Work Participation Rate Best Practices

Los Angeles County

Department of Public Social Services

Success achieved through:

- Executive Level Participation

- Departmental Focus

- Departmental Workgroups

- Report and Data Analysis

- Program and Line Strategies

Executive Level Participation and Departmental Focus

- Executive level managers, including the Department Head, maintain WPR as a priority and focus.

  - Regional office heads and policy managers also maintain WPR targets in their individual annual performance evaluations

  - WPR is formally included as a routine measure in DPSSTATS (a monthly department performance measure meeting)

- CalWORKs WPR Steering Meeting
  - Chaired by Division Chiefs
  - Consists of all internal stakeholders including Management Information and Evaluation (MIE) audit team, CalWORKs Program staff, GAIN program staff, GAIN Line managers, Eligibility Systems (IT) staff, GAIN services contractor, and Information and Statistical Services staff (data gathering)
  - Review statistical data for trends and anomalies
  - Review Los Angeles County specific WPR
    - Combined WPR
    - TANF RADEP WPR
    - E2Lite WPR

CalWORKs Steering Meeting

- Review key departmental performance measures:
  - GAIN Appraisal Show rate %
  - WtW Plan signed within 90 days %
  - Cases between activities for more than 30 days %
  - Sanction rate %
  - Education/Training rate %
  - Employment rate %
  - Persons waiting to be registered to GAIN (unassigned pool)
- Review the most current audit results and trends for each office and contractors
- Share strategies to increase WPR

Additional key meetings

- E2Lite/TANF RADEP Lessons Learned Meetings

- Exit Conferences at each Regional Office

- DPSSTATS (performance reviews)

- Regional Office Task Force Meetings

- Monthly Management Meetings

- Program Strategies to improve WPR
  - GAIN survey letter sent to each case on the sample list to request information on the participant's educational or employment activity
  - Sample list shared with all Regional Offices simultaneously
  - Eliminate as many gaps between activities as possible
    - Orientation, Job Club, and vocational assessment combined into one 4 week activity
    - Computer system (GEARS) automatically schedules an appointment between the participant and the GAIN Services Worker approximately 10 days prior to the scheduled end date of any activity

- Program Strategies to improve WPR
  - Explain the benefits of meeting WPR to participants using their WTW 24 Month Time Clock to determine if the participant wants to preserve their WTW 24-Month Time Clock by adding a core activity
  - Utilize a collocated GAIN Services Worker at Job Club to help resolve participation problems and outreach to participants who fail to show for Job Club Orientation
  - Reduce the sanction rate by utilizing the GAIN Sanction Home Visit Outreach project (posted on the CalWORKs Best Practices Website)
  - Provide appointment reminders through an Outbound Dialing System

- Program Strategies to improve WPR

    - Monitor performance reports, including GEARS Engagement Tools that allow staff to their individual WPR

    - Revise the information collected during GAIN appraisal to include information that can be exported into a basic resume

    - Provide refresher training to GAIN Line staff when necessary

    - Share best practices of high-performing GAIN Regions

Regional Office Best Practices

- E2Lite/TANF RADEP taskforce consists of two to five WtW Case Managers that review cases in the monthly sample list, reach out to newly approved cases and conduct quality control review;

- E2Lite/TANF RADEP taskforce strategies are as follows:

  - Request and review all active cases

  - Request newly approved/deregistered cases to be assigned to them to:

    - Schedule appointments

    - Reach out to participants who fail appointment through the GAIN Sanction Home Visit Program workers

Regional Office Best Practices

- Taskforce reviews cases for core activities, verification of hours needed/assigned, verification that supporting documents are obtained, filed and documented properly

- Taskforce conducts a minimum of two monthly meetings to substantiate case status and monitor cases

Regional Office Best Practices

- Regional Administration and Taskforce provide continuous education/sharing to all levels of staff on increasing the regional WPR through:

  - Monthly General Staff meetings

  - Monthly Exit Conferences mandatory for all supervisors and management

  - Designating a Job Developer to assist/monitor participants in job search activity that are in the sample list

  - Monthly E2Lite/TANF RADEP Lesson Learned meetings.

Management Information and Evaluation (MIE) Audit Team

- Conduct Case Analysis
- Compile required verifications per WPR requirements
- Calculate Monthly WPR for E2Lite, TANF RADEP, and County Specific
- Share Monthly Results at Meetings
  - Exit Conferences
  - E2Lite/TANF RADEP Lessons Learned
  - CalWORKs Work Participation Steering Committee
  - Executive Staff Meetings
  - DPSSTATS Meetings
- Conduct Data Reconciliation

- Conduct Case Analysis and Compile Folder With Verification
  - Review case data from both Welfare-to-Work and CalWORKs case folders
  - Review data from all available systems GEARS, LEADER, CAST/EDMS, CMIPS, etc.
  - Collaborate with Regional/District Reps for additional information and systems alignment
  - Flag the cases with pending supporting documentation for better data to transmit to CDSS
  - Flag cases that potentially meeting the WPR due to the Needy State status publication by ACH
  - MIE reviewers conduct the final analysis of the data collected in each case sample before entering the data onto the E2Lite and RADEP applications to transmit data to CDSS

- Calculate Monthly WPR for E2Lite, TANF RADEP, and County Specific
  - Internal calculation is completed monthly
    - E2Lite
    - TANF RADEP
    - County Specific

- **Share Monthly Results at Meetings with each Regional Office**

  - Exit Conferences

  - E2Lite/TANF RADEP Lessons Learned

  - CalWORKs WPR Steering Committee

    - WPR breakdowns by boundary regions and by sample type, E2Lite and TANF

County Specific WPRs Comparison

COMBINED WPR

LOS ANGELES COUNTY SPECIFIC
WORK PARTICIPATION RATE
FEDERAL ALL FAMILIES

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FFY 2015

	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Average
E2LITE & TANF RADEP Samples	251	247	241	238	203								
Dropped Cases*	50	61	54	51	55								
Excluded from Work Participation Rate**	76	64	74	75	64								
Meeting Work Participation	57	57	51	44	27								
Work Participation Rate	45.60%	46.72%	45.13%	39.29%	32.14%								41.78%

FFY 2014

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Average
E2LITE & TANF RADEP Samples	228	235	222	224	242	235	234	237	240	255	253	250	
Dropped Cases*	18	15	11	14	20	15	39	42	61	55	52	51	
Excluded from Work Participation Rate**	70	60	76	71	78	67	78	79	72	67	76	79	
Meeting Work Participation	44	44	42	46	53	57	45	51	52	65	64	62	
Work Participation Rate	31.43%	27.50%	31.11%	33.09%	36.81%	37.25%	38.46%	43.97%	48.60%	48.87%	51.20%	51.67%	40.00%

FFY 2013

	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Average
E2LITE & TANF RADEP Samples	242	238	235	236	234	236	233	236	235	292	296	300	
Dropped Cases*	11	9	11	9	10	10	9	13	12	11	16	14	
Excluded from Work Participation Rate**	94	86	89	81	86	80	93	90	76	114	104	124	
Meeting Work Participation	64	61	48	52	49	62	53	55	51	59	56	64	
Work Participation Rate	46.72%	42.66%	35.56%	35.62%	35.51%	42.47%	40.46%	41.35%	34.69%	35.33%	31.82%	39.51%	38.48%

Note: The above results are pending final data reconciliation with CDSS.
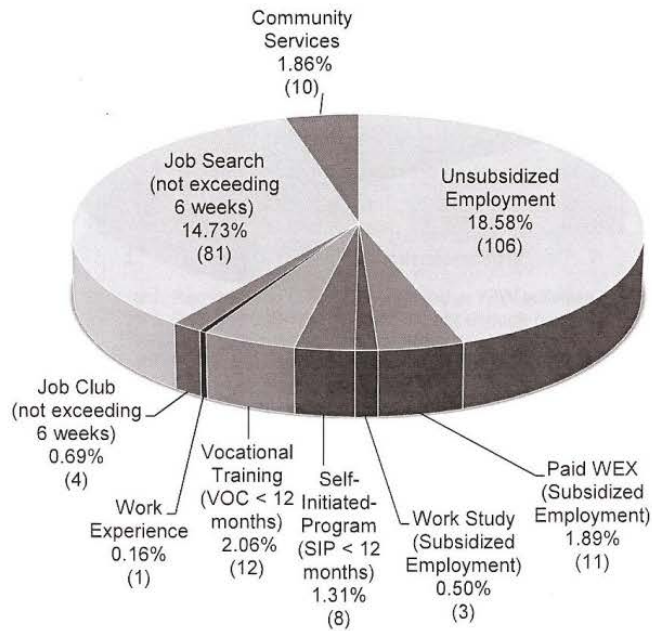*Dropped Cases: Kin-Gap and No CalWORKs Assistance in the sample month (dropped from Sample).
**Excluded from WPR: Non-Work eligible Adults (Undocumented parents, SSI, SSDI, Non-Needy caretaker, Sanction less than 90 days, exemption codes: 08-Child under 12 months and 07-Caring for ill family member).
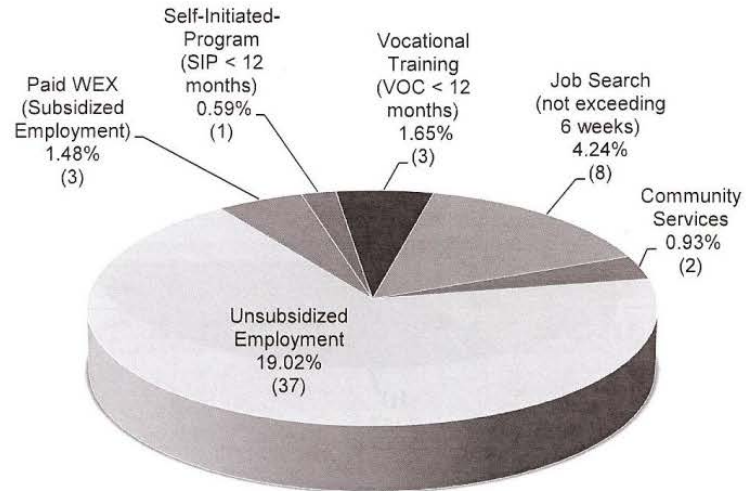
E2Lite and TANF RADEP   BSO-REQAD-MIE   03/30/2015

Sample Cases Meeting WPR

Department
Meeting Work Participation Rate - E2Lite and TANF RADEP Sample
October 2014 to February 2015

All-Families

Community Services 1.86% (10)
Job Search (not exceeding 6 weeks) 14.73% (81)
Unsubsidized Employment 18.58% (106)
Job Club (not exceeding 6 weeks) 0.69% (4)
Work Experience 0.16% (1)
Vocational Training (VOC < 12 months) 2.06% (12)
Self-Initiated-Program (SIP < 12 months) 1.31% (8)
Work Study (Subsidized Employment) 0.50% (3)
Paid WEX (Subsidized Employment) 1.89% (11)

Meeting Work Participation Rate: 41.78%

Two-Parent

Paid WEX (Subsidized Employment) 1.48% (3)
Self-Initiated-Program (SIP < 12 months) 0.59% (1)
Vocational Training (VOC < 12 months) 1.65% (3)
Job Search (not exceeding 6 weeks) 4.24% (8)
Community Services 0.93% (2)
Unsubsidized Employment 19.02% (37)

Meeting Work Participation Rate: 27.91%

E2Lite and TANF

BSO-REQAD-MIE

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03/30/2015

Sample Cases Not Meeting the WPR

Department
Not Meeting All-Families Work Participation Rate - E2Lite and TANF RADEP
October 2014 to February 2015
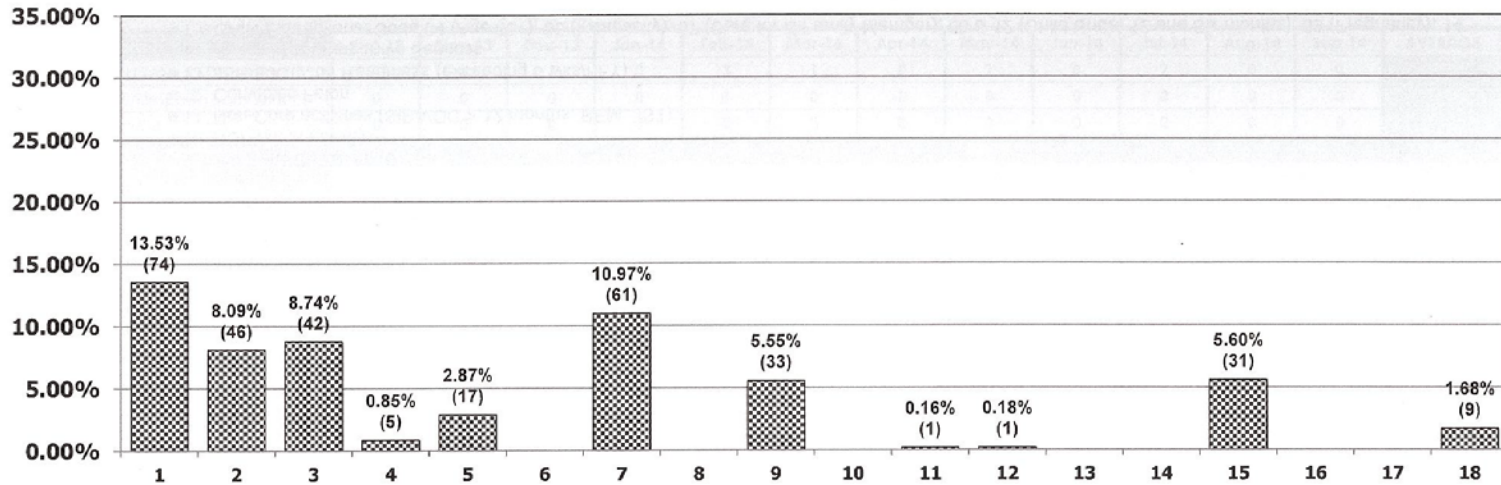
- 1. Registered in GAIN, not engaged in WtW activities
- 2. Engaged in WtW activities, but not enough hours
- 3. Engaged in WtW activities, without verification
- 4. Not registered into GAIN, including sanction cancelled or denied
- 5. Good cause granted on GEARS
- 6. In Cal-Learn, but pending activities
- 7. Sanctioned more than 90 days
- 8. Time Limited
- 9. New CalWORKs approval
- 10. REP not in activity
- 11. Non-Core activities (SIP/VOC > 12 months, REM, JST)
- 12. Convicted Felon
- 13. JSR/EJCL/Job Readiness (exceeding 6 wks/FFY)
- 14. Specialized Supportive Services
- 15. GAIN Exemptions: Code 04 (Age 60+), 05 (Incapacity), 07 (Care for ill Family Member), 08 & 12 (Child Under 12 and Six months), 09 (Pregnancy), 14
- 16. Family Stabilization Activity (Catagory data collection began Jan 2015)
- 17. CalWORKS Rescinded-Region Missed Pre-engage Opportunity (Catagory data collection began Jan 2015)
- 18. GAIN Exemption: code 23 (Good cause-child between 0 and 23 months)

Not Meeting Work Participation: 58.22%

E2Lite and TANF   BSO-REQAD-MIE   03/30/2015

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- Conduct Data Reconciliation from CDSS CSV files
  - Monthly WPR data is compare with CDSS' results
  - Continue to recall cases to make changes once better data is received from the regions
  - Work with CDSS to resolve data discrepancies before the federal deadline

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