

COUNTY NAME:
Yolo County

CalWORKs County Plan Addendum

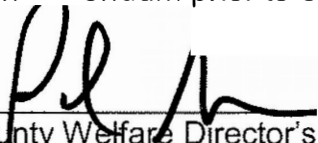
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I hereby certify that County Board of Supervisors was briefed regarding the contents of this Plan Addendum prior to submittal.


County Welfare Director's
Signature

Pamela Miller
Printed Name

1/4/07
Briefing Date

This plan addendum is submitted pursuant to Welfare and Institutions Code Section 10534

1) County Goals

Yolo County

After reviewing the county's existing CalWORKs County Plan, please provide a general description of how the county will meet the goals defined in Welfare and Institutions (W&I) Code Section 10540, while taking into consideration the work participation requirements of the federal Deficit Reduction Act of 2005.

The goals of W&I Code Section 10540 are the following:

- 1) Reduce child poverty in the State;
- 2) Reduce dependence of needy parents on government benefits by promoting job preparation, work, and marriage; reduce out-of-wedlock births; and encourage the formation and maintenance of two-parent families;
- 3) Meet the requirements of federal law while avoiding unanticipated outcomes that negatively affect child well-being, the demand for county general assistance, or the number of families affected by domestic violence.

A. General description of how the county will meet the goals of W&I Code 10540

Yolo County will meet the goals of the W&I code 10540 and reduce the numbers in child poverty and the numbers of families' dependant on public assistance through a multi layered approach, targeting individual client activities while engaging our partners, employers and community agencies.

In order to do this Yolo County will:

- Continue to work with the Internal Revenue Service (IRS) and offer Volunteer Income Tax Assistance (VITA) preparation. Staff and Community Based Organizations participate in this program to inform low income residents of the Earned Income Tax Credit and the Child Tax Credits that may be available to them.
- Assist our local employers with information and paperwork in regards to the Enterprise Zone Employee Credit and the Work Opportunity Federal Income Tax Credits for Employers.
- Increase job development efforts. Job Developers will work with local employers to target jobs that offer higher earnings and greater opportunities for advancement. This strategy will improve the efforts to serve our clients and targeted job development will be available to WTW clients at any time within their program participation.
- Offer a comprehensive set of job preparation activities and life skills classes tailored to the specific needs of the client. These activities will assist in improving skills, help overcome barriers like lack of English language skills, how to dress for success, budgeting, and motivation.
- Work in tandem with the local Public Health Nurse to assist new parents during the first few months after the birth of their first child.
- Foster and enhance partnerships with local employers, our partners and other local agencies to provide greater employment and training opportunities for WTW clients. Enhanced relationships will result in an ability to develop job locations for On the Job Training; Work Experience sites and develops a culture of employment to engage the WTW client.
- We will track our progress met using the measures that have been developed for the Pay for Performance programs and various Management Reports from the CalWIN system to ensure our goals are being.
- We will provide information and assist our participants with referrals to domestic violence services.

2) Participation Improvement

Please describe what immediate and long-range actions the county will take to improve the federal work participation rate (WPR) among CalWORKs applicants and recipients. At a minimum, describe how the county will address increased participation in the areas listed below. When responding, provide a detailed description of the policy or strategy in each program area, the anticipated outcome that will result in program improvements, the percentage of families affected, and how success will be determined. Please note that if a county is already using a particular strategy that is successful, a description of that strategy is sufficient.

B. Providing up-front engagement activities

Description of policy (ies) or strategy (ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a new policy to engage recipients in orientation and appraisal within one week of application.

Recently Yolo County Department of Employment and Social Services developed policies and strategies that will result in engaging our Welfare to Work (WTW) clients more quickly. In doing so, we have developed the following approaches for working with our WTW clients:

1. Employment Services and Eligibility staff will serve new clients using a CalWORKs team approach. This means that Welfare to Work clients will be given the option to hear about employment activities beginning at Intake, and consistently throughout their contacts with department staff. To achieve this, an Employment Services (ES) staff person will be paired up with the Eligibility staff member; the ES staff will give the client the option to meet with them on the day of their eligibility Intake appointment. The purpose of this meeting will be to provide the client with information about available services, such as child care and other support services; this meeting will engage clients in discussions about work services and activities sooner. The primary goal of this strategy is to promote and encourage attendance to the ES Orientation and appraisal.

Yolo County is aware that Welfare to Work activities cannot be required of CalWORKs applicants and we want to make it clear that the information provided at the Intake appointment is not intended to substitute the Welfare to Work Orientation. Upon granting their aid, the client will be assigned the ES staff person who met them at the intake appointment and the client will be given a choice of times and dates to attend the ES Orientation.

It is our hope that by pairing up workers in this way the client and the workers will quickly establish a good rapport. In addition, we expect that this will assist the county in developing Welfare to Work Plans sooner. This will be a new strategy in working with our customers. Our existing practice is for the client to meet with an ES case manager after the application has been granted and to assign the new client an ES worker after following a more involved process.

2. Develop a process to “bridge” the Intake appointment and the client’s entrance into WTW. This approach is two-fold.

First, after the Intake appointment concludes, the client will have the opportunity to meet with an ES staff person who can provide a tour of the One-Stop-Services Center. This tour will facilitate the opportunity to provide them other services open to the general public while their eligibility for CalWORKs is being determined.

Second, if the applicant has provided all verifications for approval and met all eligibility criteria, which allows for the case to be approved on the day of the intake interview, they will have the opportunity to see an Employment Services staff person the same day of their Intake for an Orientation/ Appraisal. This will guarantee that there is no lag time between the application date and the ES services can be provided promptly. This strategy is particularly important for recipients that have met their application requirements, who are employed and need supportive services to retain their jobs. This is a new strategy.

3. An improved up-front engagement strategy that will be part of this reinstated practice will be that WTW staff will search the referrals log daily for new referrals. This manual process has been established to track when cases have been authorized in order to expedite the clients receiving WTW services.
4. Remind participants of their upcoming appointments. A common reason for a participant missing a scheduled activity is forgetting they had an appointment. Too often this leads to multiple rescheduled activities and an inability to assist them in becoming self-sufficient. Currently our department recommends that staff call their clients to remind them of an upcoming appointment. New policy will require ES staff to phone clients and remind them of upcoming appointments the day prior to the appointment. In addition to the phone calls, reminder post cards will be mailed to customers one week prior to appointments for those appointments scheduled well in advance.
5. Offer clients small incentives for attending orientation. The Department will implement a new strategy to attract participants to the program orientation. Several new methods are being considered at this time. Some of the incentives that we will provide are small gift certificates for attending and coffee and doughnuts provided during the orientation meeting. However, no monetary or entertainment incentives will be given to participants.
6. ES orientations will occur more frequently, at more convenient times during the day and via home visits. We believe there are two reasons that may be impacting our participation rate at Orientation:
 - a. It is possible that group orientation times and days are not meeting the needs of our clients; therefore, the department will adopt a new strategy in meeting those needs. Yolo County will expand the frequency of CalWORKs Employment Services Orientations and will adjust the schedule to make it more convenient for the client to attend. Orientations will be offered in the morning and in the afternoon in order to provide the client with a choice of times to attend if not convenient for their schedule.
 - b. Moreover, clients may not be able to or willing to come into the office. Our department will implement a new process of serving people who do not show for a scheduled program orientation, or who explicitly indicate an inability to attend the office for an orientation

(such as lack of transportation). Persons in these situations will be given the option to receive a home visit or off site visit (such as a meeting at a park) from their ES worker.

The above strategies will be a new practice in serving our clients.

7. Increasing the use of home visits for all types of appointments. Currently some employment staff use home visits as a means of delivering services, it is not the most frequent method used. Yolo County will revisit this protocol and adopt the use of home visits as a key way of delivering employment services.
8. Assess the client's participation at every Annual Redetermination. Yolo County will reinstate a prior practice to refer all clients to Employment Services when processing the RV, this practice was discontinued upon the implementation of our new CalWIN automated eligibility system. This will trigger another opportunity for contact with people who are sanctioned, and could allow for reengaging people who are non-compliant. Clients will be immediately contacted by telephone to schedule an appointment if it is discovered that they are not meeting participation requirements. Whenever possible, the client's scheduled appointment will be coordinated with their next eligibility appointment. If the client cannot be contacted by phone they will be contacted via U.S. postal mail and an appointment scheduled within 10 days.
9. Increase use of the Diversion program through training DESS staff. Diversion can be a way of assisting people before they become reliant on public assistance. Yolo County has identified the need to train staff concerning Diversion Services so that more applicants receive the benefits of this program.
10. Have improved signage and staff availability in the reception area. We believe that improving the reception area would result in our clients feeling more welcomed and better oriented about where services are provided. Therefore, we have begun the process of a physical redesign of our reception areas. This will include new signage, increased staff visibility, and an Upfront Services Team of staff that will quickly assess and address our client's needs when they walk in the door.
11. Better outreach marketing of our services. In order to increase participation we believe an increased effort to market our services among employment services clients may be necessary. While clients currently receive information about services and activities available to them, this information is provided in forms or notices in Intake or Renewal packets where large volumes of information is also given. Because of this practice, we suspect that this information may be discarded without being read. Therefore, we plan to adopt a new marketing strategy for informing our clients of the services available to them. For example, we will develop easy-to-read flyers, and make them available at key times of contact, such as with appointment letters or during the Orientation appointment with the client. These flyers will be used as the vehicle for explaining services and work activities in the program. It will be highly visible, concise and easy to read. Yolo County will also improve marketing of its services through our local churches and community centers, community partners and local media. DESS will continue to provide written information in the client's primary language, these will include flyers in multiple languages

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how recipients are expected to have welfare-to-work (WTW) plans developed sooner and includes how much sooner, what percentage of the county's WTW caseload will be impacted, etc.

We estimate that using the above measures will increase client upfront engagement to 50%. In general, we will be able to tell that the above measures are successful when the number of people who participate in upfront activities increases and our no-show rate declines.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which the earlier engagement policy will increase the county's federal WPR and State participation levels, the percentage by which a reduction in sanctions will increase the county's federal WPR and its State participation levels, etc., by year, over three years (beginning with this year). The county also describes how early engagement will result in better identification of barriers to employment, better identification of exemptions, etc. (including percentages as appropriate). If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

Please see Section H

C. Achieving full engagement by individuals who are required to participate, and who are partially participating, not participating, or are between activities

Description of policy (ies) or strategy (ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: The county describes a new policy to work with recipients up front to identify community service areas in which they have specific personal interest (such as volunteering at a local nonprofit) that could be utilized to increase participation in federally allowable activities when recipients are in between activities or need additional hours to meet the 32-/35-hour weekly participation requirement.

The following is a general description of other strategies which we anticipate will result in an improved Work Participation Rate (WPR) for our county with respect to partially-participating or non-participating clients.

1. Increase use of partners providing services and activities. Yolo County will incorporate new classes that will be available for clients during their time in-between activities. For example, a client will be able to attend life skills classes when there is a gap in between their appraisal and the next activity. We expect to use our partnerships with local community agencies in providing some of these classes.
2. Shorten the amount of time between activities. In order to always have participants engaged in ES activities, Yolo County will revisit its schedule of workshops and classes to have more frequent and shorter sessions. The County plans to bring new activities onsite that will give program participants practical skills. Some classes that are being considered at this time are life skills, time management, open entry computer sessions, and parenting classes, trainings on how to budget, ROP childcare classes, and ESL/GED sessions. We anticipate that doing

so will keep our participants from falling through the cracks and will help them stay focused and motivated.

3. Hold client support groups. The Department will implement a previously piloted strategy, which allowed clients to attend a client support group. These strategies are aimed at motivating its participants to continue their job seeking activities and to share their successes with other participants.
4. Celebrate successes with clients and staff. Our experience with clients has shown that celebrating when a customer obtains a new job or reaches a major goal in their plan pushes them to make new goals. To this end, we will reinstate a past practice of bell ringing in our Employment Center each time a client finds employment. This will provide recognition to both the participant and the staff for their work.

In addition to the bell ringing, the Department will develop a way to recognize staff's work by developing a visual guide showing monthly progress measuring the WPR.

5. Hold other activities that are of short duration onsite. The County plans to bring new activities onsite that will give program participants practical skills. Some classes that are being considered at this time are life skills, time management, open entry computer sessions, and parenting classes, trainings on how to budget, ROP childcare classes, and ESL/GED sessions.
6. Have special workshops for new immigrants. Yolo County often serves new immigrants who are unfamiliar with the many public systems that exist in the U.S.; as a result they may inadvertently fail appointments or may become non-compliant due to their lack of knowledge of the new system they now live in. Yolo County will develop curriculum to serve this population so that they may find employment despite acculturation issues they may face. This strategy would include holding workshops with information specific to the population at hand.
7. Work with timed-out clients. All timed-out clients will receive an automatic referral from their ES case manager to receive Workforce Investment Act (WIA) services. In addition, this strategy is expected to positively impact the WPR as many of our timed-out clients continue to need job services or are not earning money enough to cause the family to leave CalWORKs.

In addition to the automatic referral to WIA services, ES staff will be required to meet with their clients at the 54th month of aid in order to establish or re-establish a relationship for those who are soon to be timed out and to determine what their continued needs will be once in the WIA program. This meeting will occur regardless of whether a person is in sanction status and will include a home visit.

When the client finds employment, they are eligible to receive WTW supportive services. In Yolo County a client can receive support services for up to six months if they are employed when they time off or if they are discontinued due to income.

8. Monitor and work with sanctioned customers through a specialized caseload. The Department will assign a dedicated staff member to work with sanctioned clients; their primary responsibility will be to re-engage them into program activities or employment.

- 9.e Provide Work Experience opportunities that can establish current work experience for clients.e
The focus of this strategy is to develop a training plan that will prepare clients for employment.e
Upon completion of this activity it is anticipated that a client may begin subsidized ore
unsubsidized employment or a combination of training and employment. This strategy is ane
existing practice and will be revisited to improve effectiveness.e
10. Increase job development efforts. Key staff are currently identified to work with local
employers to target jobs that offer higher earnings and greater opportunities for advancement.
This strategy will improve the efforts to serve our clients and targeted job development will be
available to WTW clients at any time within their program participation.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how the policy benefits recipients and specifies the percent of WTW enrollees who are not participating in activities and the percent who are not fully participating that will become fully engaged in activities that meet federal and State participation requirements (separated by meeting federal and State requirements).

The strategies identified in this section allow our county to assign all clients to motivating and appropriate mixture of activities. While it is not possible to project which strategy will provide the greatest results, or to give a percentage value to each approach, we anticipate that a combined effort of all of the above will help us attain the required rate of 50% for single parent and 90% for two-parent families. Our goal is to improve the number of participating clients by 10% each month through the use of: (1) close monitoring of these measures and (2) the use of a department goal setting plan.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The County describes the percent by which the county's federal WPR and State participation level will be increased by full engagement of partially participating recipients and non-participating recipients. The county describes the percent increase for each group of recipients, separately, by year, over three years (beginning with this year). If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

Please see section H

D. Providing activities to encourage participation and to prevent families from going into sanction status

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a new strategy that after an instance of noncompliance, individuals will meet with a worker who specializes in identifying and resolving barriers to nonparticipation (substance abuse, child care problems, etc.) and will work with individuals to develop strategies to maintain participation.

1. Top priority for Yolo County will be to identify the partially engaged recipient. Utilizing the MRM012R ES Current Activities-Client List by ES Caseload, Program & Activity and MRM058R ES Attendance-Case Detail by Program & ES Caseload, reports from CalWIN, staff will identify customers who are participating but not meeting the full WPR. Staff will engage the customers to see what DESS can do to assist them in meeting these rates.

2. It is the value of Yolo County to continue to work with our existing partners and share information with them in regards to participation requirements and how to answer questions that may be directed to them in regards to Work Participation Rates. DESS staff will go out to our partner's locations to inform the partner staff of the WTW program and the WPRs.
 - a. DESS will also attend tenant forums held at the Housing Authority to address any questions the residents may have about their aid or work participation requirements. Information shared during these forums will inform the recipient about additional services available to them in order to meet the Work Participation Requirements and prevent families from going into the sanction status. Staff will inform these recipients of the benefits available to them through the WTW program and that taking small steps will assist them with their WPR.
 - b. Yolo County will work in collaboration with the Housing Authority and Family Resource Center to provide employment services and training programs for CalWORKs recipients. Staff will collaborate to share information on job opportunities, staff training, use of resources and technology, and a variety of issues that affect the regional workforce and Public Assistance clients. Information to be shared will include the WPR requirements and the disadvantages of not meeting the WPR, specifically, the cost of the sanction to the family and the benefits associated with staying out of the noncompliance and sanction process. Staff will demonstrate calculations to show the client actual dollar amounts the grant will decrease if the client is placed in the sanction process and what the client needs to do in order to come out of sanction. In addition staff will reiterate the activities and supportive services available to all clients.
3. Employment Success Support Group. Discussions will revolve around participation requirements and how DESS can assist the client in meeting the requirements. Classes may be offered off site with the assistance of our partner agencies and during hours convenient to the client. Information will also be shared about activities supportive services employment and career advancement. In addition we will brainstorm with the client in regards to what they think they can do to assist themselves in staying out of the noncompliance process.
4. For those clients attending Community College additional funding has been awarded to the college system to expand their work study programs. Those enrolled in the work study program benefit by increasing the WPR and in obtaining extra money that does not count against their grant.
5. Since noncompliant and sanctioned clients are not required to participate in activities, DESS will give noncompliant and sanctioned clients the opportunity to complete a survey to find out why they are not participating up to the minimum requirements or have been sanctioned. Noncompliant and sanctioned clients will also be given the option to have workers conduct home visits to collect the survey, this will help the Department collect the information.

What are the anticipated effects and percentage of families affected monthly? Example: The county describes how recipients will benefit from the new policy and identifies the percentage by which the county's sanction rate will be reduced.

Currently, 21% of our clients are in WTW non-compliance.

We will reduce this percentage by 10% by using the above to prevent non-compliance from occurring.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percent by which sanction prevention will increase the county's federal WPR and State participation levels, by year, over three years (beginning with this year). The county also describes how it will measure the benefits to recipients in terms of barrier removal services. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

See section H.

E. Reengaging noncompliance or sanctioned individuals

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: A county describes a home visiting program that focuses on re-engaging sanctioned recipients in WTW and removing barriers to participation.

1. DESS eligibility workers will identify and inform the client of the benefits of coming off sanction
This will be completed via discussion, flier and referral to the WTW worker
 - a. Identification will occur during routine case review and during the annual review process
Eligibility staff will send over referral to designated staff to contact the client in the hopes of re-engaging.
2. DESS will coordinate training so employees will understand the WPR and give them an overview of WTW program.
3. DESS set up a Resource Fair and invited 12 partner and community agencies to come in the office and inform DESS staff of the resources available in Yolo County. The Department will continue to hold Resource Fairs.
4. DESS will create a brochure identifying the positives of the WTW program along with example calculations showing the average family with a sanction and then recalculated figures with that sanction removed. Case workers will make follow up phone calls to noncompliance and sanctioned participants after the brochure has been sent.
5. For those clients who do not respond to the letters, fliers, and information, supplied Case Managers will make home visits in order to get the client to reengage with the WTW program
6. Staff will organize a celebration of re-engagement and will invite those sanctioned. At the event it is anticipated clients will receive information in regard to curing their sanctions and workers will be on hand for those who would like to complete a plan to reengage in the WTW program at that time. Services that will benefit the client, such as haircuts, clothing and incentives, will be offered to those who complete a plan to reengage.

7. Recently Yolo County has established a specific worker designated to reengage the sanctioned population. This worker will contact the recipient via telephone, letters, fliers and home visits. We will be issuing incentives to those recipients who reengage with the WTW program.e
8. Yolo County will be creating a survey and giving clients the option to complete as to why they have become sanctioned. Staff will take the surveys to the customer via home visits or off site visits. This information will be used to better serve all clients.e

What are the anticipated effects and percentage of families affected monthly? Example: The county describes the percentage by which its sanction rate will be reduced, the percentage of sanctioned individuals that may be identified as meeting a WTW exemption, etc. The county also describes how identification of barriers and the provision of services will assist the family in meeting WTW requirements and achieving self-sufficiency.

Our goal is to reduce our sanctioned and non-compliant population by 10%. We anticipate that the designation of a Case Manager to work exclusively with this population and targeting resources to this population will accomplish the following;

1. Identify the clients who do not understand why they have been sanctioned and find out what is needed to prevent or end the sanction
2. We will strive to ensure they understand what is required of them in the WTW program and to reconnect them with the appropriate WTW worker.
3. Recognize there is a group that will refuse to participate even if their objections are identified. We will continue to contact this group quarterly in order to attempt to reengage them in the WTW program.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which a reduction in its sanction rate will increase the county's federal WPR and its State work participation levels, by year, over three years (beginning with this year), and how the county will measure the benefits to recipients in terms of barrier removal services. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

Please see Section H

F. Other activities designed to increase the county's federal WPR?

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy):

1. Yolo County's Welfare to Work Employment Services CaWORKs Guide was recently updated to include core and non core activities and what types of activities are included in each area along with WPR requirements. This information is currently explained to the customer during the orientation process. WTW staff will also share the information during the appraisal appointment and verify the customer understands the requirements. This guide will also be hung in each of the interview areas and on bulletin boards in common areas.

2. DESS will be partnering with Yolo County Housing Authority in order to identify common customers. DESS and the Housing Authority will be collaborating together in order for the clients to complete both agencies requirements without duplicating or missing hours of participation by either agency.
 - a. In addition to identifying common clients the agencies will be working together to create different life skills classes and offer them at both locations possibly during non traditional hours.
3. DESS staff will be diligent in responding to clients when they are in a program through the court systems. Once staff is aware there is a court order for the client requiring them to complete a community service program, the WTW worker will complete or update the WTW plan for the client to complete those requirements and for DESS to count the hours of participation.
4. Increasing the use of periodic home visits for all appointments. While some employment staff use home visits as a means of delivering services, it is not the most frequent method used. Yolo County will revisit this protocol and adopt the use of home visits as a key way of delivering employment services
5. When a client is caring for a child of another client, who is in an activity other than community service, the countable activity will be counted as self employment. The client will need to report this self employment to their eligibility worker.
6. Celebrate successes with clients and staff. Our experience with clients has shown that celebrating when a client obtains a new job or reaches a major goal in their plan pushes them to make new goals. To this end, we will reinstate a past practice to bell ringing in our Employment Center each time a client finds employment. This will provide recognition to both the client and the staff for their work. In addition to the bell ringing approach, customers will receive a Payday candy bar.
7. In coordination with the City of Davis staff will attempt to locate child care providers in Yolo County that will offer services during non traditional hours.
8. DESS will be creating a postcard questionnaire. This questionnaire will be given to clients when they are in the office for all visits. This card will ask open ended questions about potential services the client needs.
9. Train all staff in regards to the WTW program. While we do not anticipate or expect all staff members to complete the duties of a WTW worker, we believe that having staff that are knowledgeable about other programs will benefit our clients. Due to this, we will conduct ongoing trainings so that they may have a general understanding of WTW services and can direct clients to the appropriate people in our agency. This will include information about One-Stop services currently available to the general public. While training is an existing practice, we hope to revitalize all staff's knowledge about our WTW services by providing additional training.
10. Utilize the WIA program in order to assist those WTW families with job advancement and training opportunities. Enhanced relationships will result in the increased ability to develop job locations for employment and additional training opportunities.

What are the anticipated effects and percentage of families affected monthly?

We anticipate the changes will affect all our families, which will improve our WPR and help us

achieve 50% and 90% rates. We also anticipate that the changes described may increase our single family WPR beyond the minimums and will have a long-term, positive impact on families, resulting in self-sufficiency.

How will success be determined (quantitative or qualitative assessment of effects)?

Please see Section H

G. Please provide a description of how the county will collaborate with local agencies, including, but not limited to, local workforce investment boards, community colleges, universities, adult schools and regional occupational centers/programs that provide activities that meet federal work participation requirements and provide participants with skills that will help them achieve long-term self-sufficiency. For each individual agency, responses should include elements such as how information is shared or will be shared, ongoing or planned contracts, ongoing meetings established, etc.

The Yolo County DESS provides eligibility for public assistance programs including CalWORKs, Food Stamps, Medi-Cal, and General Assistance. The Department is also the One Stop Operator for the Workforce Investment Act. Customers accessing the Department have full access to apply for public assistance benefits in addition they can upgrade their skills in Career Development and Job seeking workshops or apply for jobs to become employed and lead to self sufficiency.

The Workforce Investment Board provides guidance and oversight of the Yolo County One Stop Delivery System. Our two regional One Stop Career Centers are located in Woodland and West Sacramento and house staff from the following Departments and organizations:

- Yolo County Department of Employment and Social Services
- Employment Development Department (EDD)
- City of Davis, Parks and Community Services, Child Services Office
- Woodland Community College
- Los Rios Community College District
- Yolo County Alcohol Drug and Mental Health
- Yolo County Office of Education (Regional Occupational Programs)
- Experience Works
- Woodland Adult Education
- Yolo Employment Services

Other Partners that provide services to the Department on a referral basis include:

- California Human Development Corporation
- California Indian Manpower
- Department of Rehabilitation
- Job Corps
- Yolo County Housing Authority

A sub-group of the Workforce Investment Board is the One Stop committee. The One Stop committee conducts quarterly meetings at the One Stop with all Partners. Meeting agenda's and minutes are maintained at the Workforce Investment Board website at www.yoloworks.org. The One Stop committee is designed to provide program updates, sharing of information and literature, and address the unmet training and employment needs in the community. As a result of the One Stop Committee, the Yolo County Workforce Investment Board website is designed as an informational and referral source among Partners. Attachment II is the One Stop Partnership Matrix. Staff can utilize this matrix online to refer a client to any of the services offered by other partners. The referral will go directly to the email account of the Partner representative.

For over 10 years, Yolo County has an established Case Consultation meeting structure. Staff and Partners attend the weekly meeting to discuss client cases and discuss methods to increase the services and the work participation rates for clients.

DESS has contracted with Yolo County Alcohol Drug and Mental Health and City of Davis Child Care for services provided to serve the CalWORKs population. All other organizations have a Memorandum of Understanding within the One Stop Delivery model. Copies may be made available upon request.

This year, DESS will enhance the partnership with Yolo County Housing Authority, Probation and School Districts. CalWORKs clients who are required to provide Community Service through Housing or Probation will also report such hours to their Case Manager to count towards the Work Participation Rates. The Department will also explore the option to count the time the CalWORKs clients volunteer in their child's classroom.

The Housing Authority holds monthly tenant forums. The purpose of the meeting is to remind the residents of their tenant responsibilities and answer any questions they may have about Section 8 housing. DESS will start to attend the tenant forums to address any questions the residents may have about their aid or work participation requirements.

Description of policy(ies) or strategy(ies) that will result in program improvement (identify whether this is a new policy/strategy, a current policy/strategy that will continue to be promoted, or an expansion of, or revision to, current policy/strategy). Example: The county describes how it will collaborate with local community colleges to expand the availability of short-term vocational educational programs and increase the number of work study placements for recipients.

DESS will continue to meet with Partners on a quarterly basis and hold weekly meetings for staff and partner organizations. DESS has developed a process with the community colleges to streamline registration and has an established Purchase Order at the college to expedite payment for books and parking.

The Community Colleges received additional Work Study funding. The two organizations are committed to increase the referrals of CalWORKs college registrants within the work study program.

DESS is in the process of developing a job retention workshop and a Life Skills class. Attendance in both classes will be counted to increase the work participation rates. The Job

Retention class will be designed to ensure clients are maintaining employment and understanding the skills required to keep the job, despite the barriers they continue to have. The Job Retention class will also assist the clients who are underemployed by providing tips and suggestions on how they can increase the number of hours with their Employer. The Life Skills Workshops will address alternative and back up transportation or child care; juggling multiple demands from family and job; time management; budgeting; and other topics that will encourage problem solving to maintain employment or participating in work activities.

What are the anticipated effects and percentage of families affected monthly? Example: The County describes how recipients will benefit through increased availability of vocational education and work study programs in terms of obtaining skills needed to obtain employment that will lead to self-sufficiency, increasing recipients' income while on aid, increasing the percentage of recipients participating in federally allowable activities, etc

Through the efforts outlined, Yolo County will maximize the coordination and collaboration with local resources. It is anticipated that all CalWORKs clients will be referred to agencies that can best meet their needs, encourage more time engaged in the activities and each organization will work together to assist individuals become employed and self sufficient.

How will success be determined (quantitative and qualitative assessment of effects)? Example: The county describes the percentage by which the county's federal WPR and its State participation levels will increase by year over three years (beginning with this year). The county also describes the amount by which a recipient's annual earnings are expected to increase, the number of families that will leave aid due to employment annually, etc. If the county cannot identify the percentage increase to its WPR for an individual policy/strategy because of overlap with another policy/strategy, the WPR impact can be combined with other strategies in Section H below.

As outlined throughout this plan, Yolo County will work to incrementally increase the work participation rate which is currently between 20-30% and increase those rates to meet the 50%/90%. For additional information see Section H

3) Plan to measure quarterly progress

Please describe how the county will measure the extent to which cumulative policies or strategies in the Plan addendum are successful, and how the county will measure progress on a quarterly basis (for example, participation rate of a specific population, sanction rate, orientation show rate, etc.). In addition, include the projected cumulative impact the county's policies or strategies will likely have on the county's federal work participation rate for each year of the next three years (for example, current rate of X will be increased to Y).

H. Plan to measure quarterly progress

Measures of quarterly progress:

Sources of measurement

Established Data Sources

1.e WTW 25 and 25 Ae

2. WTW 30
3. Pay for Performance formulas as defined on ACL 06-42
4. WTW system reports in order to monitor and evaluate WTW case manager caseloads

In-House Tracking

1. Orientation Attendance
2. Smartware
3. DESS is exploring the CIS system
4. IEVs New Hire Report
5. In house manual tracking DESS Statistics and Reporting

Our target goals are:

1. WPR All Families 50% by June 2007 and maintain through 2009 - utilizing the WTW 30 or the WPR data collection tool currently being tested by the state.
2. WPR Two Parent Families 90% and maintain through 2009- utilizing the WTW 30 or the WPR data collection tool currently being tested by the state.
3. Orientation attendance rate of 60% of those invited.
4. Enter into a WTW Plan within 90 days of CalWORKs approval.
5. Staff case reviews. Minimum of 10% of staff caseloads will be reviewed on a monthly basis.
6. Through attendance at our Job Club and Life skills classes. We will instill a better understanding of the work participation requirements and the activities available to the client. This will encourage participation in all activities as they will have a thorough knowledge of the activities and supportive services available to them along with the noncompliance and sanction process.
7. Using the WTW 30 or new WPR tool, along with the noncompliance sanction report we will track our progress. We will be reducing the noncompliance and sanction rates by 10%.

Projected impact on county's federal WPR:

4) Funding

Describe how the county has spent and plans to utilize single allocation and other funding for the county's CalWORKs program. This section will help explain to county and State stakeholders how increased funding will be used.

Program Component	Fiscal Year 2005-06 Actual Expenditures	Fiscal Year 2006-07 Budgeted Amount	Description of how additional funding provided in Fiscal Year 2006-07 will be used
CalWORKs Eligibility Administration	\$3,165,080	\$3,086,176	Our allocation for FY 06-07 is less than 05-06
WTW Employment Services	\$4,978,970	\$5,826,304	Customer incentives, Outreach and Marketing Materials
CalWORKs Child Care	\$2,356,123	\$2,605,000	Contracting
Cal-Learn	\$137,079	\$20,756	
CalWORKs Funded Mental Health Services	\$240,476	\$258,493	Contracting
CalWORKs Funded Substance Abuse Services	\$243,242	\$203,101	Contracting
Other Other			