

# NEW FAMILY STABILITY IN CALWORKS CHILD CARE

Jennifer Greppi, Parent Voices

Natasha Nicolai, Cal. Dept. of Social Services

Patti Prunhuber, Child Care Law Center

Phil Warner, SF Children's Council

# Immediate & Continuous Stage 1 Child Care



Families keep their child care so parents can work and  
children can thrive



Budget TBL passed **July 1, 2109**. CDSS guidance issued Oct. 1?  
[SB 80](#) (Budget bill that incorporated SB 321), and [AB 121](#)

# CalWORKs Child Care



## □ CalWORKs Child Care

- **Stage 1** – Administered by CDSS/CWD's. Historically tied to current WTW activity or work
  - **Stage 2** – Once “stable” and for 24 months following date parent last received cash aid or diversion; CDE
  - **Stage 3** – After 24th month; can only enter directly from Stages 1 or 2; no time limit; CDE
- 



# Legislative Intent



## **Child Care for Recipients of the CalWORKs Program** **Ed. Code § 8350.**

(a) It is the intent of the Legislature...to ensure that recipients of [CalWORKs] aid ... and former recipients who have left aid for employment, are connected as soon as possible to local child care resources, make stable child care arrangements, and continue to receive subsidized child care services after they no longer receive aid as long as they require those services and meet the eligibility requirements...

# New! Immediate and continuous Stage 1 child care



- As of **October 1, 2019, families will get:**
  - ▣ Child care authorized immediately upon CalWORKs approval;
  - ▣ Authorization for 12 months or until transfer to the Stage 2 program;
  - ▣ Child care to attend Welfare-to-Work (WTW) activities or work; and
  - ▣ Child care so that parents can tend to a broad set of family needs. “Program activities” include: housing search, domestic violence, addiction or mental health counseling, court and medical appointments, and other similar activities;

(continued on next slide)

# New! Immediate and continuous Stage 1 child care (continued)



- As of **October 1, 2019, families will get:**
  - ▣ Full-time child care, unless a parent decides part-time care better meets their family's needs;
  - ▣ Child care for adults who have been sanctioned and indicate an intent to participate in any program activity;
  - ▣ Child care for exempt volunteers who choose to participate in any program activity; and,
  - ▣ County must verify that the parent has actually secured child care before they need to show up for required activities or welfare appointments

# Expanded Program Activities



- *Full-time* Stage 1 child care authorized for broad set of activities, including:
  - ▣ any WTW activity, orientation, appraisal, assessment, job search, job club, etc.
  - ▣ **domestic violence** services, court appearances
  - ▣ **housing search** or classes, homeless support programs, shelter participation requirements, eviction proceedings
  - ▣ **mental health services** (including therapy or personal counseling), home visiting programs, drug or substance abuse services, parenting classes
  - ▣ **medical** or education-related appointments for the participant or their dependents.

# New Child Care Request Form



## **NOTICE: You may be eligible for CalWORKs Stage One Child Care**

The county pays for child care for children under 13, and for older children with disabilities up to the age of 21 that prevent them from being left alone.

### **MY CHILD CARE RIGHTS**

- ☐ I have a right to child care to tend to my family's needs. For example: housing search, domestic violence or mental health counseling, court and medical appointments, or other similar activities.
- ☐ My child care will be authorized for 12 months, so that my children get stable, reliable care.
- ☐ I have the right to have child care in place before I need to show up for required activities or appointments.
- ☐ I have a right to child care so that I can go to any Welfare-to-Work (WTW) activity or work.
- ☐ I have a right to full-time child care, unless I prefer part-time care.
- ☐ I have a right to child care as an exempt volunteer, if I choose to participate in activities.
- ☐ If I don't want child care now, I can ask for it later.



# New Child Care Request Form



## PLEASE ANSWER THE FOLLOWING QUESTIONS:

- ☐ Do you want child care for any of your children now? Yes\_\_\_\_ No\_\_\_\_
- ☐ You are eligible for full-time child care (30 or more hours per week). Would you prefer part-time child care? Yes\_\_\_\_ No\_\_\_\_
- ☐ Will you need child care if you start working, going to school, training, job search, counseling, housing search, or other activity? Yes\_\_\_\_ No\_\_\_\_

If you answered **No** to any questions above:

- ☐ Is somebody watching your children who does not want to get paid? Yes\_\_\_\_ No\_\_\_\_
- ☐ Are all of your children in Head Start, other subsidized center-based program, or school? Yes\_\_\_\_ No\_\_\_\_

# New! Improved Transfer Process between CalWORKs stages



- CDE [Management Bulletin 18-05](#) and [ACIN I-19-17](#)
- New Ed. Code Sec. 8350 (c):

In order to ensure that there is no disruption in child care services due to the planned transitions between the stages of CalWORKs childcare, the first stage or the second stage of childcare services *shall not be discontinued until confirmation is received* from the administrator of the subsequent stage of childcare that the family has been enrolled in the subsequent stage of childcare, or that the family is ineligible for services in the subsequent stage of childcare.

# Key Takeaways



- Many CalWORKs families haven't been getting the subsidized child care they deserve and need
- Stage 1 child care creates a pathway to family stability and healthy, happy children
- Expanded eligibility and new focus on child well-being create an opportune moment to enroll more children in stable, quality child care, and Child Care Law Center is here to help.



# Resources for you



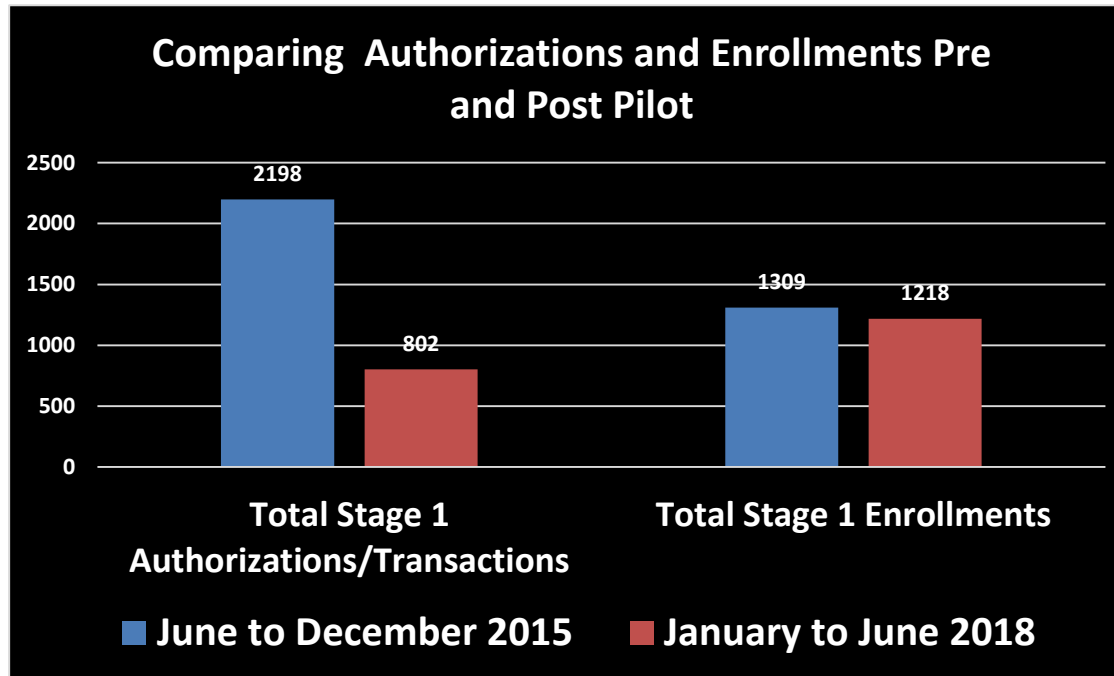
- Child Care Law Center: [New Rights to Immediate and Continuous Child Care](#)
- [Welf. & Inst. Code §§ 11323.1 – 11324.8](#)
- [Educ. Code Secs. 8350 – 8359.1](#)
- [M.P.P. Secs. 47-100 through 48-005](#) – CalWORKs Child Care Regs. (as of October 1, refer to ACL 19-XXX on Immediate, Continuous Eligibility)
- [ACIN I-19-17](#) – Best Practices for Stage 1 Child Care
- [Title 5, Chapter 19.5](#) – CalWORKs Child Care Programs
- [CDE MB 18-05](#) on Stage 1 to 2 Transfer Process
- Visit [www.childcarelaw.org](http://www.childcarelaw.org) for more information



# **SF Pilot Basics**

- ***Began May 2017***
- ***Was requested to align Stage 1 with CDE 24-month eligibility pilot***
- ***Differed from current law in a few ways***

# Administrative Transactions Declined Significantly



# SF Pilot Takeaways

## **Stage 1 Costs Increased by 20%**

- *Families weren't being transferred timely to Stage 2*
- *There were also 2 RMR increases*

# **SF Pilot Takeaways**

**-Continuous length of Stage 1 authorizations increased from 6-7 months to 13-14 months on average.**





# LAUNCHPAD

September 2019  
Trainings for FSS

# About Launchpad

## What's Launchpad?

- A referral database developed by Salesforce

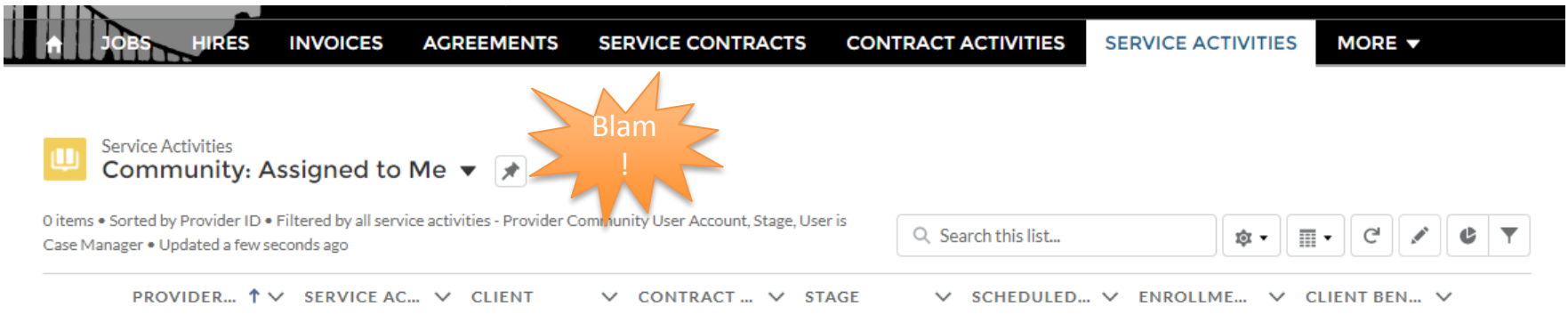
## Why Launchpad?

- HSA already uses Launchpad for other referrals (clothing, counseling etc.)
- Instant info & data for our funders and CW staff
- Integrated Email/Chat feature – communication becomes a permanent part of case file.

– Each auth email will come with a Launchpad hyperlink and PDF

# Customize Your Launchpad List

After logging in, click Service Activities in the upper right-hand corner. You will use only this tab in Launchpad. To customize the Service Activities list that show for you, choose "Assigned to Me." Use the Thumbtack icon to pin this choice. Next time you login, Services Activities will display only your cases.



The screenshot shows the Launchpad navigation bar with the following tabs: HOME, JOBS, HIRES, INVOICES, AGREEMENTS, SERVICE CONTRACTS, CONTRACT ACTIVITIES, SERVICE ACTIVITIES (selected), and MORE. Below the navigation bar, the 'Service Activities' section is displayed with the title 'Community: Assigned to Me' and a thumbtack icon. A starburst graphic with the text 'Blam!' points to the thumbtack icon. Below the title, it says '0 items • Sorted by Provider ID • Filtered by all service activities - Provider Community User Account, Stage, User is Case Manager • Updated a few seconds ago'. To the right of the title is a search bar with the placeholder text 'Search this list...'. Below the search bar are several filter buttons: PROVIDER..., SERVICE AC..., CLIENT, CONTRACT ..., STAGE, SCHEDULED..., ENROLLME..., and CLIENT BEN....

## Typical Stage One Information

**Service Activity Enrollment-**

[+ Follow](#)
[Add Attendance](#)
[Edit](#)

Provider

CHILDRENS COUNCIL OF SAN FRANCISCO

Scheduled Start

8/15/2019

Exit Date

Client Alias

Link to Client's address etc.

Client

Contract Activity

Child Care Referral

Provider

CHILDRENS COUNCIL OF SAN FRANCISCO

Referred By

Referral Date

8/15/2019

Client Information

Client Benefit Program

CalWORKs

Other Client Program

Children with Special Needs

N/A

Language

English

Is Homeless

☐

Second Parent

Second Parent

Second Parent Status

In WW activity

Stage 1 Childcare Authorization Information

Stage 1 Authorization Type

Stage 1 Child Care

Stage 1 Child Care Provider Type

Licensed Exempt

Stage 1 ELS/Non-ELS Provider

Stage 1 Authorization Start Date

8/15/2019

Stage 1 Authorization End Date

8/31/2020

Stage 1 Total Exempt Hours

32.00

Stage 1 Full or Part-Time

Contacts

CalWORKs ELS/WW

Provider Case Manager/Local Site Contact

System Information

Created By

Last Modified By

Created

8/15/2019 10:11 AM

Last Modified

8/15/2019 8:59 AM

View Children- (Pro tip: use "View All")

Children (4)

RECO...	CHILD	CHILD B...	CHILD G...

View All

Weekly Schedules (2)

WEEK...	TYPE	SCHEDU...	TOTAL...
WS-329	Stage 1 En...	8/15/2019	32.00
WS-330	Stage 1 En...	8/15/2019	32.00

View All

Child Care Changes (0)

Notes from Service Activity

Stage 2 will be indicated here

Files (0)

Upload Files

Or drop files

Child Care Histories (4)

ID	CREATED DATE
	8/16/2019 8:55 AM
	8/15/2019 4:06 PM
	8/15/2019 4:06 PM
	8/15/2019 10:23 AM

View All

Links to authorized schedules

Stage One Dates

childrenscouncil.org • facebook.com/childrenscouncil • twitter.com/childcaresf

## Typical Stage Two Information

Child Care Change  
C-12345

+ Follow   Edit   Change Record Type

DETAILS   FEED

Information

Child Care Service Charge ID  
C-12345

Record Title  
Transfer to Stage 2

Family Size  
2

Family Monthly Income  
\$0

Other Family Members

Other Family Members in Household @  
No

Parent A Information

Parent A  
[Redacted]

Parent A Reason for Needing Service  
Lack of Support

Parent A Address  
[Redacted]

Parent A Phone  
[Redacted]

Parent B  
[Redacted]

Parent B Reason for Needing Service  
[Redacted]

Parent B Address  
[Redacted]

Parent B Phone  
[Redacted]

Service Activity  
[Redacted]

Adult Cash Aid Discontinuation Date  
7/01/2019

Stage 1 End Date  
6/30/2019

Stage 2 Start Date  
10/1/2019

Names of Other Family Members @  
[Redacted]

Parent A Employer/School Name  
[Redacted]

Parent A Employer/School Address  
[Redacted]

Parent A Employer/School City  
[Redacted]

Parent A Employer/School State @  
[Redacted]

Parent A Employer/School Zip Code  
[Redacted]

Parent B Employer/School Name  
[Redacted]

Parent B Employer/School Address  
[Redacted]

Parent B Employer/School City  
[Redacted]

Parent B Employer/School State @  
[Redacted]

Weekly Schedules (1)

WEEK...	SERVICE...	TYPE	TOTAL W...
W-12345	Childcare	Stage 2	25.00

View All

Children (1)

RECD...	CHILD	CHILD B...	CHILD G...
[Redacted]	[Redacted]	Female	[Redacted]

View All

Family Size & Income

"Off Aid" Date

Links to activity schedules

Reason for needing service

## “Chatter”-Launchpad’s Built in Email

If a record is incomplete or has errors, staff communicate through Launchpad’s chat feature called Chatter. The communication remains a permanent part of the client’s case file within LP.

The screenshot displays the Launchpad interface for a client record. At the top, there is a yellow icon of a book with a speech bubble, followed by the text "Service Activity Enrollment-63311". Below this, a table lists client information:

Provider	Scheduled Start	Exit Date	Client Alias
CHILDRENS COUNCIL OF SAN FRANCISCO	10/1/2019		

Below the table, there are two tabs: "DETAILS" and "FEED". The "FEED" tab is selected and highlighted with a blue underline. Under the "FEED" tab, there is a "Post" button and a large text input area for creating a new post. To the right of the input area, there is a vertical list of five empty rectangular boxes, likely representing a list of previous posts or messages.



# Launchpad in the future....

- Uploading docs
- Fully paperless Stage 1
- Client e-signature capability



# Roundtable Questions

Discuss/compare county practices and report back on what works best and where there are breakage points in a few of the following areas:

- Stage 1 referral mechanisms
- customer education about different care options, process of finding child care
- Payment processes
- Transfers from Stage 1 to Stage 2
- co-location/access

# Immediate and Continuous Child Care Eligibility in CalWORKs Stage One



# Background

- ▶ Early development is key to future success
- ▶ Poverty limits bandwidth and increases incidents of toxic stress
- ▶ CalWORKs engagement had room for improvement
- ▶ Subsidy child care programs and CalWORKs stages of child care were not aligned

# Purpose

- ▶ Child care as a two-generational approach to poverty reduction
  - ▶ Benefit to parents
  - ▶ Benefit to children
- ▶ Reduced administrative burden
- ▶ Systems alignment

# Policy Implementation

- ▶ Immediate and continuous child care upon eligibility determination
- ▶ Full time child care unless individual requests part time
- ▶ Child care must be authorized and secured before mandating participation in any activities



# Exceptions

- ▶ The following groups are not eligible for immediate and continuous child care eligibility in Stage One:
  - ▶ Child-only cases (families with no aided adults)
    - ▶ Adult(s) receiving SSI benefits
    - ▶ Ineligible noncitizen adults
    - ▶ Non-needy caretaker relatives
  - ▶ Individuals choosing an exemption at cash aid determination



# Differences between Stage One and Stage Two Policy

- ▶ Length of time in a Stage
  - ▶ Stage One: 12 months or until county defines as “stable”
  - ▶ Stage Two: No less than 12 months before recertification
- ▶ Full-time vs Part-time
  - ▶ Stage One: Full-time child care unless parent requests part time
  - ▶ Stage Two: Part time or full time as determined by the parent's need
- ▶ Differences in Stage One and Stage Two policies remain