

# CalWORKs Division

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### Newsletter

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#### Types of Acceptable Employment Verification Quiz!!!!



Okay, for all of you CalWORKs experts, we have a quiz to test your knowledge. What does the winner receive? The ability to say, "I knew it" to all of his or her unit members! Here we go:

**Q:** When a participant reports that he or she has lost his/her job, what type of verification is acceptable?

**A:** Paycheck stubs; unemployment acceptance or denial letter; employer statement/letter; PA 1672, Request for Employment Record; Workman's Compensation Letter; Compensation Statement; or Contract Papers.

**Q:** Is a participant's statement via the PA 853, Affidavit, an acceptable form of verification?

**A:** Yes. CalWORKs Program has revised policy to accept the participant's statement via the PA 853, Affidavit, when the participant is unable to obtain verification from an employer. The Eligibility Worker (EW) is to accept the PA 853, enter the information in LEADER, **and** attempt to obtain the information from the employer via a telephone call or on a PA 1672.

Until LEADER has been reprogrammed to accept this change, staff should select Employer Statement as the verification type and document the situation in **Case Comments**.

Revised policy and procedures will be released shortly.

#### Motivational Interviewing-Part II

There are four basic motivational interviewing techniques that can help you motivate your participants to engage and remain in Specialized Supportive Services. These techniques can provide an opportunity for you to explore with the participant his/her strengths, talents, concerns, and personal/professional goals.

1. Ask open-ended questions: Open-ended questions cannot be answered "yes" or "no." These types of questions can assist to build a positive relationship with your participant.  
Example: "What are some of the things that you are good at doing?"
2. Listen: Listen carefully to your participants. Paraphrase what has been said to show your participant that you are listening.  
Example: **Participant:** "I'm not sure if counseling will help me with my problems."  
**EW/GSW:** "It sounds like you are wondering if counseling will help you."
3. Elicit Self-Motivational Statements: Encourage participants to talk about how they are changing. Point out any changes you have noticed and ask the participant how he/she accomplished the change.  
Example: "I've noticed that you have made some progress. How do you feel about that?"
4. Give affirmations (positive feedback): Support, encourage, and recognize your participants' strengths. You must be sincere and genuine.  
Example: "You are really making an effort to find a job, even though you're dealing with a lot of issues right now."

These techniques can be used in any order and all of the techniques do not have to be used in one interview.



**HOW IS A CHILD SUPPORT PENALTY AND SANCTION IMPOSED ON LEADER?**

WHEN/WHY:	HOW:
<p>CalWORKs Participants must agree to cooperate in identifying and locating absent parents, as well as agree to assign child/spousal support rights to the county.</p> <ul style="list-style-type: none"> <li>A <u>penalty</u> is a 25% grant reduction that is imposed when a CW 371, DPSS/CSSD Two-Way Gram is received from Child Support Services Department (CSSD) indicating that the participant did not cooperate.</li> <li>A <u>sanction</u> is the removal of the participant from the Assistance Unit when he/she refuses to give the County the right to keep child/spousal support. The refusal must be done in writing on the CW 2.1, Notice and Agreement for Child and Spousal Support.</li> </ul>	<p>Penalties and sanctions are imposed by completing information on the <u>Caretaker</u> tab on the <b>Absent/Unmarried Parent Information</b> screen – <b>NOT</b> by inputting information directly onto the <b>Sanction Information</b> screen.</p> <ul style="list-style-type: none"> <li>A <u>penalty</u> is imposed by answering, No (“N”) to the “Agree To Cooperate with DA/Medical Support [Y/N]” question on the <u>Caretaker</u> tab.</li> <li>A <u>sanction</u> is imposed by answering No (“N”) to the “Agree To Cooperate with Child Support Payment [Y/N]” question on the <u>Caretaker</u> tab.</li> </ul>

Detailed information about child support policies and procedures is found in the LEADER Handbook Section CW 82-500.

**DO YOU KNOW THAT CARETAKER RELATIVES:**

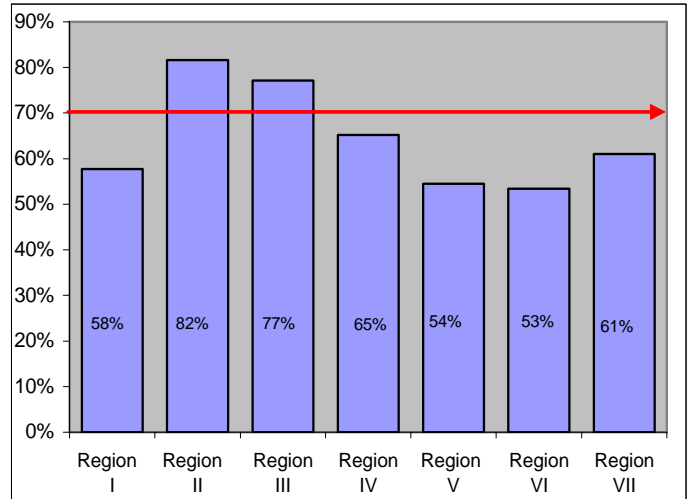
- ✓ Can receive aid beginning the date of the child’s placement, which can be found on the SAWS 1 completed with Department of Children and Family Services.
- ✓ Do not need legal guardianship to receive aid for the child.
- ✓ Can complete a PA 853, Affidavit, when they do not have proof of relationship to the child and evidence is not conflicting.
- ✓ Do not need to provide proof of their income or resources if they are “non-needy” caretakers.

For more information see the LEADER Handbook Section CW 82-800.



**DEPARTMENTAL GOAL FOR SPECIALIZED SUPPORTIVE SERVICES (SSS)**

In the month of December 2005, the average percentage of participants referred to supportive services who commenced services was 63%. Overall, we had a 3% increase from the previous month. The chart below provides the percentage of participants beginning supportive services in the month of December.



Please continue to follow-up with participants you have referred to SSS and make sure they begin their services. Here are some things you can do to identify participants with supportive services needs:

- When a new intake is received, check for homeless status. If the participant’s residential address on the GEARS MCAP screen is the same as the district address, the participant may be homeless and/or living in a shelter for victims of domestic violence. Check with the Eligibility Worker or LEADER for specifics.
- If a supportive services need is identified, promptly refer the participant to a specialized supportive services worker.

**Happy St. Patrick's Day!**

