WELCOME

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

- Screen and grant ABAWD exemptions to all who are eligible
- Assist CalFresh participants to meet work requirements, if not exempt
- Utilize Percentage exemptions to help participants maintain benefits when appropriate
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
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
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.
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.
ABAWD informational notices were mailed out in July, August, and September 2018.

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

Held Community Convening Session

Distributed Informational Fliers

Trained Community Based Organizations (CBO)

Held Press Releases and Interviews
- Held Informational Client Events
- Sent Informational Notices and Fliers
- Sent Text, Email and Robo Calls
- Screened for Exemption and Engage Clients
Similar to Santa Clara; also did public forum for county and community partners

Information for partners at https://www.sfhsa.org/calfresh/keeping-calfresh-benefits/CalFresh-work-rules/calfresh-work-rules-resources

Information for clients at www.sfhsa.org/calfreshworkrules
Employment and Training (E&T)

- Expanded resources to serve ABAWD population within the 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
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

Santa Clara County
ColFresh
EMPLOYMENT SERVICES

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.

**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

**On-Line Tutorials**

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

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 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
VRS offers the following components:

- ✓ Workfare
- ✓ Work Experience
- ✓ Job Club
- ✓ Distance Learning
- 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
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)
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**
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.**
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**
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**
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
Exemption: 83%
Not Meeting Work Req: 11%
Meet Work Req: 6%

ABAWD Status in Santa Clara County
<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>Number of Referred to Employment Services Orientation:</td>
<td>932</td>
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<tr>
<td>Number of Participants for Employment Services Orientation:</td>
<td>252</td>
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<tr>
<td>Orientation Show Rate:</td>
<td>27%</td>
</tr>
<tr>
<td>Assigned activity among those who showed:</td>
<td></td>
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<tr>
<td>Job Search</td>
<td>49%</td>
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<tr>
<td>Workfare</td>
<td>34%</td>
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<tr>
<td>Job Search Training</td>
<td>14%</td>
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<tr>
<td>Other</td>
<td>3%</td>
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ABAWD Status in San Mateo County

- Exemption 80%
- Not Meeting Work Req 14%
- Meet Work Req 6%
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<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
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<tr>
<td>Number of Participants for Employment Services Orientation</td>
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<td>Orientation Show Rate</td>
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<td>Assigned activity among those who showed:</td>
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<td>Workfare</td>
<td>63%</td>
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<tr>
<td>Work Experience</td>
<td>4%</td>
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<tr>
<td>Unsubsidized</td>
<td>10%</td>
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<tr>
<td>Distance Learning</td>
<td>23%</td>
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ABAWD Status in San Francisco County

- Exemption: 89%
- Not Meeting Work Req.: 5%
- Meet Work Req.: 6%

Exemption:

- Not Meeting Work Req.: 5% (Gray)
- Meet Work Req.: 6% (Yellow)
- Exemption: 89% (Green)
<table>
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<tr>
<th>Description</th>
<th>Count</th>
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<tbody>
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<td>Number of Referred to Employment Services Orientation:</td>
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<td>Number of Participants for Employment Services Orientation:</td>
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<td>Orientation Show Rate:</td>
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<td>Assigned activity among those who showed:</td>
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<td>Job Search</td>
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<tr>
<td>Workfare</td>
<td>43%</td>
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<tr>
<td>Vocational Services</td>
<td>9%</td>
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<tr>
<td>Other</td>
<td>12%</td>
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LESSON LEARNED & OPPORTUNITIES FOR IMPROVEMENT
• 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
• Equip Eligibility Workers with the tools and resources they need:
  • Screening Process Forms
  • Communication Scripts
  • Business Process Workflow
• Roadshows
• 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
• 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
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
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

- 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
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](#)
Questions