



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

EHSD Data Dashboard August 2024

CalFresh Individuals



	2021	2022	2023	2024
Jan	74,781	86,751	93,482	101,695
Feb	75,766	86,975	93,822	102,348
Mar	76,987	87,759	93,169	103,084
Apr	76,427	88,344	93,771	103,783
May	76,394	86,112	95,243	104,835
June	75,440	87,462	96,454	105,192
July	80,721	88,079	97,349	106,035
Aug	82,007	89,204	98,678	107,144
Sep	83,134	89,907	99,736	
Oct	85,204	90,999	100,592	
Nov	86,092	91,733	101,017	
Dec	86,698	92,656	101,294	
Avg	79,971	88,832	97,051	104,265 YTD
% Change	-	+11%	+9%	+7% YTD

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 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, and enrollment has remained elevated due to ongoing need. Advertisement of CalFresh benefits by state and federal agencies has helped raise awareness.

Note: For 2024, only the 8th month of reporting is available



Data Source: CF296 cell 80
Data current as of 09/20/2024

CalFresh Households



	2021	2022	2023	2024
Jan	41,584	49,552	54,249	59,674
Feb	42,258	49,657	54,538	60,037
Mar	43,063	50,236	54,132	60,627
Apr	42,780	50,484	54,487	60,982
May	42,652	49,324	55,387	61,607
June	41,983	50,142	56,062	61,867
July	45,241	50,606	56,568	62,454
Aug	46,049	51,418	57,434	63,111
Sep	46,865	51,909	58,144	
Oct	48,310	52,692	58,738	
Nov	48,971	53,160	59,145	
Dec	49,500	53,784	59,352	
Avg	44,938	51,080	56,520	61,295 YTD
% Change	-	+14%	+11%	+8% YTD

Households receiving CalFresh can include a single individual or several family members living together.

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, and enrollment has remained elevated due to ongoing need. Advertisement of CalFresh benefits by state and federal agencies has helped raise awareness.

Note: For 2024, only the 8th month of reporting is available



Data Source: CF296 cell 76
Data current as of 09/20/2024

CalWORKs Individuals



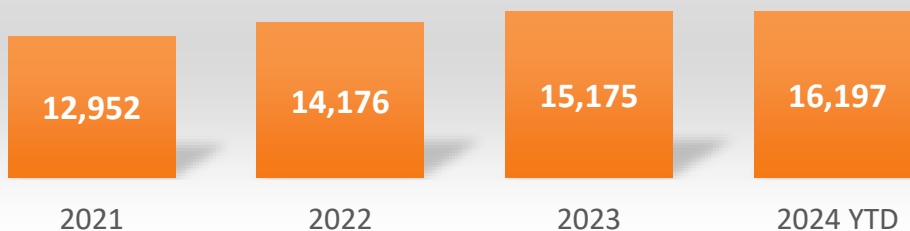
	2021	2022	2023	2024
Jan	13,244	13,315	14,822	15,810
Feb	13,229	13,479	14,784	15,954
Mar	13,193	13,660	15,128	16,065
Apr	13,017	13,710	15,009	16,182
May	12,918	13,861	14,817	16,395
June	12,901	14,219	14,296	16,307
July	12,745	14,297	15,285	16,426
Aug	12,653	14,591	15,469	16,434
Sep	12,608	14,676	15,454	
Oct	12,846	14,764	15,611	
Nov	12,884	14,725	15,637	
Dec	13,182	14,813	15,786	
Avg	12,952	14,176	15,175	16,197 YTD
% Change	-	+10%	+7%	+7% YTD

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 approximately \$895 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 declined between 2020-2021, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs beginning April 2020. However, there has been an increase in enrollment since late 2021, which may be attributed to the federal enhanced unemployment benefits expiring in September 2021.

Note: For 2024, only the 8th month of reporting is available

Average Monthly CalWORKs Individuals by Year



CalWORKs Households



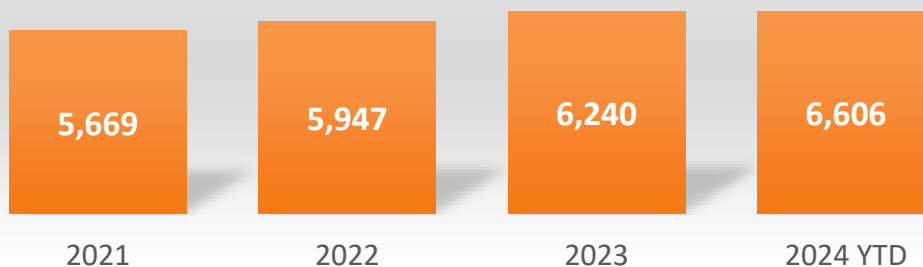
	2021	2022	2023	2024
Jan	5,852	5,750	6,057	6,486
Feb	5,815	5,806	6,028	6,511
Mar	5,800	5,875	6,049	6,557
Apr	5,705	5,898	6,109	6,599
May	5,664	5,931	6,092	6,661
June	5,644	5,975	6,281	6,648
July	5,585	5,944	6,266	6,703
Aug	5,526	6,031	6,342	6,686
Sep	5,520	6,022	6,365	
Oct	5,616	6,045	6,403	
Nov	5,599	6,035	6,421	
Dec	5,697	6,053	6,472	
Avg	5,669	5,947	6,240	6,606 YTD
% Change	-	+5%	+5%	+6% YTD

CalWORKs households can include a single parent and their child/children or several family members living together. Because the number of individuals in any given household may vary, the number of households 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 declined between 2020-2021, likely as a result of the increase in Unemployment Benefits and other COVID assistance programs beginning April 2020. However, there has been an increase in enrollment since late 2021, which may be attributed to the federal enhanced unemployment benefits expiring in September 2021.

Note: For 2024, only the 8th month of reporting is available

Average Monthly CalWORKs Households by Year



Data Source: CW 237, cells 59-63

Data current as of 09/20/2024

Welfare-to-Work (WTW) Parents



	2021	2022	2023	2024
Jan	1,934	1,939	2,506	2,578
Feb	1,963	2,001	2,580	2,641
Mar	1,979	2,018	2,333	2,670
Apr	1,937	1,983	2,369	2,733
May	1,956	2,006	2,376	2,850
June	1,938	2,113	2,514	2,843
July	1,906	2,255	2,461	2,846
Aug	1,863	2,403	2,501	2,853
Sep	1,809	2,432	2,485	
Oct	1,828	2,451	2,552	
Nov	1,847	2,471	2,538	
Dec	1,912	2,146	2,538	
Avg	1,906	2,185	2,479	2,752 YTD
% Change	-	+15%	+13%	+11% YTD

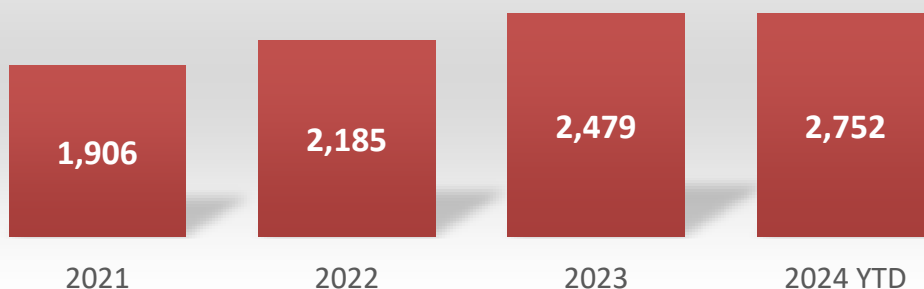
The Welfare-to-Work (WTW) Program is a comprehensive Employment & Training program for CalWORKs recipients designed to promote self-sufficiency. All WTW participants receive an orientation and appraisal of their education and employment background, followed by the development of a WTW plan designed to 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 parents for several years prior to 2020.

Note: For 2024, only the 8th month of reporting is available

Average Monthly Welfare-to-Work Parents by Year



Data Source: WTW25 and WTW 25-A Cell 1 for both combined
Data current as of 09/20/2024

General Assistance Individuals



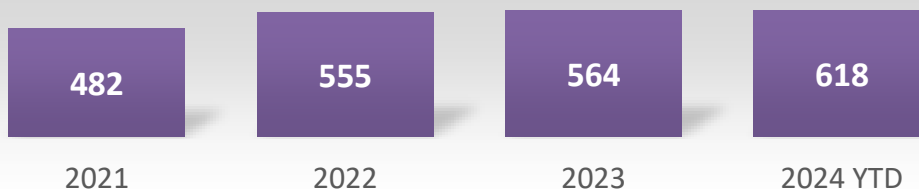
	2021	2022	2023	2024
Jan	476	520	474	620
Feb	479	520	465	585
Mar	485	554	471	590
Apr	481	543	496	618
May	458	554	535	646
June	432	575	534	648
July	457	560	562	640
Aug	492	585	590	599
Sep	469	585	623	
Oct	508	590	676	
Nov	518	548	694	
Dec	532	531	644	
Avg	482	555	564	618 YTD
% Change	-	+15%	+2%	+10% YTD

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. Enrollment in GA remained below pre-pandemic levels during 2021, which may be partly due to applicants receiving other benefits through COVID-related programs. There was an increase in the number of GA individuals receiving aid through Contra Costa County after the federal enhanced unemployment benefits expired in September 2021.

Note: For 2024, only the 8th month of reporting is available

Average Monthly General Assistance Individuals by Year



Medi-Cal Individuals



	2021	2022	2023	2024
Jan	271,363	301,359	328,948	309,217
Feb	274,483	303,795	330,989	307,505
Mar	277,931	307,049	326,147	307,779
Apr	280,458	309,377	321,462	307,263
May	282,940	311,771	322,422	307,180
June	285,042	314,305	323,227	307,146
July	287,541	316,492	321,875	307,869
Aug	290,012	318,876	323,092	308,999
Sep	291,982	320,793	323,111	
Oct	294,476	322,617	318,885	
Nov	296,516	324,545	317,978	
Dec	298,902	326,805	310,122	
Avg	285,971	314,815	322,355	307,870 YTD
% Change	-	+10.1%	+2.4%	-4.5%

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 more than 25% of the county's total population.

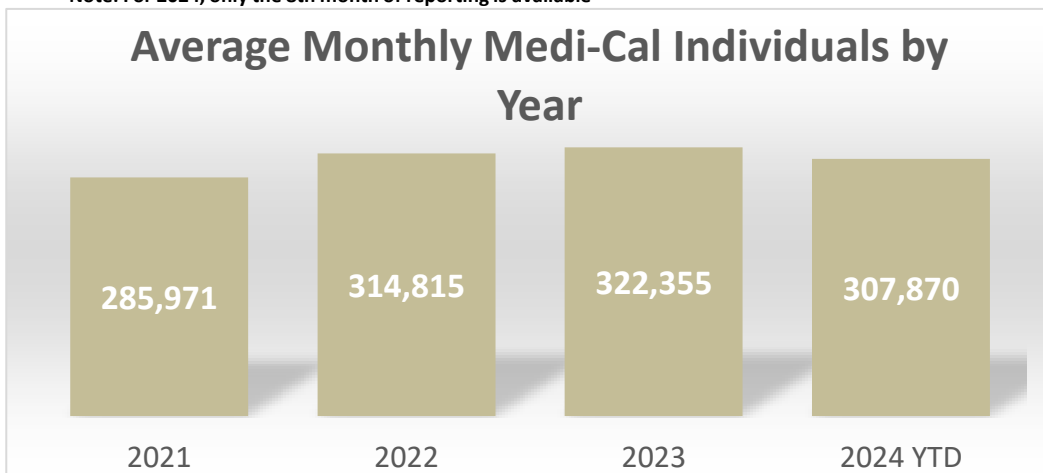
On March 16, 2020, the Contra Costa County Health Officer issued a Shelter-in-Place Order in response to the Coronavirus pandemic. The number of individuals enrolled in Medi-Cal increased approximately 39% between March 2020 and March 2023.

The increase was due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency (PHE). Under continuous coverage, individuals remained enrolled, except in the case of death, loss of California residency or client request.

Since Continuous Coverage ended on March 31, 2023, some previously enrolled individuals have not renewed coverage – leading to a decline between the March 2023 and August 2024 counts.

Prior to March 2020, the number of individuals enrolled in Medi-Cal remained fairly stable year-to-year.

Note: For 2024, only the 8th month of reporting is available



Data Source: CalWIN extract MR0009E up to Feb 2023; CalSAWS query of individuals covered by MC aid codes from March 2023 onwards
Data current as of 09/04/2024

Medi-Cal Households



	2021	2022	2023	2024
Jan	141,450	155,247	170,367	168,160
Feb	143,076	156,273	171,313	167,381
Mar	145,219	157,971	174,831	167,401
Apr	146,578	159,290	175,895	167,147
May	147,524	160,826	176,640	167,361
June	148,584	162,153	177,127	167,551
July	149,561	163,349	176,103	168,238
Aug	150,052	164,547	176,940	169,145
Sep	151,182	165,923	176,915	
Oct	152,157	167,003	174,139	
Nov	153,090	168,246	173,602	
Dec	154,356	169,303	168,461	
Avg	148,569	162,511	174,361	167,798 YTD
% Change	-	+9.4%	+7.3%	-3.8%

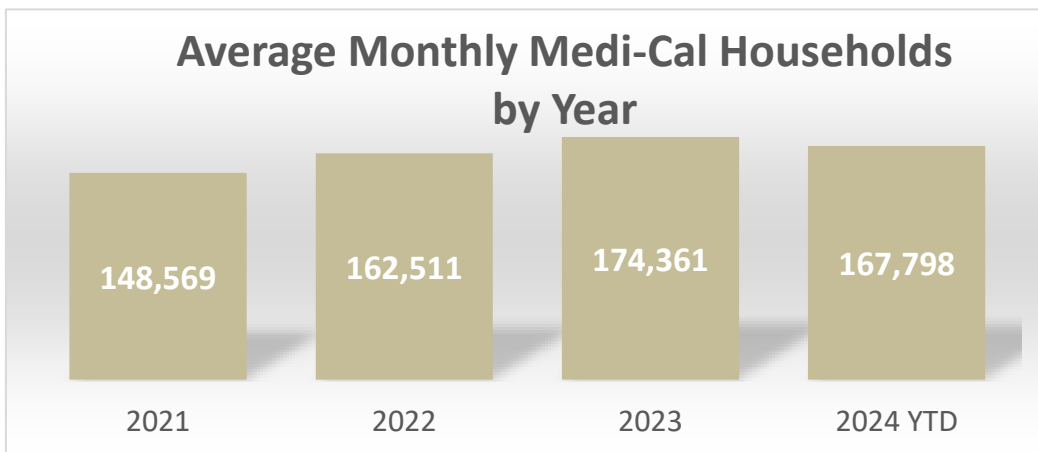
Medi-Cal provides a core set of health benefits, including doctor visits and hospital care. It is a key support to those who do not receive health coverage through an employer, cannot afford health care, and families who rely on Long Term Care services, such as nursing homes, to help care for loved ones.

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 households increased approximately 43% between March 2020 and March 2023. The increase was due to a combination of new enrollees and the continuous coverage requirement related to the COVID-19 Public Health Emergency. Under continuous coverage, individuals remained enrolled, except in the case of death, loss of California residency or client request.

Since Continuous Coverage ended on March 31, 2023, some previously enrolled households have not renewed coverage – leading to a decline between the March 2023 and August 2024 counts.

Prior to March 2020, the number of Medi-Cal households remained fairly stable year-to-year.

Note: For 2024, only the 8th month of reporting is available



Data Source: CalWIN BI Dashboard Report – Program Counts and Status -> Point in Time up to Feb 2023. CalSAWS query counting distinct households containing individuals covered by MC aid codes from March 2023 onwards
Data current as of 09/04/2024

Individuals Served by Adult Protective Services



	2021	2022	2023	2024
Jan	650	752	938	868
Feb	699	796	905	899
Mar	808	826	882	904
Apr	795	735	873	939
May	769	788	853	917
June	864	876	796	904
July	898	866	776	996
Aug	879	888	923	958
Sep	914	895	897	
Oct	838	753	804	
Nov	736	772	828	
Dec	752	864	904	
Avg	800	818	865	923 YTD
% Change	-	+2%	+6%	+7% YTD

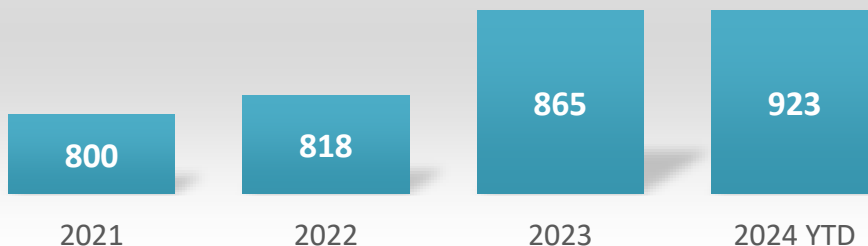
Adult Protective Services (APS) receives, screens and investigates confidential reports of concern from anyone who suspects that an elderly person or a dependent adult is being abused, neglected, or is self-neglecting. This includes reports of physical, emotional or sexual abuse, financial or material exploitation, neglect, isolation and abandonment of individuals age 60+ and dependent adults aged 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, when the County reopened, we saw an increase in reports. This is a trend that continues.

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

Note: For 2024, only the 8th month of reporting is available

Average Monthly Individuals Served by Adult Protective Services by Year



Data Source: SOC 242, cell 15
Data current as of 09/20/2024

In-Home Supportive Services Individuals



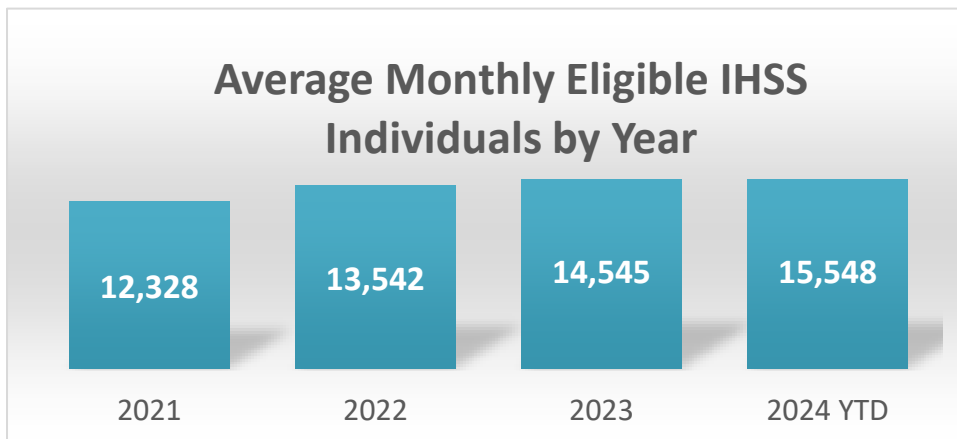
	2021	2022	2023	2024
Jan	11,748	13,049	14,021	15,271
Feb	11,906	13,138	14,078	15,326
Mar	12,095	13,242	14,157	15,343
Apr	12,118	13,327	14,211	15,437
May	12,149	13,380	14,347	15,549
June	12,143	13,474	14,417	15,673
July	12,154	13,569	14,537	15,795
Aug	12,282	13,698	14,653	15,987
Sep	12,576	13,767	14,825	
Oct	12,805	13,878	15,019	
Nov	12,935	13,968	15,105	
Dec	13,026	14,019	15,170	
Avg	12,328	13,542	14,545	15,548 YTD
% Change	-	+10%	+7%	+7%

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 continued to grow at a steady pace during the COVID-19 pandemic and since then.

Note: For 2024, only the 8th month of reporting is available



Child Protective Services: Referrals



	2021	2022	2023	2024
Jan	517	578	749	682
Feb	549	701	756	738
Mar	648	846	881	767
Apr	614	720	733	727
May	608	699	850	845
June	549	501	548	510
July	456	432	461	518
Aug	593	681	709	619
Sep	776	805	825	
Oct	779	810	749	
Nov	642	662	657	
Dec	615	682	636	
Avg	612	676	713	676 YTD
% Change	-	+10%	+5%	-5% YTD

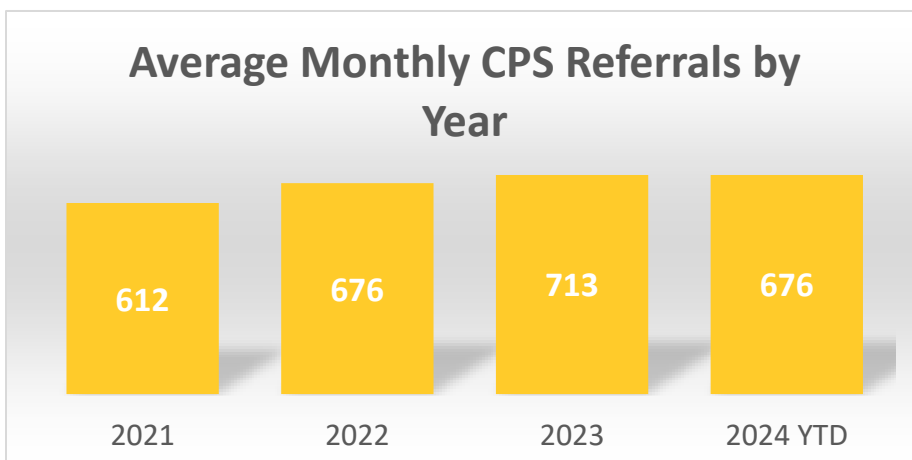
Children and Family Services Bureau has the responsibility to investigate reports of children at risk or in danger per criteria outlined in Welfare and Institutions Code 300. Child Protective Services (CPS) operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Mandated reporters include teachers, counselors, law enforcement, medical and other professionals.

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.

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 are higher in months when school is in session since children have more interaction with mandated reporters such as teachers and counselors.

NOTE: Prior monthly referrals and year-to-year percent change may be amended due to data entry updates.

Note: For 2024, only the 8th month of reporting is available



Data Source: Safe Measures Referrals
Data current as of 09/17/2024

Child Protective Services: Placements



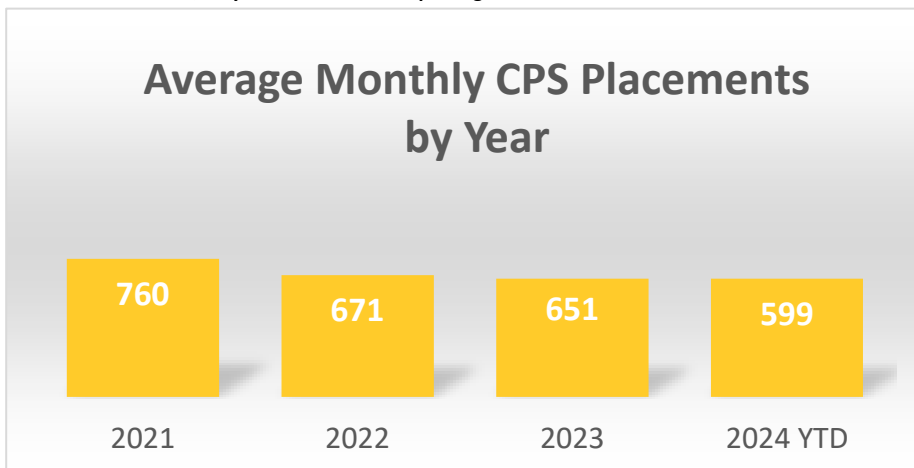
	2021	2022	2023	2024
Jan	796	628	666	611
Feb	779	622	661	607
Mar	777	691	666	605
Apr	773	698	671	595
May	777	701	663	611
June	789	688	654	602
July	789	684	633	581
Aug	764	679	633	576
Sep	734	668	650	
Oct	716	661	643	
Nov	708	668	642	
Dec	720	668	631	
Avg	760	671	651	599 YTD
% Change	-	-12%	-3%	-8% YTD

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. Placements include dependent children placed in relative or non-relative foster care or in residential placements, and non-dependent children in guardianship. All dependency placement homes and facilities must meet State identified standards and 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. In addition, increased services support families to resolve safety concerns and sustain permanency while children remain in family homes.

NOTE: Prior monthly placements and year-to-year percent change may be amended due to data entry updates.

Note: For 2024, only the 8th month of reporting is available



Data Source: Safe Measures Time in Placement Setting
Data current as of 09/17/2024

Unemployment Rate



Contra Costa County 2021-2024 Unemployment Rate

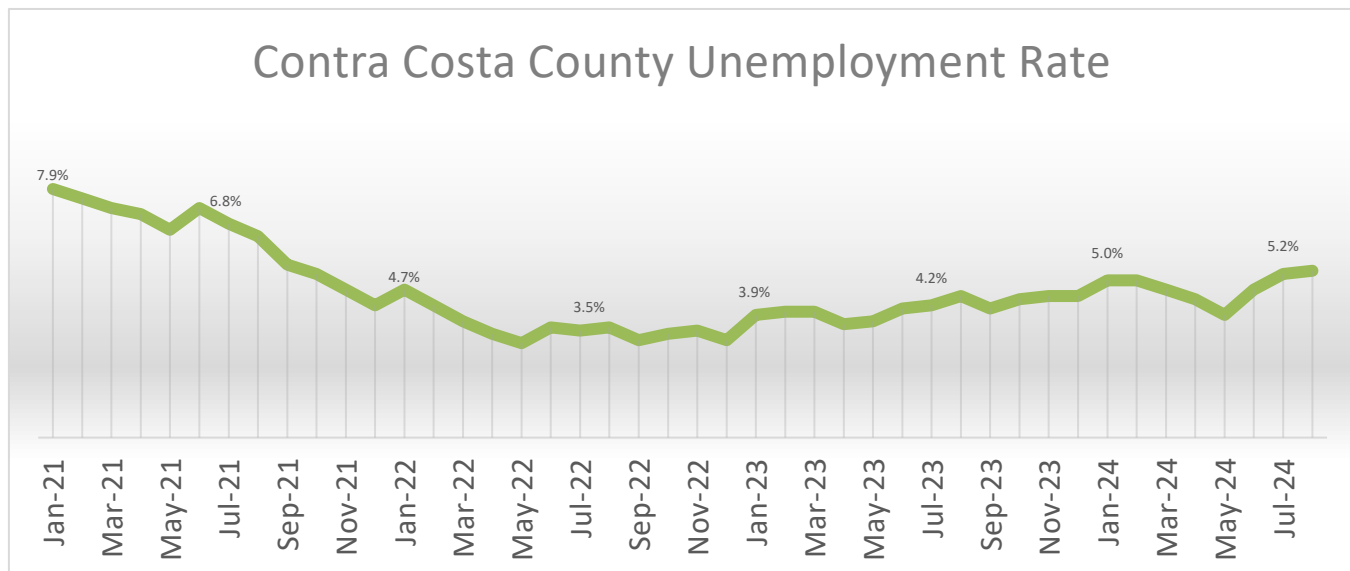
	2021	2022	2023	2024
Jan	7.9%	4.7%	3.9%	5.0%
Feb	7.6%	4.2%	3.9%	5.0%
Mar	7.3%	3.7%	3.8%	4.7%
Apr	7.1%	3.3%	3.4%	4.4%
May	6.6%	3.0%	3.6%	3.9%
June	7.3%	3.5%	4.1%	4.7%
July	6.8%	3.4%	4.2%	5.2%
Aug	6.4%	3.5%	4.6%	5.3%
Sep	5.5%	3.1%	4.4%	
Oct	5.2%	3.3%	4.6%	
Nov	4.7%	3.4%	4.5%	
Dec	4.2%	3.1%	4.5%	

As indicated in the preceding dashboards, EHSD program enrollment was 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 15.3% in April 2020, the Unemployment Rate in Contra Costa County consistently fell month-over-month through May 2021 and generally trended downward through 2022. There have been slight upticks to the monthly rate since 2023. The August Unemployment Rate was 5.3%.

Contra Costa County Unemployment Rate



Inflation – Consumer Price Index



National Consumer Price Index 12-month Percentage Change 2021 to 2024

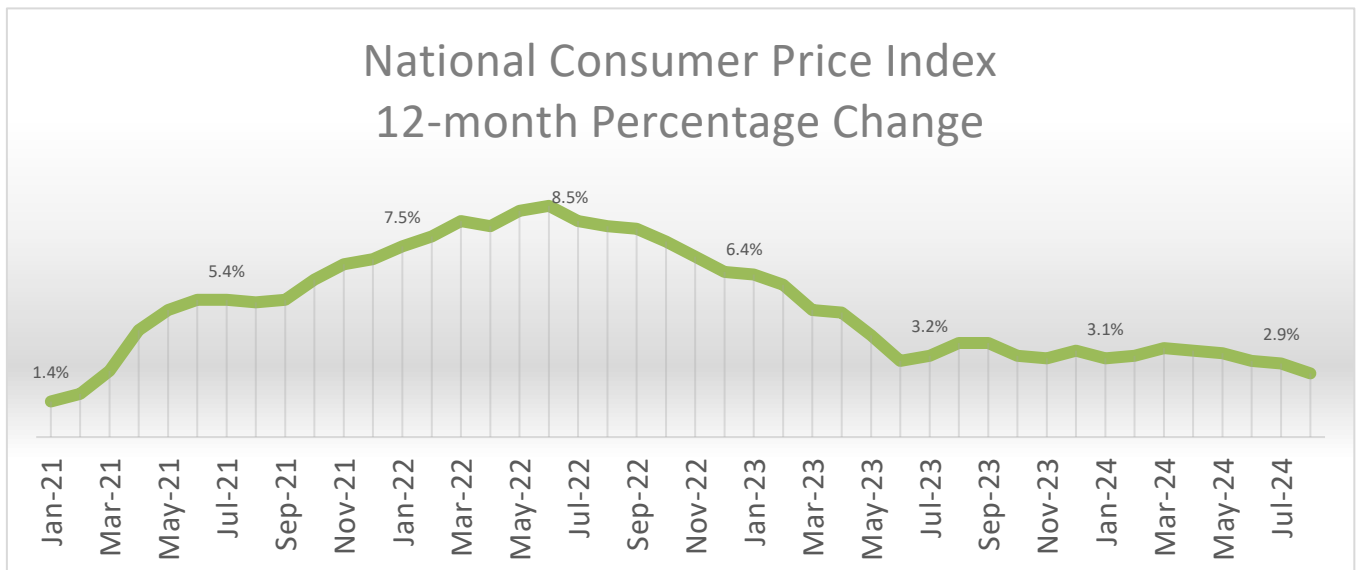
	2021	2022	2023	2024
Jan	1.4%	7.5%	6.4%	3.1%
Feb	1.7%	7.9%	6.0%	3.2%
Mar	2.6%	8.5%	5.0%	3.5%
Apr	4.2%	8.3%	4.9%	3.4%
May	5.0%	8.6%	4.0%	3.3%
June	5.4%	9.1%	3.0%	3.0%
July	5.4%	8.5%	3.2%	2.9%
Aug	5.3%	8.3%	3.7%	2.5%
Sep	5.4%	8.2%	3.7%	
Oct	6.2%	7.7%	3.2%	
Nov	6.8%	7.1%	3.1%	
Dec	7.0%	6.5%	3.4%	

Inflation began to rise significantly in March 2021. The increase in everyday costs has an impact on individuals and families in Contra Costa County – especially on those with lower incomes.

The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumers for a “market basket” of consumer goods and services. (U.S. Bureau of Labor Statistics)

The monthly figures represent the percentage change over the same month of the prior year. For example, prices for the items measured in the market basket increased 2.5% from August 2023 to August 2024.

As the chart indicates, inflation ran above 8% between March and September 2022, with a spike to 9.1% in June. The CPI slipped below 8% in October 2022; as of August 2024, it was 2.5%.



Program Glossary



Adult Protective Services (APS) investigates reports of suspected abuse or neglect of residents aged 60 and up and dependent adults (people aged 18-59 with physical disabilities which prevent them from caring for themselves or safeguarding their rights.) APS has a 24-hour hotline staffed by social workers who take reports from mandated reporters and community members. Mandated reporters are those who work with or provide care or oversight for elders and dependent adults. Mandated reporters have a legal responsibility to report if they suspect a person is being abused. They include law enforcement, social workers, doctors, nurses, clergy, financial institution personnel and care providers. Community members include family, friends and neighbors who call the hotline with concerns about someone they know.

Hotline social workers gather as much information as possible and submit a report that is reviewed by an APS supervisor who will determine if a situation requires APS intervention. When a case is opened in APS, an APS social worker will contact the alleged victim, either by phone if the concern is low risk, or in person. APS services are voluntary. The APS social worker will work with the alleged victim to ensure their safety and to access services they may need to enhance their well-being. The number of Individuals Served by Adult Protective Services displayed in this dashboard refers to adults receiving intervention through Contra Costa County.

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 (similar to a bank debit card) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets, grocery stores and farmers' markets. 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. Households 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.

Program Glossary



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. Households 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.

Child Protective Services (CPS) 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. 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. 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 and substantiated, and it was determined that the child could not remain safely in the home. The child is then removed to a Foster Care Placement. Placements for dependent children can be with relatives or non-related Foster Care substitute care providers or in residential facilities; non-dependent children placements are in guardianship homes. Dependent placement homes and facilities must meet State identified standards of approval.

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. Individuals refer to the total number of people receiving aid 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.

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 Medicare, 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. Barrier removal services are also available when identified.