

CALWORKS OUTCOMES AND ACCOUNTABILITY REVIEW (Cal-OAR) CONTINUOUS QUALITY IMPROVEMENT (Cal-CQI) PROCESS



The Cal-CQI process is structured in **five-year cycles**, during which each County Welfare Department (CWD), in partnership with the California Department of Social Services (CDSS), peer counties, and stakeholders, will evaluate the CalWORKs program, implement strategies for improvement, and assess progress toward their goals. *The first Cal-OAR cycle runs from July 2021 through June 2026.*

Cal-CQI asks
“How are we doing?” and
“How can we do better?”

CWDs will submit the following **Cal-CQI Reports** each Cal-OAR cycle:

- CalWORKs County Self-Assessment (Cal-CSA)
- CalWORKs System Improvement Plan (Cal-SIP)
- Two (2) Cal-SIP Progress Reports

CalWORKs County Self-Assessment – *received in 2023*

CWDs will comprehensively assess their CalWORKs program, including:

- Analyzing county demographic information
- Describing agency characteristics (including infrastructure, partnerships, and resources)
- Describing the local **stakeholder engagement** process and feedback
- Analyzing the county’s Cal-OAR performance measures
- Describing and analyzing client engagement in barrier removal services

CalWORKs System Improvement Plan – *received in 2023*

CWDs will describe how they will improve their CalWORKs program, including:

- The Cal-OAR performance measures selected by the CWD for improvement
- The specific plan for improvement (i.e. improvement strategies and activities)
- A report on Peer Review activities – CWDs will engage in a **Cal-OAR Peer Review** to gain additional insight and technical assistance from other CWDs

Cal-SIP Progress Report – *received in 2023 and 2024*

CWDs will provide an update and bridge between the current and next Cal-OAR cycle, including:

- The status of strategies detailed in the Cal-SIP
- Successes and barriers in reaching performance goals
- Necessary adjustments to the strategies outlined in the Cal-SIP

For the reports, **CDSS will provide CWDs with a report template, pre-populated with demographic and performance measure data**, where applicable.