



County of Los Angeles
Department of Public Social Services



Lynn W. Bayer
Director

January 22, 1998

Gordon V. Scott, Regional Advisor
California Department of Social Services
744 P Street, MS 6-142
Sacramento, CA 95814

Dear Mr. Scott:

You have requested clarification regarding three elements of the Los Angeles County CalWORKs Plan which was submitted to CDSS on January 8, 1998:

Formal Welfare-to-Work Grievance Procedure - We will maintain the Formal Grievance Procedure which has been part of the County's GAIN program. The Formal Grievance Procedure was adopted by the Board of Supervisors on September 10, 1987 and included in the County's 1988-89 GAIN Plan. This Formal Grievance Procedure has continued to be part of the County's GAIN program since initially adopted. The section from the County's 1988-89 GAIN Plan describing this procedure is attached.

Procedure for Potential Waiver of Certain Program Requirements for Domestic Violence Victims - The County will follow All County Letter -97-65 in determining whether a domestic violence victim has good cause for not cooperating with paternity establishment and/or child support enforcement. The County will follow All County Letter - 97-72 in determining whether a domestic violence victim has good cause not to participate in welfare-to-work activity.

Administration of Stage 3 Child Care - As in Stage 2, Stage 3 Child Care will be administered by alternative payment providers pursuant to contracts with the California Department of Education.

Please let me know if you need any further information.

Yours truly,

Phil Ansell, Chief
Strategic Planning & Governmental Relations

PA:cl
a:sgordon.ltr



GAIN

GREATER AVENUES FOR INDEPENDENCE

**LOS ANGELES COUNTY PLAN
FOR FISCAL YEAR 1988-89**

COUNTY FORMAL GRIEVANCE PROCEDURES

GAIN regulations require the County Plan to specify the formal grievance procedures established by the County Board of Supervisors. The County formal grievance procedures developed by DPSS will be established by the Board of Supervisors by approval of Los Angeles County's GAIN Plan.

DPSS has developed County formal grievance procedures incorporating each of the elements contained in the State guidelines. These procedures are designed to protect the rights of the participant, while providing an equitable and efficient method of addressing grievances in an impartial and timely manner. The County formal grievance procedures developed by DPSS are detailed below.

RIGHT TO A FORMAL GRIEVANCE

The sole issue for resolution through a formal grievance procedure shall be whether a program requirement or assignment is in violation of the contract or inconsistent with GAIN. Formal grievance procedures may not be used to appeal the outcome of a State hearing, the requirement to sign a basic contract, or the results of an assessment.

DPSS will advise the GAIN participant, both verbally and in writing, of his/her right to a formal grievance during orientation and registration, and each time the basic contract is amended.

DEFINITIONS

Authorized Representative

An attorney or other individual who has been authorized by the grievant to represent him/her in all aspects of the formal grievance process.

County Representative

An Appeals Hearing Specialist who is assigned major responsibility for preparing and presenting the formal grievance hearing case on behalf of the County Welfare Department. The County representative shall have had no prior involvement in the case.

Filing Date

The filing date of the written request for a formal hearing shall be the postmark date of the envelope or, if it is delivered by hand, the date the written request is received in an office of the County Welfare Department.

Formal Grievance Hearing Officer

An impartial person who is familiar with the aims and objectives of GAIN as well as its regulations and has either contracted with the County Welfare Department, or is an employee of the County Welfare Department who has been designated by the Director to conduct formal grievance hearings and render written decisions.

GAIN Participant

A mandatory or voluntary registrant for GAIN.

Interpreter

An impartial person under contract, or an impartial County employee who has been certified by the County as being proficient in a specific language.

PRE-GRIEVANCE HEARING REQUIREMENTS AND PROCEDURES

Request for a Formal Grievance Hearing

- The request for formal grievance hearing must be:
 - made in writing using a form designated for that purpose;
 - mailed to the address designated by the County Welfare Department or submitted in person at any DPSS or GAIN office (where requests are submitted in person, a self-receipt will be issued to the grievant);
 - filed within 30 calendar days of the date the grievant knew of the action with which the grievant is dissatisfied.
- The request for formal grievance hearing must include the specific reason(s) for dissatisfaction.
- Within two working days of receiving a request for formal grievance, the Appeals and State Hearings Section will:
 - mail a letter of acknowledgement to the grievant, or

- if the issue stated in the request for a formal grievance is not an issue which can be resolved through the formal grievance process, dismiss the request without setting a hearing. The written notification of dismissal will also inform the grievant of his/her right to a State hearing.

Acknowledgement Letter

The letter of acknowledgement shall inform the grievant of his/her right to representation at the hearing, the right to call witnesses, and the right to review all information and documents related to the grievance prior to the hearing.

When a telephone referral system has been developed, by the participant advocate community, to refer participants to appropriate representation for grievance hearings, such a telephone referral will be included in the acknowledgement letter.

Authorized Representative

The grievant, by signing a written statement, may authorize an attorney or other individual to represent him/her in the formal grievance process. The authorized representative will be furnished with copies of all notices and decisions which are provided to the grievant.

Continuation of Aid

If the grievant continues to participate in GAIN pending the formal grievance hearing and decision, no money management or sanctions will apply.

If the grievant fails to participate in GAIN, cause determination and conciliation processes, when appropriate, will be initiated which could result in money management or financial sanctions.

If money management or sanctions have been imposed prior to the filing date of the request for formal grievance, such money management or sanction actions will not be suspended.

County Representative Responsibilities

The County representative is responsible for the following activities:

- Reviewing the case to determine the appropriateness of the action in dispute.

- Making available to the grievant prior to the hearing any and all information and relevant documents which can be of assistance to the grievant in preparing his/her case.
- Explaining to the grievant verbally the grievance hearing procedures, right to withdraw the request for formal grievance hearing, and right to a State hearing.
- Preparing a position statement summarizing the facts of the case and attaching copies of documentary evidence. A copy of the position statement must be made available to the grievant not less than two working days prior to the date of the scheduled hearing.
- Notifying the Formal Grievance Hearing Officer seven calendar days prior to the hearing if an interpreter will be needed for the hearing.
- Arranging for witnesses, when necessary, at the hearing.
- Presenting the County's case at the hearing.

GRIEVANCE HEARING REQUIREMENTS AND PROCEDURES

Setting the Hearing

- The formal grievance hearing will be held in a location designated by the County Welfare Director not later than 21 calendar days from the date the request for the formal grievance is received by the Appeals and State Hearings Section.
- The Formal Grievance Hearing Officer will notify the grievant, in writing, of the time and place of the formal grievance hearing seven calendar days in advance of the scheduled hearing.
- A postponement may be granted at the grievant's request if the postponement is requested prior to the scheduled hearing and good cause for a postponement exists. Good cause is limited to:
 - death in the family,
 - personal illness or emergency,
 - sudden and unexpected emergency,
 - failure of the County to make a position statement available not less than two working days prior to the scheduled hearing,

- lack of an interpreter for the hearing, and
- at the discretion of the Formal Grievance Hearing Officer.

Hearing Rules and Procedures

- The hearing will be conducted before an independent, impartial hearing officer in an impartial manner. All testimony will be submitted under oath, affirmation, or penalty of perjury.
- The Formal Grievance Hearing Officer will, either upon notice by the County representative or at the request of the grievant, arrange to have an interpreter at the hearing.
- The proceedings at the hearing will be tape recorded and a copy made available, at cost, to the grievant upon request following issuance of the decision. The tapes will be retained by the hearing officer for 12 months following the hearing.
- The grievant and County representative will have a right to examine all parties and witnesses, introduce exhibits, make oral and written arguments and rebut evidence.

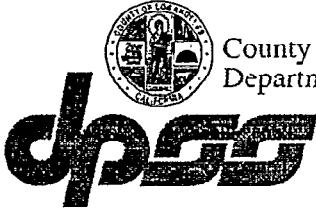
Disposition of Hearings

- All hearings will be disposed of within 14 calendar days of the hearing.
- Written decisions must make findings of facts and conclusions of law, and inform the grievant of his/her right to appeal the decision through the State hearing process. The formal grievance hearing decision will be binding on the County.
- If the grievant fails to attend the hearing without good cause, the request for a formal grievance will be dismissed as abandoned. The written notification of dismissal will be mailed within two working days of the scheduled hearing and will inform the grievant of his/her right to a State hearing.

ANTICIPATED PROBLEM

The State and County formal grievance procedures are available to the GAIN participant in addition to the State hearing process. Although the two grievance procedures expand the participant's options for addressing problem situations, they may result in some degree of confusion and delay ultimate resolution of the problem.

The bases for filing a State/County formal grievance or State hearing are not distinct and may result in confusing the issue for DPSS as well as the participant. These concerns have been raised with the State, and DPSS will continue to pursue simplification of the grievance process.



County of Los Angeles
Department of Public Social Services

Lynn W. Bayer
Director

January 7, 1998

Eloise Anderson, Director
California Department of Social Services
744 "P" Street
Sacramento, CA 95814

Dear Ms. Anderson:

It is my pleasure to transmit to you the Los Angeles County CalWORKs Plan as required by Welfare and Institutions Code 10531.

As you will note, it was signed by Supervisor Yvonne Braithwaite-Burke, Chairperson of our Board of Supervisors, and was approved by the Board on January 6, 1998.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lynn W. Bayer', with a long horizontal flourish extending to the right.

Lynn W. Bayer, Director

LWB:jw
Enclosure

LOS ANGELES COUNTY CalWORKs PLAN

January 6, 1998

Prepared by:

Los Angeles County Department of Public Social Services
Lynn W. Bayer, 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 overall goal of the Los Angeles County CalWORKs program is to improve the lives of children and families by assisting adults/caretakers to become economically self-sufficient. Pursuant to this overall goal, major objectives include:

- (1) helping participants to secure employment;
- (2) helping participants to retain employment; and
- (3) helping participants to secure employment with sufficiently high earnings to no longer qualify for cash assistance.

To achieve these objectives, our program focuses on the maximum provision of services to participants who are not yet working, who are working and still receiving cash assistance, and who have left cash assistance due to employment. Our system of services builds on our highly successful GAIN program. We will add substance abuse, mental health, and domestic violence services to those services which have historically been available through the GAIN program, such as job search and job readiness assistance, vocational education and training, education directly related to employment, work experience, and adult basic education. We will offer this expanded range of services to all CalWORKs participants who are required to pursue welfare-to-work services and those who volunteer for such services. To facilitate this participation, we have developed a system of subsidized child care which should ensure easy access for all participants who need it.

A fundamental component of our program involves the development of post-employment services - services to assist participants who are already working to retain their job and secure a better job. We are collaborating closely with various education and training providers, particularly those who have been funded to provide services specifically to CalWORKs participants, such as community colleges, adult schools, regional occupational centers and programs, private industry councils, and the Employment Training Panel. It is our goal that a substantial portion of these employment and training resources be dedicated to assisting participants who are already working to secure higher paying jobs which will enable them to leave the welfare system. We will also make available to working participants all services which are available to non-working participants seeking employment, including child care, transportation, vocational education and training, adult basic education, substance abuse treatment, mental health services, and domestic violence services.

This entire system of services depends on a broad-based collaboration between the County, other public agencies, non-profit service providers, the business sector, unions, and community advocates. Over 1000 people participated in developing this plan and countless more will contribute to its implementation.

(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES

Briefly describe how the county will work with other public and private agencies to provide necessary training and support services. This section should include, at a minimum, a list of the necessary training and support services and the public and/or private agencies which will provide those services. [References: Education Code Section 10200 and WIC Section 10531(a)]

- (1) L.A. County will continue to administer several GAIN services contracts through the 1998 CalWORKs implementation period. Among these are: (a) three contracts with the Los Angeles County Office of Education (LACOE) for Orientation/Appraisal, Job Search Services (including Job Club), and Vocational Assessment; and (b) one contract with the City of Inglewood for Vocational Training recruitment and inventory maintenance. These contracts will provide for the necessary expansion of services to accommodate the CalWORKs participant population.

- (2) The County has been holding meetings with providers of continuing education, vocational training and a variety of post-employment services (e.g., mentoring, crisis counseling, career mapping, etc.). Most of these agencies have access to sources of funding applicable to CalWORKs participants. Many of these agencies are current GAIN providers and will continue as providers to CalWORKs welfare-to-work participants.

As discussed in our planning meetings, CalWORKs will necessitate an expansion of services by many of these agencies - and the likely recruitment of new providers. In regard to new providers, selection criteria will include: a) agency location/hours of operation; b) provider track record; c) availability of concurrent classes; d) ability to provide short-term/intensive programs; e) cost; and f) the availability of post-employment services.

- (3) We have not attached a list of the vast number of public and/or private agencies in Los Angeles County which will be providing services to CalWORKs participants. This list continues to evolve and will grow even larger as CalWORKs is implemented. Agencies who will provide services include: unified school districts/adult schools; community colleges; municipal agencies; JTPA Services Delivery Areas; Regional Occupational Programs/Centers; community-based non-profit organizations; civic and faith-based organizations; LACOE; and the California Employment Development Department (EDD). Currently our service network is comprised of over 300 providers with over 500 sites Countywide.
- (4) For a description of collaboration in the provision of child care and transportation services, see (g) below.
- (5) For a description of collaboration in the provision of substance abuse and mental health treatment services, see section (e) below.

(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES (Cont.)

- (6) For a description of collaboration in the provision of domestic violence services, see (i) below.

Does your county have a Refugee Employment Services Plan?

YES NO

If so, please certify that welfare-to-work activities will be coordinated with the County Refugee Services Plan.

In Los Angeles County, refugees who have been in the country for less than five years will continue to receive CalWORKs/GAIN services through the Supplemental Refugee Services (SRS) program, administered by the County Department of Community and Senior Services (CSS). The SRS program is incorporated into DCSS' overall County Refugee Employment Plan (REP). DPSS retains responsibility for CalWORKs eligibility determinations and good cause/sanctions applicable to SRS participants. SRS is the product of a joint DPSS and CSS planning process and meets all applicable CalWORKs/GAIN requirements. CSS' REP for FY 1997-98 is currently pending CDSS' approval.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils, and how those partnerships will identify jobs for CalWORKs program recipients. [Reference: WIC Section 10531(b)]

- (1) The County maintains Job Development units in each welfare-to-work region and in eleven CalWORKs eligibility offices Countywide. Job Developers have joined twenty-one key area Chambers of Commerce. The associations built with private businesses at Chamber events have proven most valuable in securing job openings for welfare parents. Job Developers are also active in organizing and inviting prospective employers to Job Fairs, full-day events where welfare parents can meet a variety of employers and apply for job openings. Job Developers build positive and loyal relationships with the private sector as a result of effective matching of welfare parents to employers' job openings and expand their employer contact lists through effective outreach and employer-to-employer word of mouth recommendations.

All this will continue under CalWORKs. In fact, the number of Job Developers will be increased to cover all twenty-four CalWORKs eligibility offices as well as all GAIN offices Countywide.

- (2) The L.A. GAIN Internet website provides information to employers on free available services and allows employers to place job orders directly with local GAIN offices.
- (3) A San Fernando Valley regional employers' Welfare-to-Work Summit, brought together hundreds of local employers to generate awareness of and commitment to L.A. GAIN. Other similar regional events are planned for 1998.
- (4) The Welfare-to-Work Partnership held its first national conference for employers in Los Angeles on December 3, 1997. L.A. GAIN had a prominent presence, participating in a featured panel discussion and operating an information center to market services to employers.
- (5) DPSS is an active member of the Vice President's Coalition to Sustain Success, an association of public welfare-to-work and private volunteer, civic, and faith-based organizations dedicated to assisting welfare parents in retaining employment, adjusting to a working lifestyle and achieving self-sufficiency.
- (6) L.A. GAIN has partnered with EDD to pilot the Cal Jobs job bank in our regional offices and job workshop sites. EDD also links employers and CalWORKs participants through its Intensive Service Program operating in both EDD and GAIN offices.
- (7) Our job workshop sites provide supervised participant job search. This process identifies hundreds of current job openings on an ongoing basis. These openings are posted on a database accessible in each workshop and GAIN office Countywide, thereby greatly

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS (Cont.)

expanding resources for job placement and employer outreach by Job Developers.

- (8) DPSS managers serve as full members of the eight Private Industry Councils in Los Angeles County.
- (9) L.A. GAIN is linked to building and construction trade unions through the Apprenticeship Preparation Program operated by the L.A. Unified School District. Upon successful completion of this 10-week program, participants are accepted by the union as apprentices and hired by private contractors.

(c) LOCAL LABOR MARKET NEEDS

Briefly describe other means the county will use to identify local labor market needs. [Reference: WIC Section 10531(c)]

In regard to immediate placement opportunities, L.A. GAIN relies on those methods of identifying job openings described under (b)(1), (2), (6), and (7) above.

For longer term planning purposes (e.g., for guidance in choosing appropriate and realistic vocational goals on which to base individual employment plans), labor market data for the Los Angeles County area, provided and updated on the Internet by the Employment Development Department's Labor Market Information Division, will be accessed by vocational assessors and welfare-to-work case management staff.

(d) WELFARE-TO-WORK ACTIVITIES

Each county is expected to offer a range of services adequate to ensure that each participant has access to needed activities and services to assist him or her in seeking unsubsidized employment. [Reference: WIC Section 11322.7(a)] Pursuant to WIC Section 11322.7(b) "No plan shall require job search and work experience of participants to the exclusion of a range of activities to be offered to recipients." Activities allowed by state law include, but are not limited to, those listed below. Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided. [Reference: WIC Section 10531(d) and WIC Section 11322.6]

- | | |
|--|---|
| <input checked="" type="checkbox"/> Unsubsidized employment | <input checked="" type="checkbox"/> Work study |
| <input type="checkbox"/> Subsidized private sector employment | <input checked="" type="checkbox"/> Self-employment |
| <input type="checkbox"/> Subsidized public sector employment | <input type="checkbox"/> Community Service |
| <input checked="" type="checkbox"/> Work experience | <input checked="" type="checkbox"/> Job search and job readiness assistance |
| <input checked="" type="checkbox"/> On-the-job training | <input checked="" type="checkbox"/> Job skills training directly related to employment |
| <input type="checkbox"/> Grant-based on-the-job training | <input type="checkbox"/> Supported work |
| <input checked="" type="checkbox"/> Vocational education and training | <input type="checkbox"/> Transitional employment |
| <input checked="" type="checkbox"/> Education directly related to employment | <input checked="" type="checkbox"/> Other (list)
Substance abuse treatment
Mental health services
Domestic violence services |
| <input checked="" type="checkbox"/> Adult basic education (includes basic education, GED, and ESL) | Post-employment services:
job retention services
skills and career enhancement
life skills and mentoring |

(e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES

Plan for Substance Abuse Services

Briefly describe how the welfare department and the county alcohol and drug program will collaborate and utilize new funds available to ensure the effective delivery of substance abuse services. These funds should be used to maximize federal financial participation through Title XIX of the federal Social Security Act. If the county has determined who will provide substance abuse treatment services, please indicate the providers in the plan. If that decision has not been made, please provide CDSS an addendum to the county CalWORKS plan indicating the provider when determined. [Reference: WIC Section 11325.8]

Delivery of substance abuse services will be coordinated between DPSS and the Alcohol and Drug program within the County Department of Health Services (DHS). Services will be delivered by current providers, County staff, and/or additional providers. Services to meet the particular needs of CalWORKS participants will include:

- child care;
- continuum of services from residential to outpatient treatment;
- attempt to keep families intact;
- capacity to provide services to more people;
- older child at risk who may need counseling and could create barriers for the adults; and
- coordination with Child Protective Services and other County departments.

Treatment participants will be tracked through an automated system developed by DPSS.

- Los Angeles County hereby certifies that substance abuse treatment services will include at least the following: evaluation, case management, substance abuse treatment, and employment counseling, and the provision of community service jobs.

Plan for Mental Health Services

Briefly describe how the welfare department and the county department of mental health will collaborate and utilize new funds available to provide effective mental health services. Counties should maximize federal financial participation to the extent possible in the provision of mental health services. [Reference: WIC Section 11325.7]

Delivery of mental health services will be coordinated between DPSS and the County Department of Mental Health (DMH). Services will be delivered by current providers, County staff, and/or additional providers. Treatment participants will be tracked through an automated system developed by DPSS.

- Los Angeles County hereby certifies that the County will provide at least the following services: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

(f) MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS

Briefly describe the extent to which and the manner in which the county will make mental health services available to recipients who have exceeded the 18 or 24 month time limit. [References: WIC Section 10531(f) and WIC Section 11454]

The County will provide mental health services to recipients who have exceeded the 18 or 24 month time limit to the same extent and in the same manner that it will provide those services prior to the time limit, if the recipient is working and/or engaged in community service for sufficient hours to continue receiving the full family CalWORKs grant.

(g) CHILD CARE AND TRANSPORTATION SERVICES

Child Care

Please briefly describe how child care services will be provided to CalWORKs participants. This should include a description of how the county will provide child care for families transitioning from county-funded providers to non-county funded providers of child care services. It should also indicate what criteria the county will use to determine, on a case-by-case basis, when parents who have primary responsibility for providing care to a child six months of age or younger, may be exempt from welfare-to-work participation. The exemption period must be at least twelve weeks and, at county discretion, can be increased to one year for the first child. The exemption period for subsequent children is twelve weeks, but may be increased to six months. Briefly describe the criteria the county will use to determine the period of time a parent or other relative will be exempt considering the availability of infant child care, local labor market conditions, and any other factors used by the county. Additionally, briefly describe how the county will ensure parents needing child care services can access the Resource and Referral Agency.

It is the intent of the County that families not experience a break in their child care services due to a transition between the three stages of child care services. Consistent with State law, once the parent is registered in CalWORKs for a work or Cal-Learn (for teen parents) activity, DPSS will notify the appropriate agency of the parent's need for child care. This will be achieved through an automated process between DPSS and designated agencies. The parents will complete a universal application for which they will only be required to provide updates in subsequent stages. To the extent funding is available, child care will be provided to 11-12 year old children, in addition to the child care which must be provided for children age 10 and under.

– Administration of Stage 1 Child Care:

The County will contract with Resource and Referral Agencies (R&Rs)/Alternative Payment Providers (APPs) to administer Stage 1.

– Transition Between Stage 1 And Stage 2:

As the family's work and/or child care situation becomes stable, and funding is available, the family will be transitioned as quickly as possible from Stage 1 to Stage 2. The process will be "transparent" to the parent as she/he will only be required to provide an update to their initial child care application. The same APP will administer the family's child care services during Stage 1 and Stage 2 unless the family relocates. The internal agency process will provide for an electronic transfer of case information through an existing automation system which is being enhanced to accommodate the increased demand.

– Co-location Of Resource and Referral Agency:

Yes No

Whenever feasible, a Resource and Referral agency will be co-located within the welfare/social

(g) CHILD CARE AND TRANSPORTATION SERVICES (Cont.)

services office. In those instances where it is not feasible to co-locate a representative from a Resource and Referral agency, the County will create a process to ensure that families are able to establish stable child care arrangements as soon as possible. (Reference EC Section 8352 and WIC Section 11200).

– Welfare-to-Work Exemption for Single Parents Caring for an Infant:

If a single parent of an infant has not previously availed herself/himself of this exemption under the CalWORKs program, the participant will be scheduled for an office appointment 3 months, 6 months, and 9 months after the birth or adoption of the child. During the appointments, the case manager will encourage participation in welfare-to-work services, discuss the availability of child care, and reinforce the significance of time limits. If, on a case-by-case basis, the parent does not volunteer to participate in welfare-to-work services after meeting with the case manager, the parent will be exempt from participating until the child turns one year old.

- If a single parent of an infant has previously availed herself/himself of this exemption under the CalWORKs program, the participant will be scheduled for an office appointment 3 months after the birth of the child. During the appointment, the case manager will encourage participation in welfare-to-work services, discuss the availability of child care, and reinforce the significance of time limits. If, on a case-by-case basis, the parent does not volunteer to participate in welfare-to-work services after meeting with the case manager, the parent will be exempt from participating until the child turns 6 months old.

Transportation

Briefly describe how transportation services will be provided. [Reference: WIC Section 10531(g)]

As we have in the past, we will continue to subsidize transportation needed by CalWORKs participants in order for them to take part in welfare-to-work activities, transport children to and from child care, and secure employment. Transportation funds are also issued for parking fees or to secure a Student ID, required for a student discount bus pass. Need is determined at each participant contact, change of welfare-to-work assignment, or when notified by the participant or provider of a change in transportation need, such as having obtained employment. Under CalWORKs, transportation services will also be extended to participants who take advantage of post-employment services. We provided reimbursement for actual mileage (if the participant has access to an insured automobile) or the cost of a monthly discounted bus pass, whichever is less. Presently, less than two percent of GAIN participants are exempted for lack of transportation or remoteness, indicating that current methods of assuring transportation for GAIN participants have proven largely successful. Nonetheless, there are areas of the County where public transportation is inadequate. Therefore, we are collaborating with the major public transportation operators in Los Angeles County. We shall continue to develop strategies with these operators, as well as with community groups, employers, and local governmental entities, to provide the best possible and least costly public transportation for CalWORKs participants and those participants who move from welfare-to-work. In addition, we will explore innovative programs to help participants purchase their own used automobiles.

(h) COMMUNITY SERVICE PLAN

Briefly describe the county's plan for providing community service activities. This should include a description of the process the county will follow to determine where community services assignments will be located, and the agencies/entities that will be responsible for project development, fiscal administration, and case management services. If it is not known at this time, the county may provide the specific details of the Community Service Plan as an addendum. [References: WIC Section 11322.6 and WIC Section 11322.9]

The County will provide specific details of its Community Service Plan at a later time. CalWORKs participants will not be enrolled in Community Services prior to expiration of their 18 or 24 month time limit. Since we intend to implement the welfare-to-work services provisions of CalWORKs on April 1, 1998, no participant will reach community service until October 1999.

In conjunction with the Los Angeles County Office of Education, the County has established an integrated CalWORKs education, training, and job creation planning process. Participation in this planning process is open to the public. Invited participants include: community colleges, adult schools, regional occupational centers/programs, private industry councils/service delivery areas, EDD, labor unions, community advocates, non-profit service providers, and economic development organizations. Among other activities, participants in this planning process will develop the County's community service plan. Planning for community service is scheduled to commence in July 1998.

(i) WORKING WITH VICTIMS OF DOMESTIC VIOLENCE

Briefly describe how the county will provide training for those county workers who will be responsible for working with CalWORKs recipients who are victims of domestic violence. [Reference: WIC Section 10531(i)]

Specialized Eligibility Workers and specially trained GAIN case managers will receive focused training on dealing with victims of domestic abuse. Training will be provided by experts in the field and will be augmented by DPSS staff.

Until regulations are adopted by California Department of Social Services in consultation with the Taskforce 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, for example, those now used in the GAIN Program. [Reference: WIC Section 1495.15] Please describe the criteria that will be used by your county for this purpose and what approach the county would take to deal with recipients who are identified in this way.

- For purposes of the CalWORKs program in Los Angeles County, abuse is defined to include battering or extreme cruelty caused by: 1) physical acts that resulted in or threatened to result in physical injury; 2) sexual abuse; 3) sexual activity involving a child in the home; 4) forced participation in sexual acts or activities; 5) threats or attempts at physical or sexual abuse; 6) mental abuse; 7) neglect or deprivation of medical care; 8) stalking; 9) economic abuse; or 10) tactics of power and control.
- To the extent permitted by state law and All County Letter 97-71, the County will waive program requirements if necessary to prevent a domestic violence victim from being placed at further risk or being unfairly penalized. The possible waiver of child support cooperation, paternity establishment, and welfare-to-work requirements will be addressed through the applicable, established good cause procedure.
- We will identify and track domestic violence victims for whom we waive welfare-to-work requirements and/or the five-year lifetime limit on federal TANF assistance. This will enable the State, pursuant to draft federal TANF regulations which the County strongly supports, to avoid federal penalties associated with failure to meet the work participation rate or exceeding the 20% hardship exemption from the five-year lifetime limit, to the extent such lack of compliance is attributable to waivers granted to domestic violence victims.
- CalWORKs applications from known or suspected victims of abuse will be processed by specialized domestic violence Eligibility Workers in each CalWORKs office. The designated staff will receive intensive training on how to recognize and effectively deal with victims of domestic violence. Experts in this field who have a proven track record and history of working with victims of domestic violence will provide the training.

i) WORKING WITH VICTIMS OF DOMESTIC VIOLENCE (Cont.)

- Seriously abused Domestic Violence victims or persons referred from Domestic Violence treatment shelters/centers will be expedited into welfare-to-work services so that they can receive needed Domestic Violence support services including treatment, life skills training and other services as determined to be necessary to enable the recipient to move from welfare-to-work. Expedited services provided to these participants will be handled by GAIN case managers who will be specially trained to recognize and effectively deal with victims of domestic violence.

- Cases with past or present victims of abuse will be confidentially identified so that special precautions can be taken to protect the victim and the victim's minor children from unauthorized disclosure of case information.

(j) PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES

Please indicate whether there were any local program outcome objectives identified during the CalWORKs plan development process and how the county proposes to track those outcomes. If the county develops alternative outcomes for the CalWORKs program during future collaborative efforts, please submit information on those measures as an addendum to the CalWORKs plan. [Reference: WIC Section 10542]

DPSS convened a workgroup to identify performance outcomes and performance indications for CalWORKs. The workgroup included representatives from various County departments, welfare recipients, line eligibility staff, local universities, the Children's Planning Council, the Children and Adult Services Information Advisory Body, Service Employees International Union Local 660, the DPSS Commission and the San Fernando Valley Neighborhood Legal Services. In addition, all DPSS workgroups involved in CalWORKs planning considered local performance outcomes and monitoring as part of their planning processes.

As a result of this collaborative effort, many indicators were identified that represent available information that will help identify the impact of CalWORKs in Los Angeles County. All of these indicators, however, fall within the statewide Performance Outcomes identified in AB 1542. Los Angeles County, therefore, does not have any additional local performance outcomes to propose at this time. If, during the ongoing planning process, new outcomes are identified, an addendum to this plan will be submitted in accordance with WIC Section 10542.

(k) PUBLIC INPUT TO THE COUNTY PLAN

Briefly describe the means the county used to obtain broad public input in the development of the CalWORKs plan. [Reference: WIC Section 10531(k)]

In Los Angeles County, the planning process began in early September with the formation of 14 specialized workgroups: (1) Fiscal, (2) Automation/Data Collection, (3) Child Care, (4) Supportive Services, (5) Staff Development, (6) Facilities, (7) Welfare-to-Work, (8) Child Support, including Child Support Assurance, (9) Eligibility Standards, (10) Food Stamps, (11) Staff/Customer/Community Communication, (12) Customer Relations, (13) Legislation/ Regulations, and (14) Medi-Cal. Each of these workgroups met regularly from September through mid-November to discuss issues, make decisions through a consensus process, and provide input to the final plans for welfare reform.

The workgroup participants, numbering nearly 1,000, came from a broad-based effort to include representatives from across the community, including welfare participants, advocates, non-profit and public agency representatives, the private sector, faith-based organizations, union representatives, DPSS management and line staff, and other County Department staff.

During this same period, 12 community forums were held, geographically spread throughout the County, in order to obtain input from others not participating in the workgroup meetings. The forums were facilitated by a professional hired by the County to ensure that: (1) an objective report would be obtained of community input, and (2) the County would receive an overall evaluation of the entire process. The information received from the forums was fed back to the workgroups to be addressed as issues in workgroup meetings. Each forum was designed around seven key questions, identified by the County as areas in which key decisions needed to be made. An eighth question enabled forum participants to address other issues which they considered important.

In addition, client focus groups were organized and facilitated by San Fernando Valley Neighborhood Legal Services in conjunction with UCLA. The input from the focus groups was also shared with the workgroups.

To provide broad community oversight of the planning process, the Los Angeles County Welfare Reform Network has continued to meet, after having come together initially to coordinate legislative advocacy around welfare reform. This group of 50 key community leaders meets every six weeks and is chaired by Lynn Bayer, the Director of the County's Department of Public Social Services (DPSS). It reviews the activities of the other tiers in the planning process, and seeks to resolve any issues that cannot be resolved in the workgroups.

A draft of this plan was made available to the public by mail and by Internet on December 3, 1997. On December 10, 1997, two community meetings were held at Holman United Methodist Church in Los Angeles to provide the community with an opportunity to discuss the plan and provide further input either at the meetings or by mail/e-mail until December 12, 1997.

(I) SOURCE AND EXPENDITURES OF FUNDS

Provide a budget specifying your county's estimated expenditures and source of funds for the CalWORKs program on the forms provided (Attachment 2). Your budget should meet the requirement of WIC Section 15204.4 which specifies that each county shall expend an amount for these programs (administration and services) that, when combined with funds expended for the administration of food stamps, equals or exceeds the amount spent by that county for corresponding activities during the 1996/97 fiscal year. [Reference: WIC Section 10531(1)]

The attached Sections 1 and 2 reflect the allocation letters from CDSS to Los Angeles County.

The actual utilization of these funds among the various categories of activity may vary.

**COUNTY PLAN BUDGET
1997/98 STATE FISCAL YEAR**

Section 1

	TOTAL	FCS	State General Fund	County Funds*	Other
Food Stamp Administration (For County MOE Purposes)	\$161,581,664	\$79,888,948	\$59,104,000	\$22,588,716	\$0

* This reflects the estimated MOE expenditures based on FY 1996/97 claims submitted as of September 1997.

**COUNTY PLAN BUDGET
1997/98 STATE FISCAL YEAR**

Section 2

	TOTAL	TANF/State General Fund	CCDBG	Title XIX	County Funds*	Other
TOTAL CalWORKs Admin & Services Items (A) thru (D)	\$389,554,363	\$345,568,932	\$26,221,609	\$2,806,929	\$14,956,893	\$0
(A) TOTAL CalWORKs Single Allocation Items (1) thru (7)	\$330,899,130	\$289,720,628	\$26,221,609	\$0	\$14,956,893	\$0
(1) Benefit Administration	\$121,071,746	\$115,589,906	\$0	\$0	\$5,481,840	\$0
(2) Program Integrity (Fraud)	\$13,614,710	\$12,998,268	\$0	\$0	\$616,442	\$0
(3) Staff Development & Retraining	\$5,018,098	\$4,790,890	\$0	\$0	\$227,208	\$0
(4) Welfare-to-Work Activities	\$147,032,592	\$140,375,306	\$0	\$0	\$6,657,286	\$0
(5) Cal Learn	\$16,135,132	\$15,404,572	\$0	\$0	\$730,560	\$0
(6) Child Care - 1 st half of 1997/98	\$27,465,166	\$0	\$26,221,609	\$0	\$1,243,557	\$0
(7) Other Activities **	\$561,686	\$561,686	\$0	\$0	\$0	\$0
(B) Child Care 2 nd half of 1997/98	\$47,427,517	\$47,427,517	\$0	\$0	\$0	\$0
(C) Mental Health Treatment	\$5,925,739	\$3,118,810	\$0	\$2,806,929	\$0	\$0
(D) Substance Abuse Treatment	\$5,301,977	\$5,301,977	\$0	\$0	\$0	\$0

* This reflects the estimated MOE expenditures based on FY 1996/97 claims submitted as of September 1997.

** This reflects expenditures for the Refugee program.

(m) ASSISTING FAMILIES TRANSITIONING OFF AID

Please describe how the county will work with families transitioning off aid. The description should include (1) assistance for those individuals who transition off aid due to time limits, and (2) those who leave aid due to employment. [Reference: WIC Section 10531(m)]

The County's goal is to achieve unsubsidized employment for all non-exempt CalWORKs participants prior to the expiration of their 18/24-month time clock and to achieve independence for all families from CalWORKs cash assistance prior to the five-year life time limit on adult assistance.

For those families who leave aid due to employment, the County will provide transitional Medi-Cal benefits, subsidized child care through Stage 2 or Stage 3, and, for up to 12 months, employment retention services.

With respect to the families that may experience a reduction in cash assistance as a result of the 60 month time limit on adult assistance, no family will confront this prospect prior to January 2003. The County has not yet decided whether to offer welfare-to-work services, in conjunction with community service as mandated by State law, to adults who reach the 60-month limit. In 2002, the County will invite community participation in addressing this issue.

(n) JOB CREATION

Please describe the efforts that have been undertaken, or that the county plans to pursue, relating to the job creation plan described in Chapter 1.12 (commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.

The County has conducted three meetings with key agencies in regard to the issue of accessing monies deposited in the Job Creation Investment Fund. As a result, the Los Angeles Economic Development Corporation (EDC) and the Community Development Commission (CDC) will jointly recommend to the County Board of Supervisors that the County apply for Job Creation funds and that EDC and CDC be appointed to convene a planning group to prepare both a Board resolution expressing intent to apply and the grant application itself. We anticipate that the integrated CalWORKs Education, Training, and Job Creation Planning Process described in sub-section (h) above will include planning for the Job Creation Investment Fund proposal.

(o) OTHER ELEMENTS

Pilot projects: Please include a description of any pilot projects that the county may wish to pursue and submit a separate proposal for, as part of its CalWORKs Program. Should the county later determine an interest in a pilot proposal, this information could be submitted as an addendum to the County Plan.

At this time, of the pilots specified in Chapter 3.3 of Part 6 of Division 9 of the Welfare and Institutions Code, the County intends to pursue the Jobs-Plus Community Rehabilitation Initiative for Public Housing Families and the Child Support Assurance Demonstration Project.

The County has also submitted its proposal to participate in the Employment Readiness Demonstration Project.

(p) COMPLIANCE WITH REQUIREMENTS OF CalWORKs

Under CalWORKs counties are required to enroll single parent families in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998, and 32 hours per week beginning July 1, 1999. [Reference: WIC Section 11322.8(a)]

Prior to July 1, 1999, counties have the option to require adults in single-parent assistance units to participate up to 32 hours per week. Does your county intend to exercise that option? [Reference: WIC Section 11322.8(a)]

Los Angeles County does intend to exercise the option and will require adults in single-parent assistance units to participate 32 hours per week, upon their enrollment in CalWORKs welfare-to-work services, on or after April, 1, 1998.

(g) INTERACTION WITH AMERICAN INDIAN TRIBES

Please describe the discussions that have occurred with respect to administration for the federally recognized American Indian Tribes located within your county. This should include whether the county will administer the program, whether the tribes will administer their own approved tribal TANF program, or whether there will be joint county/tribal administration. [Reference: WIC Section 10553.2]

Not applicable.

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's
Signature

Kevin W. Dwyer

Chairperson of the Board of Supervisors
Signature

Yvonne Brathwaite Burke
YVONNE BRATHWAITE BURKE

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

64

JAN 06 1998

Joanne Sturges
JOANNE STURGES
EXECUTIVE OFFICER

ATTEST: JOANNE STURGES
EXECUTIVE OFFICER -
CLERK OF THE BOARD OF SUPERVISORS
Jeannette M. Smith, Deputy

