

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814
(916) 445-4458



January 15, 1980

ALL-COUNTY INFORMATION NOTICE I- 10-80

TO: ALL-COUNTY WELFARE DIRECTORS

SUBJECT: TRI-REGIONAL TRAINING SEMINAR

REFERENCE: ACIN I-84-79

This letter is to inform you of an upcoming training seminar being sponsored by the American Public Welfare Association.

The seminar was originally scheduled for November 5 and 6, 1979. Due to unforeseen problems it was not held and has been re-scheduled for March 5 through March 7, 1980, at the Golden Gateway Holiday Inn in San Francisco.

With an overall theme of accountability in public welfare administration, the seminar is intended for staff involved in any assistance program, although the main emphasis will be on AFDC. A tentative agenda for the seminar is attached.

You are encouraged to attend this seminar. Reimbursement for costs related to attendance can be claimed in accordance with All County Letter No. 79-37. Due to space limitations, it may be necessary to limit attendance at the seminar. Although you may nominate up to two representatives, some adjustment may have to be made, depending on the statewide response. Each county, however, will be able to send at least one representative to the seminar. Please submit the representative(s) name(s), title(s), mailing address(es) and phone number(s) no later than January 29, 1980 to Frank Allen at: AFDC Program Operations Bureau, 744 P Street, Mail Station 16-30, Sacramento, CA 95814. It will be necessary to re-submit names, although you may have previously nominated seminar attendees in response to ACIN I-84-79. Information about accommodations and other seminar details will be sent directly to those nominated to attend. In addition, you may contact Frank Allen at (916) 445-4458 if you have any questions.

Sincerely,

Kyle S. McKinsey

KYLE S. MCKINSEY
Deputy Director

Attachments

cc: CWDA
GEN 654a (9/79)

TRI-REGIONAL TRAINING SEMINAR
ACCOUNTABILITY IN PUBLIC WELFARE ADMINISTRATION
SAN FRANCISCO, CALIFORNIA

Day 1 - Wednesday, March 5

1:00pm - 1:30pm - Welcome, Introductions

1:30pm - 3:00pm - Theme: Agency Management Techniques

Speaker #1 Establishment and Utilization of Workload/
Caseload Standards

Speaker #2 Work Procedures and Simplification Techniques

Speaker #3 Early Caseload Error Identification Techniques

3:00pm - 3:30pm - Coffee Break

3:30pm - 5:00pm - 3 Group Discussions with Speakers

*(Attendees or Speakers can rotate among the three groups)

Day 2 - Thursday, March 6

8:30am - 10:00am - Theme: Agency Monitoring Technique

Speaker #1 Worker Performance Standards

Speaker #2 Role of Supervisor in Monitoring and Motivating

Speaker #3 Monitoring Local Office Performance

10:00am - 10:30am - Coffee Break

10:30am - 12:00pm - 3 Group Discussions with Speakers*

12:00pm - 1:30pm - Lunch

1:30pm - 3:30pm - Theme: Eligibility Worker Accountability

Speaker #1 Accepting Responsibility for Accountability

Speaker #2 The Eligibility Worker Interviewing Process

Speaker #3 Eligibility Worker Early Error Identification Techniques

3:00pm - 3:30pm - Break

3:30pm - 5:00pm - 3 Group Discussions with Speakers*

TRI-REGIONAL TRAINING SEMINAR cont'd

Day 3 - Friday, March 7

8:30am - 10:00am - Theme: Agency Client Interaction

Speaker #1 Assisting Client in Understanding Agency Rules/
Regulations

Speaker #2 Clients Role in Interviews

Speaker #3 The Search for the Ideal Application Form

10:00am - 10:30am - Coffee Break

10:30am - 12:00pm - 3 Group Discussions with Speakers*

12:00pm - 12:30pm - Seminar Wrap Up