





ABAWD Work Rule: Year 1 Implementation & A Look Ahead

- Santa Clara County
- San Francisco County
- San Mateo County
- California Department of Social Services

Agenda

- Planning for ABAWD Implementation
- Screening Process
- ABAWD Training
- Community & Client Outreach
- Employment and Training (E&T) Programs
- Ongoing Engagement Efforts
- Implementation & Workload Management
- ABAWD Outcomes
- Lessons Learned & Opportunities for Improvement
- Future of ABAWD Time Limit



IMPLEMENTATION GOALS

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- Screen and grant ABAWD exemptions to all who are eligible

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- Assist CalFresh participants to meet work requirements, if not exempt

A

- Utilize Percentage exemptions to help participants maintain benefits when appropriate

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PLANNING FOR ABAWD IMPLEMENTATION:

12 months prior to the Implementation, we created a **STEERING COMMITTEE** that includes:



- **Executive Team**
- **Operation Managers**
- **Program**
- **Employment Services**
- **Staff Development**
- **Data Research**
- **Information System**

STEERING COMMITTEE



- Developed Implementation Strategies
- Created Operational Plan
- Created ABAWD Workgroup
- Created Pilot Units
- Created an Internal CalFresh Employment Services (CFES) Unit
- Established Contracts w/Third Party E&T Providers
- Created ABAWD & E&T Websites

PLANNING FOR ABAWD IMPLEMENTATION:

9 months prior to the Implementation,
we created a WORKGROUP comprised of:



- **Eligibility Staff**
- **Operation**
- **Program**
- **Employment Services**
- **Staff Development Trainers**
- **Data Research**
- **Information System**
- **QC Team**

ABAWD WORKGROUP ACCOMPLISHMENTS



- Developed Business Process for Intake and Continuing
- Communicated with Pilot Units
- Developed CalFresh Employment & Training (CFET) Process
- Developed Training Materials
- Customized E&T systems for third party vendors
- Generated ABAWD listings and validated data

SCREENING PILOT PROJECT:

4 to 8 months prior to implementation selected EWs began screening potential ABAWD clients for exemptions and referring them to CalFresh Employment Services.

THE PILOT

- Allowed draft screening tools to be tested and improved upon

- Helped solidify planning assumptions about how many ABAWDs would be exempt

- Allowed testing to identify the most effective forms of client communication

MOCK-IMPLEMENTATION

(JULY 2018)



hire me!



- All CalFresh EWs screened ABAWD individuals in their caseload during SAR 7 and renewal process.
- All ABAWD individuals who apply on or after July 2018 were screened and referred to CFET.
- 100% of the clients were screened and 90% of them were exempted.



SCREENING FOR PROCESS ABAWD

1

Eligibility Worker utilizes mandatory ABAWD screening tool at Intake, Recertification, and SAR7 processing.

2

Eligibility Worker approves/updates CalFresh case, identifies ABAWD individual(s), and refers case to ABAWD unit

3

ABAWD Eligibility Worker reviews case to ensure the ABAWD individual does not meet any exemptions.

4

If no exemptions are found ABAWD Eligibility Worker refers client to Employment Services

ABAWD TRAINING



THREE TO EIGHT MONTHS PRIOR TO IMPLEMENTATION, online overview and comprehensive ABAWD training were provided to all CalFresh Eligibility and Employment Services Staff.

ADDITIONAL TRAINING curriculum was provided in September of 2018 as further policy clarifications were provided by CDSS.

A diverse group of people, including men and women of various ethnicities, are sitting together in a room with a brick wall. They are all smiling and looking towards the right side of the frame. The image is overlaid with a semi-transparent white banner containing the text "COMMUNITY AND CLIENT OUTREACH".

COMMUNITY AND CLIENT OUTREACH

1

● Presented ABAWD information during the End Hunger Workgroup which included representatives from the following areas:

- - Health
 - Legal Aid
 - WIC
 - School Districts
 - Second Harvest Food Bank and other CBO's (Coastside Hope, Puente de la Costa Sur), that lead efforts on CalFresh.


2

● ABAWD informational notices were mailed out in July, August, and September 2018

3

● An ABAWD announcement was played during each incoming Service Center call and a video ABAWD announcement was run via digital monitors, in all customer lobbies.

COMMUNITY AWARENESS



**Learn About Changes for
CalFresh Able-Bodied Adults
Without Dependents (ABAWD)**

JOIN US FOR LUNCH

**CALFRESH ABAWD
COMMUNITY CONVENING SESSION**

TUESDAY | JUNE 19TH | 11AM-1PM
SECOND HARVEST FOOD BANK | CYPRESS CENTER, POND ROOM
4001 NORTH FIRST STREET, SAN JOSE, CA 95134

The time limit for Able-Bodied Adults Without Dependents (ABAWDs) goes into effect in Santa Clara, San Francisco, and San Mateo counties on **Sept. 1, 2018**.

Able-bodied individuals may only receive CalFresh benefits for up to **3 months** within 36 months if they are not exempt or do not meet 'work requirements'.

Come learn how you can help people maintain their nutritional benefits!




At this workshop you will:

- ✓ **Hear** about the new regulations and CalFresh changes from CA Dept. of Social Services
- ✓ **Learn** about Santa Clara's plans to help CalFresh clients remain on aid.
- ✓ **Engage** in a community discussion about these plans and how the community can help.

RSVP: Anita – Anita.Casillas@ssa.sccgov.org | Phone: 408-755-7732

Lunch provided by: CA Association of Food Banks

Hosted by:
Santa Clara County Social Services - Dept. of Employment & Benefit Services
& Second Harvest's Food Bank



- Held Community Convening Session
- Distributed Informational Fliers
- Trained Community Based Organizations (CBO)
- Held Press Releases and Interviews

SANTA CLARA

CLIENT AWARENESS

cal fresh
BETTER FOOD FOR BETTER LIVING

Learn About Changes for
CalFresh ABAWD Without Dependents (ABAWD)

**CALFRESH ABAWD
CLIENT INFORMING SESSION**

TUESDAY | JULY 10 | 3:30-4:30
EMPLOYMENT CONNECTION CENTER | DOOR #10
1879 SENTER ROAD, SAN JOSE CA 95112

Join us to learn about:

- ✓ **What the ABAWD regulations** are
- ✓ **When the ABAWD rules take effect** in Santa Clara County
- ✓ **What this new change** means to you
- ✓ **How you can keep receiving** your CalFresh benefits, and
- ✓ **Different services available** from SSA to help you on your **Path To Success!**

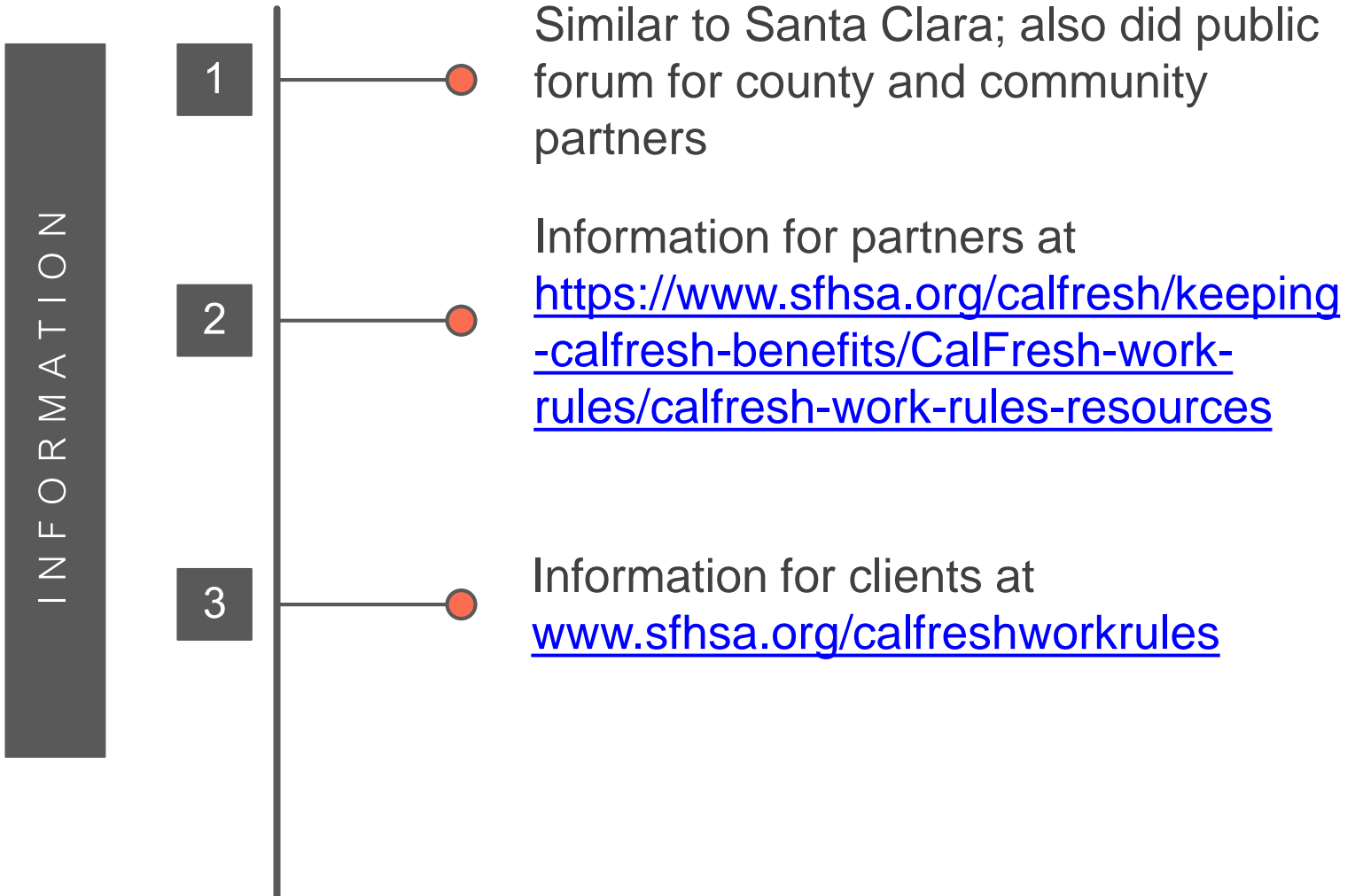
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Hosted by:
Santa Clara County Social Services - Dept. of Employment & Benefit Services
& Second Harvest's Food Bank

- Held Informational Client Events
- Sent Informational Notices and Fliers
- Sent Text, Email and Robo Calls
- Screened for Exemption and Engage Clients

SANTA CLARA

COMMUNITY AND CLIENT OUTREACH: SAN FRANCISCO





- Expanded resources to serve ABAWD population within the CalFresh Employment and Training (CFET)

Employment and Training (E&T)



**CALFRESH EMPLOYMENT
AND TRAINING (CFET)**



What's next for you? Choose your path!
HERE'S HOW CFET CAN HELP!



Santa Clara County

- Established partnership with Third Party E&T Providers



- Created an Internal CalFresh Employment Services (CFES) Unit





Santa Clara County



- 50 worksites available for Workfare (parks, community centers, SSA offices etc.)
- Services and events available:
 - ✓ Multiple Job fairs throughout the year
 - ✓ Monthly Employer recruitments
 - ✓ Job Training Workshops
 - ✓ Computers available for use
 - ✓ Referrals to 3rd party partners
 - ✓ Ancillary support, such as transportation



Meet the hours you **NEED**,
While we help you **SUCCEED!**



Employment Connection Center

A career center offering a wide variety of resources dedicated to helping you find a job. All located in one central location.

- employment recruitment
- computer labs
- job search
- one-on-one assistance
- job postings



Workfare/Volunteering

Get assigned to a private or public non-profit agency to improve your employability and gain experience.



On-Line Tutorials

Offering more than 1,000 online tutorials in math, technology, reading, and more.



Workshops

Offering workshops that will help improve your chances of getting a good job.

- completing job applications
- workplace appearance
- communication
- create a resume
- interview tips
- workplace success
- employer expectations
- time management



Social Services Agency
Department of Employment & Benefit Services

1879 Senter Rd, Door#10, San Jose, CA 95112
(408) 758-3797 | Mon - Fri: 8am - 5pm



San Mateo County

- San Mateo County operates an Employment and Training program through Vocational Rehabilitation Services (VRS)
- All ABAWD individuals not meeting an exemption or not meeting the work requirements are referred to VRS
 - ✓ VRS is managed by our Employment Services Branch
 - ✓ VRS is centrally located for greater access to customers



San Mateo County

- VRS offers the following components:
 - ✓ Workfare
 - ✓ Work Experience
 - ✓ Job Club
 - ✓ Distance Learning



San Francisco County

- Blended funding: SNAP E&T + County General Fund
- Leverage WIOA-funded services
- Service menu:
 - ✓ Public workfare at county departments
 - ✓ Alternative workfare at community-based agencies
 - ✓ Job readiness/training/work experience contracts



San Francisco County

- Service menu: (cont.)
 - ✓ Individual Referrals to private job training
 - ✓ Community college enrollment assistance
 - ✓ Subsidized employment with public and private employers
 - ✓ Weekly hiring events with public and private employers
 - ✓ Workshops, employment listings and computer access
 - ✓ Ancillary support (transportation, work clothes, barrier remediation)

A man in a dark suit and black shoes is running on a wide, modern staircase. The staircase is made of light-colored stone or concrete with dark metal handrails. The background shows a modern building with large windows and a grid ceiling. The scene is lit with warm, golden light, suggesting late afternoon or early morning. The image is overlaid with a semi-transparent green and grey rectangular frame.

ONGOING ENGAGEMENT EFFORTS

SANTA CLARA ONGOING ENGAGEMENT EFFORTS

To engage ABAWD clients and ensure they are not “left behind”

AUTO-GENERATE TEXTS, ROBO CALLS & EMAILS SENT

- *48 hours prior the CF ABAWD ES Orientation date*
- *To clients who No Show for their scheduled ABAWD ES Orientation*
- *To clients who are not meeting CalFresh work requirements*

PERSONAL CALLS FOR CLIENTS WHO DECLINED
CALFRESH EMPLOYMENT SERVICES

SAN MATEO ONGOING ENGAGEMENT EFFORTS

To engage ABAWD clients and ensure they are not “left behind”

- *ABAWD information has continued to be made available on all video information boards in our lobbies and all incoming calls to our service center.*
- *County CalFresh website has been updated to include ABAWD information*
- *Ongoing outreach events are being conducted and information is being shared with all participants.*

SAN FRANCISCO ONGOING ENGAGEMENT EFFORTS

To engage ABAWD clients and ensure they are not “left behind”

- *SF HSA website continues to provide ABAWD eligibility rules and information*
- *We continue to work closely with community partners to engage ABAWDs in work activities such as volunteering, etc.*
- *A job search process has been developed for clients trying to regain eligibility*
- *All clients who receive a 15% exemption are also mailed the self-screening guide for additional information/outreach*

A photograph of a group of people in a meeting, with a semi-transparent text box overlaid. The text box contains the title "IMPLEMENTATION & WORKLOAD MANAGEMENT".

**IMPLEMENTATION &
WORKLOAD
MANAGEMENT**



Santa Clara County

WORKLOAD MANAGEMENT

AUTO-CREATED ASSIGNMENTS FOR ELIGIBILITY WORKERS TO MAKE APPROPRIATE CALWIN ENTRIES WHEN:

- *Client is not meeting work activity requirements because CFES activity is less hours than expected*
- *Good Cause determined for the client by CFES when activity hours are less than expected*
- *Client met ABAWD work activity requirements.*
- *Client showed for CFES Orientation and is meeting ABAWD activity requirements*
- *Client's ABAWD exemption is ending next month*
- *GA Program is discontinued for over 30 days and case is CalFresh only*

TWO MAIN LISTINGS WERE CREATED THAT CONTAIN ABAWD-RELATED CALWIN ENTRIES AND OUTCOMES FOR ALL ABAWD CLIENTS. LISTINGS ARE REFRESHED DAILY:

1. *Intake Listing- Captures all ABAWDs approved as of 7/1/2018*
2. *Continuing Listing : Captures all ABAWDs in Continuing caseloads*



INFORMATION ON THESE LISTINGS
INCLUDES DATA ON:

- *Exemptions*
- *Work requirements met*
- *ABAWD Clock*
- *Referrals to CFES Orientation*

An overhead photograph of two individuals, a woman on the left and a man on the right, sitting at a light-colored, round table. They are both looking down at documents and a laptop. The woman is wearing a light blue long-sleeved shirt and is writing in a notebook. The man is wearing a red long-sleeved shirt and is looking at an open book. On the table, there is a laptop, several papers, a smartphone, and some sticky notes. The background is a grey, textured wall. A semi-transparent white rectangular box is overlaid on the center of the image, containing the text.


San Mateo County


WORKLOAD MANAGEMENT



TWO ELIGIBILITY STAFF MEMBERS ARE DEDICATED TO ABAWD. THEY ARE RESPONSIBLE FOR THE FOLLOWING:

- *Review ABAWD report to ensure correct exemptions are applied*
- *Complete/Submit referrals to our Employment Services Department*
- *Monitor and engage clients that have temporary exemptions*

- 
- *ABAWD Workers apply and track 15% exemptions based ABAWD Alert Report*
 - *Correct ABAWD status retroactively, as needed*
 - *Provide client guidance on the several methods they can meet the work requirement rules*

- 
- *Meet monthly with the CalFresh Policy Analyst and Program Manager to discuss policy updates and any issues related to ABAWD*



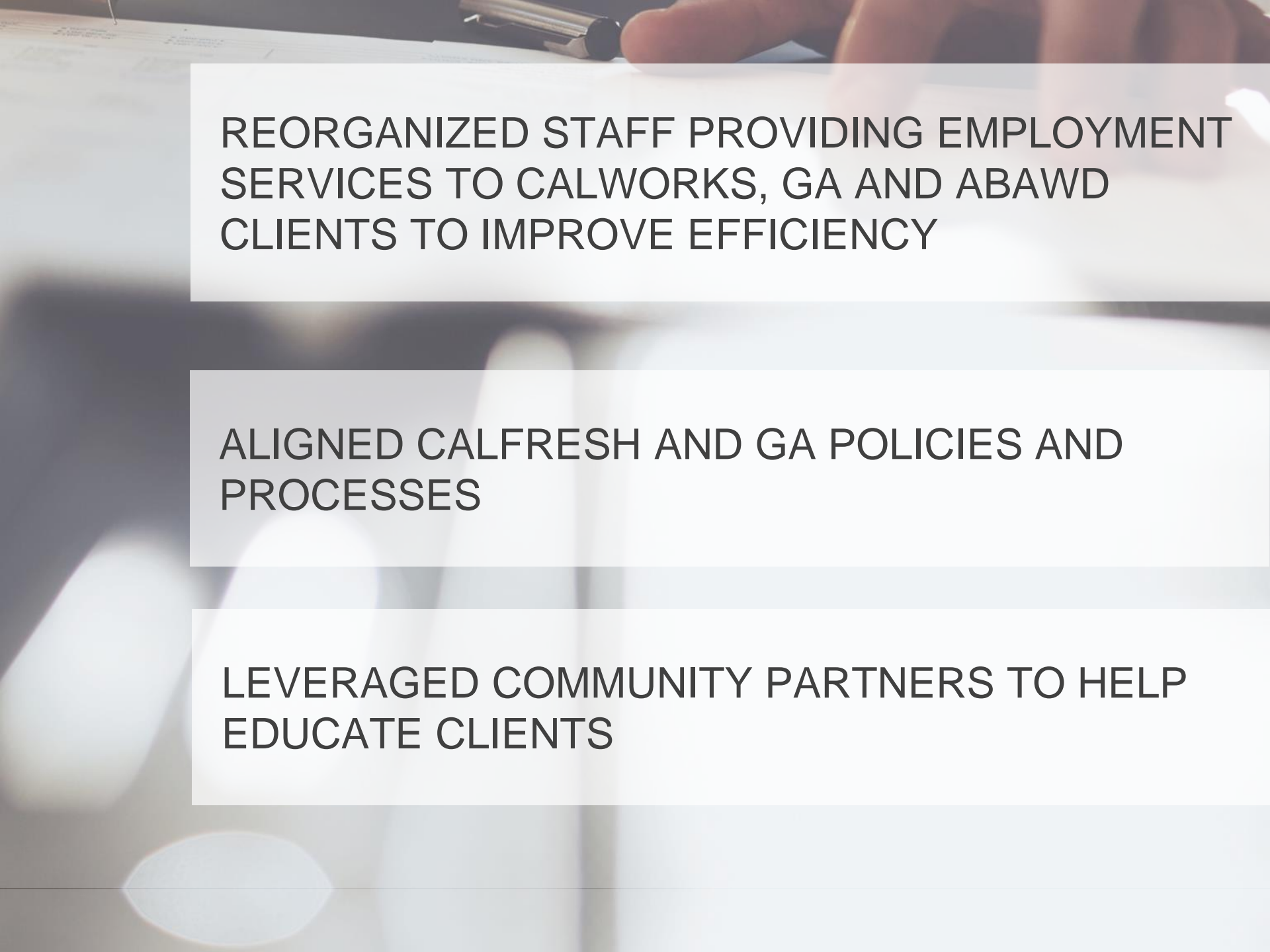
San Francisco

WORKLOAD MANAGEMENT



CREATED SPECIALIZED ABAWD UNIT
RESPONSIBLE FOR:

- *Applying, tracking and noticing the client of 15% exemptions*
- *Tracking workfare compliance and outreaching to clients who fail to complete workfare hours*
- *Supporting the process for discontinued ABAWDs seeking to regain eligibility*



REORGANIZED STAFF PROVIDING EMPLOYMENT SERVICES TO CALWORKS, GA AND ABAWD CLIENTS TO IMPROVE EFFICIENCY

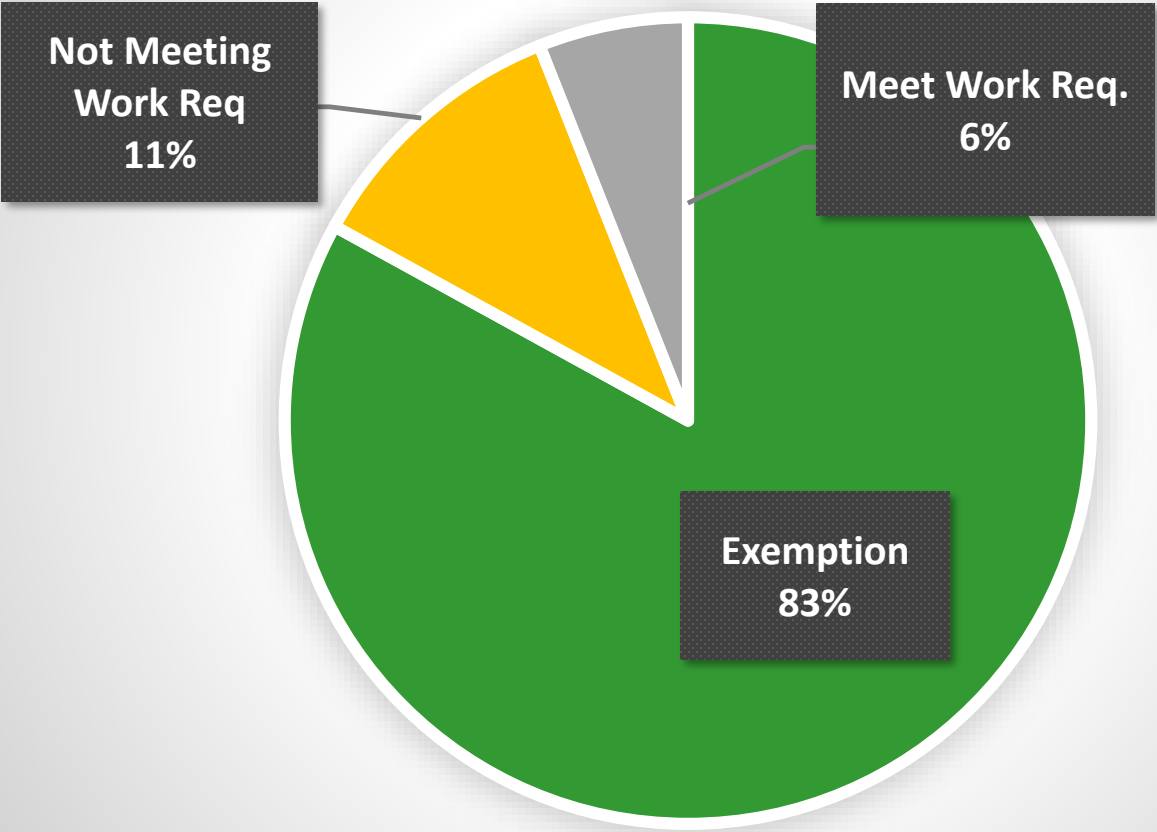
ALIGNED CALFRESH AND GA POLICIES AND PROCESSES

LEVERAGED COMMUNITY PARTNERS TO HELP EDUCATE CLIENTS



ABAWD
DEMOGRAPHICS

ABAWD Status in Santa Clara County



SANTA CLARA COUNTY OUTCOME

JULY 2019

#

Number of Referred to Employment Services Orientation: **932**

Number of Participants for Employment Services Orientation: **252**

Orientation Show Rate: **27%**

Assigned activity among those who showed:

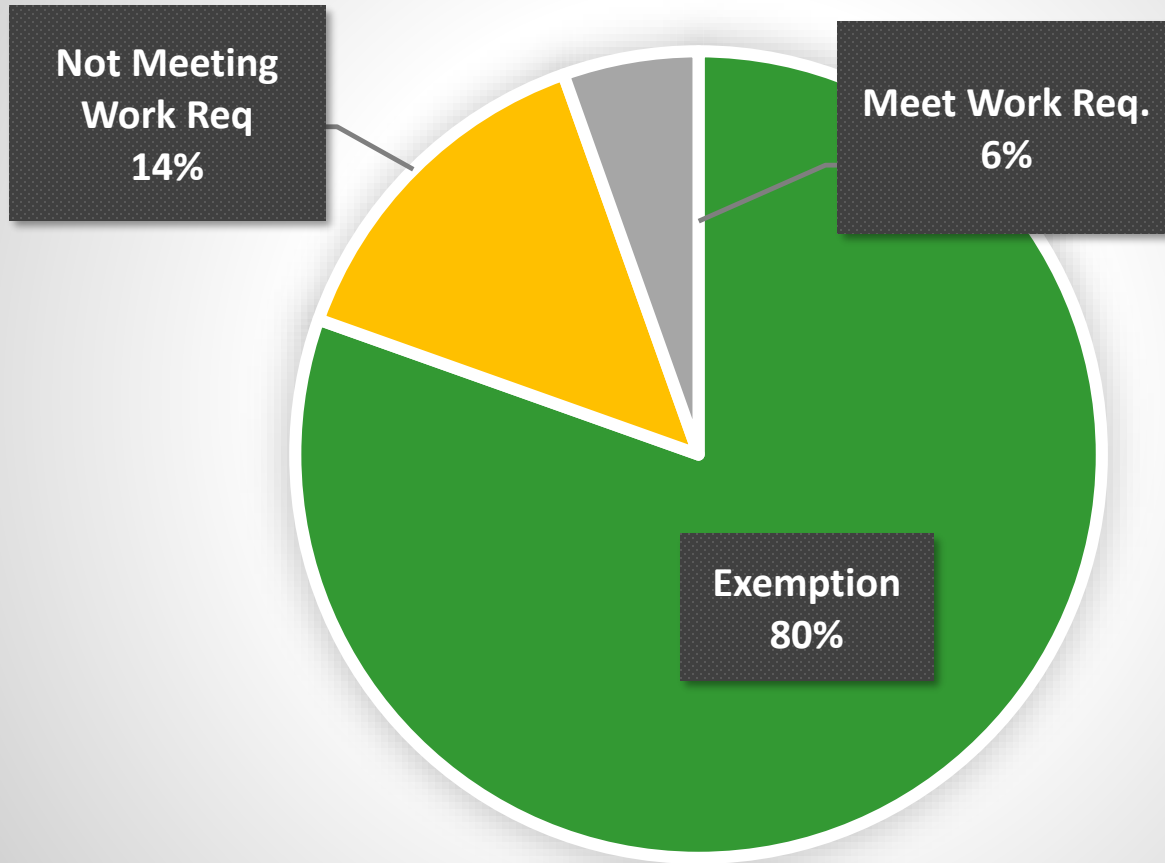
Job Search **49%**

Workfare **34%**

Job Search Training **14%**

Other **3%**

ABAWD Status in San Mateo County



SAN MATEO COUNTY OUTCOME

JULY 2019

#

Number of Referred to Employment Services Orientation: **1270**

Number of Participants for Employment Services Orientation: **30**

Orientation Show Rate: **2%**

Assigned activity among those who showed:

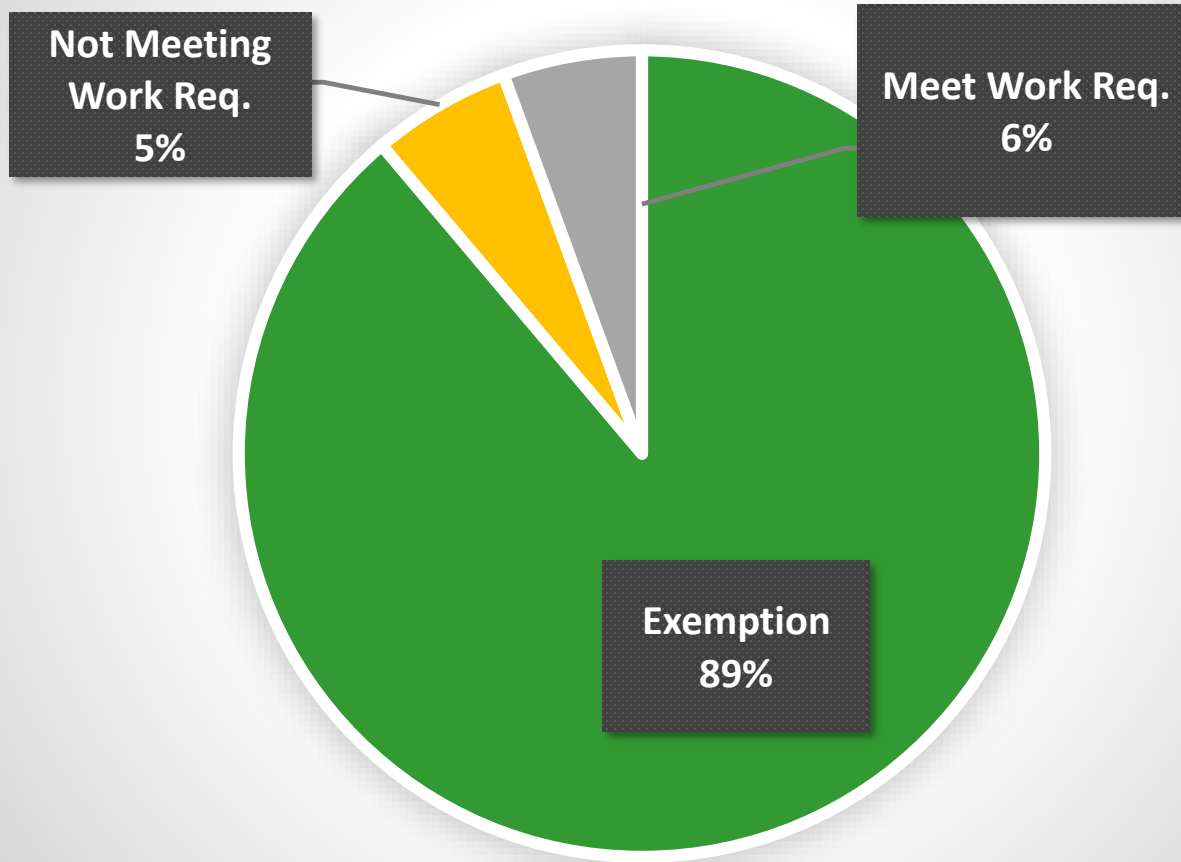
Workfare **63%**

Work Experience **4%**

Unsubsidized **10%**

Distance Learning **23%**

ABAWD Status in San Francisco County



SAN FRANCISCO COUNTY OUTCOME

JULY 2019

#

Number of Referred to Employment Services Orientation: **1457**

Number of Participants for Employment Services Orientation: **791**

Orientation Show Rate: **54%**

Assigned activity among those who showed:

Job Search **26%**

Workfare **43%**

Vocational Services **9%**

Other **12%**



LESSON LEARNED
&
OPPORTUNITIES FOR
IMPROVEMENT



TRAINING

- Training staff closer to implementation and containing all components within the process
- Stagger training based on system rollout to make it easier for staff to remember by using learnings right away
- Train both Human Services staff and Employment Services staff so that both sides have the same understanding.
- Have a clearly defined internal process on the ABAWD flow



STAFF SUPPORT

- Equip Eligibility Workers with the tools and resources they need:
 - Screening Process Forms
 - Communication Scripts
 - Business Process Workflow
- Roadshows



DATA/SYSTEMS

- Obtain accurate data / reports early (i.e. ABAWD population, exemptions)
- Review available data resources for exemption information
- Data clean-up
- Good understanding of the exemptions and how to enter these exemptions into SAWS system to obtain the correct exemption / outcome.
- Test system functionality as early as possible (60+ days) to start testing scenarios and creating staff guides



OUTREACH

CLIENTS, CBO'S, COUNTY PROGRAMS, COUNTIES, CDSS

- Inform clients and gather exemptions at touchpoints (SAR-7 / RRR / Inbound calls)
- Have a cohesive outreach plan
- Have a good understanding of what leadership's vision is for outreach and implementation.
- Partner with county programs (GA, Workforce Development, QC) at Steering Committee to align strategy
- Communicate with other Wave (implemented) counties to address functionality, policy, and procedural concerns
- Closely work with CDSS



POST-IMPLEMENTATION

- Create report structure (such as Countable Months) early to ensure correct data entries
- Add more ABAWD unit staff during first months to address need for quick changes and data entries
- Assess ABAWD case accuracy via QA and supervisory reviews
- Train and align GA staff on ABAWD strategy
- Communicate successes to staff – workfare referrals, job opportunities, exemption rates



KEY CHALLENGES

- Changes in Policy Guidance
- Inadequate System functionalities/Unreliable Tracking System
- Client Engagement of ABAWDs that are not exempt or do not meet the work requirements
- Granting 15% Exemption starting December reduced the effectiveness of marketing messages and participation in E&T



CDSS

CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

California Department of Social Services



CDSS

- NOTICE OF PROPOSED RULE MAKING (NPRM) – RELEASED FEBRUARY 2019
- PROPOSED RULE WOULD CHANGE TWO MAJOR ABAWD TIME LIMIT POLICY AREAS:

Criteria for Time Limit Waiver Approvals

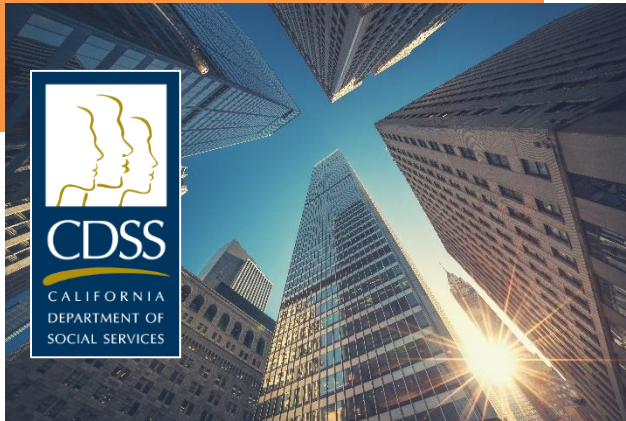
Criteria for Time Limit Waiver Approvals



CDSS

- ✓ Adds more restrictive criteria to waiver requests
- ✓ Immediate impact: decrease in number of counties eligible for a waiver and therefore, an increase in number of counties required to implement the ABAWD Time Limit

Percentage Exemptions



CDSS

- ✓ Eliminates unlimited year-to-year carryover of percentage exemptions
- ✓ Eliminates current “bank” of 850,000+ percentage exemptions
- ✓ Note – 2018 Farm Bill has already reduced the 15 percent exemption to 12 percent exemption
- ✓ Immediate impact: significantly more restrictive application of percentage exemptions

Best Practices: Transitioning Off the ABAWD Time Limit

- ✓ Develop an Internal “Implementation Team”
- ✓ Start Planning and Training, Training, Training
- ✓ Expand ABAWD Engagement Opportunities
- ✓ Connect with Community Stakeholders



CDSS

Resources



- **CalFresh Work Registration**

- [ACIN I-01-13](#) – Policies and Procedures For CalFresh Work Registration
- [MPP 63-407](#) – Work Registration Requirements (CalFresh Regulations)
- [7 CFR 273.7](#) – Work Provisions (Federal Regulations)

- **ABAWD Time Limit**

- [ACL 18-08](#) – CalFresh Able-Bodied Adults Without Dependents Time Limit Handbook Version 1.0
- [MPP 63-410](#) – Work Requirements for ABAWDs (CalFresh Regulations)
- [7 CFR 273.24](#) – Time Limit for Able-Bodied Adults (Federal Regulations)
- [USDA FNS ABAWD Page](#)



THANK YOU





Questions

