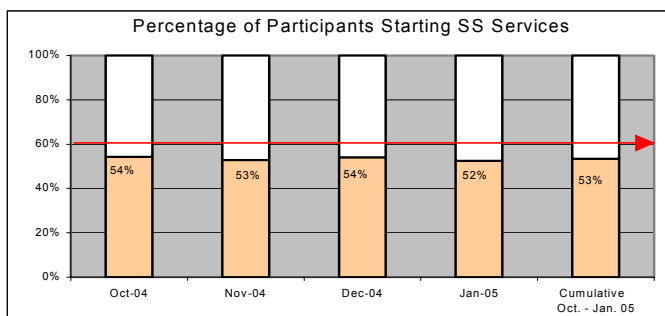


# CalWORKs DIVISION APRIL 2005 NEWSLETTER

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## DEPARTMENTAL GOAL FOR SPECIALIZED SUPPORTIVE SERVICES

Our Departmental goal for 10/04 - 9/05 for Specialized Supportive Services (SSS) is to increase participation in SSS by conducting appropriate follow-up to ensure that at least 60% of participants referred to services begin receiving services. Department wide, from October 2004 - January 2005, 3,728 cases were referred for SSS. Here is what happened with those referrals:



We're 7% away from our Goal. Here is what you can do to help the Department meet this goal:

1. Follow-up to remind participants of their upcoming supportive services appointment.
2. Ensure that child care and transportation are authorized.
3. Promptly reschedule participants, as needed.
4. Be supportive and sensitive to the needs of participants with supportive services issues.

**Together we can achieve our goal.**

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### EARNED INCOME TAX CREDIT

The CalWORKs rules regarding EITC follow FS Policy 63-501(m) that states:

Federal Earned Income Tax Credits (ITC), received as a lump sum or monthly, are excluded as resource or income. Any federal, state or local EITC payment received by any household member shall be excluded for 12 months, provided the household was receiving FS at the time of the receipt of earned income tax credit and provided the household participates continuously during the 12 month period. Continuous participation includes breaks of one month or less such as late or missing QR 7s.

If it is unclear from the pay stub how much the EITC payment is, the participant or employer must be contacted for clarification and LEADER Case Comments clearly documented.

## HOMELESSNESS IS EVERYONE'S BUSINESS

Did you know that...

- ▶ Approximately 7% of CalWORKs families who received CalWORKs sometime between September and November 2004 appeared to be homeless?
- ▶ Homeless participants had much younger children than non-homeless participants, with more than half of these children age five and under?
- ▶ Homeless participants used mental health, substance abuse, and domestic violence services more than non-homeless participants?
- ▶ Among homeless families, there was a slightly lower proportion of timed-out adults and a much lower proportion of sanctioned adults, compared to non-homeless families?
- ▶ The total income for homeless and non-homeless families was very similar, indicating that differences in income do not explain why some CalWORKs families are homeless?
- ▶ In 2005, approximately 658 working families are expected to lose their Section 8 vouchers?
- ▶ Each night, approximately 11, 370 families are homeless in Los Angeles County and that some 12,000 to 15,000 homeless and runaway youth are living on the streets?
- ▶ The Department, as part of its quality customer service objective, implemented a "No Wrong Door" policy regarding all of our housing programs and homeless families [in the case of homelessness, what this means is that no matter what the employee's assignment is, if a person asks about any of the housing/homeless services, the employee must always guide the inquirer to the correct section/district where they will be assisted (Refer to BWS Administrative Memorandum #04-10, dated May 25, 2004)] and that it is the duty of every DPSS employee to ensure that all CalWORKs families receive "effective and caring service"?
- ▶ Homelessness is everyone's business?

**Are you doing your part?**

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### IMPORTANT DIRECT DEPOSIT INFORMATION

As a reminder, all direct deposit enrollment and cancellation forms must be sent to the Auditor-Controller for processing using the locked bag process or via US Mail to:



**Direct Deposit Unit  
Los Angeles County Auditor-Controller  
PO Box 7000  
Downey, CA 90241**

Postage-paid business reply envelopes with the above-mentioned address can be ordered from the Materials Management Section using the PA 16. Districts are instructed to discontinue the use and recycle any postage-paid business reply envelopes that are not addressed to PO Box 7000.