

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

EHSD Data Dashboard
August 2026

Medi-Cal Individuals

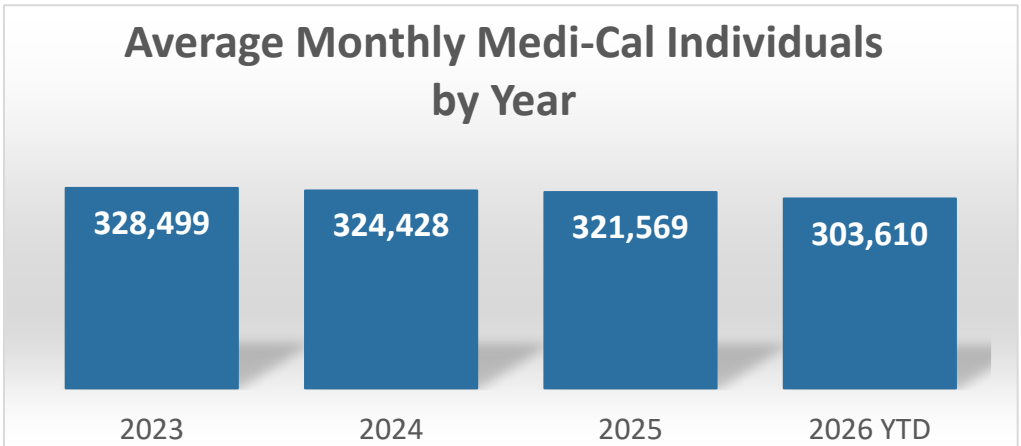
	2023	2024	2025	2026
Jan	328,948	325,357	324,504	312,425
Feb	330,989	325,878	324,717	311,516
Mar	334,689	324,990	324,915	308,636
Apr	327,879	324,288	323,879	304,772
May	329,559	323,822	322,241	301,362
June	330,457	321,999	322,653	298,402
July	329,053	322,322	324,310	296,464
Aug	330,516	323,127	321,653	295,300
Sep	326,492	323,706	319,946	
Oct	325,591	324,846	318,938	
Nov	324,706	325,878	316,553	
Dec	323,112	326,919	314,515	
Avg	**328,499**	**324,428**	**321,569**	**303,610 YTD**
% Change	-	**-1.2%**	**- <1%**	**-5.6% YTD**

Note: For 2026, only the 8th month of reporting is available

In Contra Costa County, nearly 300,000 low-income adults, children, pregnant women, seniors and people with disabilities receive health insurance coverage through Medi-Cal. This is approximately 25% of the county's total population.

Under "continuous coverage" during the COVID-19 Public Health Emergency (PHE), individuals remained enrolled in Medi-Cal except in the case of death, loss of California residency or client request.

After Continuous Coverage ended on March 31, 2023, some previously enrolled individuals did not renew coverage – leading to a decline in participation. Additionally, final Medi-Cal waivers from the PHE expired in July 2025, and resource evaluations were reinstated in January 2026. Since July 2025, there has been an increased number of individuals not continuing their coverage. In recent months, a more pronounced enrollment decline has occurred; this is being monitored.



NOTE: In November 2025, the Medi-Cal enrollment counts were revised - effective March 2023 forward - based on a data refresh. Monthly averages and year over year % changes have been updated accordingly.

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 09/08/2026

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

Medi-Cal Households

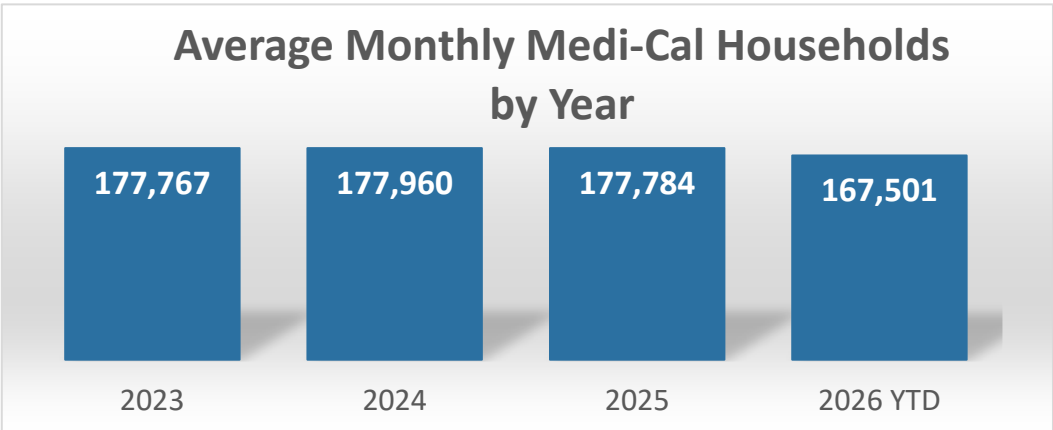
	2023	2024	2025	2026
Jan	170,367	177,615	178,484	172,621
Feb	171,313	178,052	178,933	172,242
Mar	179,892	177,703	179,320	170,348
Apr	179,187	177,270	179,006	168,027
May	180,457	177,062	178,215	165,965
June	181,123	176,052	178,635	164,505
July	180,119	176,534	179,762	163,373
Aug	181,015	177,330	178,267	162,923
Sep	178,559	178,155	177,196	
Oct	177,838	179,100	176,637	
Nov	177,279	179,896	175,027	
Dec	176,055	180,753	173,924	
Avg	**177,767**	**177,960**	**177,784**	**167,501 YTD**
% Change	**-**	**+ <1%**	**- <1%**	**-5.8% YTD**

Note: For 2026, only the 8th 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.

Under "continuous coverage" during the COVID-19 Public Health Emergency (PHE), individuals remained enrolled in Medi-Cal, except in the case of death, loss of California residency or client request.

After Continuous Coverage ended on March 31, 2023, some previously enrolled individuals did not renew coverage – leading to a decline in participation. Additionally, final Medi-Cal waivers from the PHE expired in July 2025, and resource evaluations were reinstated in January 2026. Since July 2025, there has been an increased number of individuals not continuing their coverage. In recent months, a more pronounced enrollment decline has occurred; this is being monitored.



NOTE: In November 2025, the Medi-Cal enrollment counts were revised - effective March 2023 forward - based on a data refresh. Monthly averages and year over year % changes have been updated accordingly.

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 09/08/2026

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

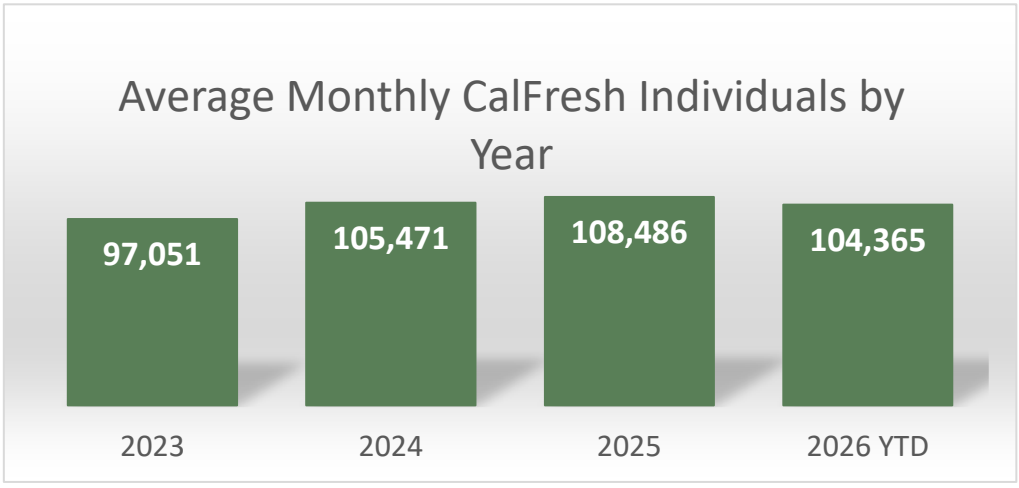
CalFresh Individuals

	2023	2024	2025	2026
Jan	93,482	101,695	108,620	104,707
Feb	93,822	102,348	109,065	104,650
Mar	93,169	103,084	109,266	104,183
Apr	93,771	103,783	109,479	104,381
May	95,243	104,835	109,550	104,120
June	96,454	105,192	109,628	104,216
July	97,349	106,035	109,167	104,313
Aug	98,678	107,144	108,614	104,349
Sep	99,736	107,309	108,510	
Oct	100,592	107,792	108,078	
Nov	101,017	108,135	106,296	
Dec	101,294	108,304	105,558	
Avg	**97,051**	**105,471**	**108,486**	**104,365 YTD**
% Change	-	**+9%**	**+3%**	**-4% YTD**

Note: For 2026, only the 8th month of reporting is available

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.

At the beginning of the Covid pandemic in 2020, there here was an immediate surge in demand for food assistance. Enrollment has remained elevated due to ongoing need. Advertisement of CalFresh benefits by state and federal agencies has helped raise awareness.



Data Source: CF296 cell 87 (Previously Cell 80)
Data current as of 09/17/2026
Note: Source Cell revised effective July 2025 due to report form change.

Contra Costa County
Employment & Human Services

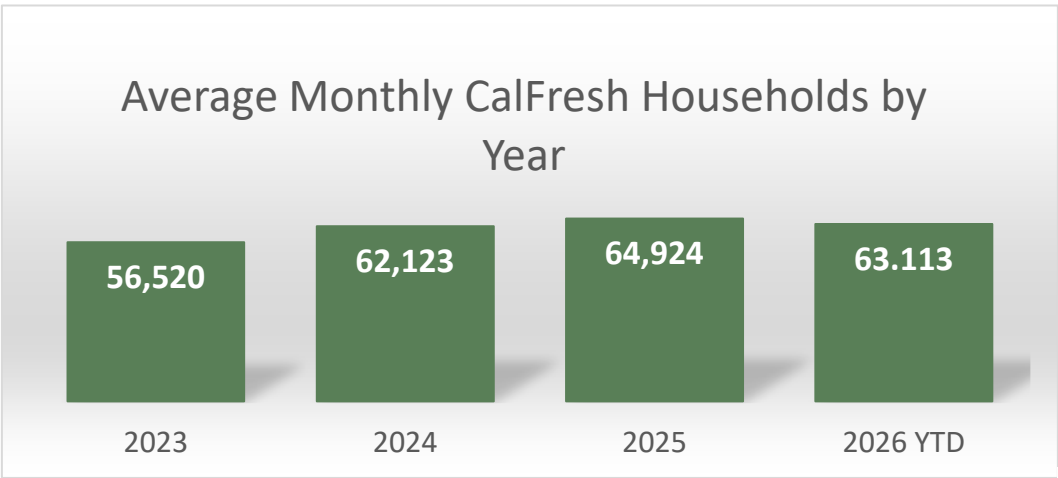
CalFresh Households

	2023	2024	2025	2026
Jan	54,249	59,674	64,431	62,995
Feb	54,538	60,037	64,760	63,076
Mar	54,132	60,627	65,117	62,923
Apr	54,487	60,982	65,408	63,174
May	55,387	61,607	65,579	63,085
June	56,062	61,867	65,707	63,171
July	56,568	62,454	65,495	63,198
Aug	57,434	63,111	65,286	63,281
Sep	58,144	63,295	65,142	
Oct	58,738	63,700	64,894	
Nov	59,145	63,961	63,874	
Dec	59,352	64,159	63,399	
Avg	**56,520**	**62,123**	**64,924**	**63,113 YTD**
% Change		**+10%**	**+5%**	**-3% YTD**

Note: For 2026, only the 8th month of reporting is available

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

At the beginning of the Covid pandemic in 2020, there was an immediate surge in demand for food assistance. Enrollment has remained elevated due to ongoing need. Advertisement of CalFresh benefits by state and federal agencies has helped raise awareness.



Data Source: CF296 cell 83 (Previously Cell 76)
Data current as of 09/17/2026
Note: Source Cell revised effective July 2025 due to report form change.

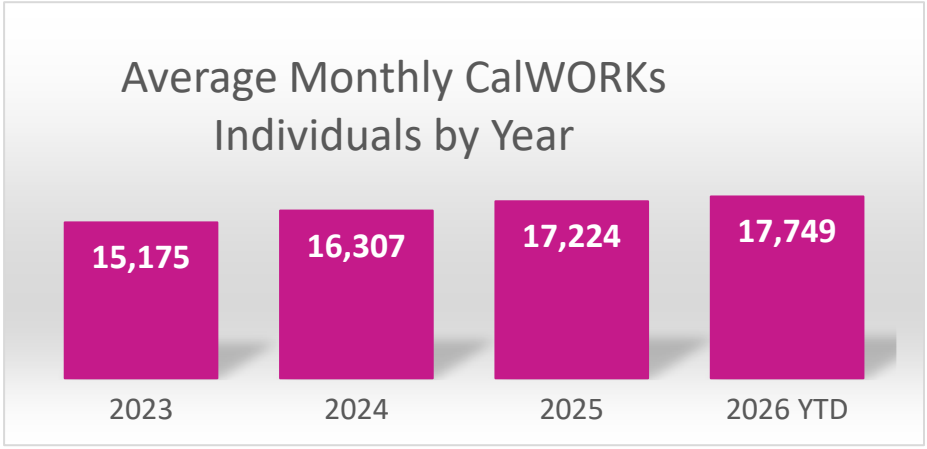
CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

CalWORKs Individuals

	2023	2024	2025	2026
Jan	14,822	15,810	16,652	17,656
Feb	14,784	15,954	16,759	17,669
Mar	15,128	16,065	16,925	17,743
Apr	15,009	16,182	17,053	17,830
May	14,817	16,395	17,133	17,879
June	14,296	16,307	17,193	17,869
July	15,285	16,426	17,229	17,671
Aug	15,469	16,434	17,213	17,672
Sep	15,454	16,480	17,399	
Oct	15,611	16,591	17,796	
Nov	15,637	16,510	17,623	
Dec	15,786	16,529	17,708	
Avg	**15,175**	**16,307**	**17,224**	**17,749 YTD**
% Change		**+7%**	**+6%**	**+3% 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 $927 a month.

Note: For 2026, only the 8th month of reporting is available



Data Source: CW 237 cells 77-81 and 95-99
Data current as of 09/16/2026

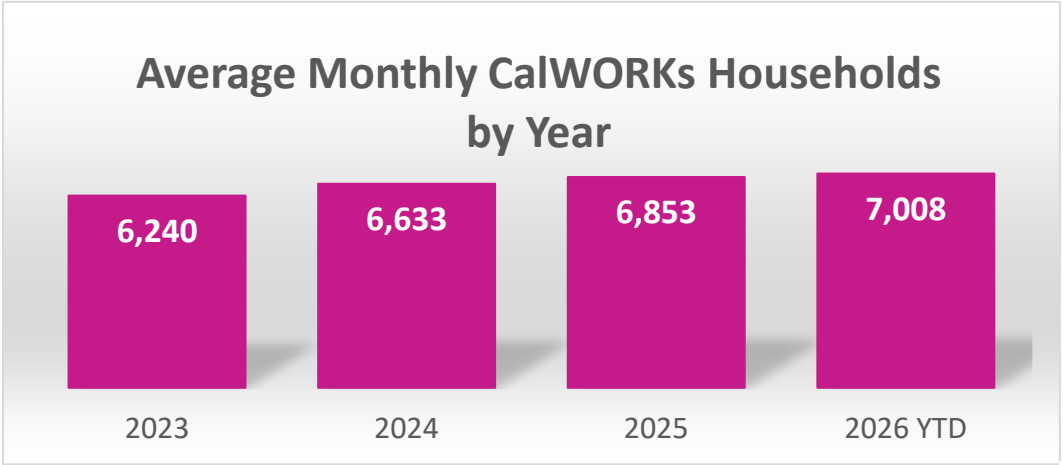
Contra Costa County
Employment & Human Services

CalWORKs Households

	2023	2024	2025	2026
Jan	6,057	6,486	6,709	6,935
Feb	6,028	6,511	6,736	6,956
Mar	6,049	6,557	6,793	6,989
Apr	6,109	6,599	6,833	7,062
May	6,092	6,661	6,842	7,041
June	6,281	6,648	6,861	7,071
July	6,266	6,703	6,880	6,996
Aug	6,342	6,686	6,864	7,010
Sep	6,365	6,696	6,916	
Oct	6,403	6,702	6,970	
Nov	6,421	6,671	6,906	
Dec	6,472	6,679	6,931	
Avg	**6,240**	**6,633**	**6,853**	**7,008 YTD**
% Change	-	**+6%**	**+3%**	**+2% YTD**

Note: For 2026, only the 8th month of reporting is available

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.



Data Source: CW 237, cells 59-63

Data current as of 09/16/2026

Contra Costa County
Employment & Human Services

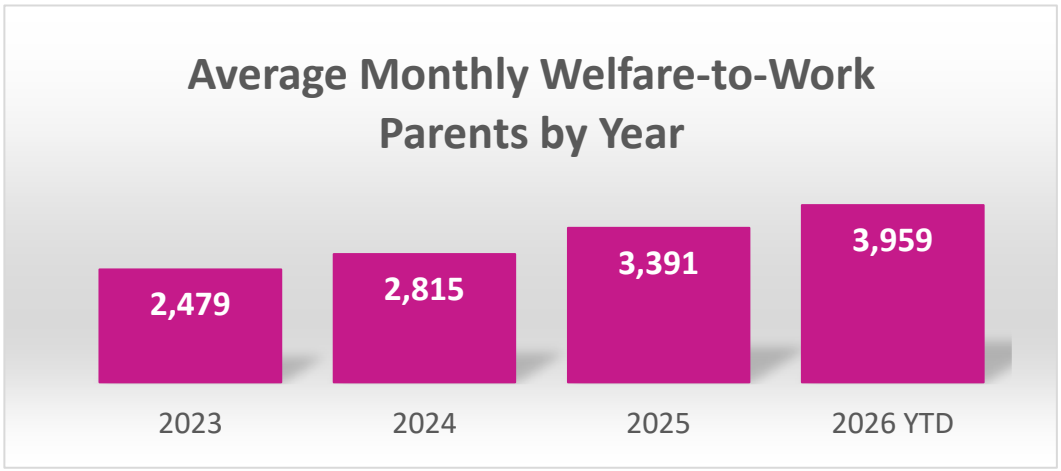
Welfare-to-Work (WTW) Parents

	2023	2024	2025	2026
Jan	2,506	2,578	2,927	3,909
Feb	2,580	2,641	2,992	3,892
Mar	2,333	2,670	3,110	3,876
Apr	2,369	2,733	3,177	3,935
May	2,376	2,850	3,224	3,949
June	2,514	2,843	3,291	3,991
July	2,461	2,846	3,377	4,048
Aug	2,501	2,853	3,492	4.074
Sep	2,485	2,910	3,629	
Oct	2,552	2,954	3,718	
Nov	2,538	2,961	3,850	
Dec	2,538	2,942	3,899	
Avg	**2,479**	**2,815**	**3,391**	**3,959 YTD**
% Change	**-**	**+14%**	**+20%**	**+17% YTD**

Note: For 2026, only the 8th 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.

Enrollment in Welfare-to-Work has increased significantly since 2022 when the effects of the Covid pandemic and related funding began to subside.



Data Source: WTW25 and WTW 25-A Cell 1 for both combined
Data current as of 09/18/2026

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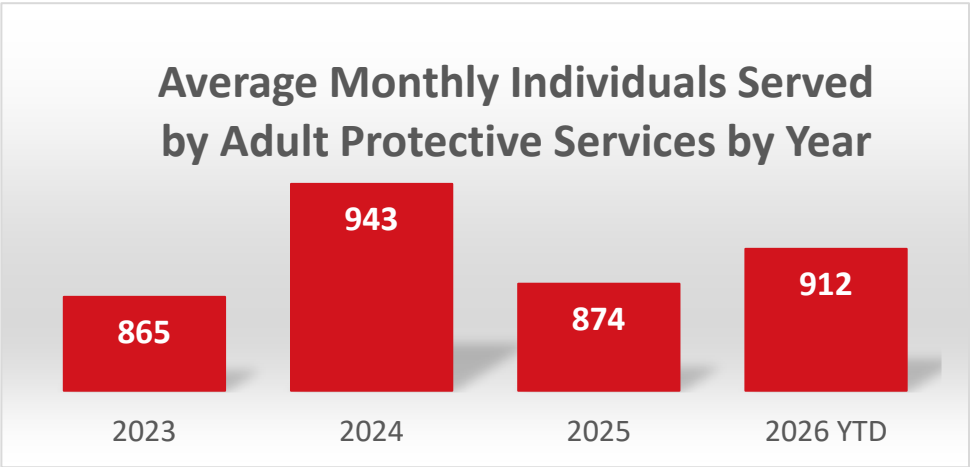
Individuals Served by Adult Protective Services

	2023	2024	2025	2026
Jan	938	868	889	863
Feb	905	899	834	908
Mar	882	904	931	922
Apr	873	939	973	938
May	853	917	893	901
June	796	904	869	908
July	776	996	877	939
Aug	923	958	834	915
Sep	897	1,026	844	
Oct	804	1,063	851	
Nov	828	954	863	
Dec	904	892	835	
Avg	**865**	**943**	**874**	**912 YTD**
% Change	**-**	**+9%**	**-7%**	**+4% YTD**

Note: For 2026, only the 8th month of reporting is available

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.

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.



Data Source: SOC 242, cell 15
Data current as of 09/17/2026

Contra Costa County
Employment & Human Services

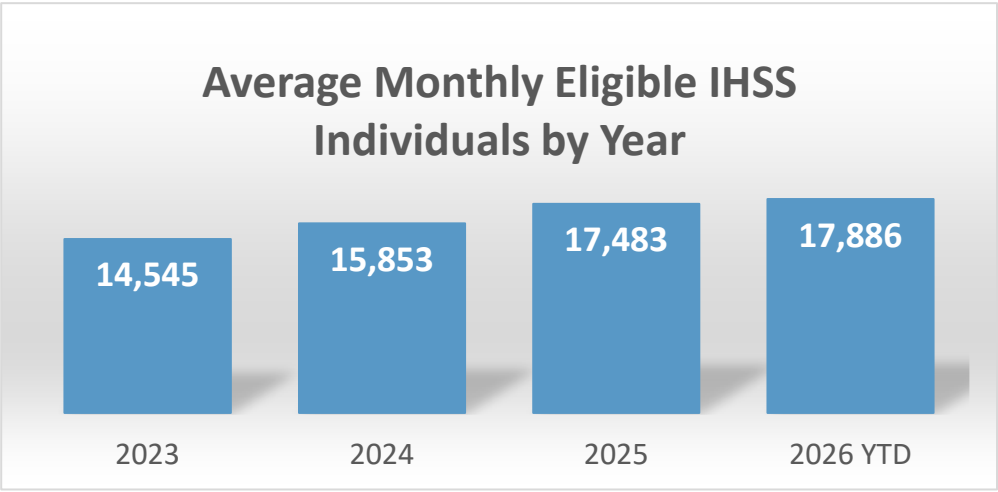
In-Home Supportive Services Individuals

	2023	2024	2025	2026
Jan	14,021	15,271	16,857	17,999
Feb	14,078	15,326	17,000	17,841
Mar	14,157	15,343	17,130	17,789
Apr	14,211	15,437	17,247	17,579
May	14,347	15,549	17,344	17,638
June	14,417	15,673	17,477	17,778
July	14,537	15,795	17,619	18,043
Aug	14,653	15,987	17,645	18,423
Sep	14,825	16,180	17,691	
Oct	15,019	16,427	17,801	
Nov	15,105	16,574	17,928	
Dec	15,170	16,676	18,052	
Avg	**14,545**	**15,853**	**17,483**	**17,886 YTD**
% Change	**-**	**+9%**	**+10%**	**+2% YTD**

Note: For 2026, only the 8th 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.



Data Source: CMIPS II
Data current as of 09/28/2026

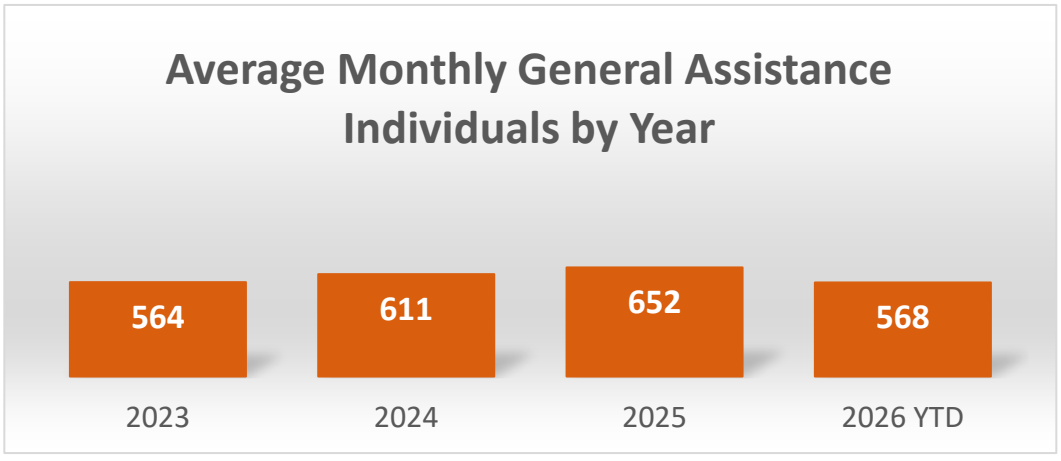
CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

General Assistance Individuals

	2023	2024	2025	2026
Jan	474	620	618	577
Feb	465	585	638	558
Mar	471	590	648	549
Apr	496	618	667	591
May	535	646	665	597
June	534	648	685	575
July	562	640	702	545
Aug	590	599	682	548
Sep	623	595	642	
Oct	676	586	631	
Nov	694	604	624	
Dec	644	605	618	
Avg	**564**	**611**	**652**	**568 YTD**
% Change	**-**	**+8%**	**+7%**	**-13% YTD**

Note: For 2026, only the 8th 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.



Data Source: GR 237, cell 7
Data current as of 09/08/2026

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

Child Protective Services: Referrals

	2023	2024	2025	2026
Jan	749	682	815	733
Feb	756	738	787	774
Mar	881	767	814	845
Apr	733	728	866	727
May	850	846	806	839
June	548	512	602	596
July	461	528	591	597
Aug	709	731	762	655
Sep	825	823	884	
Oct	749	895	849	
Nov	657	691	688	
Dec	636	686	765	
Avg	**713**	**719**	**769**	**721 YTD**
% Change	**-**	**+<1%**	**+ 7%**	**-6% YTD**

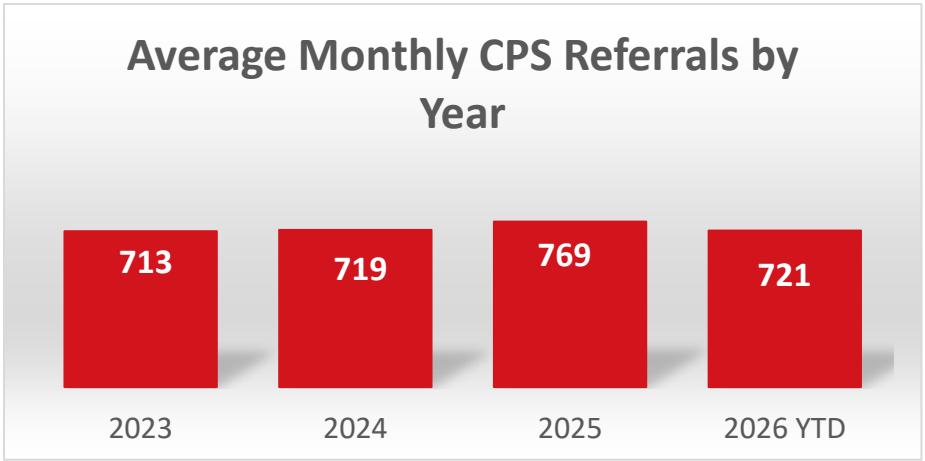
Note: For 2026, only the 8th month of reporting is available

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.



Data Source: Safe Measures Referrals
Data current as of 10/15/2026

Contra Costa County
Employment & Human Services

Child Protective Services: Placements

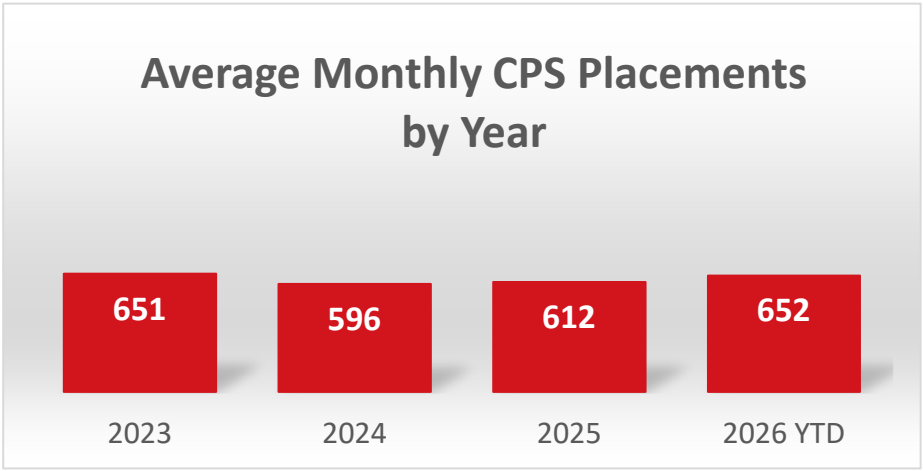
	2023	2024	2025	2026
Jan	666	613	572	645
Feb	661	609	589	640
Mar	666	607	594	656
Apr	671	598	607	638
May	663	615	612	645
June	654	606	614	659
July	633	587	615	660
Aug	633	587	608	673
Sep	650	583	621	
Oct	643	586	624	
Nov	642	587	641	
Dec	632	569	649	
Avg	**651**	**596**	**612**	**652 YTD**
% Change		**-8%**	**+3%**	**+7% YTD**

Note: For 2026, only the 8th 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. 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.



Data Source: Safe Measures Time in Placement Setting
Data current as of 10/15/2026

Contra Costa County
Employment & Human Services

Unemployment Rate

Contra Costa County 2023 - 2026 Unemployment Rate

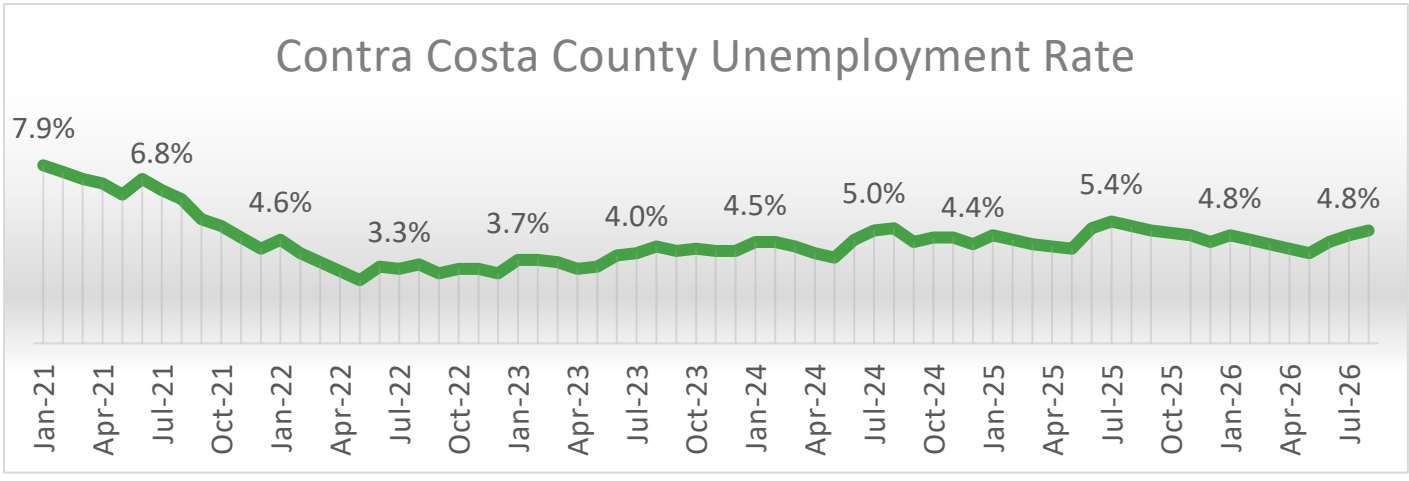
	2023	2024	2025	2026
Jan	3.7%	4.5%	4.8%	4.8%
Feb	3.7%	4.5%	4.6%	4.6%
Mar	3.6%	4.3%	4.4%	4.4%
Apr	3.3%	4.0%	4.3%	4.2%
May	3.4%	3.8%	4.2%	4.0%
June	3.9%	4.6%	5.1%	4.5%
July	4.0%	5.0%	5.4%	4.8%
Aug	4.3%	5.1%	5.2%	5.0%
Sep	4.1%	4.5%	5.0%	
Oct	4.2%	4.7%	n/a*	
Nov	4.1%	4.7%	4.8%	
Dec	4.1%	4.4%	4.5%	

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 elevated from the pre-COVID period.

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 2026 Unemployment Rate was 5.0%.

*Note: EDD announced that the October 2025 Unemployment Rate will not be available, based on impact of federal government shutdown (October 1 – November 12, 2025).



Data Source: EDD Contra Costa Unemployment Rate Data
Data current as of 09/18/2026; EDD Data is refreshed annually.

Contra Costa County
Employment & Human Services

Inflation – Consumer Price Index

National Consumer Price Index
12-month Percentage Change 2023 to 2026

	2023	2024	2025	2026
Jan	6.4%	3.1%	3.0%	2.4%
Feb	6.0%	3.2%	2.8%	2.4%
Mar	5.0%	3.5%	2.4%	3.3%
Apr	4.9%	3.4%	2.3%	3.8%
May	4.0%	3.3%	2.4%	4.2%
June	3.0%	3.0%	2.7%	3.5%
July	3.2%	2.9%	2.7%	3.4%
Aug	3.7%	2.5%	2.9%	3.4%
Sep	3.7%	2.4%	3.0%	
Oct	3.2%	2.6%	n/a*	
Nov	3.1%	2.7%	2.7%	
Dec	3.4%	2.9%	2.7%	

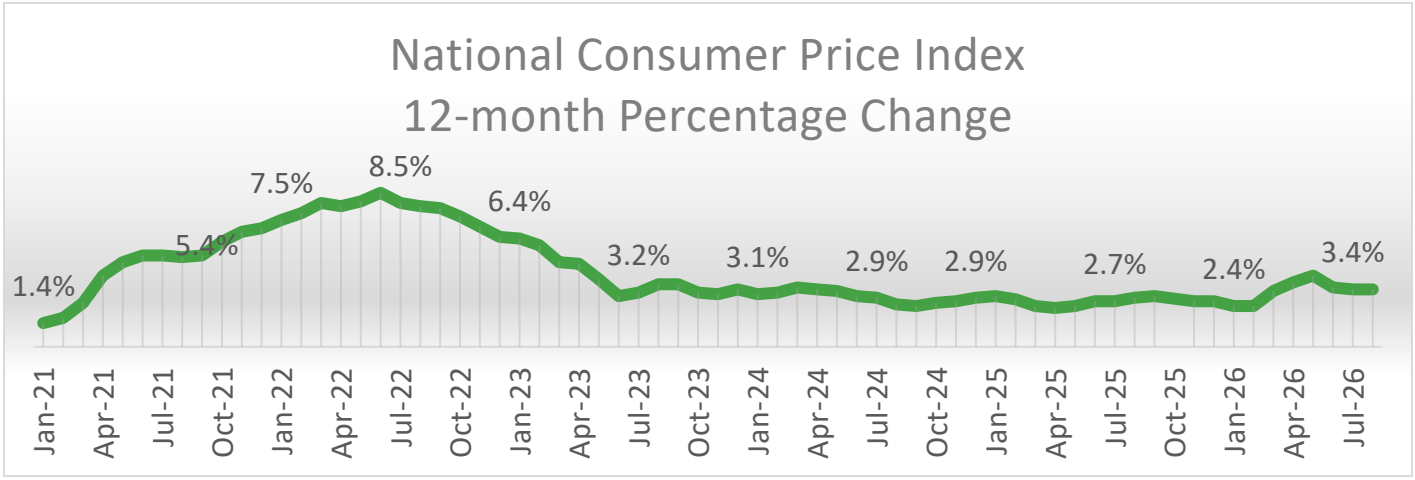
Inflation began to rise significantly in March 2021. Increases in everyday costs have an impact on individuals and families in Contra Costa County – especially on those with lower incomes.

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 3.4% from August 2025 to August 2026.

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 2026, it was 3.4%.

*Note: The Bureau of Labor Statistics will not report October 2025 CPI data, based on impact of federal government shutdown (October 1 – November 12, 2025).



Data Source: Bureau of Labor Statistics National Consumer Price Index
Data current as of 09/11/2026

Contra Costa County
Employment & Human Services

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.