

DEPARTMENT OF SOCIAL SERVICES

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November 22, 1985

ALL-COUNTY INFORMATION NOTICE I- 98-85

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: PRODUCTS OF THE MOTHER LODE COUNTIES' AFDC
CORRECTIVE ACTION WORKSHOP

REFERENCE:

The Mother Lode Counties recently held an AFDC corrective action workshop. The hard work and enthusiasm of the workshop participants resulted in a number of practical and useful products. These products are now available to counties via the AFDC Corrective Action Clearinghouse.

Brief descriptions of each of the products developed in the workshop are attached. We encourage consideration of these products for use in your AFDC corrective action efforts. For more information or to request copies of any of the products, please contact your AFDC Corrective Action Bureau consultant at (916) 445-4458.


ROBERT A. HOREL
Deputy Director

Attachment

cc: CWDA

PRODUCTS OF THE MOTHER LODE COUNTIES'
AFDC CORRECTIVE ACTION WORKSHOP

Overcoming Resistance to Change (4 pages)

A guideline for producing general policies and specific approaches to reduce resistance to change. Provides an example of a "Departmental Policy Statement" on reducing resistance to change.

Tools to Encourage Accurate/Timely Reporting (68 pages)

This compilation of tools focuses on error prevention through client informing and case management. The items included were developed by various counties and are currently in use in those counties. The tools are for use by eligibility workers. Some inform clients of their reporting responsibilities and possible consequences of not reporting, other items are caseload management tools. Included are stuffers; informational notices; forms for comparing income and expenses; letters to employers, a calendar to track wages, UIB, and other kinds of income; procedures; and "communication" tips.

Building a Positive Corrective Action Team (13 pages)

A guide for county management and supervisory staff outlining their roles in the corrective action process. Two tools are provided. The first is an example of an effective division of corrective action roles and responsibilities among the levels of county welfare department staff. The second is a corrective action guide for supervisors that is a practical, ready to use guide for reviewing cases and gathering data.

Guideline for Establishing a Multi-County Committee to
Provide Consistent Information and Training (1 page)

An outline of guidelines and objectives for a multi-county committee to discuss common issues. The goal of the committee would be to provide consistent information and training to their respective staff.

Making the Transition from Superworker to Supervisor: A
Survival Guide (95 Pages)

This guide is a training tool for new EW supervisors. The guide is intended to be used by the new supervisor as a resource during the first six months of being a supervisor. It can also be used by the veteran supervisor as a refresher and second line supervisor for training new supervisors. It is written in understandable language and includes case studies; tips on common mistakes made by new supervisors; general expectations; warning signals; day to day dealing with staff; and much more.