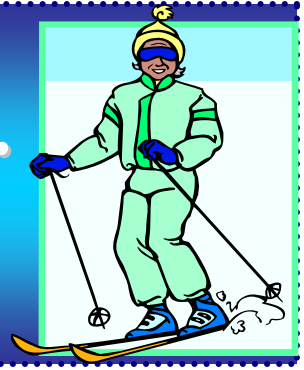




# CalWORKs Division

## January 2006 Newsletter

Published by the CalWORKs Division



### MOTIVATIONAL INTERVIEWING

Motivational Interviewing is a brief intervention designed to increase motivation in order to change a specific behavior or enhance treatment engagement and outcome. This technique can be very helpful in identifying Specialized Supportive Services needs for all staff interviewing participants

#### PRINCIPLES:

- **Express Empathy:** seeing the world through the participant's eyes; thinking about things as the participant thinks about them; feeling things as the participant feels them; sharing in the participant's experiences.
- **Support Self-Determination:** participants are held responsible for choosing and carrying out actions; focus on helping participant remain motivated.
- **Roll with Resistance:** do not challenge participants who are resistant; it causes him/her to become defensive.
- **Identify Inconsistencies:** help participants identify discrepancy between current behaviors and future goals.

#### KEY POINTS:

- ❖ Staff cannot **make** someone do something they do not want to do.
- ❖ Staff can help participants articulate what they want and show them how the Specialized Supportive Services Program can help them achieve their own goals.
- ❖ The relationship with the participant should be seen as a partnership or collaboration; respect the participant's autonomy and ability to choose.

Next month we will provide you with some strategies on how to use Motivational Interviewing with your participants to engage them in Specialized Supportive Services.



### DID YOU KNOW???

#### There Are Substance Abuse Services For GAIN Participants During Non-Traditional Work Hours.

The Community Assessment Service Centers (CASC) may be able to assist your GAIN participants if they are in need of a **substance abuse** clinical assessment, even if they are employed during traditional work hours, such as Monday through Friday, 8:00 a.m. to 5:00 p.m.

Often times, participants will not disclose a need for substance abuse services because they are employed and under the assumption that they will have to quit their job if they are required to participate in a substance abuse treatment program.

However, this is not the case. Participants are not expected to quit their job. On the contrary, they are encouraged to keep their job. In fact, the CASC may help participants retain their job **and** receive substance abuse treatment services by scheduling substance abuse treatment services around the participant's work schedule and/or near the participant's place of employment.

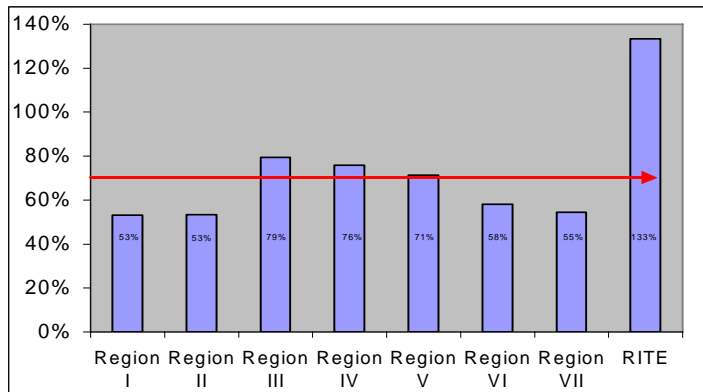
If the CASC informs you that they are unable to accommodate GAIN participants during non-traditional work hours, please contact Jean Dean at (562) 908-6325.

If your participants have domestic violence (DV) or mental health (MH) needs, they may contact (800) 978-3600 for DV services and (800) 854-7771 for MH services, 24 hours a day, 7 days a week. For Substance Abuse needs, they may contact (800) 554-6600 between the hours of 8:00 a.m. - 5:00 p.m.



## DEPARTMENTAL GOAL FOR SPECIALIZED SUPPORTIVE SERVICES

As stated in previous newsletters, one of our departmental goals for Fiscal Year 2005 / 2006 is to increase participation in Specialized Supportive Services (SSS) by ensuring that at least 70% of participants who are referred to services commence participation. In the month of October 2005, 851 participants were referred to SSS and 556 accessed services. The chart below provides the percentage of participants by Region who commenced services in the month of October.



Please continue to follow-up with the participants you refer to SSS to ensure they access those services. If you or your participants are having problems with a service provider, please let us know. The SSS Program staff is here to help. Deputy District Directors and Deputy Regional Administrators may contact the staff listed below for questions in the following areas:

**Domestic Violence** – Lola Nevarez at (562) 908-6326

**Substance Abuse** – Jean Dean at (562) 908-6325

**Mental Health** – Maria Ayala-Galvan at (562) 908-6327



### ORDERING THE STATE'S VOTER REGISTRATION FORM

The Registrar Recorder/County Clerk's Office (RR/CCO) delivers a supply of the State-produced Voter Registration Form (VRF) to District offices every one to two months. If the RR/CCO does not deliver VRFs to a District prior to exhausting the supply, the District office must order additional forms by calling the RR/CCO at (562) 462-2361. The VRF is available in Chinese, English, Japanese, Korean, Spanish, Vietnamese, and Tagalog. Call the RR/CCO to order forms in languages other than English.

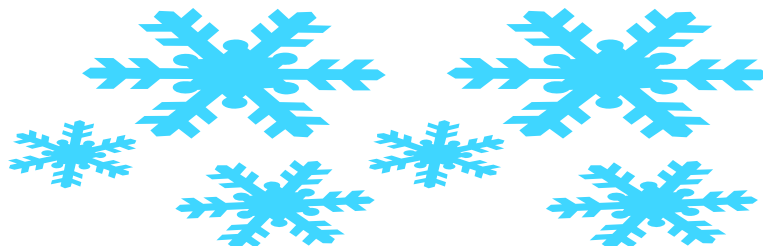
## KATRINA EVACUEES

We continue to receive calls regarding Katrina evacuees' cut-off date for CalWORKs (CW) applications. CW program staff was able to obtain State clarification on the topic. Below was the question posed to the State and the response received.

Q. "How long can individuals be treated as Katrina evacuees"?

A. Katrina evacuees can continue to apply for CW as evacuees through June 30, 2006.

Please refer to Call-Out 05-16, dated September 28, 2005, on the special procedures for Katrina Evacuees.



### ARE DOMESTIC VIOLENCE (BATTERED) NONCITIZENS ELIGIBLE FOR CalWORKs?

Domestic violence (battered) noncitizens are eligible for CalWORKs if they have a:

1. Domestic violence self-petitions under the Violence Against Women Act;
2. Family-based petition for certain relatives of a US citizen or Legal Permanent Resident; or
3. Self-petition by widow of United States citizens; or
4. Cancellation of Removal/Suspension of Deportation petition.

The immigration (USCIS) or Executive Office for Immigration Review (EOIR) documentation must show that the petition is approved or is pending (prima facie determination has been made). The status of a petition can be obtained online at <http://www.uscis.gov> or by calling toll-free at (800) 375-5283.

Reference: LEADER Handbook, CW 42-400 Residence

