



U.S. Department of Health and Human Services
ADMINISTRATION FOR
CHILDREN & FAMILIES



Environmental Scan: Referrals

A representative from OFA's Region I-IV would like to know how States use federally-funded programs to meet family needs that they cannot address within an agency (e.g., specific co-enrollment type strategies). ***The OFA PeerTA Network conducted an environmental scan of programs in the field, which are listed below.***

- Coordinating Employment Services across the TANF and WIA Programs (<https://peerta.acf.hhs.gov/content/coordinating-employment-services-across-tanf-and-wia-programs>), a report on a 2011 study of coordination between the Temporary Assistance for Needy Families (TANF) and Workforce Investment Act (WIA) programs by the Office of Planning, Research and Evaluation within the Administration for Children and Families, U.S. Department of Health and Human Services, explores the supports, strategies, and considerations that influence coordination between TANF and WIA within selected locations across the country.
- Chapter 3 (TANF Referral Processes) of the Economic Security Administration (ESA) Policy Manual of the D.C. Department of Human Services (<http://dhs.dc.gov/page/chapter-3-tanf-referral-processes>) provides operations staff with clear, consistent policy standards for providing services to TANF applicants/recipients and describes the support service referral process. It states that based on information from the Preliminary Assessment, the Combined Application, and information gathered by the caseworker during the initial intake interview, recertification, or other customer contact, the caseworker will determine whether the applicant/recipient needs referrals to other service providers.
- Under the Oklahoma Department of Human Services (DHS), the Aging & Disability Resource Consortium (ADRC) Initiative (http://www.oksenate.gov/Committees/Cmte_Meeting_Notices%20-%202015/FY'15-DHS-Mission%20and%20Governance.pdf) was established to provide Oklahomans age 60 and older and Oklahomans of any age with a physical, intellectual or developmental disability, regardless of income, with a “no wrong door (NWD)” system for information and person centered counseling regarding long-term services and supports. One aspect of the ADRC initiative includes a management information system which allows information/data to flow with a client from the initial person centered plan through follow-up, as well as a public website with a searchable database of specialized resources serving the aging and disabled populations. Also under DHS, Child Support Services (CSS) establishes referral networks for customers with community agencies and services.
- The Peer Technical Assistance (TA) Network responded to a technical assistance (TA) request from the Connecticut Department of Social Services in June and July 2014 and provides information on this TA request in a Summary of Structured Calls on TANF Service Delivery Restructuring, Connecticut Peer TA Request #230, 2014 (<https://peerta.acf.hhs.gov/content/connecticut-peer-ta-request-summary-structured-calls-tanf-service-delivery-restructuring>). Connecticut’s request focused on understanding how



other states have restructured or redesigned their Temporary Assistance for Needy Families (TANF) service delivery, intake process flows, participant engagement, and service coordination. Eight states (California, Colorado, District of Columbia, Hawaii, North Carolina, South Carolina, Washington, and Wisconsin) identified as having recently restructured various components of their TANF programs engaged in conversations with PeerTA staff on their processes, procedures, lessons learned, and other information, including assessment, engagement of participants, case management, and service coordination.

- The Louisiana Department of Social Services has a “No Wrong Door” (NWD) Initiative (<https://peerta.acf.hhs.gov/upitoolkit/content/no-wrong-door>), which emerged from a 2003 Louisiana legislative act, with the goal of improving client services with access to multiple State agency assistance programs through a single point of entry, integrated screening and referral, and multiagency case management. NWD is being piloted in a limited capacity within DSS in two parishes. Program goals are supported by the development of the ACCESS (A Comprehensive Enterprise Social Service System) electronic case management system.
- The County No Wrong Door Feasibility Study report (http://www.hfwcny.org/Tools/BroadCaster/Upload/Project328/Docs/Final_Report_on_NYSA_C_s_No_Wrong_Door_Feasibility_Study_2012_11_2_2_KM.pdf) discusses states with No Wrong Door policies, which include: Washington State, South Carolina, and Humboldt County, California.
- A January 2015 report (<https://peerta.acf.hhs.gov/content/coordinating-employment-services-across-tanf-and-wia-programs>) from the Office of Planning, Research and Evaluation (OPRE) analyzes how states are coordinating employment services across Temporary Assistance for Needy Families (TANF) and Workforce Investment Act (WIA) programs. The report highlights how TANF and WIA programs provide employment and training services, both separately and in coordinated efforts, in 8 different states (California, Connecticut, Florida, Iowa, Minnesota, New York, Texas, and Utah). OPRE notes that there are several different administrative structures for the delivery of employment and training services to TANF participants. For example, in California, Minnesota, and New York, the state TANF agency administers TANF employment services with contracts being locally determined, while in Connecticut, Florida, Iowa, and Texas, the state WIA agency administers funds for TANF employment services programs. In Utah, the same state and local agency administers TANF and WIA. The report explains the many benefits of increased coordination between TANF and WIA, where possible, in the provision of employment services to TANF participants. WIA, for example, brings the added benefits of access to services within American Job Centers (AJC) such as job search resource rooms and workshops to enhance job search and job readiness skills, access to business services and job development staff within AJCs, use of labor market information to guide employment and training decisions, and an increased level of individualized career counseling services. The table below gives an overview of each state’s service delivery approach for TANF employment services from the report:

Coordinating Employment Services Across the TANF and WIA Programs,
OPRE Report 2015-04, January 19, 2015

	California	Connecticut	Florida	Iowa
Level of contracting with TANF employment services (ES) providers	Local: County Department of Human Services to providers	Local: Local Workforce Investment Board (LWIB) to providers	Local: LWIB to providers	State: Iowa Workforce Development (IWD) to 7 territories
Number of contracts	One agency with 3 subcontractors	Department of Social Services (DSS North)-- One for TANF ES; (DSS South)--One for core services	None, provided in-house	6
Type of provider	Nonprofit agencies	(DSS North)--Private, nonprofit or for-profit agencies; (DSS South)-- Community action agency	Public-private partnership entity	Community colleges (5); Council of Governments (one); in-house with IWD (one)
TANF ES provider same as American Job Center (AJC) operator	No	Yes	Yes	Yes
	Minnesota	New York	Texas	Utah
Level of contracting with TANF ES providers	Local: County Department of Human Services to providers	Local: City Human Resources Administration to providers	Local: LWIB to providers	Not applicable; programs run by state
Number of contracts	Hennepin County--18 Stearns County--One	11 contracts with 7 vendors (some serve several areas)	One	Not applicable
Type of provider	Hennepin County--Private, mostly nonprofit agencies Stearns County--Public-private partnership entity	Private, nonprofit or for-profit agencies	Private, for-profit agency	Not applicable
TANF ES provider same as AJC operator	Hennepin County--No Stearns County--Yes	In some cases, but TANF services are not in AJC	Yes	Yes