

**SOCIAL SERVICES AGENCY
ALAMEDA COUNTY**



QUARTERLY REPORT
September 2002

PROGRAM DATA AND TRENDS

Chet P. Hewitt, Agency Director

Table of Contents

Section 1:

Workforce and Human Services and MediCal Benefits Administration	1
Benefit Programs -Activity Summary	2
Count and Percentage of Cases by City.....	3
CalWORKs Cash Assistance	4
CalWORKs Employment Services	5
CalWORKs Employment Services Profile	6
Cal-Learn Program Profile.....	7
Cal-Learn Program by City.....	8
Medi-Cal Only	9
Food Stamps Assistance	10
General Assistance.....	11
GA/Food Stamps Employment Services Profile.....	12
GA/Food Stamps Employment Services by City.....	13
Refugee Cash Program Profile.....	14
Refugee Employment and Targeted Assistance Programs	15
Workforce Investment Board (WIB) Graphs.....	16
Workforce Investment Board (WIB) - Participant Activity	17
Workforce Investment Board (WIB) - Profile of New Participants	18
Community Partnership Contracts	19-23

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 271-9163.

Table of Contents (continued)

Section 2:

Adult and Aging Services	24
Graphs	25
In Home Supportive Services	
Adult Protective Services	
Public Guardian - Probate	
Public Guardian - Conservatorship	
Program Activity (IHSS, APS, PG, LPS)	26
Count and Percentage of Cases by City	27
Count and Percentage of Cases by Gender and Ethnicity	28
Count and Percentage of Cases by Primary Language and IHSS Client Characteristics	29

Section 3:

Children and Family Services	30
Emergency Response-Referrals and Outcomes	31
Emergency Response Program Profile	32
Family Maintenance Program Profile	33
Family Reunification Program Profile	34
Permanent Placement Program Profile	35
Foster Care Program Activity and Profile	36
Count and Percentage of Foster Care Cases by City	37

Table of Contents (continued)

Section 4:

Agency Administration and Finance	38
Welfare Fraud Program	
Overview.....	39
Prevention.....	40
Detection.....	41
Disposition.....	42
Human Resources	
Employment Changes - Agency Summary.....	43
Employment Changes - New Hires, Promotions.....	44
Employment Changes - Demotions, Separations.....	45
Affirmative Action	
Affirmative Action - Staff Profile and Distribution by Job Category.....	46
Affirmative Action - Positions Needed For EEO Parity.....	47

**SECTION 1:
WORKFORCE AND HUMAN SERVICES
and
MEDI-CAL AND BENEFITS ADMINISTRATION**

Department of Workforce and Human Services
Benefit Programs Activity Summary
Service Month: September 2002

Benefit Program Activity	CALWORKS	MEDI-CAL ONLY	FOOD STAMPS	GENERAL ASSISTANCE	REFUGEE CASH ASSISTANCE
Applications Received	1,098	4,754	2,886	900	0
Applications Approved	498	3,421	1,617	300	0
Applications Denied	505	1,152	1,060	593	0
Applications Pending	774	4,093	23	658	15
Number Pending Within Required Time Frame*	694	2,424	13	548	13
Number Pending Beyond Required Time Frame	80	1,669	10	110	2
% Pending Within Required Time Frame	89.7%	59.2%	56.5%	83.3%	86.7%
% Pending Beyond Required Time Frame	10.3%	40.8%	43.5%	16.7%	13.3%
Total Cases Aided	16,288	60,827	20,815	3,340	55
Discontinued	1,415	3,573	3,193	661	N/A
Total \$'s Paid	\$7,682,913.63		\$3,913,208	\$804,725	\$10,019
Average \$'s Per Case	\$472		\$188	\$241	\$182

*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 as part of the CalWORKs application process and are therefore not tracked and reported on separately.

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

Readers may note that while the number of GA clients is greater than in previous months, the total dollars paid are less. The changes are being investigated.

Department of Workforce and Human Services
Service Month: September 2002

Total Cases Aided By City of Residence

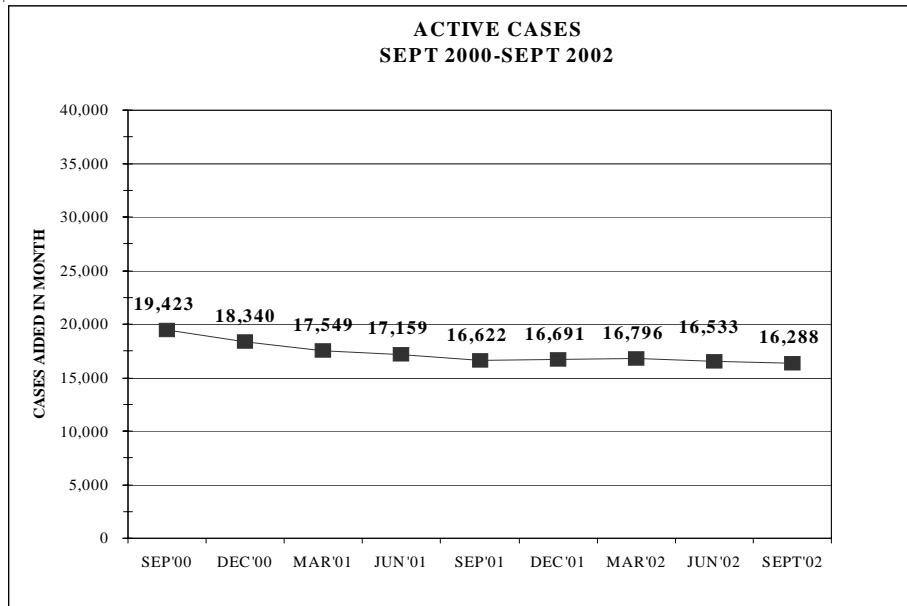
CITY	CALWORKS		MEDI-CAL ONLY		FOOD STAMPS		GENERAL ASSISTANCE		REFUGEE CASH ASSISTANCE		CITY POPULATION*	
	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%
Alameda	643	3.9%	2,253	3.7%	662	3.2%	89	2.7%	5	9.4%	72,259	5.0%
Albany	57	0.4%	356	0.6%	95	0.5%	29	0.9%	0	0.0%	16,444	1.1%
Berkeley	541	3.3%	2,243	3.7%	898	4.3%	145	4.3%	0	0.0%	102,743	7.1%
Emeryville	81	0.5%	309	0.5%	130	0.6%	15	0.5%	0	0.0%	6,882	0.5%
Oakland	8,703	53.4%	26,755	44.0%	11,574	55.6%	2,005	60.0%	14	25.0%	399,484	27.7%
Piedmont	3	0.0%	68	0.1%	11	0.1%	3	0.1%	0	0.0%	10,952	0.8%
North County	10,029	61.6%	31,984	52.6%	13,371	64.2%	2,285	68.4%	19	34.4%	608,764	42.2%
Fremont	925	5.7%	5,902	9.7%	1,015	4.9%	217	6.5%	15	28.1%	203,413	14.1%
Newark	258	1.6%	1,510	2.5%	268	1.3%	42	1.3%	2	3.1%	42,471	2.9%
Union City	592	3.6%	2,863	4.7%	507	2.4%	76	2.3%	0	0.0%	66,869	4.6%
Tri-City	1,775	10.9%	10,276	16.9%	1,790	8.6%	336	10.0%	17	31.3%	312,753	21.7%
Castro Valley	146	0.9%	1,051	1.7%	254	1.2%	37	1.1%	0	0.0%	56,382	3.9%
Hayward	1,841	11.3%	8,698	14.3%	2,325	11.2%	345	10.3%	12	21.9%	140,030	9.7%
San Leandro	824	5.1%	4,227	6.9%	1,166	5.6%	161	4.8%	5	9.4%	79,452	5.5%
San Lorenzo	158	1.0%	814	1.3%	187	0.9%	25	0.8%	0	0.0%	21,798	1.5%
Central County	2,822	17.3%	13,738	22.6%	3,678	17.7%	531	15.9%	17	31.3%	297,662	16.7%
Dublin	61	0.4%	349	0.6%	46	0.2%	5	0.1%	0	0.0%	29,973	2.1%
Pleasanton	78	0.5%	730	1.2%	95	0.5%	13	0.4%	0	0.0%	63,654	4.4%
Livermore	309	1.9%	1,553	2.6%	278	1.3%	22	0.7%	0	0.0%	73,345	5.1%
Valley	447	2.7%	2,632	4.3%	419	2.0%	40	1.2%	0	0.0%	166,972	11.6%
Homeless	985	6.0%	532	0.9%	1,289	6.2%	110	3.3%	2	3.1%		
Other	29	0.2%	614	1.0%	14	0.1%	1	0.0%	0	0.0%	57,590	4.0%
Total	16,288	100%	60,827	100%	20,815	100%	3,340	100%	55	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 2002



The CalWORKs caseload continues to decline. In the last year, the CalWORKs caseload has fluctuated by a few hundred cases from quarter to quarter. No more do we see the dramatic change of 2 and more years ago. However, the number of cases at the end of September 2002 is lower than in September 2000.

Case Profile

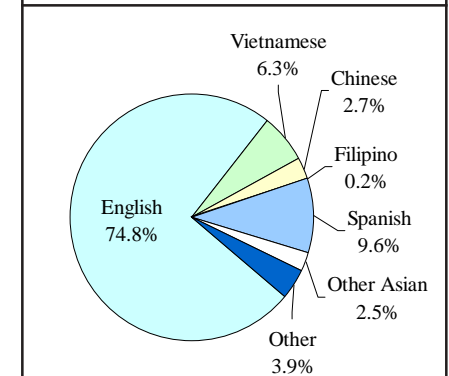
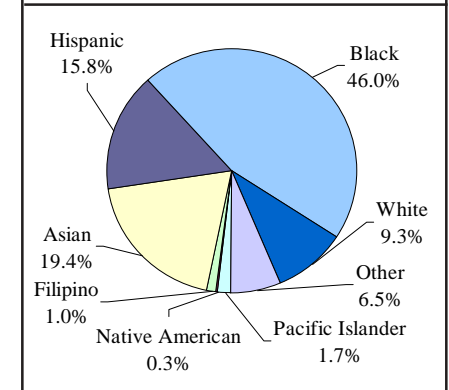
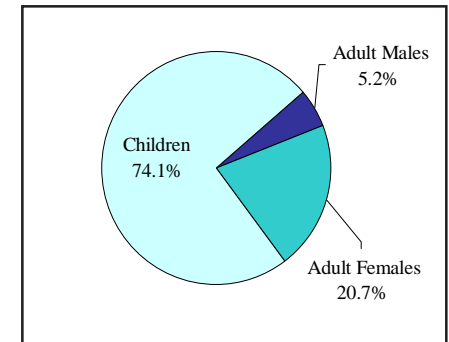
Adult Males	2,161
Adult Females	8,687
Total Adults	10,848
Children	31,082
Total Persons	41,929
Total Unborn	260
Total Cases With Youngest Child Age 17 & Older	406
Avg Age - Adult Male	43
Avg Age - Adult Female	34
Avg Age - Child	9
Avg Time On Aid (Years)	5

Persons by Ethnicity

Pacific Islander	702
Native American	132
Filipino	431
Asian	8,140
Hispanic	6,610
Black	19,288
White	3,919
Other	2,707
Total Persons	41,929

Cases by Language

English	12,177
Vietnamese	1,023
Chinese	443
Filipino	28
Spanish	1,571
Other Asian	413
Other	633
Total Cases	16,288



CalWORKs Employment Services Program

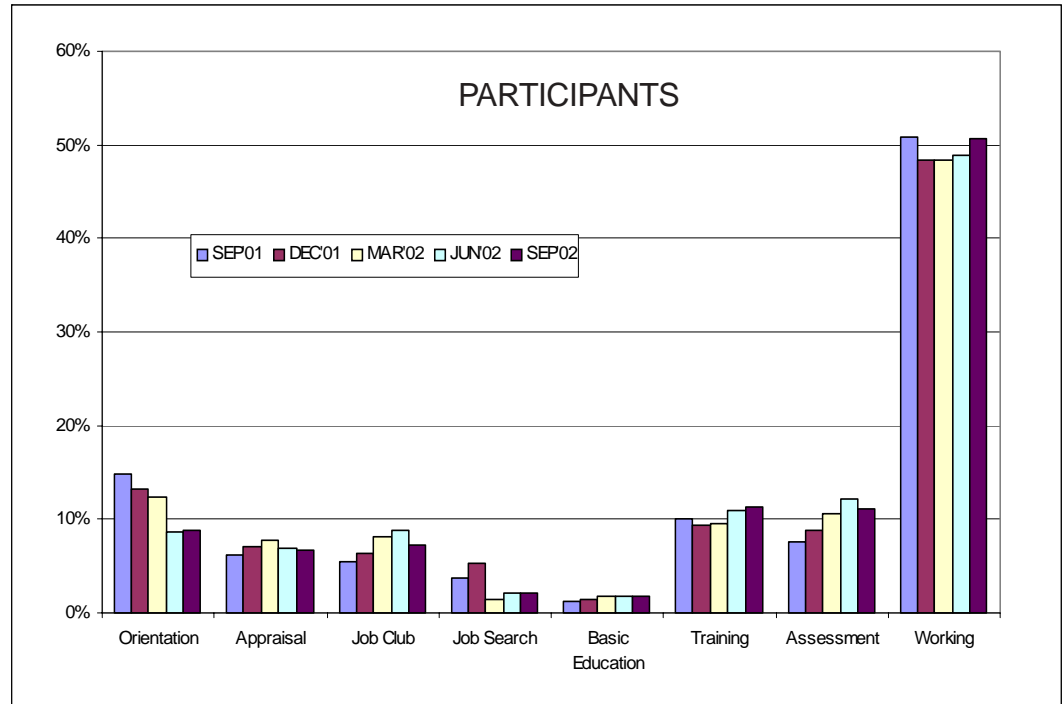
Service Month: September 2002

Overview of Employment Services Activities and Participation

ADULTS WITH EMPLOYMENT SERVICE REQUIRED

PARTICIPATING

Activities	Persons	Percent
Orientation	620	9%
Appraisal	473	7%
Job Club	507	7%
Job Search	152	2%
Basic Education	124	2%
Training	787	11%
Assessment	779	11%
Working	3,540	51%
Total:	6,982	100%



NOT PARTICIPATING

Program Status	Persons	Percent
Non-Compliant (active WTW)	870	39%
Sanctioned (not active WTW)	1,355	61%
Total:	2,225	100%

NO EMPLOYMENT SERVICES REQUIRED

Exempt Status	Persons	Percent
Exempt with Disability Based Income	48	1%
Exempt without Disability Based Income	2,013	38%
Child Only Cases	3,064	58%
Cal-Learn Teen Parents	169	3%
Total:	5,294	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 2002

Distribution by City

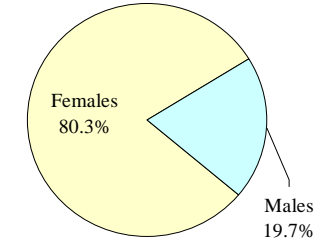
City	CalWORKs Employment Services		City Population**	
	Count	%	Count	%
A lameda	319	4.6%	72,259	5.0%
A lbany	32	0.5%	16,444	1.1%
Berkeley	226	3.2%	102,743	7.1%
Emeryville	37	0.5%	6,882	0.5%
Oakland	3987	57.1%	399,484	27.7%
Piedmont	1	0.0%	10,952	0.8%
North County	4602	65.9%	608,764	42.2%
Fremont	471	6.7%	203,413	14.1%
Newark	90	1.3%	42,471	2.9%
Union City	292	4.2%	66,869	4.6%
Tri-City	853	12.2%	312,753	21.7%
Castro Valley	60	0.9%	56,382	3.9%
Hayward	781	11.2%	140,030	9.7%
San Leandro	384	5.5%	79,452	5.5%
San Lorenzo	70	1.0%	21,798	1.5%
Central County	1295	18.5%	297,662	20.6%
Dublin	28	0.4%	29,973	2.1%
Pleasanton	31	0.4%	63,654	4.4%
Livermore	135	1.9%	73,345	5.1%
Valley	194	2.8%	166,972	11.6%
Other/missing	37	0.5%	57,590	4.0%
Total	6,982	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 page 5.

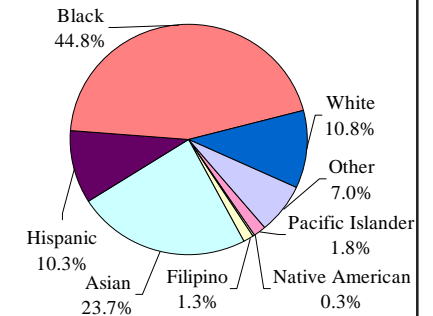
Persons by Gender

Females	5,606
Males	1,376
Total	6,982



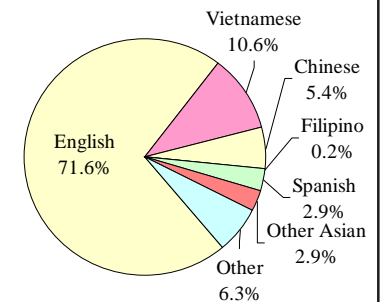
Persons by Ethnicity

Pacific Islander	124
Native American	19
Filipino	90
Asian	1,653
Hispanic	722
Black	3,130
White	756
Other	488
Total	6,982



Persons by Language

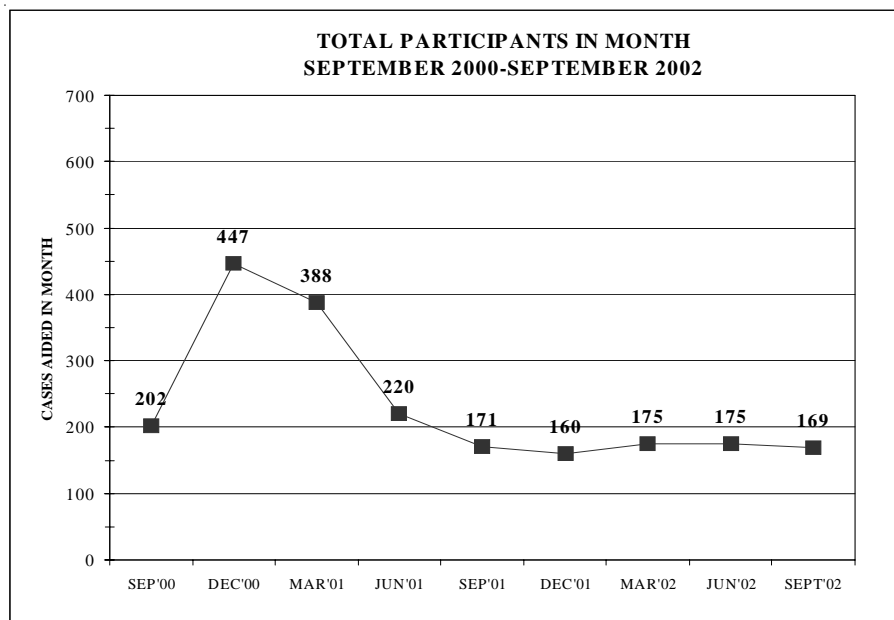
English	161
Vietnamese	0
Chinese	0
Filipino	0
Spanish	7
Other Asian	0
Other	1
Total	169



Cal-Learn Program

Caseload Trend & Profile

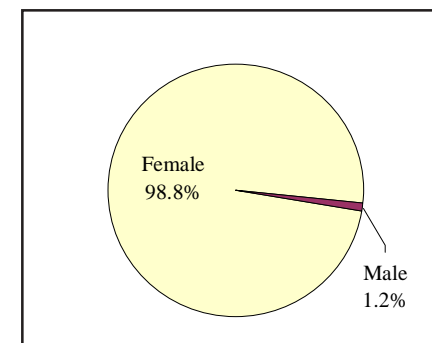
Service Month: September 2002



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.

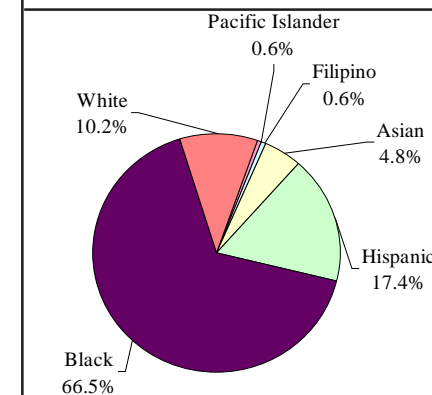
Persons by Gender

Female	167
Male	2
Total	169



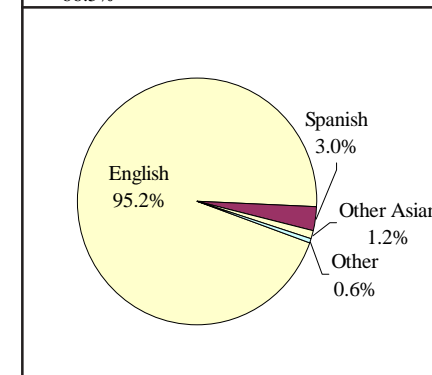
Persons by Ethnicity

Pacific Islander	1
Filipino	1
Asian	8
Hispanic	29
Black	112
White	17
Other	0
Total	169



Persons by Language

English	161
Vietnamese	0
Chinese	0
Filipino	0
Spanish	7
Other Asian	0
Other	1
Total	169



Cal-Learn Program
Service Month: September 2002

Distribution By City

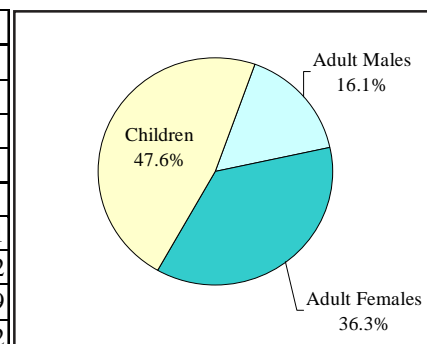
City	Cal-Learn		City Population*	
	Count	%	Count	%
A l a m e d a	5	3.0%	72,259	5.0%
A l b a n y	0	0.0%	16,444	1.1%
B e r k e l e y	4	2.4%	102,743	7.1%
E m e r y v i l l e	2	1.2%	6,882	0.5%
O a k l a n d	115	68.3%	399,484	27.7%
P i e d m o n t	0	0.0%	10,952	0.8%
N o r t h C o u n t y	126	74.9%	608,764	42.2%
F r e m o n t	5	3.0%	203,413	14.1%
N e w a r k	1	0.6%	42,471	2.9%
U n i o n C i t y	4	2.4%	66,869	4.6%
T r i - C i t y	10	6.0%	312,753	21.7%
C a s t r o V a l l e y	2	1.2%	56,382	3.9%
H a y w a r d	15	9.0%	140,030	9.7%
S a n L e a n d r o	11	6.6%	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	28	16.8%	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	3	1.8%	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	3	1.8%	166,972	11.6%
O t h e r	1	0.6%	57,590	4.0%
T o t a l	169	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 2002

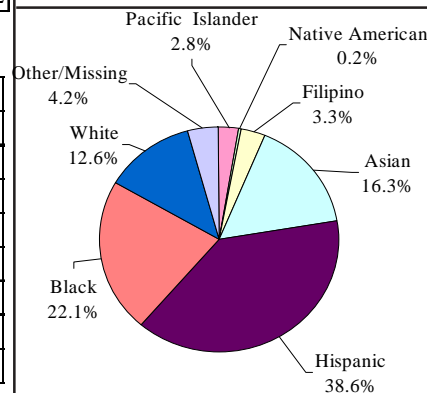
Case Profile

Adult Males	14,518
Adult Females	32,691
Total Adults	47,209
Children	42,897
Total Persons	90,106
Total Unborn	2,881
Avg Age - Adult Male	51
Avg Age - Adult Female	42
Avg Age - Child	9
Avg Time On Aid (Years)	2



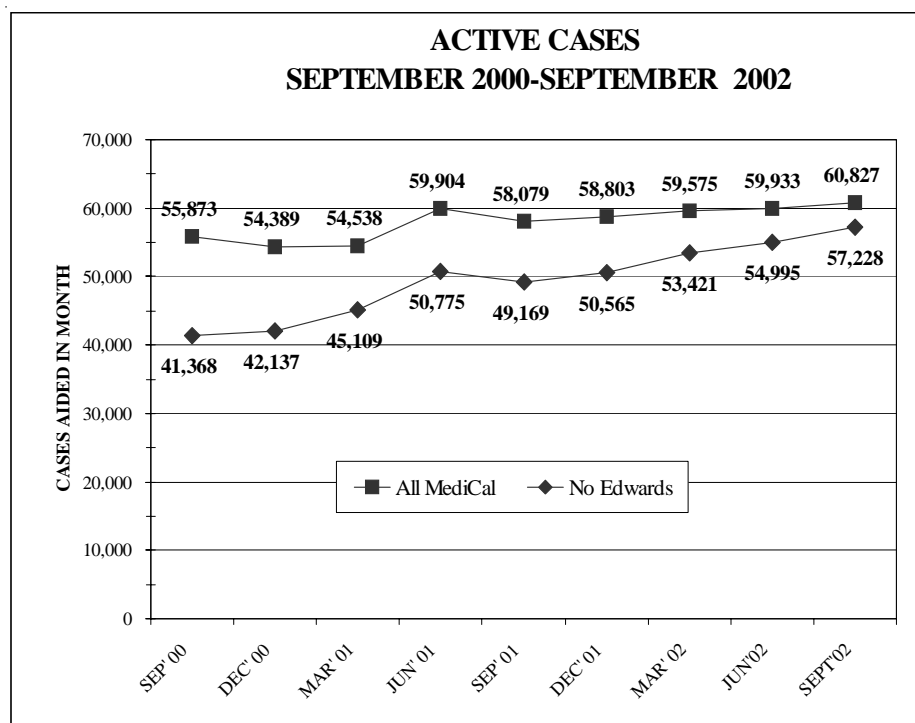
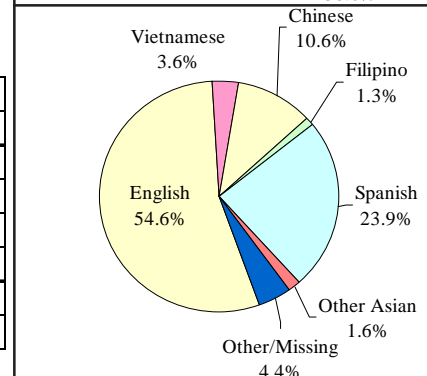
Persons by Ethnicity

Pacific Islander	2,485
Native American	190
Filipino	2,979
Asian	14,708
Hispanic	34,781
Black	19,877
White	11,339
Other/Missing	3,747
Total Persons	90,106



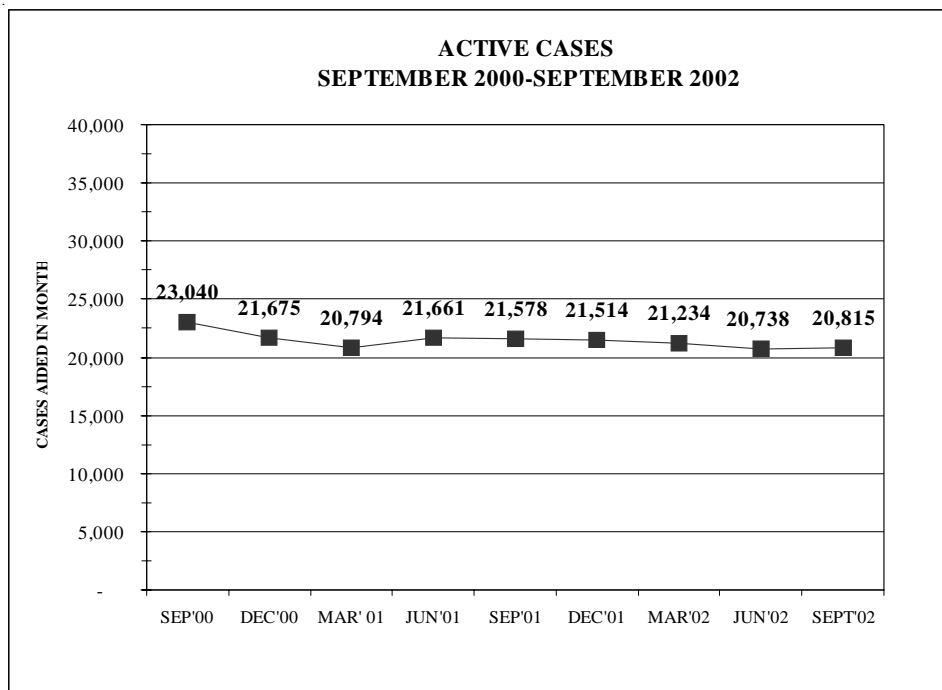
Cases by Language

English	33,242
Vietnamese	2,169
Chinese	6,431
Filipino	818
Spanish	14,528
Other Asian	959
Other/Missing	2,680
Total Cases	60,827



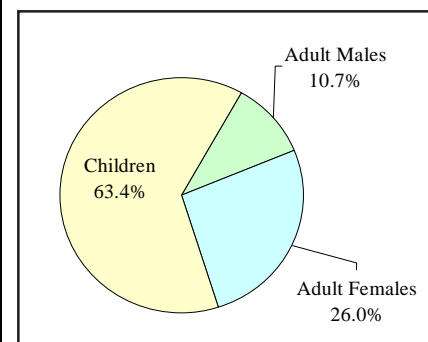
The upper line in the graph combines Medi-Cal only and continuing Medi-Cal "Edwards v. Kizer" cases. These latter cases are automatically opened when the CalWORKs case is discontinued. This practice allows families to receive uninterrupted medical services until a redetermination of their Medi-Cal eligibility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

Food Stamps Assistance Caseload Trend & Profile Service Month: September 2002



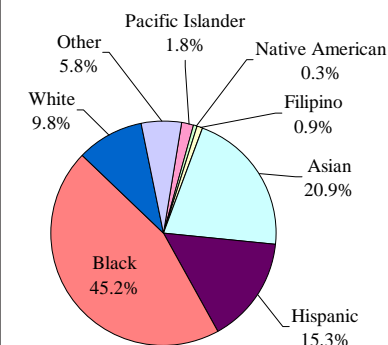
Case Profile

Adult Males	5,545
Adult Females	13,499
Total Adults	19,044
Children	32,966
Total Persons	52,010
Total Unborn	247
Avg Age - Adult Male	44
Avg Age - Adult Female	37
Avg Age - Child	9
Avg Time On Aid (Years)	4



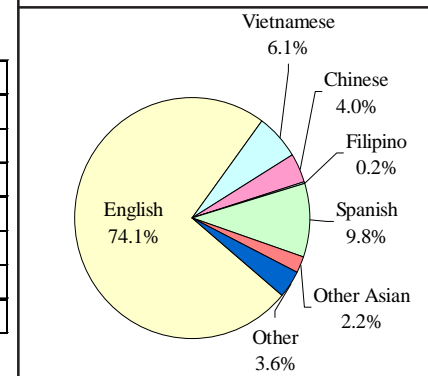
Persons by Ethnicity

Pacific Islander	916
Native American	168
Filipino	535
Asian	10,426
Hispanic	8,482
Black	23,352
White	5,090
Other	3,039
Total Persons	52,010



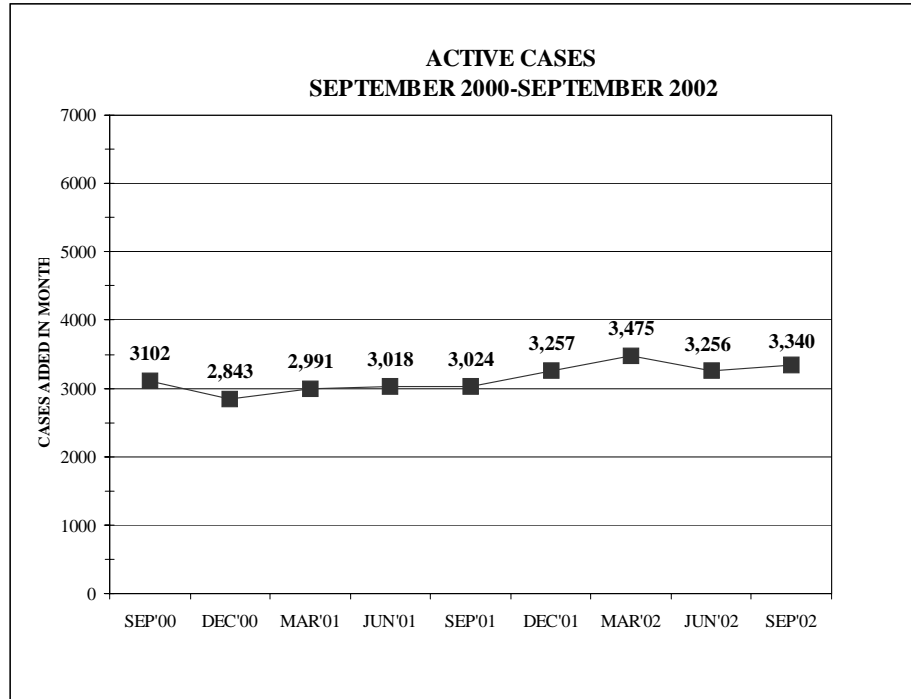
Cases by Language

English	15,414
Vietnamese	1,274
Chinese	842
Filipino	49
Spanish	2,038
Other Asian	448
Other	749
Total Cases	20,815



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.

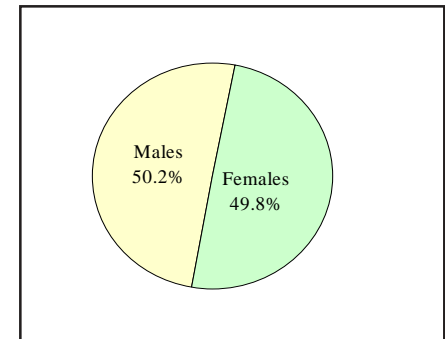
General Assistance Caseload Trend & Profile Service Month: September 2002



Grant reductions, intensified eligibility verification efforts, tighter enforcement of income reporting requirements, and the implementation of the Community Housing & Shelter Support (CHASS) Program have impacted GA caseload levels.

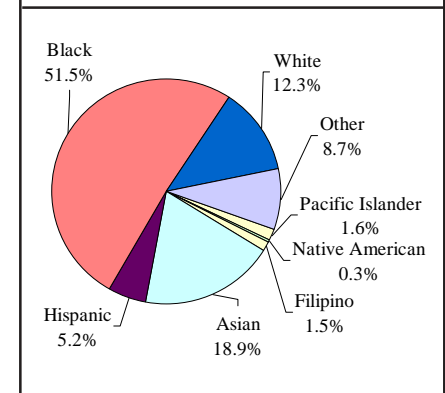
Case Profile

Males	1,667
Females	1,657
Total Persons	3,325
Total Unborn	0
Avg Age - Male	46
Avg Age - Female	51
Avg Time On Aid (Years)	1.7



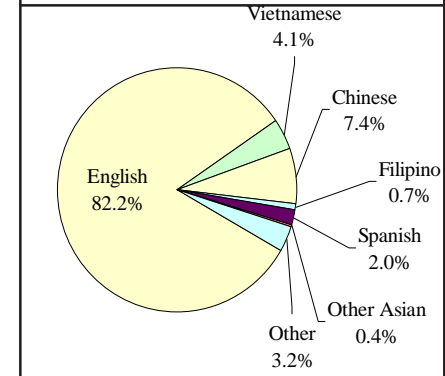
Persons by Ethnicity

Pacific Islander	52
Native American	9
Filipino	51
Asian	627
Hispanic	173
Black	1,712
White	410
Other	289
Total Persons	3,325



Cases by Language

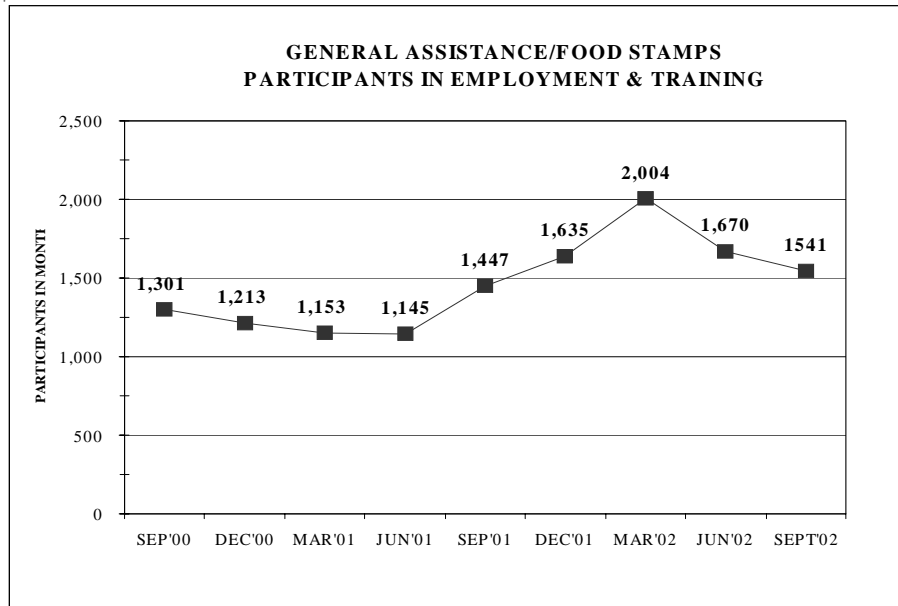
English	2,745
Vietnamese	136
Chinese	247
Filipino	23
Spanish	67
Other Asian	14
Other	108
Total Cases	3,340



General Assistance/Food Stamps Employment Services Program

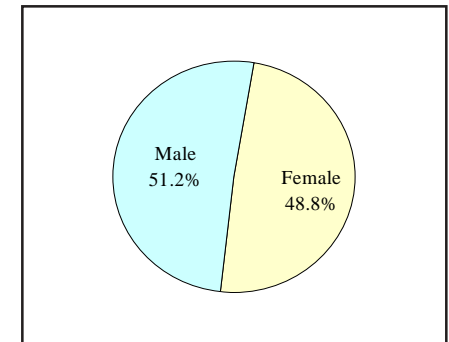
Caseload Trend & Profile

Service Month: September 2002



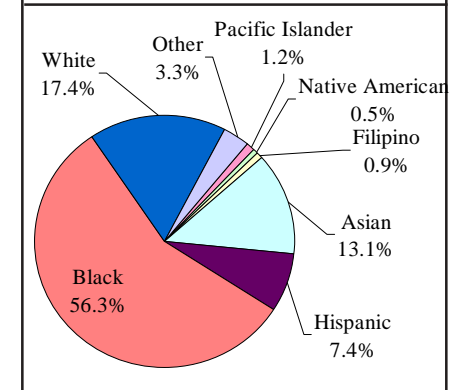
Persons by Gender

Female	785
Male	756
Total	1,541



Persons by Ethnicity

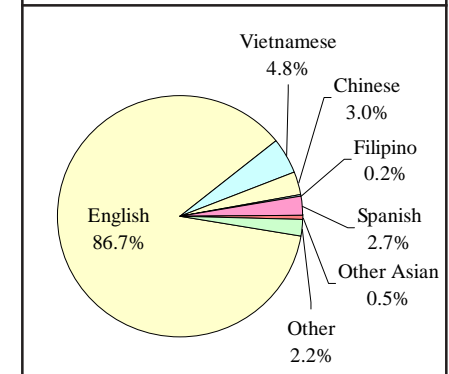
Pacific Islander	24
Native American	10
Filipino	13
Asian	202
Hispanic	134
Black	850
White	262
Other	45
Total	1,541



Count Of Participants	Total
Participants At End Of Month	1,541
Participants During Month	1,843
Job Search/Job Club/Grp Pending	764
Total Negative Actions	195
Applicants Denied For Non-Cooperation	106
Sanctioned/Discontinued For Non-Cooperation	89
Discontinued, No Sanction	50
Total Participant Job Placements	31

Persons by Language

English	1,326
Vietnamese	76
Chinese	51
Filipino	1
Spanish	54
Other Asian	6
Other	27
Total	1,541



General Assistance/Food Stamps Employment Services Program
Caseload Trend & Profile
Service Month: September 2002

Distribution By City

CITY	GA/FS*		City Population**	
	Count	%	Count	%
Alameda	52	3.4%	72,259	5.0%
Albany	1	0.0%	16,444	1.1%
Berkeley	70	4.6%	102,743	7.1%
Emeryville	6	0.4%	6,882	0.5%
Oakland	991	64.3%	399,484	27.7%
Piedmont	0	0.0%	10,952	0.8%
North County	1,121	72.7%	608,764	42.2%
Fremont	70	4.6%	203,413	14.1%
Newark	18	1.2%	42,471	2.9%
Union City	13	0.9%	66,869	4.6%
Tri-City	102	6.6%	312,753	21.7%
Castro Valley	20	1.3%	56,382	3.9%
Hayward	165	10.7%	140,030	9.7%
San Leandro	8	0.5%	79,452	5.5%
San Lorenzo	76	4.9%	21,798	1.5%
Central County	269	17.5%	297,662	20.6%
Dublin	2	0.1%	29,973	2.1%
Pleasanton	1	0.0%	63,654	4.4%
Livermore	15	0.9%	73,345	5.1%
Valley	17	1.1%	166,972	11.6%
Other	3	2.1%	57,590	4.0%
Total	1,541	100.0%	1,443,741	100.0%

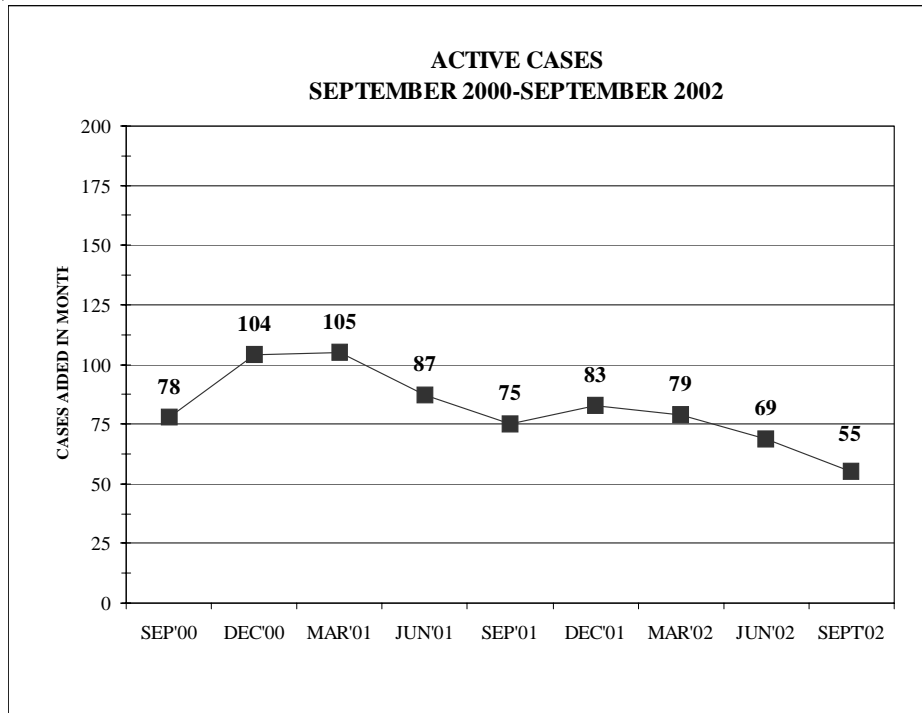
*GA/FS: This is a federally mandated program which requires employable Food Stamp recipients to complete a job club and an eight-week job search. These services are provided to Food Stamp/General Assistance recipients.

** 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

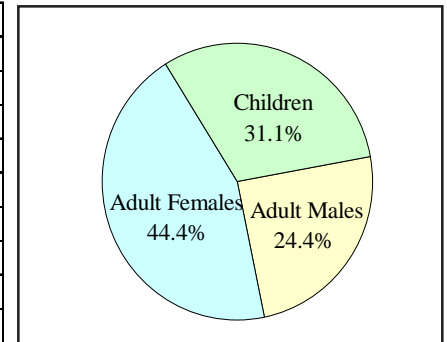
Service Month: September 2002



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.

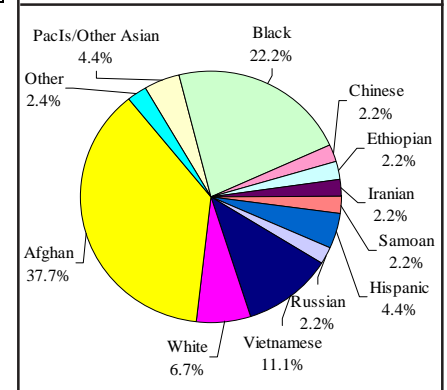
Case Profile

Adult Males	20
Adult Females	37
Total Adults	57
Children	26
Total Persons	83
Total Unborn	0
Avg Age - Adult Male	39
Avg Age - Adult Female	42
Avg Age - Child	10
Avg Time On Aid (Years)	0.4



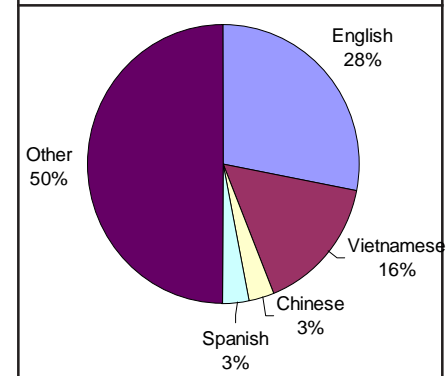
Persons by Ethnicity

PacIs/Other Asian	4
Black	18
Chinese	2
Ethiopian	2
Iranian	2
Samoan	2
Hispanic	4
Russian	2
Vietnamese	9
White	6
Afghan	31
Other	2
Total Persons	83



Cases by Language

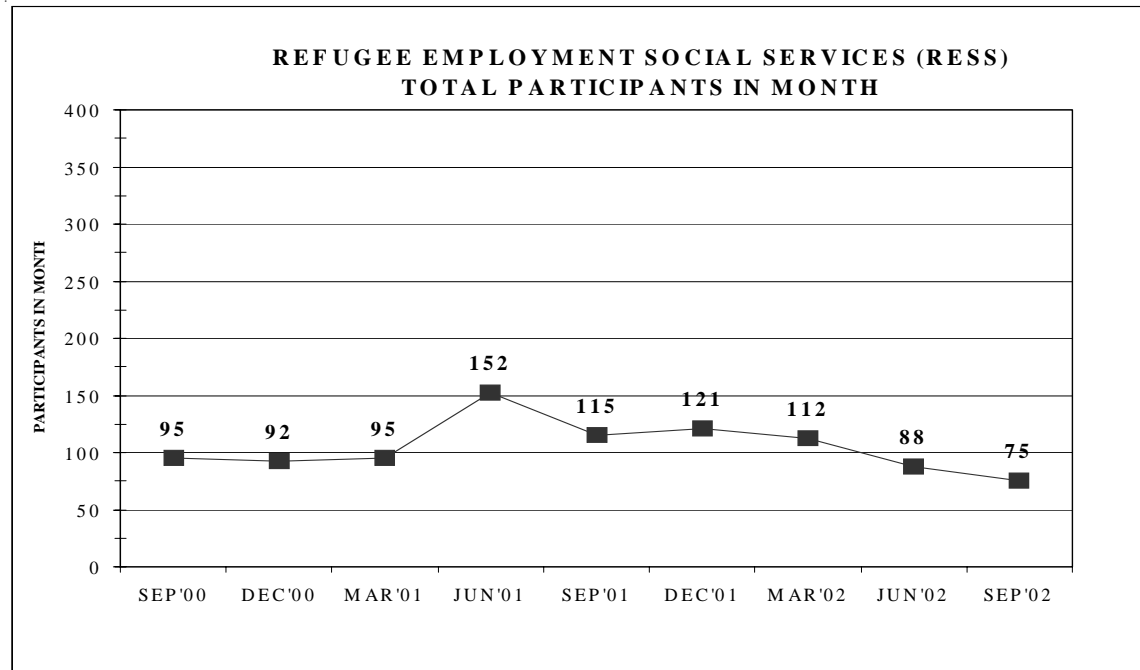
English	15
Vietnamese	9
Chinese	2
Spanish	2
Other	28
Total	55



Refugee Employment Services Program

Caseload Trend & Profile

Service Month: September 2002



RESS: COUNT OF PARTICIPANTS

	Participants
Total Current Enrollments (Social Adjustment)	123
Total Current Enrollments (Employment & Training)	75

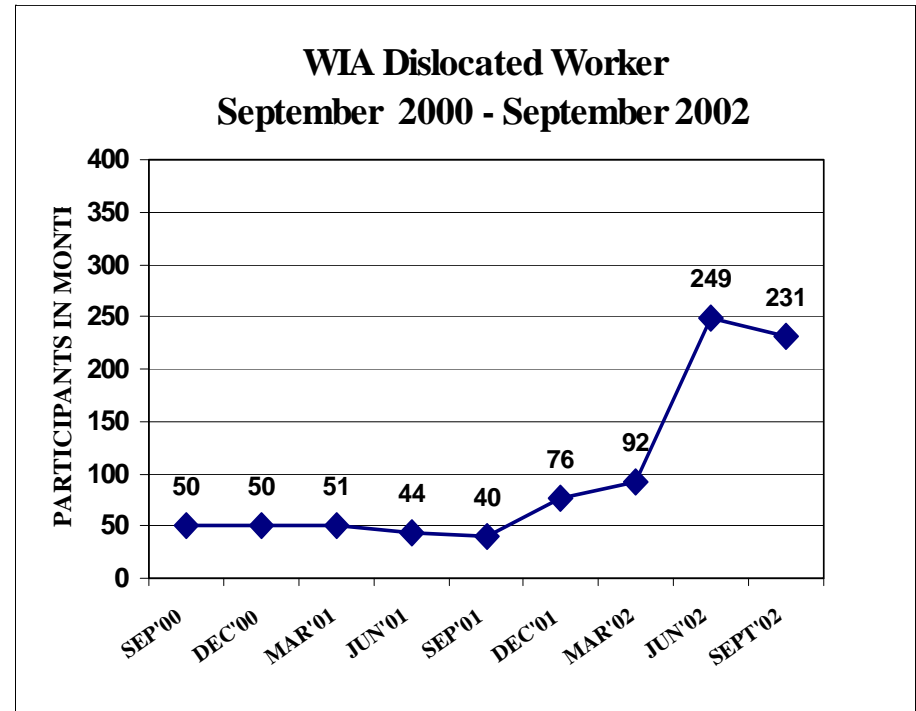
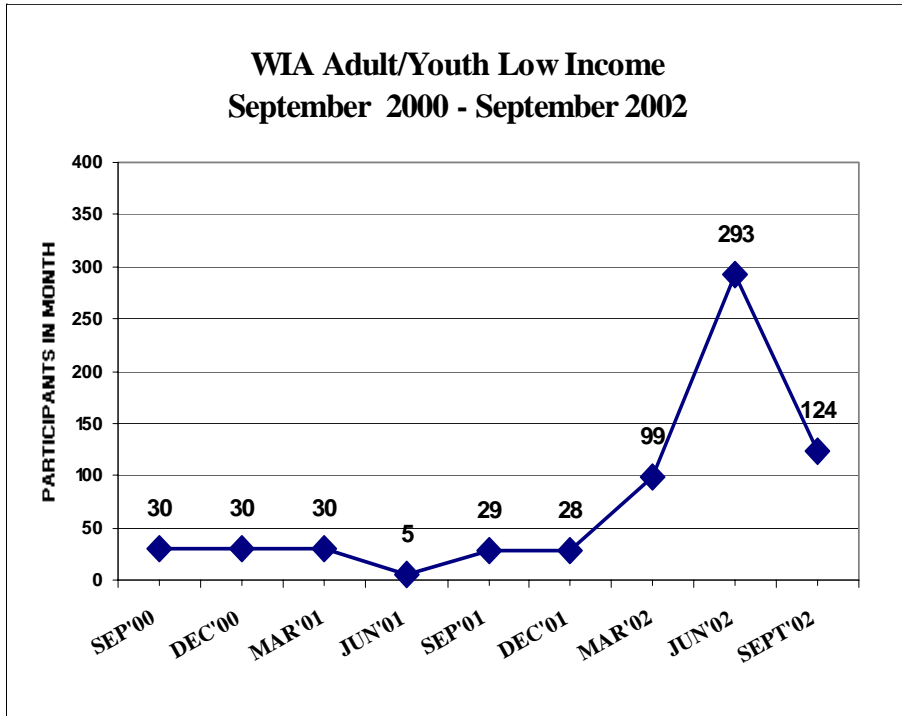
RESS: COUNT OF PARTICIPANTS - BY OUTCOMES

	Participants
Job Placements in Report Month	12
Current 90 Day Job Retentions	29
Persons Leaving Aid in Report Month	3

RESS provides employment, training, job placement and social adjustment services to refugees. Services are provided by local community based organizations. Because the RESS program has a December start date, participant numbers typically increase as the program progresses throughout the year.

Workforce Investment Board (WIB)

Service Quarters: September 2000 through September 2002*



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. Historically underenrolled, the large increase in participants since March 2002 is due to program efforts to meet their WIB contractual agreement.

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. Also underenrolled, program efforts greatly increased the number served during June through September 2002.

*The numbers for each quarter contain data for all 3 months of the quarter.

Workforce Investment Board (WIB)

Service Quarter: July through September 2002

Participant Activity	Workforce Investment Act (WIA) Grants					Grand Total
	WIA Adults/Youth - Low Income			WIA Dislocated Worker		
	201	301	Total	501	Total	
TOTAL REGISTRANTS IN MONTH	64	60	124	107	107	231
TOTAL EXITS IN MONTH	4	3	7	3	3	10
Entered Unsubsidized Employment	4	0	4	2	2	6
Transferred to Other Program	0	0	0	0	0	0
All Other Terminations	0	3	3	1	1	4
TOTAL REGISTRANTS - END OF MONTH	60	57	117	104	104	221
HOURLY PAY - EXITERS WITH A JOB						
Exiters with No Previous Wage	1	0	1	0	0	1
Post WIA	\$17.63	\$0.00		\$0.00	0	
Exiters with Previous Wage	3	0	3	3	3	6
Prior to WIA	\$28.00	\$0.00		\$30.93	31	
Post WIA	\$44.04	\$0.00		\$24.25	24	
A VG. WEEKS EXITERS IN PROGRAM	6	17	23	19	19	42

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 14-18 years of age. Services to be determined.

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 Plans (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.

Workforce Investment Board (WIB)

Service Quarter: July through September 2002

Profile of Participants

	WIA Adults/Youth - Low Income						WIA - Dislocated Worker			
	201		301		Total		501		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Gender										
Male	28	46.7%	36	0%	64	54.7%	58	55.8%	58	55.8%
Female	32	53.3%	21	0%	53	45.3%	46	44.2%	46	44.2%
Total	60	100%	57	0%	117	100%	104	100%	104	100%
Ethnicity										
White	21	35.0%	3	0%	24	20.5%	33	31.7%	33	31.7%
Black	15	25.0%	30	0%	45	38.5%	22	21.2%	22	21.2%
Hispanic	8	13.3%	22	0%	30	25.6%	17	16.3%	17	16.3%
Asian/Pacific Islander	16	26.7%	2	0%	18	15.4%	31	29.8%	31	29.8%
Native American	0	0.0%	0	0%	0	0.0%	1	1.0%	1	1.0%
Total	60	100%	57	0%	117	100%	104	100%	104	100%
In Receipt Of Public Assistance										
CalWORKs	2	100.0%	19	0%	21	75.0%	1	0%	1	0%
GA	0	0.0%	1	0%	1	3.6%	0	0%	0	0%
RCA	0	0.0%	0	0%	0	0.0%	0	0%	0	0%
SSI/SSP	0	0.0%	6	0%	6	21.4%	0	0%	0	0%
Total	2	100%	26	0%	28	100%	1	0%	1	0%

Community Partnership Contracts

Performance Data for Fiscal Year 2002-2003, through September 2002

Community Partnerships

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 community partnerships 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.

Community Partnership Contracts

Performance Data for Fiscal Year 2002-2003, through September 2002

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	16	24%	16	32%	5	11%	1	3%	0	0%	0	0%
Vallecitos	33	38%	18	28%	4	9%	2	6%	0	0%	0	0%
Allied Fellowship	37	60%	35	74%	5	12%	0	0%	0	0%	0	0%
Asians for Job Opportunities	15	12%	9	10%	6	7%	3	4%	0	0%	0	0%
Women's Employment Resource Cntr.	23	19%	20	22%	10	12%	8	10%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	124	27%	98	28%	30	10%	14	5%	0	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 educational history to succeed in a traditional academic setting. Post Employment provide 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**	20	17%	19	21%	11	19%	9	17%	1	3%	0	0%
Alameda Computer Center	5	17%	0	0%	2	8%	0	0%	0	0%	0	0%
Asians for Job Opportunities	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Catholic Charities	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
International Institute of the East Bay	3	20%	0	0%	0	0%	0	0%	0	0%	0	0%
Jobs for Homeless Consortium	7	6%	6	19%	3	18%	1	7%	0	0%	0	0%
Laney College - HEART*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Nutronics	2	11%	0	0%	0	0%	0	0%	0	0%	0	0%
Regional Technical Training Center	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	38	6%	25	8%	16	6%	10	4%	1	0%	0	0%

* HEART = Hospitality Employment and Restaurant Training ** Formerly Preventive Care Pathways/OPTIONS

Community Partnership Contracts

Performance Data for Fiscal Year 2002-2003, through September 2002

POST ASSESSMENT/POST EMPLOYMENT CONTRACTS (CONTINUED):

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
Asians for Job Opportunities	0	0%	0	0%	0	0%	0	0%
Catholic Charities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
International Institute of the East Bay	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%
Laney College - HEART*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nutronics	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Technical Training Center	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AVERAGE % FOR CLUSTER GROUP	0	0%	0	0%	0	0%	0	0%

*PES = Post Employment Services

NEIGHBORHOOD MODEL CONTRACTS: provide a variety of training and support services for CalWORKS clients including young parent programs, cultural/linguistic 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
Alameda County Housing Authority	0	0%	0	0%	0	0%	0	0%	0	0%
Building Opportunities for Self-Sufficiency	11	37%	4	40%	3	30%	0	0%	0	0%
Davis Street Community Center	12	15%	2	6%	2	11%	0	0%	0	0%
Goodwill Industries	22	22%	4.5	13%	3	15%	0	0%	0	0%
No Ca Community Development	10	8%	4	9%	3	12%	0	0%	0	0%
Womens Economic Agenda Project	6	60%	0	0%	0	0%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	61	17%	14.5	11%	11	13%	0	0%	0	0%

Community Partnership Contracts

Performance Data for Fiscal Year 2002-2003, through September 2002

NEIGHBORHOOD MODEL CONTRACTS (CONTINUED):

Contractor	PES* 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
AlaCo Housing Authority	22	37%	0	0%	0	0%	0	0%	0	0%
Building Opportunities for Self-Sufficiency	0	0%	0	0%	0	0%	0	0%	0	0%
Davis Street Community Center	32	28%	0	0%	0	0%	0	0%	0	0%
Goodwill Industries	2	1%	0	0%	0	0%	0	0%	0	0%
No Ca Community Development	37	18%	2	4%	2	8%	0	0%	0	0%
Womens Economic Agenda Project	6	10%	0	0%	0	0%	0	0%	0	0%
AVERAGE % FOR CLUSTER GROUP	99	13%	2	2%	2	3%	0	0%	0	0%

*PES = Post Employment Services

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	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
YWCA of Oakland	3	15%	10	50%	2	10%	0	0%	2	14%	0	0%

Community Partnership Contracts

Performance Data for Fiscal Year 2002-2003, through September 2002

II. Support Services

FAMILY ASSESSMENT CONTRACTS: provide services for families that include financially sanctioned, and/or 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 Outcome	
	Actual	% of target	Actual	% of target	Actual	% of target	Actual	% of target	Actual	% of target
East Bay Community Law Center - FAST*	17	19%	n/a	n/a	12	20%	22	55%	8	15%
Life Choice / Life Skills	22	34%	8	27%	12	24%	0	0%	0	0%
The Perinatal Council	29	34%	n/a	n/a	16	25%	7.0	22%	3	20%
Lao Family Community Develop.	58	58%	n/a	n/a	47	59%	9.5	20%	0	0%
AVERAGE % FOR CLUSTER GROUP	126	37%	8	27%	87	34%	38.5	25%	11	13%

*FAST = Family Advocacy Services Team

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

III. Demonstration Projects

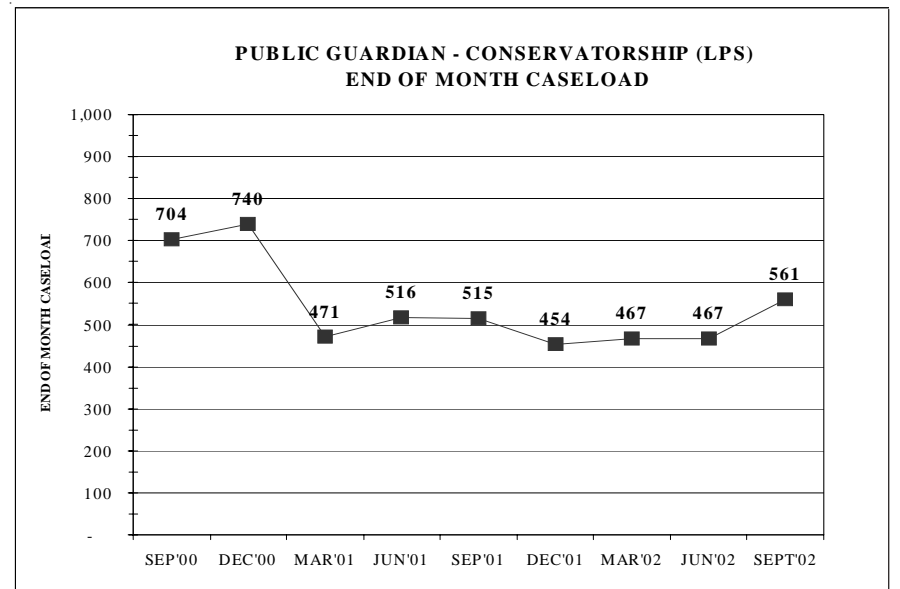
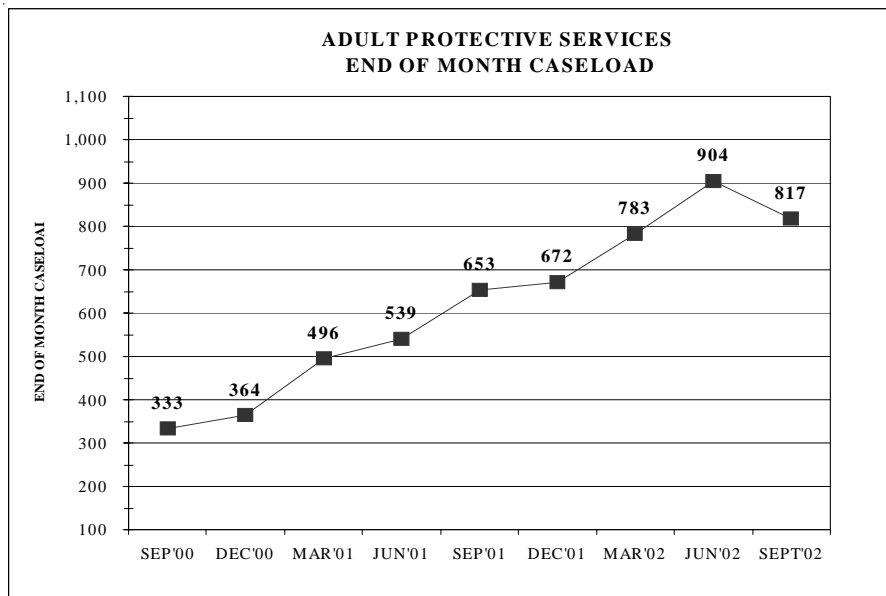
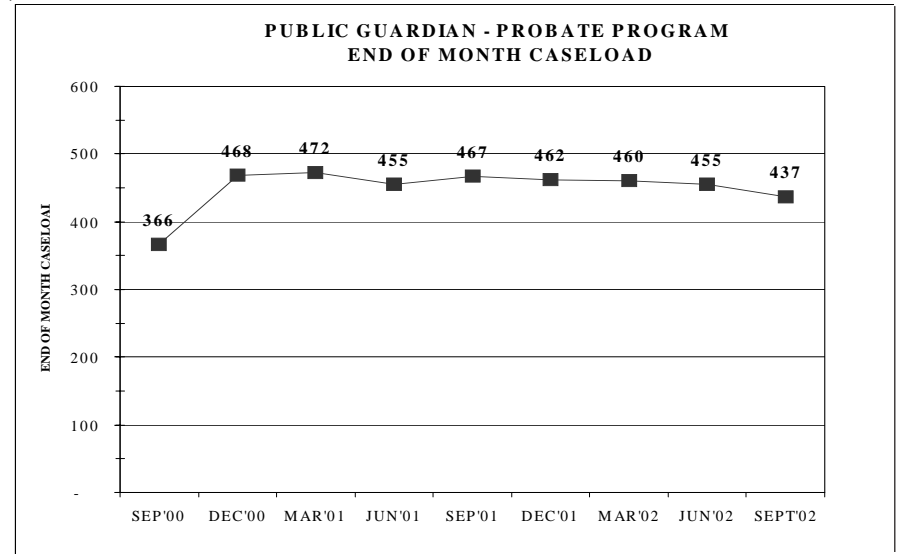
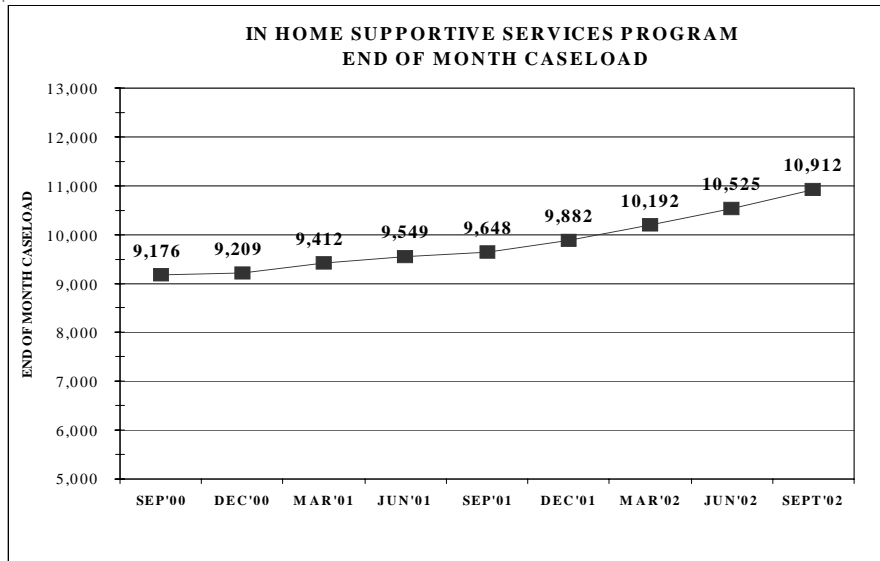
East Bay Asian Local Development Corporation (EBALDC) is a Department of Labor (DOL) funded demonstration project which follows the Neighborhood Model approach with the addition of Work Experience. Project Transition is a demonstration project which follows the Post Assessment/Post Employment Model approach and offers training services to clients after assessment.

Contractor	Enroll & Engagement		Work Experience		Program Completion		Placement		30 Day Retention		90 Day Retention	
	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target	Actual	% of Target
EBALDC --Circles	254	149%	36	23%	97	61%	72.5	73%	71	82%	57.5	87%

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
Project Transition	17	31%	16	34%	7	18%	2	6%	0	0%	0	0%

**SECTION 2:
ADULT & AGING SERVICES**

Adult & Aging Services Services Month: September 2002



Adult & Aging Services
Services Month: September 2002

	Adult Services Programs			
	IHSS	APS	PG	LPS
Referrals Received			11	54
Referrals Assigned		195	11	51
Referrals Unassigned\Closed *		0		
Referrals Unassigned			0	3
Referrals Closed			0	36
Applications Received	296			
Applications Assigned	323			
Applications Unassigned	653			
Applications Closed/Denied	42			
Applications Approved	208			
Conservatorships Ordered			4	51
Court Reports Submitted			19	37
Cases Closed	87	228	10	45
Total Renewals	2,229			
Renewals Completed	700			
Renewals Overdue	1529			
Annual Accoutings Completed			26	14
Reappointments (Public)				32
Total Service Provider Hours Paid	1,053,581			
Total Service Provider Payments	\$10,194,316			
Total Ongoing Cases (End Of Month)	10,912	817	437	561

* 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 2002

Cases Aided by City

CITY	Adult Services Programs									
	IHSS		APS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
Alameda	426	3.9%	29	3.5%	21	4.8%	5	0.9%	481	3.8%
Albany	44	0.4%	7	0.9%	0	0.0%	0	0.0%	51	0.4%
Berkeley	872	8.0%	78	9.5%	23	5.3%	24	4.3%	997	7.8%
Castro Valley	153	1.4%	19	2.3%	15	3.4%	7	1.2%	194	1.5%
Dublin	44	0.4%	7	0.9%	2	0.5%	1	0.2%	54	0.4%
Emeryville	109	1.0%	9	1.1%	0	0.0%	0	0.0%	118	0.9%
Fremont	904	8.3%	38	4.7%	18	4.1%	20	3.6%	980	7.7%
Hayward	906	8.3%	94	11.5%	104	23.8%	91	16.2%	1,195	9.4%
Livermore	153	1.4%	29	3.5%	0	0.0%	0	0.0%	182	1.4%
Newark	131	1.2%	15	1.8%	2	0.5%	0	0.0%	148	1.2%
Oakland	6,123	56.1%	367	44.9%	151	34.6%	259	46.2%	6,900	54.2%
Piedmont	11	0.1%	2	0.2%	0	0.0%	0	0.0%	13	0.1%
Pleasanton	87	0.8%	16	2.0%	0	0.0%	0	0.0%	103	0.8%
San Leandro	469	4.3%	59	7.2%	46	10.5%	93	16.6%	667	5.2%
San Lorenzo	87	0.8%	18	2.2%	2	0.5%	0	0.0%	107	0.8%
Union City	382	3.5%	27	3.3%	7	1.6%	3	0.5%	419	3.3%
Other/Out Of County Placements	11	0.1%	3	0.4%	46	10.5%	58	10.3%	118	0.9%
Total	10,912	100%	817	100%	437	100%	561	100%	12,727	100.0%

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 2002

DISTRIBUTION OF CASES BY GENDER

	APS		IHSS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
Female	523	64.0%	7,529	69.0%	262	60.0%	247	44.0%	8,561	67.3%
Male	294	36.0%	3,383	31.0%	175	40.0%	314	56.0%	4,166	32.7%
Total	817	100.0%	10,912	100.0%	437	100.0%	561	100.0%	12,727	100.0%

DISTRIBUTION OF CASES BY ETHNICITY

	APS		IHSS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
White	298	36.5%	2,455	22.5%	175	40.0%	250	44.6%	3,178	25.0%
Black	274	33.5%	4,604	42.2%	122	27.9%	167	29.8%	5,167	40.6%
Hispanic	56	6.9%	797	7.3%	18	4.1%	17	3.0%	888	7.0%
Asian	31	3.8%	2,357	21.6%	23	5.3%	20	3.6%	2,431	19.1%
Pacific Islander	22	2.7%	262	2.4%	0	0.0%	3	0.5%	287	2.3%
Native American	1	0.1%	33	0.3%	0	0.0%	7	1.2%	41	0.3%
Filipino	10	1.2%	404	3.7%	2	0.5%	4	0.7%	420	3.3%
Other	125	15.3%	0	0.0%	97	22.2%	93	16.6%	315	2.5%
Total	817	100.0%	10,912	100.0%	437	100.0%	561	100.0%	12,727	100.0%

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+Guamanian+Hawaiian+Samoan.

His p = Hispanic, Cuban/Haitian, Cuban

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

**Adult & Aging Services
Services Month: September 2002**

DISTRIBUTION OF CASES BY PRIMARY LANGUAGE

	APS		IHSS		PG		LPS		TOTAL	
	Count	%	Count	%	Count	%	Count	%	Count	%
English	766	93.8%	6,874	63.0%	424	97.0%	535	95.4%	8,599	67.6%
Vietnamese	1	0.1%	295	2.7%	0	0.0%	2	0.4%	298	2.3%
Chinese	20	2.4%	1,517	13.9%	3	0.7%	5	0.9%	1,545	12.1%
Filipino	2	0.2%	164	1.5%	0	0.0%	0	0.0%	166	1.3%
Spanish	15	1.8%	480	4.4%	7	1.6%	4	0.7%	506	4.0%
Other Asian	6	0.7%	382	3.5%	0	0.0%	1	0.2%	389	3.1%
Other	7	0.9%	1,200	11.0%	3	0.7%	14	2.5%	1,224	9.6%
Total	817	100%	10,912	100%	437	100%	561	100%	12,727	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
Client Count	4,965	338	5,598	11	10,912	9,504	1,408	10,912	3,808	7,104
Percent Of Clients	45.5%	3.1%	51.3%	0.1%	100.0%	87.1%	12.9%	100.0%	34.9%	65.1%

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 2002

	Reason For Referral								Total
	Sexual Abuse	Physical Abuse	Severe Neglect	General Neglect	Emotional Abuse	Exploit	Caretaker Abs./ Incapacity	Substantial Risk	
Referral Method									
Telephone	62	102	22	47	4	0	57	1	295
Written/Fax	10	3	1	2	0	0	0	0	16
In-Person	2	1	0	0	0	0	2	0	5
Total	74	106	23	49	4	0	59	1	316
Referral Response Type									
Eval Out	2	2	1	3	0	0	0	0	8
Immediate	26	52	13	3	2	0	36	1	133
3 Day	0	0	0	0	0	0	0	0	0
5 Day	0	1	0	0	0	0	0	0	1
10 Day	46	51	9	43	2	0	23	0	174
Total	74	106	23	49	4	0	59	1	316
Allegation Disposition Type									
Substantiated	15	21	11	3	0	0	26	0	76
Inconclusive	18	36	5	20	0	0	11	1	91
Unfounded	1	1	1	3	0	0	2	0	8
Pending	40	48	6	23	4	0	20	0	141
Total	74	106	23	49	4	0	59	1	316

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

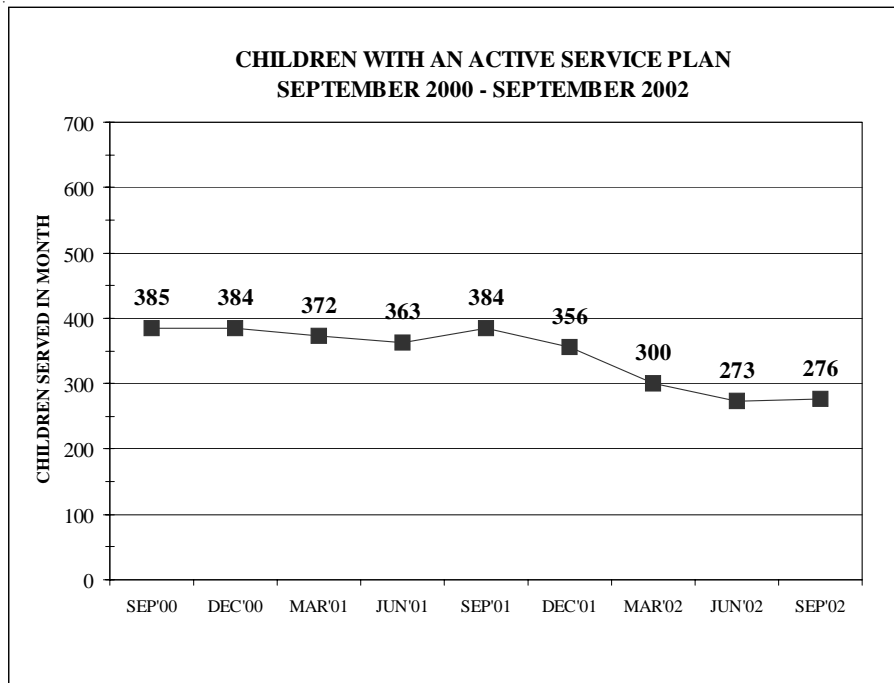
Eval Out: referral went through the initial evaluation process and was screened out by a supervisory social worker.

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

Pending: pending disposition.

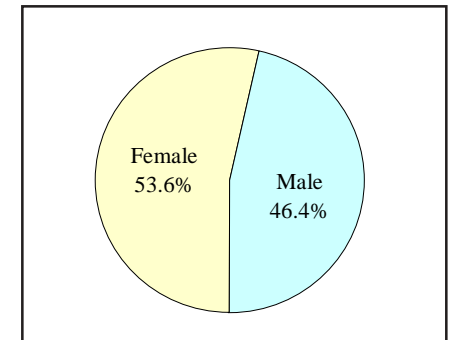
Emergency Response Program

Service Month: September 2002



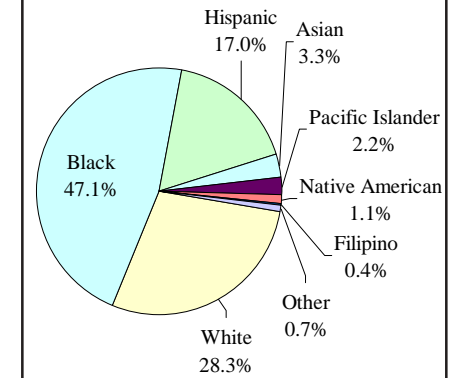
Persons by Gender

Female	148
Male	128
Total Children	276



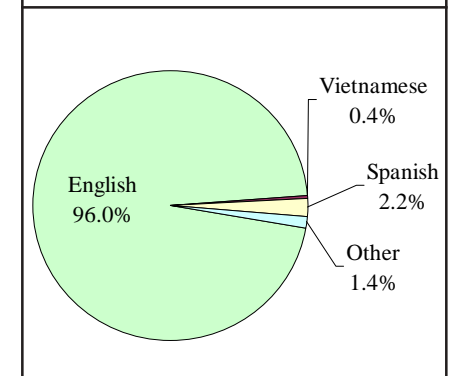
Persons by Ethnicity

White	78
Black	130
Hispanic	47
Asian	9
Pacific Islander	6
Native American	3
Filipino	1
Other	2
Total	276



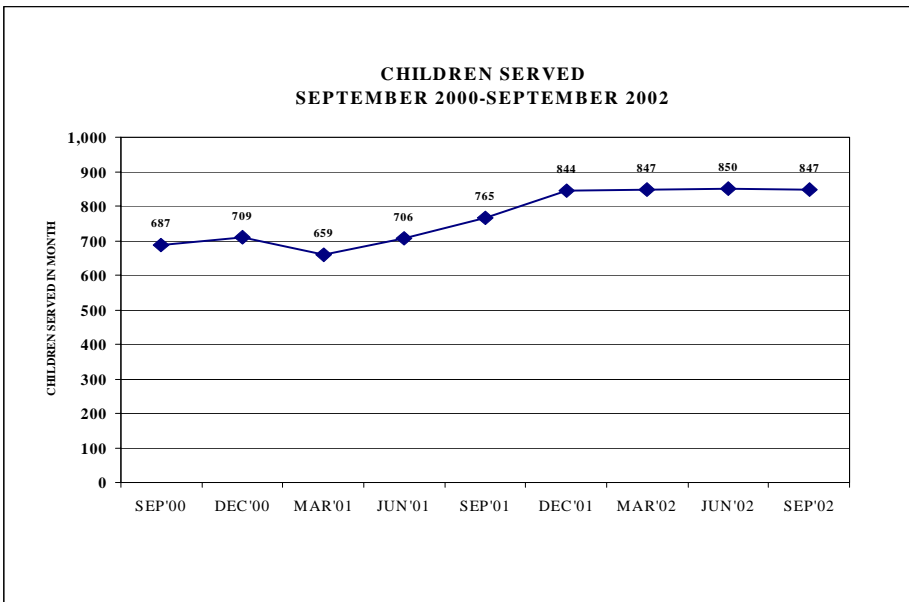
Persons by Language

English	265
Vietnamese	1
Chinese	0
Filipino	0
Spanish	6
Other Asian	0
Other	4
Total	276



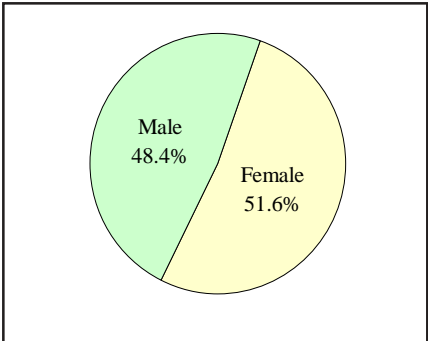
Family Maintenance Program

Service Month: September 2002



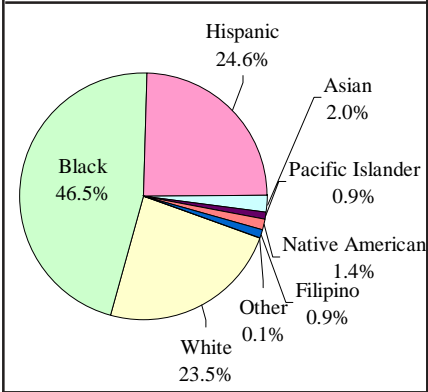
Persons by Gender

Female	437
Male	410
Total Children	847



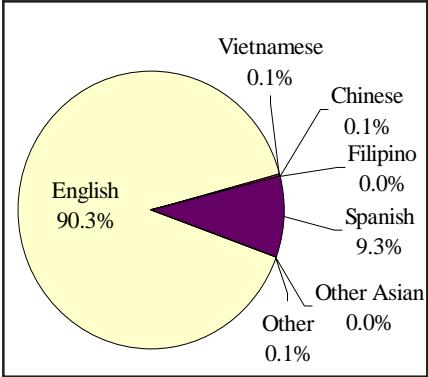
Persons by Ethnicity

White	199
Black	394
Hispanic	208
Asian	17
Pacific Islander	8
Native American	12
Filipino	8
Other	1
Total	847



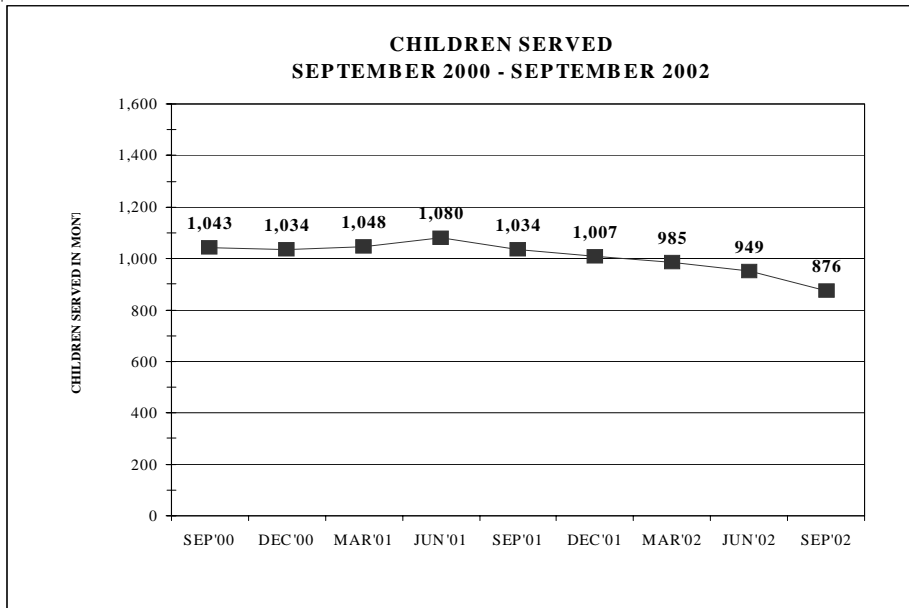
Persons by Language

English	765
Vietnamese	1
Chinese	1
Filipino	0
Spanish	79
Other Asian	0
Other	1
Total	847



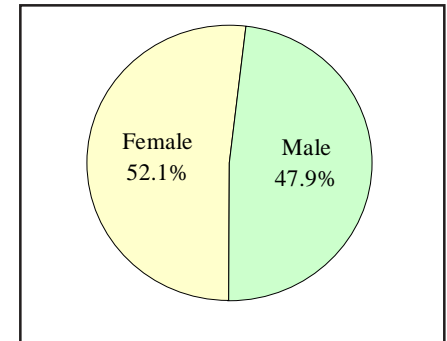
Family Reunification Program

Service Month: September 2002



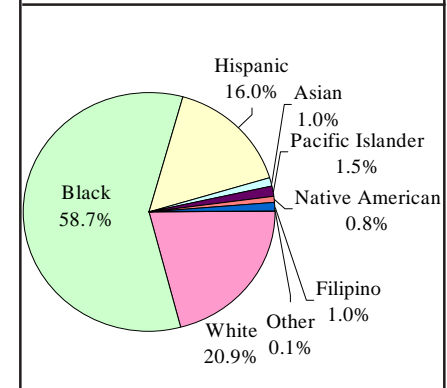
Persons by Gender

Female	456
Male	420
Total Children	876



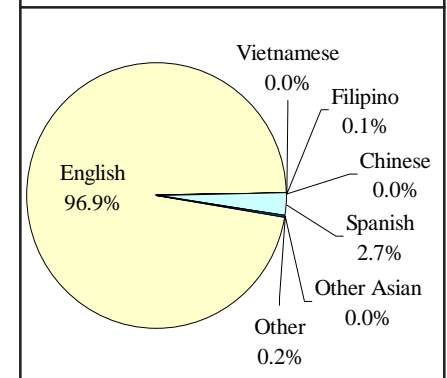
Persons by Ethnicity

White	183
Black	514
Hispanic	140
Asian	9
Pacific Islander	13
Native American	7
Filipino	9
Other	1
Total	876



Persons by Language

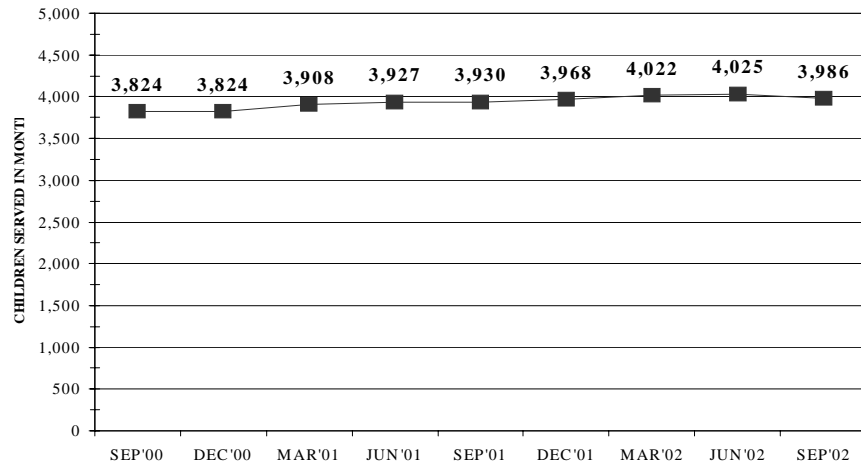
English	849
Vietnamese	0
Chinese	0
Filipino	1
Spanish	24
Other Asian	0
Other	2
Total	876



Permanent Placement Program

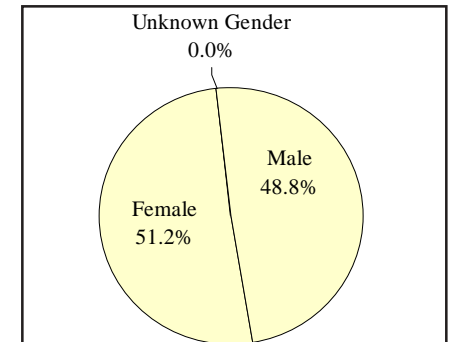
Service Month: September 2002

**CHILDREN SERVED
SEPTEMBER 2000 - SEPTEMBER 2002**



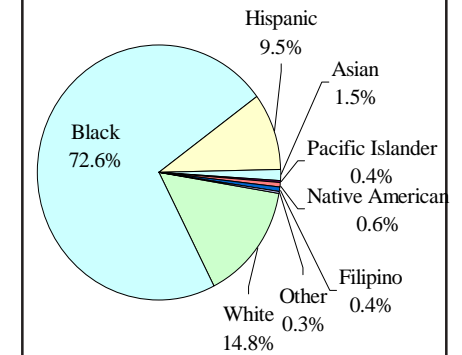
Persons by Gender

Female	2,041
Unknown Gender	1
Male	1,944
Total Children	3,986



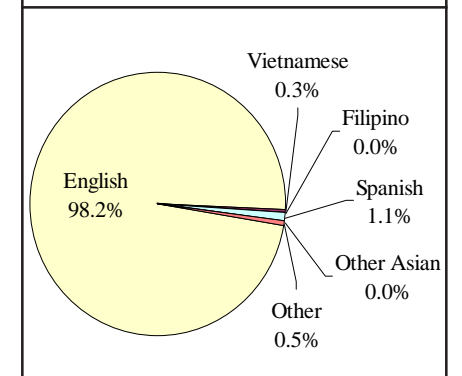
Persons by Ethnicity

White	590
Black	2,892
Hispanic	379
Asian	60
Pacific Islander	15
Native American	22
Filipino	16
Other	12
Total	3,986

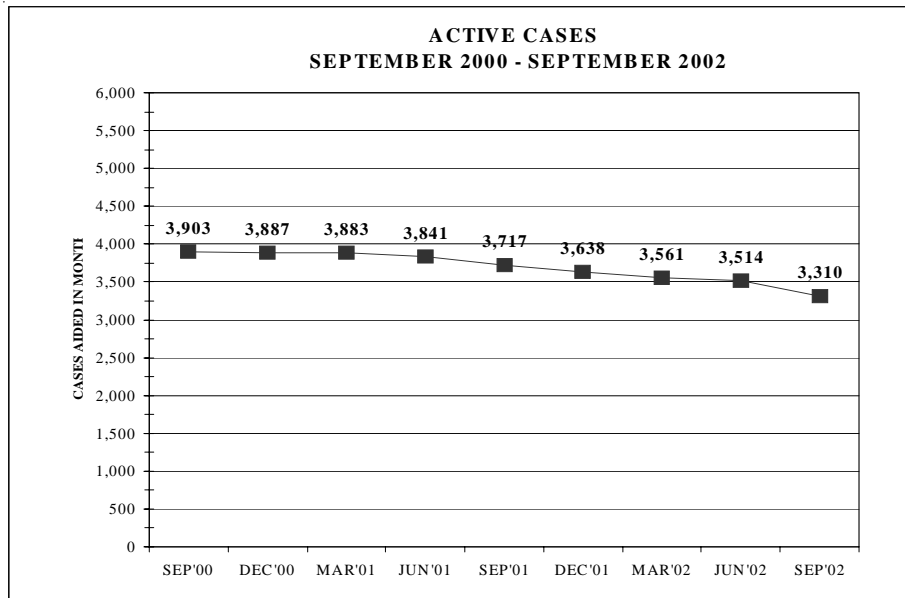


Persons by Language

English	3,912
Vietnamese	11
Chinese	1
Filipino	1
Spanish	42
Other Asian	1
Other	18
Total	3,986



Foster Care Program Service Month: September 2002

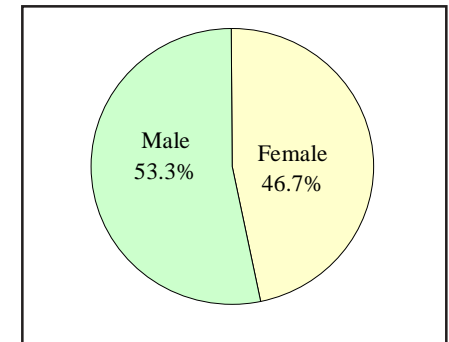


Program Activity

Applications Received	133
Applications Approved	162
Applications Denied	19
Applications pending 45 days or less	N/A
Applications pending over 45 days	N/A
Total Cases Aided	3,310
Cases Discontinued	261
Total \$\$ Paid	\$5,512,746
Average \$\$ Per Case	\$1,665.48

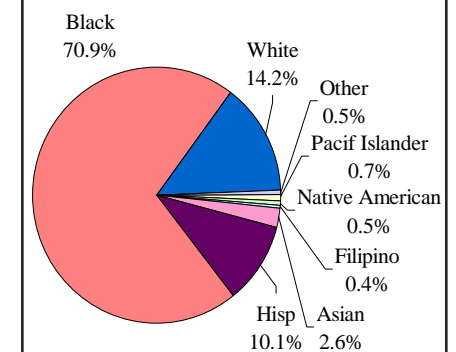
Persons by Gender

Female	1,546
Male	1,764
Total Children	3,310



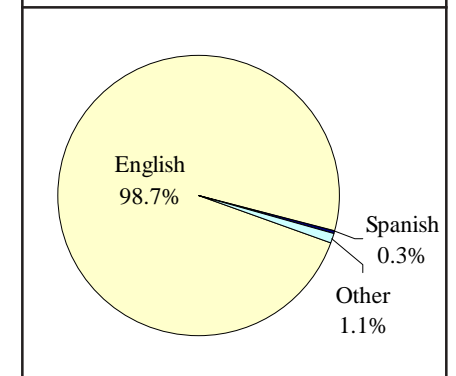
Persons by Ethnicity

Pacif Islander	24
Native American	18
Filipino	13
Asian	87
Hisp	333
Black	2,346
White	471
Other	18
Total	3,310



Persons by Language

English	3,264
Chinese	1
Spanish	8
Other Asian	2
Other	35
Total	3,310



Foster Care Program Service Month: September 2002

Total Cases Aided By City of Residence

CITY	Foster Care		City Population*	
	Count	%	Count	%
Alameda	30	0.9%	72,259	5.0%
Albany	3	0.1%	16,444	1.1%
Berkeley	115	3.5%	102,743	7.1%
Emeryville	8	0.2%	6,882	0.5%
Oakland	949	28.7%	399,484	27.7%
Piedmont	2	0.1%	10,952	0.8%
North County	1,106	33.4%	608,764	42.2%
Fremont	89	2.7%	203,413	14.1%
Newark	20	0.6%	42,471	2.9%
Union City	51	1.5%	66,869	4.6%
Tri-City	160	4.8%	312,753	21.7%
Castro Valley	56	1.7%	56,382	3.9%
Hayward	171	5.2%	140,030	9.7%
San Leandro	295	8.9%	79,452	5.5%
San Lorenzo	13	0.4%	21,798	1.5%
Central County	535	16%	297,662	20.6%
Dublin	7	0.21%	29,973	2.1%
Pleasanton	25	0.77%	63,654	4.4%
Livermore	27	0.82%	73,345	5.1%
Valley	59	1.79%	166,972	11.6%
Other	1,449	43.78%	57,590	4.0%
Total	3,310	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.

SECTION 4: AGENCY ADMINISTRATION & FINANCE

- **Welfare Fraud Program**
- **Human Resources**
- **Affirmative Action**

Welfare Fraud Program: Overview

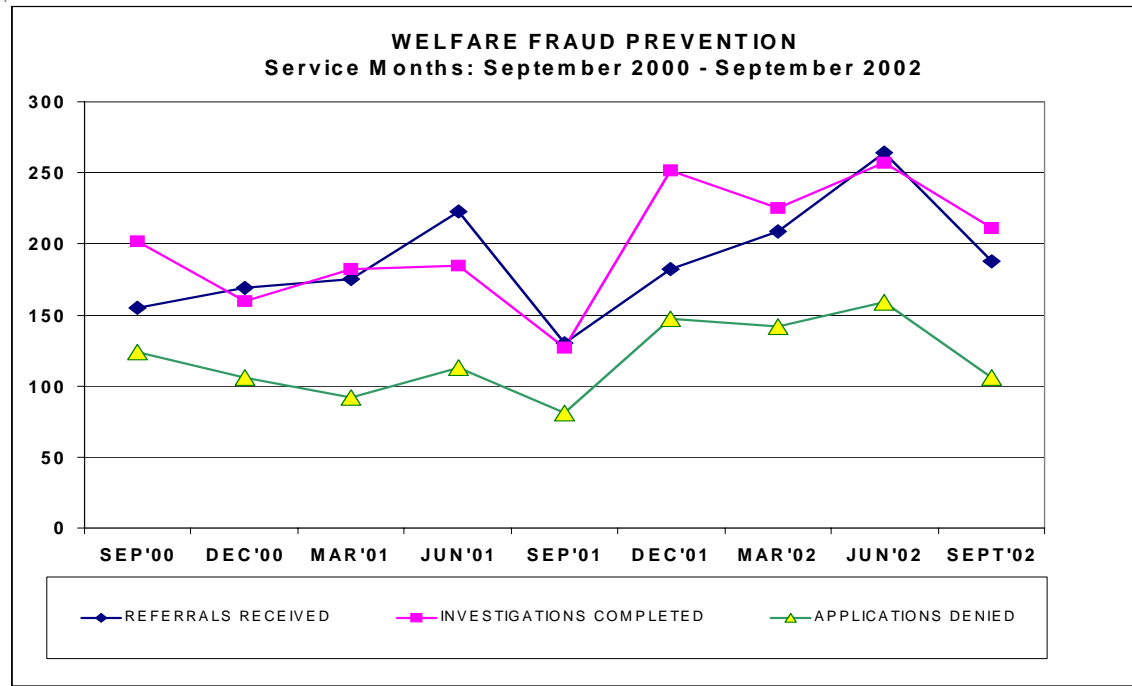
Investigations in the Welfare Fraud Program consist of two components, Welfare Fraud Prevention and Welfare Fraud Detection.

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.

In this, and in all future reports, 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*

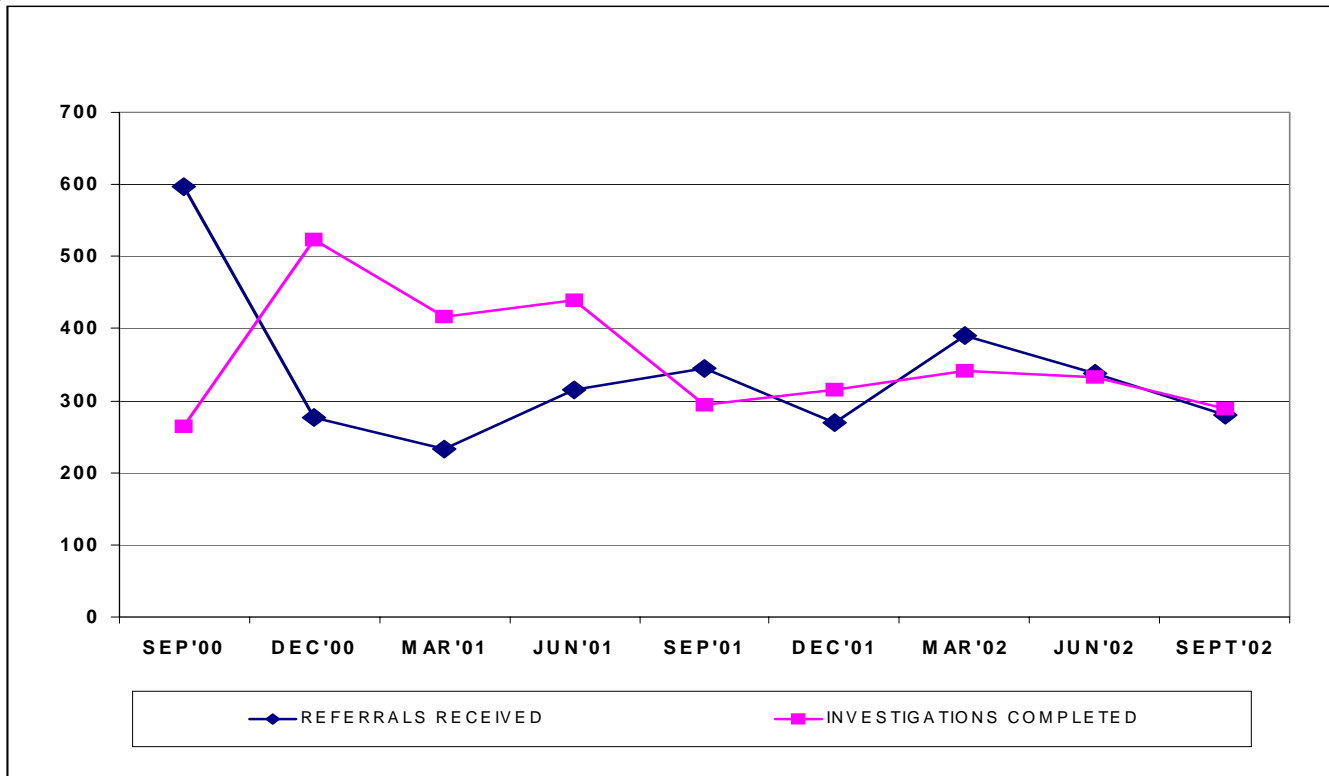


Service Month: September 2002	CalWORKS	NA Food Stamps	Other	Total
Referrals Received	158	17	13	188
Investigations Completed	180	19	12	211
Applications Denied	180	12	9	201

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 2000 through September 2002

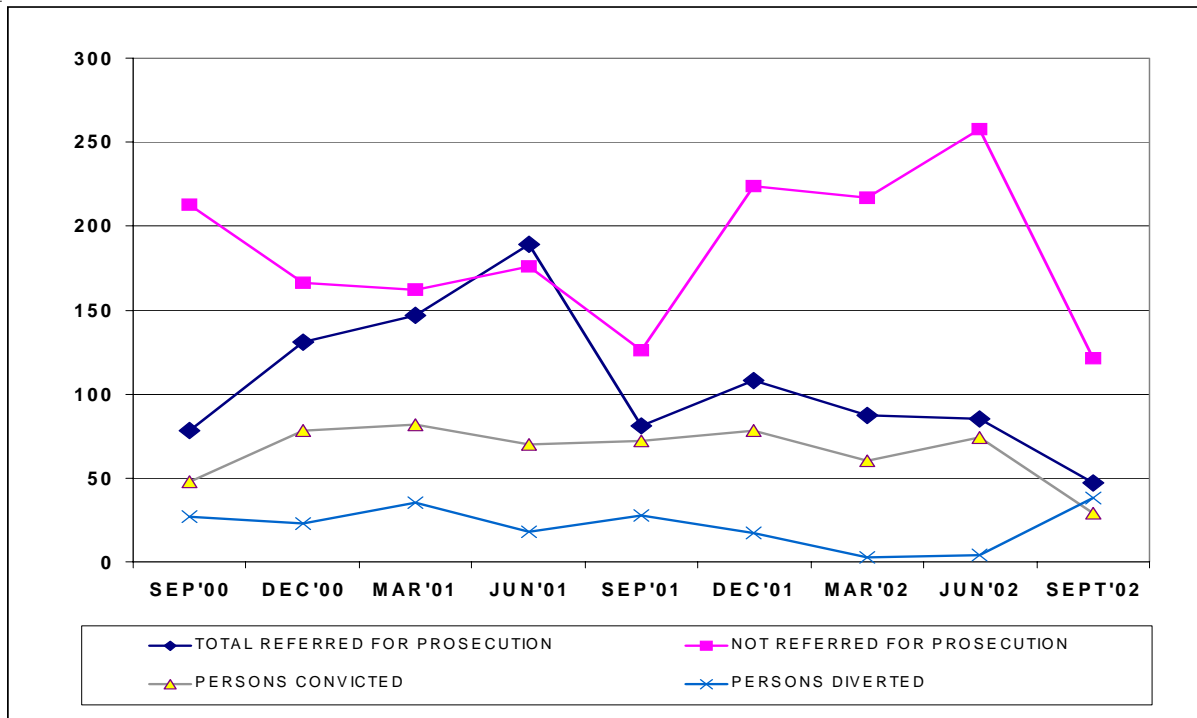


Service Month: September 2002	CalWORKs	NA Food Stamps	Other	Total
Referrals Received	194	39	47	280
Investigations Completed	133	73	82	288

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 2000 through September 2002



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 2002	CalWORKS	NA Food Stamps	Other	Total
Referred for Prosecution	47	11	26	84
Not Referred for Prosecution	121	24	20	165
Persons Convicted	29	6	13	48
Persons Diverted	38	1	2	41
Collections	\$65,312	\$46,131	\$15,057	\$126,500
Grant Adjustments	\$49,651	\$14,917	\$0	\$64,568

* 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 2002

Employment Changes By Department

	New Hires	Promotions	Demotions	Separations
Welfare to Work	2	33	0	16
Workforce & Resource Development	2	1	0	1
Children & Family Services	33	20	1	14
Administration & Finance	5	4	2	7
Adult & Aging Services	3	0	1	8
Total	45	58	4	46

Human Resources
Service Months: July - September 2002

New Hires By Job Category

	Officials	Professionals	Technicians	Protective Services	Para-professionals	Office/Clerical
Welfare to Work	0	0	2	0	0	0
Workforce & Resource Development	0	1	0	0	0	1
Children & Family Services	0	23	0	0	0	10
Administration & Finance	0	1	0	2	0	1
Adult & Aging Services	0	2	0	0	0	1
Total	0	27	2	2	0	13

Promotions By Job Category

	Officials	Professionals	Technicians	Protective Services	Para-professionals	Office/Clerical
Welfare to Work	0	2	31	0	0	0
Workforce & Resource Development	0	1	0	0	0	0
Children & Family Services	1	15	1	0	0	3
Administration & Finance	0	4	0	0	0	0
Adult & Aging Services	0	0	0	0	0	0
Total	1	22	32	0	0	3

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 2002

Demotions By Job Category

	Officials	Professionals	Technicians	Protective Services	Para-professionals	Office/Clerical
Welfare to Work	0	0	0	0	0	0
Workforce & Resource Development	0	0	0	0	0	0
Children & Family Services	0	1	0	0	0	0
Administration & Finance	0	1	1	0	0	0
Adult & Aging Services	0	1	0	0	0	0
Total	0	3	1	0	0	0

Separations By Job Category

	Officials	Professionals	Technicians	Protective Services	Para-professionals	Office/Clerical
Welfare to Work	0	1	11	0	0	4
Workforce & Resource Development	0	0	0	0	0	1
Children & Family Services	0	9	2	0	0	3
Administration & Finance	0	3	0	0	0	4
Adult & Aging Services	0	5	1	0	0	2
Total	0	18	14	0	0	14

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 2002

Agency Staff Profile - By Job Category

	Officials		Professionals		Technicians		Protective Services		Para-Professionals		Office/Clerical		Service/Maintenance		Total Agency Staff	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Gender																
Female	12	70.6%	641	79.3%	644	79.3%	16	50.0%	2	22.2%	378	87.5%	1	4.0%	1,694	79.3%
Male	5	29.4%	167	20.7%	168	20.7%	16	50.0%	7	77.8%	54	12.5%	24	96.0%	441	20.7%
Total	17	100%	808	100%	812	100%	32	100%	9	100%	432	100%	25	100%	2,135	100%
Ethnicity																
White	6	35.3%	328	40.6%	109	13.4%	10	31.3%	1	11.1%	59	13.7%	6	23.1%	519	24.3%
Black	7	41.2%	271	33.5%	320	39.4%	14	43.8%	1	11.1%	177	41.0%	8	30.8%	798	37.4%
Hispanic	1	5.9%	91	11.3%	147	18.1%	2	6.3%	1	11.1%	64	14.8%	3	11.5%	309	14.5%
Asian	3	17.6%	78	9.7%	137	16.9%	3	9.4%	1	11.1%	56	13.0%	1	3.8%	279	13.1%
Pacific Isl.	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Nat. Amer.	0	0.0%	2	0.2%	1	0.1%	0	0.0%		0.0%	3	0.7%	0	0.0%	6	0.3%
Filipino	0	0.0%	33	4.1%	91	11.2%	1	3.1%	5	55.6%	72	16.7%	8	30.8%	210	9.8%
Other	0	0.0%	5	0.6%	7	0.9%	2	6.3%	0	0.0%	1	0.2%	0	0.0%	15	0.7%
Total	17	100%	808	100%	812	100%	32	100%	9	100%	432	100%	26	100%	2,136	100%

* County Labor Force is derived from the 1990 U.S. Census.

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 2002

Positions Needed To Meet EEO Parity* - By Job Category

	Officials	Professionals	Technicians	Protective Services	Para-professionals	Office/Clerical	Service/Maintenance	Overall**
Gender								
Female	(4.1)	0.0	(264.5)	(1.1)	2.2	(176.7)	10.7	(433.5)
Male	4.1	0.0	264.5	1.1	(2.2)	176.7	(10.7)	433.5
Ethnicity								
White	3.7	0.0	133.4	8.3	4.1	187.7	8.8	346.0
Black	(4.5)	0.0	(150.6)	(9.2)	0.3	(112.6)	(4.1)	(280.7)
Hispanic	1.2	0.0	14.8	2.2	0.2	(7.4)	0.4	11.4
Asian	(0.6)	0.0	35.9	1.5	0.3	4.9	2.7	44.7
Pacific Isl.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Nat. Amer.	0.1	0.0	2.8	0.2	0.1	(0.4)	0.2	2.9
Filipino	0.0	0.0	(33.0)	(1.0)	(5.0)	(72.0)	(8.0)	(119.0)
Other	0.0	0.0	(3.4)	(1.9)	0.0	(0.1)	0.1	(5.4)

*The Equal Employment Opportunity formula for parity is as follows: *multiply county labor force % by total number of employees in the category—then subtract the number of employees in the department in this category from this number.*

** A category whose count exceeds zero is below parity. A category whose count equals zero is at parity. A category whose count is less than zero exceeds parity.

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

Dear Reader:

This is the September, 2002 issue of the Alameda County Social Services Agency's (SSA's) **Quarterly Report of Program Data and Trends**. It is SSA's intention to make this report the most useful and informative it can be for the widest readership possible. To this end, your comments, concerns, and/or questions regarding this report and any of its contents are requested. Please record your comments, concerns, and/or questions in the space provided below (attach additional pages, as needed) and forward them to Rick Edwards, Office of Data Management, SSA.

Mr. Edwards' mailing address is: Alameda County Social Services Agency
1106 Madison Street
Oakland, CA 94607
redwards @co.alameda.ca.us

Mr. Edwards' fax number is: 510-271-9107

Your Name: _____ Phone Number: _____

Your Organization's Name: _____
