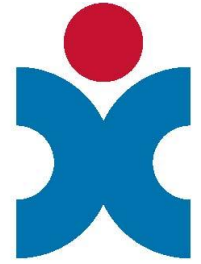




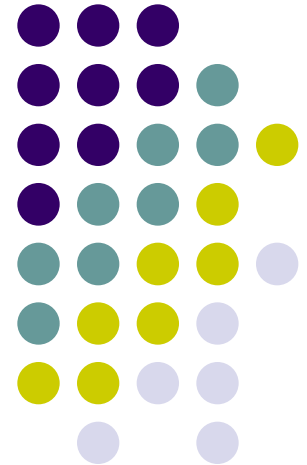
The District of Columbia's TANF Redesign:

A tiered service delivery model driven
by a Comprehensive Assessment

Deborah Carroll, Administrator, DHS/ESA



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HUMAN SERVICES

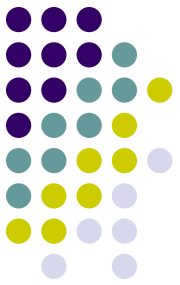


September 17, 2013

Imperatives to redesign DC's TANF program



- A growing TANF caseload
- “One-size fits all” TANF employment program
- Little attention to barriers to employment
- Families languished on TANF



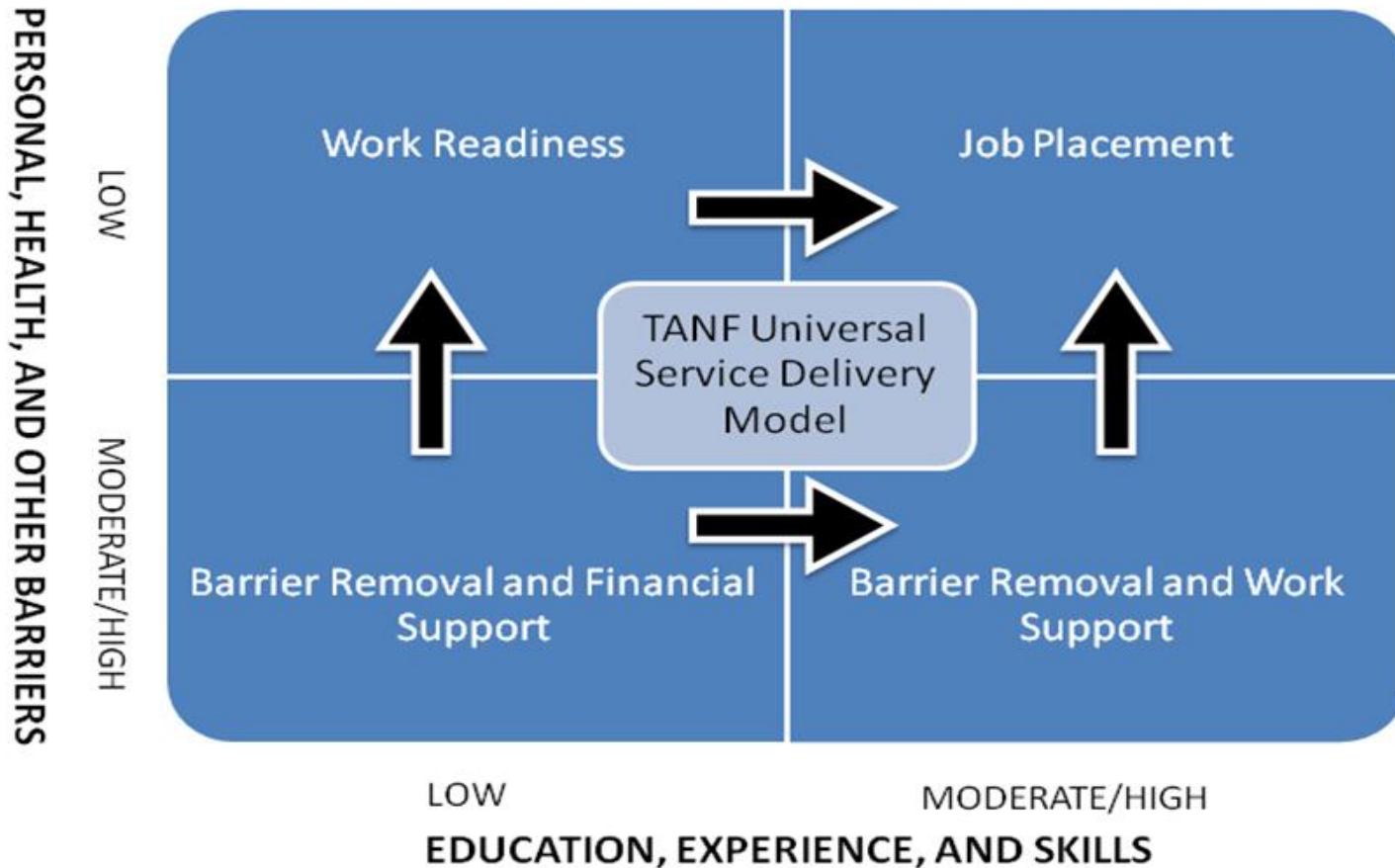
Goal:

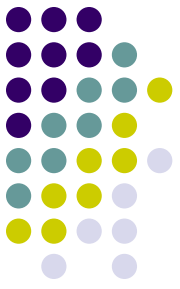
To create a tiered service delivery model which addressed the needs and barriers each individual customer and family.

Challenges:

To create a suite of service to meet the presenting issues *and*, determine which suite of services is most appropriate for each respective customer

4-tiered segmentation incorporates work readiness and barriers

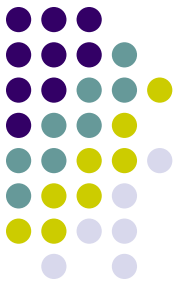




Elements of the Assessment

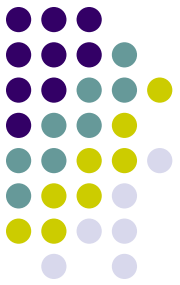
- Determine our needs – what is the purpose of the assessment
- Identify the appropriate tool
 - Talk to our data systems
 - Make technical modifications to the tool
 - Monitor the logic

Education, skills, and work history determine work readiness

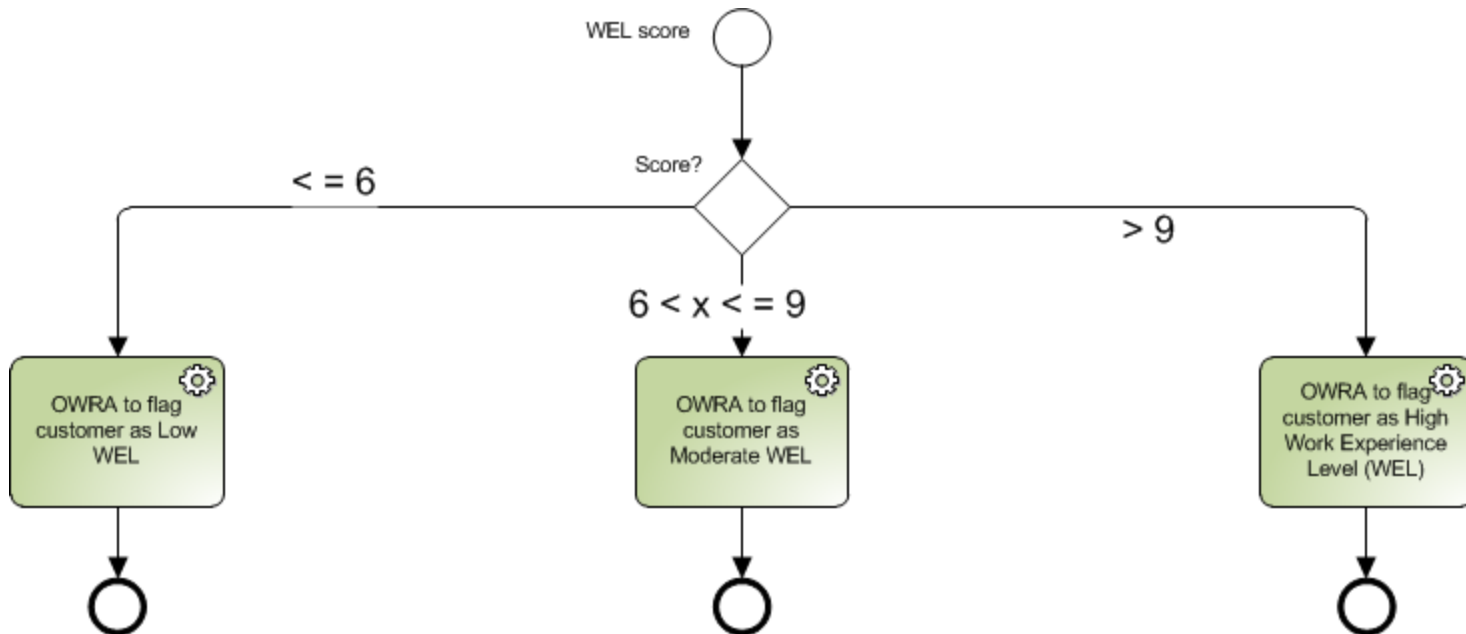


Work Experience Level	Low	Work ready	Not work ready	Not work ready
	Moderate	Work ready	Potentially work ready	Not work ready
	High	Work ready	Work ready	Work ready
		High	Moderate	Low
		Educational Attainment Level		

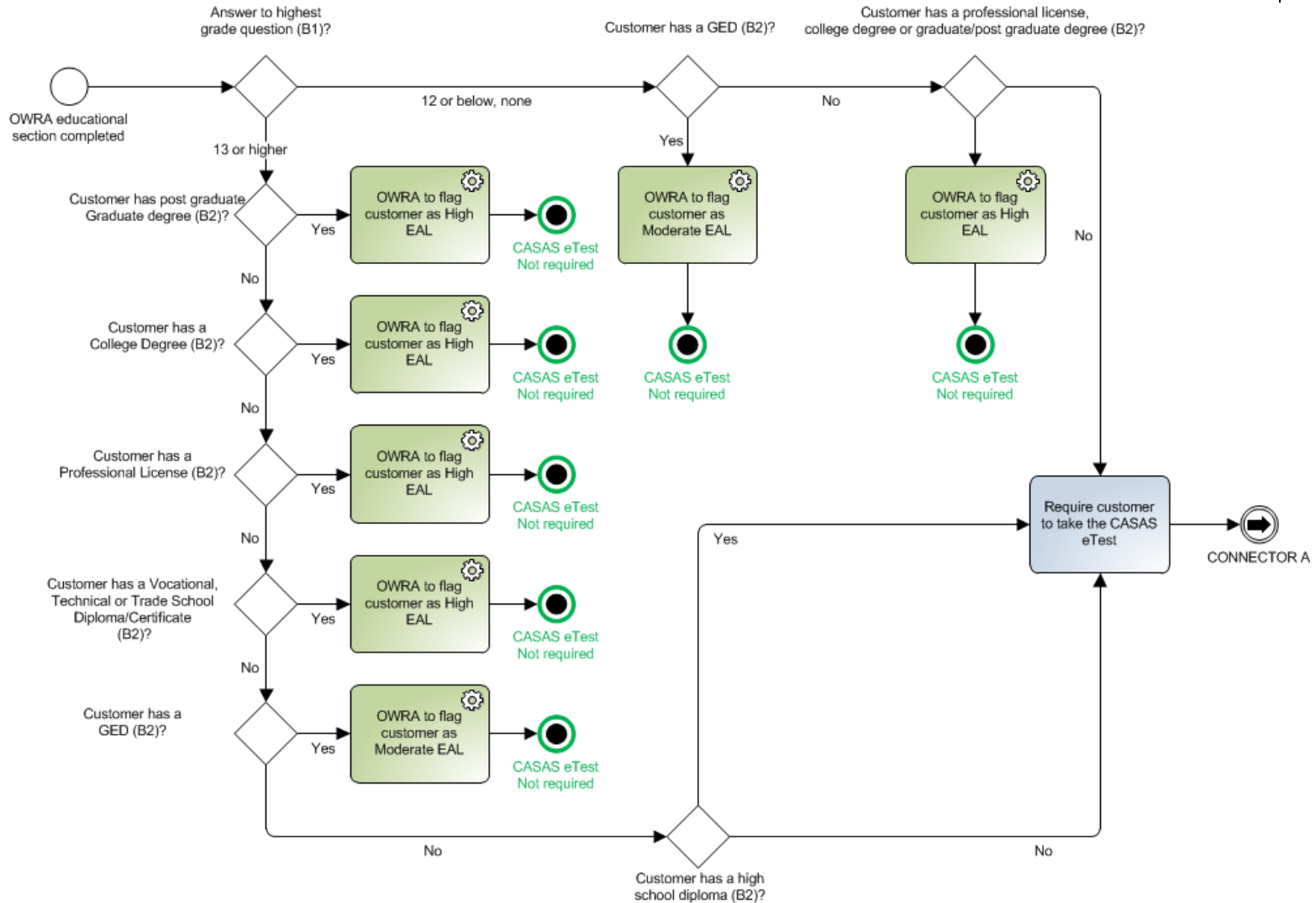
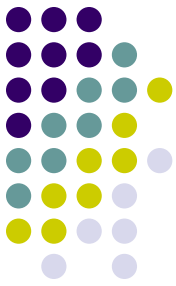
Work Experience Level is based on work history



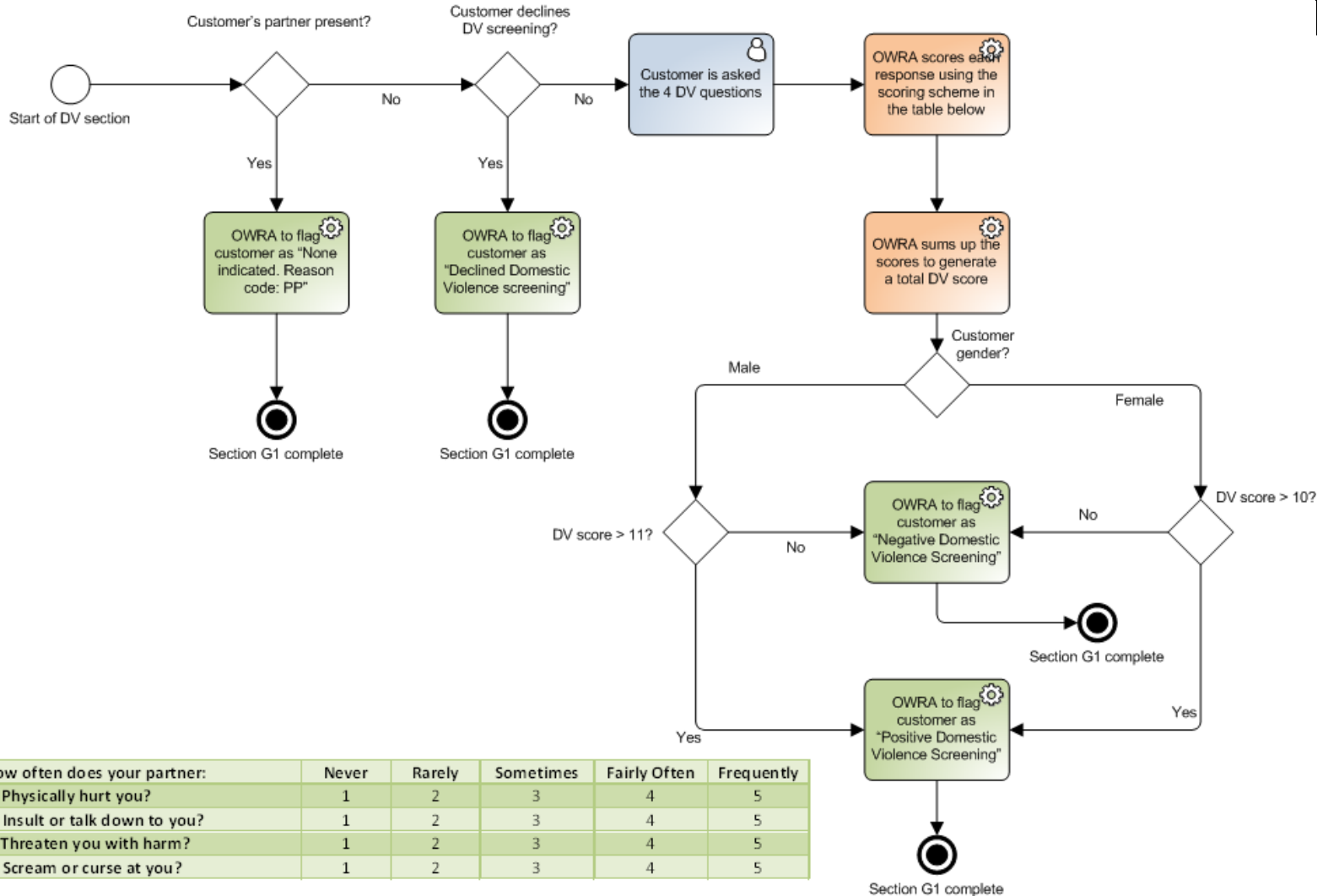
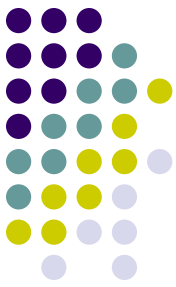
Cumulative length of customer's work experience	End date of most recent work experience	Average length of customer's work experiences	Points assigned
> 60 months	Currently employed	> 12 months	4
24 months < x <= 60 months	Ended in the last 6 months	6 < x <= 12 months	3
12 months < x <= 24 months	Ended in previous 7-24 months	3 < x <= 6 months	2
0 < x <= 12 months	Ended in previous 25-60 months	0 < x <= 3 months	1
Never held a paying job	Ended over 60 months ago or never held a paying job	Never held a paying job	0



Educational Attainment Level is fine-tuned using CASAS



Screening for other barriers using well-tested, highly predictive tools



How often does your partner:	Never	Rarely	Sometimes	Fairly Often	Frequently
a. Physically hurt you?	1	2	3	4	5
b. Insult or talk down to you?	1	2	3	4	5
c. Threaten you with harm?	1	2	3	4	5
d. Scream or curse at you?	1	2	3	4	5

Identification of personal barriers trigger in-depth assessment



#	SECTION	INDICATOR	RECOMMENDED ACTION
1	Demographics	Customer is a teen parent	Refer customer to TPAP
2	Demographics	Customer is 60 and over	Offer to process exemption. Explain customer can voluntarily participate while exempt
3	Demographics	Customer is a single custodial parent with a child under 12 months	Offer to process exemption. Explain customer can voluntarily participate while exempt
13	Employment/Education	Customer is deemed work ready	Refer customer to a Job Placement Service Provider
14	Employment/Education	Customer is deemed potentially work ready	Refer customer to a Job Placement Service Provider OR Work Readiness and Placement Service Provider
15	Employment/Education	Customer is deemed not work ready	Refer customer to a Work Readiness and Placement Service Provider
16	Education	Customer may have learning disabilities	Employment service provider to complete learning disability inventory and make educational accommodations
17	Education	Customer may have learning disabilities and has an educational functioning level equal or less than grade 7	Refer customer to APRA for psychological evaluation
26	General Health	Customer may be in her 2 nd or 3 rd trimester of pregnancy	Offer to process exemption. Explain customer can voluntarily participate while exempt
27	General Health	Customer may have a health challenge to working	Offer to process exemption/POWER enrolment. Explain customer can voluntarily participate while exempt
28	Mental Health	Customer is likely to be well	Informational purposes only
29	Mental Health	Customer is likely to have a mild disorder	Informational purposes only
30	Mental Health	Customer is likely to have a moderate mental disorder	Refer customer to DMH for in-depth mental health assessment
31	Mental Health	Customer is likely to have a severe mental disorder	Refer customer to DMH for in-depth mental health assessment
32	Substance Abuse	Customer declined alcohol and substance abuse screening	Informational purposes only
33	Substance Abuse	High Substance Disorder Score	Refer customer to APRA for in-depth substance abuse assessment
34	Substance Abuse	Moderate Substance Disorder Score	Refer customer to APRA for in-depth substance abuse assessment
35	Substance Abuse	Low Substance Disorder Score	Informational purposes only

Custom PDF reports summarize assessment results and outcomes



questionnaire.pdf - Adobe Acrobat Professional

assessment.pdf - Adobe Acrobat Professional

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
ECONOMIC SECURITY ADMINISTRATION
TANF COMPREHENSIVE ASSESSMENT

DC | DEPARTMENT OF HUMAN SERVICES

Assessment Overview - continued
For [REDACTED]

INDICATORS AND RECOMMENDED ACTIONS

Assessment Section	Indicators	Recommended Action
Demographics	Customer is a single custodial parent with a child under 12 months	Offer to process exemption. Explain customer can voluntarily participate while exempt
Substance Abuse	High Substance Disorder Score	Refer customer to APRA for in-depth substance abuse assessment
Education	Customer's Educational Attainment Level is High	Informational purposes only
Mental Health	Customer is likely to be well	Informational purposes only

8:29 AM
4/28/2013

Reports and assessments tracked in a case management system



Case 00 [REDACTED]

Orientations

	#	Date	Status	Site
Edit	1	12/3/2012	Completed	OWO @ 2100 MLK

[Create New Orientation](#)

Core Assessments

	#	Date	Status	Assessed By	Site	Assessment Overview	Assessment Questionnaire
Edit	1	12/3/2012	Completed	McQueen, Kimberly	OWO @ 2100 MLK	View	

[Create New Core Assessment](#)

CASAS Assessments

No CASAS assessments were found for this customer.

[Create New CASAS Assessment](#)

Specialized Assessments

No specialized assessments were found.

[Create New Specialized Assessment](#)

Eligible Exemptions

No eligible exemptions found.

In-depth assessments or service referrals after upfront screening



Goals, Strengths and Barriers

Goals and aspirations:
M█████ is interested in obtaining her GED. Customer would like to work in security , food services, and/or housekeeping.

Strengths and skills:
Cusotmer enjoys working with people, completing housekeeping tasks, and she has experience working in security.

Barriers to employment and self-sufficiency:
Customer does not have a high school diploma or GED.

Work Participation Requirements

TANF required hours: As per DHS Requirement
Required Hours: 30.00

Next Steps

Steps that the customer must take:

- Complete orientation
- Complete core assessment
- Complete CASAS assessment
- Complete specialized assessment
- Submit documentation to DHS to support his or her exemption claim(s)

Steps that DHS must take:

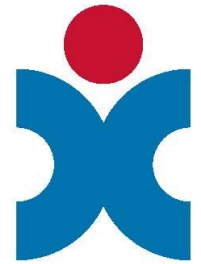
- Assign customer to one or more service providers
- Submit an exemption request on behalf of the customer

Recommended Service Providers:

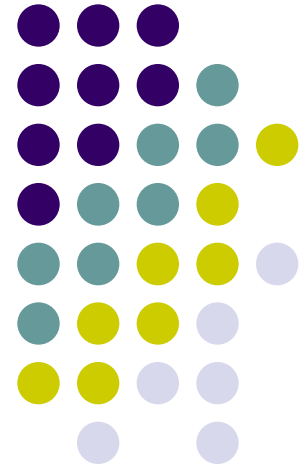
Level	Service Provider Type	Name
Primary	Work Readiness	GRANT ASSOCIATES - WRSP



Thank you



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September 17, 2013