



**CA:**

**Using Technology to Create  
a Human-Centered TANF**

# AGENDA

- 1 Background
- 2 Cal-OAR
- 3 TANF Outreach:  
Golden Bear Pass  
Customer Satisfaction Survey  
Tax Outreach
- 4 New Initiatives:  
BenefitsCal  
Statewide Verification Hub

# CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

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"The mission of the California Department of Social Services is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence."





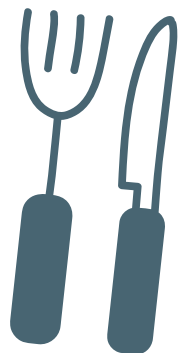
# FAMILY ENGAGEMENT AND EMPOWERMENT DIVISION



**CalWORKs (California's TANF Program)**



**Child and Adult Care Food Program (CACFP)**



**CalFresh (California's SNAP Program)**



**Guaranteed Income Pilot Program (GIPP)**

# California CalWORKs Outcomes and Accountability Review (Cal-OAR)

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- Cal-OAR is a local, data-driven program management system that facilitates continuous improvement of county CalWORKs programs by collecting, analyzing, and disseminating outcomes and best practices.
  - Cal-OAR consists of three core components: performance indicators, a county CalWORKs self-assessment (Cal-CSA), and a CalWORKs system improvement plan (Cal-SIP).
  - The Cal-OAR process will take place over five-year cycles. The first Cal-OAR cycle commenced on July 1, 2021 with the implementation of Cal-OAR.
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# California CalWORKs Outcomes and Accountability Review (Cal-OAR) Cont'd

- Focus on whole-family outcomes
- County (program administrator) Resources include Toolkits, Instruction Manuals, Logic Model, Sharing of Best Practices, Tutorials

## Cal-OAR Metrics (Performance Measures and Cal-CSA)

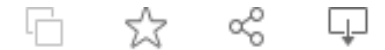
<b>Participant Engagement</b>	<b>Participation</b>
<ul style="list-style-type: none"> <li>• Engagement rate</li> <li>• Sanction rate</li> <li>• Sanction resolution rate</li> <li>• OCAT/Appraisal completion timeliness rate</li> <li>• OCAT/Appraisal to next activity timeliness rate</li> </ul>	<ul style="list-style-type: none"> <li>• First activity attendance rate</li> <li>• Orientation attendance rate</li> <li>• Education and skills development access rate</li> <li>• Education and skills development utilization rate</li> </ul>
<b>Service Delivery</b>	<b>Barrier Removal</b>
<ul style="list-style-type: none"> <li>• Child Care access rate</li> <li>• Housing Assistance and Housing Support Program access rate</li> <li>• Ancillary services access rate</li> <li>• Transportation provision timeliness rate</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health services</li> <li>• Substance Abuse services</li> <li>• Domestic Abuse services</li> <li>• OCAT data, utilization, and access</li> </ul>
<b>Educational Attainment</b>	<b>Employment</b>
<ul style="list-style-type: none"> <li>• Improved literacy, basic skills, English language acquisition rate</li> <li>• Community College progress rate</li> <li>• Educational completion rate</li> </ul>	<ul style="list-style-type: none"> <li>• Employment rate of current CalWORKs clients</li> <li>• Wage progression</li> <li>• Post CalWORKs employment rate</li> <li>• Subsidized employment to unsubsidized employment rate</li> </ul>
<b>Program Exits and Reentries</b>	<b>Family and Child Well-Being</b>
<ul style="list-style-type: none"> <li>• Rate of exits with earnings</li> <li>• Rate of program reentries</li> <li>• Rate of program reentries after exit with income</li> </ul>	<ul style="list-style-type: none"> <li>• Home Visiting transitions to Welfare-To-Work engagement rate</li> <li>• Family Stabilization transitions to Welfare-To-Work engagement rate</li> <li>• Intergenerational CalWORKs enrollment rate</li> </ul>




# California CalWORKs Outcomes and Accountability Review (Cal-OAR) Cont'd

- Cal-OAR Public Facing Dashboard


CalWORKs Outcomes and Accountability Review Dashboard by [California Department of Social Services](#)




## CalWORKs Outcomes and Accountability Review (Cal-OAR) Dashboard




County Demographic Profile



County CalWORKs Reports




At-a-Glance County Profiles




Documentation


Coming  
Soon!




Initial Engagement




Ongoing Engagement




Supportive Services



Education



Employment and Wages



Exits and Reentries

**Initial Engagement**

Performance Measures:

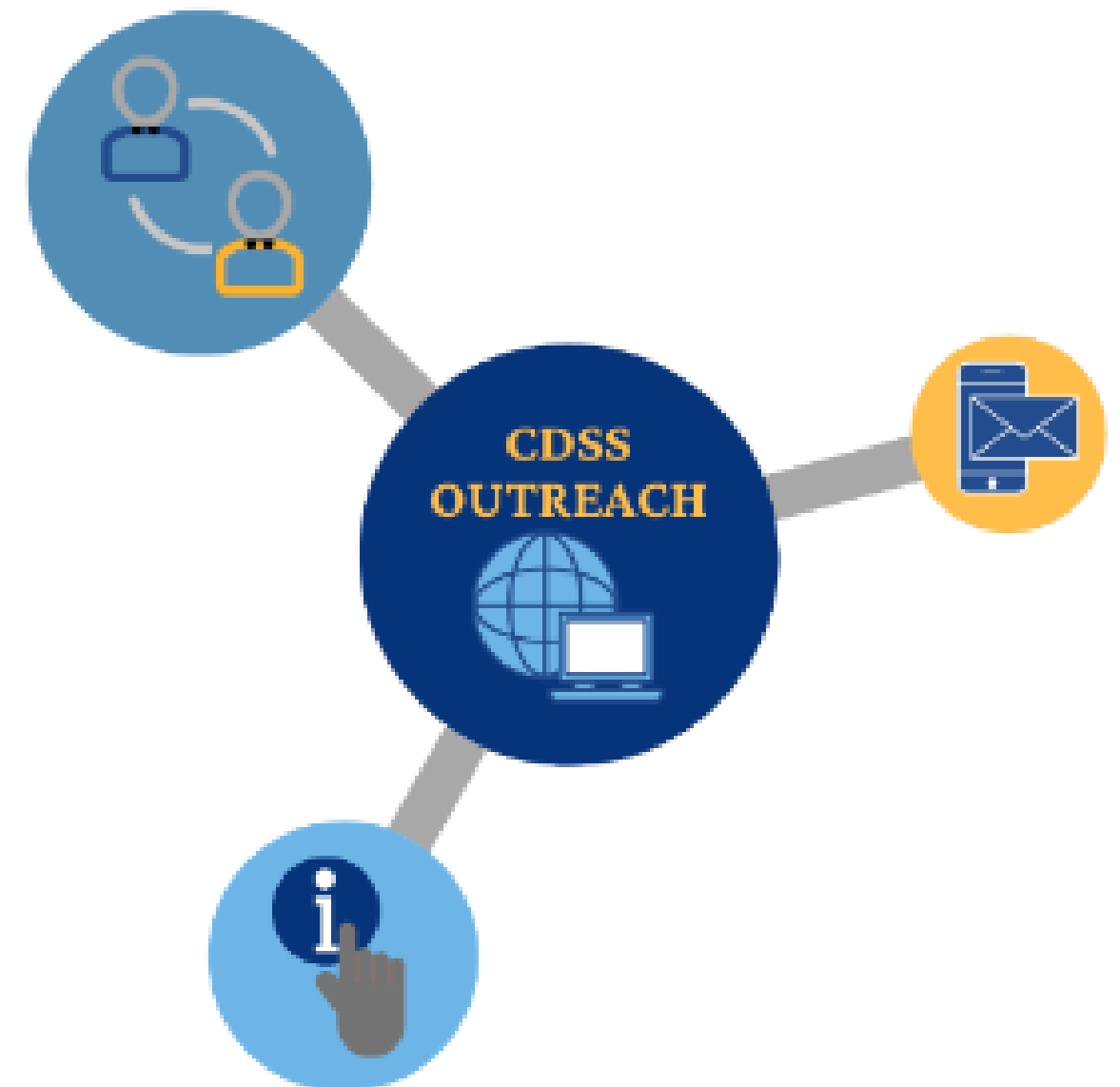
- Orientation Attendance Rate
- OCAT/Appraisal Completion Timeliness Rate
- OCAT/Appraisal to Next Activity Timeliness Rate
- First Activity Attendance Rate

Soon!  
Coming  
Soon!

# Outreach

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- The CDSS outreach team collaborates with diverse groups of stakeholders, including clients, advocacy groups, and county workers and their representatives, to ensure that messages are accessible and informative.
    - CDSS is committed to providing updates in various languages in order to meet client needs.
    - CDSS shares messages via different modes in order to meet the needs of diverse adult learners.
    - CDSS creates resources to help support clients in navigating calls-to-action, such as webpages and social media campaigns for each outreach effort. You can check out our previous campaigns [here](#).
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# Outreach: Golden Bear Pass

## Outreach Project

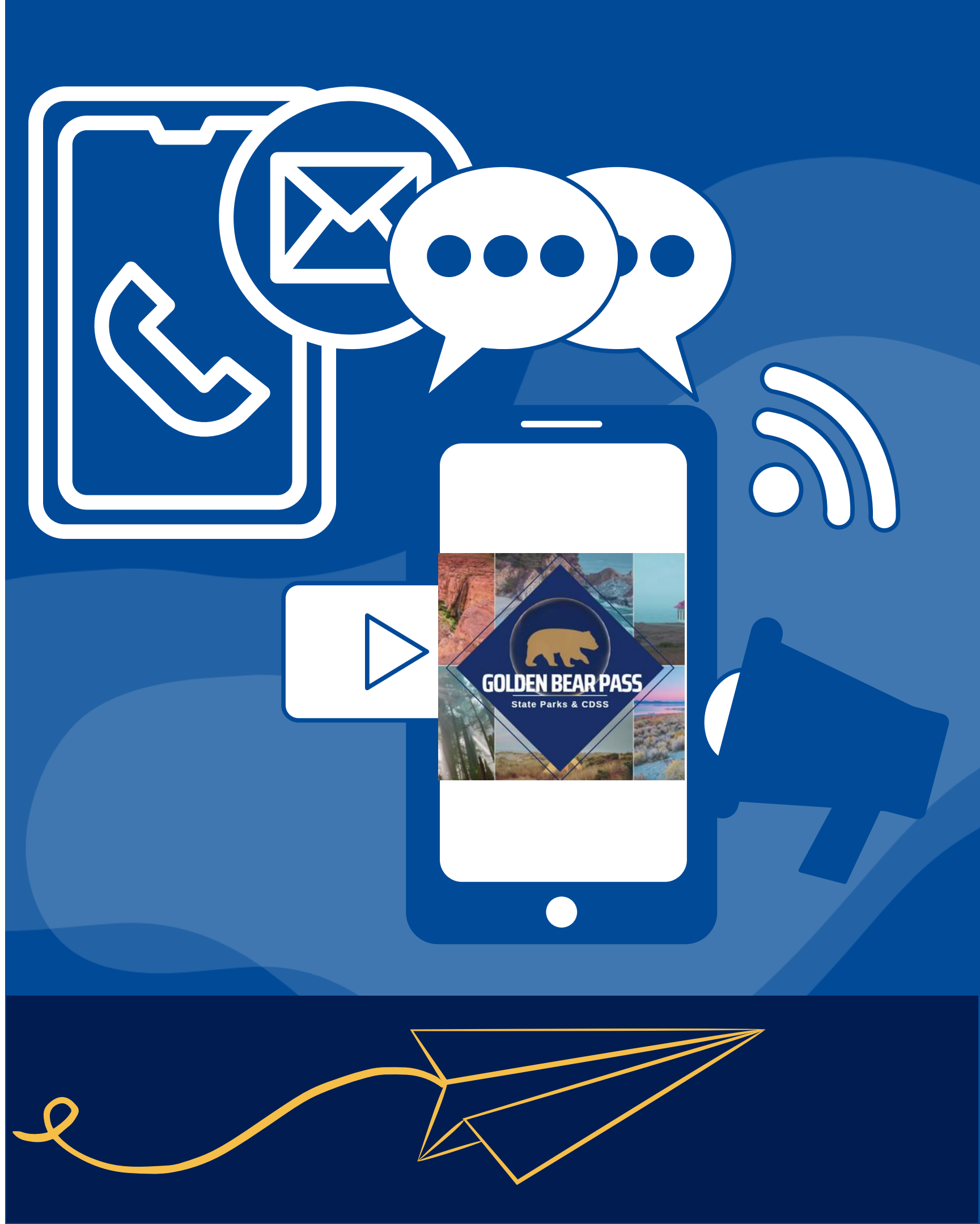
<https://www.cdss.ca.gov/goldenbearpass>



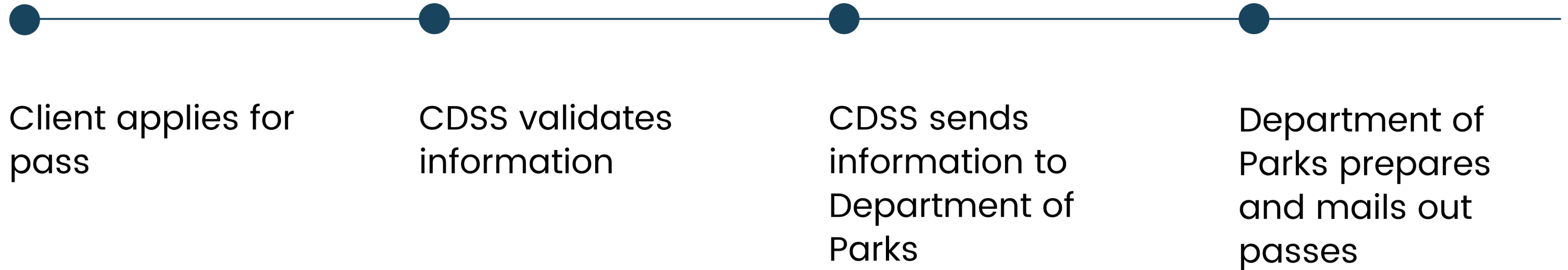
Partnership with Department of Parks and Governor's Office to increase access to outdoor space for low-income Californians.

- Revamped Golden Bear Pass application process, by moving it online.
- CDSS completing the benefit verification process instead of clients having to mail in proof and parks staff review.

Verified eligibility for over 15,000 CalWORKs families to receive their free vehicle day use pass.



# OVERVIEW OF GOLDEN BEAR PASS PROCESS



# Outreach: CAL-OAR CUSTOMER SATISFACTION SURVEY

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- The Client Satisfaction Survey (CSS) evaluates the California Work Opportunity and Responsibility to Kids (CalWORKs) program, specifically focusing on customer/client satisfaction during the first six months of time on CalWORKs aid.
- There are three surveys within the six-month period which are tied to the following program milestones: Welfare to Work (WTW) Orientation, WTW Plan development, and the first Semi-Annual Report (SAR-7).



# Outreach: Phase 1 Tax Filing

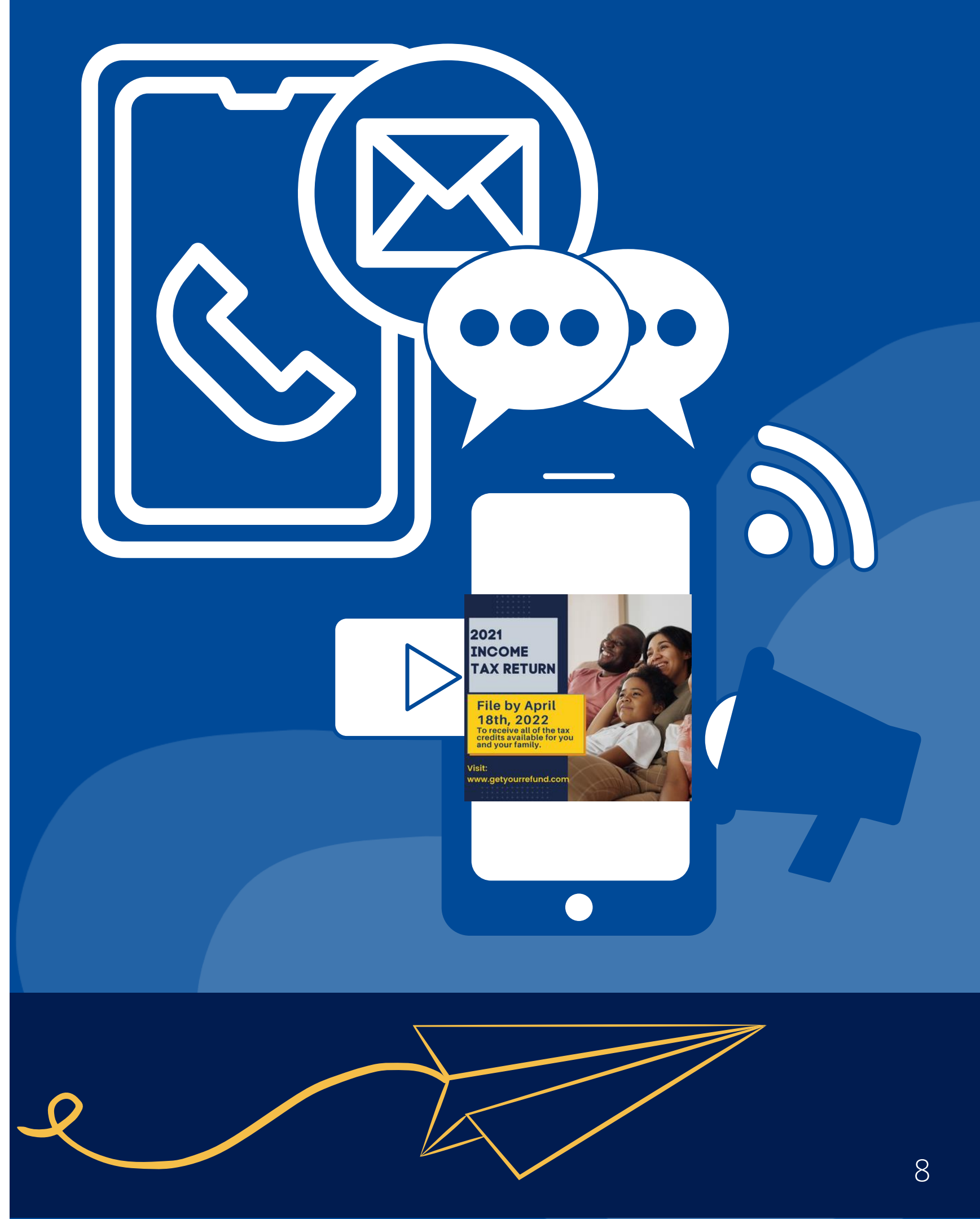
## Outreach Project

[www.cdss.ca.gov/inforesources/statewide-outreach/2021-income-tax-return-filing](http://www.cdss.ca.gov/inforesources/statewide-outreach/2021-income-tax-return-filing)

Sent text messages to 234K program recipients who opted into receive SMS messages. Initial results over 400K back in total refund dollars.

Initial and reminder messages with unique URLs to Code for America's GetYourRefund tool

Phase 2 coming late fall includes other modalities and support interventions







# CONTACT US

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## EMAIL ADDRESS

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## PHONE NUMBER

(916)651-0515

## WEBSITE

<https://www.cdss.ca.gov/inforesources/statewide-outreach>

## Ready to do this? Here's how it works.



Fill in and submit your application

[What to expect?](#) ▾



Upload documents

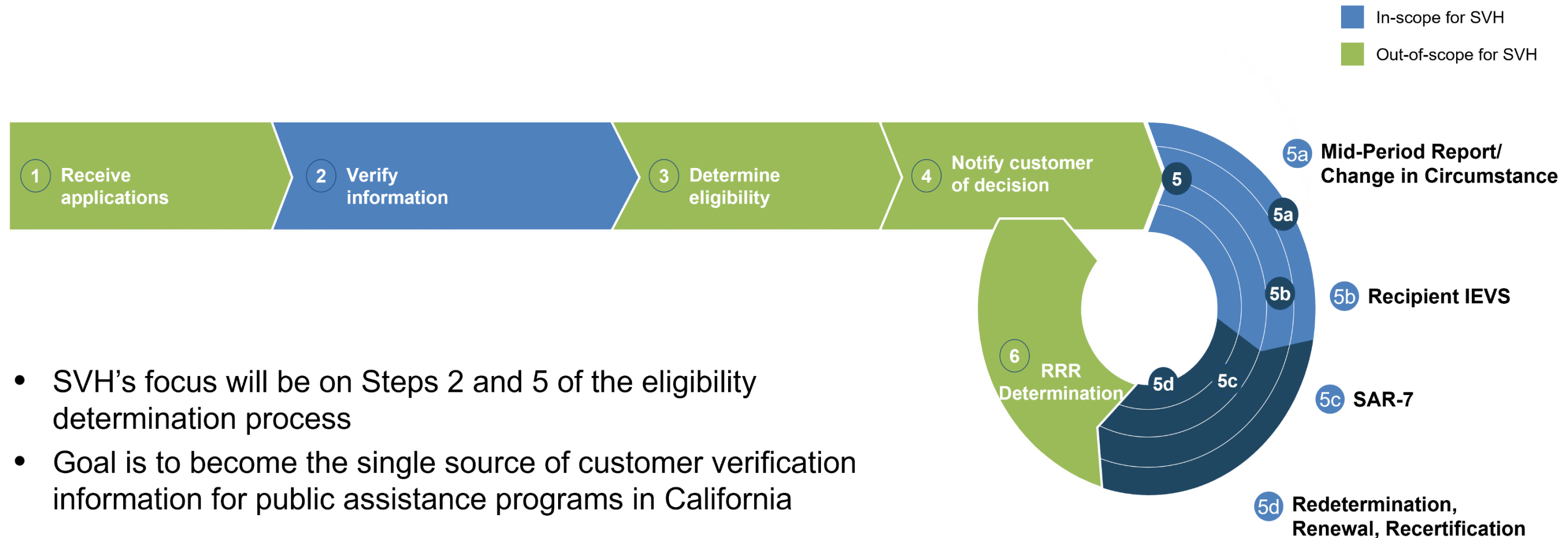
[Type of documents you may need to provide](#) ▾

**New Initiatives:**  
**BenefitsCal**



# New Initiatives: Statewide Verification Hub (SVH)

## Focus of SVH – providing a single source for verification of customer information



# SVH aspires to address key pain points for three core user groups

## From...

■ Pain point

### Customers ...

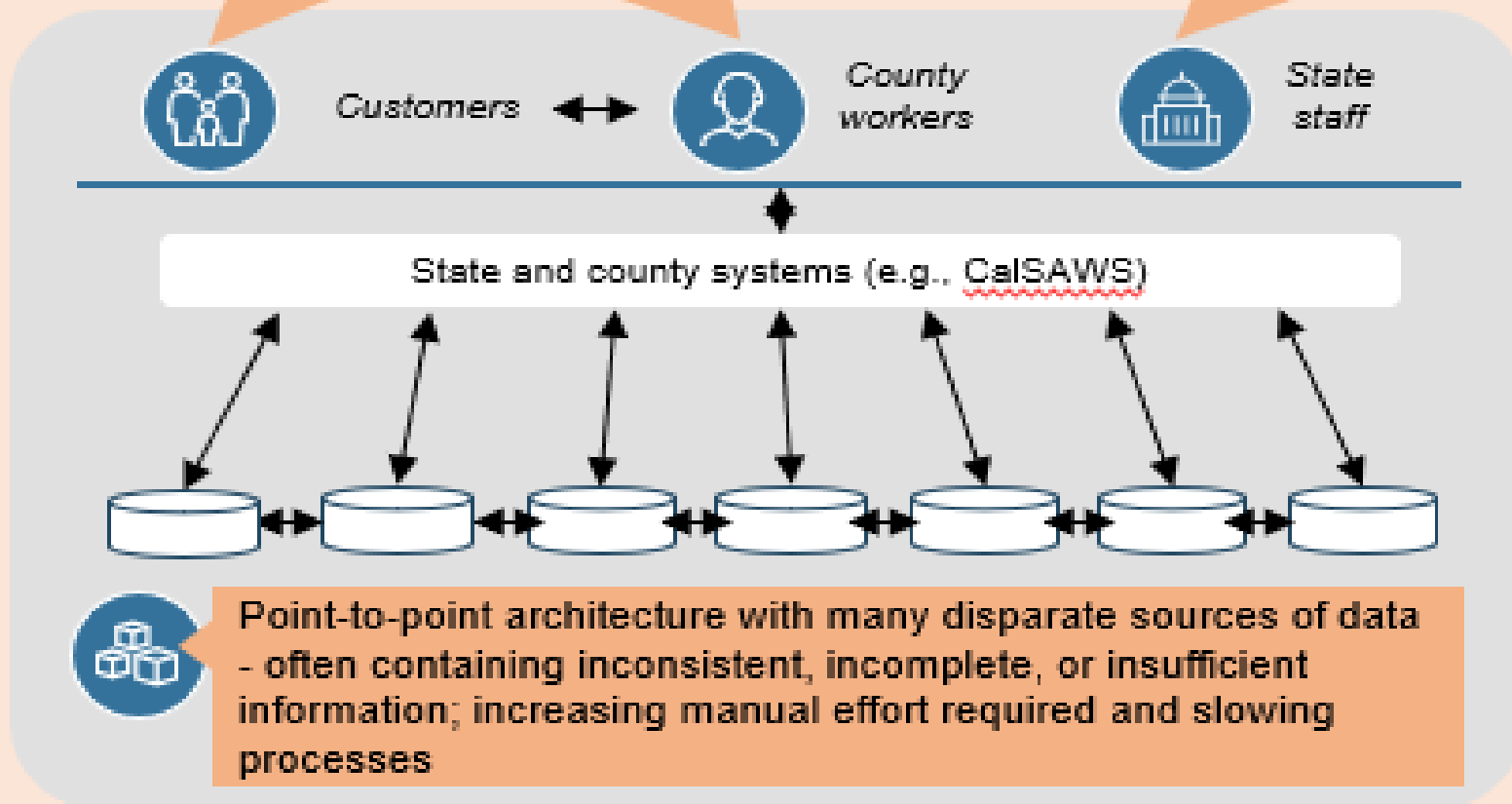
... need to submit documents multiple times and sometimes experience delays in receiving benefits

### County workers ...

... need to manually review data across many sources to verify information, often leading to process strain

### State staff ...

... manually gather, clean, and analyze data across disparate sources to run analysis



## To...

■ Benefit

### Customers ...

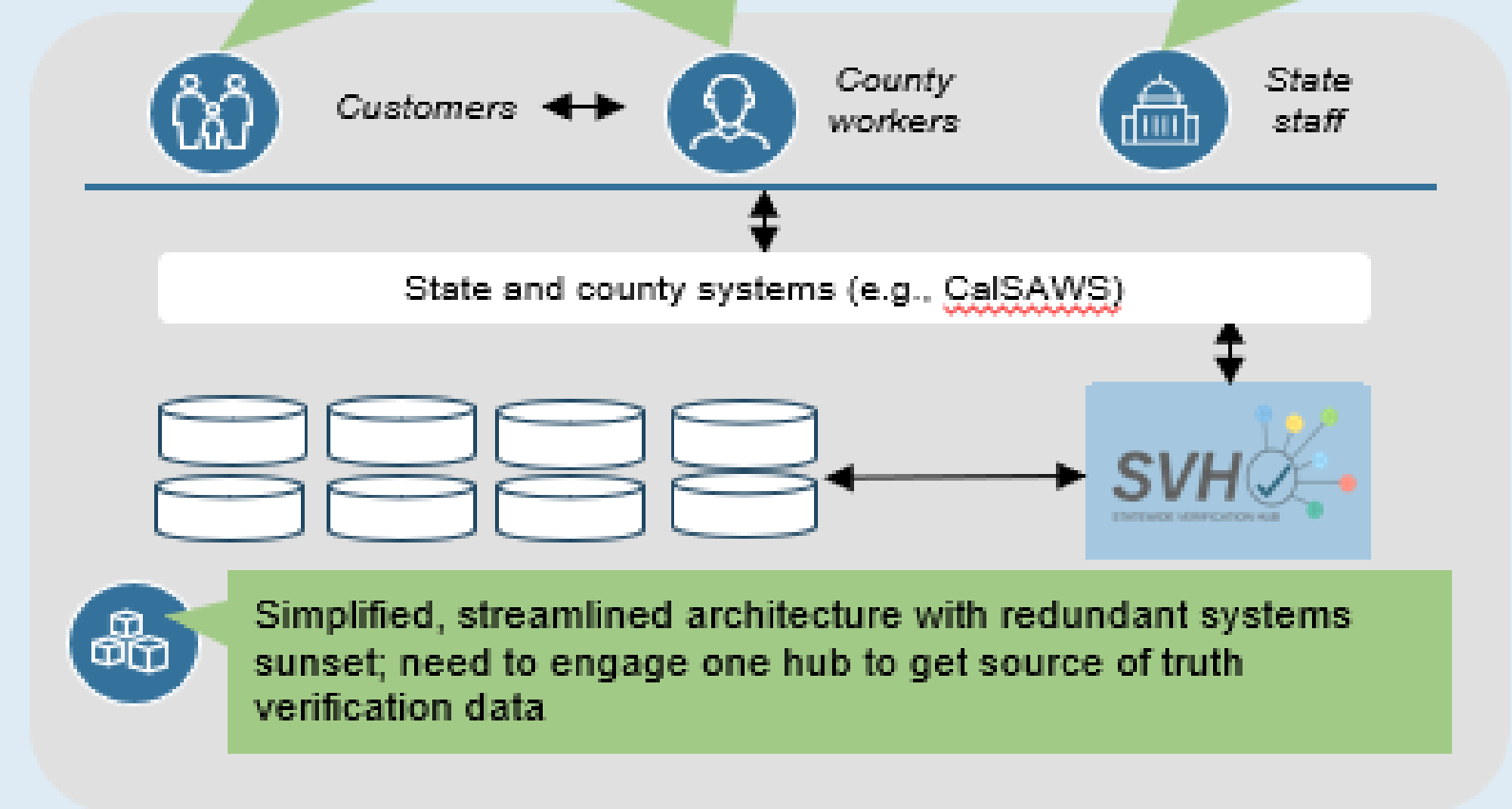
... submit documents in a streamlined manner and receive responses faster with better transparency

### County workers ...

... receive faster, more accurate verification electronically and can spend more time with customers

### State staff ...

... can directly engage with the SVH repository to perform data-driven program integrity and other tasks







**THANK YOU**

