



# Helping Families to Overcome (H2O)

## Partnering to Build a Stronger Society- 2019 National TANF Summit

### WIOA and TANF Integration

Uncovering the benefits of blending funding through Interagency Services Agreements

September 2019





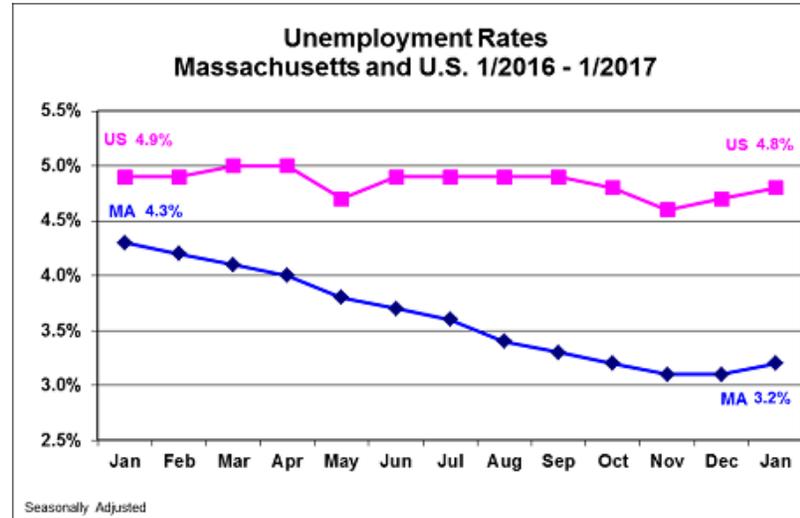
# MASSACHUSETTS EMPLOYMENT CONTEXT



"Whether it be through increasing the earned income tax credit to help 400,000 low income workers take more pay, or **through workforce skills development to help folks compete for better jobs**, the Baker-Polito Administration is working to bring economic independence to every corner of Massachusetts.

The Administration looks forward to continuing our work to provide a quality education **and more job opportunities across the Commonwealth** to make our state the best place to live, work, and raise a family and break the cycle of poverty in every zip code."

-- Governor Charlie Baker



**The Boston Globe**  
**Overlooked workers are finding it easier to land jobs**





# MASSACHUSETTS WIOA VISION STATEMENT



All Massachusetts residents will benefit from a seamless system of education and workforce services that supports *career pathways* for individuals *and families*, and leads to a more informed, educated, and skilled workforce, which meets the Commonwealth's businesses' demands and sustains a thriving economy.



# MASSACHUSETTS' WIOA APPROACH: "ALL IN"



The focus was on change-making conditions and not the minutia of WIOA.

## ***PARTNERSHIP & LEADERSHIP***

**CHOICE**



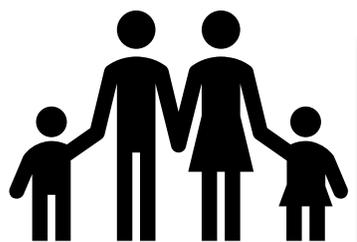
**TEAM**



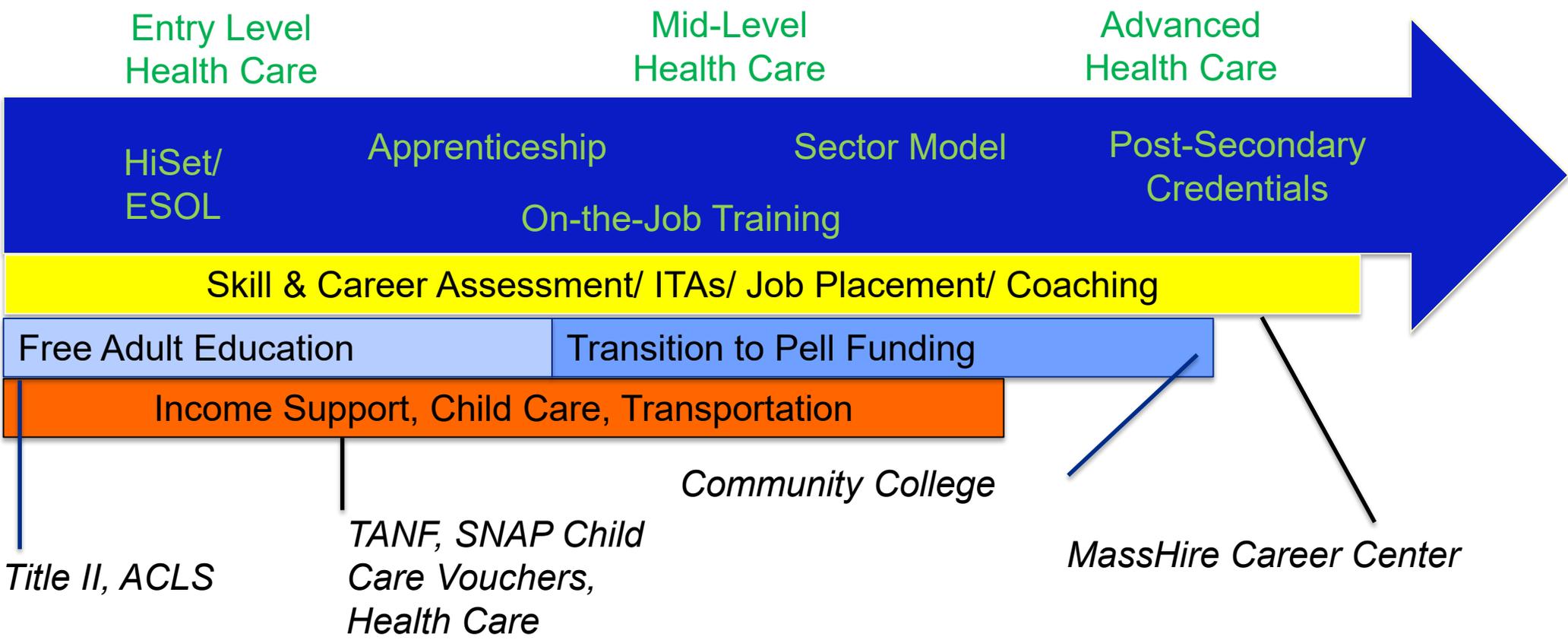
**TOOLS**



*A team is not a group of people who work together. A team is a group of people who trust each other.* - Simon Sinek



Person/Family





## LEVERAGING WIOA TO SUPPORT TANF AND SNAP CLIENTS



DTA is an essential partner in the state's efforts to meet labor market demand and to implement the Workforce Innovation and Opportunity Act (WIOA).

Since the submission of the first combined plan, DTA has been working closely with the Executive Office of Labor and Workforce Development (EOLWD) and the Department of Career Services (DCS) to implement a new, more integrated system of workforce development for DTA clients and others with significant barriers to work.

DTA's commitment:

- Meaningful pathways to work and economic mobility for low-income, disabled and chronically un/underemployed individuals/families; and
- Individuals and families with significant barriers are able to access the broader workforce system with the support needed to attain and sustain employment.



# LEVERAGING WIOA TO SUPPORT TANF AND SNAP CLIENTS WORK PARTICIPANT PROGRAM (WPP)



Department of Transitional Assistance pushed to create a **commitment to work differently** using resources for dedicated partnerships between DTA and Career Centers *focused on clients/families*.

- **Interagency Services Agreement (ISA)** to set expectations for collaboration, service delivery and performance (\$.5M in FY17, \$1M in FY18, 1M in FY19, \$1M in FY20):
  - **Satisfaction of WIOA** requirements for **shared** and **infrastructure costs**;
  - Increased partnerships between **DTA local offices and MassHire Career Centers** (referrals, co-location, co-case management);
  - Joint articulation of **career pathway models for low-income individuals**, including SNAP and TANF clients;
  - Increased DTA client engagement and participation at the Career Centers via **prioritization of TANF/SNAP recipients**; and
  - Increased DTA client **job placement and retention**.



# WORK PARTICIPANT PROGRAM (WPP) RESPONSIBILITIES UNDER ISA



## State Partners (DTA/DCS)

- **Jointly develop guidance** for use of funds, expected services to be delivered and outcomes to be achieved.
- **Review of local MOUs** to ensure alignment with the purpose and goals of the ISA.
- **Negotiate** shared and infrastructure costs/approach.
- **Develop and issue quarterly reports** on the number of referrals, types of activities and services provided.
- **DCS distributes and manages DTA funds** in support of the ISA.
- **DTA with DCS monitor** the delivery of services.

## Local Partners (DTA Offices/ Career Centers)

- **Designate staff from both systems** to work together on behalf of DTA clients.
- **Co-location of DTA staff at the Career Center** to provide support, information and resources to Career Center staff and DTA clients.
- **Cross training for all staff** the respective requirements of both systems.
- **Establishing formal client referral mechanisms**
- **Working jointly to address key challenges for DTA clients** to participate such as transportation and child care.
- **Working jointly to ensure that TAFDC and SNAP clients receive tailored services**, including job readiness, job matching, coaching and employment supports.



# WORK PARTICIPANT PROGRAM (WPP) PHASED-IN/DEVELOPMENTAL APPROACH



## FY17

- Establishing relationships and learning about each other's systems
- Cross training on basic system requirements
- IT system changes
- Co-location scheduling and logistics

## FY18

- Establishing referral processes and identifying "good" referrals
- Identifying core services to be delivered
- Establishing co-case management expectations
- Monthly data tracking and reporting

## FY19

- Formalizing referral processes
- Improving client match to services available
- Setting policy on core program elements
- Defining performance metrics and providing funding incentives
- Refining data tracking and reporting

## FY20

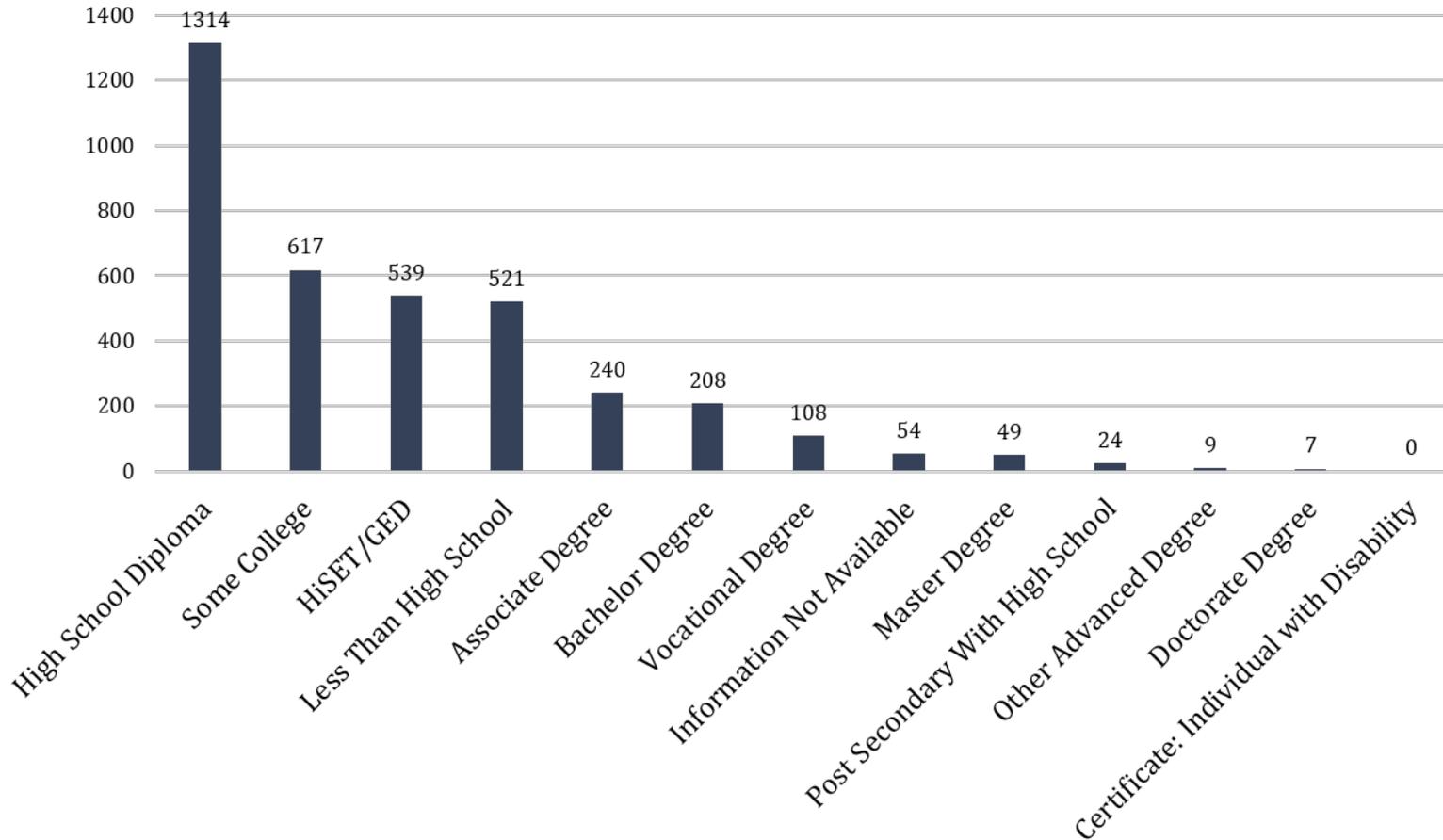
- Increase engagement, retention and wages
- Report wage outcomes/pay for performance
- Mentoring match-up with high performers and lower performers
- Seek client feedback on WPP experience



# WORK PARTICIPANT PROGRAM (WPP) WHO ARE WPP CUSTOMERS?



### WPP Shared Customers -- Education Level



- 22% have a license, certificate or vocational degree
- Average number of services received per client: 11
- Average time spent in program: 14 weeks
- Average wages and hours upon exit: \$14.36 at 26 hours per week



# WORK PARTICIPANT PROGRAM (WPP) ENROLLMENTS & EXITS



<b>Fiscal Year</b>	<b>Enrollments</b>	<b>Exits</b>	<b>Carryovers</b>
<b>FY18</b>	<b>1,944</b>	<b>1,882</b>	<b>257</b>
<b>FY19</b>	<b>1,349</b>	<b>724</b>	<b>882</b>
<b>FY20 (to date)</b>	<b>245</b>	<b>1</b>	<b>1,126 (Current active clients)</b>
<b>Totals</b>	<b>3733</b>	<b>2607</b>	<b>-</b>



## Broader Outcomes



Fiscal Year	Enrollments	Exits	Percentage Retained	Employment (Within FY)	Employment (Within 6 Months)	Percentage Placed	Percentage Placed (Within 6 Months)	Training Vouchers Issued
FY18	1944	1882	12%	871	770	41%	36%	160
FY19	1349	724	55%	959	597	60%	37%	97
FY20 (YTD)	245**	1	NA	100	74	9%	7%	7

\*Source: Combination of DCS's MOSES data system and DTA's Beacon Data Warehouse—data current as of 8/31/2019



Single point of contact at MassHire & DTA



Tailored orientation sessions



Cohort model programming



Co-case management process for referrals, client progress & reengagement



In-depth assessment and goal setting based on skills & interests



Supportive services provided by DTA



Utilizing job-readiness prep to teach & reinforce required work-based skills



Pathway to training & high wage careers

# Let's work together.

VOCATIONAL EDUCATION AND TRAINING • JOB SEARCH ASSISTANCE • POST EMPLOYMENT SUPPORT

Believing you can.

DEPARTMENT OF TRANSITIONAL ASSISTANCE

