

WPR BEST PRACTICES SACRAMENTO

MAY 5, 2015

1

WPR TEAM

- Division Manager (DM)
- Program Managers (PM)
- Supervisors
- Social Workers (SW)
- Quality Control (QC) Staff
- WPR Human Services Specialists (WPR HSSs)

ARRIVAL OF NEW SAMPLE (CURRENT MONTH)

- **Triage (Day the sample is received)**
 - Quality Control (QC) Staff will review the sample to create distribution lists
 - WPR HSSs
 - QC Staff
 - Within 24 hours from receipt of the sample, QC triages the sample case list and sends to each bureau a list of their cases for the month.
 - The 24-hour turnaround time maximizes the time available for contacting customers to ensure adequate hours of participation and that relevant verifications are on file.
- **Bureau Validation - (Second day from when the sample was received)**
 - During validation, the WPR HSS will make all efforts to contact participants to follow-up on current WTW engagement.
 - Phone calls
 - Home visits
 - QC Staff will make phone calls to all cases that remain at QC. Customers are informed that their case has been pulled for review.
 - Timed Out

FOLLOW-UP FOR CURRENT MONTH SAMPLE

- **Conference Calls (implemented June 2012)**
 - 48 hour - During the conference call, bureaus report the current activities the customer is engaged in, or what plan amendment the customer has agreed to in order to ensure they meet their WPR.
 - Bureaus are expected to have verifications of supporting existing activities, and confirmation of the customers current attendance.
 - 96 hour Conference Call
 - 2nd week follow-up (implemented Fall of 2013)
 - 3rd week follow-up (implemented Fall of 2013)
- **Audience**
 - Division Manager – leads the calls
 - Program Managers
 - Supervisors
 - QC Staff

FOLLOW-UP FOR CURRENT MONTH SAMPLE

- **11th of the following month**
 - Bureau Spreadsheets and verifications are due to QC for processing.
 - QC will review verifications for accuracy and/or further follow-up.
- **Referrals to Employment Services Social Worker**
 - Any cases that Bureaus were not able to obtain verifications for are referred to the Employment Services Social Worker to continue to pursue and obtain the verifications needed to ensure WPR is met.
- **Supplemental cases and Timed Out Adults Follow-up**
 - These cases are referred to Bureau Social Workers for home visits to verify participation in countable WTW activities.

FOLLOW-UP FOR CURRENT MONTH SAMPLE

- **After Action Meeting is held bi-monthly to review**
 - Highlights
 - Review any errors found as a learning tool to avoid reoccurrence.
 - Activities to practice different case scenarios as a learning tool.
 - Updates in Regulations, if any, are also reviewed with staff.
 - Attendees:
 - WPR Supervisors
 - WPR Workers
 - Social Workers
 - Quality Control Staff

FOLLOW-UP FOR CURRENT MONTH SAMPLE

- **WTW Performance Management Meeting are held monthly**
 - Program updates
 - Engagement best practices
 - Expectations for line staff
 - Attendees:
 - Division Manager
 - Program Managers
 - Designated Bureau Supervisors
 - QC and Performance Measures Supervisors