



Tiger Team Update

Status Report #4

July 2008

Progress on the Road Map to Action



Visit the web for [Tiger Team](#)
Status Reports and
WPR Information!

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

Improve Screenings

- **Expand Current Diversion Program** - HHS and a contracted consultant, Public Consulting Group, developed a Diversion program entitled Ready, Set, WORK! to provide accelerated job search activities and short term services to eligible individuals. This pay-for-performance diversion strategy was approved by the Board of Supervisors on June 24th (see page 3 for next steps).
- **Co-Locate Treatment Services** - Behavioral Health Integration Project (BHIP!) has incorporated an 'Outreach' approach for CalWORKs applicants in the Family Resource Center (FRC) lobbies. As of May 2008, 602 applicants at the Lemon Grove, Center City, Kearny Mesa, El Cajon, 73rd Street, Market Street and South Bay offices were provided BHIP! referrals and services for mental health and/or substance abuse issues.
- **Joint Case Management** - BHIP! continues to facilitate case conferences at Employment Services sites. Case conferences involve a collaborative approach to assist participants in reaching self-sufficiency and include: the Welfare to Work (WTW) participant, Mental Health (MH) counselors, Substance Abuse (SAS) counselors, social workers and supervisors. In June 2008, a total of 57 case conferences had taken place around the county. The July 2008 edition of the *BHIP! Newsletter* is available on the [Tiger Team](#) web site.

Increase Supportive Services

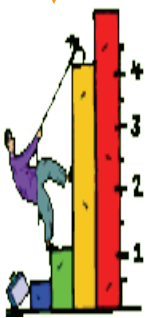
- **Senior Mentor Program** - In March 2008, HHS and Comprehensive Training Systems implemented the Senior Mentor program at all Welfare to Work (WTW) sites. Senior Mentors will serve as role models to share their knowledge and experience of life skills as well as work ethics to assist families in curing sanctions and obtaining employment. As of June 2008, 607 sanctioned clients were referred to the Senior Mentor program and it is anticipated that 140 families will cure their sanctions. Visit the [Tiger Team](#) web site to view the Senior Mentor Program brochure.
- **Resource Guide** - The WTW Resource Guide has been loaded on the County's Internet and is currently under construction. This site will identify providers and services that relate to countable WPR activities. Watch our [WTW Resource Guide](#) progress on the internet!

Track WPR

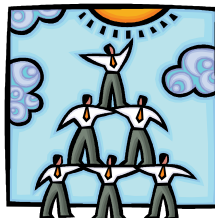
- **Internal Communication Plan** - The WPR Communication Plan has been drafted and shared with Eligibility and Employment Service regions. The Communication Plan promotes an increased awareness of WPR through various communication strategies. It describes a plan for stakeholders involved in the WPR to assist in the County's overall efforts to reach WPR targets.

Additional Local Activities

- **WPR Best Practice Forum** - On March 25th, the Agency convened a WPR Best Practice Forum to share existing and develop new strategies to increase San Diego's WPR. The involvement of Eligibility/Employment staff in the forum was critical in identifying successful processes and business practices in the different regions. At the conclusion, areas targeted for improvement were increased communication between Eligibility/Employment staff and involving the client more in problem solving and removing barriers to employment.. Details on the WPR Best Practice Forum are on the [Tiger Team](#) web site.
- **WPR Focused Dialogue** - On June 24th SPOS convened a WPR Focused Dialogue, an interactive conversation with over 60 management and front-line staff, to improve the WPR. The dialogue was a safe learning environment that lead to data-driven decisions to contribute toward desired results. In the next Tiger Team Status Report the WPR Focused Dialogue action items, commitments and outcomes will be shared.
- **Diversity Works!** - HHSa contracted with the Urban League of San Diego to pilot the Diversity Works! Program to current WTW participants from April 1, 2008 - June 30, 2008 and outcomes are currently being tabulated. The Diversity Works! Program taught WTW participants personal responsibility for their own success; facilitated their movement towards employment, job retention and self-sufficiency. Diversity WORKS! offered three components:
 - * *Breaking Barriers To Success Workshop* - Development of "soft-skills" and awareness of interpersonal and behavioral issues;
 - * *Customer Service Workshop* - Preparation of a resume, interview skills, job search skills, and professional appearance;
 - * *On the Job Work Experience* - Involvement with an Urban League Job Developer to assist with employment placement and provide on-going support and monitoring.
- **Career Fair 2008** - HHSa hosted 4 free conferences throughout the county for CalWORKs, CalLEARN & WTW participants, which included community resources, local employers and employment preparation workshops. The Career Fair assisted approximately 200 participants expand their skills and obtain resources in order to provide the best for themselves and their families. Visit the [Career Fair 2008](#) web site!
A special thanks to our Career Fair participating partners: Alcohol & Drug Services, Alliance for African Assistance, Arbor Employment & Training, Catholic Charities, Community Colleges, MAXIMUS, Mental Health Services, Urban League and Workforce Partnership.
- **Resource Bulletin #153** - SPOS implemented a procedure to provide current recruitment listings from local employers to the FRC and WTW sites to further assist CalWORKs recipients in their job searching endeavors. Employers may contact Rudy Pallares at Rodolfo. rodolfo.pallares@sdcounty.ca.gov to post job listings for potential candidates.



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



**Collaboration
=
Accomplishments!**

State Activities

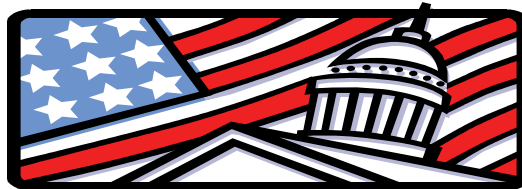
- **Preliminary WPR for San Diego County** - The California Department of Social Services has issued San Diego's preliminary Work Participation Rates for federal FY 2006-2007 and are posted on the [Tiger Team](#) web site:



State Updates!

	All Family	2-Parent		All Family	2-Parent
Oct-2006	36.5%	32.9%	Apr-2007	29.5%	43.2%
Nov-2006	24.0%	27.0%	May-2007	22.8%	23.4%
Dec-2006	23.5%	30.4%	Jun-2007	28.8%	22.9%
Jan-2007	29.3%	42.8%	Jul-2007	35.5%	32.2%
Feb-2007	29.4%	36.1%	Aug-2007	27.0%	35.4%
Mar-2007	33.4%	31.6%	Sep-2007	32.70%	31.5%

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 the following link: <http://www.ebudget.ca.gov/pdf/BudgetSummary/HealthandHumanServices.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:

Improve Screenings:

- Expand Current Diversion Program - Submit for approval a Demonstration Project Application to the California Department of Social Services. Upon approval, August 2008 is the anticipated implementation date of Ready, Set, WORK! at the Northeast and North Coastal FRC and WTW sites.
- Combine MH/SAS Treatment with WPR Activities - Redesign the Mental Health and Substance Abuse treatment attendance forms to include specific WPR activities.

Increase Supportive Services:

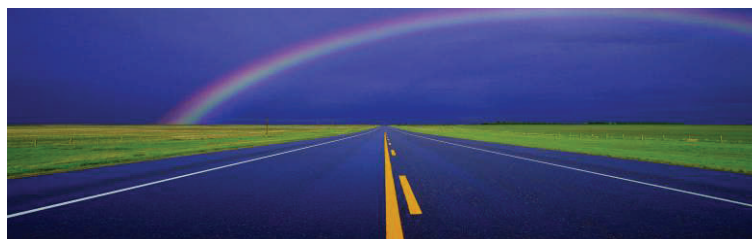
- Resource Guide - Completion of the online WTW Resource Guide to identify providers and services that relate to countable WPR activities.

County-Employer Agreement:

- Work Experience (WEX) Program - Convene Focus Groups comprised of WEX coordinators, WEX Site Managers and WEX Participants to discuss improvements to WEX placements.

Track WPR

- Internal Communication Plan - August 2008 is the anticipated implementation date of the WPR Communication Plan.



If you have questions or comments on the Tiger Team Road Map to Action email jaye.yoshonis@sdcounty.ca.gov