

CALWORKS PLAN ADDENDUM

**FRESNO COUNTY
DEPARTMENT OF EMPLOYMENT &
TEMPORARY ASSISTANCE**

COMMUNITY SERVICE PLAN

PREPARED BY :

COMMUNITY SERVICE TASK FORCE

SEPTEMBER 1999

TABLE OF CONTENTS

I.	INTRODUCTION/OVERVIEW	1
II.	TARGET POPULATION.....	2
III.	COMMUNITY SERVICE PARTICIPATION REQUIREMENTS	2
IV.	COMMUNITY SERVICE TASK FORCE	2-3
V.	COMMUNITY SERVICE COLLABORATION/FOCUS GROUPS.....	3-4
VI.	COMMUNITY SERVICE SURVEY	4
VII.	UNMET COMMUNITY NEED	4
VIII.	PROGRAM ADMINISTRATION	5
IX.	PLACEMENT PROCEDURES	6
X.	DISPLACEMENT PROVISIONS.....	7
XI.	SUPPORTIVE SERVICES.....	8
XII.	SUMMARY.....	8
XIII.	CONTACT PERSONS.....	8

EXHIBITS

- A. Client Flow Chart
- B. Survey Results
- C. List of Respondents

I. INTRODUCTION/OVERVIEW

This plan outlines the Fresno County Department of Employment & Temporary Assistance (E&TA) approach to developing a comprehensive Community Service Plan as required and in accordance with Assembly Bill (AB) 1542. According to AB 1542, Counties are mandated to provide Community Service for CalWORKs recipients who have completed 18 to 24 months of welfare to work services and have not obtained unsubsidized employment sufficient to meet the minimum required hours of participation. An 18 month welfare to work plan may be extended up to 6 months if it is expected that the extension will lead to a job.

Community Service activities are to be performed in public or private nonprofit agencies. Placement activities must fill an unmet need in the community, benefit the participant, and provide training and transferable skills that will assist the participant in obtaining unsubsidized employment.

The Community Service plan was developed after securing input from many sectors of the community including the private sector employers, education agencies, organized labor, recipients of aid, government agencies, faith based, and community based organizations. Focus groups were held in various locations throughout Fresno County.

In addition to the focus groups, approximately 400 surveys were mailed to community based organizations and public agencies in order to solicit ideas as well as interest in participant placements. Overall, there was a 20% response rate.

Originally, E&TA attempted to contract out the Community Service plan, slot development, placement and case management services. After an unsuccessful bid process E&TA opted to develop the plan and consider contracting out placement and case management services at a later date.

It is anticipated that Community Service placements will begin at a minimal level in October 1999 and continue to increase over the next several months. E&TA will monitor the level of activities in order to determine if Community Service should continue to be managed by E&TA staff or contracted out for the placement and monitoring services.

II. COMMUNITY SERVICE TARGET POPULATION

The target population to be served consists of CalWORKs recipients who have completed their 18 or 24 month welfare to work time period, as applicable, and have not found unsubsidized employment sufficient to meet the minimum required hours of participation; and for whom:

The County has certified that no job is available to fulfill the minimum required hours of participation; and

The recipient continues to meet CalWORKs financial eligibility criteria.

Participants may have several and/or significant barriers to securing employment including, but not limited to, issues of behavioral/physical health, language/culture, education/aptitude, and social compatibility. Additionally, individuals may also have problems since competitive, full-time, unsubsidized employment may not be immediately obtainable. Therefore, intensive, ongoing support to successfully participate in Community Service activities will be required.

III. COMMUNITY SERVICE PARTICIPATION REQUIREMENTS

Community Service activities shall be designated to be temporary, transitional and not permanent. Community Service is mandated for CalWORKs recipients who have reached their 18/24 month time limit and have not obtained employment that meets the required hours of participation. A client flow chart has been included as Exhibit A which displays all of the activities leading to Community Service. E&TA intends to enable the CalWORKs participant to transition into unsubsidized employment prior to reaching their maximum lifetime limit of 60 months of cash assistance by providing appropriate training, work experience and Community Service opportunities.

Participants are required to perform Community Service activities for a maximum of 32 hours for single parent households and 35 hours for two parent households. If a participant is part-time employed then the Community Service hours will be reduced.

IV. COMMUNITY SERVICE TASK FORCE

An internal task force was established to ensure that the planning process was complete. The group developed timelines and identified agencies and populations who needed to provide input into the process. It was decided that a Community Service survey would be used to both gather input on ideas for Community Service activity and solicit interest from agencies on actual placements. Focus groups were also conducted to meet the plan requirements.

The task force reviewed the option of "wage based" Community Service versus "nonsalaried". It was the consensus of the group after consulting with other counties, that "Wage Based" community service would not be pursued at this time and would be re-evaluated after the department has had sufficient time to evaluate the program.

V. COMMUNITY SERVICE COLLABORATION/FOCUS GROUPS

E&TA collaborated with several entities in the community in order to develop the Community Service Plan. Partners included: local businesses, Workforce Development Board, Education and Training Providers, and CalWORKs recipients. Several focus group meetings were held to gather information on needed Community Service activities. The Central Valley Labor Council was notified of the pending Community Service requirements and offered additional information.

Four focus group meetings were held in the following cities: Selma, Sanger, Coalinga, and Clovis with 42 individuals participating. Each focus group was provided a brief overview of Community Service and asked to give their views on the unmet needs in the community as well as the best use of participants. Each focus group, survey participants and collaborative partners were provided with handouts that included information on antidisplacement issues. The results of the focus groups identified the following Community Service unmet needs: Library Aides, grounds maintenance (Clovis Rodeo Grounds), Habitat for Humanities workers, Community Center workers, janitorial services, clerical, building maintenance, food service, parks maintenance, road repairs and waste management services.

CalWORKs recipients/applicants were provided the opportunity to express their ideas concerning Community Service in two settings. Focus groups were held in seven (7) Job Clubs with approximately seventy (70) participants in both urban and rural areas of the County. Additionally, information was presented and gathered from 50 participants attending CalWORKs Orientation sessions. Overall, the response to Community Service was favorable. The types of Community Service that were viewed as most beneficial included: clerical, janitorial, landscape/gardening, building maintenance and teachers aide.

Presentations were also made before local education agencies and the Workforce Development Board which includes training providers and local business owners. These groups suggested that clients who are close to meeting their time limits should be provided with short term training so that they would be prepared for employment or Community Service placement. This option will be pursued as deemed appropriate within the participant's welfare to work plan.

Other likely activities for Community Service are teacher's aide, hospital worker, community center assistant, clerical, parks & recreation assistant, child care provider at school sites, library aide, working in Police Stations, tutors, computer skills/data entry, working in churches, and acting as translators.

VI. COMMUNITY SERVICE SURVEY

As previously mentioned, approximately 400 surveys were mailed to private nonprofit community based organizations, including the faith based community, and public agencies. An additional 40 surveys were distributed at the Workforce Development Board's monthly meeting in June 1999. The purpose of the survey, was twofold: gather information regarding unmet needs in the community and identify possible placement agencies or organizations.

A total of 81 surveys were received for a 20% response level. Of the surveys returned, 58% were from private nonprofit organizations and 42% were from public agencies. A significant 95% of the agencies indicated that they would be interested in a Community Service placement.

There were many recommendations for meeting unmet needs and Community Service placements. The following highlights the most common types of Community Service placements that were recommended; clerical/office assistants, building maintenance/ janitorial, data entry, recreation aide, landscape & gardening, teachers aide, child care, health care, food service and warehouse facilities.

A complete profile of the survey response is included as Exhibit B. A list of the agencies who responded to the survey is identified as Exhibit C.

VII. UNMET COMMUNITY NEEDS

To identify the unmet community needs, E&TA utilized surveys, collaboration and focus groups to solicit information. Overall, from the surveys and focus groups, the work activities identified as having the greatest potential for unsubsidized employment are: clerical, facilities maintenance, grounds and roads maintenance, parks/recreation, child care workers, teacher's aide, food service and health care.

VIII. COMMUNITY SERVICE PROGRAM ADMINISTRATION

Initially, it is anticipated that E&TA will administer the Community Service Program for a minimum of four to six months. During this time period, E&TA will evaluate the program activities to determine long range plans for program administration. If E&TA determines that the volume of placements is too great for the department to continue to administer, the program will be contracted out. A competitive bid process will be utilized to secure a program administrator. E&TA will share the list of prospective placement agencies with the successful bidder. Should the County elect to go out to bid, the process will be completed in the spring of 2000 with a contract in place no later than July 2000 to coincide with the other welfare to work contracts.

E&TA will have the potential for Community Services placements beginning in October 1999. The number of possible placements is anticipated to be very small until April 2000. The numbers identified below may be smaller since some of the recipients may find jobs prior to the expiration of their 18/24 month time limit, and many participants of 18 month welfare to work Plan may be extended up to 6 months if it appears doing so will lead to a job. The maximum number of Community Service placements are projected as follows:

Month	Projected Participants	Month	Projected Participants
October 1999	1	April 2000	149
November 1999	1	May 2000	239
December 1999	4	June 2000	300
January 2000	4	July 2000	313
February 2000	1	August 2000	274
March 2000	96	September 2000	273
TOTAL	107	TOTAL	1,548

IX. PLACEMENT PROCEDURES

E&TA will utilize Employment Services staff who are currently working with participants in the work experience program to administer Community Service. Prior to beginning Community Service, E&TA staff, in collaboration with co-located Employment Development Department (EDD) staff, will certify that no job is available and the participant continues to meet CalWORKs financial eligibility requirements. Failure to comply with the Community Service requirements, without good cause, will result in the adult family member being sanctioned.

Prior to placement in Community Service, the client will sign a Welfare To Work Activity Agreement to attend a Community Service Orientation. At the orientation, clients will be provided with an overview of the program requirements and expectations. Attendees will be given an appointment to return for an interview with a Job Specialist to establish individual placements.

At the interview, the client's employment plan will be reviewed for employment history/ training and options for placement will be discussed and an interview with the selected Community Services worksite supervisor will be scheduled. A placement contract will be completed and Community Service expectations will be discussed. Once the client is interviewed and the worksite supervisor agrees to the placement, the worksite supervisor will sign the placement contract. The county will amend the welfare-to-work plan to reflect the community service placement and any supportive services to be provided to the participant. All worksite supervisors will be responsible for completing timesheets and monthly evaluations.

The Job Specialist will work with public and private nonprofit agencies who have indicated that they are interested in a placement(s). The Job Specialist will make every effort to meet the needs of the agency while ensuring that the client will be provided the opportunity for skill development.

Participants whose placement is less than the mandated 32/35 hours will be required to participate in an additional Community Service or unsubsidized work activity.

X. DISPLACEMENT PROVISIONS

E&TA will comply with the antidisplacement provisions set forth in the Welfare & Institution (W&I) Code Section 11324.6. Each service site organization will provide a written statement to the effect that a training position for a Community Service participant shall not be created as a result of, or shall not result in any of the following:

Displacement or partial displacement of current employees, including, but not limited to, a reduction in hours of overtime and overtime work, wages, or employment benefits.

The filling of positions which would otherwise be promotional opportunities for current employees, except when positions are to be filled through an open process in which participants are provided equal opportunity to compete.

The filling of a position, prior to compliance with applicable personnel procedures or provisions of collective bargaining agreements.

The filling of established unfilled public agency positions, unless the positions are unfunded in a public agency budget.

The filling of a position created by termination, layoff, or reduction in work force, caused by the employer's intent to fill the position with a subsidized position pursuant to this plan.

A strike, lockout, or other bona fide labor dispute, or violation of any existing collective bargaining agreement between employees and employers.

The filling of a work assignment customarily performed by a worker in a job classification customarily performed by a worker in a job classification within a recognized collective bargaining unit in that specific service site, or the filling of a work assignment in any bargaining unit in which funded positions are vacant or in which regular employees are on layoff.

The termination of a contract for services, prior to its expiration date, that results in the displacement or partial displacement of workers performing contracted services, caused by the employee's intent to fill the position with a subsidized position pursuant to this plan.

The denial to a participant of protections afforded workers on the service site by state and federal laws governing workplace health, safety, and representation.

XI. SUPPORTIVE SERVICES

CalWORKs recipients who participate in Community Service are eligible for a full array of supportive services including childcare, transportation and ancillary services. Each participant will be assigned to a Job Specialist who will monitor his or her progress and serve as a liaison with the placement agency.

XII. SUMMARY

Community Service provides an opportunity for private, nonprofit organizations and the public sector to cooperatively participate in the training of CalWORKs recipients, while at the same time helping to meet the unmet needs in the community. E&TA will utilize the information gathered from the focus groups and surveys in order to place CalWORKs recipients in Community Service placements. The department will continue to monitor the level of placements and consider contracting out if the demands are too great to be managed with existing employment services staff.

XIII. CONTACT PERSONS

For additional information contact:

Don Pierce, Director (559) 453-6407
Marlene Pascua, Sr. Staff Analyst (559) 453-6780

EMPLOYMENT AND TEMPORARY ASSISTANCE PARTICIPANT FLOW

