



Building Partnerships and Collaborative Funding Streams: Colorado Works and Colorado Refugee Services

*Office of Refugee Resettlement
Webinar*

July 26, 2013

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Overview of Webinar



Makda Belay

*Division of Refugee Assistance, U.S. Department of Health
and Human Services, Administration for Children and
Families, Office of Refugee Resettlement*

Poll Questions



Please respond to the three poll questions that will appear on your screen.

Thank you!

Asking Questions



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Speakers from Colorado



Levetta Love

Division Director, Colorado Works, Department of Human Services

Paul Stein

Colorado State Refugee Coordinator, Colorado Refugee Services Program, Colorado Department of Human Services

“Building Partnerships and Collaborative Funding Streams”

The Colorado Refugee Services Program



Colorado Department of Human Services
people who help people



**COLORADO
WORKS**
Earning, Learning, Thriving

About Colorado Works

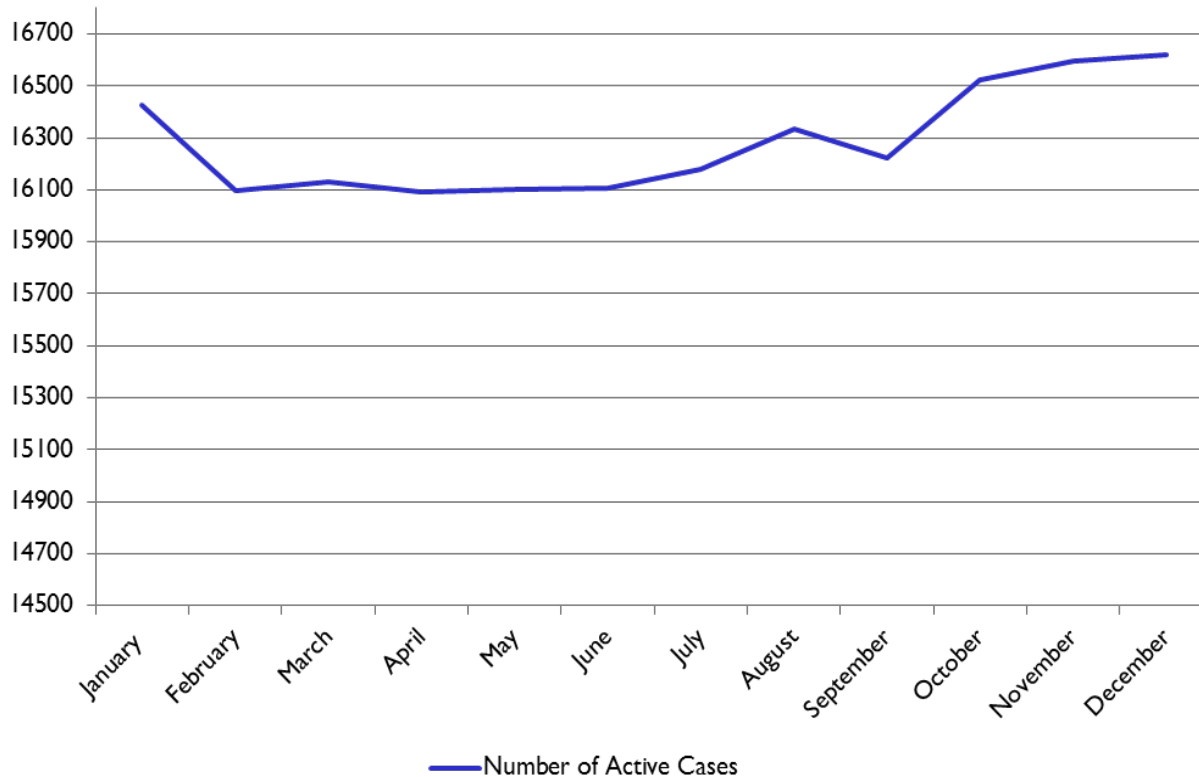
Under Colorado's state supervised, county administered model, Colorado has a highly devolved TANF program. As a result all 64 counties, through their departments of human services have a great deal of autonomy in the design and implementation of their Colorado Works programs.



Colorado Department of Human Services
people who help people



Colorado Works Cases By Month - 2012

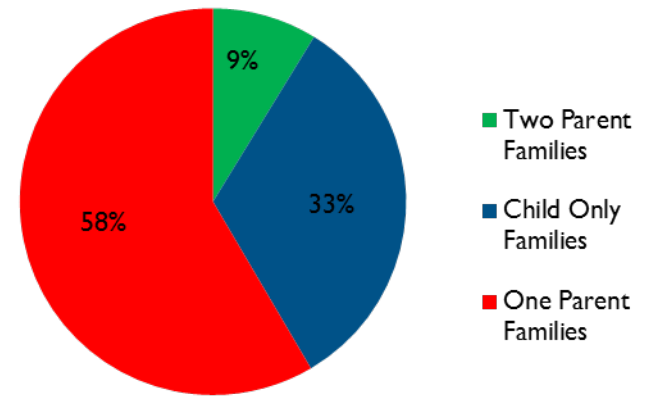
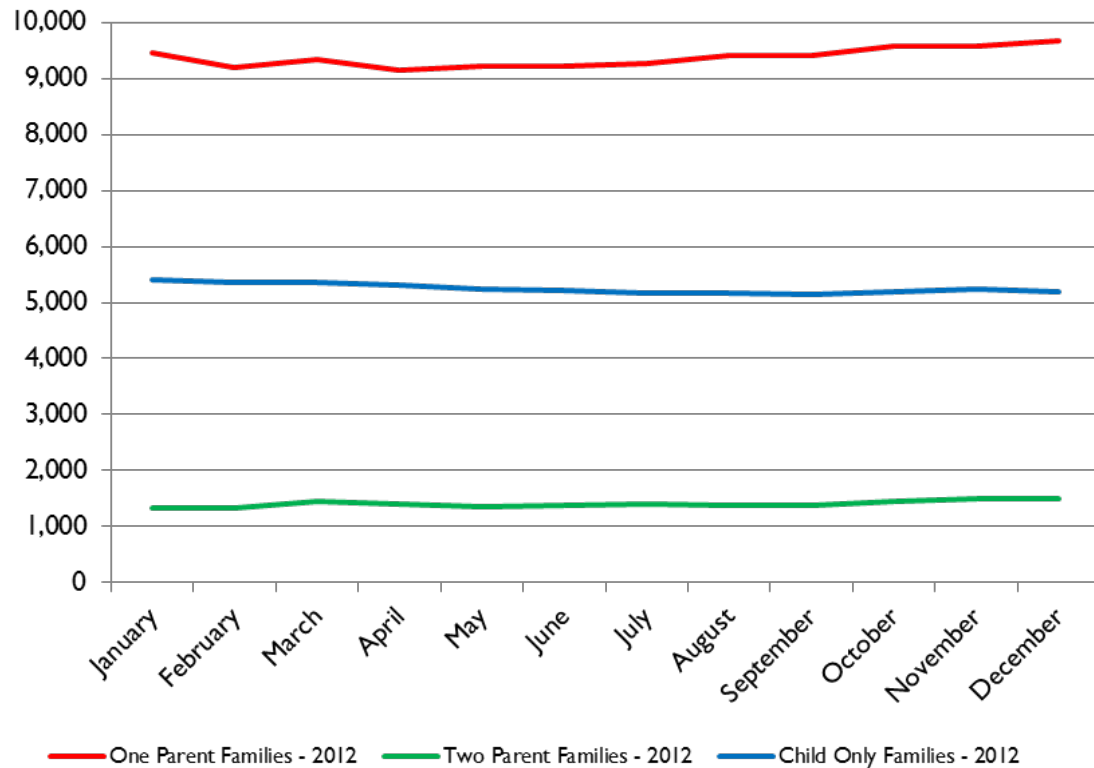


Right before the recession, Colorado Works caseload was below 8,000 cases. Since August 2008, total caseload has more than doubled.

In 2012, the number of active Colorado Works cases trended upward the last 3 months of the year and reached its peak in December. This follows a period of relative stability from February to June.



Cash Assistance Cases by Family Type



Fiscal Fundamentals

Federal – to – State Block Grant

- ◆ \$136 million base grant + Contingency Funds \$13 million high-growth state supplemental*

State & County Funds

- ◆ For SFY 2013, the General Assembly appropriated \$128.2 million in federal funding and \$22.3 million in county maintenance-of-effort (MOE) to counties.

County Reserves & Transfers

- ◆ Counties may keep 40% of their annual allocation amount or \$100,000, whichever is more, in reserve from one year to the next. They may transfer allocation to another county.

Changing an Environment

- ◆ “Colorado Blueprint”
- ◆ “C~Stat” – outcome based, data driven performance management initiative
- ◆ 2- Generation Lens
- ◆ Customer Centric
- ◆ Efficiency, Simplification, and Program Alignment Strategies

Colorado ReWorks

- ◆ Shift focus from engagement to employment entry and retention
- ◆ Policy changes designed to provide consistent benefits over a 6 month period,
 - a. eliminates monthly status reporting
 - b. cliff reduction strategies
 - c. opportunities for employment related outcomes

Colorado Refugee Services Program (CRSP)

Background – in Oct. 2009, CRSP began using TANF funds to pay for assistance to eligible refugees due to the phasing out of Refugee Cash Assistance previously provided by the Office of Refugee Resettlement (ORR).

1. County departments provide eligibility determination for basic cash, food assistance and Medicaid.
2. CRSP provides case management, workforce development and supportive services provision responsibilities.

Refugee Demographics

- ◆ The five-year average (FFY 2008-2012) of Colorado arrivals (of all eligible immigration statuses and cash assistance types) is 1944, with a five-year average of carryover individuals of 1971 (50.3%).
- ◆ The five-year average of the total caseload (3915 = arrivals and carryovers) that receives any services related to cash assistance (RCA or BCA) is 58.7%
- ◆ CRSP maintains an average monthly TANF caseload of about 650 individuals in 410 cases.
- ◆ The five-year average of TANF-eligible refugees receiving cash assistance is 53.5%, steadily declining from 64.7% in FFY 2008 to 38.7% in FFY 2012.

CRSP Funding

Direct appropriation from the State Legislature from the state TANF Block Grant to provide ESL, cultural orientation, and job readiness programs.

- ◆ From SFY 2005-6 to SFY 2010 funding increased from \$342,849 to \$815,850
- ◆ SFY 2009-11, received an additional \$4,383,512
- ◆ From SFY 2010-14, CRSP has received \$2,705,334 annually in order to continue to provide established programs, but now with the addition of case management and workforce development services, for TANF-eligible refugees.



Core Principles

- ◆ **Core Principle 1:** Refugees are best assisted through a network of providers dedicated to assisting refugees achieve self-sufficiency and integration, regardless of the funding source for income maintenance.
- ◆ **Core Principle 2:** The most efficient use of resources and effective achievement of outcomes will be achieved through frequent reassessment of progress towards negotiated goals with clients and agencies, and adaptation of case plans to support their success.



Service Delivery Model

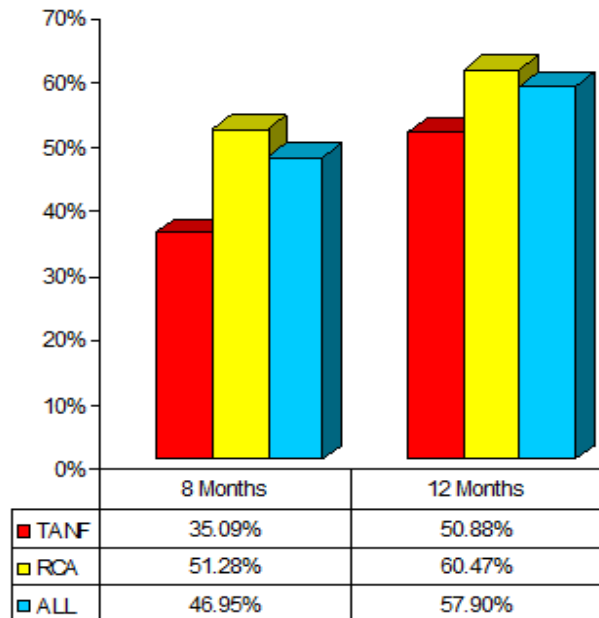
- ◆ Counties cede authority to the state to administer refugee services, despite the strongly defended state supervised and county administered structure.
- ◆ The approach is neither to warehouse refugees in county defined activities using Maintenance of Effort (MOE) funds, nor to set up refugees to fail by expecting full attainment of countable work activities.



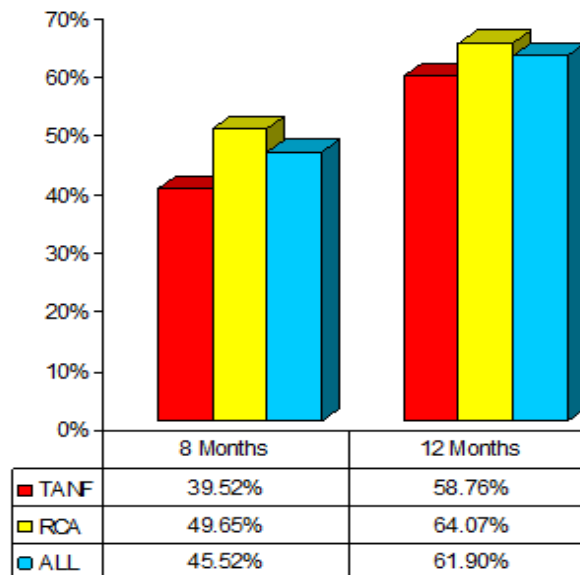
Model Continued

- ◆ CRSP to supervise individualized client assessments and case plans, as the state and through services that are administered through its voluntary agency contractors (volags) that braid MOE and TANF resources and accountabilities.
- ◆ The volags, rather than CRSP, now complete all data elements for workforce development in the state benefit management system.

Cases Becoming Self-Sufficient 8 & 12 Months from Admission



FFY 2012



FFY 2011



Challenges

- ◆ One unanticipated problem with this model has been the determination of who has the responsibility to pay for Workers' Compensation as the “sponsoring agency”
 - ✓ CRSP that develops and assigns workforce activities, or
 - ✓ The county departments that require workforce activities as part of maintaining eligibility for Basic Cash Assistance.



New Future

Colorado Works and CRSP share the same goal: “To create a holistic, client-centered program that allows workers to have the ability to case manage and work with participants to meet their individual goals.”

- ✓ New emphasis on education and employment planning towards self-sufficiency for all clients
- ✓ CRSP has reorganized its organizational structure to eliminate a unit dedicated solely to TANF, and instead has replaced it with new staff focused on supporting volags and other contractors to achieve success for all refugees.





Tsegaye Andemichael

Tsegaye was born in Ethiopia, left for Eritrea at 14, fled to Shimelba Refugee Camp at 19 where he lived for 8.5 years. Arrived in Denver in November 2012.

Skills Assessment: Tsegaye worked as a barber, and as a metal worker for home construction in Ethiopia. His positive attitude and eagerness to work make him an excellent student.

Barriers Overcome: He had a pre-existing health condition that precluded his participation in training. Services at the Wellness Center got him on track.

Training: ESL at Emily Griffith, in Level 4, 3 months
Basic Computer Training at EGTC, 1.5 months
CFaSST April/May 2013, 90 Hours

First Job: After successfully completing the program, CFaSST staff placed Tsegaye at Chili's Restaurant 30 – 40 hours per week at \$9.00/hour. His manager recently commented, "We couldn't be more pleased by his work!"

Future Goals: Tsegaye would like to go to college to study electrical engineering and/or construction management.





**Khot (Sudan), and
Pabitra, Tola, and
Yashoda (all Bhutan)**

Four participants in the Goodwill International Café Training (ICT) and Commercial Food Safety and Service Training (CFaSST) Program at DU.

Skills Assessment: All four women with low English proficiency and little workplace experience.

Barriers Overcome: Difficulty working outside of home because of childcare issues, interested in new skills but needing extra income.

Training: ICT in kitchen safety, sanitation, planning, budgeting, marketing and customer service. Created café providing lunch to teachers at Place Bridge. Seamless transition from one program to the other – excellent interagency collaboration. CFaSST training at DU and paired with a graduate student mentor. All were awarded food handler's card.

First Job: Khot, Pabitra, Tola and Yashoda are in the process of being hired by Aramark at a Sheraton Hotel location.

Future Goals: The four women are aiming for a career in food service in order to put their passion for hospitality and nourishing others to work.



Integration and Social Capital

- ✓ Economic self-sufficiency is one of many pathways to integration.
- ✓ CRSP strategizes to use every program, including TANF workforce development, towards building the social capital that contributes to integration.
- ✓ We increasingly focus on ways to tell that integration narrative, in both stories and videos.
- ✓ <http://vimeo.com/53238186>
- ✓ Or tinyurl.com/ColoradoRSP

For More Information

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Question and Answer Session



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Accessing Materials



THANK YOU for attending the Webinar!

A transcript and audio recording will be available approximately 10 days on the Office of Refugee Resettlement Web site and the Welfare Peer TA Network Web site.

Please be sure to register for additional upcoming Webinars through the Welfare Peer TA Network Web site.



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