

CalFresh Enrollment: Individuals



CalFresh Individuals

	2019	2020	2021	2022
Jan	57,325	62,051	74,781	86,751
Feb	56,355	62,037	75,766	86,975
Mar	56,043	61,867	76,987	
Apr	55,468	67,539	76,427	
May	55,157	72,789	76,394	
June	56,456	76,946	75,440	
July	58,282	76,090	80,721	
Aug	60,579	77,362	82,007	
Sep	61,170	77,563	83,134	
Oct	62,136	74,654	85,204	
Nov	62,319	73,144	86,092	
Dec	62,410	73,312	86,698	
Avg	58,642	71,280	79,971	86,863 YTD
% Change	-	+22%	+12%	

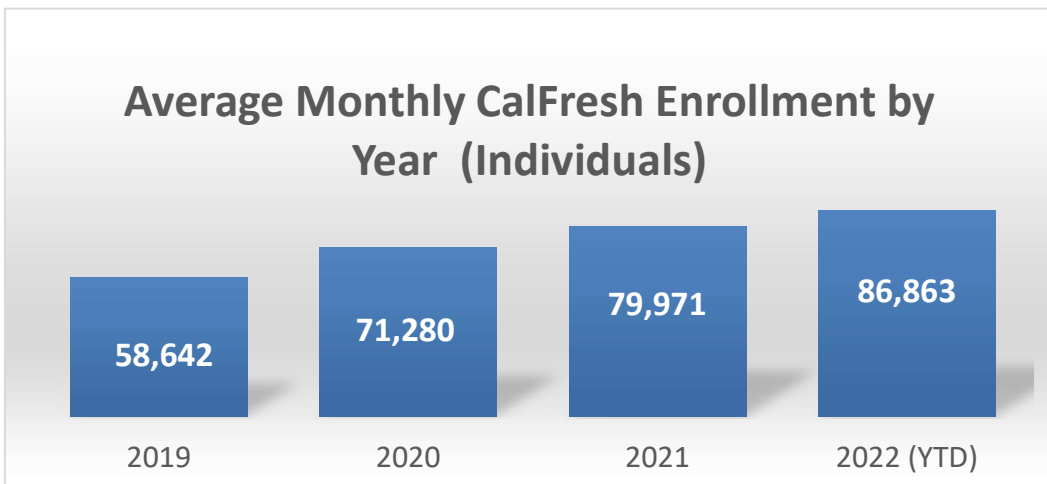
CalFresh food benefits stretch household budgets, allowing recipients to afford nutritious food, including more fruit, vegetables and other healthy options. The program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

On June 1, 2019, certain aged and disabled individuals who receive Supplemental Security Income (SSI) gained eligibility to receive CalFresh. Enrollment increased accordingly.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. There was an immediate surge in demand for food assistance, which is reflected in the data. Enrollment has remained elevated since April 2020 and has increased significantly in recent months due to advertisement of CalFresh benefits by state and federal agencies.

Previously, the number of individuals receiving CalFresh in Contra Costa County had declined for a number of years, largely due to an improving economy.

Note: For 2022, only the 2nd month of reporting is available



Data Source: CF296 cell 80
Data current as of 03/30/2022

CalFresh Enrollment: Cases



CalFresh Cases

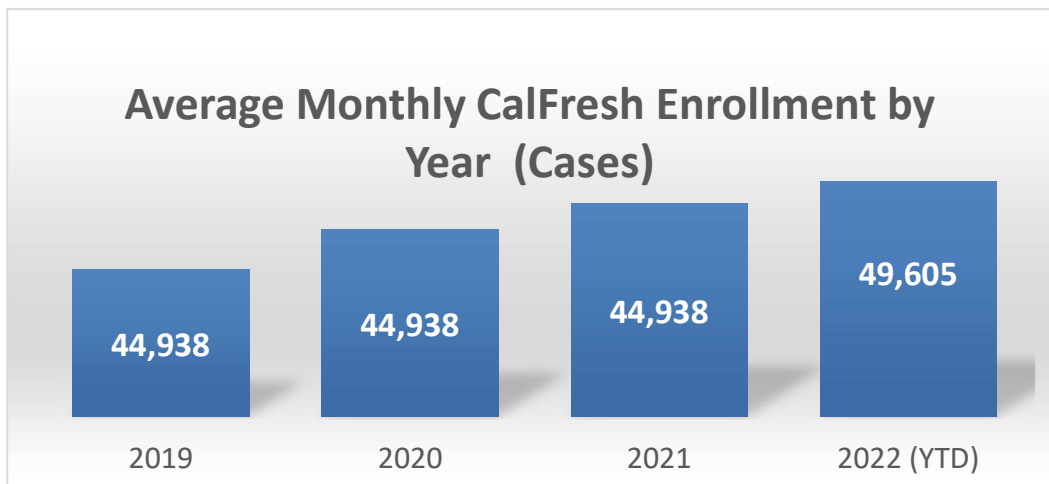
	2019	2020	2021	2022
Jan	29,244	33,903	41,584	49,552
Feb	28,840	34,109	42,258	49,657
Mar	28,719	34,134	43,063	
Apr	28,464	37,184	42,780	
May	28,438	40,197	42,652	
June	29,676	42,729	41,983	
July	31,196	42,386	45,241	
Aug	32,877	42,921	46,049	
Sep	33,245	43,069	46,865	
Oct	33,764	41,279	48,310	
Nov	33,908	40,417	48,971	
Dec	34,025	40,570	49,500	
Avg	31,033	39,408	44,938	49,605 YTD
% Change	-	+27%	+14%	

Note: For 2022, only the 2nd month of reporting is available

CalFresh “cases” refer to the number of households receiving CalFresh, which can include a single individual or several family members living together.

Average monthly caseloads declined for several years prior to May 2019, largely due to an improving economy. On June 1, 2019, certain aged and disabled individuals who receive Supplemental Security Income (SSI) gained eligibility to receive CalFresh. Enrollment increased accordingly.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. There was an immediate surge in demand for food assistance, which is reflected in the data. Enrollment has remained elevated since April 2020 and has increased significantly in recent months due to advertisement of CalFresh benefits by state and federal agencies.



Data Source: CF296 cell 76
Data current as of 03/30/2022

CalWORKs Enrollment: Individuals



CalWORKs Individuals

	2019	2020	2021	2022
Jan	13,759	13,668	13,244	13,315
Feb	13,613	13,598	13,229	13,479
Mar	13,481	13,503	13,193	
Apr	13,721	13,766	13,017	
May	13,772	14,235	12,918	
June	13,761	14,412	12,901	
July	13,251	14,199	12,745	
Aug	13,397	13,980	12,653	
Sep	13,400	13,656	12,608	
Oct	13,656	13,251	12,846	
Nov	13,582	12,869	12,884	
Dec	13,543	12,559	13,182	
Avg	13,578	13,641	12,952	13,397 YTD
% Change	-	0%	-5%	

Note: For 2022, only the 2nd month of reporting is available

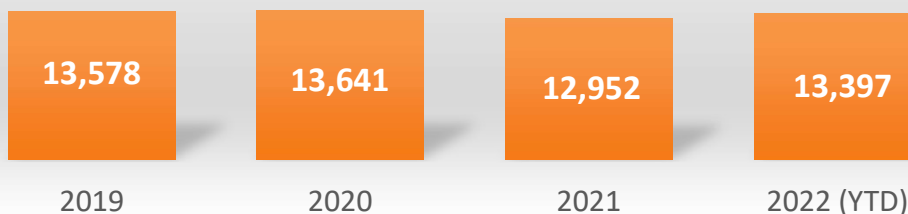
CalWORKs provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient. Recipients are required to work or participate in educational activities for at least 20 hours per week, unless granted a medical exemption. The majority of participants in Contra Costa County are single mothers, and the average grant amount is \$767 a month.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in CalWORKs has been stable, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs since April 2020.

Previously, there was a steady decline in CalWORKs enrollment for several years through 2019, as the economy improved and the minimum wage increased.

*Note: Beginning 2021, additional case categories have been added to the number of CalWORKs Individuals included in the dashboard.

Average Monthly CalWORKs Enrollment by Year (Individuals)



Data Source: CW 237 cells 77-81 (and 95-99*)
Data current as of 03/30/2022

CalWORKs Enrollment: Cases



CalWORKs Cases

	2019	2020	2021	2022
Jan	6,487	6,379	5,852	5,750
Feb	6,448	6,367	5,815	5,806
Mar	6,398	6,306	5,800	
Apr	6,589	6,397	5,705	
May	6,599	6,534	5,664	
June	6,588	6,559	5,644	
July	6,246	6,432	5,585	
Aug	6,309	6,347	5,526	
Sep	6,283	6,263	5,520	
Oct	6,368	6,121	5,616	
Nov	6,343	5,988	5,599	
Dec	6,332	5,904	5,697	
Avg	6,416	6,300	5,669	5,778 YTD
% Change	-	-2%	-10%	

CalWORKs cases can include a single parent and their child/children or several family members living together. Because the number of individuals in any given case may vary, the number of cases does not equal the number of individuals enrolled.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in CalWORKs has been stable, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs since April 2020.

Previously, as the economy improved and the minimum wage increased, there was a steady decline in CalWORKs for several years through 2019.

Note: For 2022, only the 2nd month of reporting is available



Data Source: CW 237, cells 59-63
Data current as of 03/30/2022

Welfare-to-Work (WTW) Participation



WTW Enrollees

	2019	2020	2021	2022
Jan	1,301	1,355	1,934	1,939
Feb	1,277	1,342	1,963	2,001
Mar	1,251	1,333	1,979	
Apr	1,224	1,508	1,937	
May	1,235	1,732	1,956	
June	1,219	1,852	1,938	
July	1,192	1,901	1,906	
Aug	1,270	1,920	1,863	
Sep	1,335	1,958	1,809	
Oct	1,346	1,923	1,828	
Nov	1,313	1,906	1,847	
Dec	1,291	1,913	1,912	
Avg	1,271	1,720	1,906	1,970 YTD
% Change	-	+35%	+11%	

Note: For 2022, only the 2nd month of reporting is available

The Welfare-to-Work (WTW) Program is a comprehensive Employment & Training program for CalWORKs recipients designed to promote self-sufficiency. All WTW participants receive an orientation and appraisal of their education and employment background, followed by the development of a WTW plan designed to assist individuals with obtaining employment. WTW participants may be eligible to receive supportive services such as child care and transportation services.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Enrollment in Welfare-to-Work has increased significantly since that time.

Previously, the improving economy and employment rate led to a steady reduction in the number of WTW enrollees for several years prior to 2020.



Data Source: WTW25 and WTW 25-A Cell 1 for both combined
Data current as of 03/30/2022

General Assistance Enrollment: Individuals



General Assistance Cases

	2019	2020	2021	2022
Jan	752	825	476	520
Feb	761	832	479	520
Mar	796	828	485	
Apr	809	760	481	
May	825	725	458	
June	805	625	432	
July	839	579	457	
Aug	852	533	492	
Sep	831	508	469	
Oct	817	489	508	
Nov	786	478	518	
Dec	822	480	532	
Avg	808	639	482	520 YTD
% Change	-	-21%	-25%	

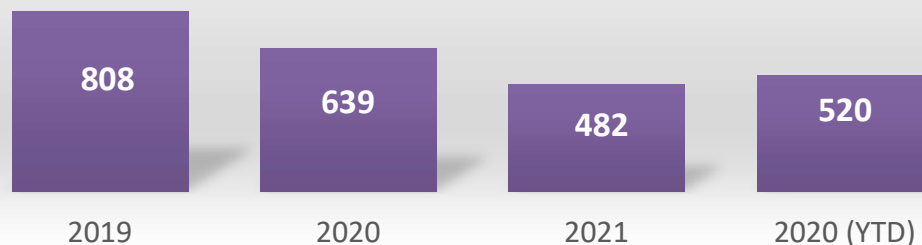
Note: For 2022, only the 2nd month of reporting is available

The General Assistance program is designed to provide temporary relief and support to indigent adults who are not supported by their own means, other public funds or assistance programs. The maximum monthly stipend for General Assistance is \$375.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. The GA case decline since April 2020 may be partly due to applicants receiving other benefits through COVID-related programming.

For General Assistance, the number of cases refers to the number of individuals receiving aid through Contra Costa County.

Average Monthly General Assistance Enrollment by Year (Individuals)



Data Source: GR 237, cell 7
Data current as of 03/30/2022

Medi-Cal Enrollment: Individuals



Medi-Cal Individuals

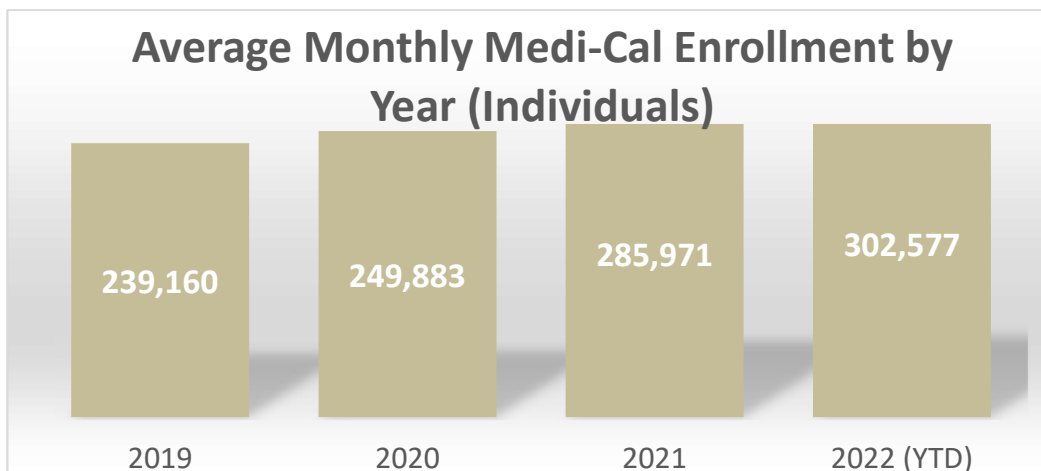
	2019	2020	2021	2022
Jan	239,790	232,358	271,363	301,359
Feb	239,907	233,463	274,483	303,795
Mar	242,511	234,852	277,931	
Apr	242,432	238,769	280,458	
May	240,595	243,215	282,940	
June	241,067	247,555	285,042	
July	240,008	252,222	287,541	
Aug	239,338	257,369	290,012	
Sep	237,440	261,003	291,982	
Oct	237,009	263,646	294,476	
Nov	236,130	266,004	296,516	
Dec	233,695	268,140	298,902	
Avg	239,160	249,883	285,971	302,577 YTD
% Change	-	+5%	+14.4%	

Note: For 2022, only the 2nd month of reporting is available

In Contra Costa County, more than a quarter of a million low-income adults, children, pregnant women, seniors and people with disabilities receive health insurance coverage through Medi-Cal. This is almost 25% of the county's total population.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. The number of individuals enrolled in Medi-Cal has increased approximately 29% since that time. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Previously, the number of individuals enrolled in Medi-Cal remained fairly stable year-to-year.



Data Source: CalWIN extract MR0009E
Data current as of 03/30/2022

Medi-Cal Enrollment: Cases



Medi-Cal Cases

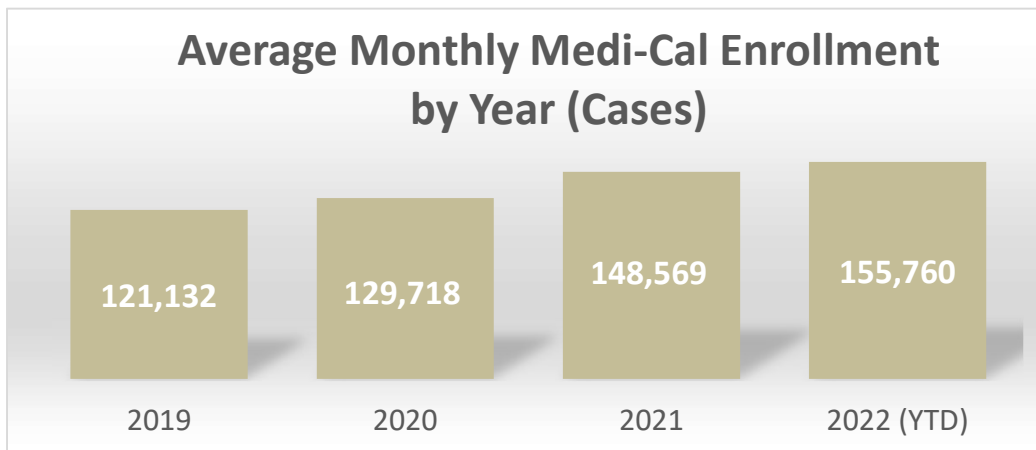
	2019	2020	2021	2022
Jan	121,664	118,644	141,450	155,247
Feb	121,539	119,349	143,076	156,273
Mar	121,585	121,771	145,219	
Apr	121,985	124,520	146,578	
May	122,628	126,607	147,524	
June	122,210	128,908	148,584	
July	121,573	131,338	149,561	
Aug	121,155	133,725	150,052	
Sep	120,755	135,787	151,182	
Oct	120,598	137,448	152,157	
Nov	119,601	138,606	153,090	
Dec	118,288	139,907	154,356	
Avg	121,132	129,718	148,569	155,760 YTD
% Change	-	+7%	+14.5%	

Note: For 2022, only the 2nd month of reporting is available

Medi-Cal provides a core set of health benefits, including doctor visits and hospital care. It is a key support to those who do not receive health coverage through an employer, cannot afford health care, and families who rely on Long Term Care services, such as nursing homes, to help care for loved ones.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Since that time, the number of Medi-Cal cases has increased approximately 28%. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Many of our Medi-Cal recipients are working. Prior to the COVID pandemic, the number of Medi-Cal cases remained fairly stable year-to-year.



Data Source: CalWIN BI Dashboard Report – Program Counts and Status -> Point in Time
Data current as of 03/30/2022

Medi-Cal Enrollment: Affordable Care Act Expansion



Medi-Cal ACA Individuals

	2019	2020	2021	2022
Jan	67,917	66,020	83,754	94,812
Feb	67,917	66,500	85,103	95,825
Mar	68,723	66,985	86,899	
Apr	68,688	68,549	88,057	
May	68,349	70,432	89,050	
June	68,459	72,375	89,682	
July	68,216	74,454	90,437	
Aug	67,842	76,743	91,157	
Sep	67,637	78,501	91,464	
Oct	67,670	79,933	92,332	
Nov	67,014	81,077	93,055	
Dec	66,073	82,100	93,733	
Avg	67,875	73,639	89,560	95,319 YTD
% Change	-	+8%	+21.6%	

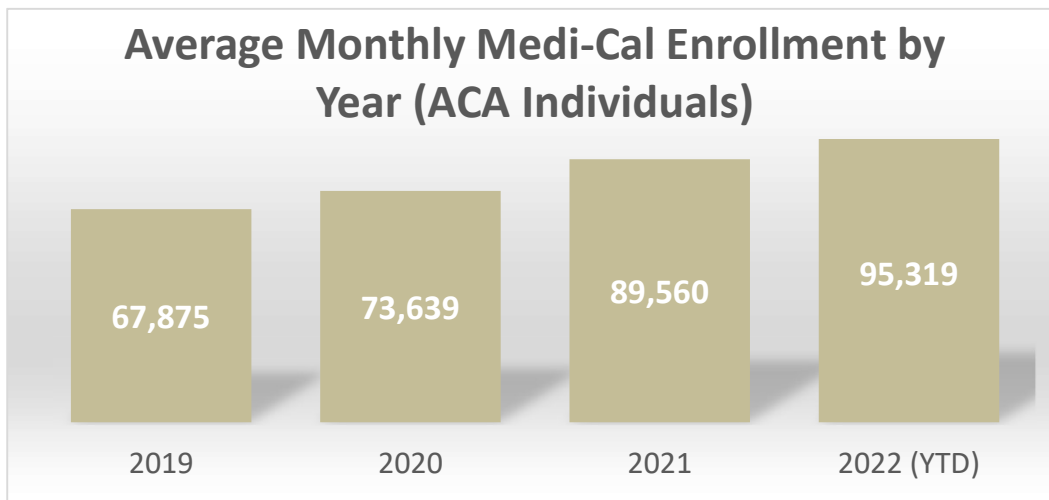
Under the Affordable Care Act (ACA), "Expanded Medi-Cal" allowed more of Contra Costa's low-income individuals to receive health coverage, some for the first time. Since 2014, adults aged 19-64 have been able to qualify for expanded Medi-Cal based on income and other eligibility requirements.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Since that time, enrollment in this Medi-Cal category has increased 43%. The increase is due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remain enrolled, except in the case of death, loss of California residency or client request.

Prior to the COVID pandemic, the number of residents covered by ACA Expanded Medi-Cal remained fairly stable year-to-year.

Note: The number of ACA Individuals is included in the total number of Medi-Cal Individuals.

Note: For 2022, only the 2nd month of reporting is available



Data Source: CalWIN extract MR0017E
Data current as of 03/30/2022

Adult Protective Services: Active Cases



APS Cases

	2019	2020	2021	2022
Jan	551	855	650	752
Feb	491	770	699	796
Mar	530	712	808	
Apr	544	675	795	
May	615	602	769	
June	615	579	864	
July	575	631	898	
Aug	624	579	879	
Sep	616	672	914	
Oct	665	700	838	
Nov	664	607	736	
Dec	742	627	752	
Avg	603	667	800	774 YTD
% Change	-	+10%	+20%	

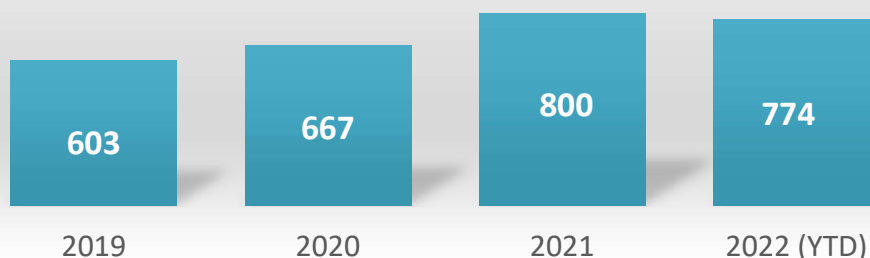
Note: For 2022, only the 2nd month of reporting is available

Adult Protective Services (APS) receives, screens and investigates confidential reports from anyone who suspects that an elderly person or an adult with a disability is being abused, neglected, or is self-neglecting. This includes reports of physical, emotional or sexual abuse, financial or material exploitation, neglect, isolation and abandonment of individuals 65+ and dependent adults age 18 or over, who are unable to protect their own interests and have been harmed or are threatened with harm.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. During the early months of the pandemic, APS saw a decline in referrals. However, since the County began to reopen, we have seen an increase in reports. This is a trend that continues.

APS reports are received from community members, community organizations, the medical community and financial institutions. Each case requires an investigation by an APS Social Worker.

Average Monthly Active Adult Protective Services Cases by Year



Data Source: SOC 242, cell 15
Data current as of 03/30/2022

In-Home Supportive Services: Eligible Recipients



Eligible IHSS Recipients

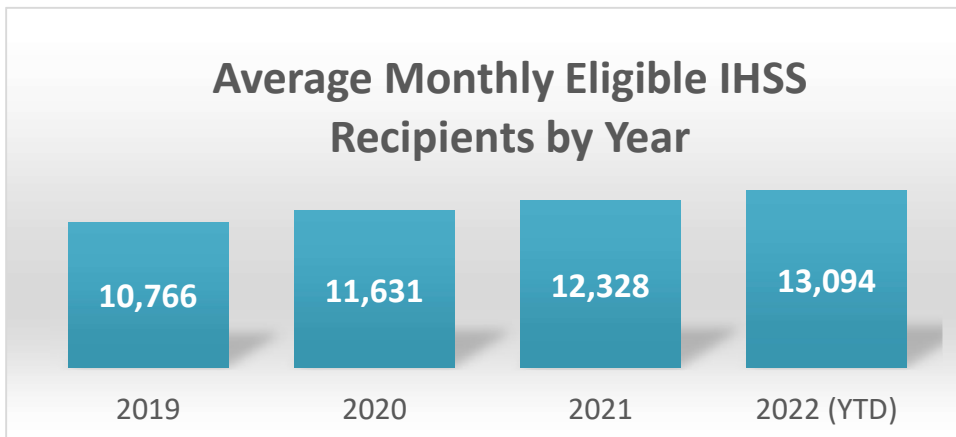
	2019	2020	2021	2022
Jan	10,299	11,267	11,748	13,049
Feb	10,358	11,286	11,906	13,138
Mar	10,440	11,312	12,095	
Apr	10,556	11,446	12,118	
May	10,668	11,528	12,149	
June	10,756	11,606	12,143	
July	10,813	11,617	12,154	
Aug	10,910	11,854	12,282	
Sep	10,963	11,930	12,576	
Oct	11,096	11,931	12,805	
Nov	11,149	11,918	12,935	
Dec	11,183	11,880	13,026	
Avg	10,766	11,631	12,328	13,094 YTD
% Change	-	+8%	+6%	

Note: For 2022, only the 2nd month of reporting is available

In-Home Supportive Services (IHSS) is the largest publicly funded home care program in the United States. California is one of a number of states that participate in the program. IHSS helps to pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. IHSS covers common activities of daily living needed by those with disabilities and serves as an alternative to out-of-home care such as skilled nursing facilities.

Due to increases in the aged and disabled populations, IHSS has been among the fastest-growing programs within the Employment & Human Services Department for the past several years.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. IHSS enrollment has continued to grow at a steady pace during the COVID-19 pandemic.



Data Source: CMIPS II
Data current as of 03/30/2022

Child Protective Services: Referrals



CPS Referrals

	2019	2020	2021	2022
Jan	688	713	517	427
Feb	658	747	549	474
Mar	731	652	647	
Apr	704	378	614	
May	771	475	606	
June	506	413	539	
July	427	468	449	
Aug	637	516	584	
Sep	682	630	747	
Oct	759	611	658	
Nov	603	501	463	
Dec	562	507	468	
Avg	644	551	570	451 YTD
% Change	-	-14%	+3%	

Note: For 2022, only the 2nd month of reporting is available

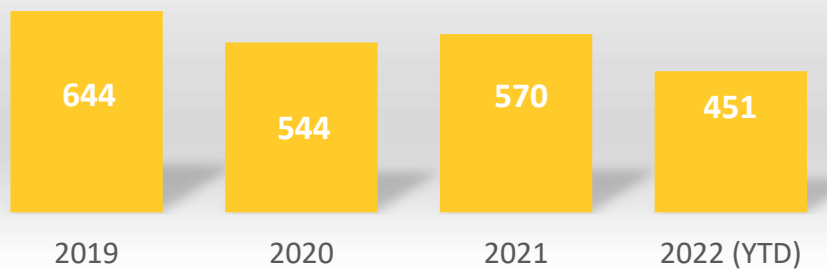
Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in Referrals that allege a child is endangered by abuse, neglect or exploitation – and how the calls are handled. Children and Family Services Bureau has the responsibility to investigate reports of children at risk or in danger per criteria outlined in Welfare and Institutions Code 300.

The number of Referrals in this dashboard may include multiple calls on the same child, as well as cases that were assessed and/or investigated but were not found to be instances of child maltreatment. The average monthly number of CPS Referrals can vary based on such things as when school is in session or children are interacting with mandated reporters. Reporters are comprised of mandated, non-mandated or anonymous reporters.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Counts of Referrals in April, May and June of 2020 declined as children had less interaction with mandated reporters. As children’s activities were restored via in-person or virtual contacts, referral counts have increased.

Note: 2021 monthly Referrals refreshed to reflect data file updates.

Average Monthly CPS Referrals by Year



Data Source: Safe Measures Referrals
Data current as of 03/31/2022

Child Protective Services: Placements



CPS Placements

	2019	2020	2021	2022
Jan	1,006	942	796	628
Feb	1,000	905	779	622
Mar	989	895	777	
Apr	984	867	773	
May	991	878	777	
June	998	877	789	
July	977	869	789	
Aug	992	841	764	
Sep	1,005	834	734	
Oct	1,001	829	716	
Nov	961	825	708	
Dec	945	806	720	
Avg	987	864	760	625 YTD
% Change	-	-12%	-12%	

Note: For 2022, only the 2nd month of reporting is available

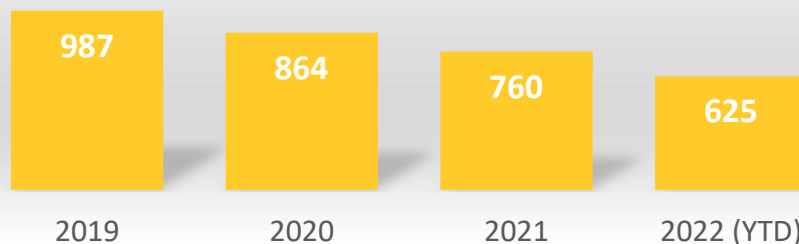
Placements refer to instances when a child abuse referral was investigated and substantiated, and it was determined that the child could not remain safely in the home. Foster Care placements can be with relatives, foster homes or residential facilities. All types of placement homes and facilities must meet State identified standards of approval.

The average monthly number of children in Placement has been declining in recent years, which mirrors the multi-year State trend. This is due to evolving Child Welfare practices that approach Referrals and Removals with a sharper focus on Prevention and Safety/Risk Assessments.

On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. Accompanying the decrease in Referrals, Foster Care Placements have continued to decline as well.

Note: The January 2022 decrease of 100 placement cases reflects the 12/31/2021 discontinuance of special funding that continued Extended Foster Care for non-minor dependents who turned 21 during the COVID-19 pandemic.

Average Monthly CPS Placements by Year



Data Source: Safe Measures Time in Placement Setting
Data current as of 03/31/2022

Unemployment Rate



Contra Costa County 2020-2022 Unemployment Rate

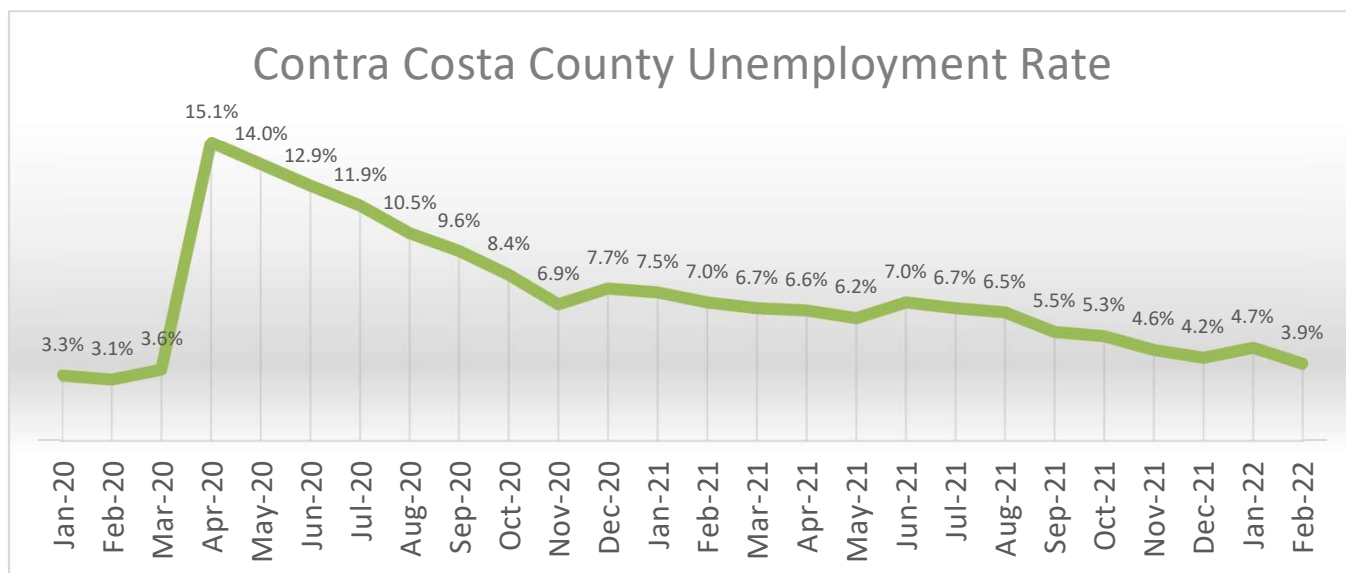
	2020	2021	2022
Jan	3.3%	7.5%	4.7
Feb	3.1%	7.0%	3.9
Mar	3.6%	6.7%	
Apr	15.1%	6.6%	
May	14.0%	6.2%	
June	12.9%	7.0%	
July	11.9%	6.7%	
Aug	10.5%	6.5%	
Sep	9.6%	5.5%	
Oct	8.4%	5.3%	
Nov	6.9%	4.6%	
Dec	7.7%	4.2%	

Note: For 2022, only the 2nd month of reporting is available

As indicated in the preceding dashboards, EHS program enrollment has been significantly impacted by the effects of COVID-19. Severe job losses early in the pandemic quickly led to increased demand for food assistance, medical insurance and other social services.

The most vulnerable members of our community were disproportionately affected by the virus's adverse health, economic, and social impacts. We were also able to help people who had never before experienced the need for such support. Our long-established benefit and service programs, such as CalFresh and Medi-Cal, were readily available to fill many of the critical needs that emerged. Enrollment in Medi-Cal and CalFresh remains high.

After hitting a peak of 15.1% in April 2020, the Unemployment Rate in Contra Costa County consistently fell month-over-month through November 2020, when it reached 6.9%. The rate remained relatively flat between November 2020 and August 2021, fluctuating between a low of 6.2% and a high of 7.7%. The Unemployment Rate has now dropped to 3.9% as of February 2022; however, some sectors are recovering more quickly than others.



Data Source: EDD Contra Costa Unemployment Rate Data
Data current as of 03/25/2022

Program Glossary



CalFresh, federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits (commonly called EBT cards) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets and grocery stores. The CalFresh program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. Cases refer to the number of households receiving CalFresh, which can include a single individual or several family members living together. Individuals refers to an unduplicated count of all people receiving CalFresh in Contra Costa County.

California Work Opportunity and Responsibility for Kids (**CalWORKs**), federally known as Temporary Assistance for Needy Families (TANF), provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workplace and become self-sufficient. Cases refer to the number of families participating in CalWORKs, which can include a single parent and their child or several family members living together. Individuals refers to an unduplicated count of all people receiving CalWORKs in Contra Costa County.

Program Glossary



The **General Assistance** Program is designed to provide temporary relief and support to indigent adults who are not supported by their own means, other public funds, or assistance programs. The cases refer to the total number of people receiving aid through Contra Costa County.

Adult Protective Services (APS) responds to confidential reports from anyone who suspects that an elderly person or an adult with a disability (dependent adult) who lives in Contra Costa County is being abused or neglected or is self-neglecting. Our 24-hour hotline is staffed by social workers who respond to these calls and will walk the caller through a series of questions to determine if a situation requires APS intervention. When a case is opened in APS, an APS social worker will be assigned to the case and will go out to the home of the alleged victim to determine what services, if any, are needed. The active cases displayed in this dashboard refers to older adults receiving intervention through Contra Costa County.

In-Home Supportive Services (IHSS) is the largest publicly funded home care program in the United States. California is one of a number of states that participate in the program. IHSS helps to pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. IHSS is an alternative to out-of-home care such as skilled nursing facilities, assisted living or board and care facilities. This dashboard provides the total number of people receiving IHSS home care in Contra Costa County.

Program Glossary



Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in **referrals** that allege a child is endangered by abuse, neglect, or exploitation – and how the calls are handled. In addition, the Children & Family Services Bureau has the responsibility to investigate reports of children at risk or in danger per criteria outlined in Welfare and Institutions Code 300. The number of referrals in the dashboard may include multiple calls on the same child, as well as cases that were investigated but were not found to be instances of child abuse. Reporters are comprised of mandated, non-mandated or anonymous reporters.

Placements refer to instances when a child abuse referral was investigated, substantiated, and it was determined that the child could not remain safely in the home. Foster placements can include family members, foster homes, or residential facilities. All types of placements must meet State identified standards of approval.

Medi-Cal, federally known as Medicaid, is a federal and state insurance program that helps with medical costs for some people with limited income and resources. For those who are eligible, it also offers benefits not normally offered by Medi-Care, including nursing home care and personal care services.

The **Welfare-to-Work (WTW)** Program is a comprehensive Employment and Training Program designed to promote self-sufficiency. CalWORKs recipients are assessed to determine the best course of action, whether it is immediate placement into a job, placement into an education or training program, or both. All Welfare-to-Work participants receive an orientation to the program and appraisal of their education and employment background, followed by the development of a WTW plan designed to assist individuals with obtaining employment. WTW participants may be eligible to supportive services such as child care and transportation services.