



County of Santa Clara

# Work Participation Strategies



# Santa Clara County WPR Efforts

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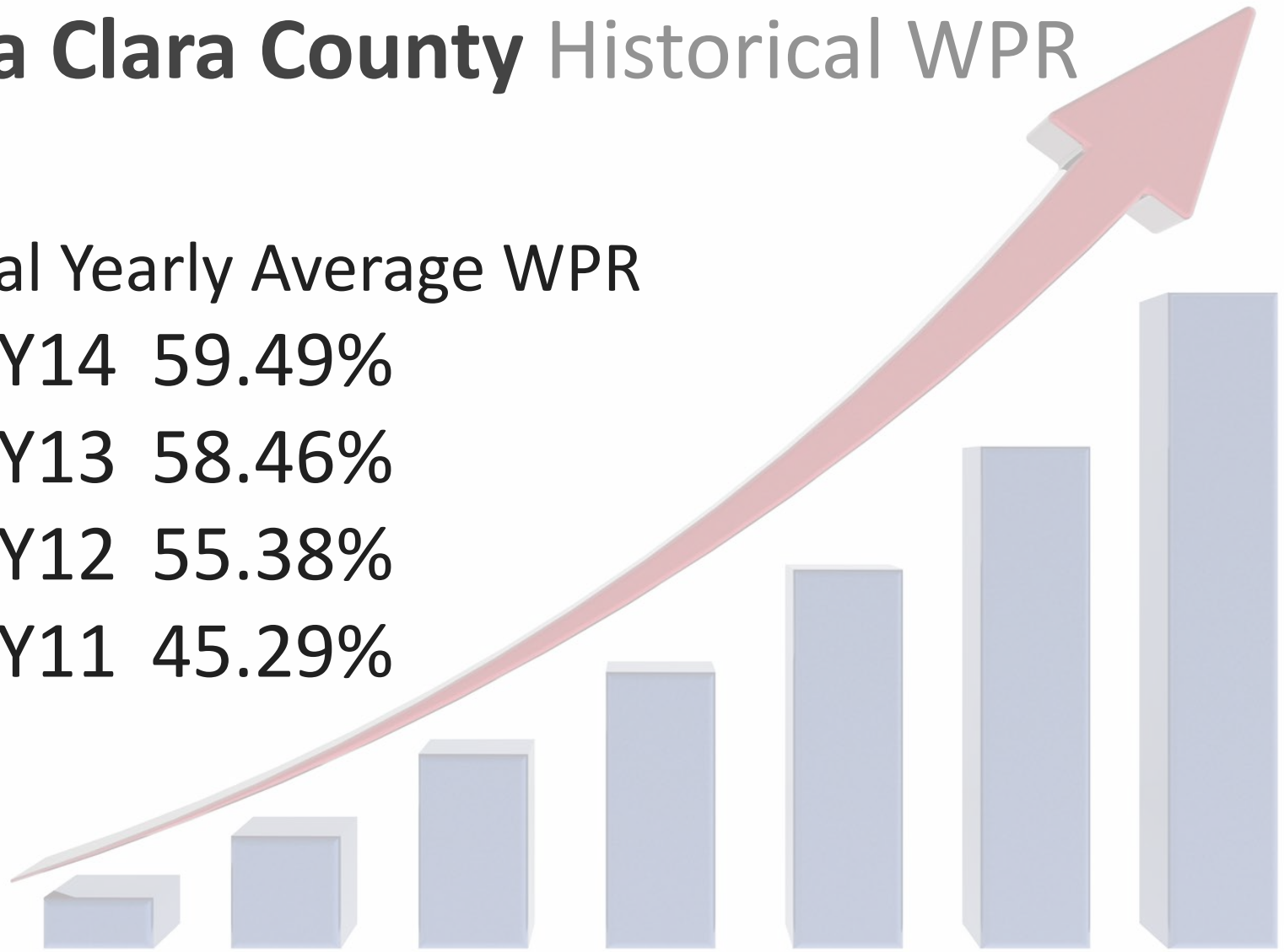
Santa Clara County's WPR improvement over the past several years is attributed to a multifaceted strategic plan that involves refining business operations, approach to client engagement, and intensive case management that's driven by data and best practices



# 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



# Integration of Operations, Planning, and Research

## WPR Steering Committee

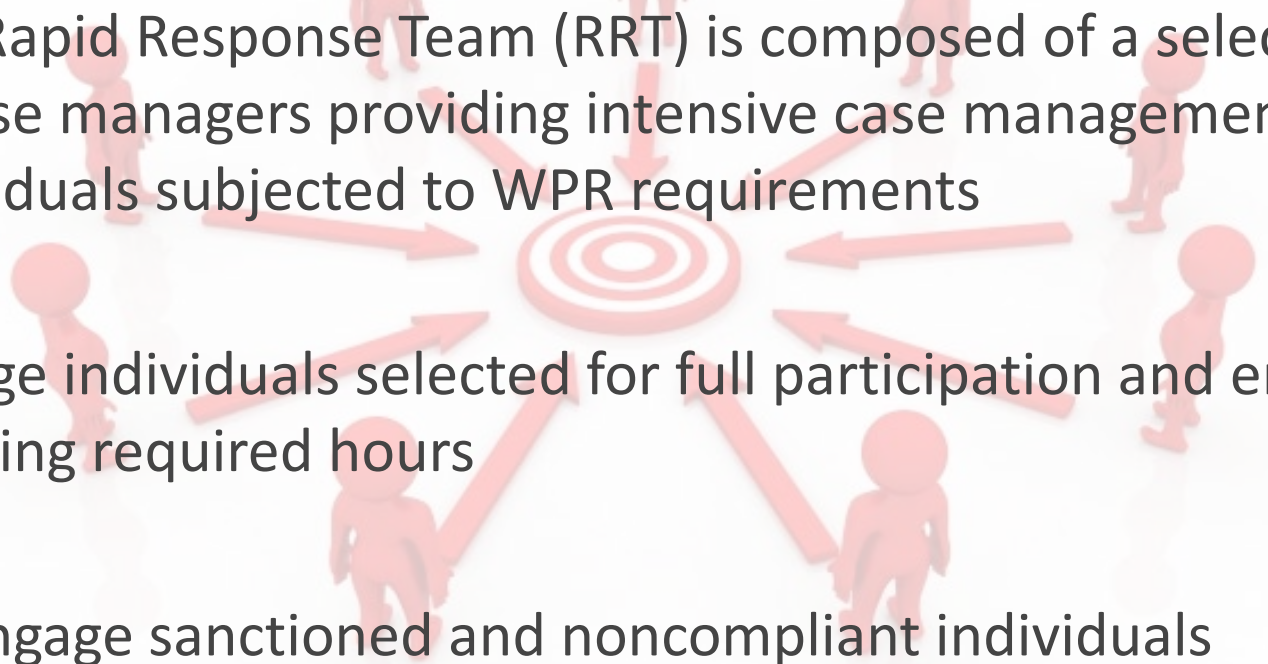
- Collaborative efforts between Eligibility and Employment Services operations to improve performance, communications and services
- Act as a liaison to educate line staff and share information amongst all stakeholders

### 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

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- 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 basis

## 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

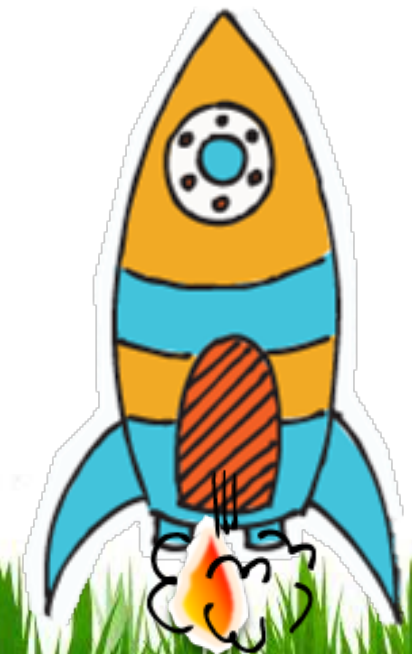
- Monthly meeting to share and review WPR results, policy and regulations



# WPR Best Practice Forum

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- 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

**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




State posts .csv  
extract on website



DSR retrieve list from  
website (214 cases per mo.)



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



MET Done

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


Not Met



MET Done

Send Letters to Clients


Not Met



MET Done

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

Not Met



MET Done

Final case review in CalWIN for Updated Information

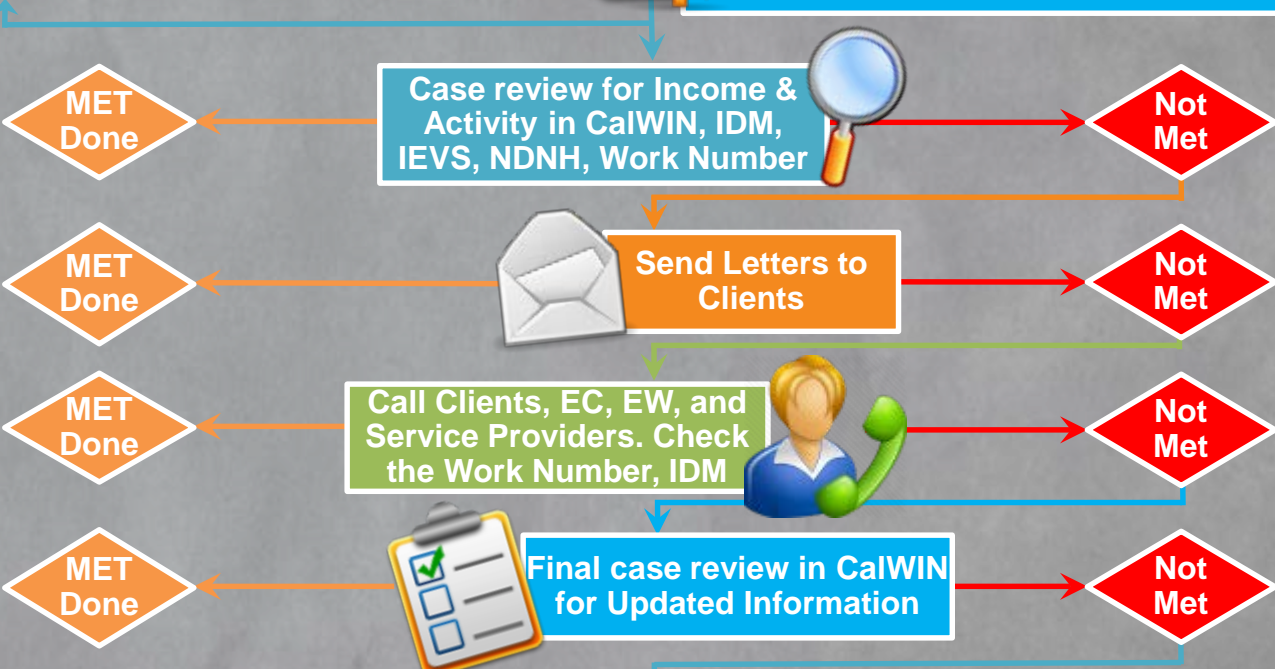
Not Met



WPR Analyst data entry into Access DB



Reports



# WPR Dynamic Summary & Screening Report

## 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 2 Parent Met: 29  
 All Other Denominator: 79 2 Parent Denominator: 42  
 % rate for All Other : 77.22% % rate for 2 parent : 69.05%

All Family Met: 90  
 All Family Denominator: 121

**Total % Rate: 74.38%**

Met Reason - ALL	Count
01 Unsubsidized Employment	54
03 Subsidized public-sector emp	5
06 Job search and Job readines	24
08 Vocational education training	7
<b>Total:</b>	<b>90</b>

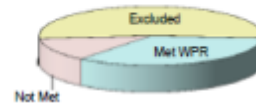
Not Meet Reason - ALL	Count
CWES 01_Exempt from WTW	2
CWES 02_Not Registered	1
CWES 04_Deferred/Good Cause	1
CWES 05_Registered but Not in activity	8
CWES 08_Core Hour Related	1
CWES 09_Not enough hours/Partial acti	1
CWES 10_Non-compliance	7
CWES 11_Sanction Greater than 3 mont	8
CWES 12_CalWORKs Timed Out	1
CWES 16_Drug Felon or Fleeing Felon	1
<b>Total:</b>	<b>31</b>

EXCLUDED - ALL	Count
Child under 1	2
Ineligible Nondtizen	46
K1 and 3F aid codes	1
Non-Needy Caretaker Relative	14
Sanctioned 3 months or Less	2
SSI/SSP or SSDI recipient	4
Zero Grant	58
<b>Total:</b>	<b>127</b>

# Analysis of Met/Not Met & Excluded

## November 2014 WPR REPORT

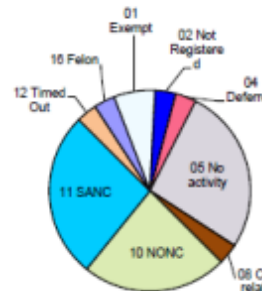
Total Number of Cases Reviewed	234
Met WPR	81
Not Met	30
Excluded	123
<b>Participation Rate</b>	<b>72.97%</b>



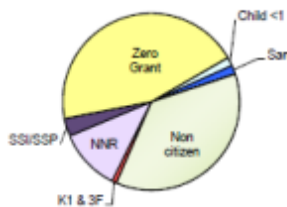
Met WPR	Total	81
Employment	46	56.79%
Subsidized Emp. (3 Saced HMET, 1 SHFB, 1 Other)	5	6.17%
Work Experience	0	0.00%
On The Job Training	0	0.00%
Job Search / Job Readiness	24	29.63%
Community Services	0	0.00%
Vocational Training	6	7.41%
Minor in School	0	0.00%



Not Met	Total	30
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 CalWORKs Timed Out	1	3.33%
14 Voc Training Beyond 12 mo	0	0.00%
16 Drug Felon/Fleeing Felon	1	3.33%



Excluded	Total	123
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%



# WPR Individual Form (Core of WPR Review)

December 2014 WPR : Database (Access 2002 - 2003 file format) - Microsoft Access

File Home Create External Data Database Tools Acrobat

Switchboard WPR Review Form

CASE#	FBU	CASE NAME
ADDRESS	Payee:	
CITY	ZIP	PHONE LANG

EW#	EWPh#	EWName
EC#	ECPh#	ECName

HRS: Child<1 CHILD'S BD AGE 12 mo\_Limit: 0 AID TYPE

Cash	\$0	SCP	L_Ret'd
Recoup	\$0.00	ALL	
FS Amt	\$0	2P	L_Not

Met Reason:  
Not Meet Reason:  
EXCLD Reason:

RRTName:  
RRT\_RESULT:

LName Frame:  
SSN/BD/AGE:  
P# / SEX / CZ / Rel / BGN\_Date:  
Part\_Status / Elig\_Result / INHome:  
ES Status:  
0.00 WEX/CSV MAX  
Exempt Reason:  
0.00 SEM\_MAX \$0.00  
Medical Summary:  
Earnings/Total Attendance hrs \$0.00  
Activity Description:  
Activity Status:  
Notes:  
VTR\_History:  
JSJR\_History:  
IEVS/NHR:  
PayCheck:

43\_Result:  
Case Number  
Record#  
Review\_Num  
AID\_CODE: WE Count: 0  
01\_RCVD\_TANF\_ASSISTANCE  
09a\_FAM\_MAX\_HRS\_WEX  
16a\_FAM\_MAX\_HRS\_CSV  
23\_HOH\_SCP\_CHILD\_LT\_6YRS  
24\_HOH\_FED\_DISREGARD  
27\_FAM\_SANCT\_3MOS  
32\_MEET\_2P\_DEFINITION  
29\_CASE\_COMMENTS: SCP AF:  
A1 Core: A1 Non\_Core: 0  
A2 Core: A2 Non Core: 0  
A3 Core: A3 Non Core:  
Core Total: NonCore Tota

02_A1_HOH_WORK_ELIG	30_A2_WE_IN_HOME
03_A1_HOH_DOB:	31_A2_DOB:
04_A1_PART_STATUS	33_A2_PART_STATUS
05_A1_Unsub_Employ_Hrs:	34_A2_Unsub_Employ_Hrs:
06_A1_Sub_Private_Employ	35_A2_Sub_Private_Emp
07_A1_Sub_Public_Employ	36_A2_Sub_Public_Employ
08_A1_Work_Exp_Hrs:	37_A2_Work_Exp_Hrs:
09_A1_MAX_HRS_WEX	38_A2_MAX_HRS_WEX
10_A1_On_Job_Training_H	39_A2_On_Job_Training_H
11_A1_Job_Search_Hrs:	40_A2_Job_Search_Hrs:
12_A1_Mental_Hrs:	41_A2_Mental_Hrs:
13_A1_Subst_Hrs:	42_A2_Subst_Hrs:
14_A1_Domestic_Hrs:	43_A2_Domestic_Hrs:
15_A1_Comm_Srvc_Hrs:	44_A2_Comm_Srvc_Hrs:
16_A1_MAX_HRS_CSV	45_A2_MAX_HRS_CSV
17_A1_Voc_Ed_Hrs:	46_A2_Voc_Ed_Hrs:
18_A1_Job_Skill_Hrs:	47_A2_Job_Skill_Hrs:
19_A1_Ed_Hrs:	48_A2_Ed_Hrs:
20_A1_School_Hrs:	49_A2_School_Hrs:
22_A1_Other_Hrs:	51_A2_Other_Hrs:
25_A1_HOH_FVO	52_A2_FVO
26_A1_REASON_NOT_AIDED	53_A2_REASON_NOT AIDED
28_A1_HOH_VERIFY_EXEMPT	54_A2_EXEMPT_REVIEW

Record: 246 of 246 Unfiltered Search

Form View Num Lock Scroll Lock





**Thank you!**

