

May 1, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY INFORMATION NOTICE NO. I-XX-23**

This All-County Information Notice (ACIN) provides information to County Welfare Departments (CWDs) reminding them of their authority to allow contracted Welfare-to-Work (WTW) service providers the option of providing necessary supportive services to WTW participants, except childcare.



**KIM JOHNSON**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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**GAVIN NEWSOM**  
GOVERNOR

May 1, 2023

ALL COUNTY INFORMATION NOTICE NO. I-XX-23

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALWORKS PROGRAM SPECIALISTS  
ALL COUNTY WELFARE-TO-WORK COORDINATORS  
ALL COUNTY REFUGEE COORDINATORS  
ALL COUNTY CONSORTIA PROJECT MANAGERS  
ALL TRIBAL TANF ADMINISTRATORS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO  
KIDS (CALWORKS) PROGRAM: COUNTY OPTION TO PROVIDE  
SUPPORTIVE SERVICES VIA WELFARE-TO-WORK (WTW)  
CONTRACTORS

REFERENCE: [WELFARE AND INSTITUTIONS CODE \(WIC\) SECTION 10554](#);  
[Manual of Policies and Procedures \(MPP\) Sections 42-750, 42-750.11, 23-601, and 23-601.11](#).

The purpose of this ACIN is to remind County Welfare Departments (CWDs) of their option to allow Welfare-to-Work (WTW) contractors – e.g., job search agencies, educational agencies, and other entities providing WTW services – to provide supportive services directly to WTW participants. The Department encourages counties to adopt this option, where appropriate, to streamline access to and the delivery of necessary supportive services to participants. This guidance does not apply to Stage One Child Care, which has its own rules and requirements pursuant to [MPP Section 47-301.8](#).

## **NECESSARY SUPPORTIVE SERVICES BACKGROUND**

All WTW participants are eligible to receive supportive services deemed necessary to perform their CWD assigned or approved activity or to accept or retain employment pursuant to [MPP section 42-750](#). Necessary supportive services include childcare, diaper assistance, transportation, ancillary expenses, and personal counseling. If necessary supportive services are not provided, the individual will have good cause for not participating. The supportive services regulations provided in [MPP section 42-750](#) remain unchanged and are not superseded by instructions provided in this ACIN.

## **CONTRACTORS AND NECESSARY SUPPORTIVE SERVICES**

Many CalWORKs recipients participate in WTW activities which are administered through CWD-contracted service providers. When CWDs provide necessary supportive services through contracted service providers it can help centralize and simplify participant access to WTW programs, supports, and services. Regular contact with contracted service providers means easy access for participants to report changes to their supportive services needs and request changes to their WTW plan. CWD-contracted service providers also have a strong incentive to provide necessary supportive services in a timely manner to ensure the recipient can participate in their program. Overall, providing this option gives WTW participants more avenues to access needed supportive services than relying solely on the CWD to provide them.

## **AGREEMENTS**

The CWD may enter into written agreements or a memorandum of understanding (MOU) with the contractor(s) to directly provide supportive services to WTW participants.

Such agreements between the CWD and the contractor shall include, but not be limited to the following:

- (a) A description of the necessary supportive services to be provided by each party.
- (b) A provision for amendment and modification as necessary.
- (c) A provision that supportive services needs will be evaluated on a case-by-case basis.
- (d) A description of how the delivery of the supportive service will be timely and/or advanced to the participant to meet WTW supportive service requirements pursuant to [MPP section 42-750.21](#).

(e) A description of how the two parties will avoid duplication of supportive service payments or services to WTW participants.

### **CONTRACT AUTHORITY**

Guidance for CWD contracting with other agencies is provided in [MPP section 23-601](#). Per [MPP section 23-601.11](#), *“When the county has been delegated the authority to purchase services by contract through CDSS regulations it shall have the authority to delegate to the contractor the delivery of services, but the county must retain ultimate program and fiscal responsibility.”*

Additionally, the county is allowed to add its own contracting requirements to any state standard contract without prior state approval, as long as the addition does not conflict with the standard contract, standardized language, or other requirements set forth under [MPP section 23-601](#).

This ACIN and other CDSS Letters and Notices are available on the internet at: [Letters and Notices](#).

### **CONTACT**

If you have any questions or need additional guidance regarding the information in this letter, please contact the Bureau/Branch at (916) 654-2137 or at [CWEngagementPolicy@dss.ca.gov](mailto:CWEngagementPolicy@dss.ca.gov).

Sincerely,

### ***Original Document Signed By:***

Lisa Witchev, Chief  
CalWORKs and Family Resilience Branch  
Family Engagement and Empowerment Division