

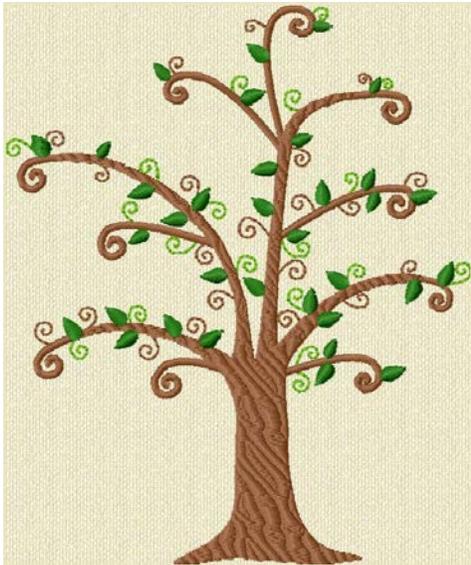
FAMILY CENTERED CASE MANAGEMENT:  
*A TWO GENERATION APPROACH TO  
SERVING FAMILIES*



# THE UTAH DEPARTMENT OF WORKFORCE SERVICES (DWS)

- WORKFORCE DEVELOPMENT (TANF and WIOA)
- PUBLIC ASSISTANCE ELIGIBILITY SERVICES DIVISION  
(TANF, SNAP, MEDICAID, CHILD CARE)
- UNEMPLOYMENT INSURANCE
- OFFICE OF CHILD CARE
- REFUGEE SERVICES
- HOUSING AND COMMUNITY DEVELOPMENT

# TWO-GENERATION APPROACH - Combatting Intergenerational Poverty (IGP)



- 2012 – TANF caseloads decline as Utah unemployment rates decrease and Utah begins to recover from the nationwide recession
- 2012 – Utah Legislature passed the Intergenerational Poverty Mitigation Act
  - Requires multiple state agencies to work together as the Intergenerational Welfare Reform Commission
  - State agencies must gather data around intergenerational poverty families
  - DWS compiles a yearly report around the data
    - [Intergenerational Poverty Reports](#)
- 2013 and 2014 – IGP data shows that we must focus on the whole family, not just parents, by building adult capacities and focusing on key areas
- 2014 – Next Generation Kids was created as a two generation approach. TANF Grants Awarded to Community Programs to provide services to families that help lead to employment.
- 2014 and On-Going – Family Centered Case Management was introduced and is now being implemented in phases

# OVERARCHING GOAL

Primary Goal For Combatting Intergenerational Poverty –

*Measurably reduce the incidence of children in Utah who remain in the cycle of poverty and welfare dependency as they become adults.*

– IGP 5 and 10 year plan

# FAMILY CENTERED CASE MANAGEMENT

- Empowerment
  - Strengths based approach – family is at the center
  - Build trusting relationships – changing the conversation
- Full Family Assessment and Family Plan
  - Work With Both Parents And Children Simultaneously
- Intensive Team Approach
  - Coaches
  - Licensed Clinical Therapist
- Small Caseloads
- On-going Case Management – provide follow up even after exit
- Collaboration With Community Partners and Other State Agencies

# FOUR KEY AREAS - BENCHMARKS

## EARLY CHILDHOOD DEVELOPMENT

- ACCESS TO HEALTH CARE BEGINNING IN INFANCY
- ACCESS TO QUALITY CHILD CARE
- PRESCHOOL PARTICIPATION
- KINDERGARTEN READINESS

## EDUCATION

- KINDERGARTEN PARTICIPATION
- CHRONIC ABSENCE RATES
- THIRD GRADE LANGUAGE ARTS PROFICIENCY
- EIGHTH GRADE MATH PROFICIENCY
- AP PARTICIPATION
- ACT SCORES
- GRADUATION RATES
- JUVENILE JUSTICE RATES

## FAMILY ECONOMIC STABILITY

- ADULT EDUCATIONAL ATTAINMENT
- ANNUAL EMPLOYMENT
- WAGES
- HOUSING

## HEALTH

- ACCESS TO HEALTH CARE INCLUDING PHYSICAL, BEHAVIORAL, AND DENTAL HEALTH
- RATES OF ABUSE AND NEGLECT
- PARTICIPTION IN NUTRITION PROGRAMS

# "NEXT GENERATION KIDS"



# NEXT GENERATION KIDS OUTCOME MEASURES

## Parent Outcomes

Number of parents in full-time employment

Number of parents in part-time employment

Number of parents participating in High School/GED completion

Number of parents who have obtained High School Diploma or GED during NGK

Number of parents participating in full-time training

Number of parents participating in part-time training

Number of parents who have completed advanced training during NGK

Number of NGK parents who obtained SSI/SSDI during NGK

## Children Outcomes

Number of children enrolled and attending preschool during NGK

Number of children enrolled and attending after-school programs during NGK

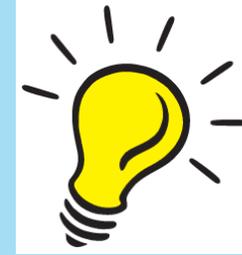
Number of children referred to United Way's Welcome Baby Program

## Family Outcomes

Number of families who obtained stable housing during NGK

Number of families with current DCFS involvement

# WHAT WE'VE LEARNED...



- Parents Participation Increases When Their Children Are Stable
- Children Are Motivated To Do Well In School When They See Their Parents Making Progress
- It's Important To Know The Data, Identify Gaps, And Where To Find The Data You Need
- A Comprehensive Family Assessment Must Be Completed
- It Is Important To Address The Needs Of The Whole Family Including Children - It Creates A Natural Collaboration Between Schools, Parents, And Children
- Collaborating With Community Partners Is Essential
- Strong Partnership With School District And Staff Is A Necessity - Outcome Measures Are Dependent On The Data That Is Housed Within The School System.
- Extensive And Ongoing Training Of Staff Is Critical
- Working With Families And Community Partners Takes Time
- You Can Make Changes Right Now!



# UTAH'S INTERGENERATIONAL POVERTY REPORTS

<http://jobs.utah.gov/edo/intergenerational/index.html>