



county of Santa Cruz

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HUMAN RESOURCES AGENCY

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October 6, 1999

AGENDA: October 19, 1999

BOARD OF SUPERVISORS

County of Santa Cruz

701 Ocean Street

Santa Cruz, California

UPDATE ON THE CALWORKS PROGRAM

Dear Members of the Board:

On June 21, 1999, your Board directed the Human Resources Agency (HRA) to return in September with a report on the CalWORKs program. In particular, your Board requested information on the number of people who have obtained jobs through the program, the characteristics of those jobs, job retention, and program costs. On September 28, 1999, your Board deferred the report to your October 19, 1999. The purpose of this letter is to provide your Board with that report.

Effective July 1, 1999, the CalWORKs program became part of the new CareerWorks Division, which merged HRA's employment and training programs (CalWORKs and the Job Training Partnership Act, or JTPA) and the agency's child care program. While each program has its own reporting requirements, only JTPA's reports are outcome based. Both child care and CalWORKs primarily report caseload and expenditure summaries. Accordingly, HRA's information technology systems were developed to meet these requirements and not to assess participant outcomes. Often, these data do not provide sufficient information about the programs and their results for use at the local level. For this reason, HRA is now in the process of systematically developing performance and outcome measures across all CareerWorks programs and explicitly linking these with the new division's goal of building employment, economic prosperity, and family well-being with our community. In addition, HRA is exploring a variety of information technology systems with the potential for increased analysis and reporting of these outcomes.

Santa Cruz County is not unique in this regard. All California counties are now facing the challenge of developing appropriate and useful, yet practical, ways to measure CalWORKs program outcomes. On a statewide level, the State Job Training Coordinating Council's Performance-Based Accountability Committee is currently designing a system for measuring outcomes of publicly-funded workforce preparation programs for implementation July, 2001,

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Until the new systems are in place, HRA combines a variety of methods to evaluate CalWORKs program outcomes. The attached report-presents both quantitative and qualitative data from a variety of sources, including internal reports, case reviews, interviews, and state reports. As we develop new data collection and reporting systems, we anticipate that our ability to analyze the CalWORKs program's results will continue to grow.

IT IS THEREFORE RECOMMENDED that your Board accept and tile the attached report on the CalWORKs program.

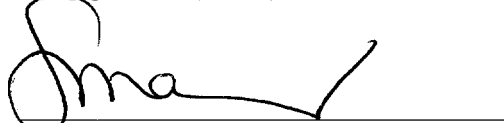
Very truly yours,



CECILIA ESPINOLA
Administrator

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RECOMMENDED:



Susan A. Mauriello
County Administrative Officer