MATHEMATICA
Policy Research

CalWORKs 2.0 | Next Generation

Strategies to Help Families Stay Engaged
Webinar #6

Presenters: Marti Hufft, Humboldt County; Katy Chevalier, Santa Cruz County; Vatsana Rajaphangkhy, Fresno County

Facilitated by: Natasha Nicolai, Mathematica Policy Research

October 25, 2017 2:00–3:00 p.m. PT

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Welcome and Introductions

Natasha Nicolai

Mathematica Policy Research

Project Director, CalWORKs Strategic Initiative

Webbinar Series

This is the last webinar of the innovation and development phase of CalWORKs 2.0. It will highlight innovative practices from three counties. Representatives from those counties will share their successes and challenges in helping families stay engaged with the CalWORKs program.

Webinar Wednesdays – 2:00 p.m. PT	
Today	**Strategies to Help Families Stay Engaged**

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

During This Webinar, We Will...

- **Highlight the stories of three counties that are doing innovative work related to helping families stay engaged**

- **Reflect on what you find especially interesting or useful about the counties' strategies**

- **Identify commonalities across the presentations that lead to ideas for future innovative work**

Questions and Reflections

- **Using the Q&A box, you can ask questions or post a comment during or after each presentation.**

- **Reflective comments are welcome—those that start with "I think," "I know," "I believe," etc.**

- **Presenters will respond to your questions during the webinar as they can. All questions and answers will be posted on the website after the webinar.**

- **At the end of the webinar, you may comment on cross-cutting strategies you observe or offer recommendations for counties.**

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Needs Assessment, June 2016

Helping All Families

- Improved access to services
- Tension related to the WPR requirement
- Ongoing challenges due to long intake, limited child care and transportation, and no internet

Strategies Used

- Quick, frequent early engagement activities
- Incentives
- Home visits with exempt or sanctioned clients
- Tools and technology to overcome challenges with transportation and access
- Paid work experience or training

Messaging That Works

- Streamlined and reduced number of communications
- Clear messaging and marketing materials

Humboldt County

Marti Hufft, Program Manager II

Department of Health & Human Services

Social Services, CalWORKs

Introduction Snapshot

- **Department of Health & Human Services**
  - **Integrated**
    - Social Services
    - Mental Health
    - Public Health
- **CalWORKs Division**
  - **Eligibility**
    - Housing Support Program – Housing Action Program
  - **Welfare to Work**
   - Family Stabilization
    - Linkages
    - Subsidized Employment
  - **Staff**
    - Integrated Case Worker
    - Eligibility Worker
    - Employment Training Worker
    - Vocational Counselor

Overview of Problem/Situation

- **Early engagement county**

- **50% participation in group orientation**
  - **Of these, 65% attend appraisal appointment**
  - **Staff time spent providing orientation**

- **Introduction of OCAT**
  - **Unique staff duties**
  - **More time at intake**
  - **More time at appraisal**
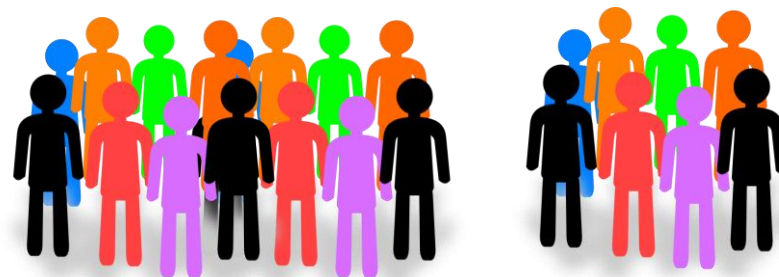
Initial Interview

Orientation

Appraisal

Challenges Faced

- **Eliminate group orientation**

- **OCAT**
  - **Increased time in appointments**
  - **Defining OCAT responsibilities**

- **Identify where required orienting elements naturally fit into either intake interview or appraisal appointment**

- **Train staff**

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Challenges

ICW and ETW Responsibilities in OCAT

- Demographics
  - Preamble ▷
  - General Information
  - Household Composition
  - Finances/Benefits
- Employment (Section A)
  - Current Activities (A1) ▷
  - Reasons Not Working (A2)
  - Job History (A3)
  - Work Experience and Interests (A4)
  - Legal Barriers (A5)
- Education (Section B)
  - Highest Grade (B1) ▷
  - Diploma, Degree, Certificate (B2)
  - Other Education, Training, Certificate (B3)
  - Learning Needs (B4)
  - Indicator Questions
  - Learning Needs

- Housing (Section C)
  - Indicator Questions ▷
  - Current Housing (C1)
  - Housing Situation (C2)
- Transportation (Section D)
  - Indicator Question ▷
  - Transportation Method (D1)
  - Driving License (D2)
  - Transportation Challenge (D3)
- General Health (Section E)
  - Indicator Questions ▷
- Emotional and Mental Health (Section F)
  - Preamble / Indicator Questions ▷
  - Current Status (F1)
  - Wrap Up (F2)

- Substance Use (Section G)
  - Indicator Questions ▷
  - Alcohol and Drugs (G1)
  - Substance Use in the Household / By Others (G2)
- Domestic Abuse - Safety (Section H)
  - Indicator Questions ▷
  - Domestic Abuse - Victim Questions (H1)
  - Safety Concerns - Victim Questions (H2)
  - Domestic Abuse - Perpetrator Questions (H3)
  - Domestic Abuse - Human Trafficking Questions (H4)
- Pregnancy (Section I)
  - Indicator Questions ▷
  - Pregnancy (I1)

- Child Care and Parenting (Section J)
  - Indicator Questions ▷
  - Children's Issues (J1)
  - Primary Caregiver (J2)
  - Parenting and Child Support (J3)
  - Child Care (J4)
  - Child Care Status (J5)
  - Backup Child Care Plan (J6)
- Relationships (Section K)
  - Indicator Questions ▷
  - Relationships (K1)
- Final Thoughts (Section L)

ICW= ▮ (yellow)
ETW= ▮ (blue)

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Successes

- **100% participation in orientation**

- **Sanctioned customers meet one time with staff to cure**

- **Customers benefit from resources, referrals, and employment services offered, even if aid not granted**

- **Individualized approach to orienting and beginning WtW path**

- **More likely to stay engaged**

- **No group orientation = more staff time to meet with customers**

MATHEMATICA
Policy Research

Center on
Budget
and Policy
Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Lessons Learned and Next Steps

- **50% (or lower) attendance at group orientation is disheartening for staff**

- **Individualized orientation is more relevant for customer**

- **Customer feedback is positive**

- **Consider other processes that can be streamlined**
  - **Group orientation for 19 years – since the beginning of CalWORKs**
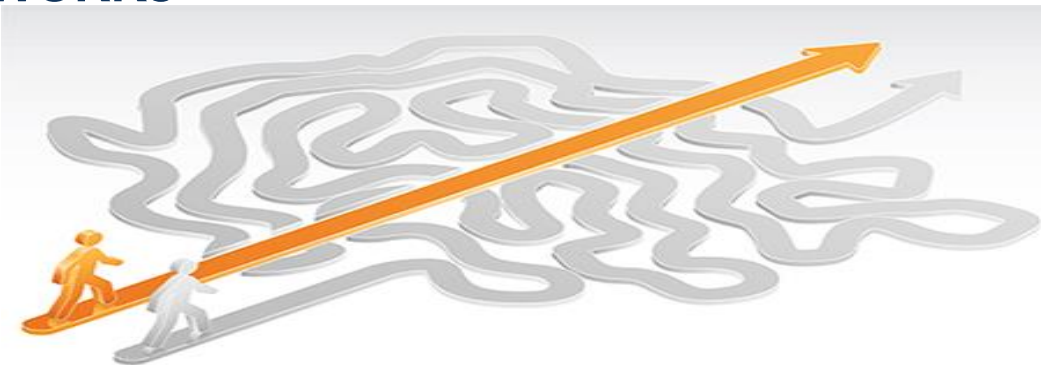
Comments and Questions

Take a moment to think about what you just heard, noting what sticks out or is especially interesting or useful.

Post thoughts or questions you have in the Q&A box.

Time permitting, we will highlight some comments at the end of the webinar.

Santa Cruz County

Katy Chevalier
Program Manager
Santa Cruz County
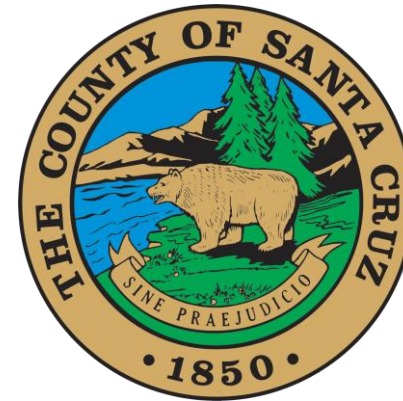
Santa Cruz Welfare-to-Work

Overview of Problem

- **Employment & Training Specialists (ETS) were having a hard time connecting with WtW participants who were full-time students.**

- **Full-time students had difficulty with:**
  - **Submitting paperwork and verifications**
  - **Accessing their ETS when in crisis**

- **Requests for ETS staff to meet on campus.**

- **We co-located ETS staff in the Student Resource & Network Center.**

Challenges Faced

- **No designated, confidential workspace on campus**

- **Setting up county equipment, computers, access to networks; ongoing technical support**

- **Determining process for sending paperwork to county buildings**

- **Developing criteria for caseload assignments to out-stationed staff (i.e., minimum number of units, two-parent families, exempt volunteers)**

- **Obtaining keys and parking permits for non-college staff**

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Successes

- **Better collaboration on education plans, case management updates, program rules and employment**

- **Immediate and direct access to supportive services: books, school supplies, and emergency payments**

- **Staff available for walk-in appointments; one-stop shop for clients**

- **Staff are aware of on-campus resources (i.e., tutoring, counseling)**

- **Documents and verifications are easily submitted and processed; less staff time spent pursuing verifications**

- **Co-locating eligibility staff has led to increased access to CalFresh and other benefits**

Lessons Learned and Next Steps

- **When planning out-station facilities, consider technology and space needs**

- **Plan to make ongoing staffing adjustments as caseloads of county and out-stationed staff fluctuate**

- **Transition plan for when customers leave out-station facility**

- **Start small and regularly evaluate needed services and space with host organization**

Comments and Questions

Take a moment to think about what you just heard, noting what sticks out or is especially interesting or useful.

Post thoughts or questions you have in the Q&A box.

Time permitting, we will highlight some comments at the end of the webinar.

Fresno County

Vatsana Rajaphangkhy
Job Specialist
Fresno County

Fresno County

Monthly Contacts and CalWORKs 2.0

We implemented monthly contacts (face to face or by phone) using CalWORKs 2.0 tools.

Discussion topics:
- Barriers
- Progress in WtW plan or goal
- Skills and accomplishments
- Supportive services
- Current activity and progress
- Next appointment

Resources and Services

Case managers can address any barriers and refer customers to the appropriate resources/services.

Monthly contacts also build better rapport between a customer and a case manager—leading to better identification of potential barriers.

Specialized case managers provide these services to customers:

- Pathways (Mental Health – Outpatient)
- In Patient and Out Patient Treatment (Substance Abuse and/or Mental Health)
- Family Stabilization
- VMS (Vocational Management Services)
- T & U VISA
- Work Experience
- Job Readiness

Challenges Faced

- **Phone numbers and addresses not reported timely**

- **Barriers are not disclosed (initial meetings—even with CalWORKs 2.0 tools)**

- **Customers in constant crisis**

- **Not enough time to complete every monthly contact**

- **Conflict of schedules (employed clients)**

Successes

Survey of customers about using CalWORKs tools: The tool helped motivate, break down goals, and made it easier for them to communicate with case manager.

- **Goal-Plan-Do-Review: 70% used**

    Strongly agree: 62%, Agree: 31%, Unsure: 7%, Disagree: 0%

- **Roadmap/Potholes & Detours: 56% used**

    Strongly agree: 39%, Agree: 56%, Unsure: 4%, Disagree: 0%

- **CalMAP: 47% used**

    Strongly agree: 42%, Agree: 47%, Unsure: 11%, Disagree: 0%

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Lessons Learned

The use of CalWORKs 2.0 tools within our monthly contact continues to assist with:

- Building positive relationships and open dialogue between case managers and customers
- Customers becoming involved in determining their next appropriate activity
- Customers visualizing steps to accomplish their long-term and short-term goals
- Meeting customers where they are in a way that keeps them coming back
- Shifting the program focus from a compliance orientation to a family-focused, goal achievement approach

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Comments and Questions

Take a moment to think about what you just heard, noting what sticks out or is especially interesting or useful.

Post thoughts or questions you have in the Q&A box.

Time permitting, we will highlight some comments at the end of the webinar.

Final Comments and Questions

Think about the questions below and post a comment in the Q&A box.

What do the innovative practices from the three counties have in common?

What ideas do you have for counties based on what you learned today?

MATHEMATICA
Policy Research

Center on Budget and Policy Priorities

EMPath
Economic Mobility Pathways

Global Learning Partners
www.globallearningpartners.com

Thank You!

- **Website does not require a login, except for the Forum Page—a safe space for county staff to share information and ask questions.**

  – **www.calworksnextgen.org**

- **Questions and answers and participant reflections from this webinar, plus video and slides, will be available on webinar page in Resource Library.**

- ***Coming soon:* Training and Implementation Phase of CalWORKs 2.0.**