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
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
- PARTICIPATION IN NUTRITION PROGRAMS
“NEXT GENERATION KIDS”

- Family Success Coach
- Joint Case Management
- Family Focused Plan
- Community Engagement
- Early Childhood Development
- Education
- Health
- Family Economic Stability
## NEXT GENERATION KIDS OUTCOME MEASURES

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<thead>
<tr>
<th>Parent Outcomes</th>
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<tbody>
<tr>
<td>Number of parents in full-time employment</td>
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<td>Number of parents in part-time employment</td>
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<tr>
<td>Number of parents participating in High School/GED completion</td>
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<td>Number of parents who have obtained High School Diploma or GED during NGK</td>
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<tr>
<td>Number of parents participating in full-time training</td>
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<td>Number of parents participating in part-time training</td>
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<td>Number of parents who have completed advanced training during NGK</td>
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<td>Number of NGK parents who obtained SSI/SSDI during NGK</td>
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<th>Children Outcomes</th>
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<td>Number of children enrolled and attending preschool during NGK</td>
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<td>Number of children enrolled and attending after-school programs during NGK</td>
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<td>Number of children referred to United Way’s Welcome Baby Program</td>
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<th>Family Outcomes</th>
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<tr>
<td>Number of families who obtained stable housing during NGK</td>
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<tr>
<td>Number of families with current DCFS involvement</td>
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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