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

<table>
<thead>
<tr>
<th>Cases to be worked:</th>
<th>Un-engaged</th>
<th>Non-Compl. &gt;60 days</th>
<th>Deferred Good Cause &gt; 30 days</th>
<th>Activities without SA</th>
<th>Activities with No (Null) Attend</th>
<th>Comments</th>
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</thead>
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<tr>
<td>00000000 (Rhonda)</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
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<td>11111111 (Megan)</td>
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<td></td>
<td>Job Skills Training - Empl 03/23/15</td>
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<td>22222222 (Scott)</td>
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<tr>
<td>33333333 (Bobo)</td>
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<td>Employment - 04/29/15</td>
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<tr>
<td>44444444 (Tina)</td>
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<td>Employment - 10/06/14</td>
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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
Transitional Assistance Department

Thank you