

Central California Area Social Services Consortium (CCASSC)  
Sea Venture, Pismo California  
Minutes  
December 16, 2021

Present:

Esam Abed	Maria Aguirre	Isaiah Asercio	Tracey Belton
Yvonna Brown	Sanja Bugay	Marcus Crawford	Devin Drake
David Foster	Shannon Gadd	Shirley Garoutte	Tricia Gonzalez
Donna Lutz	Dawn Mclish	Anita Ortiz	Adrianna Kessler
Maria Rodriguez- Lopez	Lupe Rubalcava	Julianne Sims	Cindy Uetz
Kimiko Vang			

- I. Introductions
- II. Student Stipend – Randi Balderama, Recipient  
The Case for Mitigation – Public Defenders’ Office  
Positive Criminology Therapy, Adolescent Brain Development, History of Juvenile Justice today. Closure of Juvenile Detention Facilities, at State, by 2023. Responsibility will be shifted to counties. Discussion, trauma occurs with juvenile incarceration. Majority of youth have socioeconomic indicators (ACES) and social determinants of health must be considered along with culturally competent services, trauma informed approach (Brain wise), along with dual jurisdiction (300 & 600) AB 2083. Dr. Crawford offered program evaluation.
- III. Student Stipend – Elizabeth Alvarez, Recipient  
Stress and Coping among Parents with a Child with Autism Spectrum Disorder (ASD). Applied behavioral analysis, more common in males, ecological systems theory. 10 participants, one father, nine mothers. Themes included behavior reaction to diagnosis, daily routine, resources, setbacks, feelings of the child, school support, self-care, and support groups
- IV. Self Sufficiency – Kimiko Vang, Regional Co-Chair & Regional Representatives.  
CalSAWS – Wins & Challenges  
Imaging, is slow, ties to NOAs, reports for Fiscal  
Big Roll out of System –  
Positives:
  - Opportunity for staff to learn, better communication, efficient processing for welfare to work. Aligned well with CalWorks 2.0 for sanctions batch.
  - Staff getting used to system – CIV to CalSAWS. Staff working as a team. Workload is tremendous with imaging etc. Staff are hopeful learning batch actions.

#### Challenges:

- Concerns for CalWIN counties includes what is going to happen with the roll out and conversion later?
- NOAs are a challenge. Not all the NOAs were correct from LA system. Doing a workaround. Going through CalSAWS enhancement requests for changes. This is taking a lot of time. One request is to bypass this process to get changes immediately. Sanja Bugay pointed out this was not brought up during go live sessions. Writing SCR, getting approval could take time. Issues can be taken to PSC and JPA. This is going to be sent to Vienna and Cindy.
- Fiscal Reports have incorrect data being generated and used to create fiscal reports. CalSAWS is monitoring questions. Still expected to complete the reports on time. This includes monthly and quarterly reports WTW25 and WTW25A. Issues with AAP accounts, some accounts are no longer valid. This is creating issues.
- Imaging – many counties are having issues. Merced had to change processes. Many documents are waiting to be indexed. This is creating a workload issue. Issue is method of how it is creating task – designed as function. Example, bank statement, is 5 page and it is creating a task for each page and each program. What is the next step? Many counties are very unhappy. This may need to go through the SCR process. Fixes are coming in December. Counties are calling in tickets. Between November 15 – December 1, 2021, they did not get images. Question asked is there something specific that the Directors should do? Discussion included understanding if the project is working on these and the next steps and have issues been fixed for conversion counties.  
**Action: Send concerns to Directors so that the Region IV Directors can address at JPA and JPA.**

#### V. Workload Issues – Regional Group – Self Sufficiency

High number of applications do not translate to numbers of cases. Big increase in CalFresh applications. Increase when students come back to campus. Denial rates running between 35-40% in Merced. Concerned about funding. Funding is only based on active cases. There is a lot of marketing for CalFresh. Good for the public; is creating lots of demands at county level. CWDA was successful in getting language into legislation. Priority from Directors is to focus on CalFresh funding. CWDA fiscal is working on this; Sanja Bugay is look for a Chair for the CalFresh committee. She would like a Central Valley Director volunteer. Last few years has seen a significant increase – SSI, Students, etc.

**Action: Directors to look at funding Methodology for CalFresh.**

**Action: Looking for a Chair for CalFresh committee, would like a Central Valley Director.**

Impact to intake and on-going caseloads. High application rates in CalFresh; Merced is out of compliance. Looking to redirect staff and use all resources. Utilizing any staff that have experience in CalFresh, regardless of position/assignment. Also working with Union. Not getting applicants for positions. Tracey Belton discussed mandatory overtime. Sometimes seeking volunteers is hard to balance. Kings is looking at mandatory overtime. They are out of compliance as well. They are having difficulties with recruiting new employees. Kings average increase of applications is 20%; sometimes higher. Madera is having the same issues, hiring, overtime challenges. Solutions West is a Contractor that provides eligibility work. High workload experienced throughout the system. Need for a review and update to funding methodology.

VI. Maintain Staff: Covid and the Great Resignation

Impact of COVID-19 on staffing availability. Staff turnover, burnout, impact on the overall workforce.

VII. Telecommuting – Hybrid Schedule Flexibility.

Technology infrastructure is needed. Counties are offering telecommuting as an option to help with staff retention. Merced does not have telecommuting. San Joaquin & San Luis Obispo have two days a week of telework, three days in the office. San Luis Obispo, Social Workers can telework up to 5 days if they are productive. San Luis Obispo is providing cell phones to eligibility, they rotate phones. New staff must be in the office. San Joaquin, new staff in office 6 months before teleworking. Fresno has two days of telework, three days in the office. Kings, all staff are back in the office since June unless a COVID reason. Madera is not doing telework at all for Social Services. Kern has one week in the office and one week at home. Tulare, CWS, telework must come in one day a week and can telework up to 4 days. They offer 4/10 schedules at all levels. San Benito no telework for staff. Managers one day a week option. Kern is considering a flex schedule for in office only. Telework helps with retention in small rural counties. Suggestion for Directors: option for telework – make sure there is the infrastructure in CalSAWS to support long term.

Question: Are there process/technology that could assist. Jabber Apps – desk phone transfer to cell phone acts like call forwarding, desktop appears on laptop, headsets, issue laptops to all staff (Fresno), utilizing Intelegy to create productivity measurements/metrics.

VIII. Training – Regional Self Sufficiency.

Induction: Impact of workforce needs on training program-during the pandemic there have been hybrid – in person/virtual training.

Virtual vs. In person training format. Merced - all induction training is done in person. Some counties have done well with virtual induction, however preference is in person. Merced is looking at redesigning training to accelerate the process. Six weeks of training and then transition to the floor. Focus only on program assigned rather than all programs. January

focusing on Cal Fresh. Kern doing just seven weeks of training and then out on the floor. They hired 20 extra help staff to screen apps. Training on the floor not in training Unit.

- IX. Preparing for lifting of the Public Health Emergency Order – Regional Self Sufficiency – extended to March 31, 2022.

Outstanding questions: timing, documentation requirements for past two years.

MEDS access waiver – allows telework access through app stream. Would like this to continue. Not sure what will happen. CalSAWS paying for this through the current year.

Workload impact – Medi-Cal renewals, etc. Would like to request to move forward and do current work. Still waiting for more direction from State and feds. Unclear what the timelines will be or what will be required.

- X. Moving forward in Self -Sufficiency in 2022 and Beyond

Opportunities for updated business models and redesign of systems. Workforce training, recruitment. Sanja Bugay, question about what you will do when exemptions in WTW go away. Merced - orientation online, job readiness, virtual online. Merced - cohort 3 for CalOAR – August 2022. Exploring partnership with CCTA. Fresno - engagement through phone. 70% using UC Davis for foundational training for staff. Solutions West is assisting some counties for CalOAR implementation. Some using dedicated staff. Some are using Shared Visions; Kings will share who they are using. Tracey Belton advised Shared Visions contact is Renee Carter 916-765-7886.

CWDA re-engaging, have not met for over 1 year. Cathy Senderling just had a relaunch meeting.

Question about Homelessness – Sanja Bugay - project Room Key/Project Home Key, Federal Funds extended through April. CalAIM community support in lieu of serves.

Kern entered a contract for extended dollars having a hard time spending. Very structured and lots of reporting requirements.

Mariposa is contracting with a consultant on CalAIM

- XI. 2021 Budget Allocations & New Laws. David Foster

Looked for budget related information – information from Diana Boyer. New legislation and budget information. Presentation from the Alliance for Children’s Rights. Included in packet – power point. Diana is very optimistic about what funds could be provided to children in State. Participating on calls about FFPSA Part 1. State wants to spend money on prevention and trying to build Part 1 option in program for Counties. State has spoken with RTA to provide technical support. State has not provide clarity yet. Each RTA has been offered 1 million for specific training for CARES - \$500,000 - for CWS learning management system, up to date systems for Smart classrooms. Efforts to support workforce development. Counties

have had to turn in After Care Plans. Look to February meeting to bring forward many of the CWS issues. Repeat this item for the February meeting.

XII. Title IVE Discount Rate – Sanja Bugay

Topic for February – significant decrease in discount rate. 2011 – 86% federal/14% nonfederal now. This has largely become a county issue. State dollars are minimal. Shift is significant to counties. Kings is asking for \$1 million more general fund to stay even. Sanja Bugay shared this with CWDA and spoke to Tom Joseph, the Federal Lobbyist. If changed discount rate to pre 2011 realignment; the impact is \$1.7 million. The last attempt was around block granting Title IVE, using 1996 AFDC income. \$1.6 billion nationally.

Kings provided their county legislative platform. The discussion included how do we increase federal participation. The recommendation is to include CSAC, due to the local general fund impact. Recommendations, get statewide data and patch to CSAC and CWDA. Assess impact on Central Valley and then Statewide. See what the real financial impact is will make for meaningful to County CEO/County Boards.

Action: Ask each County to provide data related to discount rates for next meeting. Send information to Sanja Bugay. She will send data request to all Central Valley Directors and respond for February. The ask is current discount rate. She will send Tom Joseph's comments to Directors.

XIII. Budget CCASSC & Change of Chair.

Sanja Bugay is the new Chair for CCASSC. Anita Ortiz is the new Vice Chair.

Budget discussion today is to select a 2022 budget option. This year has seen increases in room and food costs. Four budget options were presented as follows:

Option 1 – four meetings, 1 night Director, 1 night Deputy Director. Use reserve \$40,000. An extra night if Director driving long distance/weather etc.

Option 2 – four meetings, 1 night Director, county to pay deputy room cost. Use reserve \$25,000. An extra night if Director driving long distance/weather etc.

Option 3 – three meetings. 1 night Director, 1 night Deputy Director. Use reserve \$28,000. An extra night if Director driving long distance/weather etc.

Option 4 – three meetings. Director only. Use reserve \$13,878. An extra night if Director driving long distance/weather etc.

Budget option 2 was selected. Counties will pay for invited deputies. It will include using \$25,000 of reserve. Fees will be raised in 2023.

XIV. University Updates – Marcus Crawford

MSW application dates have changed to January 15, 2022. Sanja Bugay had a conversation with the University, they would like more slots. Too few people are graduating. Hoping the master's program can be expanded. Is there something specific we can do? Advanced is very attractive to students.

XV. Upcoming meetings – David Foster

February 3 & 4. Child Welfare focus & Director Mtg.

April 28 & 29. Budget & Director Mtg.

September 29 & 30. Adult Welfare & Director Mtg.

December 15 & 16. Self Sufficiency & Director Mtg.