

Region X State TANF Redesign/ Human Services Modernization Webinar



Welcome to ACF's Region X “State TANF Redesign/ Human Services Modernization Efforts” Webinar

Thursday, November 21, 2013; 2 p.m. EST

Region X State TANF Redesign/ Human Services Modernization Webinar



Welcome and Introductions:

Frank Shields

Regional Program Manager

ACF Region X



Region X State TANF Redesign/ Human Services Modernization Webinar



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

Region X State TANF Redesign/ Human Services Modernization Webinar



Moderator:

Lesley Smith

Project Manager

ICF International



U.S. Department of Health and Human Services
ADMINISTRATION FOR
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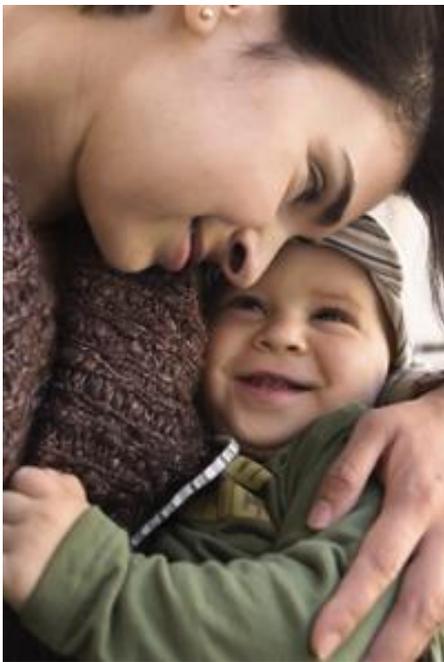
Region X State TANF Redesign/ Human Services Modernization Webinar



Babette “Babs” Roberts

*Director, Community Service Division,
Economic Services Administration*

*Washington State Department of Social and
Health Services*



WorkFirst Redesign
**Washington's Temporary Assistance for
Needy Families (TANF) Program**

Babs Roberts, Director
Community Service Division
Economic Services Administration
Department of Social and Health Services



2010 WorkFirst Redesign

- The re-examination began as Washington was navigating the worst economy since the Great Depression.
- Then-Governor Gregoire directed the WorkFirst Subcabinet to provide plan to implement evidence-based practices that are sustainable and would “re-boot” the program for the 21st century.
- **5 core Assumptions guided the WorkFirst redesign:**
 - Achieving stable & successful employment remains the main objective for WorkFirst participants
 - A family -centered case planning and engagement approach is necessary to achieve good outcomes
 - Policies will recognize the critical role and responsibility of parents in their children's development
 - WorkFirst is a transitional, not long term program to assist families on the pathway to self-sufficiency
 - Leveraging non-TANF resources is crucial to achieving goals of WorkFirst

WorkFirst Policy Changes – 2010 to Present

Align Federal Participation Rates for 2-Parent Families

Eliminate Post-TANF Services

Reduce AREN Funding by \$2 Million

Suspend the Career Services Program for Former TANF Recipients

Reduce DCA from \$1500 to \$1250

Eliminate External Three-Person Sanction Review Panel

Reduce Working Connections Childcare (WCCC) Eligibility to 175% FPL

Reduce Program Support Services funding by 6%

Reduce Employment Services Expenditures by 2.1%

Reduce Education and Training Expenditures by 10%

Reducing Funding for Supported Works by 9.8%

Limit Extensions to the 60-month Time Limit for Non-Child only TANF cases

Reduce Diversion Cash Assistance from \$1250 to \$1000

Reduce TANF Payment Standards by 15%

Suspend WCCC Field Trip Fees for Centers

Increase WCCC Copayments for families above 82% FPL

CEAP funding exhausted for remainder of the fiscal year

Eliminate Child Support Requirement for Child Care Subsidy Programs (CCSP)

\$726 TANF Grant Maximum Suspend Child Support Pass-Through

60 Month Time Limit for Child Only Cases with Ineligible Parent Means Testing for Non-Parental Child Only Cases

12 Month Child Care Authorizations for ECEAP, Head Start or Early Head Start Kids



April

Deferral/Exemption Criteria Changes for Adults Caring for Disabled Household Members

July

Eliminate Career Services for NAFS Cases

Reduce Non-Compliance Sanction (NCS) Period to 4 Months

Cure Requirements for NCS Closed Cases

January

175% FPL Income Limit Applied to Remaining WCCC Households

Reduce Funding by 6.3% for Tribal TANF and Children's Administration

March

2nd Increase WCCC Copayments for families above 82% FPL

Implement and Prioritize Access to WCCC (waitlist)

Align Participation Requirements for Single parents with a Child under 6

Reduce Partner Agency Services

Consolidated Emergency Assistance (CEAP) funding exhausted for remainder of SFY

July

Participation Suspension

Expanded Work Activity Definition

Child Support Requirements for Child Care Subsidy

DSHS Begins Processing Seasonal Child Care Applications

Supported Works Eliminated

December

Permanent Disqualification for Applicants with 3 or More Non-Compliance Sanctions

February

\$750 Limit to Additional Requirements for Emergent Need (AREN)

July

Increase TANF Maximum Grant

Increase CCSP to 200% FPL

Increase CCSP Authorizations to 12 months through December 2012

Suspension Re-Engagement through June 2013

June

October

February

May

November

January

June



WorkFirst Redesign—Recommendations

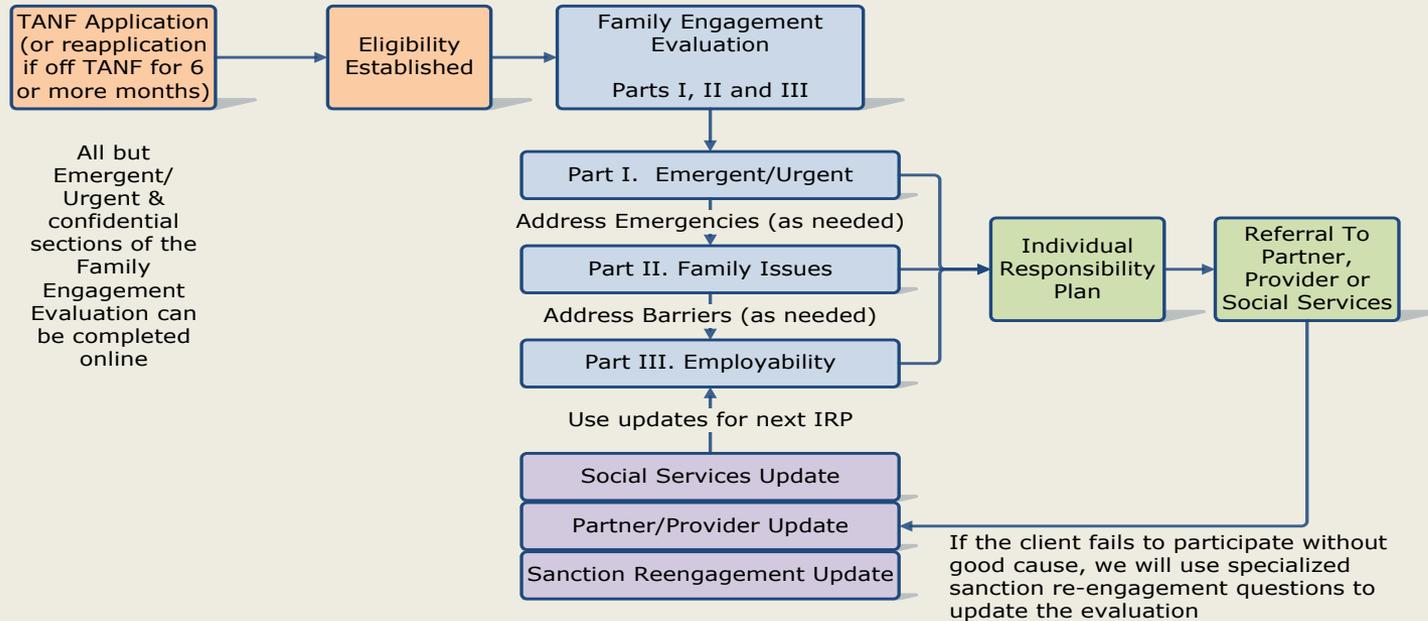
- 1. Implement additional reasonable requirements and supports for child-only TANF families**
2. Involve participants and local partners in the design and delivery of WorkFirst orientations
- 3. Strengthen the assessment process**
- 4. Implement new requirements for WorkFirst families with young children in school less than full time**
- 5. Improve employment pathway activities**
- 6. Implement individualized case management** and four new engagement tracks to increase opportunities for successful outcomes
- 7. Re-introduce Post TANF services**
- 8. Implement a continuous evaluation process**



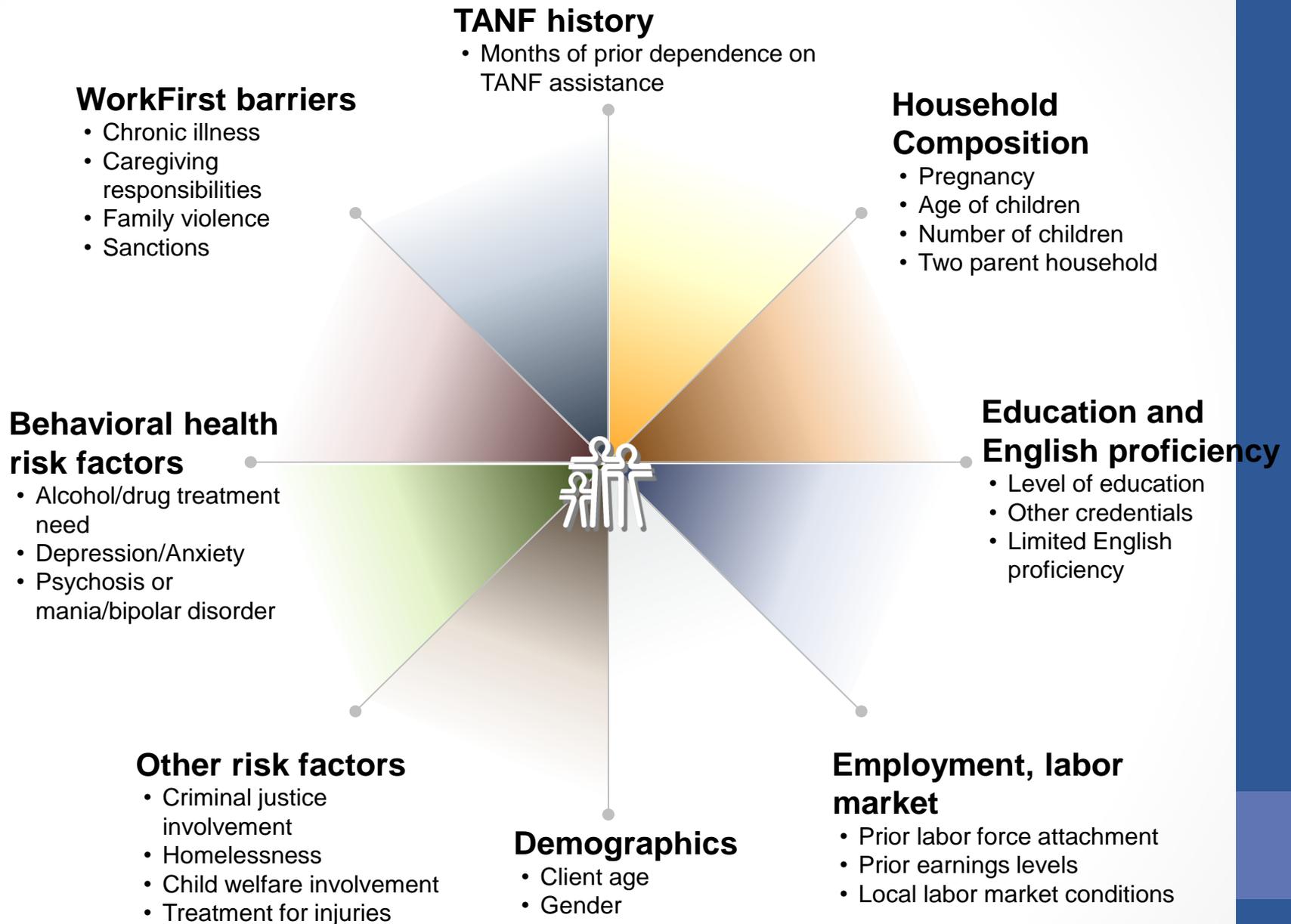
WorkFirst Redesign -- Evaluation & Assessment

New Flow for Clients

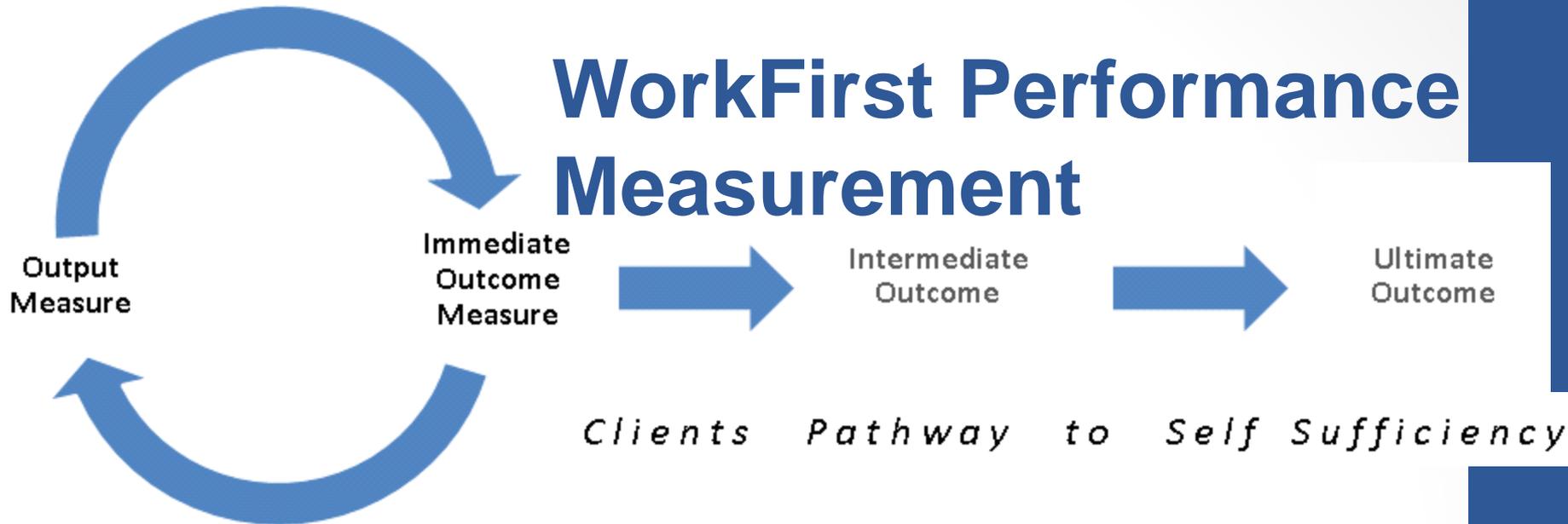
Family Engagement Evaluation: Client Flow Chart



Measurement dimensions for predicting “employability”



WorkFirst Performance Measurement



Are Parents Improving Economically?

- Educational Attainment, Skill Building & Proficiency
- Work Preparation, Work Skills, Finding a Job, Employment, Job Stability, Wage Progression & Reducing Dependency
- Financial Literacy & Budgeting Skills, Improved Credit & Economic Stability, Job Stability and Wage Progression

Are TANF Children and Youth Doing Well?

- Access & Use of Early Childhood and Preschool Programs
- K-12 Enrollment and Progress in Appropriate Levels of Education and Vocational Planning

Are TANF Families Doing Well?

- Access & Use of Health Care for Youth and Parents
- Family, Parent & Youth Homelessness, Housing and Housing Stability
- Parenting, Child Support, Family Conflict and Domestic Violence



WorkFirst Performance Metrics

Targeted Outcomes

- Work Participation Rate
- Exit for Increased Income
- Exit for Employment
- Employment Rates after WorkFirst Service—By Service Type
- Return to TANF after Exit

Drivers

- Alcohol/Drug Treatment Need Addressed in Plan
- Mental Health Treatment Need Addressed in Plan
- Domestic Violence Addressed in Plan
- Housing Stability Addressed in Plan
- Engagement in High School, GED or English as a Second Language

Barometers

- Child/Adult Homeless/At Risk
- Stability of Childcare
- Child/Adult Chemical Dependency or Mental Health Treatment Received
- Engagement in Pathways (education, supported employment, job search)
- TANF Youth enrolled in school, progressing along grade levels and graduating on time
- Median hourly wage rate after exiting services
- Median quarterly earnings after exiting services
- Adults qualifying for UI Benefits
- Financial Literacy
- Educational achievement points



What's On Tap--WorkFirst Improvement Plan

Adjust WorkFirst Partner Contracts

Comprehensive LEAN Overhaul

New Comprehensive Evaluation and PRISM

Working Family Support (Career Services)
WAC Changes Required

15% Incentive for Meeting Work Requirements
WAC Changes Required

Increase Access to Life Skills training

Increase Use of WEX as a Bridge /Ramp

Implement New WorkFirst Orientation
WAC Changes Required

Increase Participation for 2 Parents

Focus Case Management

Conduct Practice Assistance Visits

Recommend Reduce Infant Exemption Period
RCW and WAC Changes Required

Reduce Sanction Period/Increase Outreach
WAC Changes Required

Continuous Program Improvement—LEAN



- Reinforce employee engagement as leaders and change agents within the organization
- Six Value Stream Mapping Processes over 12 months
 - ❑ Reduce Employment Security Job Search Churn
 - ❑ Increase Successful Outcomes for Educational Activities
 - ❑ Streamline Process to Prepare Federal Participation Report
 - ❑ Reduce Transition Gaps
 - ❑ Streamline Verification and Documentation of Actual Hours
 - ❑ Improved Engagement-From Barrier Removal to Work
- Develop and implement program and process improvements based on workshop recommendations



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Catherine Scardino

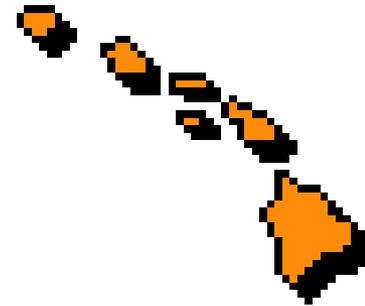
Administrator, Employment and Training Office

Lorie Young

*Administrator (Acting),
Financial Assistance Office*

Hawaii Department of Human Services

Asset Reform



Hawaii

2013



Events...

- **2008 Hawaii State Legislature**
 - **Senate Concurrent Resolution 92 and Senate Resolution 52**
 - **Establish a public financial education and asset building task force**
- **Task Force Convened in June 2008**
 - **Comprised of legislators, state government, non-profits, poverty groups, universities, business sector and financial institutions**

Task Force Long Term Recommendation

***No asset limit in all public
assistance programs!***



House Resolution 124

2012 Hawaii State Legislature

“Asset limits can discourage savings and prevent families from making investments that can help them escape poverty and reliance on public assistance programs.”

“The Department of Human Services is requested to conduct a study on asset limits to qualify for public assistance.”

Another resolution!

DHS Study Findings

- **6 states eliminated the asset limit**
 - **Ohio, Virginia, Louisiana, Alabama, Maryland**
 - **Colorado had raised the limit to \$15,000 in 2006 then eliminated it in 2011**
- **All 6 states reported little or no impact on caseloads**

Why Eliminate?

- **Virginia**
 - **Welfare reform time limits made them obsolete**
- **Louisiana**
 - **Conflicting program goals, promoting and encouraging the goals of self-sufficiency, yet the application of TANF asset tests penalized families for owning assets**
- **Alabama**
 - **Evaluation of the caseload showed few cases had many assets**

DHS Study Findings

- **Medicaid will eliminate asset test for non-disabled effective January 1, 2014**
- **Many SNAP households are categorically eligible and have eliminated asset limits under Broad Based Categorical Eligibility**
- **Income eligibility will not be eliminated and people with low income generally have few assets**

DHS Study Findings

- **Asset tests impose a burden requiring verification of value, delaying and even denying benefits for what typically amounts to values well below limits; disregarding assets would relieve the paperwork burden on families and staff**
- **We recognize that financial savings and asset accumulation are essential for families working toward achieving self-sufficiency**

Hawaii Numbers Denied Due to Assets – Monthly Average

2010	2011	2012
8	6	4



**Nene
State Bird**

DHS Recommendations

- **Rather than eliminate the asset limit, disregard TANF assets**
 - **The burden to submit, obtain and calculate asset values would remain if we chose to eliminate the asset limit rather than disregard assets**

FYI: Federal QC has ruled that although assets are not technically exempt under BBCE, there is no error when staff fails to obtain information on reported assets. In other words no asset limit essentially equates to exempting all assets

House Bill 868

- **Section 346-29, Hawaii Revised Statutes is amended by amending subsection (c) to read as follows:**

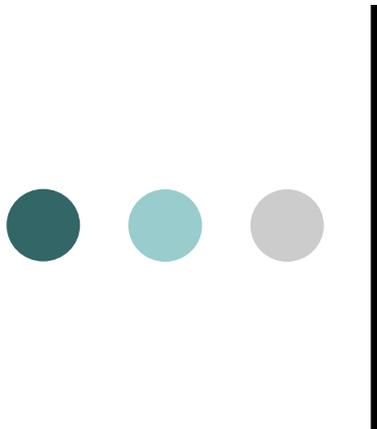
“For households with minor dependents, disregard assets in determining the needs of persons for financial assistance”

Passage with no opposition!



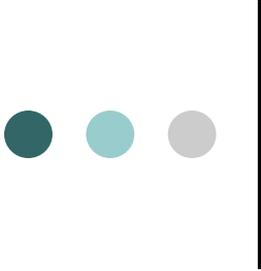
HB868 Signing
By Governor Neil Abercrombie

Signed into law on April 18, 2013



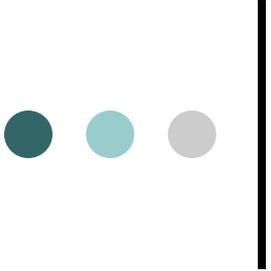
Integrating the **Community College Career Training (C3T) Program**

Hawai`i Department of Human Services
Benefit, Employment and Support Services
Division



University of Hawai`i Community Colleges (UHCC)

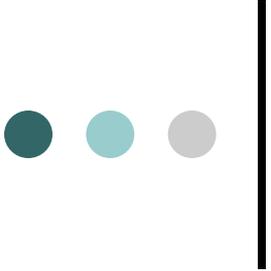
- \$24.6 million grant – U.S. Department of Labor Employment and Training Administration
- Develop statewide **post-secondary** and **vocational training**
- **Career pathways – Employer-driven** courses in 3 industries:
 1. **Agriculture**
 2. **Energy**
 3. **Healthcare**
- Necessary basic skills (reading, writing and math) in **contextualized methods**
- Courses developed like “**Building Blocks**”



Community College Career Training (C3T) Program

Target Populations - **Working-aged individuals:**

1. Unemployed
2. Under-employed (PT wanting FT employment)
3. Dislocated workers
4. *Disadvantaged individuals* (lower income backgrounds)



7 Community Colleges Statewide

- Leeward Community College (West Oahu)
- Honolulu Community College
- Kapiolani Community College (East Honolulu)
- Windward Community College (North Oahu)
- Kauai Community College
- UH Maui College
- Hawai`i Community College

Agriculture

Purpose:

- Ensure economic viability of food production in Hawai`i

Goals:

- Technical and in-field instruction
- Improve production efficiency
- Marketing strategies

Sample Courses:

1. Aquaponics
2. Sustainable Agriculture
3. Food Safety Programs
4. Plant Bioscience
5. Agriculture and Natural Resources



Energy



Purpose:

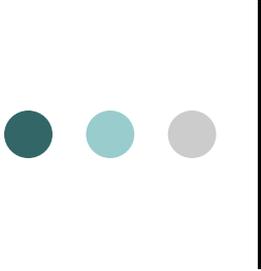
- Address needs – more businesses and trained employees

Goals:

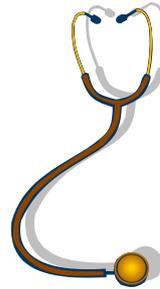
- Hawai`i Clean Energy Initiative (HCEI)
- Attain 70% clean energy by 2030

Sample Courses:

1. Automotive Technology (for hybrid and electric vehicles)
2. Photovoltaic System
3. Sustainable Construction Technology
4. Home Energy Survey Profession



Healthcare



Purpose:

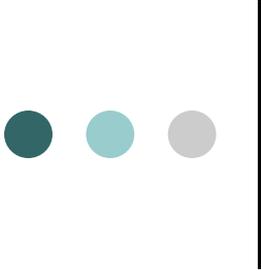
- Address need for specialty healthcare workers

Goals:

- Provide healthcare training, certificates and degree programs statewide
- Increase healthcare personnel

Sample Courses:

- Surgical Technology
- Pharmacy Technician
- Medical Laboratory Technician
- Occupational and Physical Therapy Assistant
- Radiologic Technology
- Adult Residential Care Operator



Hawai`i Self-Sufficiency Standard

Department of Business Economic Development and Tourism
(DBEDT)

Family Composition

Wage

Single-Parent + 1 preschooler **\$24.57 / hour**

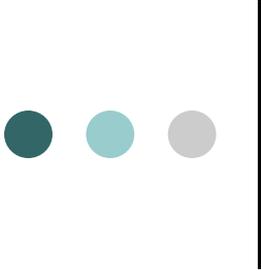
Single-Parent + 1 preschooler
+ school-aged **\$29.75 / hour**

Two-Parents + 1 preschooler
+ school-aged **\$32.91 / hour**

Employed Families that exit TANF:

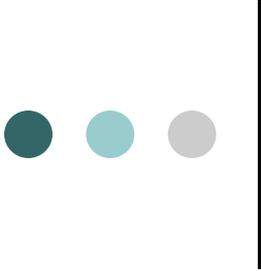
Median Wage about \$8.50/hr

(Average Wage about \$11.11/hr)



Hawai`i's Goals with C3T Program

- Increase number of work eligible individuals **pursuing education**
- Opportunities for **wage progression** of employed TANF families
- Increase number of families **exiting TANF with employment**
- **Decrease the disparity** between earnings of TANF families and the cost of living in Hawaii



Hawai`i Contact Information

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Benefit, Employment and Support Services Division

Hawai`i Department of Human Services

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Benefit, Employment and
Support Services Division
State Department of Human Services

SEE HAWAII **WORK PROGRAM:**

SUPPORTING EMPLOYMENT **EMPOWERMENT**



Challenges of Helping TANF Families



- Insufficient education, skills and work history
- Limited English proficiency (28.7% of State's population speaks a language other than English at home)
- Culture and values conflict
- Negative work history
- Criminal background or history of substance abuse
- Low self-esteem and motivation - "Can't compete" or "Can't meet expectations"
- Transportation and child care issues



SEE Hawai`i Work Program



- February 2005, Hawai`i launched the **SEE Hawaii Work Program**, subsidized employment in **private sector competitive jobs**
- Based on training-for-hire and apprenticeship model
- Help meet labor demands of business
- On-the-job training and additional work opportunities for TANF recipients
- Positive impact on local economy



SEE Hawai`i Work Program



- Subsidy includes wage reimbursement at **State Minimum Wage** (\$7.25/hr)
 - + **\$0.50/hr** for each \$1 per hour paid in excess of State Minimum Wage (up to \$12 per hour)
 - + **14%** of the subsidized wage for administrative costs (includes Unemployment Insurance, Workers Compensation, and FICA)
 - + **\$200/month** if employers assist participants with **transportation**
- Employment for **minimum of 24 hours per week** for a duration of up to **6 months**. Employers felt this was adequate time to assess and train employees.
- Private contractor provides the services including **marketing** of SEE, employer **recruitment**, job **development**, participant **placements**, job **coaching**, and employer **payments**.



SEE Hawai`i Work Program



Employers:

- Cost-savings associated with recruitment and hiring
- Prescreened applicants
- Subsidies increased ability to hire additional staff
- Community responsibility

Participants:

- On-the-job training
- Guidance and mentoring from employers
- Individualized job coaching
- Support services (i.e. child care, transportation, work-related expenses)



SEE Program Achievements



As of SFY Ending 06/30/13

Employers: (unduplicated)

- 378 employers participating
- 165 employers hired participants

Participants: (unduplicated)

- 425 participants employed
- 200 participants transitioned to unsubsidized employment
- Participants work an average of 30 hrs/wk
- Average wage of \$8.51/hr
(range between \$7.25/hr to \$15.38/hr)



SEE Hawai`i Work Program Progress



- Case study participant with **Promising Pathways Initiative** sponsored by HHS/ACF/OFA
- Essential component to the **State's TANF Work Program** (First-To-Work Program)
- Modifications to the Hawaii Automated Network for Assistance (HANA) System
 - Issue subsidy payments directly to employers through **direct deposit** into their bank accounts
 - **Automated participant referrals** by First-To-Work Program case managers to expedite engagement with the SEE Program



SEE Hawai`i Work Program



Presenter:

Pankaj Bhanot, Administrator

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Deborah Carroll

*Administrator, Economic Security
Administration*

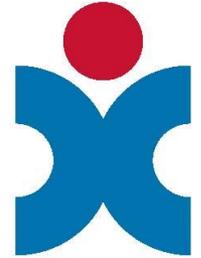
*District of Columbia Department of Human
Services*



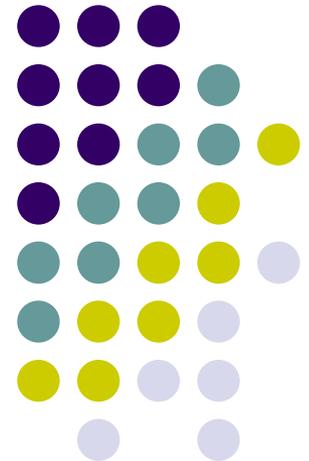
DC's TANF Redesign:

Implementing a tiered service delivery model

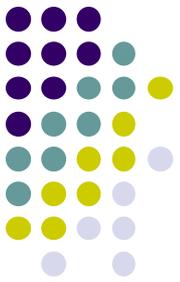
Presented by:
Deborah Carroll, JD., Administrator, DHS
Region X Webinar



DC | DEPARTMENT of
HUMAN SERVICES



November 21, 2013



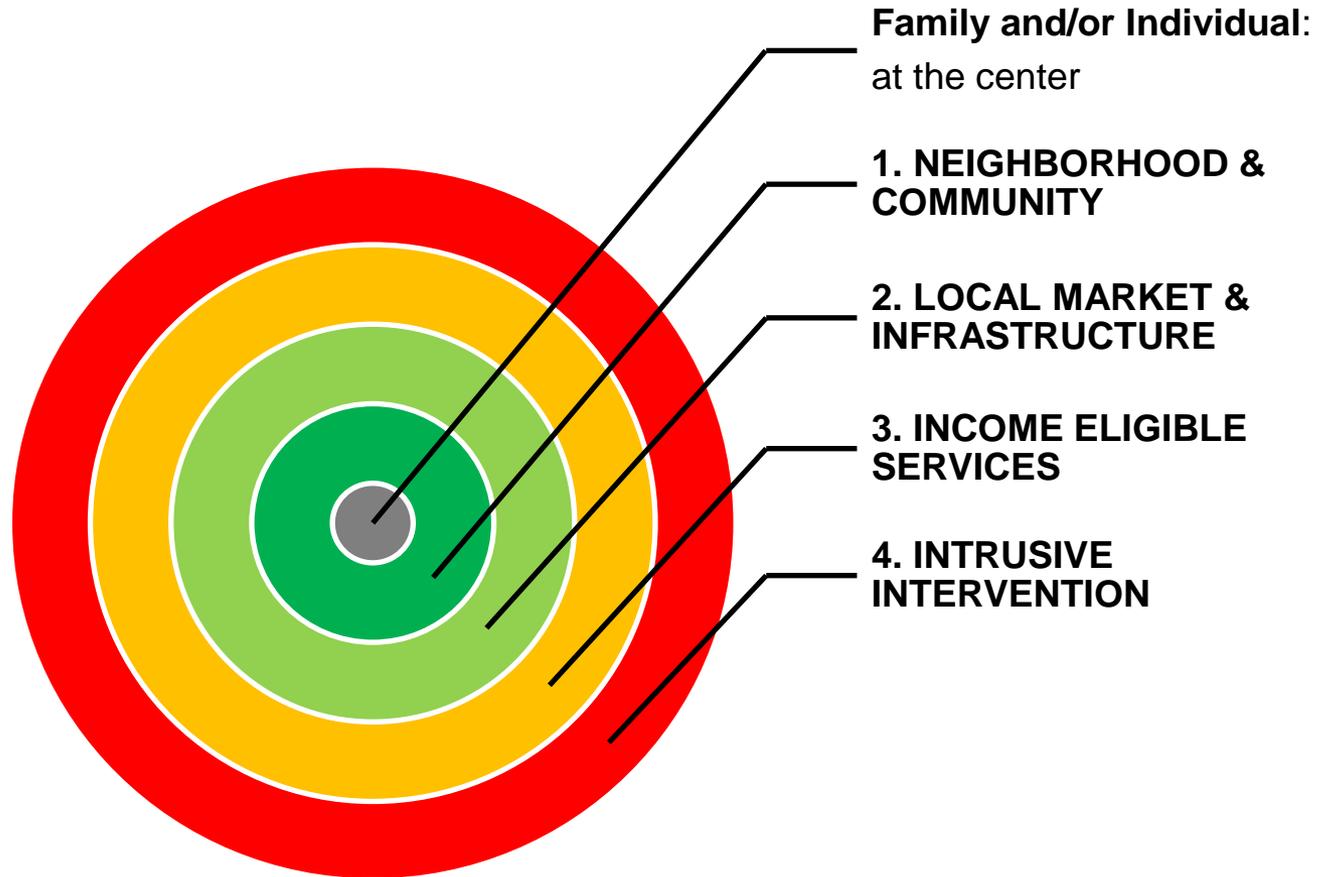
THE REDESIGN IMPERATIVES AND KEY ELEMENTS



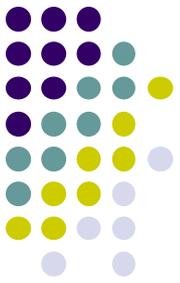
The Integrated Services Model – Overview

In this model, there are many “layers of support” that can help a family or individual become more self-sufficient. Human Services agencies do not appear until the 3rd level.

- Each Support Circle is a prevention program for the ones that follow
- Levels near the center result in low-cost, high quality outcomes
- With each subsequent level, costs increase and quality of outcomes decreases

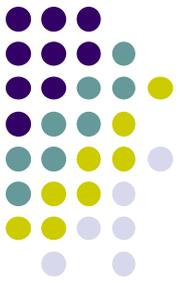


Imperatives to redesign DC's TANF program



- A growing TANF caseload
- Low effective participation rate (5-10%)
- “One-size fits all” TANF employment program
- Little attention to barriers to employment
- Enforcement of a 60-month time limit
- Increasing poverty rates for families following the recession
- Changing the culture of “silos”

Key elements of the redesign

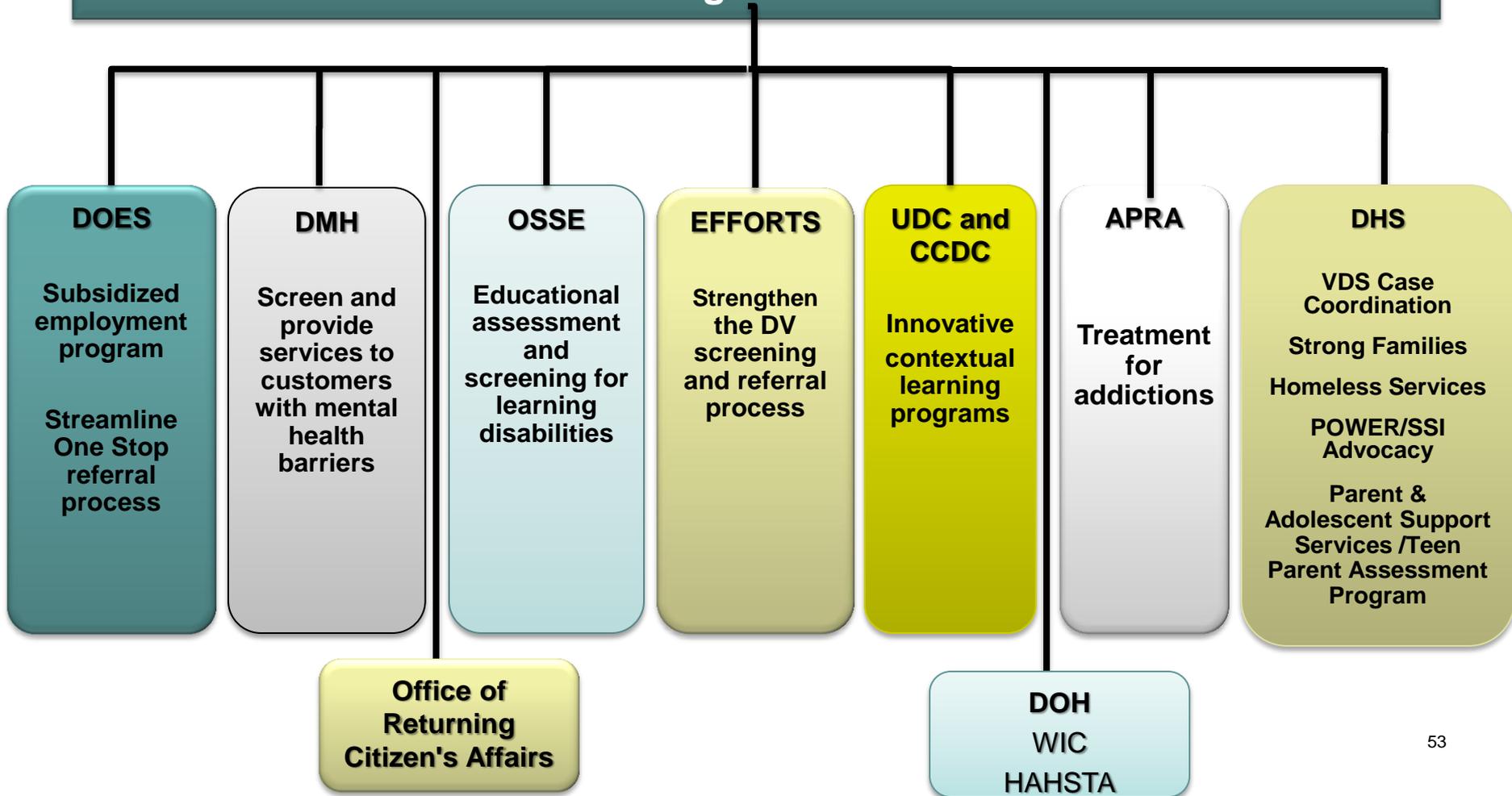


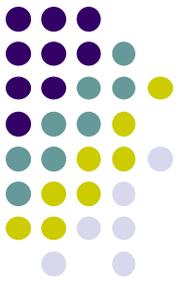
- A tiered service delivery model supported by
 - An upfront assessment/screening with individualized referrals
 - Performance based service provider compensation and flexible contract vehicle to bring the program to scale
 - Employment and barrier remediation service providers working together to provide coordinated and integrated services
 - Cross-agency collaboration to leverage expertise and resources
 - Requisite tools and technology to enable needed capabilities
 - Data-driven decision making and policy formulation

Agency Partnerships



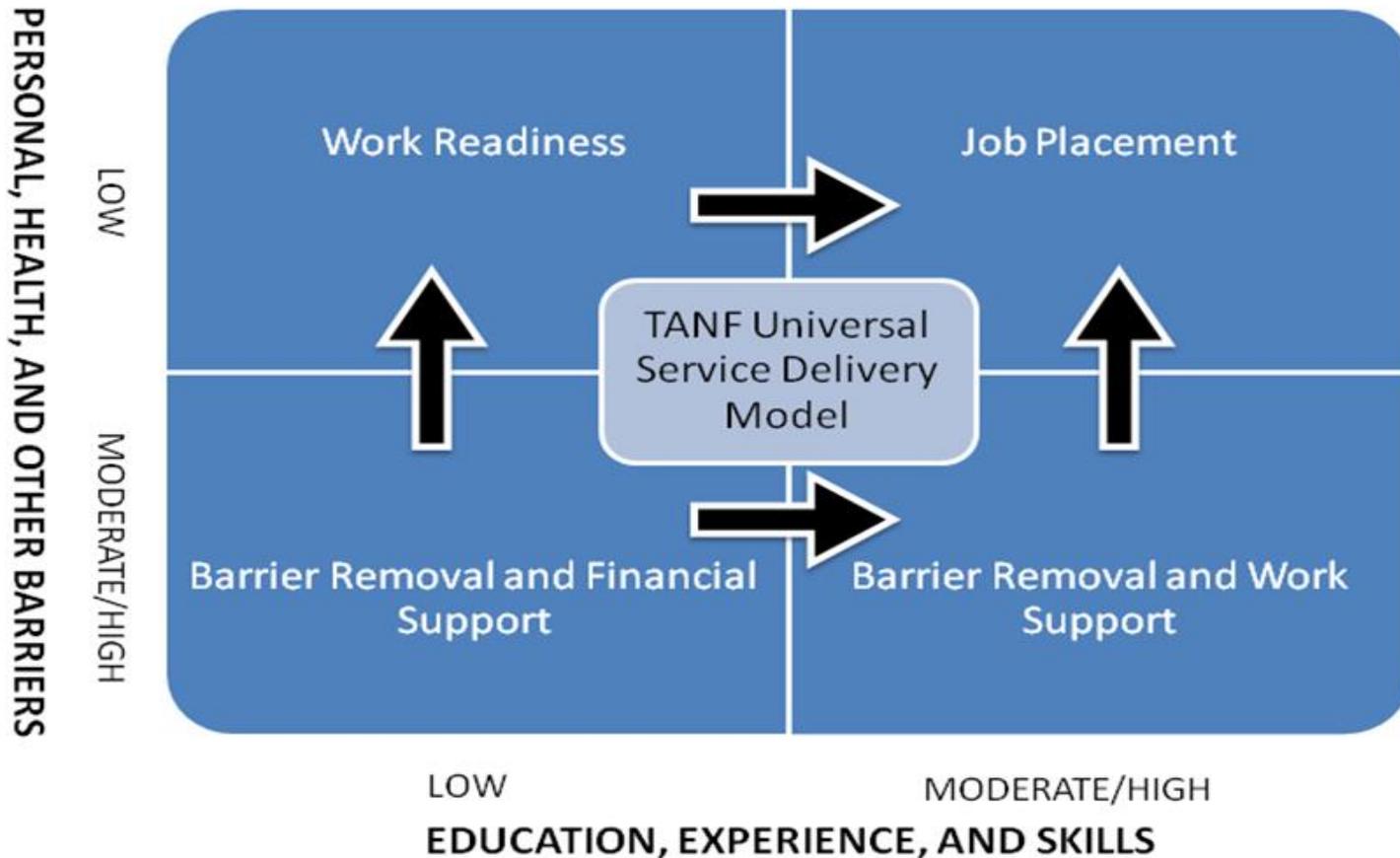
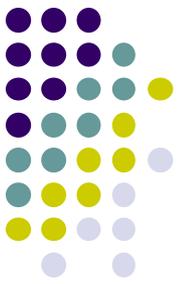
Fundamental to the success of the TANF redesign, will be the District's ability to build partnerships to link and leverage TANF customers with existing resources.





TIERS, ASSESSMENT & SERVICE REFERRALS

4-tiered segmentation incorporates work readiness and barriers



Participation requirements and services differ by tier



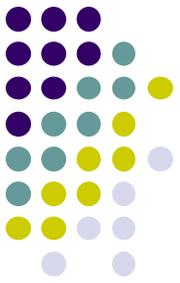
Education/training completion milestone

Placement in unsubsidized employment

	Education and Skills Enhancement	Employment readiness and placement	Employment retention
Tier 2: Work Readiness	Yes	Yes	Yes
Tier 1: Job Placement	No	Yes	Yes
<i>Work participation requirement</i>	<i>Hours requirement only</i>	<i>Hours AND core/non-core requirements</i>	<i>Hours AND core/non-core requirements</i>

Tier 3: Barrier Remediation	<ul style="list-style-type: none"> • No federal hours requirement • Customer must comply with activities included in the Individual Responsibility Plan • Created a non-federal “core” work activity: barrier remediation 		
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Education, skills, and work history determine work readiness

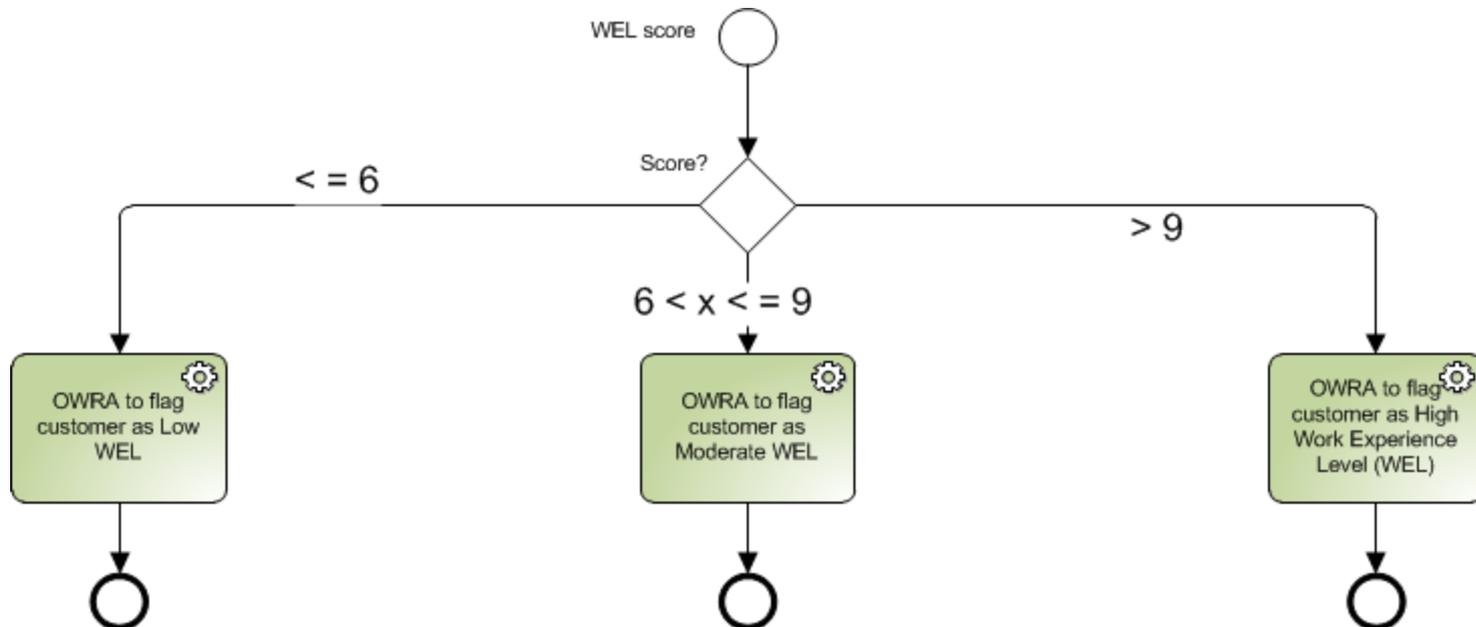


Work Experience Level	Low	Work ready	Not work ready	Not work ready
	Moderate	Work ready	Potentially work ready	Not work ready
	High	Work ready	Work ready	Work ready
		High	Moderate	Low
		Educational Attainment Level		

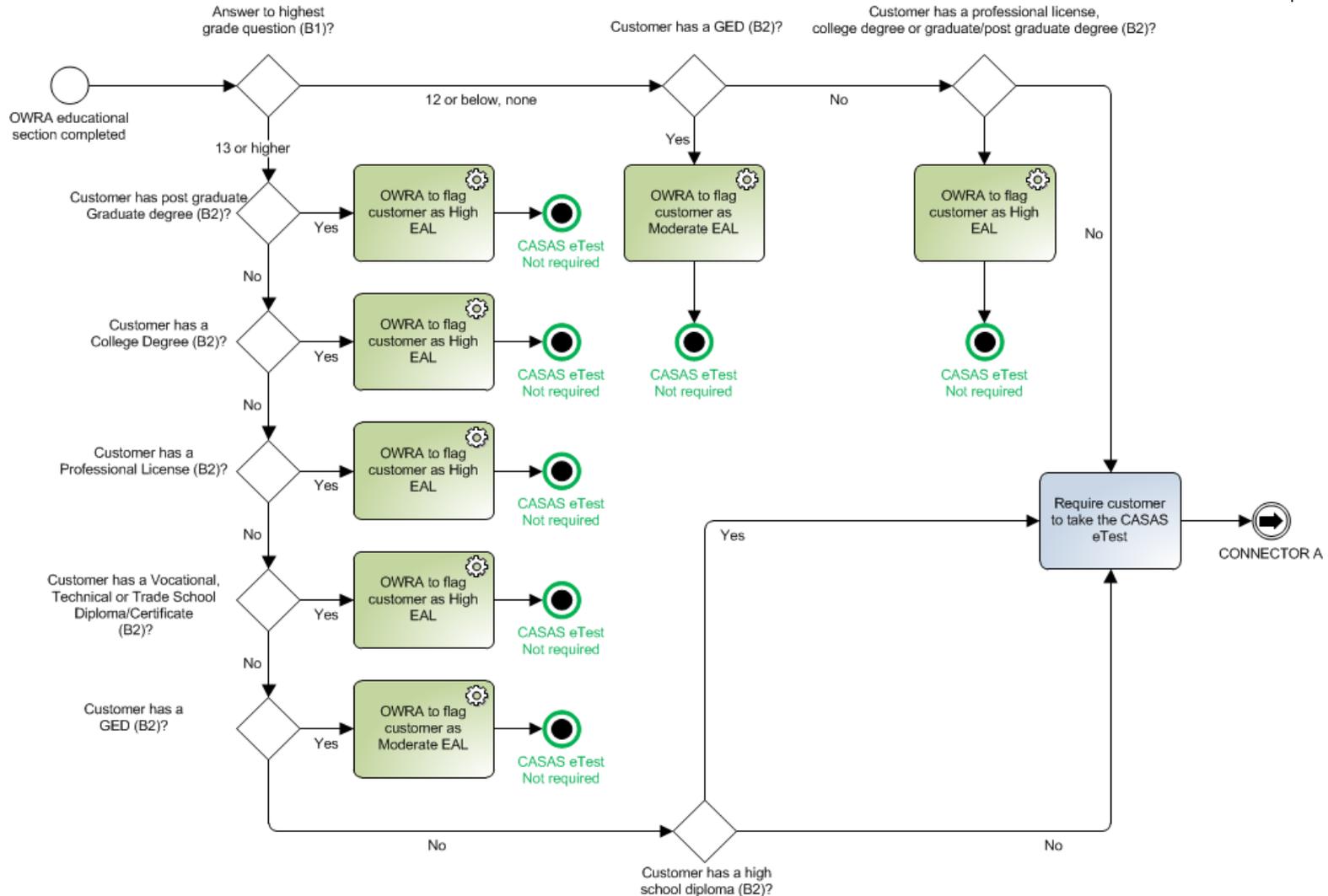
Work Experience Level (WEL) is based on work history



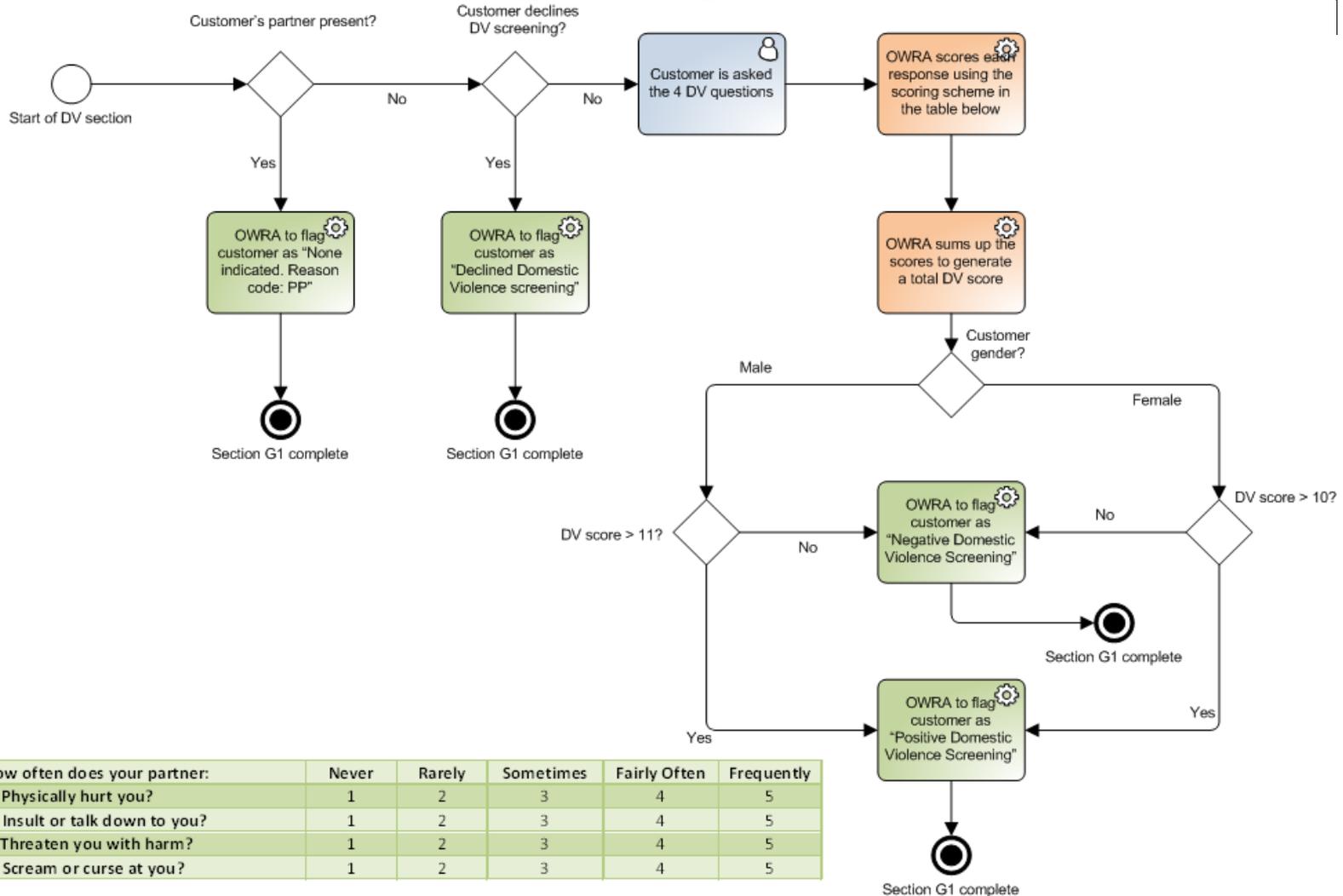
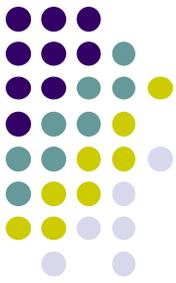
Cumulative length of customer's work experience	End date of most recent work experience	Average length of customer's work experiences	Points assigned
> 60 months	Currently employed	> 12 months	4
24 months < x <= 60 months	Ended in the last 6 months	6 < x <= 12 months	3
12 months < x <= 24 months	Ended 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 (EAL) is fine-tuned using CASAS

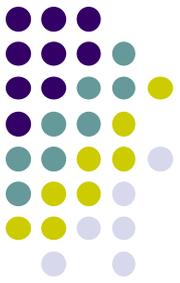


Screening for other barriers using well-tested, highly predictive tools



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



assessment.pdf - Adobe Acrobat Professional

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★ ★ ★ 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

62
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:

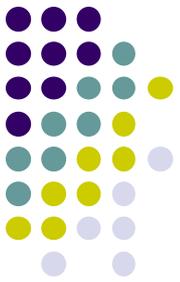
- Complete orientation
- Complete core assessment
- Complete CASAS assessment
- Complete specialized assessment
- Submit documentation to DHS to support his or her exemption claim(s)

Steps that DHS must take:

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

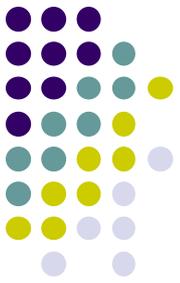
Recommended Service Providers:

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

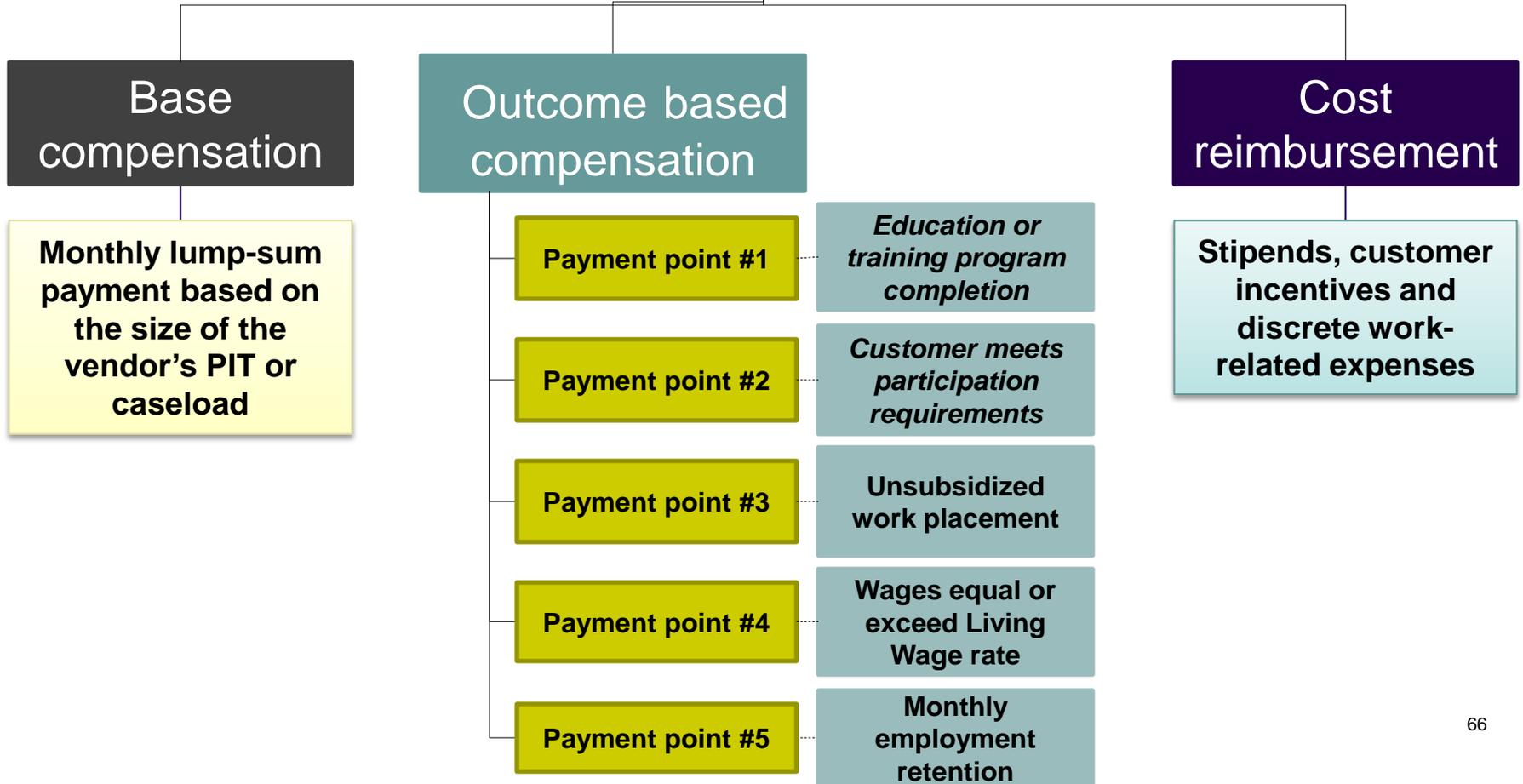


HIGHLY SKILLED AND WELL TRAINED PROVIDERS

Vendors' compensation is heavily tied to achievement of outcomes



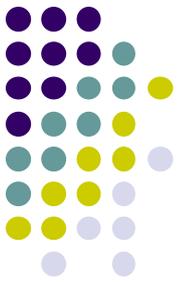
3 types of payments to TEP vendor



Maximizing success of families in crisis

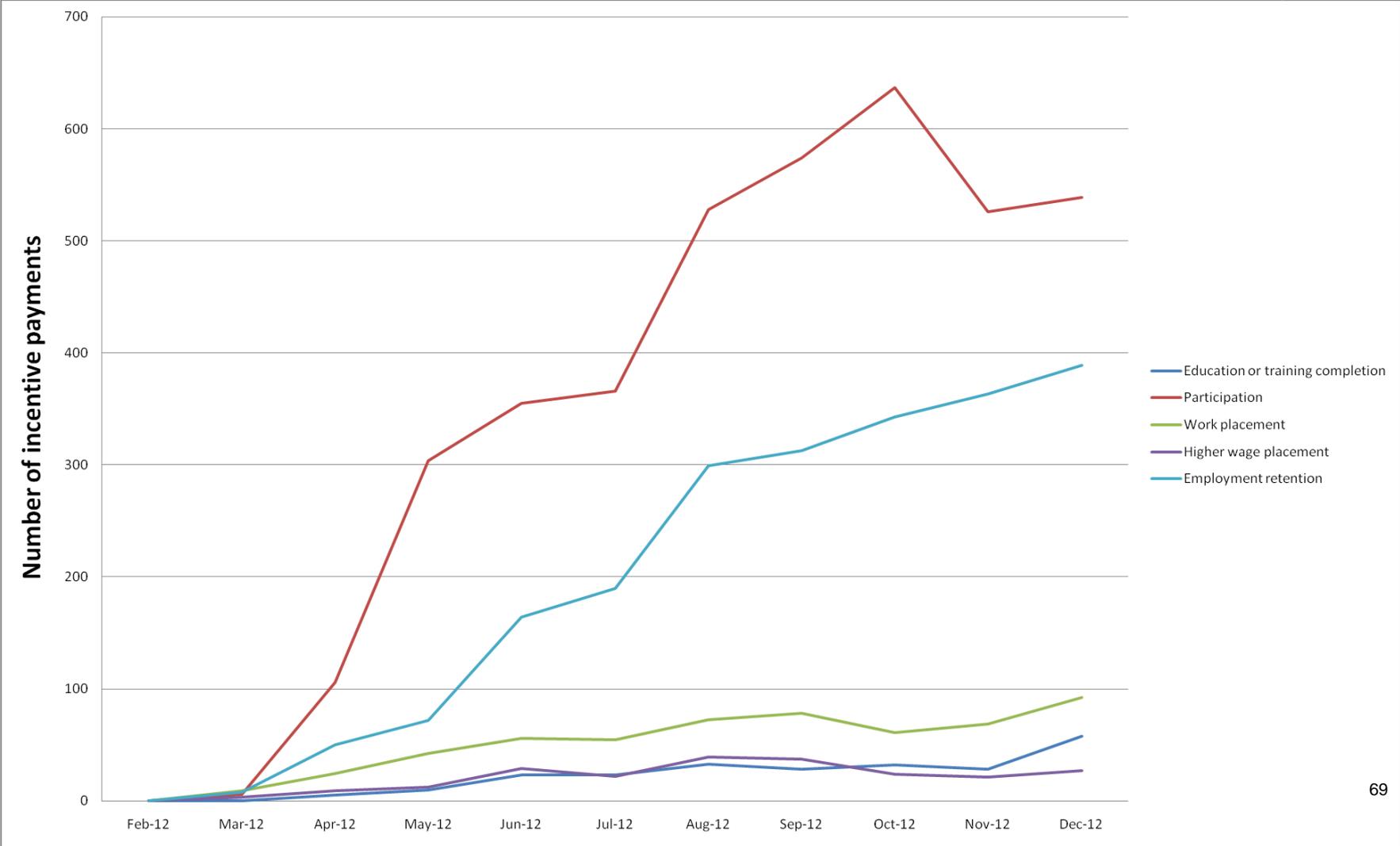


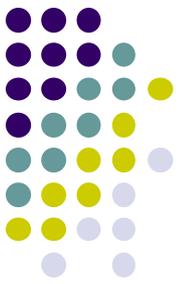
- Child and Family Services to provide technical assistance, assessments, and support parenting youth aging out of foster care
- State Superintendent for Education provides linkages for homeless children to school
- Child Support Services to ensure mutual parental responsibility
- Support for families with youth exiting youth detention (planned)
- Homeless services to transition to permanent housing
- Mental health and substance abuse services to address chronic or destabilizing issues



LESSONS LEARNED

Continuous improvement and tuning is critical to ensure results





Lessons learned

- Take time to critically think through your goals, circumstances and limitations
- Based on goals, identify quantifiable measures of success. Let those measures drive both your messaging as well as guide your critical decision points – tell a story
- Calibrate expectations
- Recognize internal and external capacity



Lessons learned – cont.

- Must have staff, assets and infrastructure in place
- Ability to scale
- Ability to capture data
- Everything cannot be done at once – there must be deliberate urgency
- Develop a model that is internally consistent and keep the business process simple



U.S. Department of Health and Human Services
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Region X State TANF Redesign/ Human Services Modernization Webinar



Questions?



Region X State TANF Redesign/ Human Services Modernization Webinar



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Why Relationship Education M1	377 KB
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Region X State TANF Redesign/ Human Services Modernization Webinar



Save the Date

Region X is planning a second webinar

“Strengthening TANF and Low-Income Families through Strategic Non-Custodial Supports”

Details regarding registration will be available soon.

Thursday, December 12, 2013; 2 p.m. EST

Region X State TANF Redesign/ Human Services Modernization Webinar



Please remember to provide your feedback using the survey that will pop-up on your screen in a separate window as the Webinar concludes.



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Thank You For Attending!