



TANF Works!

TANF/WIOA
COLLABORATION SERIES
2019 - 10

Nevada

TANF/WIOA COLLABORATION

Since the passage of the Workforce Innovation and Opportunity Act (WIOA) in 2014, many state Temporary Assistance for Needy Families (TANF) and workforce system leaders have focused efforts to coordinate client services serving low-income or vulnerable populations. WIOA makes TANF a mandatory partner unless the Governor opted out. Coordination efforts are meant to improve service delivery and reduce duplication.

FIGURE 1: Nevada Map



----- **Nevada** has a comprehensive one-stop career center (American Job Center) in Las Vegas within the southern WIOA local area, which houses all core WIOA programs (WIOA Adult, Youth, Dislocated Worker, Adult Education, Vocational

Rehabilitation, and Wagner-Peyser employment services). A second comprehensive center in Nevada's northern WIOA local area opened in 2018. Many of Nevada's affiliate centers are housed within public libraries and other community locations.

This brief highlights emerging TANF and WIOA agency collaboration practices among TANF and the American Job Center in Nevada to better align their services:



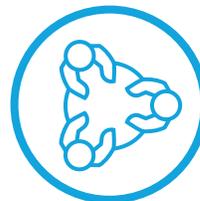
Joint Service Delivery

by using a common referral process, connecting workforce customers to TANF, and providing job preparation for TANF participants



Resource Sharing

through co-location and expanding settings for service delivery



Shared Learning

through designing integrated data systems and exchanging information among managers and front-line workers

Local Services Overview

Nevada's TANF program offers cash assistance to low-income families with dependent children, including relative caregivers. Work-eligible adult recipients participate in the New Employees of Nevada (NEON) program, which provides job readiness and vocational educational activities. NEON connects participants to adult education providers, community colleges, or WIOA-funded employment and training services. The TANF program also offers employment supports such as assistance with transportation costs and referrals to treatment or shelter services.

WIOA services offered to job seekers statewide include adult basic education, job search assistance, occupational training, and employment supports. Nevada's WIOA implementation process started in 2015, led by a planning team that included TANF administrators from the Division of Welfare and Supportive Services (DWSS). Nevada's unified state plan identifies goals for integrating TANF services with WIOA services.



JOINT SERVICE DELIVERY

Partners at the American Job Center (AJC) collaborate to connect customers to job readiness, educational, and training opportunities.

Using a common referral process. The AJC operator has developed a common cross-program referral system with its partners, including TANF. Launched in 2018, staff make referrals to partners via a standardized form that is sent by email. The partner site can edit the referral to add more information and updates, including outcomes.

Providing job preparation for TANF participants. The AJCs offer a setting for DWSS to deliver its two-week job preparation and job-search program, Working in Nevada (WIN). Offered to employment-ready NEON clients, WIN focuses on job readiness, job search, community work experience, on-the-job training, and vocational education activities. Participants graduate from the program with appropriate interview attire, a master job application, a professionally assisted resume, knowledge of up-to-date job search, and interview techniques. WIOA staff co-lead the classes in the comprehensive center. WIOA business services staff assist with mock interviews, and WIOA staff help connect graduates to prospective employers.

Connecting workforce customers to TANF and other benefit programs. The DWSS staff assigned to the comprehensive AJC help income-eligible workforce customers enroll in TANF, SNAP, Medicaid, and Nevada's subsidized child care program. The DWSS staff can perform on-site verification of eligibility for benefits,

application processing, and issuing of employment-related supportive services.

“ Now we think in terms of what we call ‘customer-service beyond the case.’ Once we have established benefits and helped secure employment, what else can we offer? What can we offer that may not have to do with welfare? How can we help get you that information?

- AN AJC TEAM MEMBER

Connecting underemployed customers to education and training, and students to supports. In Nevada's WIOA state plan, the Nevada Department of Education (NDE) identified adult basic education as a high priority for both WIOA core partner customers and TANF recipients. Local workforce and TANF staff cite this as a chief barrier for underemployed participants. Both the AJCs and NEON help connect low-skilled adults with WIOA educational services. DWSS coordinates efforts with school districts, community colleges, WIOA-funded agencies, and other providers for literacy testing, classes, and GED testing of NEON participants. NEON staff publicize and facilitate connections to Title II programming. In turn, Title II provider connect their students to TANF and other DWSS benefits and services. NDE promotes cross-training and warm hand-offs between agencies and the AJCs.



Matching NEON participants to training opportunities. DWSS provides referrals to community colleges and other WIOA-funded partners' vocational training services. DWSS at the comprehensive center collaborate with WIOA staff to assess and refer participants to pre-apprenticeships, registered apprenticeships (less commonly), occupational skills training, or options leading to industry-recognized certificates, licenses, and certifications for occupations across Nevada's key industry sectors.

“ To help customers get to [self-sufficiency], we'll do pretty much whatever we need to do. If they come back and need more help, then we'll give them more help.

- A TANF TEAM MEMBER



RESOURCE SHARING

Co-location and affiliate centers allow Nevada to deliver WIOA and TANF services in more settings.

Co-locating TANF staff in WIOA career centers. Nevada is offering some TANF services within workforce system career centers. DWSS workers at two comprehensive AJCs (one in Southern Nevada and one in Northern Nevada) provide employment services and case management to TANF and Supplemental Nutrition Assistance Program (SNAP) recipients who are enrolled in each program's mandatory employment programs (NEON and SNAP Employment & Training, respectively). Within these centers, DWSS can help register NEON and SNAP participants in the EmployNV system, refer participants to job openings, and refer eligible participants to WIOA Title I Employment and Training services and Title II Adult Education services. All center customers, including NEON participants, are screened for Title I eligibility. Additionally, many NEON participants are referred to Title II Adult Education services.

Offering both WIOA and TANF services in more settings.

DWSS workers are assigned to several affiliate centers. As part of an innovative partnership with local library districts, many of Nevada's affiliate centers are housed within public libraries and other community locations for easy access. Both TANF and WIOA administrators view the affiliate centers as offering more conveniently located career development services for their enrolled participants; they also market and connect customers to the wider array of programs and services available throughout the local workforce system. Many affiliate host sites also offer rent-free space to the center staff, reducing operating costs. DWSS administrators have created a dedicated outreach team to enroll more TANF-eligible customers from other non-traditional points of entry, such as community colleges, non-government social service agencies, health care providers, and criminal justice service providers.

Co-locating WIOA staff in a TANF office and co-enrolling TANF recipients in WIOA. One of the AJC affiliate centers in Las Vegas is itself a DWSS office. A WIOA worker is stationed here and serves both TANF and non-TANF customers. Initially, most customers receiving WIOA services at this site were not TANF recipients. Over time, the caseload has shifted to include more TANF recipients, which has led to an increase in TANF-WIOA co-enrollment in this location.



SHARED LEARNING

Frequent cross-program interactions and data tracking have streamlined collaborative practices.

Exchanging information among managers and among front-line workers. DWSS and comprehensive center managers meet regularly to discuss collaborative practices, and the DWSS worker assigned to the center helps manage cross-partner referrals, co-enrollments, and participant tracking across programs. The center hosts frequent "mini-trainings" for front-line staff and managers, during which partner program representatives discuss new or updated services, needs, and accomplishments. These two-hour sessions are scheduled as both morning and afternoon sessions, so that as many program representatives as possible can join. TANF and WIOA front-line staff regularly interact and work closely at the comprehensive AJC. Local WIOA administrators view this as a template for cross-partner interactions at the affiliate centers, once DWSS staff are co-located at those sites.



Designing integrated data systems. Currently, statewide TANF and WIOA data systems are not integrated; special data processing is required to compile any cross-program data on shared participants. In 2016, Nevada began designing an upgrade to management information systems to provide a single system for employment services and employment-related case management, which would include an integrated common intake system, universal assessment, case management, and service-tracking system. In the meantime, cross-program data are shared monthly among administrators and program managers. For tracking individual participants' program activities, TANF staff currently must enter data across multiple systems. However, AJC partner administrators encourage staff to use as many features as possible within the existing EmployNV system. The goal is to support cross-program tracking in the short term and begin establishing common vocabulary among case managers across multiple programs.

TANF and WIOA Eligibility and Services in Nevada

TANF. The Nevada TANF program serves approximately 25,500 low-income families with dependent children. In a given month, between 5,000 and 7,000 of these recipients are work-eligible adults who must participate in the New Employees of Nevada (NEON) program, which focuses on job readiness, job search, community work, on-the-job training, and vocational education activities (SEE TABLE 1).

NEON can support postsecondary credentials for participants based on their job readiness assessment results and career path. Due to the 12-month limitations on vocational

education activities, NEON focuses on educational and skill development in short-term certificate or licensure programs, rather than longer-term degree programs. TANF can pay directly for tuition, testing, license fees, tools, and uniforms. The program also provides employment supports; about half of these supportive services dollars are spent on transportation needs such as bus passes, gas, car repairs, and car insurance. Other available services include financial coaching (by specially trained TANF staff in select locations, funded by a separate grant); case management by licensed social workers; and referrals to contracted providers of health, treatment, and shelter services (e.g., for smoking cessation, behavioral health, or domestic violence issues).

TABLE S.1: Nevada TANF Snapshot

	<p>TANF Cash Assistance is Called:</p> <p>TANF New Employees of Nevada (NEON) employment program for non-exempt adults</p>	 <p>Management Information Systems:</p> <p>Application Interface for Customers: Access Nevada</p> <p>Intake and Eligibility: Nevada Operations of Multi-Automated Data Systems (NOMADS)</p> <p>Case Management: Online Automated Self-Sufficiency Information Systems (OASIS)</p>			
<p>AVERAGE NUMBER OF RECIPIENTS PER MONTH FY2017^b</p> <table border="0"> <tr> <td data-bbox="186 1050 357 1239">  23,929 Adults & Children </td> <td data-bbox="462 1050 633 1239">  9,402 Families </td> <td data-bbox="714 1050 860 1239">  5,871 Adults </td> </tr> </table>		 23,929 Adults & Children	 9,402 Families	 5,871 Adults	 <p>STATE DEPARTMENTS</p> <p>Nevada Department of Health and Human Services (DHHS)</p> <p>Division of Welfare and Supportive Services (DWSS)</p>
 23,929 Adults & Children	 9,402 Families	 5,871 Adults			
 <p>\$1,447 Maximum Monthly Earnings Threshold for Family of 3^c</p> <p>\$383 Monthly Cash Benefit for Family of 3 With Shelter Provided at No Cost^c</p> <p>\$44m Federal TANF Block Grant Amount, ANNUAL^d</p>					

SOURCES: (a) *A Descriptive Study of County- versus State-Administered Temporary Assistance for Needy Families Programs* (https://www.acf.hhs.gov/sites/default/files/opre/county_tanf_final_report_submitted_to_acf_b508.pdf); (b) *TANF Caseload Data 2017* (<https://www.acf.hhs.gov/ofa/resource/tanf-caseload-data-2017>); (c) *Temporary Assistance for Needy Families (TANF): Eligibility and Benefit Amounts in State TANF Cash Assistance Programs* (<https://fas.org/sqp/crs/misc/R43634.pdf>); (d) *State of Nevada Department of Health and Human Services Budget Hearing, Division of Welfare and Supportive Services (March 2, 2017)* (<https://www.leg.state.nv.us/App/NELIS/REL/79th2017/ExhibitDocument/OpenExhibitDocument?exhibitId=27175&fileDownloadName=2018-2019%20Budget%20Presentation%20DWSS%20V9.1.pdf>)

WIOA. There are two WIOA local areas designated in Nevada: one serving Las Vegas and surrounding communities in southern Nevada, and one serving northern Nevada. The principal WIOA services include labor-exchange/job search assistance, individualized career services, work readiness preparation, adult basic education, and occupational skills

training (SEE TABLE S.2). Some WIOA-funded programs also offer supportive services such as child care, transportation, tools and equipment, and uniforms. Most WIOA-funded services are available to individuals regardless of income, but many programs prioritize serving low-income individuals or those having one or more barriers to employment.

TABLE S.2: Nevada WIOA Snapshot

	 Management Information System: EmployNV	<p>One-Stop Job Centers: American Job Centers of Nevada</p>
 <p>STATE DEPARTMENTS^a</p> <p>Nevada Department of Employment, Training and Rehabilitation Adult, Youth, and Dislocated Worker (Title I); Employment Service / Wagner-Peyser (Wagner-Peyser Act, as amended by Title III); Vocational Rehabilitation (as amended by Title IV)</p> <p>Nevada Department of Education Adult Education and Family Literacy (Title II)</p>	 <p>2017 ALLOTMENTS^b</p> <p>\$6.1m Employment Service (Wagner-Peyser) Federal Appropriation</p> <p>\$9.6m WIOA Adult Federal Appropriation</p> <p>\$9.9m WIOA Youth Federal Appropriation</p> <p>\$15.1m WIOA Dislocated Worker Federal Appropriation</p>	

SOURCES: (a) WIOA State Plan for The State of Nevada (http://detr.state.nv.us/workforce_innovation_pages/state_plans/PY-16_State_Plan.pdf); (b) Program Year (PY) 2017 Workforce Innovation and Opportunity Act (WIOA) Allotments; PY 2017 Wagner-Peyser Act Final Allotments and PY 2017 Workforce Information Grants (<https://www.federalregister.gov/documents/2017/06/15/2017-12336/program-year-py-2017-workforce-innovation-and-opportunity-act-wioa-allotments-py-2017-wagner-peyser>)

Resources

- **Workforce Innovation and Opportunity Act Overview:**
<https://www.doleta.gov/WIOA/Overview.cfm>
- **USDHHS OFA PeerTA TANF/WIOA Resource Hub:**
<https://peerta.acf.hhs.gov/ofa-initiative/426>
- **USDOL TA Hub:**
<https://ion.workforcegps.org/>

This brief is based primarily on conversations conducted with WIOA and TANF administrators within the Nevada Department of Health and Human Services, and with leadership and staff at the Southern Nevada Workforce Connections Comprehensive One-Stop Career Center and the Division of Welfare and Supportive Services, located in Las Vegas. For more information about the content in this brief, contact Robert Thompson, Deputy Administrator, Nevada Department of Health and Human Services, Division of Welfare and Supportive Services (rthompson@dwss.nv.gov). Oscar Cerna (MDRC) and Audrey Hathorn (Public Strategies) were the IIEESS site visit team members.

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The Integrating Innovative Employment and Economic Stability Strategies (IIEESS) initiative of the Office of Family Assistance (OFA), under contract number HHSP23337005T, publishes briefs and materials that document the collaboration between Temporary Assistance for Needy Families (TANF) and public workforce systems under the Workforce Innovation and Opportunity Act (WIOA). This material is intended to encourage peer learning among state and local actors so that low-income individuals can effectively access employment and family support services.