

May 19, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 22-42

The purpose of this letter is to provide guidance to County Welfare Department (CWDs) regarding the California Work Opportunity and Responsibility to Kids (CalWORKs) Outcomes and Accountability Review (Cal-OAR) Client Satisfaction Survey (CSS).



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DIRECTOR

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GAVIN NEWSOM
GOVERNOR

May 19, 2022

ALL COUNTY LETTER NO. 22-42

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALWORKS PROGRAM SPECIALISTS
ALL WELFARE-TO-WORK COORDINATORS
ALL CONSORTIA REPRESENTATIVES

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO
KIDS (CALWORKS) OUTCOMES AND ACCOUNTABILITY
REVIEW (CAL-OAR) CLIENT SATISFACTION SURVEY (CSS)

REFERENCE: [SENATE BILL \(SB\) 89](#) (CHAPTER 24, STATUTES OF 2017);
[ASSEMBLY BILL \(AB\) 79](#) (CHAPTER 11, STATUTES OF 2020);
[WELFARE AND INSTITUTIONS CODE SECTION 11523](#);
[ALL COUNTY LETTERS \(ACL\)19-108](#)

The purpose of this letter is to supply guidance to County Welfare Departments (CWDs) regarding the implementation of the California Work Opportunity and Responsibility to Kids (CalWORKs) Outcomes and Accountability Review (Cal-OAR) Client Satisfaction Survey (CSS). Additionally, this letter provides CWDs with a desk reference tool intended to help county workers explain the CSS and address questions they may receive from potential survey recipients.

BACKGROUND

Senate Bill 89 (Chapter 24, Statutes of 2017) established Cal-OAR as 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) as required by the Welfare and Institutions Code section 11523. The Cal-CSA and Cal-SIP require CWDs to assess their program operations within several categories, among them being their partnership with stakeholders, including clients. To assist counties with this portion of their Cal-CSA report, the CSS was designed to help CWDs gather feedback from their clients on how to better serve them.

The CSS was developed, evaluated, and piloted over the course of 18-months in coordination with current and former CalWORKs clients, counties, advocates, policy researchers, and other stakeholders. The CSS evaluates CalWORKs and Welfare to Work (WTW) client satisfaction during, approximately, their first six-months on CalWORKs aid. There are three surveys within the six-month period which are tethered to the following WTW program milestones: WTW Orientation, the signing of the first WTW Plan, and the first Semi-Annual Report (SAR 7). The data gathered through these surveys will be used by counties to draft their Cal-CSA and Cal-SIP.

CLIENT SATISFACTION SURVEY (CSS) IMPLEMENTATION

The California Department of Social Services (CDSS) will send the CSS to CalWORKs clients who have completed WTW Orientation, signed their first WTW plan, and who were due for SAR in the previous month. The first WTW orientation and WTW plan development surveys will be sent in May 2022. The first SAR 7 surveys will be issued in June 2022. All three surveys will be issued on a recurring basis after their initial release.

Survey recipients will receive an email or text message from SurveyMonkey with a link to complete the survey. The surveys will be distributed to recipients based on the opt-in preference recorded in the Statewide Automated Welfare Systems (SAWS).

CLIENT SATISFACTION SURVEY RESULTS

The CDSS will provide counties with their individual level survey results monthly. A quarterly report containing aggregate survey responses will also be available.

CWDs are encouraged to train their staff on the importance of reviewing the survey results to assess whether the business process changes are having the intended effect on client satisfaction. The survey results will supply insight into potential areas to improve CalWORKs service delivery.

CLIENT SATISFACTION SURVEY RESOURCES

The CDSS developed the [Cal-OAR Client Satisfaction Survey website](#) to support CSS implementation. This website has a frequently asked question page to help county staff explain the CSS and address questions from survey recipients.

CalWORKs clients also have access to a frequently asked question (FAQ) webpage that explains the intent of the CSS. The webpage also provides the email address and

phone number for CalWORKs clients wishing to contact the CDSS Cal-OAR team with questions.

The CWD desk reference is attached to this letter.

STATEWIDE AUTOMATED WELFARE SYSTEM (SAWS) AUTOMATED REPORTS

The SAWS have programmed reports for CDSS' use in sending the CSS to clients who completed their respective CalWORKs WTW milestones. Additional work to fully automate these reports is ongoing. The continued work towards automating these reports does not impact the launch and ongoing delivery schedule of the CSS to CalWORKs clients. Below is the report logic built into the existing reports, which will continue to be reflected once SAWS reports are fully automated:

Report Logic

The demographic and contact information included in the report, as delineated in the report fields listed below, shall include phone number and/or email addresses for CalWORKs aided clients, who have opted-in to receive email or text messages and who have completed any of the following:

- WTW orientation,
- Signed first WTW plan,
- First SAR 7 due in the prior month
 - For WTW clients: SAR 7s to be due within 90 days of signing the first WTW plan
 - For CalWORKs, non-WTW, clients: First SAR 7 to be due approximately 6 months after cash aid has been granted.

For all services, clients must be in a CalWORKs Active status in the service month and in the report month. The Report Month is the month in which the report is issued. The Service Month is the month prior to the Report Month in which the services were completed.

Example: Report Month of May 2022 will include clients who completed services in April 2022.

Report Fields

- County code
- Customer Identification Number (CIN)
- Case #
- Service to have occurred within the service month:
 - WTW Orientation – include service types “WTW Orientation”, “Orientation/Appraisal”, and “Appraisal”
 - First WTW plan signed,

- First SAR 7 due
 - Date appointment completed
 - Phone number – Cell/Mobile
 - Phone number – Home
 - Email address
 - Preferred written language

County Welfare Department Requests for SAWS Report

CalSAWS counties may request a copy of the reports, detailing which clients in their county will receive an invitation to complete the CSS by emailing the Cal-OAR team at Cal-OAR@dss.ca.gov.

CalWIN counties have the survey report located in their SR: SR#661303.

Contacts

If you have any questions about this ACL, contact your Continuous Quality Improvement Specialist or the Cal-OAR main line at (916) 657-2128.

Sincerely,

JENNIFER HERNANDEZ
Deputy Director
Family Engagement and Empowerment Division

Attachments

cc: CWDA

CLIENT SATISFACTION SURVEY(CSS) DESK REFERENCE

The CSS was developed to help County Welfare Departments (CWDs) gather feedback from their clients on how to better serve them. Analysis of the CSS results must be reported by counties in their Cal-OAR CalWORKs County Self-Assessment (Cal-CSA) and CalWORKs System Improvement Plan (Cal-SIP).

This desk reference is intended to help county staff explain the CSS and address questions that they may receive from potential survey recipients. Contact your county CQI Specialist with any questions that are not addressed here.

Q1: What is the Client Satisfaction Survey (CSS)?

A1: The CSS evaluates California Work Opportunity and Responsibility to Kids (CalWORKs) client satisfaction during, approximately, 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: WTW Orientation, WTW Plan development, and the first SAR-7.

Q2: When are the Client Satisfaction Surveys anticipated to be distributed to clients?

A2: The CDSS anticipates sending the first surveys on May 24, 2022. The survey will capture client appointments that occurred in April 2022.

To minimize County Welfare Department workload and call center disruption, the CDSS will not send surveys during the first week or the last week of any month. The CDSS is also exploring additional support options to further mitigate county workload concerns following the launch of this survey. CDSS expects minimal workload disruption following the launch of the survey. More information will be shared soon as additional resources become available.

The CDSS will also allow clients to discuss CSS related questions by emailing the CDSS Cal-OAR team at Cal-OARCSS@dss.ca.gov or by calling the Cal-OAR main line at 916-657-2128. The CDSS Cal-OAR team will respond to all phone calls or email inquiries within 2 business days.

Q3: When will counties receive their survey responses?

A3: Counties will receive monthly individual-level survey results, as well as a quarterly report the first month of the following quarter, reflective of aggregate responses.

Q4: Where can I get a copy of the CSS report containing which clients will receive the invitation to complete the survey each month?

A4: CSS report requests may be sent to Cal-OAR@dss.ca.gov. CalWIN counties have the survey report data located in their SR: SR#661303. The SR data report will be available on the third Monday of each month.

Q5: Will there be a flyer developed for line staff to handout?

A5: There will be a flyer developed and distributed to CWDs with CSS information that may be shared with clients.

The flyer will include a link to the survey and a QR code for clients to access the survey from their phones.

Q6: Will counties receive a copy of the text and email messages that clients receive?

A6: Yes, CDSS will email a copy of the text message and email scripts to the CWDs. These scripts plus CSS Desk Reference are linked below:

- Client Satisfaction Survey Email and Text Script - **Coming soon!!!**

Q7: How will surveys be delivered to clients?

A7: The survey will be delivered through Survey Monkey via text or email. Clients will only receive text or email, not both.

Q8: How will counties receive their Client Satisfaction Survey (CSS) data?

A8: Counties will receive both individual-level and aggregate CSS data via encrypted email.