Santa Clara County’s WPR improvement over the past several years is attributed to a multifaceted strategic plan that involves refining business operations, approach to client engagement, and intensive case management that’s driven by data and best practices.
Santa Clara County Historical WPR

- Fiscal Yearly Average WPR
  - FY14 59.49%
  - FY13 58.46%
  - FY12 55.38%
  - FY11 45.29%
Santa Clara County WPR Local Strategies

- Data & Reporting
- Vendor Pay
- Behavior Health Screening
- Automated Appointment Reminder
- WPR Best Practice Forum
- WPR Steering Committee
- RRT
- Community Partner Engagement
- Distance Learning
- Subsidized Employment
Integration of Operations, Planning, and Research

WPR Steering Committee

- Collaborative efforts between Eligibility and Employment Services operations to improve performance, communications and services
- Act as a liaison to educate line staff and share information amongst all stakeholders

Committee Members:

- Supervisors and Managers represented from all district offices from both Employment and Eligibility
- Data and Research Support staff
- Staff Development and Training staff
- Program/Policy staff
Maximizing Participation Rate

Rapid Response Team

- The Rapid Response Team (RRT) is composed of a select team of case managers providing intensive case management to individuals subjected to WPR requirements.

- Engage individuals selected for full participation and ensure meeting required hours.

- Re-engage sanctioned and noncompliant individuals.
Maximizing Participation Rate

Community Partner Engagement
- CalWORKs 101 training sessions offered to the community on a regular bases

Distance Learning
- The Distance Learning Initiative provides clients with IPods and Tablets for eLearning activities

Subsidized Employment
- The expansion of subsidized employment for clients to be placed into temporary paid positions

WPR Best Practice Forum
- Monthly meeting to share and review WPR results, policy and regulations
WPR Best Practice Forum

- Monthly Meeting with RRT staff, Program staff, QC Staff, and Decision Support & Research team

- Share lessons learned in case review process

- Review policy and regulation changes

- Analyze and provide feedback to Steering Committee and Operations
Maximizing Participation Rate

Data and Reporting

- The use of data as a management tool to analyze client’s activities
- Distributes WPR monthly summary report to executives and detailed report to Employment Services program managers
- Performance reports offer various listings that assist in caseload management
- Help identify potential gaps to enable appropriate interventions
Example of Reports Used to Support WPR

**Performance Building Reports**

- Caseload
- Sanctions
- Exemptions
- In Between Activities
- Attendance
- Not referred to Activities
Staffing and Role of WPR Team

- RRT Members – Case Managers
- WPR Analyst – SME, Data Reporting
- WPR Support Staff – Data Collection and Verification
WPR Reporting Process
WPR Reporting Process

1. Load into BO Universe
2. SQL runs for data collection
3. Load into WPR Access DB
4. Screen for Excluded and Met cases

State posts .csv extract on website
DSR retrieve list from website (214 cases per mo.)

Case review for Income & Activity in CalWIN, IDM, IEVS, NDNH, Work Number

Send Letters to Clients

Call Clients, EC, EW, and Service Providers. Check the Work Number, IDM

Final case review in CalWIN for Updated Information

WPR Analyst data entry into Access DB

Reports

Excluded:
• Child under 1 (lifetime limit)
• Non-needy relative caretaker
• Ineligible non-citizen
• SSI/SSP recipient
• Minor parent not head of HH
• Zero grant
• Care of ill family member
• Granted retroactively
• CWES Sanctioned 3 mo. or less

MET
Done

Not Met

MET
Done

Not Met

MET
Done

Not Met

MET
Done

Not Met

MET
Done

Not Met
November 2014 Screening Result

Total Count: 248
Met Count: 90
Not Met Count: 31
Excluded Count: 127

- Met by Voc Training: 7.78%
- Send Letter_A1: 0
- Send Letter_A2: 0

Review Completed: 100.00% 248
Not yet decided: 0.00% 0

- All Other Family Met: 61
- Parent Met: 29
- All Other Denominator: 70
- Parent Denominator: 42
- % rate for All Other: 77.22%
- % rate for Parent: 69.05%

- All Family Met: 90
- All Family Denominator: 121

Total % Rate: 74.38%
**November 2014 WPR REPORT**

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Number of Cases Reviewed</strong></td>
<td>234</td>
<td></td>
</tr>
<tr>
<td>Met WPR</td>
<td>81</td>
<td>34.69%</td>
</tr>
<tr>
<td>Not Met</td>
<td>30</td>
<td>12.84%</td>
</tr>
<tr>
<td>Excluded</td>
<td>123</td>
<td>52.47%</td>
</tr>
</tbody>
</table>

**Participation Rate**: 72.97%

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### Met WPR

- **Employment**: 46 (56.79%)
- **Subsidized Emp. (3 Sacred Heart, 1 SHP, 1 Other)**: 5 (6.17%)
- **Work Experience**: 0 (0.00%)
- **On The Job Training**: 0 (0.00%)
- **Job Search / Job Readiness**: 24 (29.63%)
- **Community Services**: 0 (0.00%)
- **Vocational Training**: 6 (7.41%)
- **Minor in School**: 0 (0.00%)

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### Not Met

- **01 Exempt from WTW**: 2 (6.67%)
- **02 Not Registered**: 1 (3.33%)
- **03 Incorrect/Expired Exemption**: 0 (0.00%)
- **04 Deferred/Good Cause**: 1 (3.33%)
- **05 Registered but not in activity**: 8 (26.67%)
- **06 Orientation/Assessment**: 0 (0.00%)
- **07 Between Activities**: 0 (0.00%)
- **08 Core Hour Related**: 1 (3.33%)
- **09 Not enough hrs/Partial activity**: 0 (0.00%)
- **10 Non-Compliance**: 7 (23.33%)
- **11 Sanction Greater than 3 mo**: 8 (26.67%)
- **12 CallWORKs Timed Out**: 1 (3.33%)
- **14 Voc Training Beyond 12 mo**: 0 (0.00%)
- **16 Drug Felon/Fleeing Felon**: 1 (3.33%)

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### Excluded

- **Care for Ill Family Members**: 0 (0.00%)
- **Child under 1**: 2 (1.63%)
- **CWES Sanctioned 3 mo or Less**: 2 (1.63%)
- **Granted Retroactively**: 0 (0.00%)
- **Ineligible Noncitizen**: 45 (36.59%)
- **K1 and 3F Aid Codes**: 1 (0.81%)
- **Non-Needy Caretaker Relative**: 14 (11.38%)
- **SSI/SSP or SSDI Recipient**: 4 (3.25%)
- **Zero Grant**: 55 (44.72%)
Thank you!