



# Tiger Team Update

## Status Report #3

February 2008

### Progress to date on the Road Map to Action



**VISIT THE WEB!**  
[The Tiger Team's  
Road Map to Action](#)

San Diego Health and Human Services Agency staff continues to make progress on the ideas generated from the Work Participation Rate (WPR) Tiger Team!

#### **Improve Screenings**

- **Expand Current Diversion Program** - Public Consulting Group (PCG) was awarded the *HHSA TANF Diversion Program Technical Consultation Services* contract. PCG has completed consultation efforts in the Northeast and North Coastal regional sites:
  - \* Reviewed regulations governing San Diego CalWORKs program to include State, federal and local laws.
  - \* Researched California best practices to increase San Diego's WPR.
  - \* Interviewed key program staff to develop recommendations for expanded Diversion program.
  - \* Submitted Final Report, which consists of Opportunities and Recommendations.
  - \* Convened internal Stakeholder meetings to discuss implementation strategies.

The Diversion Pilot will be implemented March 2008. The purpose is to provide individuals with accelerated job search activities and short term financial assistance.

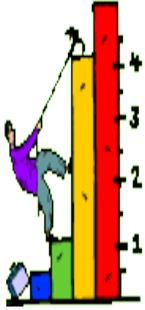
- **Co-locate Treatment Services and Joint Case Management** - Behavioral Health Integration Project (BHIP) has implemented several programs to assist Welfare-to-Work participants in achieving self-sufficiency. Current BHIP programs implemented include:
  - \* Life-Skills Presentations - Present real-life solutions that give participant tangible tools and resources to services. Currently in practice at the Northeast and South Bay Family Resource Centers.
  - \* Case Conferences - Arrange and conduct case conference with case managers, counselors and participants who experience significant challenges to participation. As of January 2008, in practice at all Employment Services sites.
  - \* Accessibility and Collaboration - Licensed Mental Health consultants are at the Mental Health Provider's site for in-service trainings on mental health and substance abuse issues and connecting client with needed services. This has been a positive collaboration for continued improvements to assist clients.
  - \* To view BHIP's services and the latest BHIP Newsletter, visit the [CalWORKS Tiger Team](#) Web site.

#### **Increase Supportive Services**

- **Link Clients with Mentors** - *Request for Proposal (RFP) #2537 - Senior Mentoring for CalWORKs Sanctioned Families Services* was awarded to Comprehensive Training Systems (CTS) as the most qualified provider to share life skills and provide support to CalWORKs sanctioned families, to be implemented March 2008. Visit the [CalWORKS Tiger Team](#) Web site to view the Senior Mentor RFP.

#### **Strengthen County-Employer Agreement**

- **Enhance Work Experience Program** - Staff is working with the County Department of Agriculture, Weights & Measures to implement a Work Experience pilot, which places eligible WTW participants into positions to gain job skills that could lead to permanent jobs.



**Communication:  
the key in meeting  
WPR!**

## Additional Local Activities

- **CalWORKs Partnerships Summit** - The Summit was hosted by the County of San Diego and offered CalWORKs professionals a variety of workshops to expand knowledge and boost success in delivering Welfare-to-Work services. Workshops highlighted best practices from all disciplines to assist participants with the theme “Together We Can Soar to New Heights”.

**A special thanks to local San Diego staff for presenting at the Summit’s workshops!**  
Community Partners: David Goins, Hayden Mathieson, Kendra Mackey, Cindy Perry, Joyce Wray, Calvin One Deer Gavin and Michelle Martin.

Agency Staff: Jean Avila, Susan Bower, Debbie Malcarne, Jaye Yoshonis, Yvonne Hose and Gail Grimes.

For additional information on the CalWORKs Partnerships Summit, including workshop details and handouts, visit the following link: <http://www.cce.csus.edu/conferences/calworks/07/>

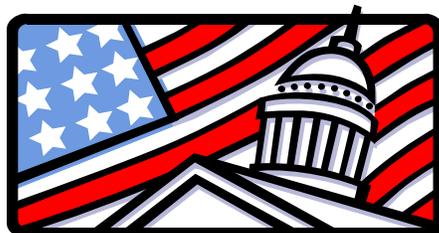
- **Work Participation Rate Best Practices** - The County Welfare Directors Association (CWDA) has identified three counties with the highest preliminary WPR percentages state-wide. San Diego, Santa Barbara and Fresno Counties were recognized to have WPR of 30% or higher, and were requested to share Best Practices. San Diego’s Best Practices included:
  - \* Pay for Performance Contracts in the Welfare to Work Program
  - \* Tiger Team Road Map to Action
  - \* Work Participation Rate (WPR) Lab Days



**Changes at the  
State level**

## State Activities

- **California Work Verification Plan (WVP)** - The WVP outlines the State’s documentation requirements for WPR verifications of participation. The State’s WVP has been approved by the federal government. To view the State of California’s Work Verification Plan visit the following website : <http://www.cdss.ca.gov/cdssweb/entres/pdf/CWVerificationPlan.pdf>
- **E2Lite Database Updates** - The E2Lite Web-based survey questions have been updated to include the final TANF Reauthorization regulations, the approved Work Verification Plan, and the Pay-for-Performance Program. The new data elements have been included in San Diego County’s WPR Lab Day activities.
- **Governor’s Budget Summary 2008-09** - The Governor of California, Arnold Schwarzenegger, has released a proposed budget for the next fiscal year. To view the impacts to the CalWORKs program refer to page 155 of the following link: <http://www.ebudget.ca.gov/pdf/BudgetSummary/FullBudgetSummary.pdf>



# Our Path Forward

Agency staff will continue to make progress on the Road Map to Action in order to maximize San Diego's WPR. Upcoming activities include:

## Screenings:

- **Diversion Program** - PCG continues technical consulting services to enhance San Diego's Diversion Policies. Developments in process: payment structure, eligibility criteria, employment services activities and staff training for the pilot program. The county continues to coordinate with the State on the implementation strategy. Diversion Pilot Program is anticipated to begin at the North Coastal and Northeast sites on March 17, 2008.
- **Co-locate Treatment Services and Joint Case Management** - Behavioral Health Integration Project (BHIP) continues to expand Tiger Team projects county-wide to include:
  - \* Life-Skills Presentations - BHIP evaluated this outreach project in January 2008 and is in the process of making improvements to include:
    - Increasing their presence at the Family Resource Center lobby and reaching more CalWORKs applicants;
    - Implementing the Life Skills Presentations at the Southeast and South Region's Family Resource Centers.
  - \* Tracking WPR Activities - Implementation of the new monthly reporting requirements of Mental Health/Substance Abuse treatment services to capture WPR countable activities. Anticipated implementation date is April 2008 and will include all county Employment Services sites.

## Supportive Services:

- **Senior Mentor Program** - Implementation of the Senior Mentor Program is projected to occur in March 2008. Approximately 16 Senior Mentors will be hired for the project and the program will cover all Employment Services sites.
- **Resource Guide** - Development of web-based tool to identify providers and services that relate to countable WPR activities.

## Employer Agreement:

- **Work Experience (WEX) Program** - Continuation of coordination with the Department of Agriculture, Weights & Measures to implement a WEX pilot, and placement of eligible WTW participants into County of San Diego positions.

## Track WPR:

- **Internal Communication Plan** - Development of a Communication Plan between Eligibility and Employment Services on Work Participation Rate (WPR) percentages per region. Data reports for Communication Plan are currently being developed by program staff.
- **E2Lite** - Coming soon! The [CalWORKS Tiger Team](#) Web site will be enhanced to include San Diego's WPR outcomes and can be viewed by the end of February 2008.



If you have questions or comments on the Tiger Team Road Map to Action email [jaye.yoshonis@sdcounty.ca.gov](mailto:jaye.yoshonis@sdcounty.ca.gov)