

**SOCIAL SERVICES AGENCY
ALAMEDA COUNTY**



QUARTERLY REPORT
September 2003

PROGRAM DATA AND TRENDS

Chet P. Hewitt, Agency Director

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This report is issued on a quarterly basis. Except where otherwise specified, the data in the report are for the last month of the quarter. Questions regarding data should be directed to Rick Edwards at 271-9137

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SECTION 1: WORKFORCE AND BENEFITS ADMINISTRATION

New to this Section

For the first time, this report includes an overview of all CalWORKs adults who have timed out of the program, having been on aid for 60 months – see page 5.

DEPARTMENT OF WORKFORCE AND BENEFITS ADMINISTRATION
Benefit Programs Activity Summary
SERVICE MONTH: SEPTEMBER 2003

Benefit Program Activity	CALWORKS	MEDI-CAL ONLY	FOOD STAMPS	GENERAL ASSISTANCE	REFUGEE CASH ASSISTANCE
Applications Received	1,163	5,700	3,414	1,075	5
Applications Approved	492	3,546	1,966	419	7
Applications Denied	487	1,092	1,158	606	0
Applications Pending	827	5,006	15	838	6
Number Pending Within Required Time Frame*	778	3,244	8	660	5
Number Pending Beyond Required Time Frame	49	1,762	7	178	1
% Pending Within Required Time Frame	94.1%	64.8%	53.3%	78.8%	83.3%
% Pending Beyond Required Time Frame	5.9%	35.2%	46.7%	21.2%	16.7%
Total Cases Aided	16,899	68,070	23,123	4,071	41
Discontinued	1,348	3,800	3,415	805	N/A
Total \$'s Paid**	\$9,170,126.07		\$4,526,816	\$1,563,077	\$9,957
Average \$'s Per Case	\$543		\$196	\$384	\$243

*Pending applications are required to be processed within the following time frames:

CalWORKs - 45 days MEDI-CAL - 45 days NAFS - 30 days GA - 30 days RCA - 45 days

The count of Food Stamps applications pending within and beyond the required time frame are for Non-Assistance Food Stamps only.

Public Assistance Food Stamps are applied for as part of the CalWORKs application process and are therefore not tracked and reported separately.

** For the CalWORKs program, this number shows the gross amount of expenditures.

Department of Workforce and Benefits Administration
Service Month: September 2003

Total Cases Aided By City of Residence

CITY	CALWORKS		MEDI-CAL ONLY		FOOD STAMPS		GENERAL ASSISTANCE		REFUGEE CASH ASSISTANCE		CITY POPULATION*	
	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%
Alameda	711	4.2%	2,607	3.8%	886	3.8%	127	3.1%	0	0.0%	72,259	5.0%
Albany	46	0.3%	401	0.6%	119	0.5%	17	0.4%	0	0.0%	16,444	1.1%
Berkeley	586	3.5%	2,349	3.5%	1,188	5.1%	216	5.3%	5	13.3%	102,743	7.1%
Emeryville	109	0.6%	401	0.6%	173	0.7%	22	0.5%	0	0.0%	6,882	0.5%
Oakland	9,021	53.4%	29,274	43.0%	12,621	54.6%	2,331	57.3%	14	33.3%	399,484	27.7%
Piedmont	1	0.0%	77	0.1%	16	0.1%	4	0.1%	0	0.0%	10,952	0.8%
North County	10,474	62.0%	35,109	51.6%	15,003	64.9%	2,718	66.8%	19	46.7%	608,764	42.2%
Fremont	1,104	6.5%	6,847	10.1%	1,358	5.9%	300	7.4%	8	20.0%	203,413	14.1%
Newark	368	2.2%	1,746	2.6%	337	1.5%	54	1.3%	3	6.7%	42,471	2.9%
Union City	644	3.8%	3,375	5.0%	716	3.1%	111	2.7%	3	6.7%	66,869	4.6%
Tri-City	2,116	12.5%	11,968	17.6%	2,411	10.4%	465	11.4%	14	33.3%	312,753	21.7%
Castro Valley	190	1.1%	1,194	1.8%	344	1.5%	50	1.2%	5	13.3%	56,382	3.9%
Hayward	2,299	13.6%	10,184	15.0%	3,040	13.1%	519	12.7%	0	0.0%	140,030	9.7%
San Leandro	952	5.6%	4,739	7.0%	1,429	6.2%	219	5.4%	3	6.7%	79,452	5.5%
San Lorenzo	178	1.1%	924	1.4%	238	1.0%	43	1.1%	0	0.0%	21798	1.5%
Central County	3,619	21.4%	17,041	25.0%	5,050	21.8%	831	20.4%	8	20.0%	297,662	21%
Dublin	96	0.6%	441	0.6%	64	0.3%	10	0.2%	0	0.0%	29,973	2.1%
Pleasanton	106	0.6%	917	1.3%	154	0.7%	19	0.5%	0	0.0%	63,654	4.4%
Livermore	418	2.5%	1,832	2.7%	411	1.8%	27	0.7%	0	0.0%	73,345	5.1%
Valley	619	3.7%	3,190	4.7%	629	2.7%	56	1.4%	0	0.0%	166,972	11.6%
Other	71	0.4%	762	1.1%	29	0.1%	0	0.0%	0	0.0%	57,590	4.0%
Total	16,899	100%	68,070	100%	23,123	100%	4,071	100%	41	100%	1,443,741	100%

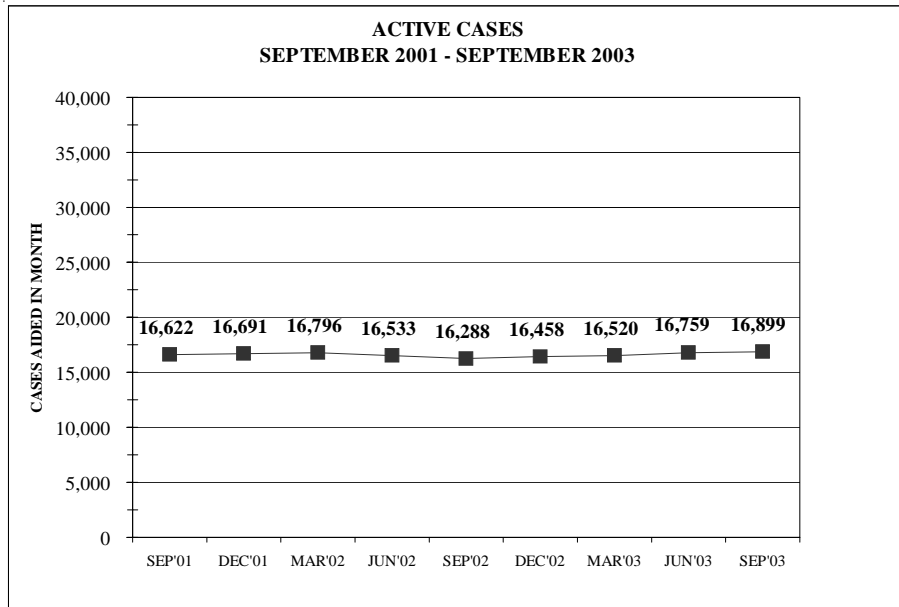
* Source: California Department of Finance, Demographic Research Unit, California State Census Data Center, Census 2000

PL94-171, Table Two: Population by Race/Ethnicity, Incorporated Cities by County.

CalWORKs Cash Assistance Program

Caseload Trend & Profile

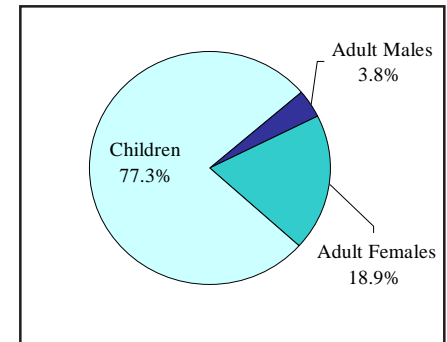
Service Month: September 2003



In the last two years, the CalWORKs caseload has fluctuated by a few hundred cases from quarter to quarter. No more do we see the dramatic decreases of two or more years ago. September 2003 marks the 4th consecutive quarter in which the case count has slowly grown.

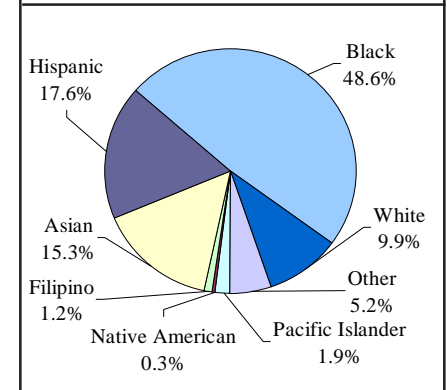
Case Profile

Adult Males	1,551
Adult Females	7,713
Total Adults	9,265
Children	31,595
Total Persons	40,859
Total Unborn	432
Total Cases With Youngest Child Age 17 & Older	194
Avg Age - Adult Male	39.5
Avg Age - Adult Female	32.4
Avg Age - Child	8.9
Avg Time On Aid (Years)	4.4



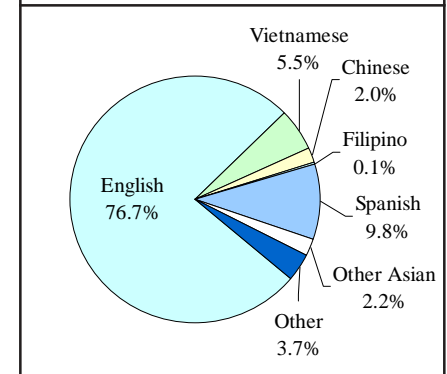
Persons by Ethnicity

Pacific Islander	758
Native American	129
Filipino	506
Asian	6,252
Hispanic	7,205
Black	19,862
White	4,033
Other	2,114
Total Persons	40,859



Cases by Language

English	12,960
Vietnamese	929
Chinese	337
Filipino	25
Spanish	1,663
Other Asian	368
Other	617
Total Cases	16,899

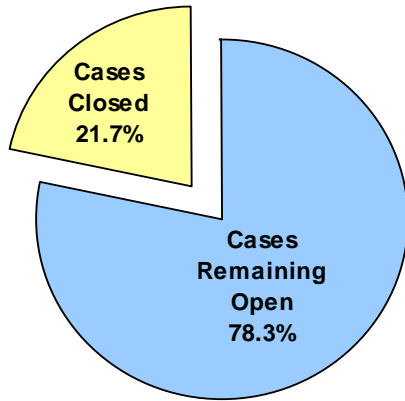


CalWORKs Program

Profile of Timed Out Clients

As of September 30, 2003

Case Eligibility Status of Timed Out Adults
As of September 30, 2003

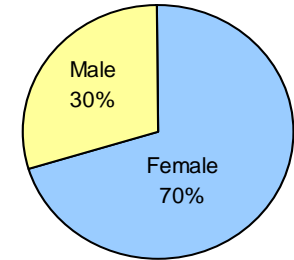


The chart above demonstrates that, even when a CalWORKs adult or adults is (are) no longer active in CalWORKs, the household most often remains active; children on the case continue to receive benefits.

In order for the complete case to close when the adults reach their 60 month time limit, another eligibility factor, such as income level, children being removed from the home, or failure to complete the redetermination process, would have to be present.

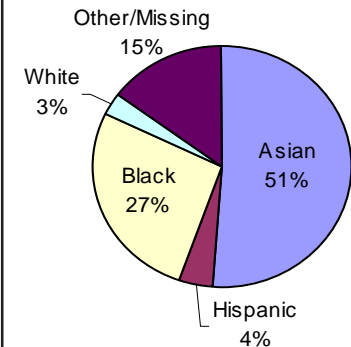
Persons by gender/age

Adult Females	1523
Adult Males	653
Total Adults	2176
Avg Age - Adult Male	38.6
Avg Age - Adult Female	46.2



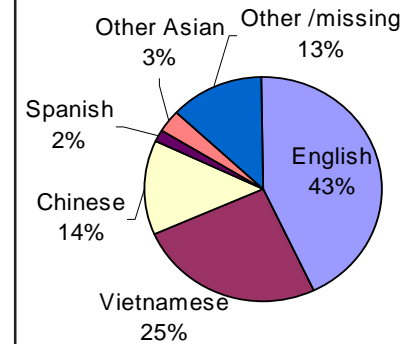
Persons by Ethnicity

Pacific Islander	0
Native American	0
Filipino	0
Asian	1,114
Hispanic	88
Black	590
White	62
Other/Missing	322
Total Persons	2,176



Cases by Language

English	932
Vietnamese	547
Chinese	307
Filipino	0
Spanish	33
Other Asian	73
Other /missing	284
Total	2,176



CLIENTS TIMED OUT AS OF SEPTEMBER 2003

Distribution by City				
City	CW Timed Out		City Population*	
	Count	%	Count	%
Alameda	165	7.6%	72,259	5.0%
Albany	5	0.2%	16,444	1.1%
Berkeley	51	2.3%	102,743	7.1%
Emeryville	9	0.4%	6,882	0.5%
Oakland	1,270	58.4%	399,484	27.7%
Piedmont	0	0.0%	10,952	0.8%
North County	1,500	68.9%	608,764	42.2%
Fremont	166	7.6%	203,413	14.1%
Newark	31	1.4%	42,471	2.9%
Union City	131	6.0%	66,869	4.6%
Tri-City	328	15.1%	312,753	21.7%
Castro Valley	9	0.4%	56,382	3.9%
Hayward	161	7.4%	140,030	9.7%
San Leandro	96	4.4%	79,452	5.5%
San Lorenzo	29	1.3%	21,798	1.5%
Central County	295	13.6%	297,662	20.6%
Dublin	11	0.5%	29,973	2.1%
Livermore	27	1.2%	73,345	5.1%
Pleasanton	3	0.1%	63,654	4.4%
Valley	41	1.9%	166,972	11.6%
Other	12	0.6%	57,590	4.0%
Total	2,176	100.0%	1,443,741	100.0%

CalWORKs Employment Services Program

Service Month: September 2003

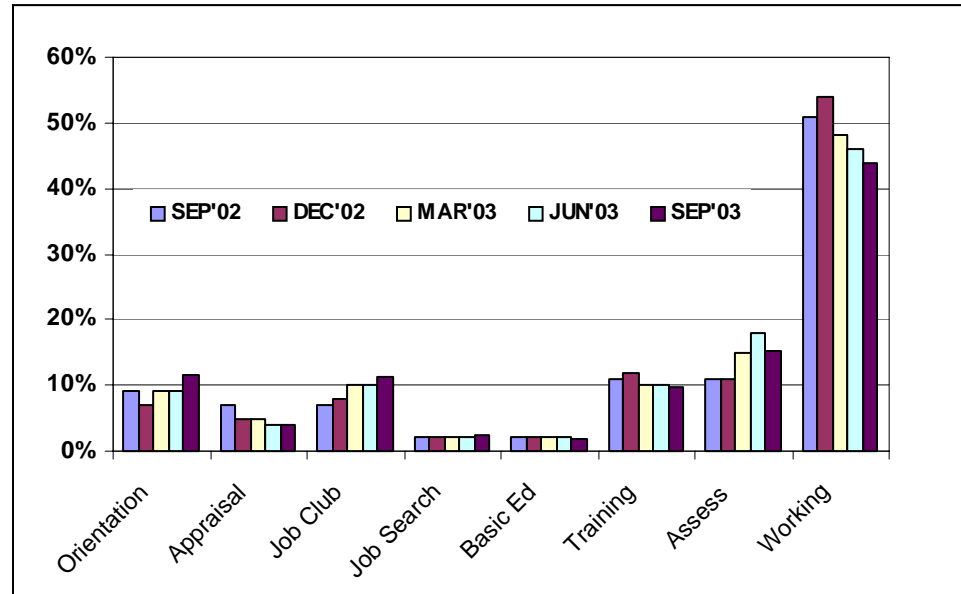
Overview of Employment Services Activities and Participation

ADULTS WITH EMPLOYMENT SERVICE REQUIRED

PARTICIPATING

Activities	Persons	Percent
Orientation	886	12%
Appraisal	307	4%
Job Club	867	11%
Job Search	179	2%
Basic Education	143	2%
Training	746	10%
Assessment	1,175	15%
Working	3,354	44%
Total:	7,657	100%

PARTICIPATING



NOT PARTICIPATING

Program Status	Persons	Percent
Non-Compliant (active CalWORKS)	646	34%
Sanctioned (not active CalWORKS)	1,272	66%
Total:	1,918	100%

NO EMPLOYMENT SERVICES REQUIRED

Exempt Status	Persons	Percent
Exempt with Disability Based Income	31	1%
Exempt without Disability Based Income	1,740	35%
Child Only Cases	3,081	62%
Cal-Learn Teen Parents	135	3%
Total:	4,987	100%

The first two tables and the bar chart represent “employable adults”. Some adults may have participated in more than one Employment Services activity during the report month. Accordingly, adult person counts on this page will not reconcile with the active CalWORKs adult count on page 4 of this report. The third table profiles persons (including children) who have no employment requirement.

CalWORKs Employment Services Program

Participant Profile*

Service Month: September 2003

Distribution by City

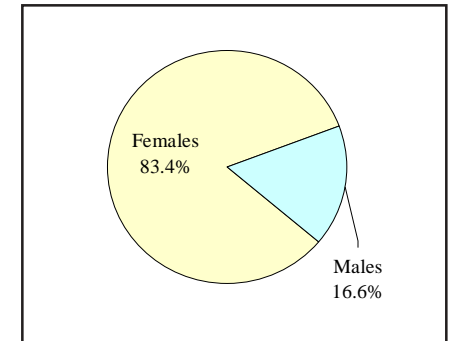
City	CalWORKs		City Population**	
	Count	%	Count	%
Alameda	310	4.0%	72,259	5.0%
Albany	19	0.2%	16,444	1.1%
Berkeley	273	3.6%	102,743	7.1%
Emeryville	43	0.6%	6,882	0.5%
Oakland	4,300	56.2%	399,484	27.7%
Piedmont	0	0.0%	10,952	0.8%
North County	4,944	64.6%	608,764	42.2%
Fremont	477	6.2%	203,413	14.1%
Newark	151	2.0%	42,471	2.9%
Union City	285	3.7%	66,869	4.6%
Tri-City	913	11.9%	312,753	21.7%
Castro Valley	84	1.1%	56,382	3.9%
Hayward	910	11.9%	140,030	9.7%
San Leandro	408	5.3%	79,452	5.5%
San Lorenzo	75	1.0%	21,798	1.5%
Central County	1,477	19.3%	297,662	20.6%
Dublin	40	0.5%	29,973	2.1%
Pleasanton	48	0.6%	63,654	4.4%
Livermore	176	2.3%	73,345	5.1%
Valley	264	3.4%	166,972	11.6%
Other/missing	57	0.7%	57,590	4.0%
Total	7,657	100.0%	1,443,741	100.00%

** Source: California Department of Finance, Demographic Research Unit, California State Census Data Center, Census 2000 PL94-171, Table Two: Population by Race /Ethnicity, Incorporated Cities by County.

* This profile describes all participating CalWORKs adults as represented on page 5.

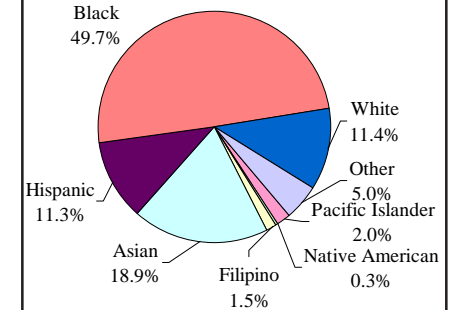
Persons by Gender

Females	6,385
Males	1,272
Total	7,657



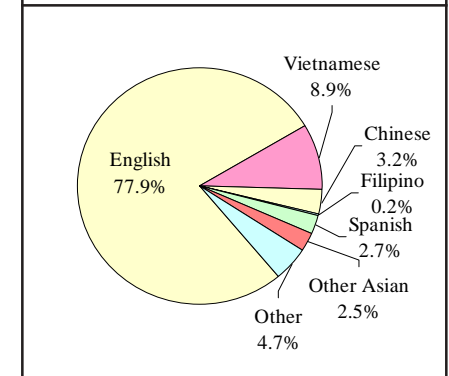
Persons by Ethnicity

Pacific Islander	150
Native American	24
Filipino	113
Asian	1,445
Hispanic	864
Black	3,803
White	874
Other	384
Total	7,657



Persons by Language

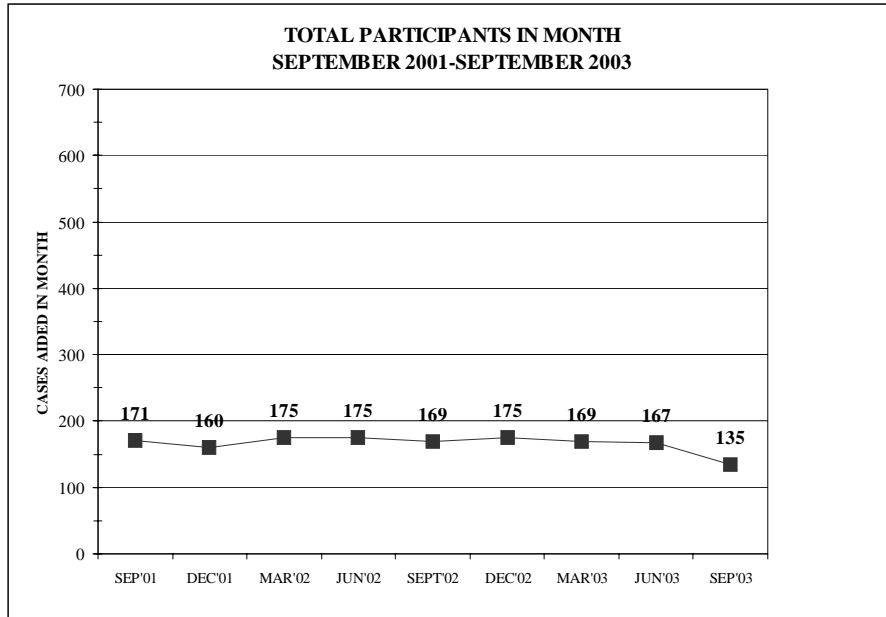
English	5,966
Vietnamese	679
Chinese	243
Filipino	16
Spanish	205
Other Asian	192
Other	357
Total	7,657



Cal-Learn Program

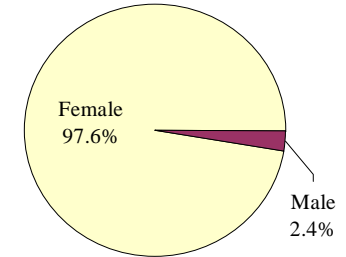
Caseload Trend & Profile

Service Month: September 2003



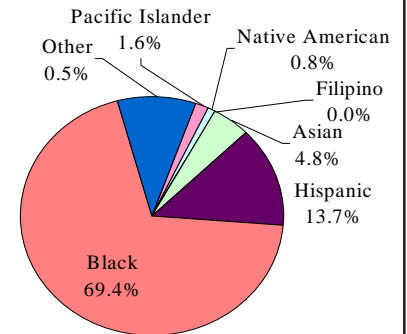
Persons by Gender

Female	132
Male	3
Total	135



Persons by Ethnicity

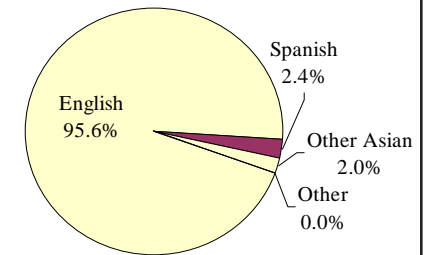
Pacific Islander	2
Native American	1
Filipino	0
Asian	6
Hispanic	18
Black	92
White	13
Other	2
Total	135



Cal-Learn is a mandatory program for all pregnant teens receiving CalWORKs benefits. It provides counseling and supportive financial services for CalWORKs teenage parents who remain in school to earn a high school diploma. Bonuses and/or sanctions are issued based on the report card grades of the program's participants. This program started in December, 1994.

Persons by Language

English	129
Vietnamese	1
Chinese	0
Filipino	0
Spanish	3
Other Asian	3
Other	0
Total	135



Cal-Learn Program
Service Month: September 2003

Distribution By City

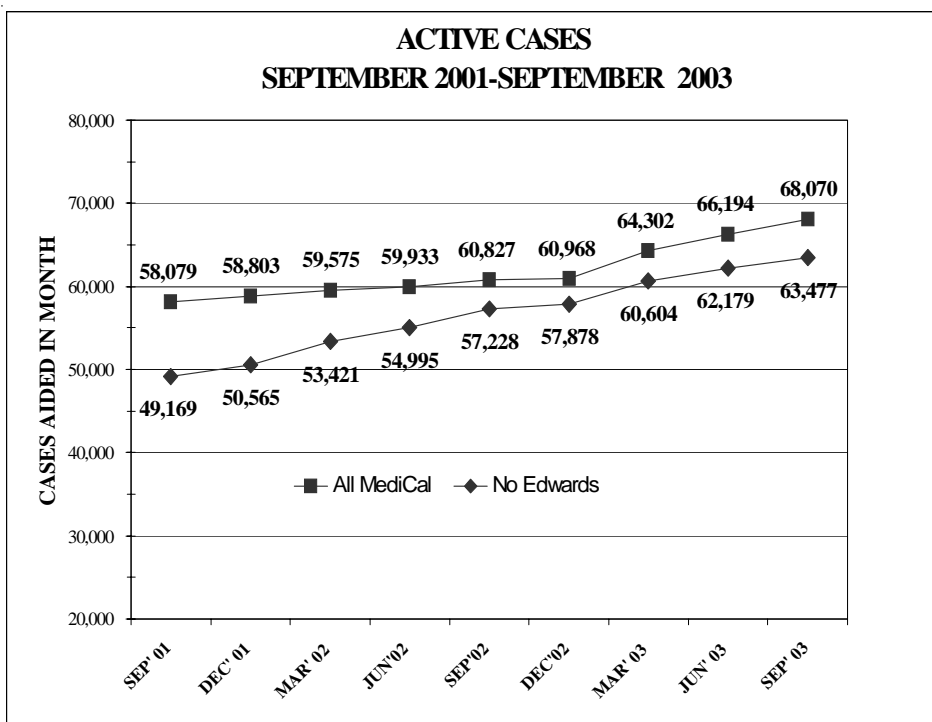
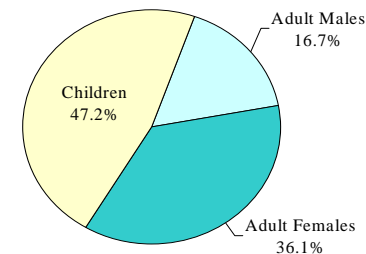
City	Cal-Learn		City Population *	
	Count	%	Count	%
A l a m e d a	4	3.2%	72,259	5.0%
A l b a n y	1	0.8%	16,444	1.1%
B e r k e l e y	3	2.4%	102,743	7.1%
E m e r y v i l l e	1	0.8%	6,882	0.5%
O a k l a n d	94	69.8%	399,484	27.7%
P i e d m o n t	0	0.0%	10,952	0.8%
N o r t h C o u n t y	104	77.0%	608,764	42.2%
F r e m o n t	3	2.4%	203,413	14.1%
N e w a r k	2	1.6%	42,471	2.9%
U n i o n C i t y	1	0.8%	66,869	4.6%
T r i - C i t y	6	4.8%	312,753	21.7%
C a s t r o V a l l e y	1	0.8%	56,382	3.9%
H a y w a r d	19	14.3%	140,030	9.7%
S a n L e a n d r o	1	0.8%	79,452	5.5%
S a n L o r e n z o	0	0.0%	21,798	1.5%
C e n t r a l C o u n t y	21	15.9%	297,662	20.6%
D u b l i n	0	0.0%	29,973	2.1%
L i v e r m o r e	2	1.6%	73,345	5.1%
P l e a s a n t o n	0	0.0%	63,654	4.4%
V a l l e y	2	1.6%	166,972	11.6%
O t h e r	1	0.8%	57,590	4.0%
T o t a l	135	100.0%	1,443,741	100.0%

* Source: California Department of Finance Demographic Research Unit, California State Census Data Center, Census 2000 PL94-171, Table Two, Population by Race/Ethnicity, Incorporated Cities by County.

Medi-Cal Only Program Caseload Trend & Profile Service Month: September 2003

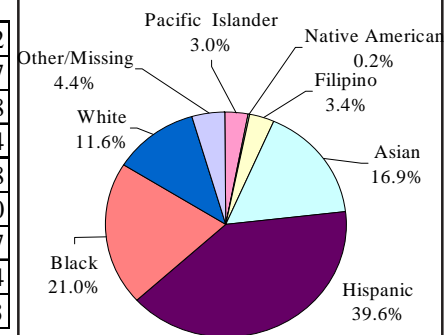
Case Profile

Adult Males	17,316
Adult Females	37,495
Total Adults	54,811
Children	49,017
Total Persons	103,828
Total Unborn	3,071
Avg Age - Adult Male	47.3
Avg Age - Adult Female	42.6
Avg Age - Child	8.0
Avg Time On Aid (Years)	2.3



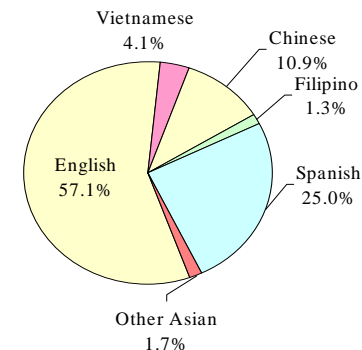
Persons by Ethnicity

Pacific Islander	3,122
Native American	217
Filipino	3,488
Asian	17,504
Hispanic	41,078
Black	21,800
White	12,007
Other/Missing	4,614
Total Persons	103,828



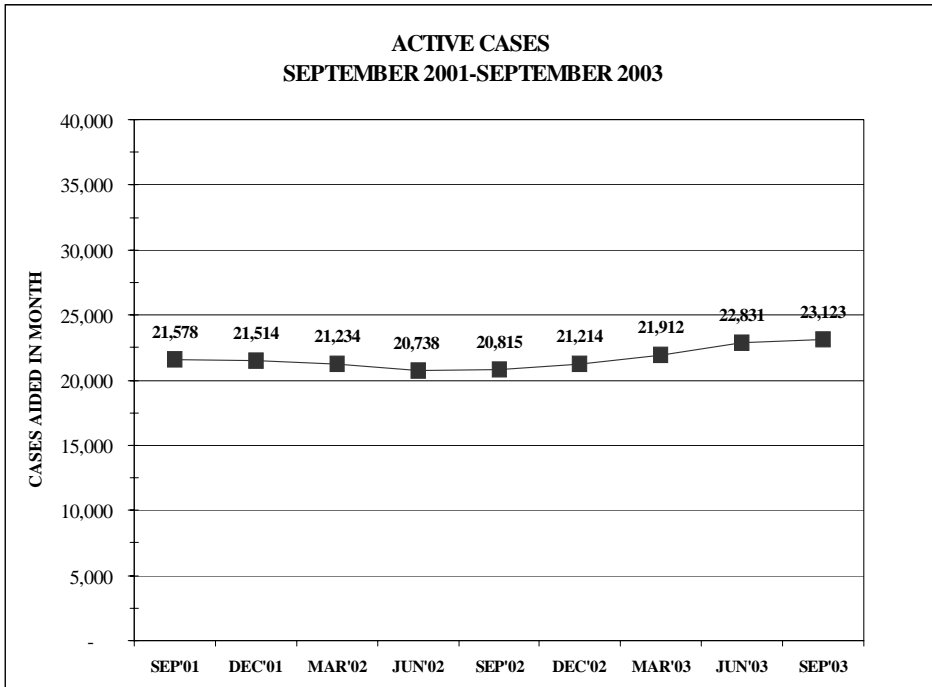
Cases by Language

English	37,225
Vietnamese	2,691
Chinese	7,075
Filipino	837
Spanish	16,302
Other Asian	1,077
Other /missing	0
Total	68,070



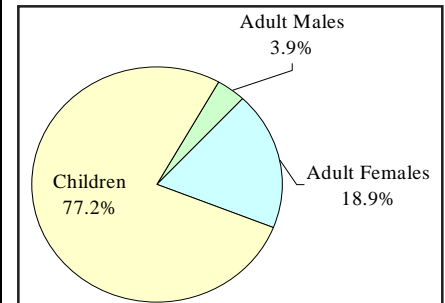
The upper line in the graph combines Medi-Cal only and continuing Medi-Cal "Edwards v. Kizer" cases. These latter cases are automatically opened when the CalWORKs case is discontinued. This practice allows families to receive uninterrupted medical services until a redetermination of their Medi-Cal eligibility can be made. The lower line does not include "Edwards v. Kizer" cases.

Food Stamps Assistance Caseload Trend & Profile Service Month: September 2003



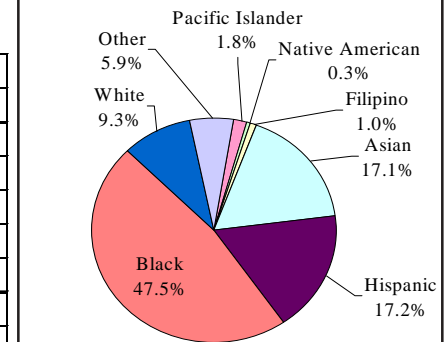
Case Profile

Adult Males	2321
Adult Females	11,145
Total Adults	13,467
Children	45,537
Total Persons*	59,004
Total Unborn	745
Avg Age - Adult Male	42.1
Avg Age - Adult Female	36.9
Avg Age - Child	8.8
Avg Time On Aid (Years)	3.4



Persons by Ethnicity

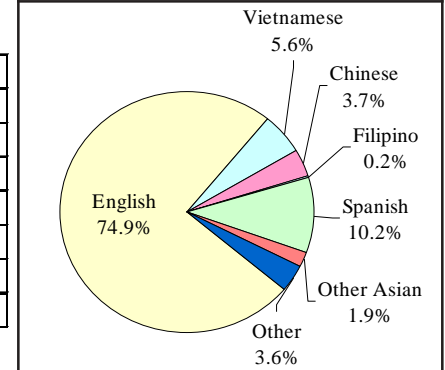
Pacific Islander	1,057
Native American	190
Filipino	575
Asian	10,076
Hispanic	10,153
Black	28,000
White	5,482
Other	3,470
Total Persons	59,004



In order to better reflect the amount of Food Stamps distributed in Alameda County, the Program Data and Trends Report includes Food Stamps issued to CalWORKs recipients along with those issued through the Non-Assistance Food Stamps (NAFS) program. It is important to note that the NAFS population overlaps substantially with the GA and Medi-Cal caseload.

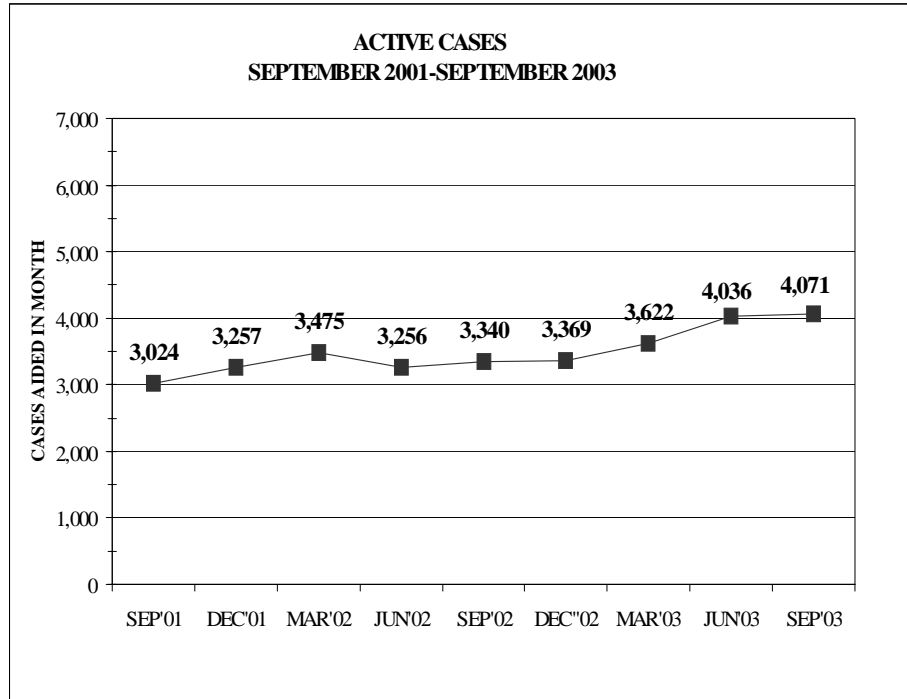
Cases by Language

English	17,324
Vietnamese	1,284
Chinese	858
Filipino	45
Spanish	2,357
Other Asian	432
Other	824
Total Cases	23,123



*In September 2003, we began using a different source of information for the Food Stamp person count (the DFA238 report). This yields a more accurate and higher count than in previous reports.

General Assistance Caseload Trend & Profile Service Month: September 2003



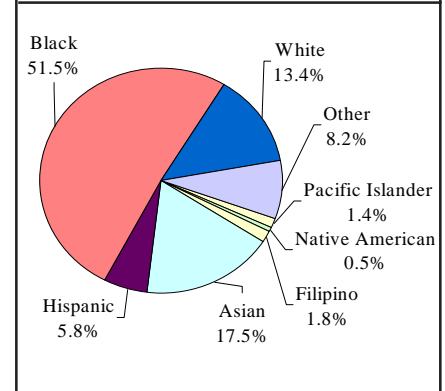
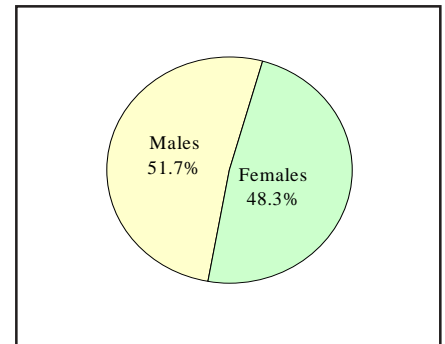
After many months of caseload reductions (due to grant reductions, intensified eligibility verification efforts, tighter enforcement of income reporting requirements, and the implementation of the Community Housing & Shelter Support (CHASS) Program) the caseload began rising in December 2000. The caseload increased by **21.9%** between **September 2001 and September 2003** probably due in large part to the failing economy.

Case Profile

Males	2,102
Females	1,967
Total Persons	4,069
Total Unborn	2
Avg Age - Male	46.4
Avg Age - Female	49.5
Avg Time On Aid (Years)	1.5

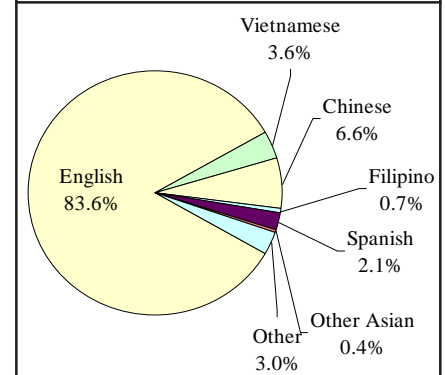
Persons by Ethnicity

Pacific Islander	56
Native American	20
Filipino	73
Asian	710
Hispanic	236
Black	2,094
White	544
Other	335
Total Persons	4,069



Cases by Language

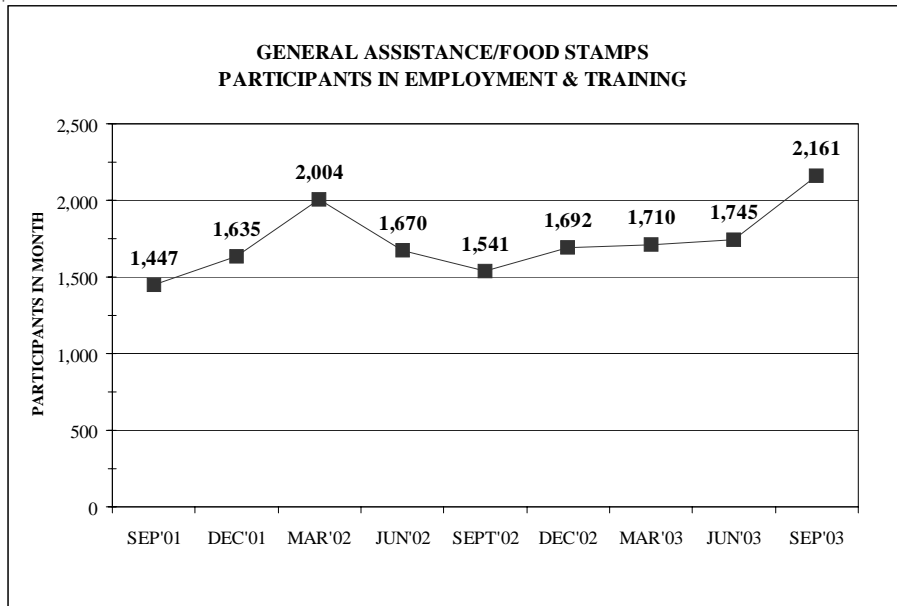
English	3,405
Vietnamese	146
Chinese	271
Filipino	28
Spanish	85
Other Asian	17
Other	120
Total Cases	4,071



General Assistance/Food Stamps Employment Services Program

Caseload Trend & Profile

Service Month: September 2003

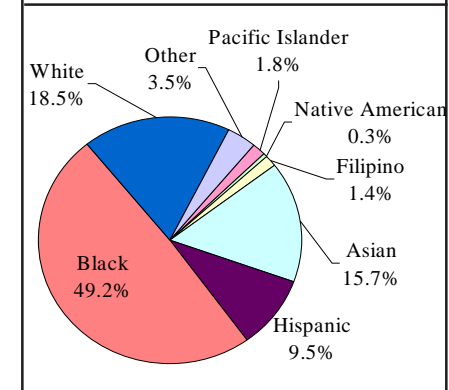
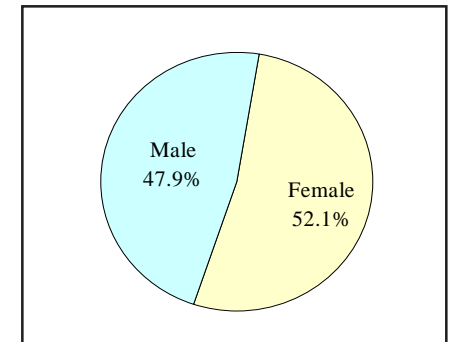


Persons by Gender

Female	1,126
Male	1,035
Total	2,161

Persons by Ethnicity

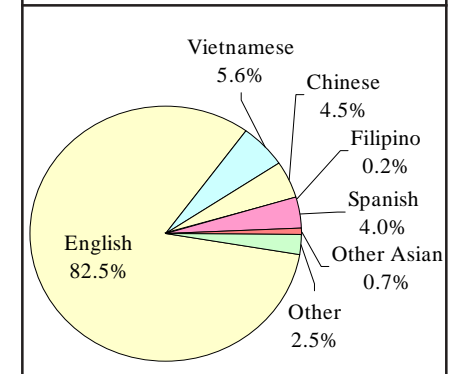
Pacific Islander	39
Native American	7
Filipino	31
Asian	340
Hispanic	206
Black	1,062
White	400
Other	76
Total	2,161



Count Of Participants	Total
Total Participants At End Of Month	2,161
Total Participants During Month	2,407
Job Search/Job Club	1,156
Training & Education	1003
Food Stamp Only (Non GA)/Medicals Pending	248
Total Negative Actions	319
Applicants Denied For Non-Cooperation	105
6 Month Sanctioned/Discontinued For Non-Cooperation	100
Discontinued, No Sanction	74
Time Limits	40
Total Participant Job Placements	48

Persons by Language

English	1,783
Vietnamese	122
Chinese	97
Filipino	4
Spanish	86
Other Asian	15
Other	54
Total	2,161



General Assistance/Food Stamps Employment Services Program
Caseload Trend & Profile
Service Month: September 2003

Distribution By City

CITY	GA/FS*		City Population**	
	Count	%	Count	%
Alameda	84	3.9%	72,259	5.0%
Albany	7	0.3%	16,444	1.1%
Berkeley	107	5.0%	102,743	7.1%
Emeryville	12	0.6%	6,882	0.5%
Oakland	1,249	57.8%	399,484	27.7%
Piedmont	0	0.0%	10,952	0.8%
North County	1,460	67.6%	608,764	42.2%
Fremont	113	5.2%	203,413	14.1%
Newark	36	1.7%	42,471	2.9%
Union City	64	3.0%	66,869	4.6%
Tri-City	213	9.9%	312,753	21.7%
Castro Valley	29	1.3%	56,382	3.9%
Hayward	278	12.9%	140,030	9.7%
San Leandro	127	5.9%	79,452	5.5%
San Lorenzo	18	0.8%	21,798	1.5%
Central County	451	20.9%	297,662	20.6%
Dublin	4	0.2%	29,973	2.1%
Pleasanton	7	0.3%	63,654	4.4%
Livermore	22	1.0%	73,345	5.1%
Valley	33	1.5%	166,972	11.6%
Other	3	0.0%	57,590	4.0%
Total	2,161	99.8%	1,443,741	100.0%

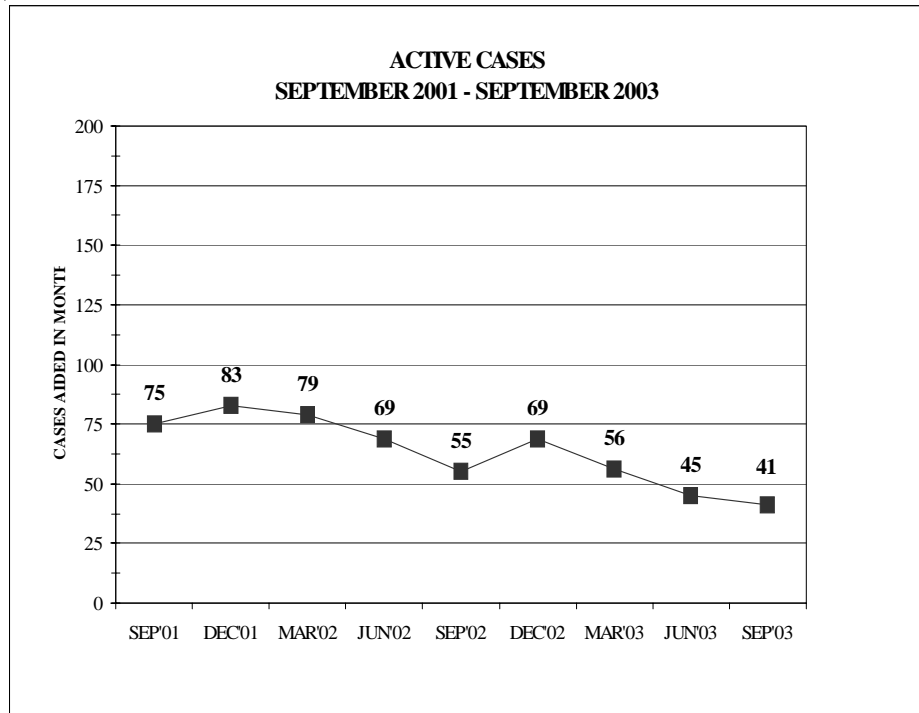
*GA/FS: This is a federally mandated program which requires employable Food Stamp recipients to complete a job club and an eight-week job search. These services are provided to Food Stamp/General Assistance recipients.

** Source: California Department of Finance, Demographic Research Unit, California State Census Data Center, Census 2000 PL94-171, Table Two: Population by Race/Ethnicity, Incorporated Cities by County.

Refugee Cash Assistance Program

Caseload Trend & Profile

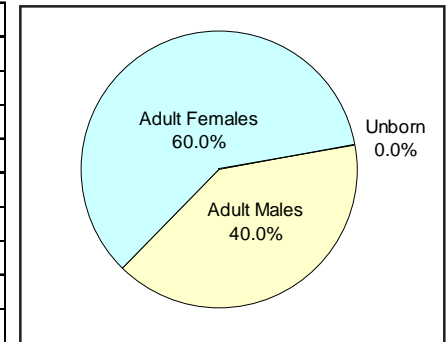
Service Month: September 2003



This program serves single adult political refugees. It is 100% federally funded and provides financial aid to eligible recipients up to eight months from their arrival date.

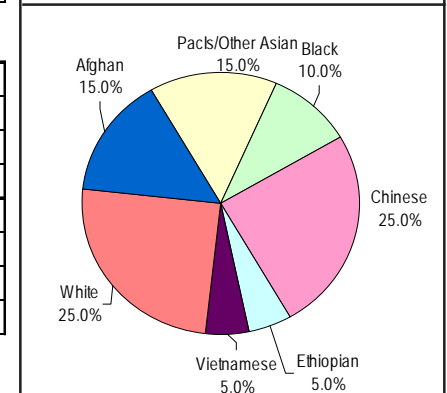
Case Profile

Adult Males	18
Adult Females	27
Total Adults	46
Children	0
Unborn	-
Total Persons	46
Total Unborn	0
Avg Age - Adult Male	45.8
Avg Age - Adult Female	42.1
Avg Age - Child	NA



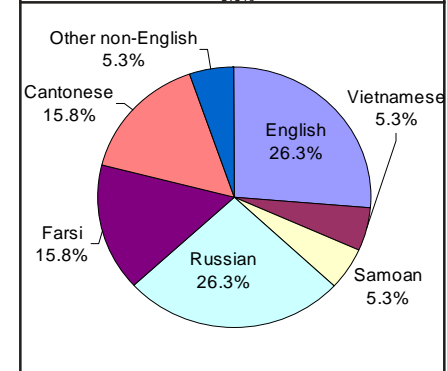
Persons by Ethnicity

PacIs/Other Asian	7
Black	5
Chinese	12
Ethiopian	2
Vietnamese	2
White	12
Afghan	7
Total Persons	46

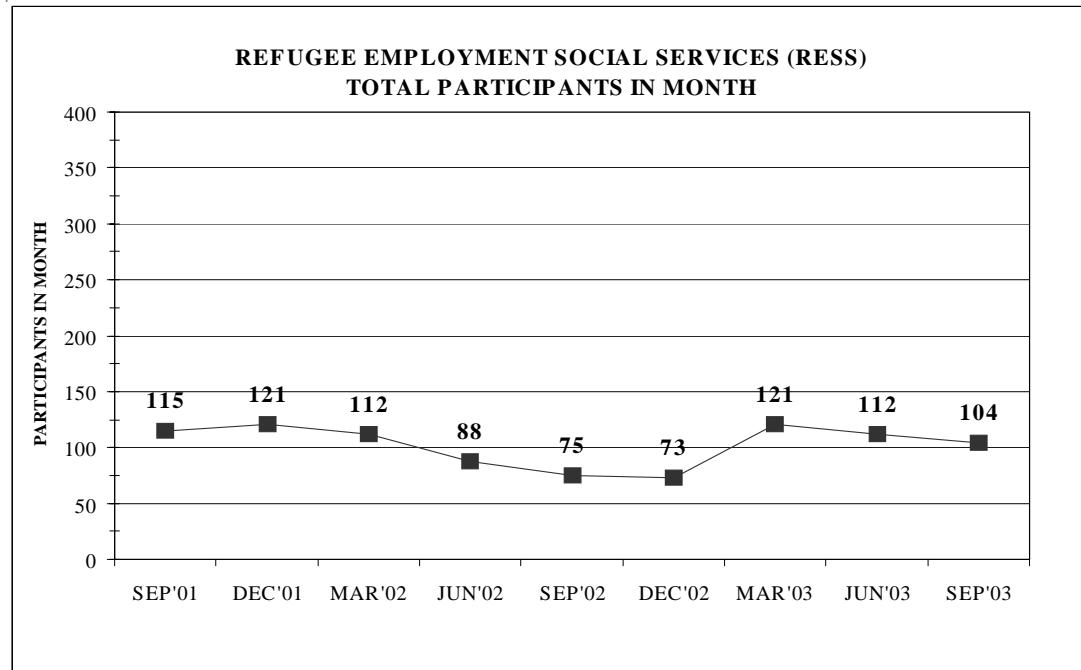


Cases by Language

Arabic	2
English	10
Vietnamese	2
Samoaan	2
Russian	10
Farsi	6
Cantonese	6
Other non-English	2
Total	41



Refugee Employment Services Program Caseload Trend & Profile Service Month: September 2003



RESS: COUNT OF PARTICIPANTS

	Participants
Total Current Enrollments (Social Adjustment)	121
Total Current Enrollments (Employment & Training)	104

RESS: COUNT OF PARTICIPANTS - BY OUTCOMES

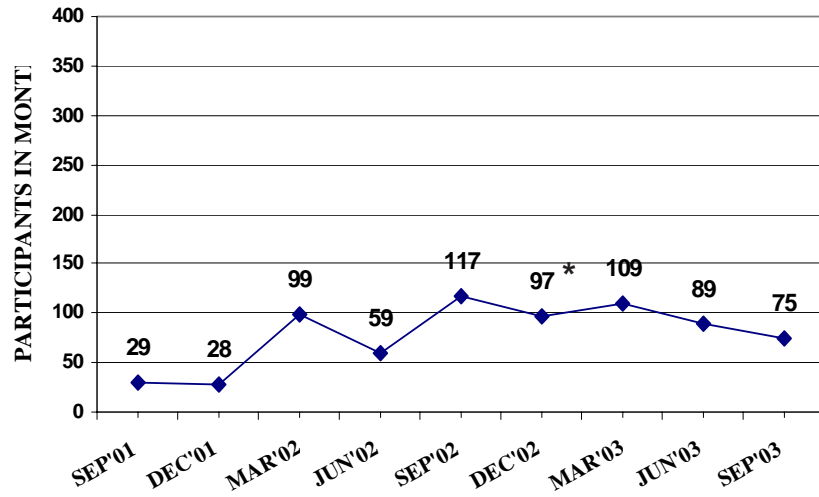
	Participants
Job Placements in Report Month	18
Current 90 Day Job Retentions	6
Persons Leaving Aid in Report Month	4

RESS provides employment, training, job placement and social adjustment services to refugees. Services are provided by local community based organizations. Program participation begins in December of each year.

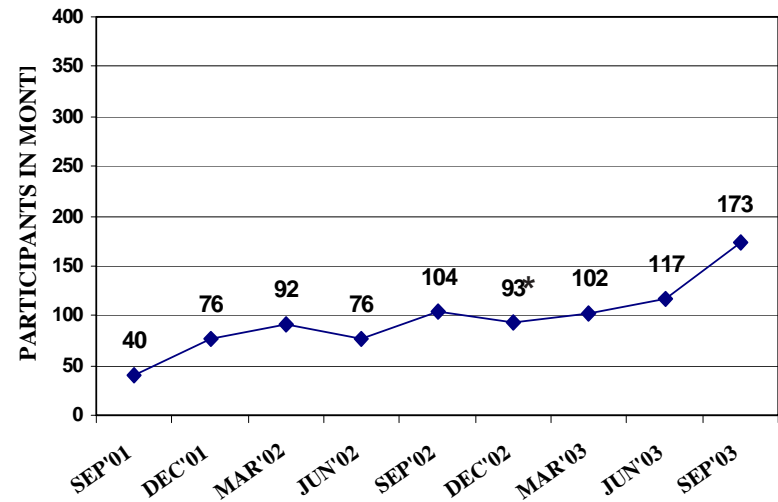
Workforce Investment Board (WIB)

Service Quarters: September 2001 through September 2003

**WIA Adult/Youth Low Income
SEPTEMBER 2001 - SEPTEMBER 2003**



**WIA Dislocated Worker
SEPTEMBER 2001 - SEPTEMBER 2003**



The Adults/Youth Low Income Program was created under the Workforce Investment Act which replaced the Job Training Partnership Act (JTPA) on January 1, 2000. This program provides job development workshops, job clubs and career counseling, vocational and on-the-job-training to low income adults 18-75 years of age.

The Dislocated Worker Program was created under the Workforce Investment Act which replaced the Job Training Partnership Act (JTPA) on January 1, 2000. It serves dislocated workers aged 18-75 by providing job development workshops, job clubs and career counseling, vocational and on-the-job-training.

*Previous reports depicted a large increase in participants in the June 2002 Quarter. That figure actually represented a cumulative total for the year. We have adjusted the June number to reflect the number for the June 2002 Quarter only.

Workforce Investment Board (WIB)

Service Quarter: July through September 2003

Participant Activity	Workforce Investment Act (WIA) Grants					
	WIA Adults/Youth - Low Income			WIA Dislocated Worker		Grand Total
	201	301	Total	501	Total	
TOTAL REGISTRANTS IN QUARTER	48	33	81	184	184	265
TOTAL EXITS IN QUARTER	1	5	6	11	11	17
Entered Unsubsidized Employment	1	2	3	11	11	14
Transferred to Other Program	0	0	0	0	0	0
All Other Terminations	0	3	3	0	0	3
TOTAL REGISTRANTS - END OF QUARTER	47	28	75	173	173	248
HOURLY PAY - EXITERS WITH A JOB						
Exiters with No Previous Wage	0	2	2	0	0	2
Post WIA	\$0.00	\$13.00		\$0.00	0	
Exiters with Previous Wage	1	0	1	11	11	12
Prior to WIA	\$10.50	\$0.00		\$23.90		
Post WIA	\$11.54	\$0.00		\$17.10		
AVG WEEKS EXITERS IN PROGRAM	18	16	34	13	13	47

Grant 201 = Serves low income adults 18-75 years of age. Services = Core Staff-Assisted Services such as job development, workshops, job clubs, and career counseling; Intensive Services such as objective assessment, development of Individual Employment Plan (IEP), Case management, pre-vocational skills services, and follow-up; and Training Services such as occupational training, on-the-job training, adult education, and skills upgrade.

Grant 301 = Serves low income youth 14-21 years of age. Services= Educational Achievement Services; Employment Services and Citizen and Leadership Services.

Grant 501 = Serves dislocated workers 18-75 years of age. Services = Core Staff-Assisted Services such as job development, workshops, job clubs, and career counseling; Intensive Services such as objective assessment, development of Individual Employment Plan (IEP), Case Management, pre-vocational skills services, and follow-up; and Training Services such as occupational training, on-tje-job training, and skills upgrade.

Workforce Investment Board (WIB)

Service Quarter: July through September 2003

Profile of Participants

	WIA Adults/Youth - Low Income						WIA - Dislocated Worker				Grand Total	
	201		301		Total		501		Total		Count	%
	Count	%	Count	%	Count	%	Count	%	Count	%		
Gender												
Male	24	51.1%	11	0%	35	46.7%	96	55.5%	96	55.5%	131	52.8%
Female	23	48.9%	17	0%	40	53.3%	77	44.5%	77	44.5%	117	47.2%
Total	47	100%	28	0%	75	100%	173	100%	173	100%	248	100%
Ethnicity												
White	4	8.5%	4	0%	8	10.7%	37	21.4%	37	21.4%	45	18.2%
Black	16	34.0%	9	0%	25	33.3%	42	24.3%	42	24.3%	67	27.1%
Hispanic	17	36.2%	14	0%	30	40.0%	28	16.2%	28	16.2%	58	23.5%
Asian/Pacific Islander	10	21.3%	0	0%	10	13.3%	64	37.0%	64	37.0%	74	30.0%
Native American	0	0.0%	1	0%	1	1.3%	2	1.2%	2	1.2%	3	1.2%
Total	47	100%	28	0%	75	100%	173	100%	173	100%	247	100%
In Receipt Of Public Assistance												
CalWORKs	0	0.0%	8	0%	8	66.7%	0	0%	0	0%	8	61.5%
GA	1	33.3%	1	0%	2	16.7%	1	0%	1	0%	3	23.1%
RCA	0	0.0%	0	0%	0	0.0%	0	0%	0	0%	0	0.0%
SSI/SSP	2	66.7%	0	0%	2	16.7%	0	0%	0	0%	2	15.4%
Total	3	100%	9	0%	12	100%	1	0%	1	0%	13	100%

CalWORKs Contracts

Performance Data for Fiscal Year 2003-2004, through September 2003

CalWORKs Contracts

Alameda County Social Services Agency (SSA) has created alternative employment and support resources to assist CalWORKs clients to meet employment requirements under public assistance regulations. SSA has established and maintained CalWORKs Contracts through a contracting process with Community-Based Organizations (CBOs), private organizations, and other public agencies that focus on Community Services strategies that eliminate barriers to employment and provide support services that enable participants to become more self-sufficient.

The contracts are 'performance-based' -- providers are paid according to their achievement of targeted goals.

CalWORKs Contracts

Performance Data for Fiscal Year 2003-2004, through September 2003

I. Employment Services

WORK-FIRST CONTRACTS: provide outreach, orientation, job clubs, and job search with a high degree of cultural competence.

Contractor	Enroll & Engagement		Program Completion		Placement		30 Day Retention		90 Day Retention		180 Day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
African Immigrant & Refugee Resource	48	109%	35	135%	5.5	25%	1.5	8%	0	0%	0	0%
Vallecitos	43	58%	21	51%	3.5	9%	2	8%	0	0%	0	0%
Asians for Job Opportunities	13	11%	18	25%	7	11%	5	9%	1	2%	0	0%
Women's Employment Resource Cntr.	16	20%	11	22%	5	13%	3	8%	1	3%	0	0%
AVERAGE % FOR CLUSTER GROUP	120	38%	85	45%	21	13%	11.5	8%	2	0%	0	0%

POST ASSESSMENT/POST EMPLOYMENT CONTRACTS: Post Assessment clients have been assessed at a community college and have completed their Welfare-to-Work plan for obtaining employment. These contractors provide services to individuals who may not have the education history to succeed in a traditional academic setting. Post Employment provides training services to employed CalWORKs participants on a voluntary basis. The programs are designed to enhance their ability to obtain career advancement opportunities, and their skills and knowledge to retain a job.

Contractor	Enroll & Engagement		Program Completion		Placement		30 Day Retention		90 Day Retention		180 Day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
African American CalWorks Coalition*	1	2%	3	7%	1	3%	0	0%	0	0%	0	0%
Alameda Computer Center	2	6%	2	11%	16	89%	13	72%	0	0%	0	0%
Jobs for Homeless Consortium	5	16%	6	32%	4	29%	2	17%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	8	6%	11	13%	21	33%	15	26%	0	0%	0	0%

* Formerly Preventive Care Pathways/OPTIONS

Contractor	PES Placement		PES 30 day Retention		PES 90 day Retention		PES 180 day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
African American CalWorks Coalition	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Alameda Computer Center	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Jobs for Homeless Consortium	0	0%	0	0%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	0	0%	0	0%	0	0%	0	0%

*PES = Post Employment Services

CalWORKs Contracts

Performance Data for Fiscal Year 2003-2004, through September 2003

NEIGHBORHOOD MODEL CONTRACTS: provide a variety of training and support services for CalWORKS clients including young parent programs, cultural/linguistical employment and/or support services that are neighborhood-based.

Contractor	Enroll & Engagement		Placement		30 Day Retention		90 Day Retention		180 Day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
Building Opportunities for Self-Sufficiency	5	14%	0	0%	0	0%	0	0%	0	0%
Davis Street Community Center	2	4%	0	0%	0	0%	0	0%	0	0%
Goodwill Industries	7	9%	4	13%	2	13%	0	0%	0	0%
No Ca Community Development	11	10%	3	9%	1	5%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	25	9%	7	7%	3	5%	0	0%	0	0%

Contractor	Case Mgt		PES Placement		PES 30 day Retention		PES 90 day Retention		PES 180 day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
Building Opportunities for Self-Sufficiency	5	5%	0	0%	0	0%	0	0%	0	0%
Davis Street Community Center	7	9%	0	0%	0	0%	0	0%	0	0%
Goodwill Industries	10	10%	0	0%	0	0%	0	0%	0	0%
No Ca Community Development	14	9%	0	0%	0	0%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	36	8%	0	0%	0	0%	0	0%	0	0%

SELF-EMPLOYMENT CONTRACTS: include programs offering participants training leading to self-employment (microenterprise) and business start-up, while still offering placement in traditional employment opportunities.

Contractor	Enroll & Engagement		Program Completion		Placement		30 Day Start-Up		30 Day Retention		90 Day Retention		180 Day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
YWCA of Oakland	0	0%	2	8%	0	0%	0	0%	0	0%	0	0%	0	0%

CalWORKs Contracts

Performance Data for Fiscal Year 2003-2004, through September 2003

II. Support Services

FAMILY ASSESSMENT CONTRACTS: provide services for families that include financially sanctioned, and for chronically non-compliant CalWORKs adults. The goal of these service projects is to assist these adults in returning to good standing in the CalWORKs program and to assist them and their families in achieving the highest level of self-sufficiency and financial security.

Contractor	Locate/Schedule		Engage & Complete **		Family Assessment		Positive Outcomes		Long Term Outcomes		Presumptive Eligibility	
	Actual	% of target	Actual	% of target	Actual	% of target	Actual	% of target	Actual	% of target	Actual	% of target
East Bay Community Law Center - FAST*	6	100%	n/a	n/a	5	100%	9	100%	n/a	n/a	n/a	n/a
Life Choice / Life Skills	0	0%	0	0%	0	0%	0	0%	n/a	n/a	n/a	n/a
Jobs for Homeless Shelter	7	22%	n/a	n/a	6	24%	3	15%	n/a	n/a	61	64%
The Perinatal Council	9	50%	n/a	n/a	7	50%	9.0	56%	1	200%	n/a	n/a
Tri-Cities Homeless Coalition	3	25%	n/a	n/a	3	38%	2.0	29%	n/a	n/a	n/a	n/a
Lao Family Community Develop.	11	52%	n/a	n/a	6	32%	0	0%	0	0%	n/a	n/a
AVERAGE % FOR CLUSTER GROUP	36	34%	0	0%	27	35%	23	34%	1	200%	61	64%

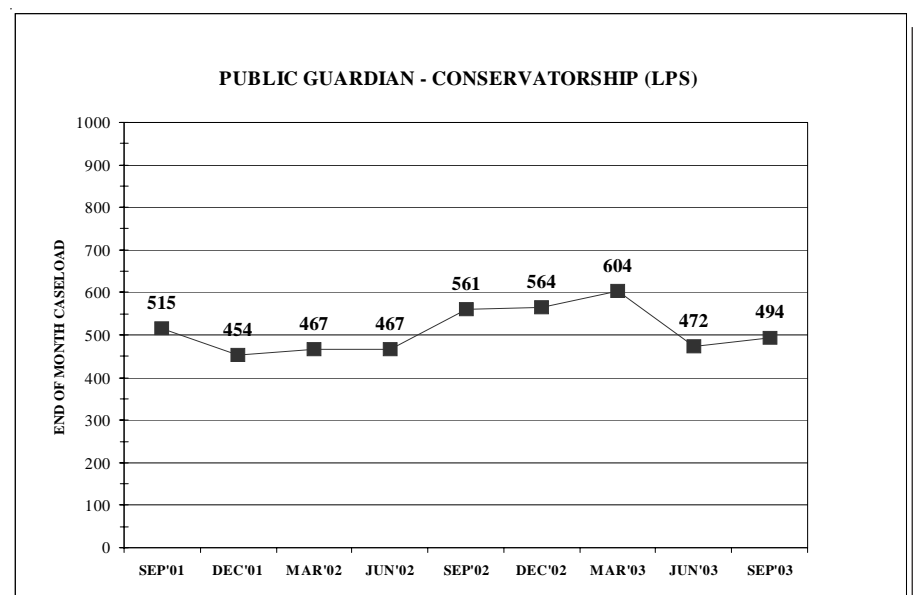
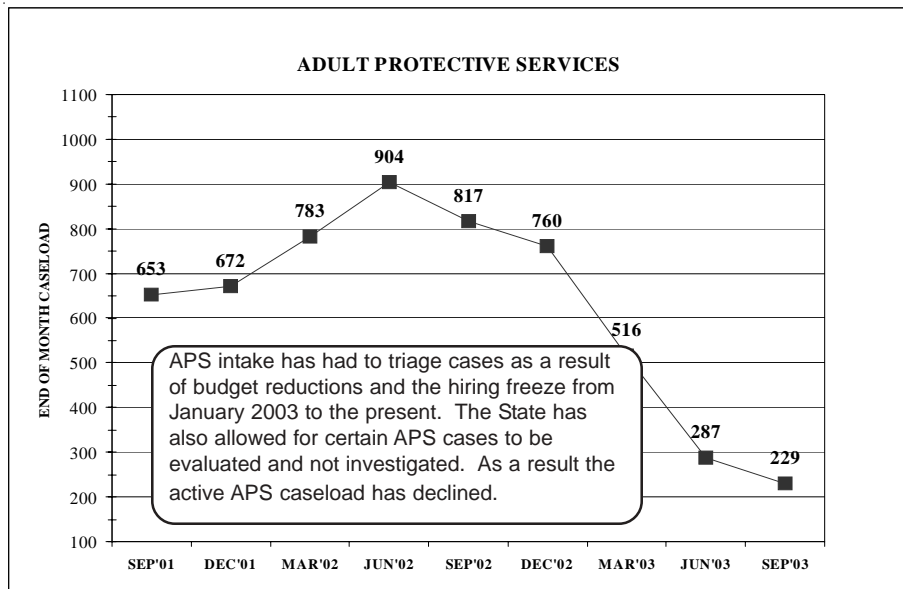
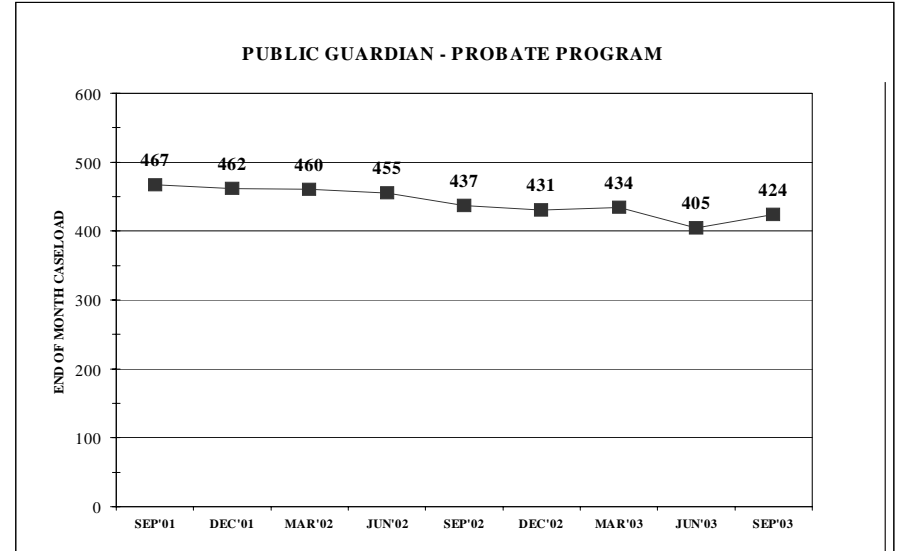
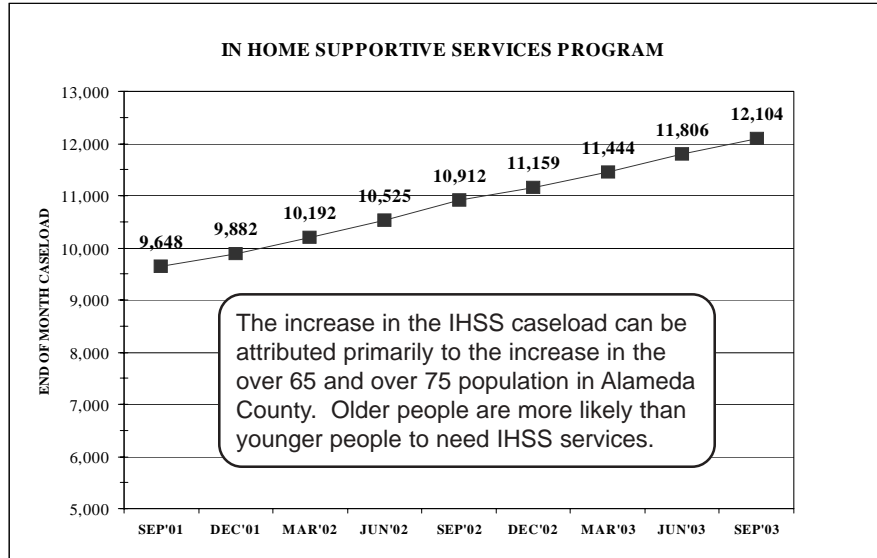
**This Category Only Applies to Life Choice/Life Skills

III. Demonstration Project

Contractor	Phase I		Phase II		Phase III	
	Actual	% of Target	Actual	% of Target	Actual	% of Target
African American CalWORKS Coalition	47	138%	34	103%	21	64%

**SECTION 2:
ADULT & AGING SERVICES**

Adult & Aging Services Services Month: September 2003



Adult & Aging Services
Services Month: September 2003

	Adult Services Programs			
	IHSS	APS	PG	LPS
Referrals Received			5	59
Referrals Assigned		136	7	59
Referrals Unassigned\Closed *		246		
Referrals Unassigned			0	0
Referrals Closed			0	0
Applications Received	178			
Applications Assigned	632			
Applications Unassigned	794			
Applications Closed/Denied	112			
Applications Approved	196			
Conservatorships Ordered			7	85
Court Reports Submitted			21	57
Cases Closed	176	201	4	45
Total Renewals	3,199			
Renewals Completed	922			
Renewals Overdue	2277			
Annual Accoutings Completed			22	5
Reappointments (Public)				31
Total Service Provider Hours Paid	1,179,619			
Total Service Provider Payments	\$12,038,454			
Total Ongoing Cases (End Of Month)	12,104	229	424	494

* Such referrals are determined not to require face to face client contact. No on-sight investigation is deemed necessary.

Key:

- IHSS = In Home Supportive Services Program
- APS = Adult Protective Services Program
- PG = Public Guardian - Probate Program
- LPS = Public Guardian - Conservatorship Program

**Adult & Aging Services
Services Month: September 2003**

Cases Aided by City

CITY	Adult Services Programs									
	IHSS		APS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
Alameda	460	3.8%	10	4.4%	20	4.7%	5	1.0%	495	3.7%
Albany	36	0.3%	3	1.3%	0	0.0%	0	0.0%	39	0.3%
Berkeley	920	7.6%	20	8.7%	22	5.2%	22	4.5%	984	7.4%
Castro Valley	182	1.5%	7	3.1%	14	3.3%	6	1.2%	209	1.6%
Dublin	61	0.5%	2	0.9%	2	0.5%	0	0.0%	65	0.5%
Emeryville	121	1.0%	3	1.3%	0	0.0%	0	0.0%	124	0.9%
Fremont	1,029	8.5%	11	4.8%	17	4.0%	19	3.8%	1,076	8.1%
Hayward	1,017	8.4%	35	15.3%	101	23.8%	81	16.4%	1,234	9.3%
Livermore	169	1.4%	5	2.2%	3	0.7%	0	0.0%	177	1.3%
Newark	169	1.4%	1	0.4%	2	0.5%	0	0.0%	172	1.3%
Oakland	6,681	55.2%	110	48.0%	145	34.2%	224	45.3%	7,160	54.0%
Piedmont	12	0.1%	0	0.0%	0	0.0%	0	0.0%	12	0.1%
Pleasanton	121	1.0%	3	1.3%	0	0.0%	0	0.0%	124	0.9%
San Leandro	545	4.5%	12	5.2%	46	10.8%	79	16.0%	682	5.1%
San Lorenzo	97	0.8%	1	0.4%	2	0.5%	0	0.0%	100	0.8%
Union City	460	3.8%	5	2.2%	6	1.4%	2	0.4%	473	3.6%
Other/Out Of County Placements	24	0.2%	1	0.4%	44	10.4%	56	11.3%	125	0.9%
Total	12,104	100.0%	229	100%	424	100%	494	100%	13,251	100%

Key:

IHSS = In Home Supportive Services Program

APS = Adult Protective Services Program

PG = Public Guardian - Probate Program

LPS = Public Guardian - Conservatorship Program

Adult & Aging Services Services Month: September 2003

DISTRIBUTION OF CASES BY GENDER

	APS		IHSS		PG		LPS		TOTAL	
	Court	%	Court	%	Court	%	Court	%	Court	%
Female	151	65.9%	8,231	68.0%	254	59.9%	217	43.9%	8,853	66.8%
Male	78	34.1%	3,873	32.0%	170	40.1%	277	56.1%	4,398	33.2%
Total	229	100%	12,104	100%	424	100%	494	100%	13,251	100%

DISTRIBUTION OF CASES BY ETHNICITY

	APS		IHSS		PG		LPS		TOTAL	
	Court	%	Court	%	Court	%	Court	%	Court	%
White	86	37.6%	2,602	21.5%	171	40.3%	227	46.0%	3,086	23.3%
Black	82	35.8%	4,926	40.7%	117	27.6%	140	28.3%	5,265	39.7%
Hispanic	15	6.6%	896	7.4%	17	4.0%	15	3.0%	943	7.1%
Asian	4	1.7%	2,893	23.9%	22	5.2%	17	3.4%	2,936	22.2%
Pacific Islander	8	3.5%	315	2.6%	0	0.0%	2	0.4%	325	2.5%
Native American	0	0.0%	36	0.3%	0	0.0%	4	0.8%	40	0.3%
Filipino	3	1.3%	436	3.6%	2	0.5%	2	0.4%	443	3.3%
Other	31	13.5%	0	0.0%	95	22.4%	87	17.6%	213	1.6%
Total	229	100%	12,104	100%	424	100%	494	100%	13,251	100%

KEY:

PCSP= Personal Care Services Program IHSS program components funded 50% Federal, 32.5% State and 17.5% County

Non-PCSP = IHSS program funded with 35% County and 65% State

SI= Severely Impaired

NSI = Non Severely Impaired

IHSS = In Home Supportive Services Program

APS = Adult Protective Services Program

PG = Public Guardian - Probate Program

LPS = Public Guardian - Conservatorship Program

Asian = Hmong, Cambodian, Japanese, Korean, Laotian, Vietnamese, Asian Indian, Chinese

Pacific Isl = Pacific/Other Asian+Guamian+Hawaiian+Samoa.

Hisp = Hispanic, Cuban/Haitian, Cuban

Other= Ethiopian, Romanian, Iranian, Other E Europe, Portuguese, Iraqi, Armenian, Russian, Polish, Afghan

Adult & Aging Services
Services Month: September 2003

DISTRIBUTION OF CASES BY PRIMARY LANGUAGE

	APS		IHSS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
English	214	93.4%	7,365	60.8%	412	97.2%	473	95.7%	8,464	63.9%
Vietnamese	0	0.0%	351	2.9%	0	0.0%	4	0.8%	355	2.7%
Chinese	3	1.3%	1,873	15.5%	3	0.7%	0	0.0%	1,879	14.2%
Filipino	2	0.9%	182	1.5%	0	0.0%	0	0.0%	184	1.4%
Spanish	7	3.1%	545	4.5%	6	1.4%	2	0.4%	560	4.2%
Other Asian	1	0.4%	484	4.0%	0	0.0%	2	0.4%	487	3.7%
Other	2	0.9%	1,304	10.8%	3	0.7%	13	2.6%	1,322	10.0%
Total	229	100%	12,104	100%	424	100%	494	100%	13,251	100%

Key:

Chinese = Mandarin, Cantonese, Other Chinese

Filipino = Tagalog, Ilocano

Spanish = Spanish, Spanish Speak/ English Read

Other Asian = Mien, Cambodian, Korean, Laotian, Hmong, Thai, Japanese, Arabic, Am Sign Lang, Other Sign, Samoan

Other = Other-Non Eng, Portuguese, Italian, Russian, Farsi, Polish, Turkish, Hebrew, French, Romanian

CLIENT CHARACTERISTICS (See Key, below)

	IN-HOME SUPPORTIVE SERVICES PROGRAM										
	Aged	Blind	Disabled	Other	Total	PCSP	Non-PCSP	Total	SI	NSI	Total
Client Count	5,604	339	6,149	12	12,104	10,482	1,622	12,104	4,079	8,025	12,104
Percent Of Clients	46.3%	2.8%	50.8%	0.1%	100.0%	86.6%	13.4%	100%	33.7%	66.3%	100%

Key:

PCSP = Personal Care Services Program. IHSS program components funded 50% Federal, 32.5% State and 17.5% County

Non-PCSP = IHSS program funded with 35% County and 65% State

SI = Severely Impaired

NSI = Non-Severely Impaired

**SECTION 3:
CHILDREN & FAMILY SERVICES**

Emergency Response Program

Referrals Received During the Month of September 2003

	Reason For Referral								Total
	Sexual Abuse	Physical Abuse	Severe Neglect	General Neglect	Emotional Abuse	Exploit	Caretaker Abs./ Incapacity	Substantial Risk	
Referral Method									
Telephone	62	165	27	76	11	0	73	0	414
Written/Fax	3	7	1	4	1	0	2	0	18
In-Person	2	0	0	1	0	0	1	0	4
Total	67	172	28	81	12	0	76	0	436
Referral Response Type									
Eval Out	0	1	0	0	0	0	0	0	1
Immediate	15	78	12	9	0	0	51	0	165
3 Day	0	0	0	0	0	0	0	0	0
5 Day	0	1	0	0	0	0	0	0	1
10 Day	52	92	16	72	12	0	25	0	269
N/A	0	0	0	0	0	0	0	0	0
Total	67	172	28	81	12	0	76	0	436
Allegation Disposition Type									
Substantiated	6	25	11	2	0	0	30	0	74
Inconclusive	16	37	6	15	0	0	6	0	80
Unfounded	2	10	2	5	1	0	1	0	21
Pending	43	100	9	59	11	0	39	0	261
Total	67	172	28	81	12	0	76	0	436

Note: Children referred more than once during the report month will receive a count for each time they are referred.

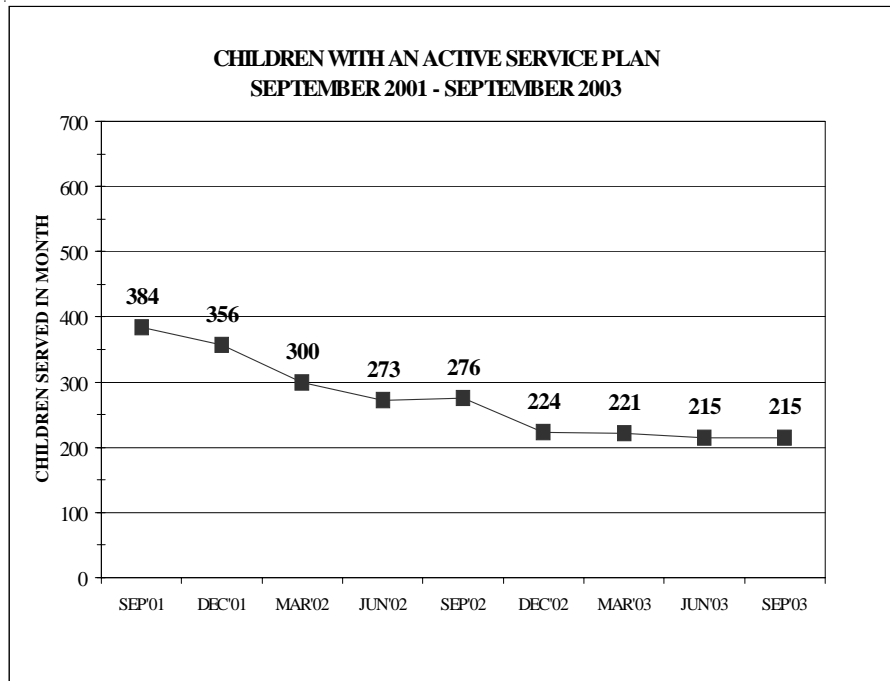
Eval Out: referral went through the initial evaluation process and was screened out by a supervisory social worker.

Unfounded: an investigator has determined, based on the facts, that there was no child abuse.

Pending: pending disposition.

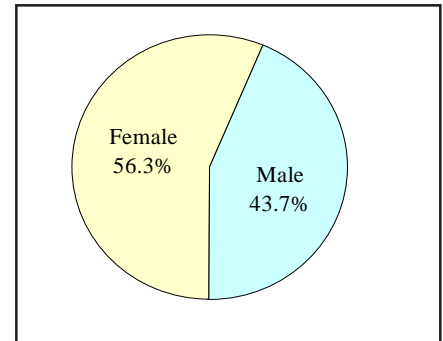
Emergency Response Program

Service Month: September 2003



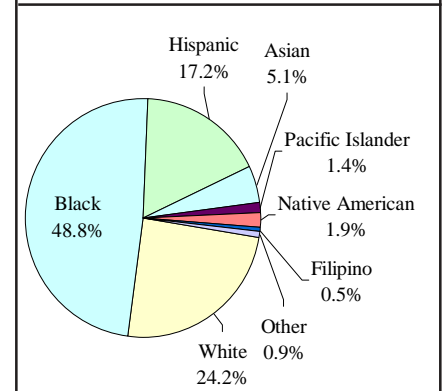
Persons by Gender

Female	121
Male	94
Unknown	0
Total Children	215



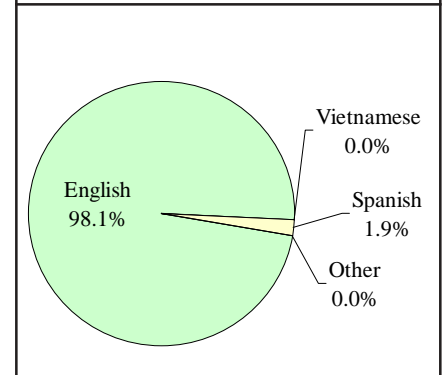
Persons by Ethnicity

White	52
Black	105
Hispanic	37
Asian	11
Pacific Islander	3
Native American	4
Filipino	1
Other	2
Total	215



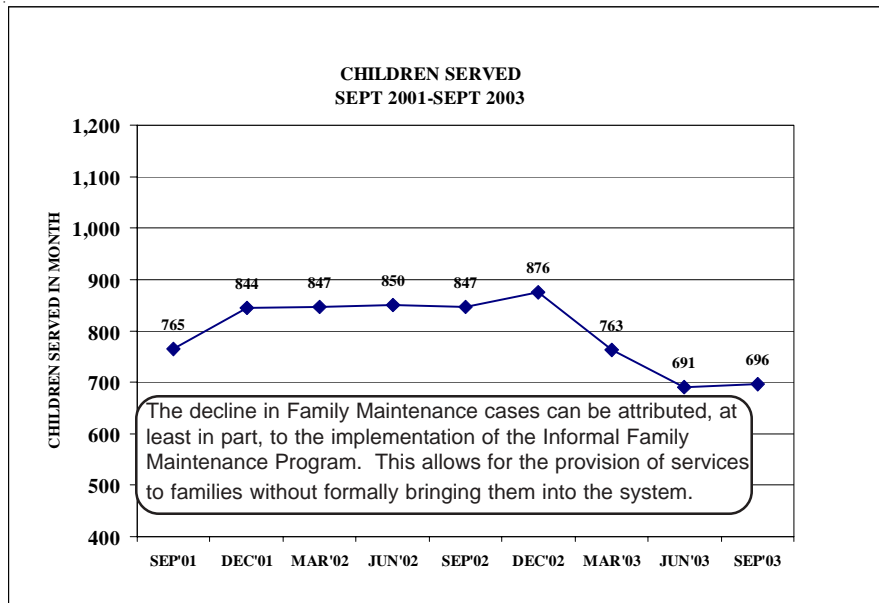
Persons by Language

English	210
Vietnamese	0
Chinese	0
Filipino	0
Spanish	4
Other Asian	1
Other	0
Total	215



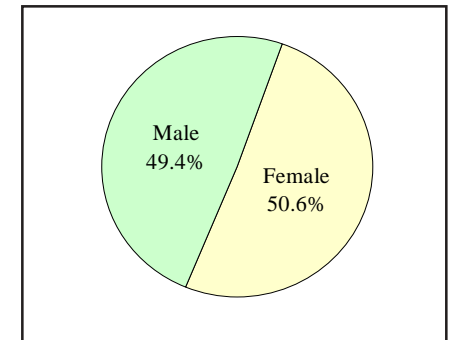
Family Maintenance Program

Service Month: September 2003



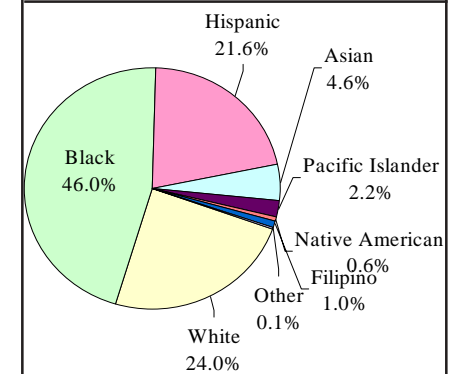
Persons by Gender

Female	352
Male	344
Unknown	0
Total Children	696



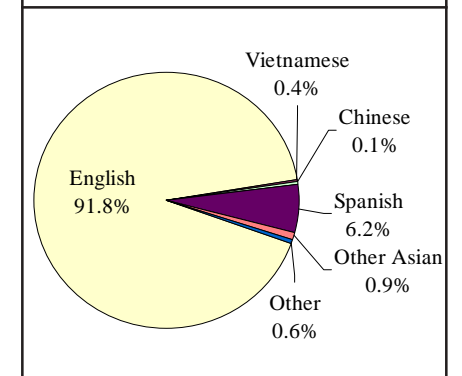
Persons by Ethnicity

White	167
Black	320
Hispanic	150
Asian	32
Pacific Islander	15
Native American	4
Filipino	7
Other	1
Total	696



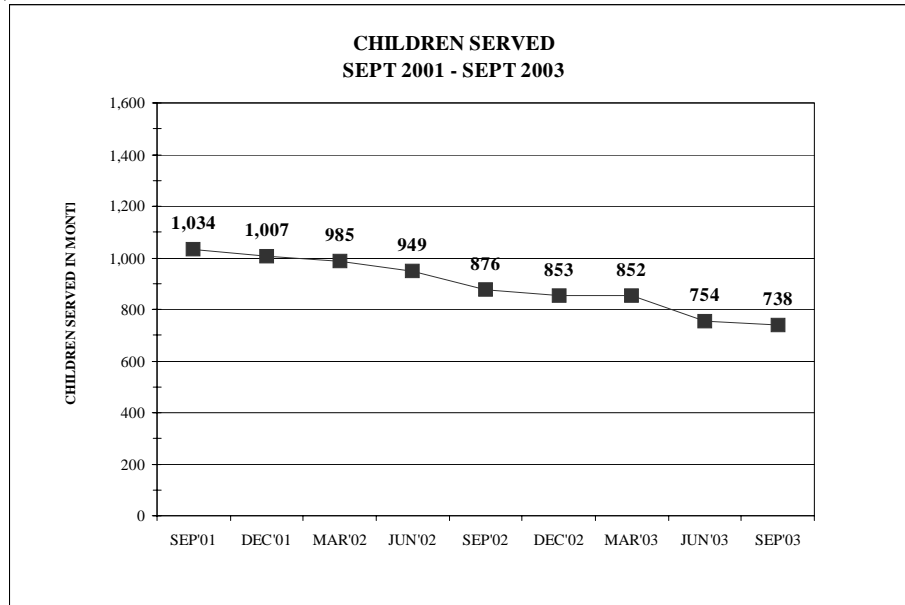
Persons by Language

English	639
Vietnamese	3
Chinese	1
Filipino	0
Spanish	43
Other Asian	6
Other	4
Total	696



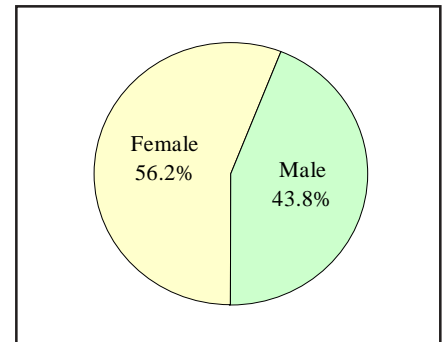
Family Reunification Program

Service Month: September 2003



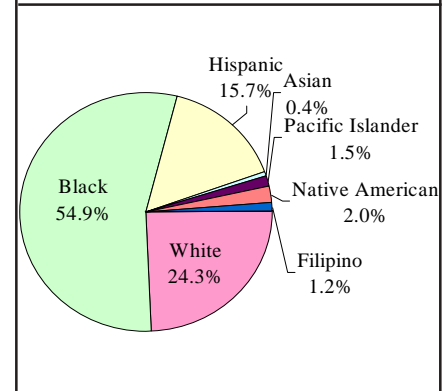
Persons by Gender

Female	415
Male	323
Unknown	0
Total Children	738



Persons by Ethnicity

White	179
Black	405
Hispanic	116
Asian	3
Pacific Islander	11
Native American	15
Filipino	9
Other	0
Total	738



The declining caseload in Family Reunification can be attributed to a number of factors:

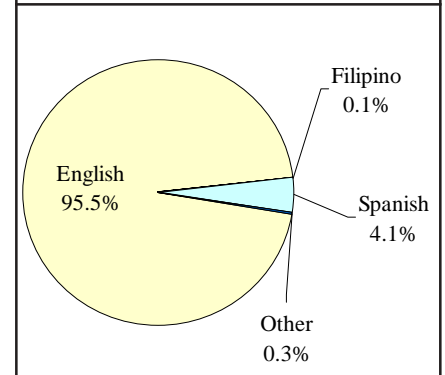
A Children's Assessment Center was opened a year ago allowing more time to assess children and their families. Kids that previously might have been brought into care are able to be released safely back home.

SSA also implemented a prevention program, Another Road to Safety (ARS), which provides early intervention services to at-risk families, also helping kids to remain safely at home and out of the Foster Care system.

Finally, the Structured Decision Making Tool adopted by SSA guides staff in their decisions as to whether it's necessary to remove a child. The tool could guide them to the conclusion that a child they previously would have removed may not need to be removed.

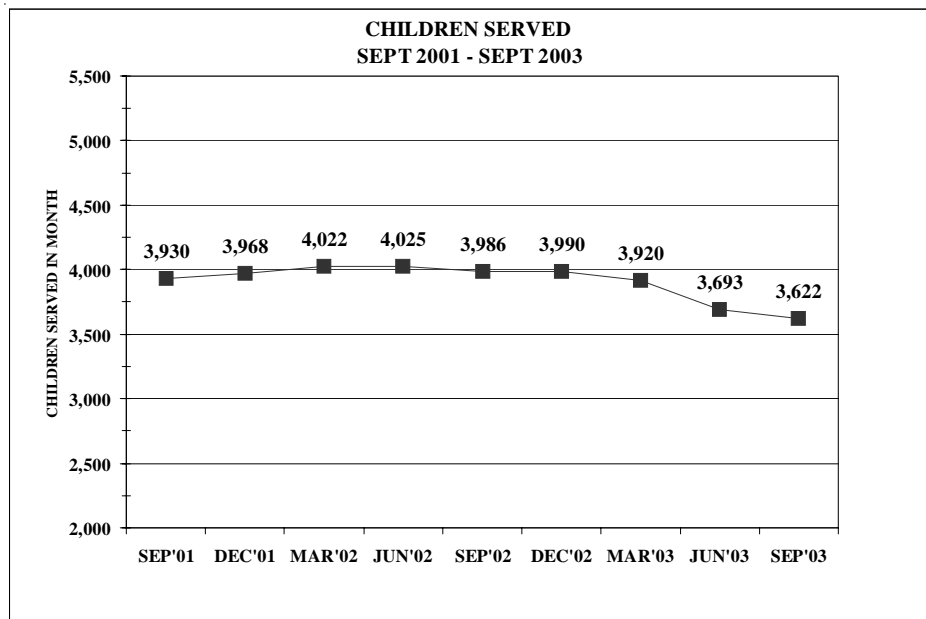
Persons by Language

English	705
Vietnamese	0
Chinese	0
Filipino	1
Spanish	30
Other Asian	0
Other	2
Total	738



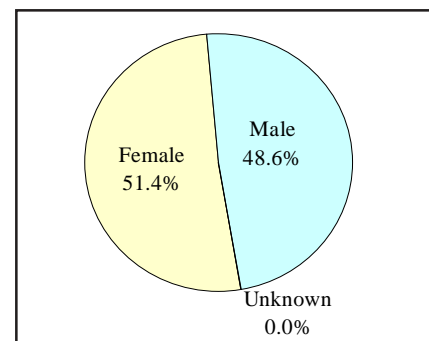
Permanent Placement Program

Service Month: September 2003



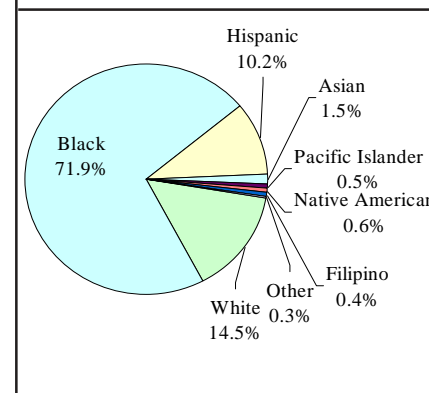
Persons by Gender

Female	1,861
Male	1,760
Unknown	1
Total Children	3,622



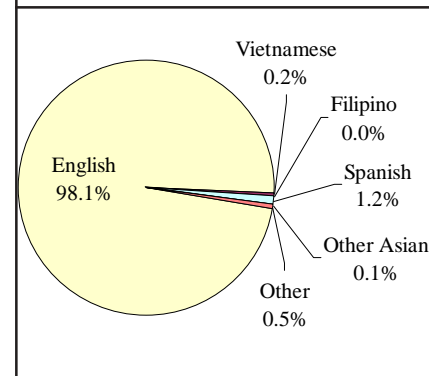
Persons by Ethnicity

White	524
Black	2,606
Hispanic	370
Asian	55
Pacific Islander	19
Native American	20
Filipino	16
Other	12
Total	3,622



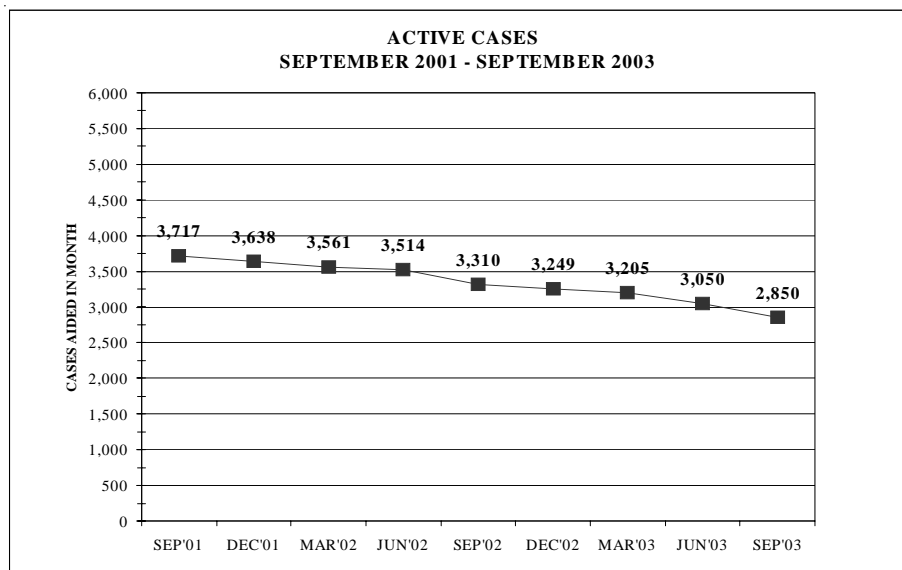
Persons by Language

English	3,551
Vietnamese	7
Chinese	1
Filipino	1
Spanish	42
Other Asian	2
Other	18
Total	3,622



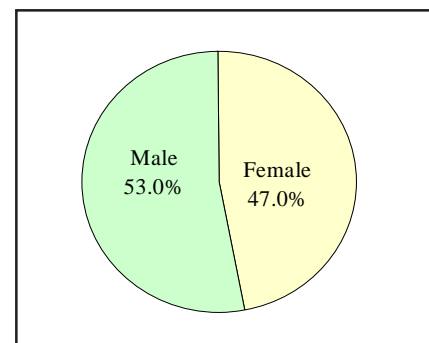
Foster Care Program

Service Month: September 2003



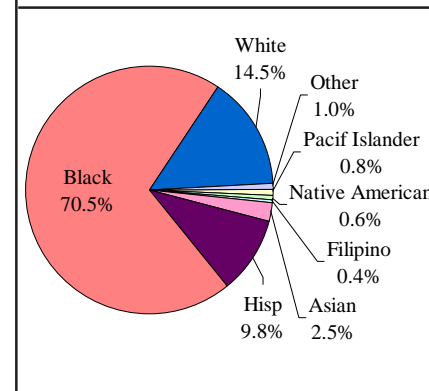
Persons by Gender

Female	1,341
Male	1,509
Unknown	0
Total Children	2,850



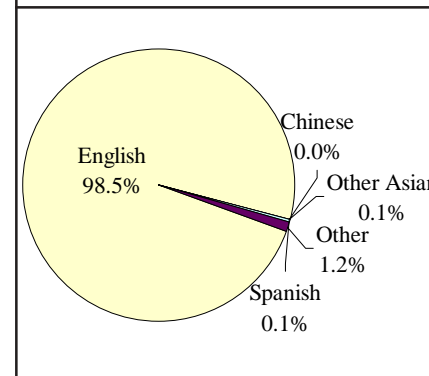
Persons by Ethnicity

Pacif Islander	22
Native American	17
Filipino	11
Asian	71
Hisp	281
Black	2,009
White	412
Other	27
Total	2,850



Persons by Language

English	2,809
Vietnamese	0
Chinese	1
Filipino	0
Spanish	4
Other Asian	2
Other	35
Total	2,850



The declining caseload in Foster Care can be attributed to a number of factors: **A Children's Assessment Center** was opened a year ago allowing more time to assess children and their families. Kids that previously might have been brought into care are able to be released safely back home.

SSA also implemented a prevention program, Another Road to Safety (ARS), which provides early intervention services to at-risk families, also helping kids to remain safely at home and out of the Foster Care system.

Finally, the Structured Decision Making Tool adopted by SSA guides staff in their decisions as to whether it's necessary to remove a child. The tool could guide them to the conclusion that a child they previously would have removed may not need to be removed.

Program Activity

Applications Received	121
Applications Approved	134
Applications Denied	23
Applications pending 45 days or less	N/A
Applications pending over 45 days	N/A
Total Cases Aided	2,850
Cases Discontinued	234
Total \$\$ Paid	\$4,918,679
Average \$\$ Per Case	\$1,725.85

Foster Care Program Service Month: September 2003

Total Cases Aided By City of Residence

CITY	Foster Care		City Population*	
	Count	%	Count	%
Alameda	29	1.0%	72,259	5.0%
Albany	1	0.0%	16,444	1.1%
Berkeley	108	3.8%	102,743	7.1%
Emeryville	7	0.2%	6,882	0.5%
Oakland	726	25.5%	399,484	27.7%
Piedmont	1	0.0%	10,952	0.8%
North County	871	30.6%	608,764	42.2%
Fremont	75	2.6%	203,413	14.1%
Newark	20	0.7%	42,471	2.9%
Union City	44	1.6%	66,869	4.6%
Tri-City	139	4.9%	312,753	21.7%
Castro Valley	47	1.6%	56,382	3.9%
Hayward	145	5.1%	140,030	9.7%
San Leandro	424	14.9%	79,452	5.5%
San Lorenzo	10	0.4%	21,798	1.5%
Central County	626	22.0%	297,662	20.6%
Dublin	3	0.1%	29,973	2.1%
Pleasanton	14	0.5%	63,654	4.4%
Livermore	24	0.8%	73,345	5.1%
Valley	41	1.4%	166,972	11.6%
Other	1,172	41.1%	57,590	4.0%
Total	2,850	99.9%	1,443,741	100.0%

* Source: California Department of Finance Demographic Research Unit, California State Census Data Center, Census 2000 PL94-171, Table Two, Population by Race/Ethnicity, Incorporated Cities by County.

SECTION 4: AGENCY ADMINISTRATION & FINANCE

- **Welfare Fraud Program**
- **Human Resources**
- **Affirmative Action -- *Not available***

Welfare Fraud Program: Overview

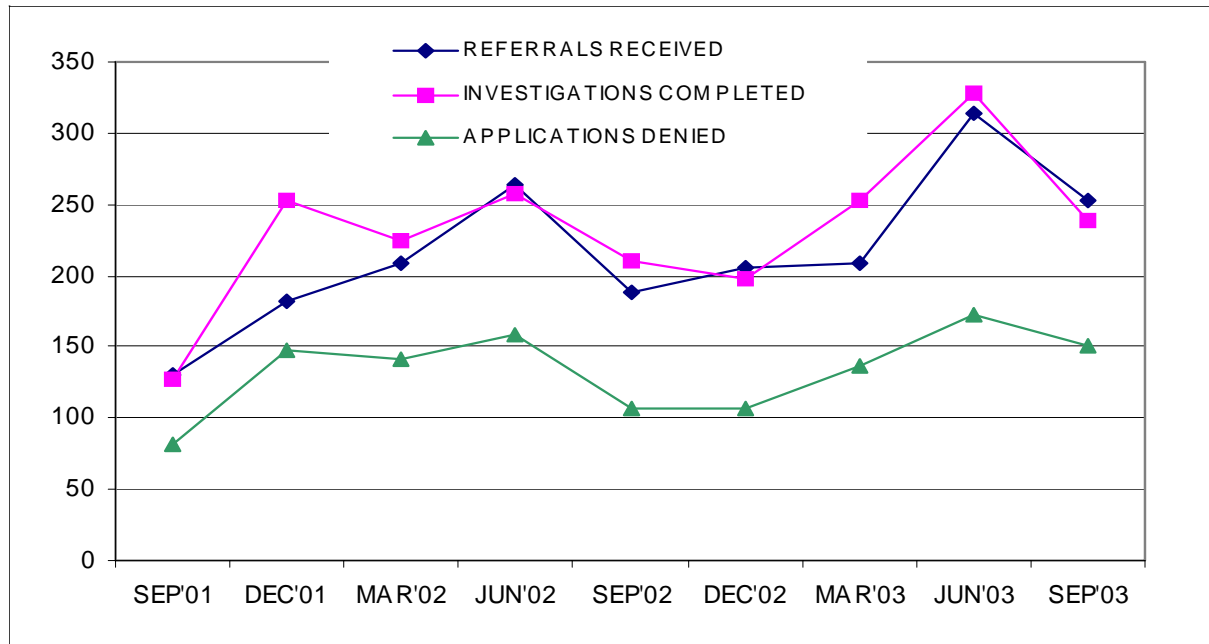
Investigations in the Welfare Fraud Program consist of two components, Welfare Fraud Prevention and Welfare Fraud Detection.

Welfare Fraud Prevention investigations occur during the application process, prior to the issuance of cash assistance and/or Food Stamps.

Welfare Fraud Detection investigations occur after cash assistance and/or Food Stamps have been approved.

Each investigation count represents a single adult. The majority of referred cases involve single parent households. Sanctions and convictions are imposed only on the responsible adult(s).

Welfare Fraud Prevention
CalWORKS/Food Stamps/All Other Programs*
Service Months September 2001 - September 2003

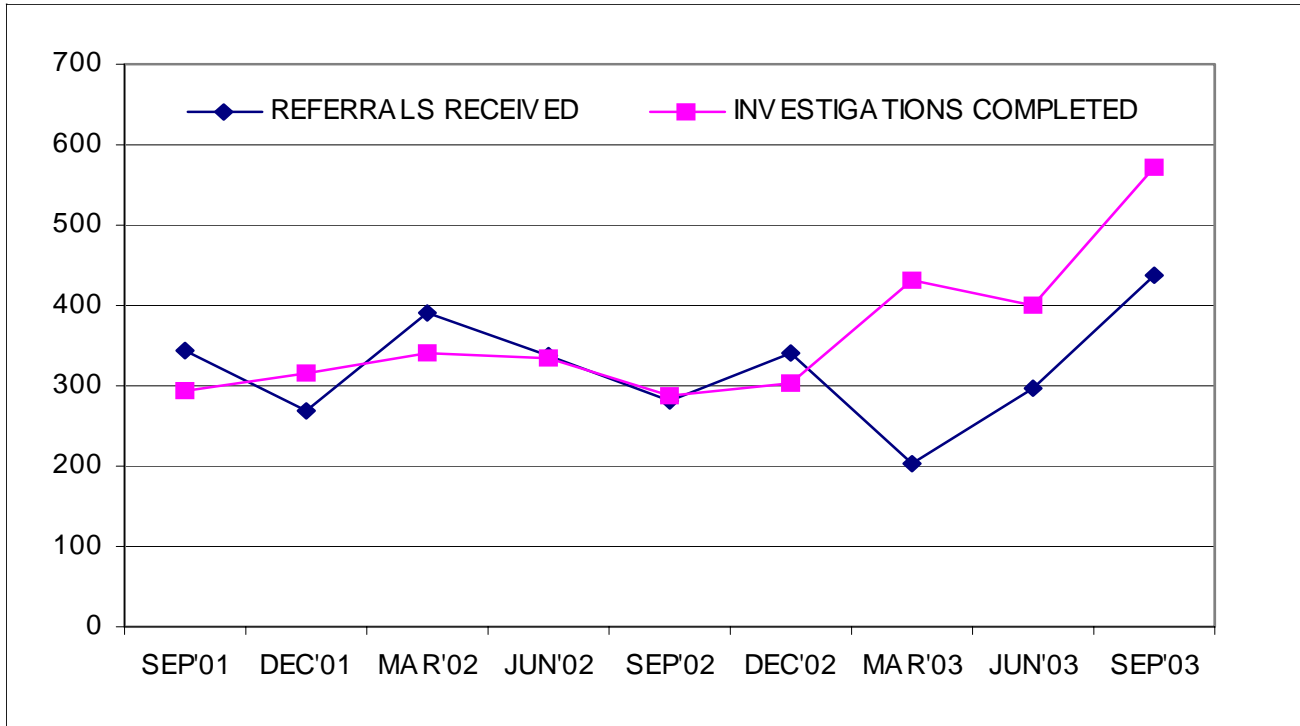


Service Month: September 2003	CalWORKs	NA Food Stamps	Other	Total
Referrals Received	199	34	19	252
Investigations Completed	190	34	14	238
Applications Denied	115	26	9	150

Welfare Fraud Prevention statistics track investigations by Early Fraud Detection Investigators (FRED). These Investigations occur prior to the applicants' receipt of public assistance.

* All other programs include: General Assistance, In-Home Supportive Services, and Foster Care.

Welfare Fraud Detection
CalWORKS/Food Stamps/All Other Programs*
Service Months: September 2001 through September 2003

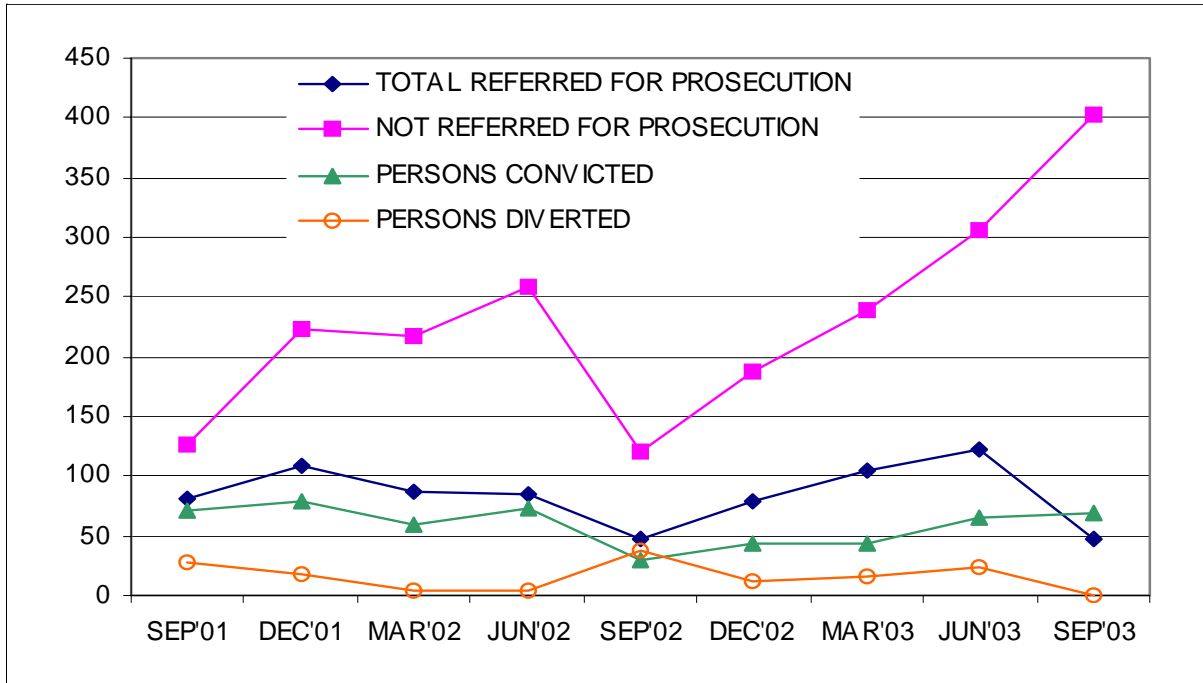


Service Month: September 2003	CalWORKs	NA Food Stamps	Other	Total
Referrals Received	120	146	173	439
Investigations Completed	364	61	147	572

Welfare Fraud Detection statistics track investigations by the Welfare Fraud Prevention Division (WFPD) investigators and/or the District Attorney Special Investigations Unit (DA/SIU) inspectors. These investigations occur after public assistance has been approved.

* All other programs include: General Assistance, In-Home Supportive Services, and Foster Care.

Welfare Fraud Disposition
CalWORKS/Food Stamps/All Other Programs*
Service Months: September 2001 through September 2003



Referred for Prosecution are those cases where there has been a determination of fraud established by the FRED or WFPD Investigator, or DA/SIU Inspector. These referrals may result in Felony Criminal Convictions or Diversion Court.

Not Referred for Prosecution are those cases where intentional fraud has not been established. These cases may still involve cash overpayments or Food Stamp overissuances that are, by regulation, collectible through grant adjustment or civil recovery.

Convictions and Diversions** may result in CalWORKs and Food Stamp penalties for Intentional Program Violations (IPVs). These penalties range from 6 months to permanent disqualification. Penalties are imposed only on the responsible adults.

Service Month: September 2003	CalWORKs	NA Food Stamps	Other	Total
Referred for Prosecution	22	0	25	47
Not Referred for Prosecution	296	41	66	403
Persons Convicted	46	7	17	70
Persons Diverted	0	0	0	0
Collections	\$79,564	\$57,780	\$41,119	\$178,463
Grant Adjustments	\$52,250	\$20,373	\$0	\$72,623

* All other programs include: General Assistance, In-Home Supportive Services, and Foster Care.

** Diversion cases must meet the following criteria: 1) the combined loss of cash and food stamps is \$5,000 or less; 2) losses are due to unreported earnings, not the use of false social security numbers, false identities, eligible children residing out of the home, or "absent" parents in the home; 3) there is no prior criminal history or welfare fraud charges. A successful participant may ultimately have their charges dismissed. These cases may still involve cash overpayments or food stamp overissuances that are, by regulation, collectible through grant adjustments or civil recovery.

Human Resources
Service Months: July - September 2003

Employment Changes By Department

Department	New Hires	Promotions	Demotions	Separations
Workforce and Benefits Administration	0	0	0	19
Children & Family Services	7	1	0	7
Admin & Finance	0	0	0	6
Adult & Aging Services	0	1	0	9
Total	7	2	0	41

Human Resources Service Months: July - September 2003

New Hires By Job Category

Department	Officials	Professionals	Technicians	Protective Services	Para-Professionals	Office/Clerical	Service/Maintenance	Other	Total
Workforce and Benefits Administration	0	0	0	0	0	0	0	0	0
Children & Family Services	0	7	0	0	0	0	0	0	7
Admin & Finance	0	0	0	0	0	0	0	0	0
Adult & Aging Services	0	0	0	0	0	0	0	0	0
Total	0	7	0	0	0	0	0	0	7

Promotions By Job Category

Department	Officials	Professionals	Technicians	Protective Services	Para-Professionals	Office/Clerical	Service/Maintenance	Other	Total
Workforce and Benefits Administration	0	0	0	0	0	0	0	0	0
Children & Family Services	0	1	0	0	0	0	0	0	1
Admin & Finance	0	0	0	0	0	0	0	0	0
Adult & Aging Services	0	1	0	0	0	0	0	0	1
Total	0	2	0	0	0	0	0	0	2

EXAMPLES OF CLASSIFICATIONS WITHIN EACH JOB CATEGORY

Officials: Agency Director, SSA; Assistant Agency Director; Deputy Director; Executive Assistant, SSA; Division Director; Welfare Fraud Prevention Director; Administrative/ Financial Manager; Director, OHRDA; HR Director; IS Director; CASA Director.

Professionals: SS Program Manager, Asst. PIC Director, Asst. Director, Aging: Social Worker I/II/III/Supervisor, Prog. Systems Coordinator, Child Welfare Worker II/Supv., Management Analyst, Program Specialist, Program/Financial Specialist, Information Systems Specialist, Information Systems Analyst, Appeals Officer/Supervisor, Senior Accountant, Senior Nutritionist, Clinical Nurse II, Trust Manager, Departmental Personnel Officer I

Technicians: Vocational Services Specialist, Eligibility Technician I/II/III/Supervisor, Quality Assurance Technician, Employment Counselor/Supervisor, Estate Manager/Investigator

Protective Service: Child Care Worker II/Supervisor, Night Group Supervisor, Welfare Fraud Investigator/Supervisor

Paraprofessionals: Administrative Assistant, Job Developer, PIC; Licensing Evaluator/Supervisor

Office/Clerical: Clerk II, Specialist Clerk, Data Input Clerk, Elig Support Clerk, Supervising Clerk I/II/III, Supervising Secretary II, Secretary I/II/Admin, Account Clerk I/II, Payroll Records Clerk, Accounting Specialist, Accounting Technician, Messenger, Service Support Specialist, Lead Clerk, Transcriptionist

Service/Maintenance: Supply Clerk I/II

Human Resources Service Months: July - September 2003

Demotions By Job Category

Department	Officials	Professionals	Technicians	Protective Services	Para-Professionals	Office/Clerical	Service/Maintenance	Other	Total
Workforce and Benefits Administration	0	0	0	0	0	0	0	0	0
Children & Family Services	0	0	0	0	0	0	0	0	0
Admin & Finance	0	0	0	0	0	0	0	0	0
Adult & Aging Services	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

Separations By Job Category

Department	Officials	Professionals	Technicians	Protective Services	Para-Professionals	Office/Clerical	Service/Maintenance	Other	Total
Workforce and Benefits Administration	0	2	16	0	0	1	0	0	19
Children & Family Services	0	4	2	0	0	2	0	0	8
Admin & Finance	0	0	5	0	0	0	0	0	5
Adult & Aging Services	0	8	1	0	0	0	0	0	9
Total	0	14	24	0	0	3	0	0	41

EXAMPLES OF CLASSIFICATIONS WITHIN EACH JOB CATEGORY

Officials: Agency Director, SSA; Assistant Agency Director; Deputy Director; Executive Assistant, SSA; Division Director; Welfare Fraud Prevention Director; Administrative/ Financial Manager; Director, OHRDA; HR Director; IS Director; CASA Director.

Professionals: SS Program Manager, Asst. PIC Director, Asst. Director, Aging: Social Worker I/II/III/Supervisor, Prog. Systems Coordinator, Child Welfare Worker II/Supv., Management Analyst, Program Specialist, Program/Financial Specialist, Information Systems Specialist, Information Systems Analyst, Appeals Officer/Supervisor, Senior Accountant, Senior Nutritionist, Clinical Nurse II, Trust Manager, Departmental Personnel Officer I

Technicians: Vocational Services Specialist, Eligibility Technician I/II/III/Supervisor, Quality Assurance Technician, Employment Counselor/Supervisor, Estate Manager/Investigator

Protective Service: Child Care Worker II/Supervisor, Night Group Supervisor, Welfare Fraud Investigator/Supervisor

Paraprofessionals: Administrative Assistant, Job Developer, PIC; Licensing Evaluator/Supervisor

Office/Clerical: Clerk II, Specialist Clerk, Data Input Clerk, Elig Support Clerk, Supervising Clerk I/II/III, Supervising Secretary II, Secretary I/II/Admin, Account Clerk I/II, Payroll Records Clerk, Accounting Specialist, Accounting Technician, Messenger, Service Support Specialist, Lead Clerk, Transcriptionist

Service/Maintenance: Supply Clerk I/II

