

DEPARTMENT OF BENEFIT PAYMENTS

744 P Street
Sacramento, CA 95814



September 26, 1974

ALL-COUNTY LETTER NO. 74-190

TO: ALL COUNTY WELFARE DIRECTORS

ALL COUNTY STAFF DEVELOPMENT SUPERVISORS/COORDINATORS

SUBJECT: INCOME MAINTENANCE STAFF DEVELOPMENT PROGRAM STATEMENT FOR 1974-75

REFERENCE: OPERATIONS MANUAL SECTIONS 14-600, 14-610

Attached is the Income Maintenance Staff Development Program Statement for 1974-75. It reflects requirements of the Staff Development Regulations for county welfare department staff development programs.

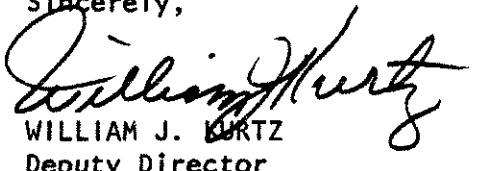
The signature of the county welfare department director or authorized representative on the statement indicates the county's commitment to fully implement the elements cited therein. Please complete, sign and return the program statement to the Departmental Training Bureau by November 1, 1974. Please retain a copy for your records.

In recognition of the separation of Income Maintenance and Social Services programs a new format for the County Staff Development Program Statement has been developed in cooperation with the County Welfare Directors Association, Staff Development Committee. Space has been provided on the right half of the statement for you to indicate the type of documentary resources available to substantiate the various elements. The attached list of suggested types of documentary resources may be used as a guide for completing this portion of the program statement. The statement also requires an indication of the location of the staff development records and the person responsible for these records.

Compliance reviews of County Income Maintenance Staff Development programs for the 1974-75 review cycle will be conducted in response to specific county welfare department requests or on an as-needed basis in accordance with departmental priorities. Departmental Training Bureau staff are available to assist county welfare department staff in their continuing efforts to improve the effectiveness of their staff development programs.

If you have any questions or comments, please call Edward Salt, Chief, Departmental Training Bureau at (916) 445-6271.

Sincerely,



WILLIAM J. KURTZ
Deputy Director

cc: CWDA

Attachments

INCOME MAINTENANCE STAFF DEVELOPMENT PROGRAM STATEMENT

TO _____

County of _____

ELEMENTS OF STAFF DEVELOPMENT PROGRAMDOCUMENTARY RESOURCESI. ADMINISTRATIVE RESOURCES AND CONSTRAINTSA. Overall Staff Development Policy (14-200)

An overall training policy outlining the agency's philosophy, policy, and objectives for the development and in-service training of all its personnel shall include the following elements:

1. A written statement available to all staff.
2. A statement of administrative responsibility for staff development.
3. A statement of the agency's responsibility to provide the opportunity for personnel to participate in agency in-service training and outside job-related educational activities.
4. A description of the training responsibilities within the county welfare department by function and level.
5. Agency policy with respect to release of time for training and participation in cost of employee job-related educational activities; in-service training; and attendance at conferences, workshops, and seminars. This includes release time to attend and costs such as fees, books, per diem, and travel. (10-221)
6. A statement on affirmative action and job opportunity training for all classifications (Local Agency Personnel Standards Section 1712p)

B. Personnel Development Policy (10-221)

A personnel development policy shall include the following as elements of a personal development plan:

1. An annual interview with the employee to establish performance goals and plans for greater development

TO _____

County of _____

ELEMENTS OF STAFF DEVELOPMENT PROGRAM

DOCUMENTARY RESOURCES

2. A written annual appraisal of performance outlining for both the agency and employee the proposed plan for improving performances and preparing for job advancement.

C. Staff Development Personnel Plan (14-200, 14-800) Person(s) who carry specific responsibility for staff development activities for all levels and classes of personnel shall be identified. The plan shall include:

1. The designated person responsible for the total county welfare staff development program.
2. The number and classification of all full-time and part-time staff development personnel, both administrative and direct training.

D. Budget Appropriations for Training (14-620, 10-221)

The staff development program of the agency shall implement budgetary appropriations for:

1. Training expenses: i.e., conference attendance, leadership, tuition for courses, salaries.
2. Training equipment and materials.
3. Library expenses.

I. TRAINING ACTIVITIES DIRECTED TO ACHIEVE TRAINING OBJECTIVES

A. Orientation (14-300, 21-003)

Each new employee of the county welfare department shall be provided with an initial period of training to help him understand how he fits into the operation of the agency as a whole. The training program shall include the following basic elements:

TO _____

County of _____

ELEMENTS OF STAFF DEVELOPMENT PROGRAM

DOCUMENTARY RESOURCES

1. General county programs and policies.
2. Specific county welfare department purpose.
3. Physical facilities.
4. Personnel policies.
5. Office rules and regulations.
6. Department administrative organization.
7. Department background and functions.
8. Employee obligations, rights, and responsibilities.

B. Induction (14-310, 14-325)

Each new employee of the county welfare department and each employee, at the time of a significant change in job responsibility or when reinstated to a former position, shall be provided with training designed to introduce him to the specific functions, duties, and responsibilities of the job.

1. All programs shall:
 - a. Provide the employee with the components of the job.
 - b. Provide the employee with the job goals.
 - c. Provide the employee with specific standards of performance.
 - d. Include specific tools to evaluate the effectiveness of the training programs.
2. The induction training program for eligibility workers shall include the following content areas:
 - a. Eligibility and grant determination.
 - b. Interviewing
 - c. Fraud prevention
 - d. Nondiscrimination
 - e. Referrals to services
 - f. Workload management
 - g. Client's rights and responsibilities
 - h. Recording techniques

TO

County of _____

ELEMENTS OF STAFF DEVELOPMENT PROGRAMDOCUMENTARY RESOURCESC. Functional In-service Training (14-400, 14-410, 14-420)

The purpose of functional in-service training is to provide staff of all classifications with the specific knowledge and skills required in their job assignments.

Special functional training programs shall be identified for the following groups:

1. Supervisory staff
2. Clerical staff
3. Technical staff
4. Management or administrative staff
5. Eligibility workers.

D. Changes in Regulations and Introduction of New Programs (14-420.3)

Training for changes and new programs shall include:

1. A general overview for all staff when changes have an impact on their jobs.
2. Specific training for staff when changes affect the performance of their jobs.

E. Other Continuing Training Programs Required by Special Regulations (14-402.4)

1. Nondiscrimination (21-003)
2. Fraud prevention (20-000)

State of California

Department of Benefit Payments

INCOME MAINTENANCE STAFF DEVELOPMENT PROGRAM STATEMENT

TO _____

County of _____

ELEMENTS OF STAFF DEVELOPMENT PROGRAM

DOCUMENTARY RESOURCES

The county welfare department has developed and implemented a staff development program/plan which contains the elements indicated in this program statement and is in accordance with federal requirements and state regulations and standards. Documentary resources to substantiate the staff development program/plan are indicated above. They are maintained at _____ (location) by _____ (title) and classification of person responsible for staff development records) and are available for review on request of the Department of Benefit Payments.

County Certification _____ Date: _____
(Director/Authorized Representative)

Suggested Documentary Resources

- I. Staff Development Policy (14-200)
 - a. written staff development policy
- II. Personnel Development Policy (10-221)
 - a. written personnel development policy
 - b. record of interviews with employees on performance
 - c. record of individual employee goals and career development plans
 - d. employee evaluation or appraisal forms
- III. Staff Development Personnel Plan (14-200, 14-800)
 - a. written plan
 - b. personnel employment and classification records
 - c. organization chart
- IV. Budget Appropriations for Training (14-620, 10-221)
 - a. budget records
- V. Orientation (14-300, 21-003)
 - a. training records
 - b. instructor syllabi
 - c. lesson plans
 - d. instructor training notes
 - e. employee handbooks
 - f. training activity reports, calendars

VI. Induction (14-310, 14-325)

- a. training records
- b. instructor syllabi
- c. lesson plans
- d. instructor training notes
- e. employee handbooks
- f. training activity reports, calendars

VII. Functional In-Service Training (14-400, 14-410, 14-420)

- a. record of in-service training
- b. instructor syllabi
- c. lesson plans
- d. instructor training notes
- e. training activity reports, calendars

VIII. Changes in Regulations and Introduction of New Programs (14-420.3)

- a. training records
- b. instructor syllabi
- c. lesson plans
- d. instructor training notes
- e. training activity reports, calendars
- f. unit meeting reports

IX. Other Continuing Training Programs Required by Special Regulations (14-420.4)

- a. training records
- b. instructor syllabi
- c. lesson plans
- d. instructor training notes
- e. employee handbooks
- f. training activity reports, calendars