

# county of ventura

Public Social Services Agency  
Barbara Fitzgerald, Director

## *FAX*

Helen Reburn  
Chief Deputy Director  
Income Maintenance/Gain

Frank Ferratta  
Deputy Director  
Children and Family Services

Jerry Blesener  
Deputy Director  
Admin/Fiscal/Adult Services/SIB

January 27, 1998

To: **Gordon Scott**  
California Department of Social Services  
FAX No. 916-654-1295

From: **Helen Reburn**  
Chief Deputy Director

Subject: **FY 97/98 Ventura County CalWORKs Plan**

Per our conversation, attached are the changes for the Ventura County CalWORKs Plan. This includes changes to pages 6, 9, 10, 14, 15, 19, 28 and 29. (We are sending two sets of these pages: one annotated set showing the edits which were made – and the other set without the annotations.)

Also attached is the Ventura County CalWORKs Grievance Procedure (pages 31, 32, 33 and 34), which is the same as was used for GAIN.

If there are any questions, please call me.

HELEN REBURN

Phone (805) 652-7662  
Fax (805) 652-7571

Total pages faxed: 21

505 POLI STREET, VENTURA, CA 93001 (805)652-7601 FAX (805)652-7571

adult services • children & family services • gain services • income maintenance • senior nutrition • veteran services  
652-7650 654-3270 652-7601 652-7694 388-4317 385-6370

# county of ventura

**Public Social Services Agency**  
**Barbara Fitzgerald, Director**

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January 7, 1998

Mr. Curtis Howard  
Welfare to Work Division  
California Department of Social Services  
744 P Street, MS 9-701  
Sacramento, CA 95814

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS  
COUNTY PLAN (CALWORKS)

Dear Mr. Howard:

Enclosed is Ventura County's CalWORKs County Plan which was approved by our Board of Supervisors on January 6, 1998. Also attached is the letter to our Board requesting approval of both the required County Plan and the final draft Ventura County Implementation Plan for CalWORKs.

Our Implementation Plan will be submitted to you upon final approval by our Board on January 27, 1998. That Plan is the culmination of over two years of planning and preparation for welfare reform in Ventura County. It creates a radically new outcome-driven intervention system of public and private partnerships with a goal of self-sufficiency through employment for CalWORKs families. This new interagency system is based on effective designs for other high risk/high cost child and adult populations used within Ventura County for the past 12 years.

Ventura County continues to be interested in working with your Department for approval to become a CalWORKs demonstration program as authorized in AB 1542 for improved administration of program services to clients. We look forward to meeting with Bruce Wagstaff on February 4, 1998 in Ventura to begin that discussion.

If there are any questions regarding our County Plan, please call me at (805) 652-7662.



HELEN RE  
Chief Deputy Director

Enclosures  
cc (letter only): Eloise Anderson, Director  
Bruce Wagstaff, Deputy Director

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**MEMBERS OF THE BOARD**

SUSAN K. LACEY  
FRANK SCHILLO  
KATHY I. LONG  
JUDY MIKELS  
JOHN K. FLYNN

**BOARD OF SUPERVISORS  
COUNTY OF VENTURA**

GOVERNMENT CENTER, HALL OF ADMINISTRATION  
800 SOUTH VICTORIA AVENUE, VENTURA, CALIFORNIA 93009

January 6, 1998

Board of Supervisors  
County of Ventura  
800 South Victoria Avenue  
Ventura, CA 93009

**Subject: Approval of CalWORKs County Plan and  
Ventura County Implementation Plan for CalWORKs**

**Recommendations:**

1. Approve the attached *CalWORKs County Plan* for submission to the California Department of Social Services, and authorize the Chair to sign the "Certification" that this plan has been developed in accordance with the appropriate federal, State, and County laws and regulations, and that 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.
2. Approve in concept the attached *Ventura County Implementation Plan for CalWORKs*.

**Fiscal/Mandates Impact:**

**Mandatory:** Yes. Assembly Bill (AB) 1542 requires each county to submit a *CalWORKs County Plan* to the California Department of Social Services (CDSS) by January 10, 1998.

**Source of Funding:** CalWORKs single funding allocation.

**Funding match required:** None if County meets a maintenance of effort (MOE) expenditure level equal to the FY 1996-97 actual expenditures.

**Impact on other departments:** Minimal

CalWORKs includes a FY 1997-98 single allocation funding to Ventura County of \$15,194,529. Although CalWORKs funding is capped at this single allocation level, unexpended CalWORKs funds can be rolled over to subsequent years until July 1, 2000. The County cost is capped at a maintenance of effort (MOE) expenditure level equal to the actual FY 1996-97 net County cost. There are sufficient appropriations budgeted in the FY 1997-98 PSSA budget to meet the County FY 1997-98 MOE requirement. The estimated FY 1997-98 MOE for Ventura County is \$2,674,692. This represents the minimum annual net County cost expenditure level required to receive the maximum single allocation CalWORKs grant of \$15,194,529.

**Discussion:**

The Ventura County CalWORKs Implementation Plan before the Board today represents the culmination of over two years of planning and preparation for welfare reform in Ventura County. It is the result of the work of a dynamic Steering Committee of public and private sector partners under the leadership of this Board.

Ventura County's Implementation Plan creates a radically new outcome-driven system of public and private partnerships with a goal of putting people to work and raising the standard of living for families. It replaces the old process-driven welfare program with a goal of issuing monthly checks. The new goal will be accomplished through seven regional Job and Career Centers which will serve the needs of the general public and local employers as well as CalWORKs job seekers.

This new employment environment within each community will offer a one-stop location for job seekers to identify available jobs and job training resources including Workforce Development programs, Community College programs, Adult Education and other employment services and resources. A coordinated inter-agency team will staff the Job and Career Centers to provide individualized comprehensive work readiness services and case management for 1000 to 1500 CalWORKs families. "Work First" is the driving principle of these services; "Get a Job, Get a Better Job, Get a Career" is the motto. Self-sufficiency is the goal.

The next steps in the coming months will be the establishment of three of the seven Centers in Oxnard, Santa Paula and Simi. The remaining four Centers will be opened later in 1998. Specific recommended actions regarding facilities and staffing will be brought to the Board for approval within the next month.

### ***CalWORKs County Plan***

Today's request before the Board is to approve and certify the attached ***CalWORKs County Plan*** for submission to the California Department of Social Services (CDSS). The *CalWORKs County Plan* will be submitted to CDSS to provide the State a detailed response to its specific questions regarding how Ventura County plans to implement CalWORKs in conformance with AB 1542.

AB 1542 requires each county to submit a *CalWORKs County Plan* to CDSS by January 10, 1998. Upon submission to CDSS, the County of Ventura may begin implementing the program provisions that are set forth in the *CalWORKs County Plan*.

Within 30 days of receipt, CDSS will certify whether or not the *CalWORKs County Plan* meets State and federal requirements. If the *CalWORKs County Plan* does not meet all requirements, the County will be required to submit a revised *CalWORKs County Plan* within 30 days.

### ***Ventura County Implementation Plan for CalWORKs***

With the Board's leadership, Ventura County has been preparing for welfare reform implementation for the past two years. In January 1997, this planning effort culminated in a comprehensive and innovative planning document known as the *PRIDE* (Partnerships to Restore Dignity Through Employment) *Implementation Plan*. The *PRIDE Implementation Plan* was built on Ventura County's 15 years of experience and success in designing and implementing community-based "systems of care" for high-risk target populations.

**An additional request before the Board today is to approve the attached *Ventura County Implementation Plan for CalWORKs*.** This document modifies the original *PRIDE Implementation Plan* to comply with the subsequent legislative requirements of CalWORKs. The proposed *Ventura County Implementation Plan for CalWORKs* is a detailed action plan that provides a blueprint for the implementation of CalWORKs in Ventura County in 1998.

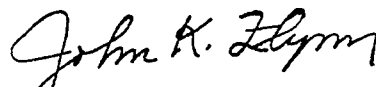
This document also incorporates system enhancements and program modifications resulting from the Oxnard One-Stop Pilot Project conducted under the leadership of Supervisor Flynn. It also incorporates the guiding principles adopted by the Board on October 21, 1997.

**Next Steps**

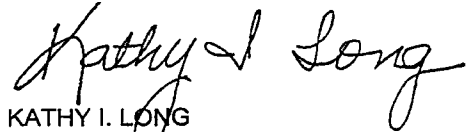
With the approval today of our Implementation Plan, a detailed operational budget will be developed for submission to your Board on January 27, 1998. This will include the projected workload and staffing requirements of the various County agencies and departments involved with implementing CalWORKs in Ventura County. This budget will identify specific positions, appropriations, and estimated revenue offset required to staff regional, One-Stop Job-to-Career Centers and implement CalWORKs in Ventura County in compliance with federal and State law.

This letter has been reviewed by the Welfare Reform Steering Committee, the Chief Administrative Office, the Auditor-Controller's Office, County Counsel, and the Public Social Services Agency.

If you have any questions regarding this item, please call Randy Feltman (PSSA Deputy Director for Welfare Reform) at 654-2691, or Helen Reburn (PSSA Chief Deputy Director) at 652-7662. Thank you.



JOHN K. FLYNN, Chair  
Board of Supervisors



KATHY I. LONG  
Supervisor, 3<sup>rd</sup> District

Attachments: *CalWORKs County Plan*  
*Ventura County Implementation Plan for CalWORKs*

BOARD MINUTES

BOARD OF SUPERVISORS, COUNTY OF VENTURA, STATE OF CALIFORNIA

SUPERVISORS SUSAN K. LACEY, FRANK SCHILLO, KATHY I. LONG, JUDY MIKELS AND JOHN K. FLYNN  
January 6, 1998 at 9:30 a.m.

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Approval of the CalWORKs County Plan and the Implementation Plan.

- (X) All board members are present.
- ( ) All board members are present except Supervisors \_\_\_\_\_
- (X) The following person(s) are heard: Penny Bohannon, Walter Snyder and Michael Rodriguez.
- ( ) The following document(s) are submitted to the Board for consideration:  
( ) \_\_\_\_\_ statement card(s); ( ) \_\_\_\_\_
- ( ) The Board holds a public hearing.
- ( ) Upon motion of Supervisor \_\_\_\_\_, seconded by Supervisor \_\_\_\_\_, and duly carried, the Board hereby approves the attached staff recommendation(s). ( ) Supervisor(s) \_\_\_\_\_ dissenting/abstaining.
- (X) After Board discussion and comments, upon motion of Supervisor Long, seconded by Supervisor Flynn, and duly carried, the Board hereby approves the attached staff recommendations.
- ( ) Upon motion of Supervisor \_\_\_\_\_, seconded by Supervisor \_\_\_\_\_, and duly carried, the Board hereby continues the above stated matter to \_\_\_\_\_.  
( ) Supervisor(s) \_\_\_\_\_ dissenting/abstaining.
- ( ) Upon motion of Supervisor \_\_\_\_\_, seconded by Supervisor \_\_\_\_\_, and duly carried, the Board hereby
- ( ) Without motion, the Board hereby: ( ) Continues the above stated matter to \_\_\_\_\_.( ) Hears the attached presentation. ( ) Removes the above stated matter from the Agenda. ( ) Receives and files the attached.
- ( ) Upon motion of Supervisor \_\_\_\_\_, seconded by Supervisor \_\_\_\_\_, and duly carried, the Board hereby approves the Informational Agenda as attached.

By: Judy Mikels  
Deputy County Clerk

CLERK'S CERTIFICATE

I hereby certify that the annexed instrument is a true and correct copy of the document which is on file in this office.  
RICHARD D. DEAN, County Clerk and ex-officio Clerk of the Board of Supervisors, County of Ventura, State of California.

Dated: 1/7/98

By: Richard D. Dean  
Deputy County Clerk

Item # 24  
1/6/98

**VENTURA COUNTY**  
**CALWORKS PLAN**

**DATE SUBMITTED:**  
**JANUARY 7, 1998**

**PREPARED BY:**  
**BARBARA J. FITZGERALD**  
**PUBLIC SOCIAL SERVICES AGENCY**  
**DIRECTOR**

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

The mission of the Ventura County CalWORKS Program is to achieve and maintain employment and self-sufficiency for CalWORKS families. The Ventura County CalWORKS Program will assist these families to move from dependence on the public economy to be productive contributors to the private economy. The CalWORKS Program is a comprehensive community-based system of public and private partnerships and services designed to help families achieve and maintain maximum financial independence.

The driving principles and goals of the Ventura County CalWORKS program include:

- ✓ **Self-sufficiency is the key goal.** CalWORKS will assist parents to obtain employment and increase their income and standard of living, so they will no longer be dependent on CalWORKS cash assistance.
- ✓ **“Get a job, Get a Better Job, Get a Career”** will be the motto. Welfare “recipients” are “job seekers” with a “work first” attitude and an emphasis on their strengths, not their limitations.
- ✓ **Business and Economic Development.** The Ventura County CalWORKS system will assist businesses to succeed and grow, create new jobs, and treat employers as valued customers.
- ✓ **Community Involvement.** CalWORKS will recruit and organize volunteers from the local government, community based organizations, churches, service clubs, schools, and local businesses into goal-directed projects focused on CalWORKS families and self-sufficiency.
- ✓ **One-Stop Job-to-Career Centers** will replace “Welfare Offices”. These community centers will serve employers and job seekers from the general public, and CalWORKS families.
- ✓ **Regional, Multi-Agency Teams** will offer “One Stop” access to coordinated job information, vocational education and job training, job placement, job retention services, child care, child support enforcement, transportation, public health, medical care, mental health and substance abuse treatment and other support services through an integrated multidisciplinary case management team.
- ✓ **Individualized Support Services** – Services and supports will be tailored to the needs of individual families, related to the goal of self-sufficiency, and will promote personal and parental responsibility.
- ✓ **Automation and Efficiency** – Information technology will simplify the complex and labor intensive eligibility process, enable tracking of the progress of CalWORKS families, facilitate reporting requirements, and promote efficiency.
- ✓ **Information and Education** – All stakeholders in the project, from job seekers to tax payers, to the media, will be informed of the new CalWORKS philosophy, changes in the system, and the county’s progress toward achieving the goals outlined in this plan.

In order to achieve the above goals, the CalWORKS Program has developed the following objectives:

- ✓ To implement a work-first strategy. A job is the first step to a higher income and a better quality of life for families and children.
- ✓ To give CalWORKS job seekers the opportunity for personal growth and career development so they will become self-reliant and accept the responsibility for their family's self-sufficiency.
- ✓ To decrease the cost of public assistance by reducing the time between program application and job placement, and by providing post-employment services aimed at job retention and upward mobility.

The following program elements will enable the CalWORKS Program to put all of the necessary operational pieces together. These elements will include but not be limited to:

- ✓ Establishing localized Job and Career Centers that will be staffed by an integrated multi-disciplinary team of professional workers providing access to needed activities and services.
- ✓ Maximizing the use of existing public and private local resources in addressing family barriers to employment and eliminating duplication of services. The business community will be encouraged to become a full partner.
- ✓ Focusing on the whole family by humanizing the job seeker, and providing holistic family case management services.
- ✓ Seeking opportunities for simplifying, streamlining, and consolidating eligibility rules and processes.

**We make a difference ... one family at a time!**

Get A Job.

Get A  
Better  
Job.

Get A Career!

## **VENTURA COUNTY CalWORKS PLAN**

### **(a) Collaboration with Public and Private Agencies To Provide Training and Supportive Services – References: Education Code Section 1200 and WIC Section 10531 (a).**

Ventura County does not have a refugee employment services plan. All welfare-to-work activities and services will be provided through the CalWORKS Program.

The Ventura County CalWORKS Program will implement a comprehensive, coordinated delivery system of employment and training services to assist CalWORKS job seekers in obtaining and keeping full-time employment that will lead to the self-sufficiency of each family. Services will be provided at 7 Job and Career Centers throughout the county. Job and Career Centers will be supported and staffed by an integrated interagency case management team, each contributing appropriate expertise and services to the CalWORKS job seekers. Ventura County's outcome driven interagency system is based on effective designs for other high risk/high cost children and adult populations used successfully within Ventura County for the past 12 years.

On-site partner agencies will include but not be limited to: several County agencies including Public Social Services Agency, including Child Protective Services, Public Health, Behavioral Health, District Attorney – Child Support Division, Corrections Services, and the JTPA-funded training agency; child care agencies including resource referral and the alternate payment program; Public Housing, and the State Employment Development Department.

Close communication and coordination will occur with the additional partner agencies which may not be located at the Job and Career Centers. These agencies will include but not be limited to: community colleges; adult education providers; regional occupation programs, private training and employment agencies; and, a variety of community-based and business organizations.

The Ventura County CalWORKS Program will work closely with these and other agencies to provide on-site or referral activities and services to the CalWORKS job seekers. This coordination will ensure that job seekers receive the necessary training and support services to ensure success in their pursuit of self-sufficiency. The Ventura County CalWORKS Program will make a difference – one family at a time! Support and Training services will include, but not be limited to:

#### Support Services

- ✓ Assessment
- ✓ Guidance Counseling
- ✓ Financial Aids
- ✓ Child Care
- ✓ Transportation

- ✓ Training-related or work expenses
- ✓ Job search, development, and placement
- ✓ Work-study and tutoring
- ✓ Mental health, substance abuse, and domestic violence
- ✓ Post-employment and job retention services
- ✓ Case management

In addition to the case management and supportive services provided directly by the CalWORKS Program, support services will be provided by community colleges, adult basic education providers, JTPA-funded training providers, community based organizations, and/or regional occupation program providers. Services will be provided if needed for the job seeker to participate in his/her welfare-to-work activities or to accept and retain unsubsidized employment. Services will be coordinated with all partner agencies in order to eliminate duplication.

The provision of training services and activities will be based upon the results of an up-front employability appraisal, participation in a job club/search activity, and a vocational assessment. If there is a concern that a mental disability, substance abuse, or domestic violence problem exists, the job seeker will be referred to the partner agencies for appropriate services through the regional CalWORKS team. Interagency team case conferences will be conducted as needed to identify services needed for high risk multiple problem CalWORKS families.

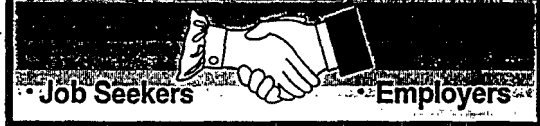
#### Training Services

- ✓ Vocational education and training
- ✓ Basic skills training (including reading, writing, and arithmetic)
- ✓ Instruction in English-as-a-second language
- ✓ Preparation for a high school diploma or its equivalent
- ✓ Subsidized and unsubsidized employment
- ✓ Non-paid work experience and community services

In addition to the above services, the Ventura County CalWORKS Program is collaborating with other public and private agencies in the following areas:

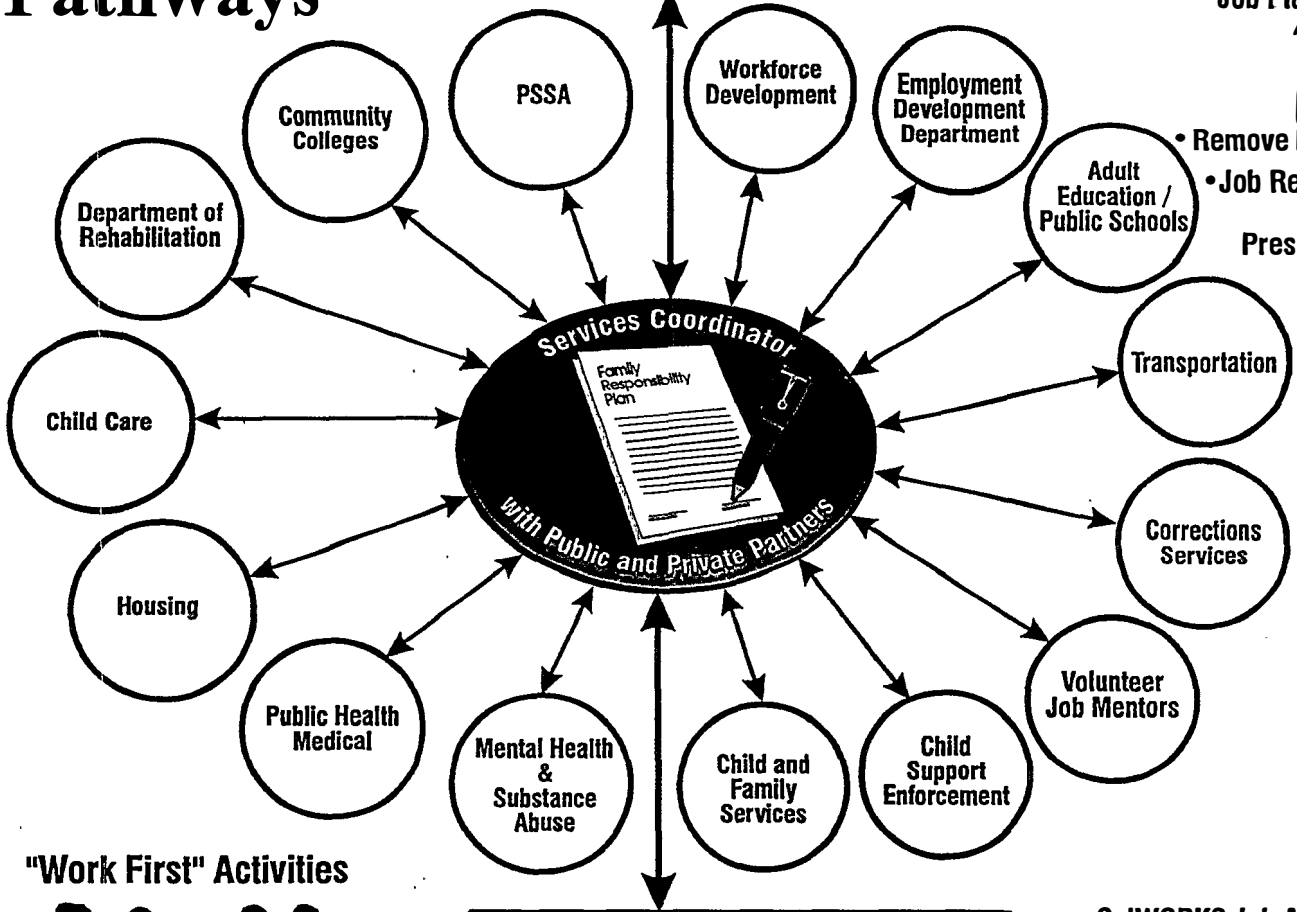
- ✓ Redesigning community college and/or adult school curriculum to develop “open entry- open exit” short-term vocational training.
- ✓ Implementing a system to track student progress and employment.
- ✓ Developing a list of community college programs that may lead to employment in the local labor market.
- ✓ Developing seamless child care through the Children’s Network Child Care Planning Council.
- ✓ Improving the accessibility to public transportation, and developing alternative transportation solutions.
- ✓ Recruiting community volunteers for such activities as: mentoring, job coaching, transportation, clothes closet, and tutoring.

**GET A JOB, GET A BETTER JOB, GET A CAREER**



• Job Seekers      • Employers

# CalWORKS Pathways



- Self Sufficiency
- Job Creation
- Job Finding
- Job Placement
- Remove Barriers
- Job Readiness
- Family Preservation

## "Work First" Activities

**OPTIONS**

1. Job Club
2. Job Search
3. Basic Skills Training
4. Work Experience
5. Job Skill Training
6. On-the-Job Training
7. Vocational Education
8. Temporary Employment

**1000-1500 Families**

**Job and Career Centers (7)**

- Job Information
- Community College Access
- Adult Education Access
- Employer Assistance
- Onsite Child Care
- Job Mentors
- CalWORKS Integrated Team Case Management / Services:
  - Child Care
  - Child Support Enforcement
  - Mental Health
  - Alcohol and Drug
  - Public Health
  - Public Housing
  - Transportation
  - Probation

- CalWORKS Job Appraisal
- "Work First" Orientation
- Family Assessment
- Family Responsibility Plan
- Services Linkages
- Performance Monitoring
- Client Advocacy

**Diversion Program**

**Employment Referral / Information, Referral to Community Agencies**

(Not CalWORKS Eligible)

**Registration & Eligibility Centers (4)**

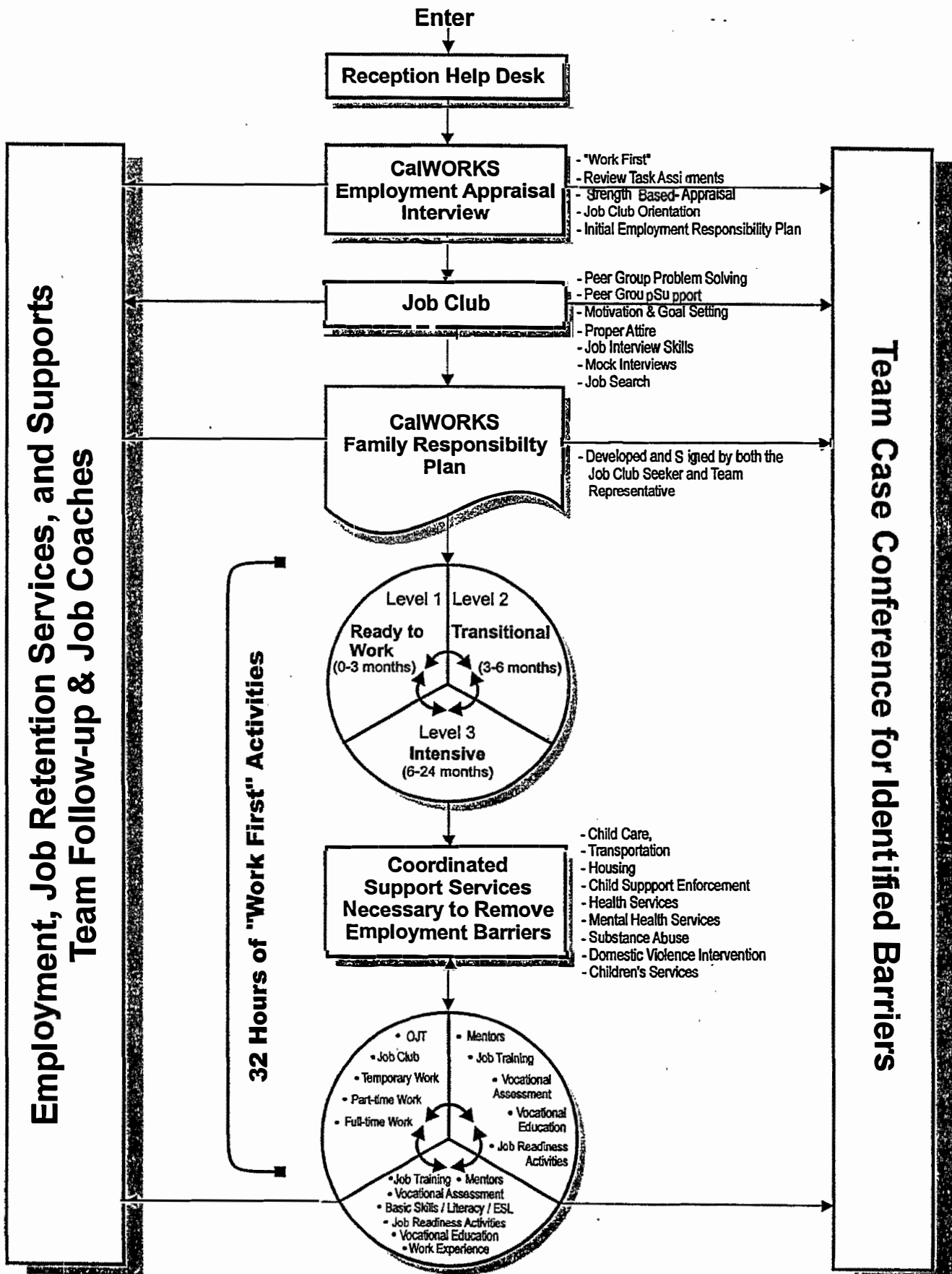
- CalWORKS
- Food Stamps
- Medi-Cal
- General Relief
- Other Agencies

- CalWORKS Application & Intake
- Eligibility Determination
- CalWORKS Diversion
- CalWORKS Orientation
- Information & Referral

**Applicants Enter**

**System Tasks**

# Flowchart - Regional Job and Career for CalWORKS Job Seekers



**(b) Partnerships with the Private Sector to Identify Jobs – References: WIC Section 10531 (b).**

**Job Development**

The Ventura County CalWORKS Program is a partnership of county, state, local agencies and private businesses who specialize in responding to the employment and training needs of Ventura County job seekers and employers. CalWORKS implements a community-based system to integrate education, training, and employment services at the local level. Working together, the partner agencies represent a services coordination team that empowers job seekers to quickly work toward employment, job retention, and self-sufficiency.

Job development for subsidized and unsubsidized employment will be coordinated at the Job and Career Centers under the direction of the County CalWORKS Employment Services Coordinator. This position in the County Chief Administrative Office will facilitate and staff a CalWORKS Business Council consisting of representatives of key employment sectors in Ventura County as well as representatives of business and economic development associations. Job Developers are being cross-trained in welfare-to-work and JTPA programs so employers need contact only one person to meet their hiring needs. All staff are focused on identifying job opportunities for the Ventura County job seekers, and job developers make contact with potential employers through agencies like the chambers of commerce, employee bargaining unions, local economic development agencies, private industry councils, business and advisory councils, private employment agencies, and various networking groups. The county also has established linkages with the faith community through the ministerial association.

As incentives for the private business community to participate in the CalWORKS Program, job developers customize employer packages using welfare-to-work and JTPA services. Additional incentives include pre-screening and testing of job applicants, use of office facilities and equipment, use of the State's Job To Career Match system (Cal JOBS), and assistance in applying for tax credits available through the Work Opportunity Tax Credit (WOTC) and the Welfare to Work Tax Credit (WWTC) Programs.

**Job Creation**

The County of Ventura's Chief Administrative Officer, Regional Development Division, is the county's coordinator for economic development strategies. The CAO's Regional Development Division is also the parent organization of the Workforce Development, which is responsible for the administration of programs under the federal Job Training Partnership Act (JTPA) for CalWORKS. The co-location of these economic development and job training initiatives will help to ensure coordination between both functions. Through the Regional Development Division, the county has long-standing partnerships with the Ventura County Economic Development Association, the Economic Development Corporation-Ventura County, each city's Economic Development

Directors, the California State Trade & Commerce Agency and the federal Economic Development Administration.

Specific programs include initiatives such as the Ventura County Business cluster Analysis, Revolving Loan Fund programs, and the development and maintenance of the county's Overall Economic Development Program. Along with the county's Entrepreneur Academy, each of these programs has among its primary objectives the creation of new job opportunities.



**(c) Local Labor Market Needs – References: WIC Section 10531 (c)**

Training job seekers in demand occupations is essential to ensure their placement in unsubsidized employment once the training has been completed. The Job and Career partnership staff will review labor market information from multiple sources in order to evaluate demographic and economic data to determine the best possible employment and training services for the Ventura County job seekers.

A wide-range of information will be used to develop a labor market needs assessment. These include but are not limited to:

- ✓ Job Seeker interest and training needs surveys
- ✓ Regional and local Labor Market Information (LMI) developed by the State Employment Development Department (EDD)
- ✓ A survey of local employers and their projected hiring needs
- ✓ The list of “Occupations in Demand” as prepared by the Ventura County JTPA Private Industry Council (PIC)

In addition to the above, all available job market information is reviewed and integrated into the County’s identification of labor markets in demand. These labor market resources include forecasts of economic development from banks, public and private agencies, and occupational outlook guides.

**(d) Welfare-to-Work Activities – References WIC Sections 11322.7 (a) and (b), 10531 (d), and 11322.6.**

The Ventura County CalWORKS Program will offer a full range of welfare-to-work activities as indicated below. These services have proven effective in assisting public assistance recipients obtain employment and reach the goal of self-sufficiency. Welfare-to-Work activities will include but may not be limited to:

- ✓ Unsubsidized Employment
- ✓ Subsidized private sector employment
- ✓ Work experience
- ✓ On-the-job Training
- ✓ Vocational education and training
- ✓ Education directly related to employment (includes basic education, GED, and ESL)
- ✓ Work study
- ✓ Self-employment
- ✓ Community service
- ✓ Job search and job readiness
- ✓ Job skills directly related to employment

It should be noted that the Ventura County CalWORKS Program will not offer any grant-based on-the-job training, supported work or transitional employment at this time.

At the time a CalWORKS job seeker enters the welfare-to-work program, he/she will receive a thorough program orientation that will explain the purpose of the program, available activities and services, time limits, rights and responsibilities, and why the job seeker will be better off working. By completion of the orientation, job seekers will understand that the purpose of the CalWORKS program is to help him/her find a job and become self-sufficient as quickly as possible, and that participation in the welfare-to-work activities is required in order to receive a temporary cash grant.

After the group orientation, each job seeker will meet with his/her assigned case manager to complete an employment appraisal. Most job seekers will be enrolled in an up-front job club/search as their first welfare-to-work activity assignment. If the job seeker is not employed full-time upon completion of this job search, he/she will be assessed to determine subsequent welfare-to-work activities. Each job seeker will be required to develop and sign a welfare-to-work employment plan (family responsibility contract), based upon the combined results of his/her employment appraisal, participation in the up-front job club/search, and assessment results. The plan may also include recommendations from the CalWORKS team as appropriate.

Mandatory welfare-to-work job seekers who are adults in a one-parent family may be required to participate in sequential or concurrent activities for a minimum of 32 hours each week.

Mandatory welfare-to-work job seekers who are adults in a two-parent family may be required to participate in sequential or concurrent activities for a minimum of 35 hours each week (Section 11322.8 (b)).

The parents may be allowed to combine their hours in order to meet participation time requirements. If both parents combine their hours, one of the parents must participate 20 hours a week for a total combined participation requirement of 35 hours. In addition, if a two-parent family receives child care paid for by federal funds, the combined minimum weekly hours of participation increase to 55 hours each week.

**(e) Substance Abuse and Mental Health Treatment Services – Reference: WIC Section 11325.7 and 8.**

**Plan for Substance Abuse Services:**

The Ventura County CalWORKS Program certifies that 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.

The County's CalWORKS Program and Health Care Agency (HCA) have been meeting regularly to develop up-front screening and referral mechanisms and operational protocols. The HCA's Behavioral Health Department will staff the regional Job-to-Career Center teams with a psychiatric social worker who will be trained to identify job seeker needs, and who will arrange for both substance abuse and mental health services.

If the CalWORKS case manager identifies or suspects a need for substance abuse services, the job seeker will be interviewed by an HCA substance abuse counselor. Working together as a team, the HCA staff will assume responsibility for arranging and providing needed substance abuse services, and the CalWORKS staff will continue to provide case management and employment services. The provision of work experience and/or community service jobs will be coordinated between both agencies.

The Behavioral Health Department – Alcohol and Drug Programs will provide the following services:

- ✓ Participation on each Job-to-Career Center Team
- ✓ Development of an assessment tool for substance abuse
- ✓ Assessment of individuals and families to determine substance abuse barriers to employment
- ✓ Triage to ascertain necessary intervention and treatment strategies
- ✓ Case management including: consultation with team staff and with employers, referrals to treatment providers, treatment planning and follow up care
- ✓ Outpatient, residential treatment, and detox
- ✓ Data collection and outcome evaluation
- ✓ Training of team staff on identification of substance abuse problems and intervention strategies

**Plan for Mental Health Services:**

The Ventura County CalWORKS Program certifies that mental health services will include at least the following: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

Ventura County's Mental Health Services are also under the auspices of HCA. The County's CalWORKS Program and HCA have been meeting regularly to develop up-front screening and referral mechanisms and operational protocols. These agencies will also identify and develop additional mental health resources - as funds become available.

HCA has professional psychiatric social workers who will be onsite team members at the regional Job and Career Centers. If the CalWORKS case manager identifies a need for mental health services, the job seeker will be interviewed by an HCA psychiatric social workers. Working together as a team, the HCA staff will assume responsibility for arranging and providing needed mental health services, and the CalWORKS staff will continue to provide case management and employment services. The provision of work experience and/or community service jobs will be coordinated between both agencies.

The Behavioral Health Department – Mental Health Services will provide the following services:

- ✓ participation on each Job-to-Career Center Team
- ✓ development of an assessment tool for mental health
- ✓ assessment of individuals and families to determine mental health barriers to employment
- ✓ triage to ascertain necessary intervention and treatment strategies
- ✓ system of care services for those severely mentally ill
- ✓ case management including: consultation with team staff and employers, referrals to treatment providers, treatment planning and follow up care
- ✓ outpatient, residential treatment, and in-patient hospitalization
- ✓ data collection and outcome evaluation
- ✓ training of team staff on identification of mental health problems and intervention strategies

**(f) Mental Health Services Available After Time Limits. References: WIC Sections 10531 (f) and 11454.**

The County anticipates using the allocations received for mental health and substance abuse services for job seekers who are participating in their welfare-to-work activities during the 18/24 month work time limit. It is during this period that the need for these services will be identified, and services will be provided so that job seekers can participate in their welfare-to-work activities and/or accept unsubsidized employment.

The Ventura County CalWORKS Program does not intend to offer CalWORKS-funded mental health services to job seekers who have exceeded the 18/24 month work time limits at this time. Job Seekers who have not resolved their mental health issues within the work time limits in CalWORKS will be referred to community resources that accept MediCal for payment. However, the Ventura County CalWORKS Program will continue to evaluate the need for extended services, and will implement additional services as deemed appropriate and as resources permit.

**(g) Child Care and Transportation Services – References: WIC Section 10531 (g)**

According to a recent GAIN survey, the lack of accessible child care and/or transportation are the two major barriers to participating in welfare-to-work activities, and obtaining employment and maintaining job retention. The Ventura County CalWORKS Program will continue to expand upon the availability of existing services, and to develop new services as needs are identified. Currently available services include but may not be limited to:

**Child Care Services:**

One of the greatest barriers to employment for families with young children is the need for safe, accessible, and dependable child care. Only by developing an affordable and effective child care system for parents and child care providers can the County be successful in achieving the goals of welfare reform.

To accomplish this task, the county developed a Child Care Planning Network that has been meeting frequently to develop strategies to expand existing resources and to develop an efficient and seamless child care plan. This plan was achieved through the collaboration of the alternative payment providers, current GAIN child care unit, resource and referral agencies, non-profit agencies, and current licensed, exempt from licensure, and center-based child care providers. Child Care will be provided in three stages:

1. Stage One includes child care for applicants and recipients who are entering the Cal WORKS Program, and their child care needs have not yet stabilized. It is anticipated that job seekers receiving orientation and appraisal, job club, and vocational services will avail themselves of the stage one child care system. Job seekers may receive stage one child care for a maximum of six months or until a Stage Two slot becomes available. Stage One child care is currently operated by the county PSSA, pending a competitive process to contract out this service.
2. Stage Two includes child care for recipients who are participating in welfare-to-work activities and the job seeker's work/education/training program and child care arrangements are stable. Job seekers may receive stage two child care for up to two years after receiving cash assistance.
3. Stage Three child care begins when a funded space is available for current and former CalWORKS job seekers, and for families who receive CalWORKS grant diversion activities. This stage also includes low income families not receiving cash assistance.

Parents will also have access to drop-in child care centers located at or near the Job and Career Centers.

### Child Care Administration:

The County will issue an Invitation for Bid (IFB) in March 1998 to contract for the operation and administration of the stage one child care system. Stage two and three child care will be administered by the Ventura County Child Development Resources (CDR) Agency. CDR currently administers 87% of the County's Alternative Payment Program (APP) funds. CDR also administers the Head Start Program and is the County's Resource and Referral (R&R) Agency. The Ventura County Children's Home Society administers the remaining 13% of the Alternative Payment Program.

### Strategies to Increase Quality Child Care:

CalWORKS strategies to increase and support quality child care throughout Ventura County through coordinated efforts and partnerships will include, but not be limited to:

- ✓ Developing on-going training and accreditation support for all child care providers, as well as for new child care providers, with an emphasis on training qualified and interested CalWORKS job seekers.
- ✓ Securing loans or grant funds to assist in start-up or expansion efforts for child care providers
- ✓ Developing partnerships with school districts, cities, and youth agencies

### Child Care Transition Between Stages:

Ventura County and the child care agencies are committed to providing seamless child care to the Ventura County job seekers. Child care staff specialists will be located at the Job and Career centers, and will be an integral part of the partnership case staffing. As a result, the transition process will be transparent to families through the use of a single universal application form for all three stages, and the joint case staffing that will occur at the Job and Career Centers.

### Welfare-to-Work exemptions based upon providing child care:

1. A non-parent caretaker relative who has primary responsibility for providing care for a child who is either a dependent or ward of the court, or a child at risk of placement in foster care, is exempt from welfare-to-work activities. To qualify for this exemption, the county must determine that the needed care is beyond normal day-to-day parenting responsibilities and that they impair the caretaker's ability to participate in the welfare-to-work activities or to be regularly employed.
2. A parent or other relative who has primary responsibility for personally providing care to a child six months of age or under is exempt from participating in welfare-to-work activities.



This period of exemption may be extended to 12 months on an individual basis if the County and CDR staff agree that no appropriate child care is available. An individual may be exempted only once on this basis.

Upon the birth or adoption of any subsequent child(ren), an individual who has previously received a child care exemption as described above shall be exempt from participating in welfare-to-work activities for a period of 12 weeks. This period of exemption may be extended to six months on an individual basis if the County and CDR staff agree that no appropriate child care is available. Appropriate child care will be determined by:

- ✓ Having two or more choices of care
- ✓ Child care is accessible to home/work/child care provider
- ✓ Child care meets the needs of the child(ren), including special needs children

### **Transportation Services:**

The job seeker's need for transportation will be evaluated at the time he/she attends the CalWORKS employment appraisal interview. Needs will be reviewed and up-dated as appropriate. The CalWORKS Program will continue to pay for subsidized transportation services for Ventura County job seekers in order for them to take part in welfare-to-work activities, transport children to and from child care, and secure and retain employment. Job Seekers may receive a per-mile reimbursement for driving their own personal automobiles, or may receive public transportation passes and/or monthly smart cards – whichever is the least costly method of reimbursement for reasonable transportation costs. Transportation services may be provided in advance if needed for participation in the program.

Some innovative transportation projects which begin to address the transportation needs include:

### **Job Opportunity Transportation Program**

The Ventura County Board of Supervisors recently adopted a pilot project developed by Supervisor Frank Schillo to help CalWORKS families obtain affordable transportation. This program, known as the "Job Opportunity Transportation Program" will identify small, economy vehicles owned by large fleet operators (such as local government or large private employers) that are surplus or scheduled to be disposed of due to their age or mileage, and that can be obtained by donation or at very low cost. The vehicles will be inspected and all necessary repairs completed by auto repair classes at local community colleges or by private sector auto repair facilities. These vehicles will then be sold at minimal cost to prescreened CalWORKS families for transportation to and from work. The Ventura County Federal Credit Union (VCFCU) will provide used auto loans to these families to purchase these vehicles. In order for CalWORKS families to qualify for affordable interest-rate loans, the County of Ventura will "guarantee" these loans. The

VCFCU will also “roll-up” other transportation-related costs into the used auto loan, such as insurance premiums, vehicle registration fees, smog test costs, minor repairs, etc.

### **Van Pools**

PSSA and Southern California Rideshare are working together to develop options for utilizing van pools to transport CalWORKS families to jobs and job interviews in the Oxnard/ Port Hueneme area. The agency is also exploring potential funding sources to purchase these vans.

### **Guaranteed Ride Home Program**

The Ventura County Transportation Commission (VCTC) has recently received funding for three years to begin a new “Guaranteed Ride Home Program”. The purpose of the program is to encourage Ventura County residents (including CalWORKS parents) to ride share (carpool or van pool) or use public transportation (bus or train) to get to work. The Guaranteed Ride Home Program acts as a safety net to encourage employees to rideshare or use public transportation by “guaranteeing” them a ride home if they really need one. Guaranteed Ride Home participants can receive a free taxi ride or rental car to provide them a ride home in an emergency. The program is available at no cost to employers or employees who are working or participating in a job training program within Ventura County.

### **Ridestar On Line Access (ROLA)**

Ridestar is a ride sharing database program that CalWORKS job seekers can now access for no cost at the Oxnard Job to Career Center. This program maintains ride sharing data on 600,000 people in the Southern California area who have indicated an interest in using “alternative transportation” (carpooling, van pooling, bus, train) to get to work. CalWORKS job seekers receive a list of names and phone numbers of other commuters who have similar commutes and who would be interested in ride sharing. In addition, CalWORKS job seekers can obtain route assistance and locations of the nearest “park and ride” lots.

### **Monthly Bus Passes (Smart Cards)**

Monthly bus passes are now available from the Ventura County Transportation Commission. These passes provide an unlimited number of bus rides each month. The Smart Cards are also available at the Oxnard Job to Career Center.

### **Ventura County Transportation Commission “Go Ventura” Website**

The Ventura County Transportation Commission maintains an interactive, user-friendly website as part of the County of Ventura Internet Home Page. The Go Ventura website provides a wealth of up-to-date and detailed transportation information including bus, train, and airport transportation

**(h) Community Service Plan – References: WIC Section 11322.6 and 11322.9.**

CalWORKS job seekers who are not employed full-time in an unsubsidized job that meets participation requirements upon completion of their time-limited welfare-to-work activities must participate in community service if the county certifies that no jobs are currently available. In addition, job seekers who have not completed their time-limited activities may participate in community service work experience if the assigned CalWORKS case manager determines that this would be the most appropriate welfare-to-work activity.

Community service will be provided with public and private non-profit agencies. The non-paid work experience will provide job seekers with job skills that should lead to unsubsidized employment. Work site placements will be evaluated at a minimum, every three months.

The job development team located at the regional Job and Career centers will develop appropriate community service work sites. Many of these work sites will be the same as those that were developed for the GAIN Program for work experience. In addition, the job development team will work with major qualified employers, school districts, county service departments, non-profit organizations, and cities to develop additional work sites that provide a needed community service.

The identification of specific community service projects and where they will be located will be submitted as an addendum to this plan.

The provision of case management and needed supportive services will remain with the CalWORKS Welfare-to-Work case manager.

**(i) Working with Victims of Domestic Violence. Reference: WIC Section 10531 (i) and 11495.15.**

Until regulations are adopted by the California Department of Social Services in consultation with the Task Force on Domestic Violence established by the Welfare-to-Work Act of 1997, the county may utilize other standards, procedures, and protocols for determining good cause to waive program requirements for victims of domestic violence.

Several agencies in the County of Ventura have formed a Domestic Violence Task Force. The members include law enforcement agencies, health services agencies, and some community based organizations. There are two non-profit agencies that provide intake, assessment, and support services to victims of domestic violence. In addition, the Ventura County District Attorney's Office provides victim advocate services which include obtaining a restraining order, accompanying the victim to court proceedings, and providing victim counseling.

To ensure that the victims of abuse are not placed at further risk nor unfairly penalized by the CalWORKS requirements and procedures, and to enable a victim to escape his/her abuser and obtain unsubsidized employment while moving towards self-sufficiency, all Ventura County CalWORKS job seekers will be screened to determine if they are a potential victim of domestic violence. At the time of application for CalWORKS or renewal for on-going cases, applicants and recipients will be asked to complete a Domestic Violence Questionnaire. If a CalWORKS job seeker is identified as a potential victim of domestic violence, he/she will receive all necessary service referral information.

The CalWORKS job seeker will be registered into the welfare-to-work activities unless he/she has another exemption criteria. When the job seeker meets with his/her assigned case worker, the job seeker's participation in welfare-to-work activities maybe delayed for up to 90-days for "good cause". However, a written domestic violence services plan will be developed with specific time-limited services and activities that are necessary to address the "good cause" issues. The 18/24 month work clock will begin when the job seeker signs his/her welfare-to-work plan.

The good cause reasons include but may not be limited to:

- ✓ Attending to court and legal actions.
- ✓ Re-locating - including temporary shelter in a "safe house".
- ✓ Attending needed individual and group counseling.
- ✓ Attending to other needs and safety issues

Interface, a private non-profit and community-based organization, is the principle provider of domestic violence services in Ventura County. Interface staff will provide the Job-to-Career team members with training on the identification of domestic violence risk factors, and the appropriate referral and service protocols.

**(j) Performance Outcomes to Meet Locally Established Objectives – References:  
WIC Section 10542.**

The Ventura County CalWORKS Program will develop outcome driven services that relate to the job seeker's goal of self-sufficiency. Examples of these outcomes used to measure performance include:

- ✓ Percentage of adult participants who are placed in a job and remain employed over a period of time.
- ✓ Amount of time that it takes to place a recipient in a job.
- ✓ Percentage of families whose grant is reduced or terminated due to increased earned income.
- ✓ Percentage of eligible families who receive child support.
- ✓ Percentage of families with a child care need who receive child care assistance.
- ✓ Percentage of families that are sanctioned for non-compliance or request an administrative hearing.
- ✓ Percentage of families approved for aid as "returns" following a previous termination of their grant since January, 1998 (IE: recidivism).
- ✓ Amount of time that recipients remain on aid over time.

The county will develop complete measurement criteria and reporting systems when the state issues data collection and reporting instructions. The county ensures that all reported data will meet minimum state guidelines. As a result, this section will be updated and submitted as an addendum to this plan.

**(k) Public Input to the County Plan – References WIC Section 10531 (k).**

In 1995, the Ventura County Board of Supervisors established a welfare reform steering committee for planning and program development. This group met on a weekly basis for over a year. In addition, a variety of task forces were implemented to develop welfare reform operational strategies. These included:

- ✓ Automation and Information Systems
- ✓ Eligibility Criteria and Non-cooperation Policies
- ✓ Assessment, Contract, and Case Management
- ✓ Education and Training Services
- ✓ Work First Strategies
- ✓ Child Care
- ✓ Child Support
- ✓ Housing
- ✓ Transportation
- ✓ Medical Insurance
- ✓ Outcome evaluations

Many of the above task forces continue to meet, and other task forces will be developed as additional needs are identified.

In April 1997, a committee was formed to implement and evaluate a welfare reform pilot project at the Oxnard One Stop office. Weekly planning meetings are conducted by the Chairman of the Board, Supervisor John Flynn. These meetings are open to the public and are widely publicized. Between 20 and 30 public and private agencies (representing a broad spectrum of the community) attend these meetings regularly. A list of committee members is included as attachment I.

A plan for developing a new strategy to provide welfare-to-work services in Ventura County was approved by the Board of Supervisors at an open public forum. The plan calls for establishing regional Job-to-Career Centers that will provide coordinated employment services. The Centers will be staffed by interagency coordinated teams represented by several partner county departments such as health care, substance abuse, social services, and the JTPA programs. Additional team partners include the State Employment Development Department and various community-based organizations, community colleges, and the adult schools. All of these partners have had on-going input into developing the CalWORKS plan.

In addition to the above, special presentations and requests for input were made to the following agencies and community-based groups:

Ventura County Economic Development Association  
Homeless and Housing Coalition  
Ventura County Taxpayers Association

Fillmore and Santa Paula City Councils  
Oxnard, Ventura, and Moorpark College Staff  
League of Women's Voters Welfare Reform Conference  
Ventura County Commission for Women  
Ventura County Childrens Commission  
Carl Haberle Radio Show  
Meeting of the city managers for the 10 incorporated cities in Ventura County  
Ventura County Legislative Staff Conference  
State of California Employment Development Department- Employer Advisory Council  
Ventura County Community College District  
Ventura County Consortium of adult schools  
Ventura County Professional Women's Network  
Ventura County Child Care Planning Network  
Teen Pregnancy Task Force  
Ventura County School Attendance Review Board (SARB)  
Ventura County Superintendent of Schools  
21 individual school district superintendents  
Healthy Start Steering Committee  
Ventura County Grand Jury  
Latino Health Care providers Group

A complete list of agencies that participated in developing the Ventura County CalWORKS Plan is included as attachment II. As can be seen, the Plan is the product of extensive collaboration, time and effort by many individuals representing numerous public and private agencies.

**(I) Source and Expenditure of Funds – Reference: WIC Section 10531 (I).**

**See Attachment III**



**(m) Assisting Families Transitioning off Aid – References: WIC Section 10531 (m).**

The Ventura County CalWORKS Program will not continue to provide community service work experience or supportive services to the welfare-to-work job seekers who leave aid due to the lifetime federal time limits. Payments will continue for the children in the family as a safety net for these children. However, on-going planning efforts will address strategies for implementing continued personal and family responsibility for the self-sufficiency of the CalWORKS parents.

The CalWORKS Program will ensure that all recipients are aware of the federal time limits. This information will be provided both orally and in written form. Information about other appropriate community services and resources will be provided.

Welfare-to-work job seekers who obtain employment and go off aid will also receive written and oral information about available transitional services. These include but are not limited to:

- ✓ Job retention and support services for up to 12 months.
- ✓ Transitional Medi-Cal and Food Stamps.
- ✓ Seamless transition to Stage Three Child Care.
- ✓ Referrals to other agencies who may provide needed services.
- ✓ Access to an affordable health insurance plan

Coordination of CalWORKS and JTPA welfare-to-work resources will be necessary to ensure that appropriate and effective job retention services are provided. A primary objective of the Ventura County's CalWORKS Program is the achievement of job retention and advancement, and the prevention of recidivism on aid.

**(n) Job Creation – References: Chapter 1.12 (Commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.**

The County of Ventura intends to submit a proposal for job creation funds through the Trade and Commerce Agency. The purpose of the proposal is to obtain funding that will allow the County to establish a job creation plan and implement operational protocols for the benefit of CalWORKS job seekers.

Under the auspices of the County of Ventura Chief Administrative Officer, a job creation task force will be developed. Principle partners include the Economic Development Collaborative of Ventura County (EDC-VC), the Ventura County Economic Development Association (VCEDA), and the economic directors of the ten incorporated cities in Ventura County.

## **(o) Other Elements**

The Ventura County CalWORKS Program has submitted a proposal for two pilot projects.

- 1) “Employment Readiness Demonstration Project (ERDP)”. If funds are received for this pilot, the county intends to deliver CalWORKS services using a comprehensive, community-based intervention system of public and private partnerships. The county will offer entry-level job readiness workshops through the use of a vendor, Goodwill Industries of Ventura and Santa Barbara Counties. ERDP is designed to serve the most difficult-to-place CalWORKS job seekers who have multiple barriers to employment and who are in need of specialized training and supportive services. Activities will include orientation and assessment, substance abuse testing, job readiness and vocational skills training, work experience, and job placement and retention services.
- 2) “Non-Custodial Parent Employment and Training Demonstration Project”. If funds are received for this pilot, the county intends to implement and evaluate a positive and multi-dimensional, interagency partnership response to the unique barriers facing non-custodial parents 18-25 years of age who are in need of employment skills. Each job seeker will receive a personal, comprehensive, written plan for success toward the goal of long-term employment and self-sufficiency. Job Readiness workshops will be operated by the Ventura County’s District Attorney Child Support Division.

Non-custodial parents who are assessed at screening as possessing academic and/or employment skills making them “job ready” will be enrolled in a 40-hour “Job Readiness Workshop” where they will receive training on the following specific labor market information for Ventura County:

- ✓ job search methods
- ✓ how to access available employment listings
- ✓ application and interviewing techniques
- ✓ employer expectations
- ✓ workplace ethics
- ✓ job retention skills
- ✓ methods of career enhancement

Upon completion of the job readiness workshop, job seekers will begin a 60-day period of job search.

Individuals determined not to be “job ready” at the time of screening and/or participants who have completed their job search and are still unemployed will be assigned to an employment case manager who will evaluate and assist the parent in obtaining more focused employment and training services.

All program participants will be enrolled in a 16-hour parenting workshop.

In addition to the two pilot projects already submitted, the Ventura County CalWORKS Program will initiate discussions in early 1998 with the California Department of Social Services regarding our interest in a broader-scope CalWORKS demonstration project, including waivers for eligibility simplification proposals and improved administration of program services to clients. (Cite: AB1542 Chapter 3.3 W&I Code 18230).

**(p) Compliance with Requirements of CalWORKS – References WIC Sections 11322.8 (a).**

The Ventura County CalWORKS Program intends to exercise its option to require increased participation requirements for adults registered in welfare-to-work activities, depending upon the availability of appropriate child care, transportation, and appropriate work activities. Participation requirements will never be less than the federally-mandated hours per week.

Adults in a single-parent household will be required to participate in concurrent or sequential activities up to 32 hours each week.

Adults in a two-parent household will be required to participate in concurrent or sequential activities up to 35 hours each week.

Two parents may combine their hours, but each parent must participate at least 20 hours each week.

**(q) Interaction with American Indian Tribes – Reference WIC Section 10553.2.**

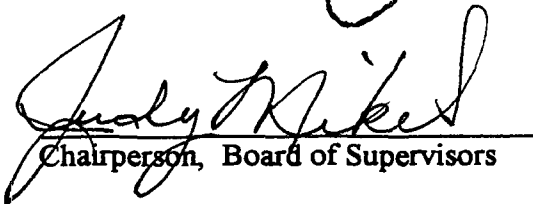
The Ventura County CalWORKS Program will administer the TANF (CalWORKS) Program for all tribes located within the county. There are no federally recognized American Indian Tribes in Ventura County.

# 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.

  
County Welfare Department Director

January 6, 1998  
Date

  
Chairperson, Board of Supervisors

January 6, 1998  
Date

Plan Contact Person:

Helen Reburn,  
PSSA Chief Deputy Director  
(805) 652-2662

**(Addendum)**

**Ventura County CalWORKs Grievance Procedure**

**County Level Appeal**

**Policy**

- I. A county level appeal is a grievance process available to any CalWORKs applicant or recipient of CalWORKs who wishes to appeal any program requirement or assignment which he or she believes is in violation of the CalWORKs Welfare-to-Work contract or inconsistent with the program.
  - A. A request for a county level appeal must be made within ten (10) days of the date of the action on which the appeal is based.
  - B. Where the claimant is appealing a sanction, no aid for the sanctioned individual or sanctioned assistance unit shall be paid pending the outcome of the procedure or any subsequent appeal.
- II. The request for county level appeal shall:
  - A. Be signed by the claimant.
  - B. Have the claimant's address and telephone number.
  - C. Address the action being appealed and the reason(s) the claimant feels it is incorrect or unfair.
- III. The Hearing Officer conducting the hearing shall:
  - A. Be the Public Social Services Agency Director; or
  - B. His or her designee, who shall be a person not involved in the original determination.
  - C. Hear all evidence presented; and,
  - D. Make a determination, in writing, as to the correctness of the CalWORKs action.
- IV. Upon receipt of a hearing request, the Appeals Representative shall:



- A. Arrange a date, time and place for the hearing, not less than seven (7) days from the date of the request.
  - B. Mail notice of the date, time and place for the hearing to all parties at least five (5) working days prior to the hearing.
  - C. Prepare a written statement of the county's action.
- V. The claimant has the right to:
- A. A prompt hearing before an impartial hearing officer.
  - B. Be represented by an attorney or representative.
  - C. Have access to all relevant documents and information in advance of the hearing.
  - D. A written statement from the county in advance of the hearing setting forth the facts and basis of the county's position.
  - E. Present evidence and question witnesses.
  - F. A written decision making findings of facts and conclusions of law and informing the claimant of his or her right to appeal the decision through the state hearing process.

## County Level Appeal

### Procedure

- I. Appeals Representative
  - A. Receives request for county level appeal.
  - B. Attempts to contact the claimant or authorized representative to review pertinent facts and issues.
  - C. Contacts CalWORKs Case Worker and Eligibility Worker and/or Supervisor to discuss basis of action. Requests all pertinent material from CalWORKs Welfare-to-Work file.
  - D. Schedules a hearing date and time, not less than seven (7) days from the date of request.
  - E. Prepares and mails written notice of hearing date, time and place (certified mail – return receipt requested), at least five (5) working days prior to the scheduled date.
  - F. Notifies necessary witnesses of scheduled hearing at least five (5) working days prior to date.
  - G. When case file is received from District Office:
    1. Reviews case file and other pertinent material with reference to CalWORKs action.
    2. Prepares written statement of the county's position.
  - H. Presents county's position at hearing.
  - I. Controls disposition of decision.
- II. Hearing Officer
  - A. Reviews county statement of position prior to hearing.
  - B. When all parties are present: (preliminaries)
    1. Turns on tape recorder.
    2. Introduces self.

3. Explains hearing procedure and appeal rights.
  4. Ensures that name and address of claimant are correct.
  5. Identifies Appeals Representative and witnesses, for the record.
  6. Clarifies issue(s).
  7. Administers oath to all parties presenting testimony.
- C. Has county representative present position statement and examine witnesses.
  - D. Has claimant present testimony and examine witnesses.
  - E. Clarifies any testimony or evidence that is unclear.
  - F. Closes hearing.
  - G. Prepares a written decision based on the evidence presented and applicable regulations.
  - H. Presents decision to Program Supervisor for review.
  - I. Mails copy of decision to claimant.
  - J. Gives copy of decision to Appeals Representative.

Oxnard One Stop Services Team  
PRIDE Pilot Project

See reverse for more names

<input type="checkbox"/>	● John Flynn	Bd. of Sup.	487-6331	487-7692	1890	2900 Saviors Rd. 2nd Floor, Oxnard, Ca., 93035
<input type="checkbox"/>	● Frank Schillo	Bd. of Sup	371-8388	373-8396	1860	Civic Arts Plaza, Suite C, 2100 E TO Blvd, TO, 91362
<input type="checkbox"/>	● Susan Lacey	Bd. of Sup	654-2703	654-2226	1900	800 So Victoria Ave. Ventura Calif 93009
<input type="checkbox"/>	● Julian Macdonald	Bd. of Sup.	371-8388	373-8396	1860	Civic Arts Plaza, Suite C, 2100 E TO Blvd, TO, 91362
<input type="checkbox"/>	● Curtis Updike	Bd. of Sup.	654-2276	654-2226	1880	800 So. Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Bruce Ingraham	Bd of Sup.	654-6331	487-7692		2900 Saviors Rd. 2nd Floor, Oxnard, Ca., 93035
<input type="checkbox"/>	● Joan Province	Bd. of Sup	654-2703	654-2226	1900	800 So Victoria Ave. Ventura Calif 93009
<input type="checkbox"/>	● Randy Feltman	CAO	654-2691	654-5106	1940	800 So. Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Ginny Camarillo	CAO	648-9228	654-5106	1940	800 So. Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Larry Kennedy	EDD	382-8600	382-8700		635 So. Ventura Rd., Oxnard, Calif. 93030-6506
<input type="checkbox"/>	● Annie Farner	EDD	382-8620	382-8700		635 So. Ventura Rd., Oxnard, Calif. 93030-6506
<input type="checkbox"/>	● Blanca Hernandez	EDD	382-8609	382-8700		635 So. Ventura Rd., Oxnard, Calif. 93030-6506
<input type="checkbox"/>	● Helen Reburn	PSSA	652-7662	652-7571	1400	505 Poli St., Ventura, Calif. 93001
<input type="checkbox"/>	● Ruth Irussi	PSSA	652-7831	652-7571	1400	505 Poli St., Ventura, Calif. 93001
<input type="checkbox"/>	● Kathy Smith	PSSA	382-6563	382-6562	5255	635 So. Ventura Rd., Oxnard, Calif. 93030-6506
<input type="checkbox"/>	● Craig Ichinose	PSSA	652-7585	652-7519	4400	505 Poli St., Ventura, Calif. 93001
<input type="checkbox"/>	● Sandra Cabral	PSSA	385-8590	385-1894		1400 Vanguard, Oxnard Ca., 93030
<input type="checkbox"/>	● Jonathan Barbieri	WDD	382-5210	382-5247	5290	502 Ventura Rd., Oxnard, Ca 93030
<input type="checkbox"/>	● Irma M Paramo	WDD	382-6526	382-6554	5290	635 So. Ventura Rd., Oxnard, Ca 93030
<input type="checkbox"/>	● Linda Wilson	WDD	382-5212	382-5247	5290	509 So. Ventura Rd., Oxnard, Ca 93030
<input type="checkbox"/>	● Art Hernandez	WDD	382-6537	382-6554	5290	502 So. Ventura Rd., Oxnard, Ca 93030
<input type="checkbox"/>	● Stan Trom	DA Child Support	654-5204	654-5566	2730	4651 Telephone Rd., Ventura, Calif. 93003
<input type="checkbox"/>	● Melinda Floyd	DA Child Support	654-5282	658-4179	4000	4651 Telephone Rd., Ventura, Ca 93003
<input type="checkbox"/>	● Velma Womack	DA Child Support	658-5235	658-4179	4000	4651 Telephone Rd., Ventura, Ca 93003
<input type="checkbox"/>	● Cheryl Kenneley	DA Child Support	654-5215	654-5566	4000	4651 Telephone Rd., Ventura, Ca 93003
<input type="checkbox"/>	● Barbara Lopez	Auditor Controller	654-3191	654-5081	1540	800 So Victoria Ave. Ventura Calif 93009
<input type="checkbox"/>	● Julie Irving	CDR	485-7878	278-0775		2500 Vineyard Ave. Suite 200, Oxnard, Calif 93030
<input type="checkbox"/>	● Barbara Journet	Human Resources	654-2848	654-2665	1970	800 So Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Betty Krause	Human Resources	654-3361	654-2665	1970	800 So Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Debbie Bergevin	Human Resources	654-3609	658-6244	1970	800 So. Victoria Ave., Ventura Calif 93009
<input type="checkbox"/>	● Paul Lorenz	Public Health	652-5914	652-6617	4580	3147 Loma Vista Rd., Ventura, Ca. 93003
<input type="checkbox"/>	● Steve Kaplan	Behavioral Health	652-6737	652-6160	4800	300 Hillmont Ave. Ventura 93003

Oxnard One Stop Services Team  
PRIDE Pilot Project

See reverse for more names

<input type="checkbox"/>	● Vikki	Smith	Behavioral Health	641-4460	641-4466	4800	801 Poinsettia, Ventura 93001
<input type="checkbox"/>	● Virgil	Nelson	Proj. Understanding	653-1082	652-1389		P.O. Box 25460, Ventura, Ca. 93002
<input type="checkbox"/>	● Yvonne	Tello	RMA	654-2804	648-9212	1700	800 So Victoria Ave. Ventura Calif 93009
<input type="checkbox"/>	● Bernard	Carn	Ox Housing Auth	385-8123	385-8133		300 N. Marquita St., Oxnard, 93030
<input type="checkbox"/>	● Sachiyo	Yamamura	Volunteer	644-7981	658-8570		
<input type="checkbox"/>	● Arnold	Robles	Volunteer				
<input type="checkbox"/>	● Steve	Turner	St Dept Voc Rehab	385-2400	385-2426		1701 Pacific Ave., #120, Oxnard, Ca, 93030
<input type="checkbox"/>	● Florence	Lamonno	Ox Cham of Comm	385-3551	385-3555		355 So. A St., Suite 104B, Oxnard, Ca., 93030
<input type="checkbox"/>	● Ed	Lyon	VCEDA	653-6491	653-1643		2261 No. Ventura Ave., Ventura, Ca., 93001
<input type="checkbox"/>	● Francisco	Dominguez	El Concilio		486-9881		
<input type="checkbox"/>	● Lupe	Anguiano	Oxnard College	986-5800 Ext 2022	986-5806		4000 So. Rose Ave., Oxnard, Ca., 93033-6699
<input type="checkbox"/>	● Alan	Holmes	SCAG	656-2477	650-8844		950 County Square Dr. Suite 101, Ventura, Ca., 93003
<input type="checkbox"/>	● Tricia	Price	SCAG	656-2477	650-8844		950 County Square Dr. Suite 101, Ventura, Ca., 93003

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<b>Supervisor Kathy Long</b> Curtis Updike Barbara Bergland	<b>California Dept. of Rehabilitation</b> Pat Scott Mario R. Rivera Tom Drew Camille Terzian Steve Turner	<b>County Medical Clinics</b> Bill Wood Jerry Evans Chris Landon, MD
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<b>Senator Jack O'Connell</b> Kris Kuzmich		<b>Deloitte &amp; Touche</b> Jon Lemelin Matthew Lane
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**Division**

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Phil Bohan

Art Hernandez

Tom Nikirk

Irma Paramo

Audra Strickland

Linda Wilson

Barry Zimmerman



**County Plan Budget  
1997/98 State Fiscal Year**

**Section 1**

	Total	TANF/State General Fund	County Funds *	Other **
Total CalWORKs Assistance	50,552,100	49,275,250	1,276,850	
Benefit Payments	50,202,100	48,934,000	1,268,100	
Diversion Services	350,000	341,250	8,750	

	Total	FCS	State General Fund	County Funds *	Other **
Food Stamp Administration (For County MOE Purposes)	8,188,200	4,098,700	2,818,100	1,271,400	

When combined with food stamp administration, the 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 the 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)	18,488,244	16,590,444			1,647,100	
(A) TOTAL CalWORKs Single Allocation Items (1) thru (7)	16,027,926	14,380,826			1,647,100	
(1) Benefit Administration	8,492,426	7,294,726			1,197,700	
(2) Program Integrity (Fraud)	1,480,200	1,439,300			40,900	
(3) Staff Development/Retraining	226,600	192,600			34,000	
(4) Welfare-to-Work Activities	4,728,900	4,354,400			374,500	
(5) Cal Learn	572,400	572,400				
(6) Child Care - 1st half of 1997/98	527,400	527,400				
(7) Other Activities ***	0					
(B) Child Care - 2nd half of 1997/98	1,875,318	1,875,318				
(C) Mental Health Treatment	476,700	272,400		204,300		
(D) Substance Abuse Treatment	108,300	61,900		46,400		

\* When combined with food stamp administration, the 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 the 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.