknowledgment that diversion services are required by the CalWORKs legislation, a Diversion Component will be developed and implemented. Generally, after an eligibility determination has been completed, all participants found eligible will be assessed to determine their suitability and appropriateness for receiving the services that will be included in the Diversion Component. Participants have the right to decline diversion and remain eligible for cash assistance.

Should the client return for services as a result of an unsuccessful diversion (e.g. client borrows diversionary monies equal to three times the Maximum Aid Payment and returns after two months to apply for aid), applicant will be required to reapply for cash assistance and sign a welfare-to-work plan to participate in required work activities. Any Diversionary overpayments will be recouped either through cash repayment (at the rate of 10% reduction per month until paid off) or counted towards a client's 60-month lifetime limit. The client has the right to decide how the loan will be repaid.

After a successful use of Diversion services, applicants may reapply for Diversion if such services will prevent the use of CalWORKs funds being issued.

Diversion services may include job services provided prior to the determination of eligibility with a full range of linking services to employers and employment. The following criteria may be used to determine if the applicant would likely be able to avoid receiving cash assistance by such diversion assistance.

1. Applicant's employment history
2. The likelihood that the applicant will be able to obtain immediate full-time employment, maintain full time employment, or turn part-time employment into full-time employment with such assistance.
3. The applicant household's prospects for employment given employable family members' skills, aptitudes, and current labor market needs.
4. Housing stability
5. Availability of adequate child care

6. The applicant's assistance need(s)
7. Welfare dependency history
8. Does the applicant have an employer interested in hiring him/her, but needs supportive services in order to get hired?

**Use of Diversion Services/Payments may include but is not limited to:**

1. Tools/uniforms
2. Automobiles
  - a. Car payments for a client-owned vehicle, or a down payment for a low-cost used automobile.
  - b. Automobile repairs
3. Automobile insurance payments
4. California Driver's License costs
5. Temporary transportation assistance, which may include a bus pass or money for gasoline.
6. House payment or house/apartment rental payment assistance
7. Up front, temporary child care payment assistance
8. Clothing for employment
9. Other licenses/certificate fees, e.g. forklift certification, etc.
10. Resume preparation, job placement assistance and referral information
11. Driving record costs (when record is required for employment), drug screen costs or fingerprinting/background costs when required for employment.
12. Transportation out of county or state for both client and family for employment (costs would be dependent on geographical location of job, and could include rental/utility deposits).
13. Union dues

**All diversion determinations will require a Supervisor's approval prior to issuance.**

**(p) COMPLIANCE WITH REQUIREMENTS OF CalWORKs**

Fresno County has opted to require adults in single parent assistance units to participate in a work activity for a full 32 hours per week beginning January 1, 1998, or when the County's CalWORKs plan is approved. The selection of the 32 hour per week requirement most closely approximates full-time employment. The 32 hour requirement will be met through employment hours in combination with other work activities when necessary.

**(q) INTERACTION WITH AMERICAN INDIAN TRIBES**

There are three American Indian Tribes located on rancherias in Fresno County: Big Sandy, Table Mountain and Cold Springs. E&TA has been in contact with representatives from each tribe and they have indicated that at this time they are electing to have the County's CalWORKs program provide eligibility services. On an individual basis, they will be choosing between the California Indian Manpower Consortium's Native Employment Works (NEW) Program and the County's CalWORKs employment services. To ensure an equitable access to tribal members, efforts are underway to expand services on a periodic out stationing basis to the Rancherias.

**CERTIFICATION**

THIS **AMENDED** PLAN HAS BEEN DEVELOPED IN ACCORDANCE WITH THE APPROPRIATE FEDERAL, STATE AND COUNTY LAWS AND REGULATIONS. THE TERMS OF THIS PLAN, INCLUDING ALL CERTIFICATIONS WITHIN THIS PLAN, AND ALL APPLICABLE LAWS AND REGULATIONS WILL BE FOLLOWED DURING THE IMPLEMENTATION AND EXECUTION OF THIS PLAN.

Fresno County Department of  
Employment & Temporary Assistance –  
Director

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Fresno County Board of  
Supervisors – Chair

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