

# Region 3 - PSC County Updates

**Region 3** (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)

The Region had a very successful October Regional Meeting on October 27<sup>th</sup>, our next meeting is scheduled for November 17<sup>th</sup>. There was a lot of county sharing and collaboration between the counties throughout the meeting. Lake County shared information about their Internal Website and how they are sharing Migration information with their staff. RMs provide a CalSAWS Reference Guide to the counties in Region 3. The reference guide includes Migration, CIV Project and Committee information/updates. The October R3 Reference Guide was the largest guide provided to date. The RMs provide this detailed document to the PPOCs monthly, so that they can use the information as they see appropriate within their county.

## Butte

- Butte County has been working with CDSS on their Disaster CalFresh (DCF) plan, they are currently in the pre-registration phase of the plan. The preregistration for DCF has been relatively slow. The Disaster CalFresh application period will run from October 28<sup>th</sup> through November 5<sup>th</sup>, 2020.
- Due to COVID, the county continues to have several staff working remotely. They continue to do phone interviews verses in-person interviews, which they do not see changing until after the first of the year, possibly early next spring.
- The County has several open staff positions, with 12 new EES starting on 11/2/20. They are also recruiting for an Eligibility Supervisor, plus there will be two additional supervisors retiring in December 2020.

## Colusa

- Colusa County has been a banked caseload county for several years. They are in the process of looking at the potential of returning to an individual caseload for all continuing cases.
- Colusa County would like to thank all the counties that provided information and materials regarding MEDS Training. They found this information very helpful and will assist them in future MEDS Trainings.
- The County has been short staffed for some time, and they recently experienced more vacancies in Eligibility due to staff leaving to other counties. They hope to have an Eligibility training starting in November. The county is in the process of changing their Employment and Training Specialists titles to Case Managers and they have an accepted job offer for the vacancy they had in this area.

## Del Norte

- Del Norte County currently has 29 families temporarily housed under Project Roomkey. The county has been approved for the Project Homekey and their Board of Supervisors recently approved the purchase of a hotel for this endeavor.
- The county staff continues to work part week from home and part week physically in the office in order to practice social distancing within their facility. The office has been fully open to the public for some time. The reception staff do monitor

# Region 3 - PSC County Updates

customers to make sure that no more than 10 individuals are in the lobby at any given time. A general health check is performed at the door where the public enters the building, the customers are asked if they have been sick, running a fever, etc., Masks are required and provided. Hand sanitizer is also available. The lobby traffic has been steadily increasing over the past couple of months.

- The county continues to have multiple vacancies, including 1 Integrated Case Worker Supervisor, 4 Integrated Case Workers, 3 Eligibility Specialists and 2 office assistants.

## Glenn County

- Glenn County HHSA has successfully recruited and hired four (4) eligibility specialist positions, training will start November 2, 2020.
- The county continues to work with staff that need to work alternate schedules during COVID 19 pandemic, as many children are enrolled in home school/virtual learning/distance learning.
- Glenn County remains in Purple tier status due to the number of COVID 19 transmission in the county. This tier is the most restrictive tier. They continue to remain optimistic, as cases are finally starting to decline. Their offices are still only open to the public from 10-11 am and 2-4 pm daily.
- Glenn County has elected to have CNCs for all of their social services departments. They have assigned a total of 17 members to support the different county departments with the CalSAWS Migration.

## Humboldt

- The R3 PSC member and Humboldt Deputy Director returned to the office from an extended leave on Monday, October 5th. The County still has approximately 100 staff members working from home and they do not have a return to site date at this time.
- The County has selected 8 staff members located in different department within the County to be their CNCs. They believe this is a good strong model and they are ready for CNC activities to start.
- Humboldt County has a class of 12 Eligibility Specialist Trainees, that started on 10/19/20.

## Lake

- Lake County has started a rotation and schedule for the use of the Sandbox and will continue through migration. They are using two of their three logins for this purpose, each week a unit will be able to use the two logins to become familiar with the CalSAWS System. The third login is reserved for Analysts/trainers, Managers and reception staff.
- The county has 29.6% of staff working on site, 54.7% are telecommuting, 7.5 % are on leave, and 18.9% are on intermittent leave.
- They currently are short staffed with 38 or 48 allocated positions for ES T/I/II positions filled, for a 21% vacancy. 11 of their staff are trainees, meaning 29% of their filled

# Region 3 - PSC County Updates

positions have less than one-year experience. They are aiming to start a training with up to four new hires in Jan 2021.

- The County met many challenges in planning for DCF. They had to develop new protocols for a variety of new no-touch application methods during COVID, and also because of the C-IV functionality changes that went into the C-IV system the day they started processing DCF, causing them to quickly retrain staff who had previous experience in issuing DCF in C-IV. The actual demand for application was lower than expected, this was due to the demographic population that was affected by the fires.

## Lassen

- No County updates for this period.

## Mendocino

- No County updates for this period.

## Modoc

- The County lobbies are still closed due to COVID, with the exception of emergencies.
- Modoc County is currently recruiting for many positions; Office Assistance I/II, Office Assistant III, Eligibility Specialist I/II, Social Worker I/II, Social Worker III and Staff Services Analyst I/II

## Plumas

- Plumas County continues to operate business as usual and their office is open 8 am - 5 pm.
- They are short staffed and doing their best to keeping up on their caseloads. They are looking forward to new staff being hired to fill some of their vacancies. They are currently recruiting for several vacant positions; Eligibility Specialist I/II/III, Employment & Training Worker I, Social Worker I/II/III and Staff Services Analyst I/II. They also have an opening for Program Manager, recruitment for this position has not yet been posted.

## Shasta

- No County updates for this period.

## Siskiyou

- The county has no major changes to report. They currently have 9 eligibility worker vacancies and hope of bringing in at least 2 new eligibility workers over the next month.

## Tehama

- The County has created a Sandbox Workgroup, this team is working on the creation of a flyers based on the TOSS/IPOC infographics flyers. They will be sharing them with

# Region 3 - PSC County Updates

their staff to demonstration who in their county are the important Points of Contact for Migration, including the PPOC, IPOC, TPOC and DPOC.

- The County is also working on a plan to jump start the counties internal committee processes, which are comprised the RCMs and SMEs that are appointed to the CalSAWS committees. This will be done in conjunction with the new CalSAWS streamlined onboarding process. They hope to educate on RCM and SME roles in the committees and to create as internal processes and business practices for sharing committee information and changes amongst county staff.
- County staff have been working through the Renewals/Recertification, with some staff working overtime to complete the assignments timely. Their CF/MC Continuing and CF/MC Units are all working together to complete "next day" interviews in the morning and then they work tasks and other processing items in the afternoon. They continue to get the work done and encourage staff to stay positive. They are very impressed with their staff who have adapted to each of every change that has been handed to them. They are rocking it!
- The County currently has 8 employees in training, and they hope to have them all permanently out of training and working somewhat independently by mid-January. They hope to start another new training class of 8 sometime in late January 2021.

## Trinity

- Trinity County has set up several drive thru flu shot and COVID testing Clinics. These clinics will be available two days per week.
- The County continues to manage expanded RE caseloads while they have staff working from home.
- Trinity County has established a Local Assistance Center (LAC) in Southern Trinity County that was created to assist the community with Disaster Recovery. The Center will open its doors on 10/29/20 and with plans to be open 7 days per week. Several agencies will be present at the LAC. This includes, FEMA, DMV, CDI, EDD, CDPH, CDSS, Red Cross, Trinity County Health and Human Services – CalFresh, Trinity County Assessor/Clerk/Recorder/Elections, Lions Club and Environmental Health. Additional information will also be made available from other community agencies.