LELAND W. COLLINS
DIRECTOR

SAN BENITO COUNTY

ELIZABETH FALADE, M.D., M.P.H.
HEALTH OFFICER

1111 SAN FELIPE ROAD, SUITE 206
HOLLISTER, CALIFORNIA 95023

January 14, 1998

Glenn Brooks
California Dept. Social Services
Sacramento, California

Dear Mr. Brooks;

The following pages are the clarifications to our CalWORKs Plan. If you have any further questions, please phone me at (408)636-0148.

Sincerely,

Kay Gibson

Kay Gibson, Deputy Director

1. **(Clarification Needed-Section b.) The County indicates it has worked with the PIC in identifying available jobs. Please provide information regarding what contacts, if any, the County has had with the faith community and labor organizations in this area.**

As a represented Agency on the PIC, we have had ongoing contact with organized labor's appointed PIC representative. We also have met with representatives of the Service Employees International Union (SEIU) to discuss the impact of CalWORKs on the County employees they represent.

We currently work with the faith community in the areas of child care and with the creation of Emmanus House, the shelter for battered women that is in developmental stages. As soon as the Agency's employment specialist positions have been filled, we will be assigning those staff to meet with representatives of churches in our region to discuss the availability of jobs and community service slots.

2. **(Clarification Needed-Section g.) The plan does not indicate which options the County has chosen regarding the length of exemptions for parents caring for infants. For the initial and subsequent exemptions, the periods of six months and twelve weeks are respectively provided in Statute. This periods may be extended on a case by case basis using county-developed criteria. If the County intends to exercise these options, please provide the criteria to be used.**

Here in San Benito County, parents who have the primary responsibility for care to a child six months of age or younger will be exempt from Welfare to Work for six months and may be increased up to a year on a case by case basis. The exemption period for a subsequent child will be twelve weeks with the possibility of it being increased to six months. This increase with also be determined on a case by case basis.

The County will use the following criteria to determine if the exemption should be extended:

1. The child's health
2. Availability of infant care

The County reserves the right to adjust or add to the above extension criteria, if other circumstances occur that warrant the extension.

3. **(Clarification Needed-Section h.) Please indicate what involvement labor entities have had in the development of the community Service Plan.**

The local SEIU, The United Farm Workers, and The Plumbers, Steamfitters and Refrigeration Fitters unions were sent letters requesting their attendance at the public forums that were held in October, 1997. The letters included copies of the agenda for each of the four forums. No representatives from these or other unions attended the forums.

The County hopes to gain their participation in CalWORKs by having the employment specialists meet with the unions on a one-on-one basis.

4. **(Clarification Needed-Section i.) Please provide information regarding the criteria or protocols to be used to waive program requirements for victims of domestic violence.**

In consultation with our local Victim/Witness Assistance Program, we have developed the following criteria to use in determining whether there is good cause to waive program requirements for victims of domestic violence until regulations are adopted by CDSS.

a. Currently homeless (attributable to domestic violence) or in domestic violence shelter;
b. Immediate threat of violence, as documented by a restraining order, police report, physician's report of injuries or statement from Victim/Witness Assistance Program representative;
c. Has child who is abuse victim, as documented through Child Protective Services records, where there is restricted availability of appropriate child care or therapy; or
d. Credible threat by batterer to abduct child(ren), documented by a restraining order, police report or statement from Victim/Witness Assistance Program representative.

Some individuals may no longer be at risk of violence, but may still be suffering the lingering physical or emotional affects of a prior violent relationship. These individuals may be exempted on the basis of disability, pursuant to documentation to that effect, and will be referred for on going treatment and/or therapy to address that disability.

5. **(Clarification Needed-Section k.) The acronym "LEA" is used in reference to agencies attending a Welfare to Work forum on October 1, 1997. Please clarify this reference.**

"LEA" stands for "Local Education Agencies".

INFORMAL GRIEVANCE PROCEDURES

CAUSE DETERMINATION

The ETW shall determine if there is good cause as to why the participant failed or refused to meet program requirements.

A. Enter into a contract,
B. Participate in a program component agreed to in the contract,
C. Accept job offer or job refusal

The ETW will send the participate a written notice of an appointment within (10) working days of the clients refusal to discuss the situation. The notice will contain the following:

A. Informing the client that the appointment is to determine if he/she had good cause for not meeting the program requirements.
B. A description of the requirements client failed to meet.
C. Informing the client his/her right to explain why requirement was not met.
D. Consequences of failing to keep appointment.
E. A list of what may constitute good cause.
F. Inform the participate of his/her right to formal conciliation, not to exceed twenty (20) days, if the ETW finds that refusal and failure to meet requirements was without good cause, & informal steps to resolve were unsuccessful.
G. A proposed conciliation plan.
H. Clients right to offer a counter-proposal.
I. The name and address of the local legal service.
J. Consequence of failing to resolve the dispute during the formal conciliation.

The rights and responsibilities of the participant will be reviewed during the interview. The participant may contact the worker prior to the interview and request the interview be rescheduled. Only two reschedules will be permitted. Telephone interviews may be used to accomplish the cause determination. If the participant does not keep the appointment and doesn't notify the ETW, cause determination will be made from the available information.

If the ETW determines that good cause existed for refusal and failure to comply with the program, the ETW shall;

A. Determine if the problem has been resolved and if the client can resume participation
B. Arrange for additional supportive services for the client to resume participation,
C. Determine, with the participate, if participation in another component would be appropriate.
D. Determine it temporary exemption is appropriate.
E. If necessary amend the participants contract.

Informal conciliation shall be conducted if the ETW determines that no good cause existed for the participants failure of refusal to comply.

Informal Conciliation will offer the client an opportunity for an interview with the ETW Supervisor either by phone or in person. Informal Conciliation should take place within five (5) working days and shall not exceed ten (10) working days from the initial cause determination. The ETW will be permitted to involve persons relevant to the clients noncompliance.

If the informal conciliation is unsuccessful the ETW shall begin Formal Conciliation.

FORMAL GRIEVANCE PROCEDURES

Formal Conciliation shall begin immediately following the unsuccessful informal conciliation no later than ten (10) working days. The proposed plan of the ETW and the clients counter-proposal will be used to help resolve the problems. The formal conciliation period shall not exceed thirty (30) calendar days. The client will be allowed, upon written notice, to terminate formal conciliation if he/she feels the dispute will not be solved. The ETW has the right to terminate the formal conciliation prior to the thirty (30) days if the client refuses to meet the conditions.

The ETW shall notify the client in writing on the successful completion of the conciliation plan.

If the formal conciliation is not successful in resolving the conflict, the following shall occur.

A. The first instance of noncompliance, the participate will be sanctioned, with the family's aid will be lowered , until the participant comes into compliance.
B. For the second instance, the participant's grant will be lowered for at least three months, and vendor and/or voucher payments will be issued.
C. The third instance, the participant's grant will be lowered for at least six months and vendor and/or voucher payments will be issued.

FORMAL GRIEVANCE (HUMAN SERVICES AGENCY.)

The procedures will be the same as that established in section 5302 of the unemployment code.

FORMAL GRIEVANCE (BOARD OF SUPERVISORS)

The procedures established by the Board of Supervisors are as follows:

A. A prompt hearing before an independent impartial hearing officer.
B. The client has the right to present evidence, to be represented by an attorney or other representation.
C. The client has the right to all relevant documents and information prior to the hearing.
D. A complete tape of the hearing will be available to the client upon request.
E. Client must make request for the hearing within sixty (60) days of date of action.
F. The client shall be given a written decision of the findings of fact and the conclusions of law.
G. Inform the client that he/she is dissatisfied with the decision he/she has the right to request a State Hearing.

LELAND W. COLLINS
DIRECTOR

ELIZABETH FALADE, M.D., M.P.H.
HEALTH OFFICER

SAN BENITO COUNTY

1111 SAN FELIPE ROAD, SUITE 206
HOLLISTER, CALIFORNIA 95023

December 19, 1997

Curtis Howard
Welfare to Work Division
California Dept. of Social Services
744 P. Street M.S. 9-701
Sacramento, Ca. 95814

Dear Mr. Howard;

Attached is San Benito County's CalWORKs plan. It was approved by our County Board of Supervisors on December 16, 1997.

If you have any questions, please contact Leland Collins at (408)637-5336 or myself Kay Gibson at (408)636-0148.

Sincerely,

Kay Gibson

Kay Gibson, Deputy Director

SAN BENITO COUNTY

Cal WORKs Plan

December 16, 1997

Prepared by:

Leland Collins, Director
San Benito County Health
and Human Services Agency

Kay Gibson, Deputy Director
San Benito County Health
and Human Services Agency

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.

EXECUTIVE SUMMARY

San Benito County's CalWORKs design is based on three key principles:

- **Access**

  To further our goal of simplifying the process for CalWORKs participants and the agencies with which we will collaborate, the County will combine the activities of eligibility and employment services, and assign these combined case management responsibilities to a single Employment & Training Worker. We propose to staff these positions at approximately one case manager for each eighty families.

  We will be physically colocated with multiple key services necessary to achieve success, including the following agencies: Child Care Resource and Referral, Drug & Alcohol Abuse Services, Mental Health, Employment Development Department, JTPA, Economic Development Corporation, Family Support, Community Action Agency, Adolescent Family Life Program and Manpower.

- **Equity**

  San Benito County proposes to implement the Noncustodial Parent Program, in the belief that it is the responsibility of both the mother and father to achieve self-sufficiency on behalf of themselves and their children.

  San Benito County endorses the principle that all participants will be afforded equal opportunities to achieve self-sufficiency, irrespective of their race, national origin, gender or primary language.

- **Excellence**

  San Benito County is committed to meeting and exceeding all Federal and State participation rates. We will aggressively pursue training and employment opportunities for our community; we will aggressively combat fraud through all avenues available to us.

San Benito County is a rural island of unemployment in the midst of larger, diversified counties. Its economy is in transition from agricultural to light industrial, but it has not grown quickly enough to keep pace with its residential growth. Indeed, according to calculations by the California Budget Project, there are 12 job seekers competing for each new job, placing us over 71% above the Statewide mean.

Resources are scarce in San Benito County. Our only community college is located outside the county's boundaries; the public

transportation system is skeletal and unreliable. Individuals seeking training and employment frequently find that those resources are available only outside the County--and then find that they cannot get to them.

Our goal in implementing CalWORKs in San Benito County will be to coordinate efforts on several fronts:

1. We will unite with the Economic Development Corporation in developing a strategy to encourage the growth of employment in our community;

2. We will advocate for improved public transportation, and offer our assistance in pursuing grants toward that end;

3. We will work closely with the providers of job training to ensure that their services match the needs of the region's employers;

4. We will provide intensive case management to participants with the goal of developing a confident, trained workforce ready to meet the needs of employers; and

5. We will work closely with Family Support in implementing our Noncustodial Parent Program in order to assure that services and sanctions are delivered equitably.

The County will be offering a full menu of training and job services to its participants, and will enlist the support of the entire community in ensuring that everyone in San Benito County is afforded the opportunity to be self-sufficient.

Access, equity and excellence--these represent San Benito County's code of practice as we implement CalWORKs and change forever "welfare as we knew it."

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

[Education Code Section 10200 and WIC Section 10531 (a)]

Over the last ten to twelve years, San Benito County, due to its size, has had to collaborate with other public agencies, as well as with agencies in our community's private and non-profit sector. These collaborations were created in order for the County's GAIN Program to offer a wider range of training programs and supportive services. These collaborations have strengthened and grown over the years, and will continue to do so, as we implement and build our CalWORKs program.

Training and Employment-Related Activities

The County will provide job club, job readiness, job networking, Adult Basic Education, On-the-Job Training, Vocational education and training (short term), and Job Skills Training. These services will be conducted by County Staff and 1) Gavilan College, 2) our adult school district, 3) ROP program, 4) private vocational schools, 5) training programs funded by San Benito County Private Industry Council, 6) the California Department of Rehabilitation and 7) the California Employment Development Department.

Support Services

CalWORKs clients who are actively participating in employment related activities will receive supportive services from the County. These supportive services will include payments for child care, transportation and ancillary costs. The County's Drug and Alcohol Services and Mental Health Services will provide substance abuse and mental health services to our CalWORKs participants. Our Victim Witness and Mental Health Services will provide assistance to victims of domestic violence.

San Benito County Health and Human Services Agency is currently working with our District Attorney on the co-location of a Family Support Specialist in our office.

San Benito County has no Refugee Employment Services Plan.

b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS
[WIC Section 10531 (b)]

San Benito County's strongest partnership is with our JTPA Programs, which San Benito County Health and Human Services Agency contracted with for training and OJT for our GAIN program.

This past year, twelve public agencies partnered with our PIC to apply for a Grant to set-up a one-stop-center. The center is for both the employer and the employee. We plan to utilize this center as much as possible. We currently have several businesses that have listed job openings on our one-stop web page and some GAIN participants that have placed their resume also on the web page. This one-stop is available to the public and private businesses at any thirteen different sites throughout our community.

Even though our county is small and only has a few businesses that are not small family owned, we plan to develop innovative new partnerships with local business and new manufacturing plants that will be opening soon.

Currently through the use of GAIN participants, the Health and Human Services Agency has helped to make the food bank available to more people in the community.

(c) LOCAL LABOR MARKET NEEDS

[WIC Section 10531(c)]

Since our updated labor market projections have not been completed for the county by EDD, this report will use projections from a Workforce and Technical Assistance Needs Project compiled by Gavilan College on south Santa Clara/San Benito Counties Region. This project was sponsored by the following eight local organizations;

Gavilan College
City of Hollister
City of Morgan Hill
Joint Venture - City of Gilroy & Gilroy Chamber of Commerce
Morgan Hill Chamber of Commerce
Pacific Gas and Electric
San Benito County Private Industry Council
Santa Clara County South Region Occupational

This project was conducted in an effort to determine the needs and plans of South Santa Clara/San Benito Counties Region businesses, in order to ensure that the tools necessary for continued growth and success are available to local business owners.

The following is the findings for San Benito County:

Industry Mix of all Known Business	
Agriculture/Forestry/Fishing	4.6%
Mining	0.1
Construction	9.1
Manufacturing	5.1
Transportation/Utilities	3.8
Wholesale Trade	7.8
Retail Trade	21.8
Finance/Insurance/Real Estate	7.4
Services	36.8
Public Administration	3.0
Non classified	0.5

53% of the local businesses currently employ fewer than six individuals full-time, nearly one out of five firms have 21 or more full-timers.

	Full time	Part time
1 - 5 employees	53.4%	46.6%
6 - 10 employees	18.1	5.2
11 - 15 employees	5.2	3.4
16 - 20 employees	1.7	1.7
21 - 50 employees	10.3	2.6
51 - 100 employees	3.4	-
101 or more employees	6.0	-
No employees	1.7	40.5

Based on perceptions of size to other companies within the same industry, the majority of San Benito County businesses are small.

Small size	72.0%
Medium size	21.9%
Large size	6.1%

A typical business in San Benito County has been here about 12 years. One-fourth of these business owners indicated that they located here to be close to customers and or suppliers. Some 44% of San Benito County companies report a moderate increase in their business activity, while one out of 10 will be greatly expanding.

Nearly one-third of the businesses here consider the skill level or preparation of the workforce to be an obstacle facing their business today. Current economic conditions and the cost involved in doing business are also seen as key obstacles.

San Benito County businesses have minimal relocation plans and very few intend to decrease in size over the next three years. However, one of our larger agriculture firms recently closed, laying off a couple hundred employees.

In this survey, businesses stated that they would like to see the following goods and services offered in our local community, which gives us an indication of the types of new businesses needed in our future:

Computer hardware/software/services
Food/produce/liquor
Building/construction materials
Office equipment/supplies
Auto parts/rental/service
Manufacturing materials/equipment
Agriculture equipment/supplies
Electronic/appliance products/services
Miscellaneous retail products
Printing/photo supplies/services
Packaging supplies
Paper products

Findings regarding future workforce needs of San Benito county businesses indicate there will be some change in the county's current occupational structure.

Of the top 10 occupations currently most in demand today, about one-half fall within the need for additional hires in the next five years. The highest need in the future will remain to be in the area of metal fabrication, repair and assembly. A number of positions basic to a variety of industries (sales, administrative specializations, production and stock clerks) will also be available.

Employment in Hollister is highest in the manufacturing industry, with 42% of total number of reported employees in the region

employed by manufacturers.

Across the 97 general occupational categories identified in the Directory of Occupational Titles, average hourly wage ranges from $5.00/hr. for lodging and related service workers to $25.00/hr. for professionals in the field of law and jurisprudence.

The following are the occupations most in demand across responding San Benito County businesses:

Occupations in Current Demand

1) Metal fabrication, repair and assembly
2) Electrical equipment repair and assembly
3) General managers and officials
4) Administrative specializations
5) Computing and account recording
6) Electrical assembly, repair and installation
7) Miscellaneous sales
8) Production, stocks and related
9) Education
10) Stenography, typing and filing

Occupations Slated for Major Additional Hiring
In the Next 12 Months

1) Metal fabrication, repair and assembly
2) Miscellaneous sales
3) Food and beverage prep/service
4) Electrical assembly, repair and installation
5) Stenography, typing and filing
6) Miscellaneous sales of commodities
7) Architecture, engineering and surveying
8) Administrative specialization
9) Welders, cutters and related
10) Production, stock clerks and related

Occupations Targeted for Major
Growth in 3-5 years

1) Metal fabrication, repair and assembly
2) Miscellaneous sales
3) Food and beverage prep/service
4) Miscellaneous sales of commodities
5) Packaging and materials handling
6) Production, stock clerks and related
7) Administrative specializations
8) Mechanics and machinery repair
9) Motor freight
10) Electrical assembly, repair and installation

Due to technology changes and comptetitive pressure in industry, the top new occupational openings here in San Benito County are:

Sales/marketing occupations
Accounting/finance occupation
Manufacturing occupations
Administrative specialization
Education occupations
Mechanics and machinery repair occupations
Medicine and Health occupations

According to sampled San Benito County business owners, the skills most valued in today's work environment are job skills/work experience, good work ethic, and communication skills. The following are the top skills San Benito County businesses stated that they look for:

Employability skills
Work ethic/values
Communication/customer service skills
Basic skills (reading, writing, math)
Computer skills
Education program/degree completion
Sales/marketing skills
Critical thinking skills
Manufacturing skills
English language
Machine operation/repair skills
Engineering and related technologies
General office skills

To stay competitive in today's business environment, San Benito County companies are in need of a variety of training programs and services. To aid in the development of the future workforce, county firms are also interested in a number of occupational activities and services. The following is a list of training programs and services of interest to our local businesses:

Customer relations/service training
Sales/marketing/advertising
Computer/office automation training
Communication training
Leadership/supervision training
Basic skills training (Math - English)
Computer networking training
Business plans, strategic planning
Small business assistance
Employee health and safety/wellness training
Finance/accounting training
Environmental regulations/Haz Mat training
Total Quality Management
English as a Second Language
ISO 9000, 9001, 14000
Automotive technologies
Training Needs Assessment
Agriculture courses
Business/technical writing

Foreign language training
Allied health training
International business training
Career planning
Human services (gerontology, substance abuse)

(d) WELFARE-TO-WORK ACTIVITIES
[WIC Section 10531(d) and WIC Section 11322.6]

- [x] Unsubsidized employment
- [ ] Subsidized private sector employment
- [x] Subsidized public sector employment
- [x] Work experience
- [x] On-the-job training
- [ ] Grant-based on-the-job training
- [x] Vocational education and training
- [x] Education directly related to employment
- [x] Adult basic education (includes basic education, GED, and ESL)
- [x] Work Study
- [x] Self Employment
- [x] Community service
- [x] Job search and job readiness assistance
- [x] Job skills training directly related to employment
- [ ] Supported work
- [x] Transitional employment
- [ ] Other (list)

The County's goal is to offer all adult basic education coupled with work experience or vocational training. Currently in the GAIN Program, we have coupled basic education and vocational training for some of our GAIN participants and have been successful.

(e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES
[WIC Section 11325.8 and 11325.7]

Plan for Substance Abuse Services

[x] Certify that the county's substance abuse treatment services will include at least the following: evaluation, case management, substance abuse treatment, employment counseling and the provision of community service jobs.

Plan for Mental Health Services

[x] Certify that the county will provide at least the following services: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

San Benito County intends to provide Alcohol and Drug and Mental Health Services that will assist CalWORKs participants to whom these issues may be a barrier to employment.

We are currently working on MOU's with our two county agencies (San Benito County Drug and Alcohol and San Benito County Mental Health) to provide these services to our CalWORKs participants when needed.

(f) MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS

The county intends to provide mental health services after a CalWORKs participant has reached his/her time limits by utilizing mental health's new managed care system, sliding fee scale and to utilize Medi-Cal whenever possible.

(g) CHILD CARE AND TRANSPORTATION SERVICES
[WIC Section 10531(g) and WIC Section 10531(i)]

Child Care

The following child care payment programs: the Greater Avenues for Independence (GAIN) child care program; the Non-GAIN Education and Training (NET) child care program; the Cal-Learn child care program; the child care earned income disregard; the Supplemental Child Care (SCC) program; and the Transitional Child Care (TCC) program will no longer be in effect on January 1, 1998. They will be replaced as will the California Alternative Assistance Program which was discontinued October 3, 1997, by the new CalWORKs child care structure established by AB1542. This new child care structure will be a three-stage child care system.

San Benito County is currently working with our local Child Care Resource and Referral Agency to complete an MOU, so that we can guarantee "No Break" in child care for those CalWORKs families as they move between the three different stages of child care. Stage one child care will be administered by San Benito County Health and Human Services Agency and will make child care payments for child care services directly to the child care provider.

Stage two payments will also be paid directly to the provider, but will be administered by our local Child Care Resource and Referral Agency (Growth and Opportunity), which happens to be co-located in the same building as San Benito County Health and Human Services.

Stage Three Child Care will be administered by the agency in our County under contract with the State Department of Education, which happens to be our local Child Care Resource and Referral (Growth and Opportunity).

San Benito County Child Care Resource and Referral Agency will keep a list of available Stage two and Stage three slots and will notify the San Benito County Health and Human Services Agency when slots become available.

Transportation

San Benito County intends to continue its practice of offering bus passes and/or mileage for those CalWORKs clients who are participating in employment related activities.

San Benito Health and Human Services Agency plans on working with our public transportation officials to expand their fixed route area to include the industrial areas of the community.

(h) COMMUNITY SERVICE PLAN

[WIC Section 11322.6 and WIC Section 11322.9]

San Benito County expects that the effective delivery of Community Service activities will be one of the greatest challenges we face in the implementation of CalWORKs. The County proposes to administer the community Service program internally.

The county is projecting an inverted bell-shaped curve of Community Service hours over the next three years. As persons enter CalWORKs during the first six months, there will not have been established sufficient alternative welfare-to-Work resources to meet participation needs. The "fall-back" resource, then, will be Community Service. As resources are developed, we will be able to transition more participants into a variety of training slots, thereby decreasing our reliance on Community Service. As time limits expire, though, we will again be increasing assignments.

The county considered contracting this component to outside agencies, and did in fact receive one proposal. Unfortunately, we could not accept that proposal, as it was not cost-effective and the subcontractor proposed limitations that are not permitted under CalWORKs.

The county will be utilizing its own staff to develop resources in the public sector and private non-profits. San Benito County has only two cities, but there are numerous State and Federal offices we will be contacting in order to develop slots. We will be asking the County of san Benito to take the lead in endorsing the concept of community service and in encouraging and assisting individual County Departments in developing slots.

The county also will be considering the establishment of a non-profit corporation to develop and provide Community Service slots to the broader community.

Staff will negotiate placement agreements with participating agencies and entities. We project that some may be willing to act more independently than others; we will be prepared to offer enhanced on-site support to those entities that indicate they do not possess sufficient staffing to monitor placements.

The key goal, of course, will be to create meaningful placements. It will be necessary to include language within each placement agreement that specifies the job skills to be learned and practiced by participants, and the means by which the receiving entity will provide those skills and experiences.

The county will utilize senior Employment & Training Worker staff, under the supervision of the Employment & Training Supervisor and in conjunction with the Staff Services Analyst, to develop and

maintain the Community Service slots. The CalWORKs Case Managers will be responsible for providing day-to-day client assistance and monitoring.

(i) WORKING WITH VICTIMS OF DOMESTIC VIOLENCE
[WIC Section 10531(i)]

San Benito County will be seeking training for staff from both academic and local resources.

We will be requesting that the University of California at Davis, with which we have a long-term contractual relationship, provide staff with training in the dynamics of family violence, its interrelationship with substance abuse, the link between spousal abuse and child abuse, effective interventions and the unique roles played by law enforcement, mental health, substance abuse treatment resources, CalWORKs and others in effectively breaking the cycle of violence.

We also will seek training from local providers of services in order to gain understanding of the resources available. Local providers of services include Victim/Witness Assistance program staff, law enforcement professionals and the staff and volunteers associated with Emmaus House, the fledgling shelter operation that is in the process of being established.

As individual applicants identify themselves as victims of domestic violence, they will be asked to prepare and sign a statement to that effect under penalty of perjury. The Case Manager will assist the applicant in developing a plan that will provide protection from risk while also providing services aimed at achieving self-sufficiency.

Referrals will be made to Victim/Witness and to other local resources as appropriate. Persons found to be victims or potential victims of domestic violence may have certain program requirements waived, subject to the approval of the CalWORKs Supervisor and Deputy Director.

The extent to which program requirements are waived will depend on the unique circumstances of each case. It may be possible to limit the "public exposure" of some individuals, for example, by having them perform their required participation hours entirely within the confines of the CWD or within a Police or Sheriff's Office.

These decisions will be made and approved on a case-by-case basis, taking into account the recommendations of the Case Worker and the Victim/Witness Assistance program representative (when applicable), the CalWORKs Supervisor and the Deputy Director.

(j) PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES [WIC Section 10542]

No specific local objectives have been established. It is the expressed goal of the county to meet and exceed all Federal participation requirements, to maximize incentives where available and to ensure program integrity through an aggressive early fraud detection process.

(k) PUBLIC INPUT TO THE COUNTY PLAN
[WIC Section 10531(k)]

It was the goal of San Benito County to ensure broad public access and input to the planning process. Toward that end, four Community Forums were held covering specific areas of CalWORKs:

. Welfare-to-Work

Held on October 1, 1997 in the afternoon, this forum covered topics of vocational education, job creation, job search and assessment. The forum was attended by a cross-section of local agencies, LEA representatives and other service providers.

. Community Service

Held on October 8, 1997 in the afternoon, this forum's theme was limited to a discussion of community Service. Alternatives were discussed, and additional potential resources were identified.

Unfortunately, no representatives from the County's two cities of Hollister and San Juan Bautista attended the forum. This portends potential difficulties in generating enthusiasm and spirited cooperation from those entities.

. Supportive Services

Held on October 13, 1997 in the afternoon, this forum focused on issues of mental health services and substance abuse services, as well as the new expectations of Family Support. Representatives from all three relevant local agencies attended the forum, and a spirited and fruitful discussion ensued.

. Child Care/Transportation

Held in the evening of October 10, 1997, this forum addressed the new challenges faced by the community in developing and accessing resources for child care and transportation.

No local transportation representatives attended the forum. It is clear that transportation may continue to be a significant barrier to self-sufficiency, and that new resources must be developed to meet the participants' needs.

The forums were publicized widely in a variety of media. We received excellent press coverage announcing the forums; we posted notices of the forums in virtually every service agency and in the CWD's lobbies. We announced the forums at the Board of Supervisor's meetings and at meetings of various commissions. We sent out over 100 specific invitations and agendas, each one

targeted to a relevant agency or community advocate.

Although we had good attendance from agencies and service providers, we were disappointed with attendance from members of the public generally and public assistance recipients specifically. We believe that the lack of attendance from those most impacted by these changes--the recipients of public assistance--is illustrative of the challenge we face in generating enthusiasm and motivation to take advantage of the new resources created by CalWORKs.

(1) **SOURCE AND EXPENDITURES OF FUNDS**
[WIC Section 10531(1)]

Attached are the budget sheets completed per instructions. To project expenditures, we have utilized the September 1997 quarterly administrative expenditure claim and projected quarterly growth at 5%.

Second-half child care expenditures are projected as budgeted in our single allocation. Mental Health expenditures assume Medi-Cal payments of $3,000.

Certainly, San Benito County will meet its required MOE.

County Plan Budget
1997/98 State Fiscal Year

Section 1

	Total	FCS	State General Fund	County Funds *	Other **
Food Stamp Administration (For County MOE Purposes)	563,488	281,744	197,221	84,523	-0-

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

County Plan Budget
1997/98 State Fiscal Year

Section 2

Note: The following categories are for information purposes only and are not an indicator of specific claiming categories

	Total	TANF/State General Fund	CCDBG	Title XIX	County Funds *	Other **
TOTAL CalWORKs Admin & Services Items (A) thru (D)	1,645,489	1,501,919	54,370	3,000	86,200	
(A) TOTAL CalWORKs Single Allocation Items (1) thru (7)	1,483,614	1,342,044	54,370	3,000	86,200	
(1) Benefit Administration	256,250	217,812			38,438	
(2) Program Integrity (Fraud)	210,000	192,416			17,584	
(3) Staff Development/Retraining	25,000	21,250			3,750	
(4) Welfare-to-Work Activities	777,469	765,411			12,058	
(5) Cal Learn	104,000	104,000				
(6) Child Care - 1st half of 1997/98	110,895	42,155	54,370		14,370	
(7) Other Activities ***	-0-					
(B) Child Care - 2nd half of 1997/98	126,050	126,050				
(C) Mental Health Treatment	15,157	12,157		3,000		
(D) Substance Abuse Treatment	20,668	20,668				

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for those programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

*** Please identify "other activities" on a separate page.

(m) ASSISTING FAMILIES TRANSITIONING OFF AID
[WIC Section 10-531(m)]

San Benito County Health and Human Services Agency will ensure that appropriate child care services have been established and that continuing mental health services will be available for those that may need it.

The county will make available to past participants employment counselors who can provide assistance with job application, and resume preparation. They will also be able to make other referrals to address such issues as child care, transportation, housing, food and personal counseling.

(n) JOB CREATION

San Benito County intends to apply for its share of the Job Creation Investment Fund grant. The County has been allocated $52,643, and is in the process of developing strategies for the use of those funds.

The County's Welfare Director served as moderator for a panel at the California Trade & Commerce Agency's JCIF Regional Workshop held on November 13, 1997 in Monterey. Also in attendance were the Director of the County's Community Services and Workforce Development Agency (JTPA) and the Director of the Economic Development Corporation.

These three individuals since have met to discuss strategies to encourage expansion and development of employment in San Benito County, a county known unfortunately for its persistent double-digit unemployment rate.

As those strategies are developed, we will share with the State our plan for utilization of JCIF funds.

(o) OTHER ELEMENTS

San Benito County has submitted a proposal to operate a Noncustodial Parents Program. We strongly endorse the concept that noncustodial parents must share in the responsibility to seek self-sufficiency on behalf of themselves and their children.

Our proposal, submitted prior to the deadline of November 1, 1997, would fund additional staffing and supportive services to provide intense case management to noncustodial parents who are delinquent in paying child support. In this fashion, we can achieve greater equity in sharing responsibility for the support of children, and will provide additional parenting training and support for noncustodial parents to assist them in maintaining healthy relationships with their children.

(p) COMPLIANCE WITH REQUIREMENTS OF CALWORKS
[WIC Section 11322.8(a) and WIC Section 11322.8(a)]

San Benito County does not intend to exercise the option to require adults in single-parent assistance units to participate up to 32 hours per week prior to July 1, 1999.

(q) INTERACTION WITH AMERICAN INDIAN TRIBES
[WIC Section 10553.2]

There are no federally recognized American Indian Tribes located within San Benito County.

CERTIFICATION

THIS 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.

Leland Collins, Director
San Benito County Health
and Human Services Agency

Ron Rodrigues, Chairperson
San Benito County
Board of Supervisors
12/16/97