



Transitional Assistance Department

Work Participation Rate Best Practices

- **Workflow Management**
- **Case Management – Specialized WPR Workers**
- **Subsidized Employment**
- **Contracted Vocational Education**





San Bernardino County contracts with eXemplar to develop case management alerts that assist staff in ensuring timely case actions

- eXemplar Alerts
 - Assist WTW staff manage workflow proactively
- Types of Alerts
 - Unengaged
 - Non-Compliance over 60 days
 - Deferred Good Cause over 30 days
 - Activities without service arrangements
 - Activities with no attendance entered





WtW/Childcare Alerts Dashboard for 04/30

	Un-engaged	Non-Compl. >60 days	Deferred Good Cause > 30 days	Activities without SA	Activities with No (Null) Attend	Comments
	1	0	1	2	1	
Cases to be worked:						
0000000 (Rhonda)	X					
1111111 (Megan)			X			
2222222 (Scott)					Job Skills Training - Empl 03/23/15	
3333333 (Bobo)				Employment - 04/29/15		
4444444 (Tina)				Employment - 10/06/14		



San Bernardino County has Primary and Back-up specialized Work Participation Rate (WPR) workers in 17 district offices.

WPR Workers:

- Have reduced caseloads to accommodate more intensive case management.
- Perform immediate engagement/outreach to customers when E2Lite/TANF sample is released.
- Monitor customer participation throughout the month.
- Conduct home visits.
- Weekly team meetings to update progress and discuss engagement strategies.





San Bernardino County currently offers the following subsidized employment opportunities:

- Work Experience Program (WEX)
 - 434 WEX currently in 24 County departments (public sector)
- CalWORKs Youth Employment Program (CYEP)
 - Partnership with the Workforce Development Department (WDD)
 - Can employ up to 750 customers (private sector)
- Expanded Subsidized Employment (ESE)
 - Can employ up to 300 customers, (private sector)



San Bernardino County contracts with specific providers for vocational education services.

- Eight contracted providers
- Education and training provided to customers must lead to unsubsidized employment
- Variety of training options
 - Machine trades
 - Certified Nurse Assistant (CNA)
 - Construction
 - Computer/Office Skills
 - Customer Service/Retail Sales
 - Unarmed guard
 - Logistics
 - Certified Dental Assistant
 - Truck Driving





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Thank you