


Post-Employment Services and Strategies for TANF Programs

August 2, 2017
1:00 – 2:30 PM EST



ADMINISTRATION FOR
CHILDREN & FAMILIES

Welcome

- James Butler, Family Assistance Program Specialist, Office of Family Assistance (OFA), Administration for Children and Families (ACF)



ADMINISTRATION FOR
CHILDREN & FAMILIES

Learning Objectives

- ❑ Consider strategies and resources for supporting TANF participants through their transition from work to self-sufficiency, learning about specific examples from state presenters.
- ❑ Review different approaches for determining eligibility and length-of-support for TANF post-employment services.
- ❑ Reflect on your own TANF program's approach to post-employment support, and whether and how the provision of ongoing assistance to former TANF recipients in low-wage jobs improves employment outcomes.



Presenters

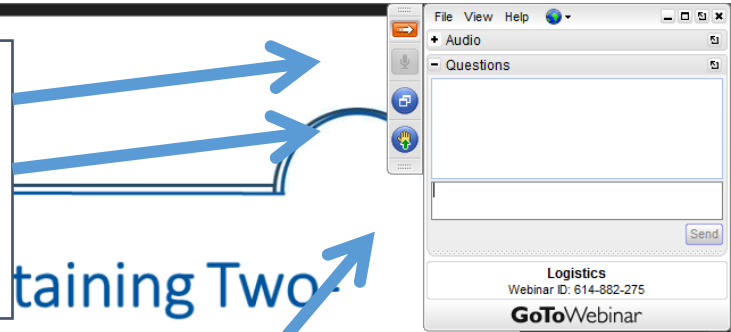
- ❑ *Dr. Pamela Loprest*, Labor Economist and Senior Fellow, Urban Institute
- ❑ Montana Department of Public Health and Human Services, Human and Community Services Division
 - *Jaime Palagi*, Administrator
 - *David Crowson*, Associate Administrator
 - *Stephanie Wilkins*, TANF Program Manager
- ❑ *David Stillman*, Assistant Secretary for Economic Services, Washington State Department of Social and Health Services



Webinar Logistics

To access or hide the control panel, click on the red arrow.

To place the screen in fullscreen mode, click on the square within the blue circle.



Sustaining Two-
Generation Community
Partnerships

To ask a question, press the plus sign next to "Questions," type into the text box, and then press send.



ADMINISTRATION FOR
CHILDREN & FAMILIES

Poll Question #1

- Does your TANF program currently offer post-employment services for TANF participants?

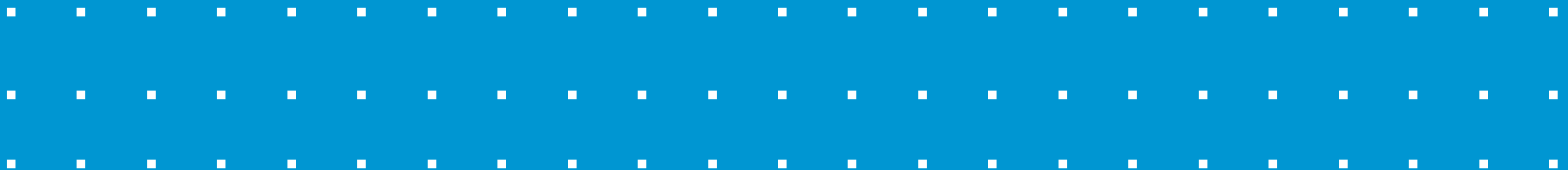




Post-Employment Supports and Strategies: The Research Context

Pamela Loprest

August 2, 2017



Why Post-Employment Supports Important?

- ❑ To move up from low-wage entry-level jobs
 - Research shows most of the jobs TANF recipients get are low-wage
 - Many TANF recipients have low skill levels
- ❑ To retain employment
 - Research shows high turnover in entry-level jobs
 - Research shows instability in low-skill workers' employment and TANF higher than others
 - WIOA programs use three-months as a performance milestone

Types of Post–Employment Interventions

- ❑ Wage subsidies
- ❑ Ongoing education and training
- ❑ Career navigation/counseling and supports
- ❑ Coaching/intensive case management
- ❑ Workplace retention services
 - Worksite visits
 - Peer support groups
 - Employer training/assistance
- ❑ Financial incentives
- ❑ Reemployment services/job advancement

Research on Intervention Impacts- Employment Retention and Advancement (ERA) Project

- ❑ DHHS funded 16 different program models in eight states from 2000-2003
- ❑ Evaluated using rigorous methods (RCT) with three to four year follow-up
- ❑ Mainly targeted current or former TANF recipients
- ❑ Implemented a range of post-employment interventions
- ❑ Positive impacts in three out of 16 sites

ERA - Three programs with positive impacts on earnings

- ❑ Provide financial Incentives: Monthly stipend (\$200) to those consistently worked 30+ hours per week and postemployment services by CBO
- ❑ Employment Services: Services to help participants find a better job while employed offered by for-profit private placement firm with strong employer ties
- ❑ Individualized services by CBO and community college including reemployment activities, career development services, referrals to education and training, life skills workshops, support services, and referrals to social services

Overall Employment Retention and Advancement (ERA) Findings

- ❑ Engaging individuals was a consistent challenge
- ❑ Rates of job loss were very high required more focus on reemployment services
- ❑ Need skilled staff to provide retention services
- ❑ Supporting employment stability is likely to be a more effective strategy than encouraging job stability
- ❑ Earnings supplements, tied to job retention, ideally coupled with job coaching, can promote sustained employment and advancement
- ❑ By themselves, counseling and referrals to services do not appear to increase employment retention and advancement

Research on Intervention Impacts- Low-Wage Worker and Retention Advancement (LWWR) Project

- ❑ Demonstrations in three sites offering career advancement and post-employment services
- ❑ Findings include:
 - Hard to recruit TANF volunteers for post-employment services
 - Can be difficult to engage employers as partners in employer-based retention services – easiest with employers with high turnover
 - Providing services for career advancement can be costly/intensive on staff time

Research on Transitional Jobs/Wage Subsidies

- ❑ Some evidence that they can affect employment longer-term, beyond the job itself
- ❑ Ongoing DOL and ACF evaluations

Current Evaluations Work on Career Advancement

- ❑ ACF and DOL funding evaluations of career pathways programs:
 - Provide post-secondary education and training in manageable steps leading to higher credentials and employment opportunities. Integrate promising instructional strategies, supports and employer connections.
 - Target a variety of populations including TANF
 - Can encourage advancement after/during entry-level work

Conclusions

- ❑ Some evidence of successful interventions
- ❑ Issues in getting individuals involved
- ❑ Need for staffing to carry out services
- ❑ Evaluations of some options are ongoing

Poll Question #2

- How does your TANF program connect participants to post-employment services? (Check all that apply)
- Our TANF program does not currently offer post-employment services.
 - We refer participants to partners off-site that can provide post-employment services.
 - We offer post-employment services on-site (may include having partners providing services on-site).
 - We offer post-employment services on-site, as well as, off-site at partner locations.





Montana's Post-Employment Program

Families are Stable, Able to Work and
Financially Secure

Montana's TANF Program Redesign

Elements of new model

- ▶ Client Advocacy
- ▶ Brokering and Referring of services
- ▶ Combined Cash and Non-Cash services into one package of services to provide support over time
- ▶ Bridge model for assessment, goal planning and tracking outcomes

Montana Bridge

Barrier Rating Scale	Family Stability								Employability					Financial Security	
	Food	Housing	Safety	Transportation	Physical and Mental Health	Child Education & Child Care	Child Health & Development	Social Supports	Legal	Education	Training	Employment Skills & Experience	Employment Status	Income	Financial Knowledge & Skills
absent/ minimal = 0	consistent access to nutritious food of choice without assistance	stable, safe, affordable, unsubsidized housing	no safety concerns for self and/or family	reliable transportation of own	health concerns or disabilities do not disrupt or limit employment; no health concerns	unsubsidized, quality child and out of school time care; progress in academics	children's physical, social, emotional, and behavioral needs are met	effective, healthy support system	legal issues do not limit or disrupt employment; no legal issues	obtained an AA degree or higher	obtained technical diploma or licensure	successfully using work experience and employment skills	permanent, stable employment with sufficient pay and benefits	stable income, has some spending money	able to manage complex personal finances
mild = 1	food purchase possible with SNAP and other resources	safe, affordable housing	limited safety concerns; effective safety plan	reliable transportation from others; public transportation	health concerns or disabilities occasionally disrupt employment	quality child and out of school time care; children attending school regularly	children engaged in age appropriate health and/or developmental supports	limited social supports	legal issues occasionally disrupt employment	obtained high school diploma or equivalent	obtained certificate or credential	gaining work experience and employment skills	employed; sufficient pay	income covers basic living expenses	able to manage basic personal budget
moderate = 2	completely dependent on free or low-cost food	temporary, transitional, or unaffordable housing	possible threats to safety; connected to community resources	unreliable and/or unaffordable transportation options	health concerns or disabilities limit and/or often disrupt employment	unsatisfactory child care; children not attending school regularly	connected to health and/or developmental resources	unreliable social supports	legal issues limit and/or often disrupt employment	attending high school or equivalent	attending certificate program or industry credential	limited work experience; basic employment skills	underemployed; insufficient pay	income does not cover basic living expenses	understands basic budgeting
high = 3	no access to purchase and/or prepare food	no housing; unsafe housing; threatened with eviction	unpredictable and/or unsafe conditions for self and/or family	no access to transportation	health concerns or disabilities prevent employment	children not enrolled in child care and/or school	unaddressed health and/or development concerns	no or unhealthy social supports	legal issues prevent employment	no high school diploma or equivalent	no training, certificate, or credential	no or negative work experience; no employment skills	unemployed	no income	personal budgeting difficulties; debts in excess of ability to pay
TANF Stability Threshold	food needs are met	housing is safe and affordable	family is safe	reliable transportation	health concerns stable	child and out of school time care available	children's health and development are supported	family is socially supported	legal issues not a barrier to employment	education supports employability	training supports employability	experience and skills support employability	employed with sufficient pay	income covers living expenses	basic financial understanding and management

Focus for today

- ▶ Post Employment Transition Program

New Post Employment Program

- ▶ Gradually decreasing benefit over 12 months
- ▶ No time clock
- ▶ Reduce the cliff effect
- ▶ Client Advocacy

Eligibility

- ▶ Be in receipt of TANF Cash
- ▶ Lose eligibility due to new or increased earned income and unearned income
- ▶ Report and verify income timely
- ▶ Have a current Employability/ Service Plan
- ▶ Meet all non-financial and financial eligibility requirements
- ▶ Not exceed 60 Months
- ▶ Compliance with Child Support Enforcement

Benefits and Services

- ▶ Auto enrolled
- ▶ Disregard 100% of Earned Income
- ▶ Employment counts towards participation (WPR)
- ▶ Child Care with \$10 co-payment
- ▶ Supportive Services, up to \$1250 per SFY
- ▶ 12 Months of transitional support
- ▶ Client Advocacy
- ▶ Work Pays Bonuses
- ▶ Monthly benefit

History and Outcomes

- ▶ July of 2008, Montana implemented a 3-month Post-Employment program
- ▶ August of 2016, Montana implemented the redesigned 12-month post-employment program
- ▶ Data model that supports outcome tracking based on activity type and referral model
- ▶ Employment at exit and wage data

Poll Question #3

- What type of post-employment services are available to TANF participants either through the TANF program directly or through partners that provide the services? (Check all that apply)*
- On-the-job education and/or training
 - Referral to community-based education and training resources
 - Additional career planning or counseling
 - Supportive Services to address barriers to long-term employment
 - Continuation of public assistance benefits (e.g., transitional assistance, child care, SNAP/food stamps)



Programs and Approaches Contributing to Success Post-Employment

David Stillman

Assistant Secretary, Economic Services Administration

WA State Dept. of Social and Health Services

Recognizing the Need

- Entering employment only the first step
- Retaining employment can be challenging
- TANF return and need for additional assistance more likely without foundation for success and supports along the way
- Individual and familial needs may not be immediately resolved by entry into employment
- Innovative approaches and leveraging resources key

Programs and Strategies

- WIOA and TANF partnership and alignment
- SNAP Employment and Training - Basic Food Employment and Training (BFET)
- SNAP E & T Pilot – Resources to Initiate Successful Employment (RISE)
- Limited English Proficiency (LEP) Pathway
- Employment Pipeline
- Systems to Family Stability Policy Academy - Pilots

WIOA and TANF

- Engaged and committed partnership
- WA State Combined Plan, Talent and Prosperity for all includes TANF and SNAP E & T
- Vision for integrated services resulting in client centered approach, from initial intake through entry into employment, career and wage progression

BFET Wages and Retention

- FFY 2015 :
 - Employment Rate: 61%
 - Median Wage: \$12.82/hr.

FFY	Avg. # of Women Working per Month	Avg. age	Avg. Wage/Mo.	Avg. # of Men Working per Month	Avg. age	Avg. Wage/Mo.
2015	1,488	33	\$ 885	712	35	\$ 959
2016	1,670	33	\$ 908	767	35	\$ 1,005

Source: EMAPS assignment number 3884, generated Aug. 24, 2016.

- FFY 2015 Retention Services

FFY	Exit	Cohort	After 2 Quarters			After 4 Quarters		
			Total Employed	Median Wages	Employment Rate	Total Employed	Median Wages	Employment Rate
2015	2014 Q4	2,925	1,716	\$11.86	59%	1,778	\$12.82	61%
	2015 Q1	3,019	1,884	\$12.20	62%	1,830	\$13.12	61%

⁸ Employment result four quarters after BFET exit, eMAPS Q520 report, generated Aug. 19, 2016.

RISE Goals

Washington's SNAP E&T Pilot:

Resources to Initiate Successful Employment – *RISE*

Goal--Fill the gap currently experienced by BFET participants who face multiple barriers and lack the needed work experience to obtain employment resulting in self-sufficiency.

Emphasis on:

- Barrier reduction through a standardized approach of comprehensive case management;
- Opportunities to sharpen personal skills through Strategies for Success (combined work/life skills training); and
- Offering SNAP recipients work-based learning activities.



The LEP Pathway Employment & ESL Services

Provides culturally and linguistically appropriated employment and ESL services for limited English proficient refugees and immigrants. Serves refugees and immigrants receiving public assistance (TANF, State Family Assistance, or Refugee Cash Assistance). Refugees who are not receiving cash assistance are eligible for services as long as they have resided in the U.S. for five years or less.

Participation and Outcomes	2016	2015	2014
Number of Unduplicated Participants	4,791	4,541	4,628
- Participating in Employment Services	3,731	3,675	3,784
- Participating in ESL Services	2,568	2,279	2,526
ESL Level Gains (Levels 1-6)	936	891	886
Entered Employment	1,834	1,734	1,661
Avg. hourly wage at job entry	\$11.35	\$10.69	\$10.40
Job Retention Services at 30 days	1,564	1,007	882
Job Retention Services at 90 days	1,216	1,150	975
Placement with Health Benefits	899	455	529

Programs and Service for Refugees & Immigrants in Washington State

Transforming Lives

Employment Services (LEP Pathway, ORIA-BFET, CLEVER)

- Employment assessments and pre-employment preparation
- Job search and employment placement
- Skills Training
- Volunteer and subsidized Work Experience opportunities

English Language Services (LEP Pathway, ORIA BFET)

- Levelled English as a Second Language Classes
- Employment Focused
- Intensive ESL with Life Skills Curricula

PRIME Program Promoting Refugees Integration, Mobility, and Empowerment

- Comprehensive Case Management
- Workshops on life skills and navigating systems
- Immigration Services

Special Populations Programs

- Refugee Elderly Services
- Refugee School Impact Grant
- Unaccompanied Refugee Minor Program

Health and Mental Health

- Health Screenings and Refugee Health Promotion Grant
- Refugee Mental Health Grants

Naturalization Services Program

- Application and Interview Assistance
- Civics and English Language Classes

Employment Pipeline

- Provide those clients not served well by traditional workforce development partners an opportunity to access employment and training opportunities
- Cultivate employer partnerships to expedite and streamline job placement opportunities for clients
- Leverage resources and provide linkages to training to increase the skills clients need to enhance employability and career progression
- Provide post-employment follow along and support to assist in job retention and progression

Post Employment Support

- 12-months post employment support to keep the participant employed
- Navigators contact clients on a monthly basis, and as needed for specific concerns
- Support employers and supervisors in resolving workplace concerns
- Assistance with benefits eligibility reviews and recertification
- Partner with Division of Child Support in case review and possible modification to balance financial obligations
- Financial Literacy discussions and or referrals
- Continued Education/Work Based Learning opportunities

Systems to Family Stability Policy Academy

- A strategic approach to leading changes in how we work with families on TANF
- Washington was one of 8 sites selected by the Office of Family Assistance in 2015 to participate in the national Systems to Family Stability Policy Academy
- Purpose - To identify and test innovative strategies to create a system that helps TANF families achieve and sustain self-sufficiency

Wenatchee Community Services Office

- Pilot approach includes a conversation between the staff and the parent exiting TANF. Together, they complete an exit plan called “My Success Plan.”

Career and Life Coaching

- A parent-centered, goal-setting coaching pilot focused to help parents take measurable steps towards a career with advancement potential and family-sustaining wages.
- Post TANF, parents felt comfortable to come back to check-in with or share wins with their coach.



Poll Question #4

As a result of this webinar, what is one thing you will do differently to strengthen the post-employment support for TANF participants?

Please enter your response in the chat box.



ADMINISTRATION FOR
CHILDREN & FAMILIES

Q&A



ADMINISTRATION FOR
CHILDREN & FAMILIES

Poll Question #5

What topics would you like to see in future webinars?

Please enter your response in the chat box.



ADMINISTRATION FOR
CHILDREN & FAMILIES

Additional Information

- OFA PeerTA website (<http://peerta.acf.hhs.gov>)
- Webinar transcript and recording
- Future webinar topics (peerta@icf.com)



Webinar Feedback

- Please remember to provide your feedback using the brief survey that will launch when the webinar ends.

