



Hallmarks of CalWORKs 2.0

Webinar #1

Facilitated by:

Noelle Simmons, San Francisco Human Services Agency

LaDonna Pavetti, Center on Budget and Policy Priorities

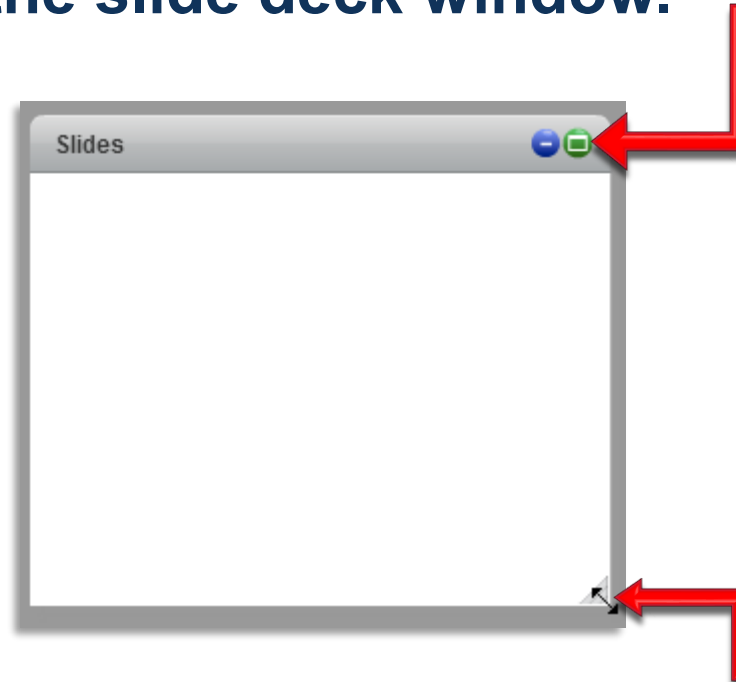
Natasha Nicolai, Mathematica Policy Research

Valerie Uccellani, Global Learning Partners

July 19, 2017 2:00 – 3:00 p.m., PT

Expand Event Windows

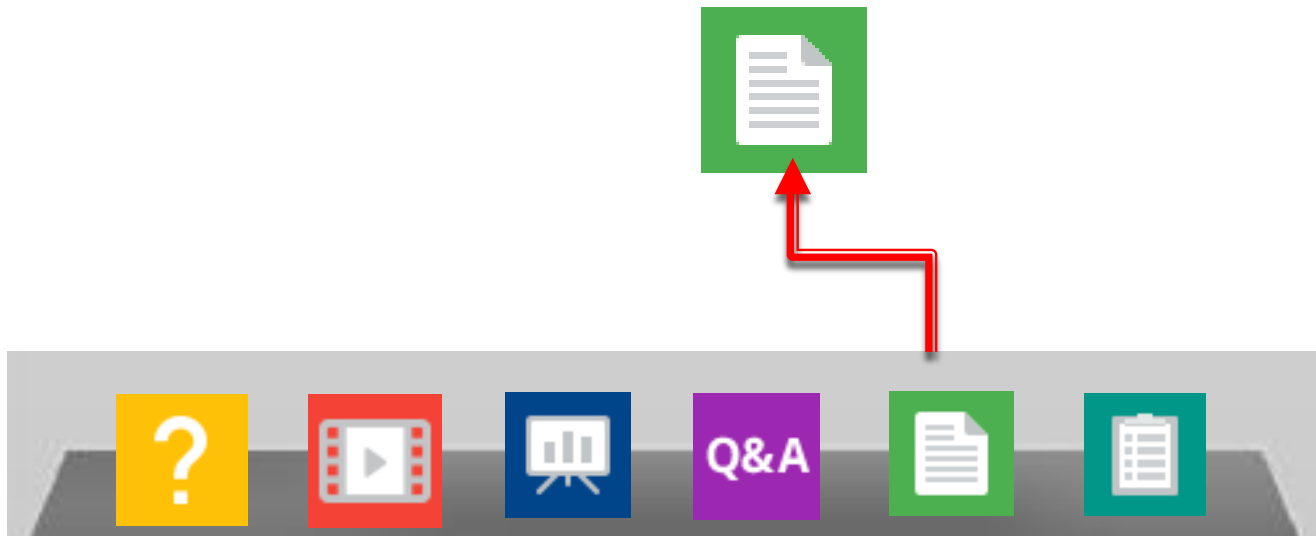
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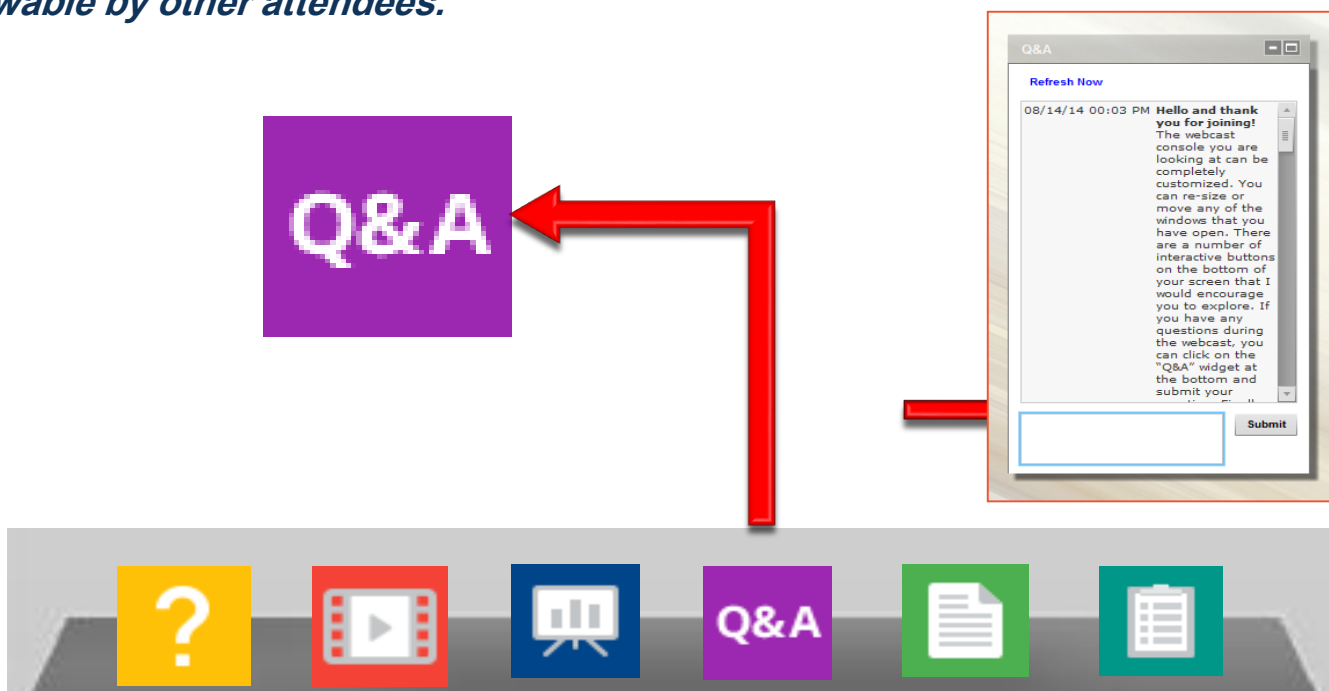
Event Materials and Recording

- The event recording will be available approximately 1 day after the webcast and can be accessed using the same audience link used for the live webcast.
- The recording will also be posted to the website
- To download the slide deck and materials for this presentation, click the “Resource List” widget at the bottom of your screen.



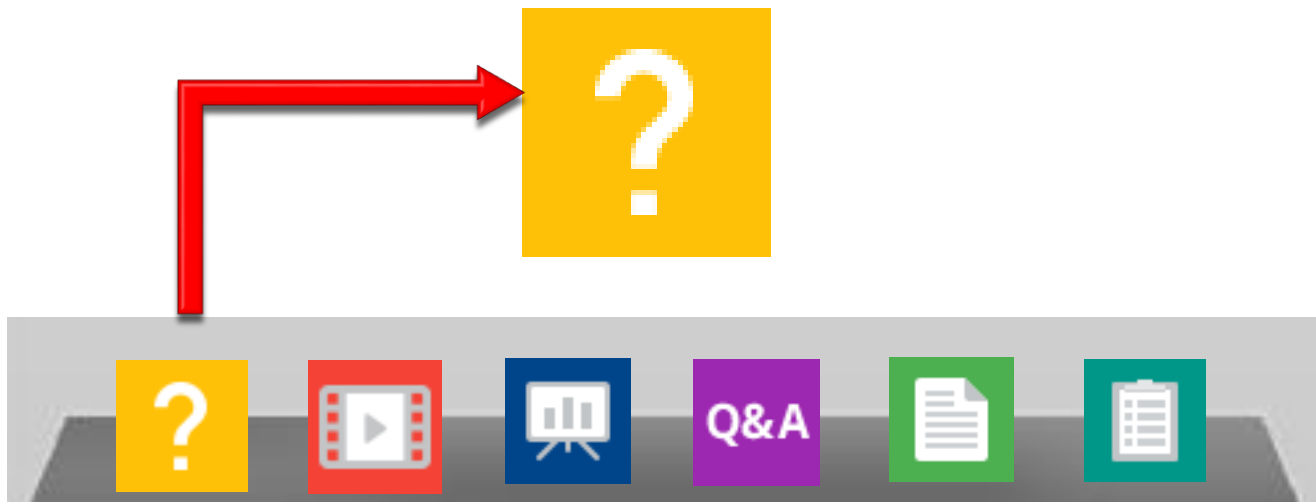
“Q&A”

- To pose a question to the presenters or to the group at any time, click on the “Q&A” widget at the bottom and submit your question.
 - *Please note, your questions can only be seen by our presentation team and are not viewable by other attendees.*



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- You can also click on the Q&A widget to submit technical questions.



Welcome!

Noelle Simmons

San Francisco Human Services Agency



Why the Move to CalWORKs 2.0?

Moving California's most vulnerable families forward

Creating a goal-oriented service delivery system to guide families toward economic and life success.

Strategic Initiative: Define vision for CalWORKs 2.0 and beyond, and advance county practice in propelling families forward by articulating a framework informed by 20 years of what works best and for whom, and succeeds by considering unique whole-family needs in making service delivery decisions.

CalWORKs 1.0

Compliance-oriented and work-first driven

Early Legislation:

- Prescribed service delivery
- Commitment to behavioral health
- Support for education & training

Expanded Program Options:

- Housing Support Program
- Family Stabilization Program
- Expanded Subsidized Employment

Policy changes

- Time limits
- OCAT

Outside influences

- (1) Whole family approach;
- (2) Executive function;
- (3) Behavioral insights;
- (4) New evidence-based practices
- (5) Implementation science

CalWORKs 2.0

Goal -achievement oriented and driven by tools to support unique family needs

Strategic Initiative Resources:

- Systematic approach to organizational and client goal setting
- Intentional Service Selection guides cases
- Service mapping and month counting to streamline delivery
- County driven CQI – Road tests
- Learning – County Peer Sharing/Support

Two-generation goal achievement-oriented and driven by fully integrated tools and data

Putting it all together:

- Shift culture to a whole family focused approach
- Advocacy for additional resources to:
 - Integrate SI tools (and OCAT) into SAWS
 - Increase services and supports to serve youth
 - Continually expand evidence-based practice

Facilitators

LaDonna Pavetti

Center on Budget and Policy
Priorities



Natasha Nicolai

Mathematica Policy Research



Facilitators (continued)

Valerie Uccellani
Global Learning Partners



CaWORKs 2.0 Learning Community

What is your position at CaWORKs?

**50 different counties
represented in registration!**

Webinar Series

This first webinar is designed to give you a full understanding of what CalWORKs 2.0 is all about.

The remaining webinars will go deeper into evidence behind the new tools and resources and encourage county-to-county sharing on issues beyond the tools and resources.

Webinar Wednesdays - 2 p.m.

Today	Hallmarks of CalWORKs 2.0
August 9	Goal Achievement—A Deeper Dive
August 30	Behavioral Science Behind the Initiative
September 20	Using SAWS Data to Manage Programs
October 4	Engagement Strategies to Help Families Stay in Compliance

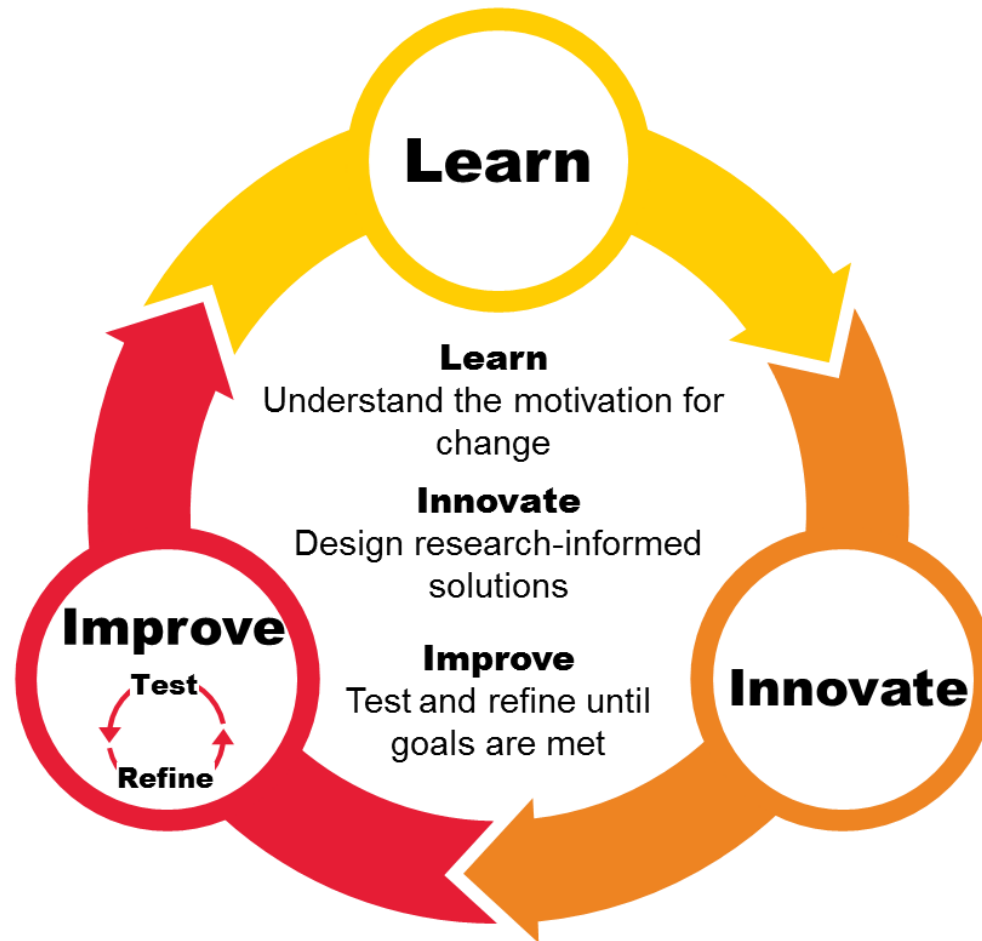
Goals for this Webinar

During this first webinar, we will:

- Set the context for CalWORKs 2.0
- Provide a snapshot of the CalWORKs 2.0 learning community
- Review the big picture of this webinar series and objectives for this webinar
- Examine national insights and findings from the CalWORKs 2.0 needs assessment
- Describe how counties are already working on a goal-oriented approach with customers and their process for selecting services for customers
- Explore colleagues' experiences as they begin to try CalWORKs 2.0 tools
- Describe how CalWORKs 2.0 might support counties' innovative work
- Preview the new website
- Planned next steps for exploring new topics with this learning community

Strategic Initiative Process

Learn, Innovate, Improve (LI²)



National Insights and Implications

- **Navigating adulthood successfully requires extensive use of executive function and self-regulation skills**
- **These skills play a central role in successful goal achievement, including how we:**
 - Organize and plan
 - Get things done
 - Control how we react to things
- **Living without enough resources to make ends meet weakens these skills**
- **We can improve outcomes by accommodating executive skill deficits and providing opportunities to build them over time**
- **CalWORKs customers are parents – success at work and home are intricately linked**

Needs Assessment Activities



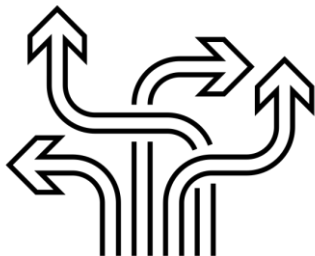
- Surveys completed by 45 of 58 counties
- Telephone interviews with program administrators and specialists in 20 selected counties
- Visits to 6 selected counties not part of the telephone interviewing
- Focus group discussions with 33 CalWORKs customers in 3 different counties

Needs Assessment Key Findings



Complex policy environment

- Concern about performance measures
- Varied use of state-funded initiatives
- Different state and federal policies around calculation of months



Challenges

- Compliance orientation is limiting – WPR doesn't show progress
- No framework for helping families with diverse needs
- Limited capacity to offer family-centered programming



Interests

- Family-centered approach
- Capture client progress and outcomes
- Learn creative ways to engage clients effectively

Vision and Hallmarks of CalWORKs 2.0

CalWORKs 2.0

Goal -achievement oriented
and driven by tools to
support unique family needs

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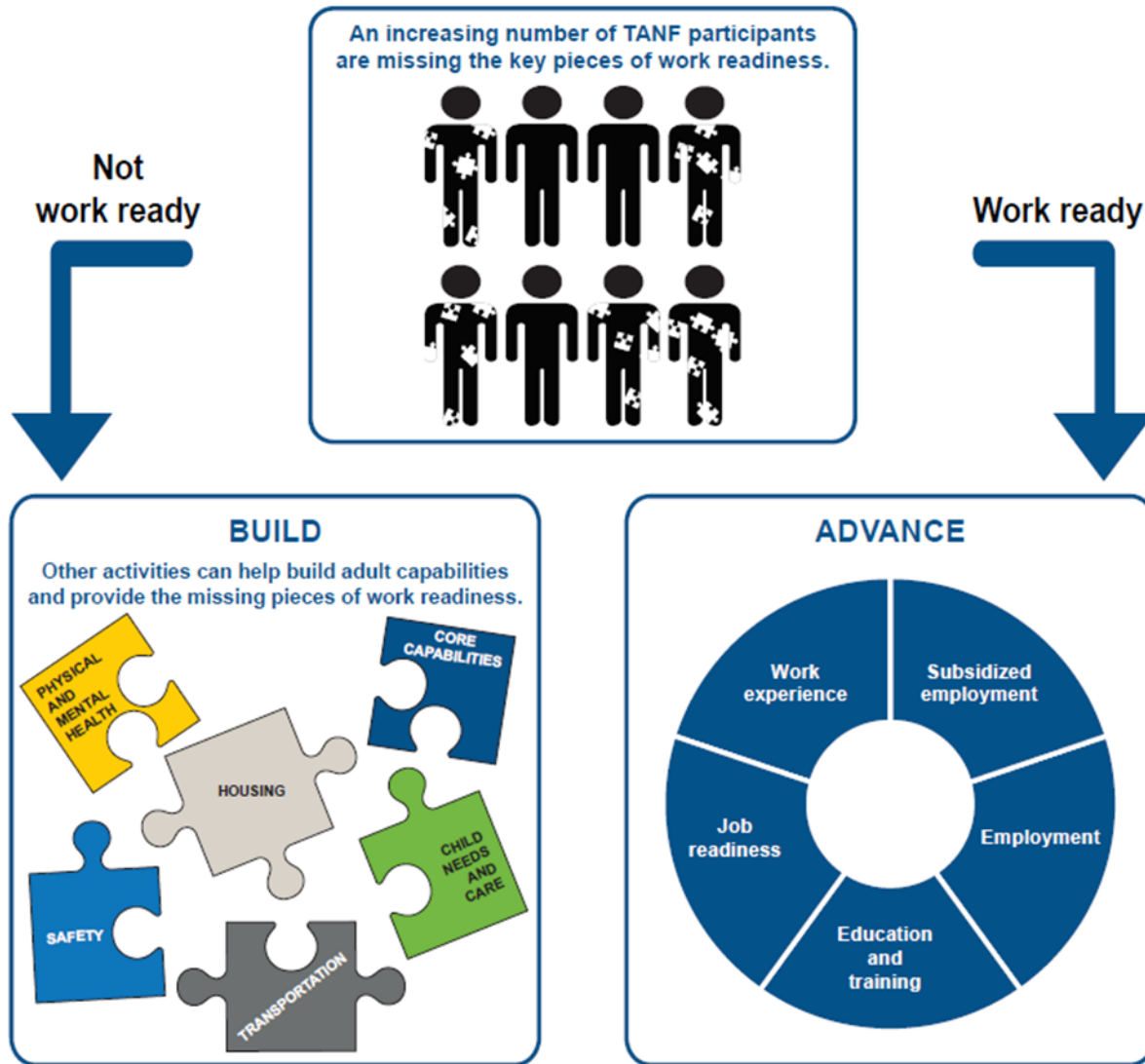
Goal achievement: Explicitly frame service delivery around setting and achieving meaningful, realistic goals

Intentional service selection: Focus service delivery and goals around family strengths and needs; use common program activities with much greater intentionality

Why Focus on Goal Achievement?

- Extensive research on effective goal setting can be applied to CalWORKs – how goals are set and how supports are provided matter
- Engages customers in a way that meets them where they are – and keeps them coming back
- Motivates customers by giving them ownership, choice, and changing the power dynamic with staff
- Builds on existing innovation and success in CalWORKs
- Provides a common framework that can be used in all aspects of service delivery

CalWORKs 2.0: Intentional Service Selection



What Are You Already Doing?

What are some ways you are already working on a goal-oriented approach with customers?

How would you describe your process for selecting services for customers today?

What would you like to share with the Strategic Initiative team and your colleagues?

New Tools Developed



Triage Tool



CalWORKs 2.0 | Next Generation

Getting to know YOU

Name

Case Number

We are here to help you set and achieve your GOALS! As a first step we want to be sure we understand where you are coming from. This form will help us as we start to work together to get you connected with services and activities of interest to you. Please fill in both the front and back of this form. You may leave anything blank that you do not want to answer. **Thanks for answering these questions . . .**

Yes	No	Questions
<input type="checkbox"/>	<input type="checkbox"/>	1. Do you have a high school diploma or a GED?
<input type="checkbox"/>	<input type="checkbox"/>	2. Are you currently employed? If so, how many hours a week do you work? _____
<input type="checkbox"/>	<input type="checkbox"/>	3. Are you currently attending school? (if so please fill in below) Name of school: _____ School location: _____ Class schedule (please circle days(s) you attend): M T W <u>Th</u> F Sa Times: AM PM
<input type="checkbox"/>	<input type="checkbox"/>	4. Are you currently attending or would you like a referral to speak with someone about substance abuse, domestic abuse or violence, or anger management? Attending? <input type="checkbox"/> Y <input type="checkbox"/> N Would like a referral? <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> Counseling <input type="checkbox"/> Help with addictions <input type="checkbox"/> Help with violence at home <input type="checkbox"/> Anger management
<input type="checkbox"/>	<input type="checkbox"/>	5. Are you participating in a transitional living program or are you currently homeless?
<input type="checkbox"/>	<input type="checkbox"/>	6. If you answered yes to questions 4 or 5, we have a program that provides free additional help to individuals and families that might benefit from a little extra support. The program is called Family Stabilization, can we tell you more about this?
<input type="checkbox"/>	<input type="checkbox"/>	7. Can you think of anything that is preventing you from participating in work and/or training related activities? If yes, what comes to mind? _____
<input type="checkbox"/>	<input type="checkbox"/>	8. Do you feel safe and stable right now? If no, why not? _____
<input type="checkbox"/>	<input type="checkbox"/>	9. Are you a current/former foster youth between the ages of 16-24?
<input type="checkbox"/>	<input type="checkbox"/>	10. Have you ever applied, or are you now in the process of applying for SSI/SSP/SDI? If yes, date applied _____ Outcome: <input type="checkbox"/> Denied <input type="checkbox"/> Approved <input type="checkbox"/> Appealing <input type="checkbox"/> Awaiting Decision

Signature

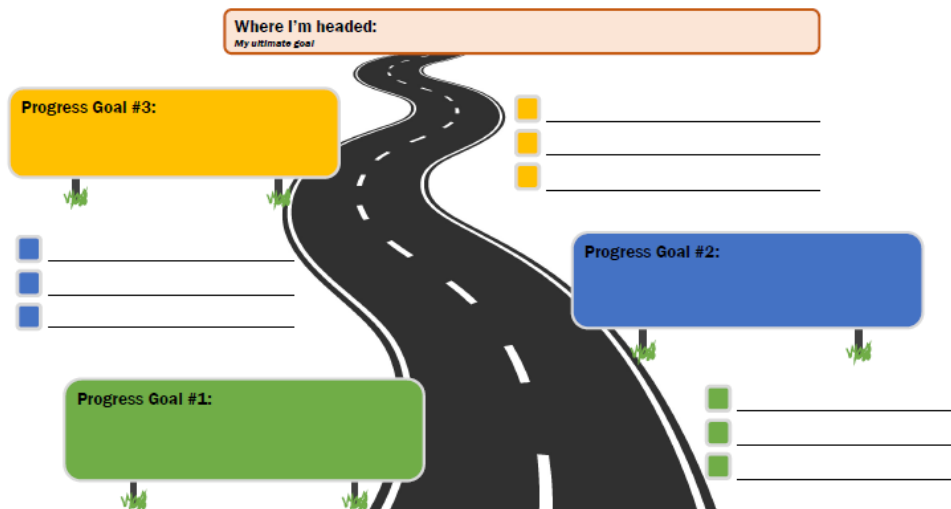
Date

Service Pathway Tool: CalMAP

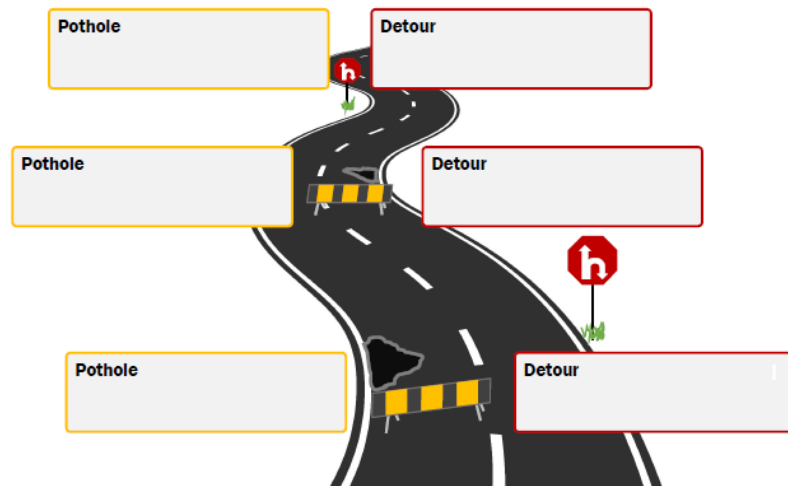
Life Areas		Area of significant need <i>Requires specialized services</i>	Area of need <i>Can be addressed through regular CalWORKs services</i>	Stable <i>No immediate need, but situation could use improvement</i>	Thriving <i>Area of Strength</i>
Work and education	Employment	Not currently employed, with limited work history	Not currently employed, but with recent work history, or in a temporary work situation that is ending in the next 60 days	Steady employment either part-time, or full-time without a sustainable wage	Steady full-time employment at a sustainable wage
	Education and skills training	Has no diploma, GED, or training credential or has limited English proficiency	Has no diploma or GED, but with work experience or training credential; proficient in English	Has diploma or GED, but needs additional education or training to achieve career goals; proficient in English	Has some post-secondary education or specialized training; proficient in English
Work supports	Transportation	Has no access to public or private transportation	Is rarely able to meet transportation needs; relies on friends and/or family	Has access to public or private transportation, but has some trouble accessing it on a regular basis	Always meets transportation needs through car, bus, or regular rides
	Child care	Has no access to child care	Has child care access but significant downsides in terms of reliability, accessibility, affordability and safety	Has child care access, but a few downsides in terms of reliability, accessibility, affordability and safety	Has reliable, accessible, affordable and safe child care or does not need child care
Personal and family needs	Physical and mental health	Has untreated physical and/or mental health needs	Has physical and/or mental health needs and inconsistent care/treatment	Has physical and/or mental health needs but is able to access treatment most of the time	Has good physical and/or mental health or has access to treatment all of the time
	Substance use	Currently using substances and no plans for treatment	Currently or recently (past 30 days) used substances but is in treatment or planning to enter it	Used substances in past six months, but actively engaged in treatment and no use in past 30 days	Has not used substances in the past six months
	Housing	Currently homeless or has eviction notice	Lives in temporary housing/shelter or is at risk for eviction	Has housing subsidy or is in low-income housing, but not in a safe location	Rents or owns in a relatively safe location; reasonable housing costs
	Legal	Has current significant legal issues that affect basic needs of living (such as housing, access to benefits, employability)	Has current moderate legal issues but has no assistance in addressing them	Has current moderate legal issues, but has adequate representation/legal assistance	Has no current legal issues
	Safety	Involved in unhealthy relationships; usually feels unsafe at home and has no support system	Involved in unhealthy relationships; sometimes feels unsafe at home, but has family and/or community support and "safe places" to go	Involved in unhealthy relationships, but is safe at home	Involved in healthy relationships and feels safe at home
	Child and family needs	Has household member with untreated physical and/or mental health and/or school-related needs and no care/treatment	Has household member with physical and/or mental health and/or school-related needs and inconsistent care/treatment	Has household member with physical and/or mental health and/or school-related needs but they are able to access treatment most of the time	No household members have physical and/or mental health and/or school-related needs or they have access to treatment all of the time
	Other needs				

Goal Achievement Tools: Thinking More Intentionally with My Roadmap

My Road Map



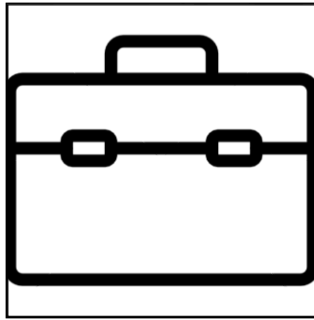
Potholes & Detours



Trying It Out

- **Participating counties: Placer, Kings, Humboldt, and Fresno**
- **Staff training on reframing the OCAT, goal setting at every level, the new triage tool, and county-level resources**
- **If you haven't already, view the video highlighting Placer County's experience trying out the tools on the CalWORKs stories page of the new website.**

Trying It Out: Feedback



Tools improve engagement for customers and staff

WPR and compliance are still unresolved issues



We need more non-WPR programming and training

BUILD WORK-READY CUSTOMERS



ADVANCE WORK-READY CUSTOMERS

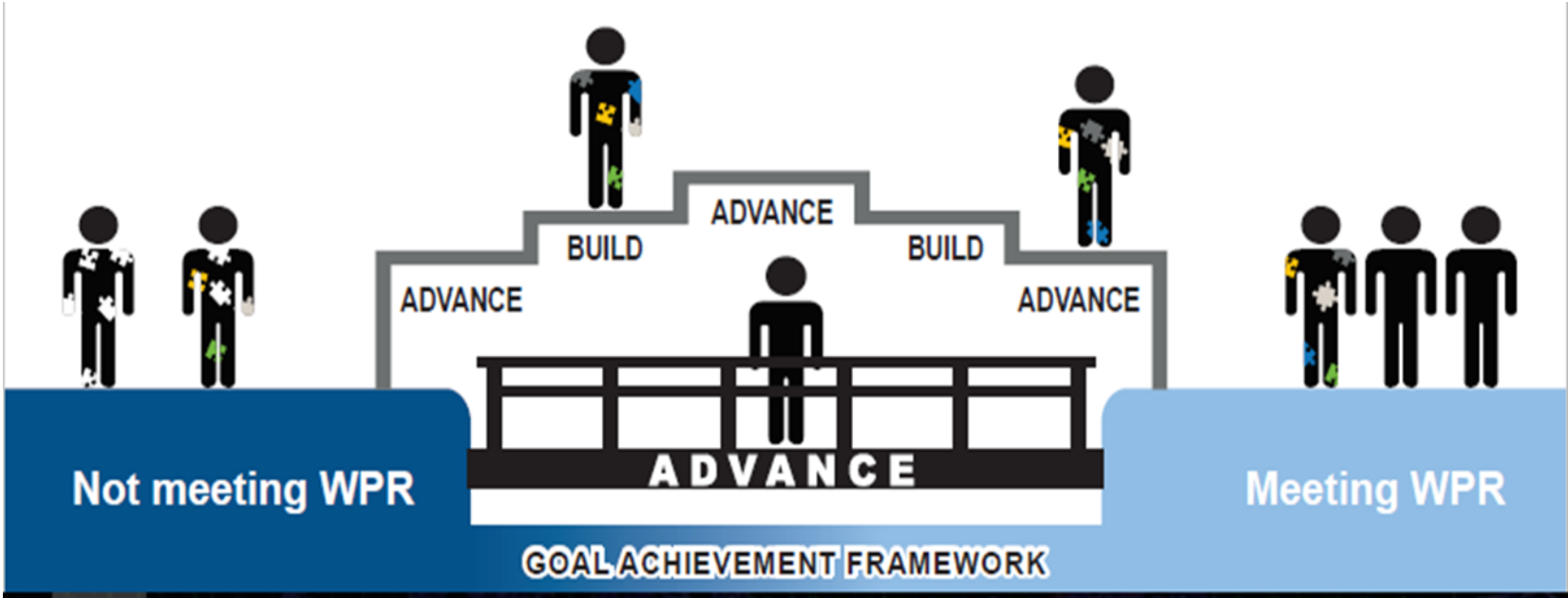


LAUNCH WORK-READY CUSTOMERS



ONGOING: IMPROVE THE SERVICE ENVIRONMENT

A New Look for Progress Measurement



Time to Reflect

Take a moment for quiet reflection on the two hallmarks of CalWORKs 2.0 shared today.

How might a stronger focus on helping your customers achieve their goals and being more intentional about service delivery support the innovative work you do in your county?

What thoughts or concerns would you like to share with the Strategic Initiative team and your colleagues?

Website: www.CalWORKsNextGen.org



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Welcome!

The CalWORKs 2.0 website is your place to go for the resources you need to understand and implement new strategies for a whole-family tailored approach to helping your clients achieve self-sufficiency. If this is your first visit, start with the icons below.



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Signing on to the Website



CaWORKS 2.0 | Next Generation

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Next Webinar

- **Wednesday, August 9, 2:00 p.m. PT**
- **Topic: Goal Achievement**
- **Webinar registration link will be in next newsletter**
- **If you did not receive the first newsletter, create an account on the website and you will automatically receive the next newsletter**
- **This webinar and follow-up materials will be available for your reference on the website home page**

Final Reflections

Take a moment to jot down **one insight, question, or idea** that you had during this webinar

Post a question on the Forum page of the website

Tell a colleague about CalWORKs 2.0