



SOCIAL SERVICES

HEALTH

SECURITY

SAFETY

CalWORKs Outcomes and Accountability Review (Cal-OAR)

February 27, 2024



CalWORKs/Welfare-to-Work Overview

- ▶ CalWORKs provides cash aid and supportive services to eligible low-income families
 - ▶ 8,500 people in 2,700 households
 - ▶ 5,500 children
- ▶ Welfare-to-Work is an employment services program for adults receiving CalWORKs assistance
 - ▶ 1,200 participants
 - ▶ Mandatory unless qualifies for regulatory exemption
- ▶ CalWORKs is limited to 60-months

Background of Cal-OAR

- ▶ Established by Senate Bill 89 in 2017
- ▶ Collaborative Partnerships
- ▶ Local, Data-driven Continuous Quality Improvement Cycle Delivering Better Outcomes
- ▶ Three Core Components:
 - ▶ Performance Indicators
 - ▶ CalWORKs Self- Assessment (Cal-CSA)
 - ▶ CalWORKs System Improvement Plan (Cal-SIP)

Continuous Quality Improvement



Performance Measures

CalWORKs Outcomes and Accountability Review (Cal-OAR) Dashboard



County Demographic Profile



County CalWORKs Reports



At-a-Glance County Profiles

Coming
Soon!



Documentation



Initial Engagement



Ongoing Engagement



Supportive Services



Education



Employment and Wages



Exits and Reentries

Coming
Soon!

Coming
Soon!

County Self-Assessment

- ▶ Guiding Framework: *An opportunity to improve services for families and staff*
- ▶ Data Analysis
- ▶ Engaged Local Stakeholders:
 - ▶ Education Partners
 - ▶ County Departments
 - ▶ Private Business Owners
 - ▶ Community Based Organizations
 - ▶ Participants
 - ▶ Staff
- ▶ Peer County: Ventura

Cal-CSA Elements

- ▶ Demographics
- ▶ Agency Characteristics
- ▶ Partner and Collaborator Engagement and Feedback
- ▶ Barrier Removal Services
- ▶ Initial Engagement Analysis
- ▶ Ongoing Engagement Analysis
- ▶ Employment and Wages Analysis
- ▶ Exit and Reentries Analysis
- ▶ For Next Cycle
 - ▶ *Supportive Service Analysis*
 - ▶ *Education Analysis*

Cal-OAR Collaborators and Partners

- ▶ Allan Hancock College
- ▶ Santa Barbara City College
- ▶ Tribal TANF
- ▶ Workforce Development Board
- ▶ Behavioral Wellness Resource Support Team
- ▶ District Attorney's Office – Welfare Fraud Prevention and Truancy Services
- ▶ First5
- ▶ Partners In Housing Solutions
- ▶ Good Samaritan Homeless Shelter
- ▶ Community Services Department
- ▶ Santa Barbara County Office of Education
- ▶ Children's Resource and Referral
- ▶ Subsidized Employment Program Site Supervisors and Business Owners
- ▶ Child Welfare Services
- ▶ KIDS Network
- ▶ Child Support Services
- ▶ Unity Shoppe
- ▶ Fighting Back Santa Maria Valley
- ▶ Ventura County
- ▶ Staff and Participants

Making Sure Our Clients Are Heard

- ▶ The Cal-OAR Client Satisfaction Survey gathers feedback regarding customer/client satisfaction at different stages of participation during the first six months of receiving CalWORKs as follows:
 - ▶ Welfare-to-Work (WTW) Orientation
 - ▶ WTW Case Plan Development
 - ▶ The First CalWORKs Semi-Annual Report
- ▶ Participant Interviews – As part of the Cal-CSA, interviews were conducted with current and former WTW participants

Cal-CSA Results

▶ STRENGTHS IDENTIFIED

- ▶ A Variety of In-Person and Remote Options
- ▶ Strong Outreach and Sanction Resolution Services
- ▶ Job Services Options
- ▶ Strategic Partner Relationships
- ▶ Post Aid, Job Retention Services, and Wrap Around Services

▶ CHALLENGES AND OPPORTUNITIES

- ▶ Post COVID Re-Engagement
- ▶ High Homelessness and Mental Health Needs in the Community
- ▶ Technology Access and Training for All
- ▶ Transportation and Clothing – A Need for Expanded Options
- ▶ Language Services for Mixteco Clients

Cal-SIP Goal #1

▶ INITIAL ENGAGEMENT: OCAT/APPRaisal TIMELINESS

- ▶ Increase OCAT/Appraisal Timeliness Rate from 23% to 40% in two years
 - ▶ Improve 8.5 percentage points every 12 months
 - ▶ Anticipated 74% increase overall
- ▶ Strategies and Action Steps
 - ▶ Block staff time for OCAT immediately following Orientation
 - ▶ Conduct reminder calls and send written information in client's preferred language
 - ▶ Staff training

Cal-SIP Goal #2

▶ INITIAL ENGAGEMENT: FIRST ACTIVITY ATTENDANCE RATE

- ▶ Increase First Activity Rate from 32% to 63% in two years
 - ▶ Improve 15.5 percentage points every 12 months
 - ▶ Anticipated 97% increase overall
- ▶ Strategies and Action Steps
 - ▶ Address needs of underserved populations
 - ▶ Expand access to supportive services (transportation and clothing, in particular)
 - ▶ Develop tracking tools and train staff

Cal-SIP Goal #3

▶ ONGOING ENGAGEMENT: ENGAGEMENT RATE

- ▶ Increase Ongoing Engagement Rate from 19% to 30% in two years
 - ▶ Improve 5.5 percentage points every 12 months
 - ▶ Anticipated 58% increase overall
- ▶ Strategies and Action Steps
 - ▶ Staff training on CalWORKs 2.0
 - ▶ Staff training on best practices for engagement, capturing data, and caseload management
 - ▶ Increase the number of supportive services vendors

Cal-SIP Progress Reports

- ▶ Progress Report #1 due 2/21/25
- ▶ Progress Report #2 due 2/27/26
- ▶ These progress reports will provide an update and bridge between the current and next Cal-OAR cycle including:
 - ▶ The status of strategies detailed in the Cal-SIP
 - ▶ Successes and barriers in reaching performance goals
 - ▶ Necessary adjustments to the strategies outlined in the Cal-SIP

Fiscal Impact/Recommended Action

- ▶ There is no fiscal impact associated with the recommended action
- ▶ In order to comply with program regulations, it is recommended that the Board of Supervisors receive and approve Santa Barbara County's mandated California Work Opportunity and Responsibility to Kids Outcome and Accountability Review System Improvement Plan Report for submission to the California Department of Social Services
- ▶ This activity is not a "Project" subject to California Environmental Quality Act (CEQA)