



# ***San Luis Obispo County Department of Social Services Semi-Annual Report***

**Report Period: January 1, 2016 through June 30, 2016**

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# Mission, Vision, and Guiding Principles

## Mission

*We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.*

## Vision

*A responsible and caring community:  
Safe, Resilient and Healthy*

## Guiding Principles

*We strive to eliminate poverty and abuse*

*We believe all people have strengths*

*We work together to assist in removing barriers and finding solutions*

*We strive to meet the unique needs of each community, family, and individual*

*We commit to fairness and equality*

# Recent Efforts and Changes

## *Empowerment & Resource Day*

On June 14, 2016 San Luis Obispo County partnered with Cuesta Community College, community partners and local businesses to present a successful youth-centered wellness and resource day.

The “Treat Yourself” event was developed to bring at-risk youth (age 12 to 24 years) together to acquire information about community resources and activities while enhancing self-esteem and promoting the importance of planning for one’s future.



Over 40 youth and 10 foster parents participated in a day that featured the following activities, training and distribution of information:

- College and career opportunities
- Health care access and information
- Reproductive health and pregnancy prevention education
- Dangers of commercial sexual exploitation of children
- Local youth advocacy groups
- Self-defense
- Stress reduction
- Effect of traumatic childhood experiences on children’s development
- Importance of self-care and advocacy

## EMPOWERMENT



Youth, presenters and attendees alike expressed that the day provided valuable networking opportunities and helped youth become familiar with community resources and gain tips for planning a successful future.

Planning for future youth-centered events is in the works.

# Recent Efforts and Changes

## *AB 403: Continuum of Care Reform for Children and Youth in Group Home Care*

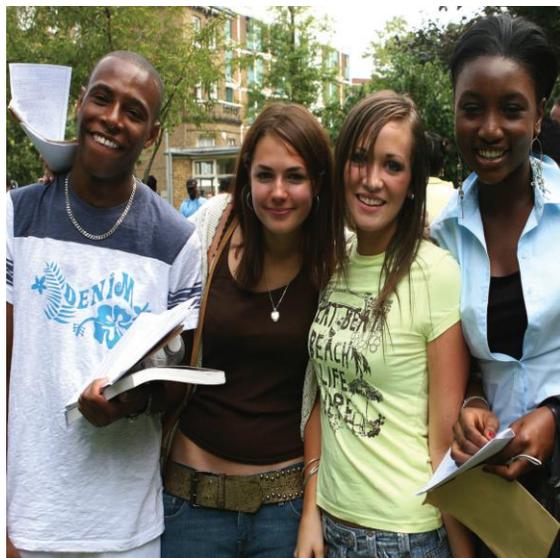
The Continuum of Care Reform (CCR) effort is required by California statute. CCR will:

- Overhaul congregate care, also known as group home care, and require the transition of foster children from congregate care into home-like settings.
- Shift the reliance on congregate care for foster children to short-term, therapeutic interventions.
- Recognize that children who must live apart from their biological parents do best when they are cared for in committed, nurturing family homes. Additionally, individual, trauma-informed services are assessed and developed as part of Child and Family Team (CFT) meetings and are provided locally and in the home when the need is identified.

San Luis Obispo County Department of Social Services, in collaboration with our community partners, has launched our CCR Program in preparation for the January 2017 state implementation deadline. As part of the reform effort, DSS has been awarded additional funding to support implementation.

CCR Program activities include, but are not limited to:

- Addition of a Recruitment Retention and Support Social Worker who will assist and support foster children and Resource Families.
- Development of a new Program Review Specialist (PRS) position dedicated to the recruitment of additional Resource Family Homes for foster children.
- Expansion of Specialized Homes who are provided with additional support, resources and training to meet the needs of foster children returning from care.
- Strategic Resource Family recruitment efforts.



2016 CCR Targeted Outcomes include:

- Development of a comprehensive multi-disciplinary team CCR Implementation Plan.
- Increase in CFT meetings to coordinate personalized plans and timelines for return to a home-like setting for every child in group home care.
- The return of 10 foster children in group home care by December 2016.
- Diverting foster children who may otherwise enter a higher level of care into Specialized Homes who can meet their needs in a family-based setting.

# Recent Efforts and Changes

## *Online CalWORKs Appraisal Tool (OCAT)*

In September of 2015, San Luis Obispo County went live with the Online CalWORKs Appraisal Tool (OCAT). The development and implementation of OCAT is part of Senate Bill 1041, which included an early-engagement model for all Welfare-to-Work (WTW) cases. OCAT is a statewide appraisal tool that every county now uses to assess a WTW participant's employability factors. It is the goal of WTW to provide training and employment programs that will enhance self-sufficiency for the families it serves. In addition to assessing for job skills, OCAT goes into depth regarding potential barriers to safety and employment, including transportation, childcare, learning needs, homelessness, untreated mental health and substance abuse needs, domestic abuse and human trafficking. OCAT has gathered information from each initial appraisal and provided each county with vital information about where resources and partnerships are most needed to support local families.

Reporting features include demographics, employment history, career interests, educational attainment and potential barriers (health, substance abuse, legal, housing, transportation, childcare, domestic abuse and well-being). The last nine months of reporting (9/1/2015-6/30/2016) shows:

- 68.69 % of participants surveyed identified they may have an emotional or mental health challenge, but only 24.01% were getting help for these conditions at the time of appraisal.
- 48.94% of participants surveyed show as potential victims of domestic abuse/related conflicts/other safety concerns.

OCAT is presently gathering county input to enhance the reporting features and configuration to allow further measurements.

## Online CalWORKs Appraisal Tool

Production Site



To enhance SLO County's commitment to an early-engagement model for WTW, potential participants are now scheduled for their WTW Orientation and OCAT appointment at the end of their intake visit.

During that visit, they learn about:

- WTW programs rules and requirements
- Options offered for training and support (job centers, subsidized employment, local education and training programs)
- Supportive services offered (childcare, transportation, tools, books, etc...)
- Possible WTW exemptions they may qualify for
- Family Stabilization Services, a program offered for anyone in crisis needing assistance or extra time before or during WTW participation (homelessness, mental health, substance abuse, domestic abuse, child concerns, parenting support)

# Recent Efforts and Changes

## Adult Services – In-Home Supportive Services (IHSS)



The Federal Labor Standard Act (FLSA) was implemented February 1, 2016. With implementation, In-Home Supportive Services (IHSS) care providers are now eligible to be paid 1½ times their hourly wage for every hour worked

over 40 hours in a workweek. Some providers are also eligible to receive pay for travel time from one IHSS recipient to another recipient on the same day in order to provide service. There is a 7 hour travel time limit per week that a provider can claim. Travel pay is based on time spent traveling rather than miles traveled and the travel can be by car, bus, bicycle, etc. Travel time is not deducted from a recipient's monthly assessed service hours and can also be paid at 1 ½ times the provider's hourly wage if the provider has already worked 40 hours in the workweek. Travel costs such as bus fare and gasoline are not reimbursable.

**FLSA imposes restrictions on the number of hours providers are allowed to work in a workweek:**

- Providers working for one recipient are allowed to work up to 70 hours and 45 minutes per week or 283 hours per month.
- Providers working for more than one recipient are allowed to work no more than 66 hours per week and can claim up to 7 additional hours of qualified travel time.

Exemptions were created for Parent Providers and providers with extraordinary circumstances meeting certain criteria. Providers who potentially meet the exemption criteria were notified by both the California Department of Social Services (CDSS) and Department of Social Services (DSS) to determine if they potentially qualify. The provider must apply for the exemption and CDSS will decide if it is allowed. If the provider meets the criteria, they can work a total of 360 hours per month or 90 hours per week.

Effective May 1, 2016 CDSS also implemented violations on providers who exceed the allowed workweek or travel time limits. DSS receives weekly reports and contacts the providers to provide education on how to avoid future violation. However, there are consequences for repeated violations:

- After three violations a provider is suspended and will not be paid for 3 months.
- After four violations a provider is suspended and will not be eligible to be paid for 1 year. If they wish to be a provider again after the 1 year suspension, they must apply and complete all the requirements of a new provider, including back ground check, paperwork, and attending orientation.

Providers are given the opportunity to file a grievance review request with both DSS and CDSS if they feel the violation has been created in error.

# Recent Efforts and Changes

## CalFresh: Able Bodied Adults without Dependents (ABAWD)

ABAWD refers to individuals considered to be “Able-Bodied Adults Without Dependents.” The ABAWD work requirement was implemented in 1996 as part of federal welfare reform. Under the ABAWD rule, adults over age 17 and under age 50 must meet ABAWD requirements as a condition of eligibility to CalFresh. ABAWDs cannot receive CalFresh for more than 3 months in a 36-month period unless they meet or are excused from the requirement.

For the last several years there has been a waiver in effect allowing California to not apply the ABAWD rule. This waiver ends 12/31/17. Effective 1/1/18, individuals considered ABAWD will be expected to meet the work requirements of the program.

San Luis Obispo County is currently working with the state of California in an effort to prepare for the re-implementation of the ABAWD rule.

### January 2016 Unemployment Rates

- San Luis Obispo County = 4.4%
- California = 5.7 %
- National = 4.9 %
- San Luis Obispo County’s rate is lower than the national average and is not likely to be approved for a County Exemption.

*The ABAWD requirement is met by doing one of the following:*

- Working at least 20 hours per week in paid or volunteer employment.
- Participating at least 20 hours per week in a work activity such as vocational training or basic education.
- Participating in a workfare activity, such as community service.

### Time Line for ABAWD’s Return

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#### 2016

- Workgroups
  - CDSS
  - CalWIN
- Early April
  - Policy issued

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#### 2017

- January 1<sup>st</sup>
  - 36 month clocks begin to tick
- July to October
  - Notices sent to CalFresh participants
- Fall 2017
  - Education of participants
  - Staff training
- Late 2017
  - Counties informed if they qualify for exemptions

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#### 2018

- January 1<sup>st</sup>
  - ABAWD rule implemented
- April 1<sup>st</sup>
  - 1<sup>st</sup> possible month an ABAWD participant could be disqualified

# Recent Efforts and Changes

## Staff Development: Training

Staff Development continues to utilize customized out-service trainings as well as trainings developed by Staff Development Program Managers.

### Out-Service Training

#### Train the Trainer with Peter Dahlin

- Designed to educate staff on how to be effective trainers

#### Mental Health First Aid with Kelsey Kehoe

- Designed with a 5-step action plan to recognize and offer initial response to people showing the signs and symptoms of a mental health crisis and connect them with the appropriate professionals

#### Trauma Informed Care and Trauma and Its After Effects

- Developed to help staff to understand the neurobiological effects of trauma and the impact on the lives of those who have encountered traumatic life events

#### Mental Health 101

- An overview of the prevalent mental health disorders: Depression, Anxiety, Psychosis and Substance Abuse

#### Professional Excellence for the Office Worker

- Designed to assist Administrative Assistants with email etiquette, proof-reading, editing, organization and understanding the importance of their role to the department

#### SOAR Training

- SSI/SDI Outreach, Access and Recovery. SOAR focuses on assisting adults who are homeless with accessing expedited SSI/SDI and beginning their recovery both from homelessness and mental illness and/or co-occurring disorders

#### Domestic Abuse Specialist Training

- Collaborative training between DSS, RISE and the SLO Women's Shelter that focused on intimate partner violence and trauma informed services for survivors of domestic abuse

#### California Sexually Exploited Childre (CSEC 102) and CSEC Multi-Disciplinary Team Training

#### OCAT (Online California Assessment Tool)

#### The Benefits of EITC (Earned Income Tax Credits)

#### Fair Labor and Standards Act

### In-Service Training

#### Participant Services:

- ERS Induction Training
- Welfare to Work Induction Training
- Expedited CalFresh
- CalFresh Application Process

#### Child Welfare Services:

- Social Worker Induction Training



### Upcoming Training

The annual Wellness and Development Conference is sponsored by the Training and Development unit but is facilitated and driven by a committee comprised of staff from each region and classification. The conference purpose is to build on the staff person's skills through development while focusing and encouraging DSS staff to explore new ways to find the balance between work life and personal life. Last year's theme was "Finding Your Balance" and this year's theme is "Navigate Your Wellness".

# Recent Efforts and Changes

## *SB 75 : Full Scope Medi-Cal for all Children Under 19*

**On June 24, 2015, Governor Brown signed Senate Bill (SB) 75 into law. SB 75 expands full-scope Medi-Cal eligibility to children in California who are under 19 years of age, regardless of their immigration status.**



**Undocumented immigrants and certain other immigrants without satisfactory status who meet all other Medi-Cal program requirements may qualify for limited or restricted scope Medi-Cal coverage, which includes emergency and pregnancy related services.**

**SB 75 grants full-scope Medi-Cal to children under the age of 19 who do not have satisfactory immigration status in the state of California, as long as they meet the income standards.**

**All children under 19 years of age who are eligible for Medi-Cal even if they are unable to establish satisfactory immigration status are now eligible for full-scope benefits.**

**Children who were enrolled in restricted scope Medi-Cal were automatically transitioned to full-scope coverage when SB 75 took effect the week of May 16, 2016.**

**San Luis Obispo County transitioned 534 previously restricted scope eligible children to full-scope Medi-Cal beginning May 1, 2016. Newly eligible applicants are automatically placed into full-scope Medi-Cal.**

**Individuals can enroll in-person at their [County Social Services Office](#), online with [Covered California](#), or by mail with the [Medi-Cal Single Streamlined Application](#) available through the DHCS website in English and other languages.**

**For more information about enrollment, contact the Medi-Cal for All Children Program at: [SB75EligibilityandEnrollment@dhcs.ca.gov](mailto:SB75EligibilityandEnrollment@dhcs.ca.gov).**

# Statistics

## Caseload Averages Per Month



<b><i>Child Welfare Services</i></b>	Referrals Received	407
	Referrals Responded by CWS	251
	Family Maintenance Cases	87
	Family Reunification Cases	185
	Permanency Planning Cases	251

<b><i>Participant Services</i></b>	CalWORKS	1,676
	CalFresh (Food Stamps)	10,122
	Medi-Cal Only*	28,310
	Foster Care	299
	General Assistance	257



<b><i>Adult Services</i></b>	In-Home Support Services (IHSS) - Applications	79
	In-Home Support Services (IHSS) - Active Cases	1,793
	Adult Protective Services (APS) - Investigations	114
	Adult Protective Services (APS) - Number Served	188

\*Categorically eligible Medi-Cal (associated with CalWORKs and Foster Care cases) is no longer being considered in the Medi-Cal caseload average.

# Department Services and Locations

## *Programs and Services*

### **PARTICIPANT SERVICES (CASH, HOUSING, FOOD, AND MEDICAL BENEFITS)**

***CalWORKs:*** Temporary, time-limited cash assistance to families and children who are deprived of support or care due to the death, incapacity, unemployment, or continued absence of one or both parents.

***Diversion:*** One-time cash assistance or services, when such services will prevent a family from needing to apply for ongoing assistance.

***Welfare-to-Work Employment and Training Program:*** Training and/or education activities to assist adults who are receiving CalWORKs in finding employment and becoming self-sufficient. This program is mandatory for non-exempt adult CalWORKs participants.

***Supportive Services:*** Services such as childcare, transportation, and work clothing, for adult CalWORKs participants seeking work, working, and/or in training.

***CalWORKs Child Support:*** A program administered by the District Attorney's Office to increase CalWORKs families' self-sufficiency by obtaining financial support from absent parents.

***AFDC – Foster Care:*** Cash assistance to caretakers of foster children.

***Medi-Cal:*** Comprehensive medical benefits to all public assistance recipients and to certain other eligible persons who do not have sufficient funds to meet the costs of their medical care.

***CalFresh:*** Benefits for low income families to improve their diet and food purchasing power.

***General Assistance:*** Temporary assistance for needy persons not eligible for benefits through other Federal and State aid programs. Also provides for mortuary services for indigent persons, when necessary.

***For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>***

## Programs and Services

### **CHILD WELFARE AND ADULT SERVICES PROGRAMS**

**Adoption Services:** *Finding safe, stable, permanent families for children who are unable to be reunified with their birth parents.*

**After 18 (Fostering Connections to Success Act):** *Providing services and financial benefits for youth in foster care past age 18. Formerly known as AB12.*

**Foster Home Licensing:** *Finding and licensing nurturing homes for foster children.*

**Child Welfare Differential Response:** *Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the children in our county.*

**Child Welfare Family Maintenance:** *Providing child welfare services to families, while the children remain in the home under the supervision of a Social Worker.*

**Child Welfare Family Reunification:** *Providing child welfare services after a child has been separated from his/her parents due to abuse or neglect, in order to stabilize the family and hopefully reunify the child back into the home.*

**Child Welfare Permanency Planning:** *Providing child welfare services to children who can not return to their birth parents' home. This may include adoption, guardianship, or the establishment of a planned permanent living arrangement for the child.*

**Adult Protective Services:** *Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the elderly and/or dependent adults in our county.*

**In-Home Supportive Services:** *Providing personal care services and domestic services to eligible elderly and/or disabled individuals in our county, to enable them to remain living in their own homes.*

**For more information on these and more programs, please visit our website at: <http://www.slocounty.ca.gov/dss>**

# Department Services & Locations

## Office Locations

<b>City</b>	<b>Office</b>	<b>Address</b>	<b>Phone #</b>
Arroyo Grande	Dept. of Social Services Main Office	1086 Grand Ave.	805-474-2000
	South S.A.F.E. Family Resource Center	1086 Grand Ave.	805-474-2105
Atascadero	Dept. of Social Services Main Office	9415 El Camino Real	805-461-6000
	Dept. of Social Services Annex	9479 El Camino Real	805-461-6181
Morro Bay	Dept. of Social Services	600 Quintana Rd.	805-772-6405
Nipomo	Dept. of Social Services	681 W. Tefft St., Ste. 1	805-931-1800
Paso Robles	Dept. of Social Services Main Office	406 Spring St.	805-237-3110
	North County Job Center	534 Spring St.	805-237-3003
San Luis Obispo	Dept. of Social Services Main Office	3433 S. Higuera St.	805-781-1660 or 1-800-834-3002
	America's Job Centers of California	880 Industrial Way	805-903-1400
<b>CHILD ABUSE REFERRALS: 1-800-834-5437</b>			
<b>ADULT ABUSE REFERRALS: 1-805-781-1790</b>			
<b>TO REPORT FRAUD: 1-800-781-1914</b>			