**Madera County Department of Social Services**

**CalWORKs 2.0 Plan Matrix**

County Level Goals

1. Increase the number of clients obtaining their GED/HISET by 10%

2. Decrease the number clients in sanction status by 15%

Core Program Activity Goals

1. Be more client and strength based

2. Have a whole family approach

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|  | **Tool**  | **Purpose**  | **Description** | **Identified Staff**  | **When to Use** | **How to Use** | **Pilot & Timeline** | **Training** |
| **1**. | Getting to Know You (Triage) | The triage tool provides a brief snapshot of key details program staff may need to know to best direct a customer to specialized programs or to make urgent service referrals. The triage tool can be modified to align with program flow and worker specialization (if any) in the County. | The one-page triage tool has 10 yes-or-no questions, plus a few follow-up questions, for customers to fill out. There is a place for the customer’s name, case number, and signature and the date.This tool will be compared to our current questionnaire used in orientation to see if there are additional questions that will need to be added. | CalWORKs Intake staff, including 2 English EWs2 Spanish EWs(To be identified after discussion with PM over intake units) and a Sanction ETW  | At face-to-face CalWORKs Intake appointments by EWs and by the sanction ETW in an effort to engage clients. | The EW will go WTW and sell the benefits of the program and informed them this part of receiving cash assistance. CalWORKs 2.0 will be introduced at intake by the EW who will go over the purpose and then let them know the importance and purpose of completing questionnaire. The Triage will provide the WTW case manager more information about current employment, education, and barriers to better serve them from first contact.\*Sanction clients who attend and completes will receive $20 incentive gift card. An additional $80 in gift cards will be provided if client is meeting participation requirements after 6 months. | CWs 2.0 Kick-Off to introduce the new approach to EWs and ETWs during week of 4/16/18.Pilot will begin May 2018. Monitor and maintain stats every month. Evaluate at 3 month intervals.  | Training will be provided by a WTW Supervisors. Training will be provided to the two EW Supervisors initially. Training will then be provided to the 4 EWs and Sanction ETW by the WTW and EW supervisors prior to implementation. Tentatively in mid/late April. |
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| **2.**  | Goal, Plan, Do, Review/Revise (GPDR) Worksheet | This simple 10-minute worksheet combines all the available research evidence on how to most effectively identify, plan for, and accomplish goals. It imbeds executive functioning skills development in the process of following the steps. This worksheet helps a customer identify one meaningful **short-term goal,** and is the core of the CalWORKs 2.0 goal-achievement tools.  | The GPDR Worksheet is a one-page document with sections for each of the four stages of goal achievement. | Four WTW staff consisting of twoContinuing ETWs and two Continuing Spanish ETWs.  | Can be used at any time. This will be used to identify short term goals and provide step by step direction in achieving the goal.  | This tool will be used whenever a client needs to accomplish a task that is needed to overcome barriers preventing them from achieving their personal and employment goals. The tool will be completed with the client to develop the steps to reaching the goal they need to complete. | Will be implemented in May 2018.Monitor and maintain stats every month. Evaluate at 3 month intervals to determine if clients are achieving successful outcomes through the use of tool. | Training will be provided by WTW Supervisors. Supervisors will be able to receive assistance from Mathematica and our cohorts. We will also use input from the pilot counties. |
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| **3**.  | My Road Map/Potholes and Detours | My Road Map aids workers and customers in backward mapping, or thinking logically through necessary intermediate steps (progress goals) to achieve **long-term goals** (3–6 months) or **complicated goals** that need to be broken down into multiple steps. This exercise brings focus to a long-term goal, identifies the relevant progress goals, and articulates the small (daily) tasks for each progress goal. You can help customers refine their goals, but it is important for the customer to lead the process of choosing the long-term and intermediate goals that are most meaningful to them at present. | My Road Map shows a road leading to a single ultimate goal (at the top). Leading to the ultimate goal are three progress goals. At the bottom, there are sections for writing in updates and a reward for completing the goal. | For pilot, 4 ETWs will use tool. However, this will possibly be used by all ETWs completing WTW plan with a long term goal. | This will be used by WTW staff to outline long term goals after OCAT and assessment. It will help clients anticipate potential potholes and detours on their road to success. This may replace the current Action Plan.  | The form will be completed by the client with input and direction from the WTW CM. The client will be able to identify long term and intermediate goals. The client will identify possible barriers that may prevent them from succeeding and develop possible solutions.In an effort to compare the effectiveness, the ETWs will alternate use of the tool when completing the longer term goals with their clients. | Will be implemented in May 2018.Monitor and maintain stats every month. Evaluate at 3 month intervals to determine if clients are progressing towards achieving their goals and having successful outcomes. | Training will be provided by WTW Supervisors.Supervisors will be able to receive assistance from Mathematica and our cohorts. We will also use input from the pilot counties. |