

Family Employment Program (FEP) Redesign Study of Utah 2012-2014



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Study methods



Inclusion criteria:

- 1) New on cash assistance (2 – 9 months)
- 2) FEP customer type requiring participation
- 3) Open cash assistance case

Data Collection

- In-home, in-person interviews (Avg. 70 min.)
- Voluntary participation – time and place
- Quantitative and qualitative components



FEP Study Sample

FEP Redesign Study

	Sample size	Response rate
2012 - Wave 1	1075	65.5%
2013 - Wave 2	862	80.2%
2014 - Wave 3	762	88.1%



Welfare Entry

Primary reason for needing cash assistance:

- Change in customer's income 43%
 - Lost job
 - Physically/mentally unable to work
 - Maternity leave
- Change in partner's income 23%
 - Spouse/partner lost job
 - Separation from Spouse/partner
- Change in parent/family support 23%
- Change in other gov't benefit/resource 8%



Respondent's Perspective

- *That very first time when you applied for cash assistance, how would you describe your feelings?*
 - Embarrassing/guilty/bad: 62%
 - Desperate/scared/overwhelmed: 30.5%
 - OK/I paid into it/It's here to help: 15%
 - Like a bad parent/Lower self-esteem: 12%
 - Grateful, relieved, hopeful: 8%

Comments:



- “I was humiliated because I have never had to do it before in my life. Before my accident I was always independent and took care of myself and family.”

Comments:



- “In despair – I grew up thinking that people on welfare were less, my family looked down on people on welfare; Ashamed – I felt judged by my family.”
- “I just couldn’t believe it, I came from a good family, but through my mistakes I ended up needing it. I felt like there was something wrong with me, like a welfare mom.”

Welfare Profile

- Policy based on those who are:
 - Young (late teens, early 20's)
 - Single never married
 - Limited work and education history

- Respondents fitting criteria: **11%**

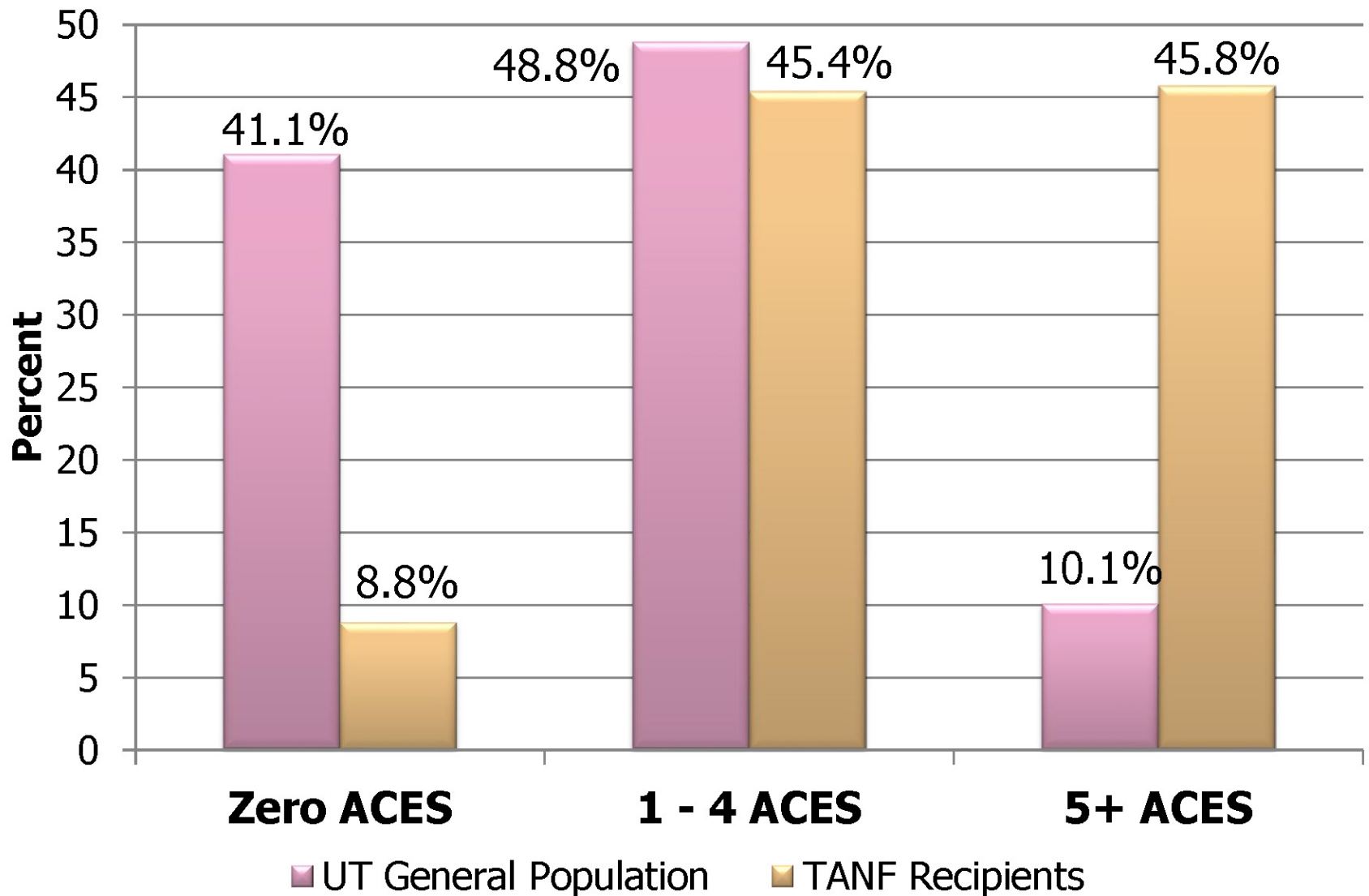




Cash Assistance Usage over Time

Cash assistance usage level	Between Wave 1 and Wave 2 (N = 828)	Between Wave 2 and Wave 3 (N = 717)
Long term > 6 months	265 (32.0 %)	74 (10.3%)
Short term ≤ 6 months	563 (68.0%)	643 (89.7%)
Zero months of cash	113 (13.6%)	532 (74.2%)

Adverse Childhood Experiences (ACEs)



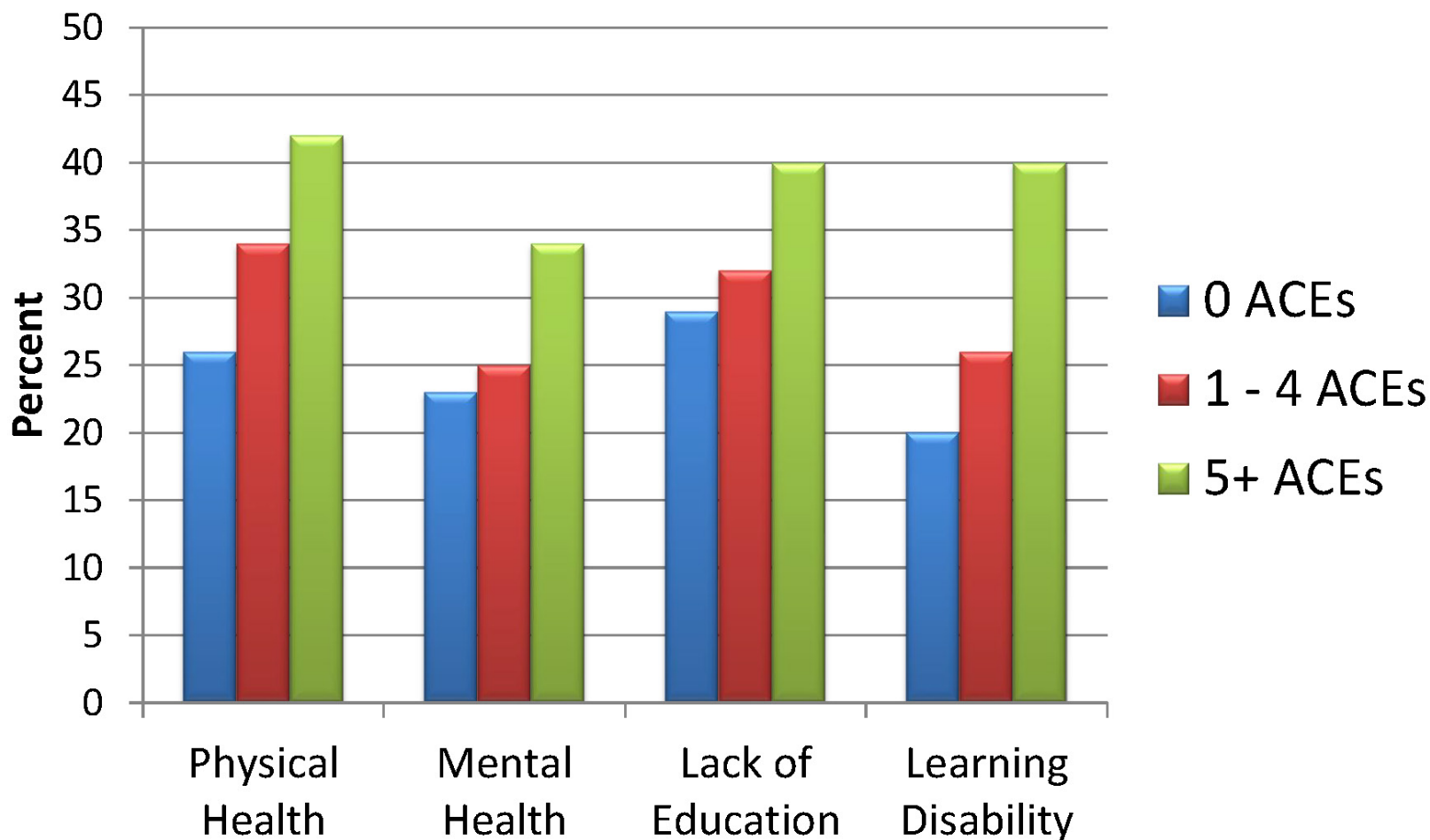


Searching for Missing Pieces

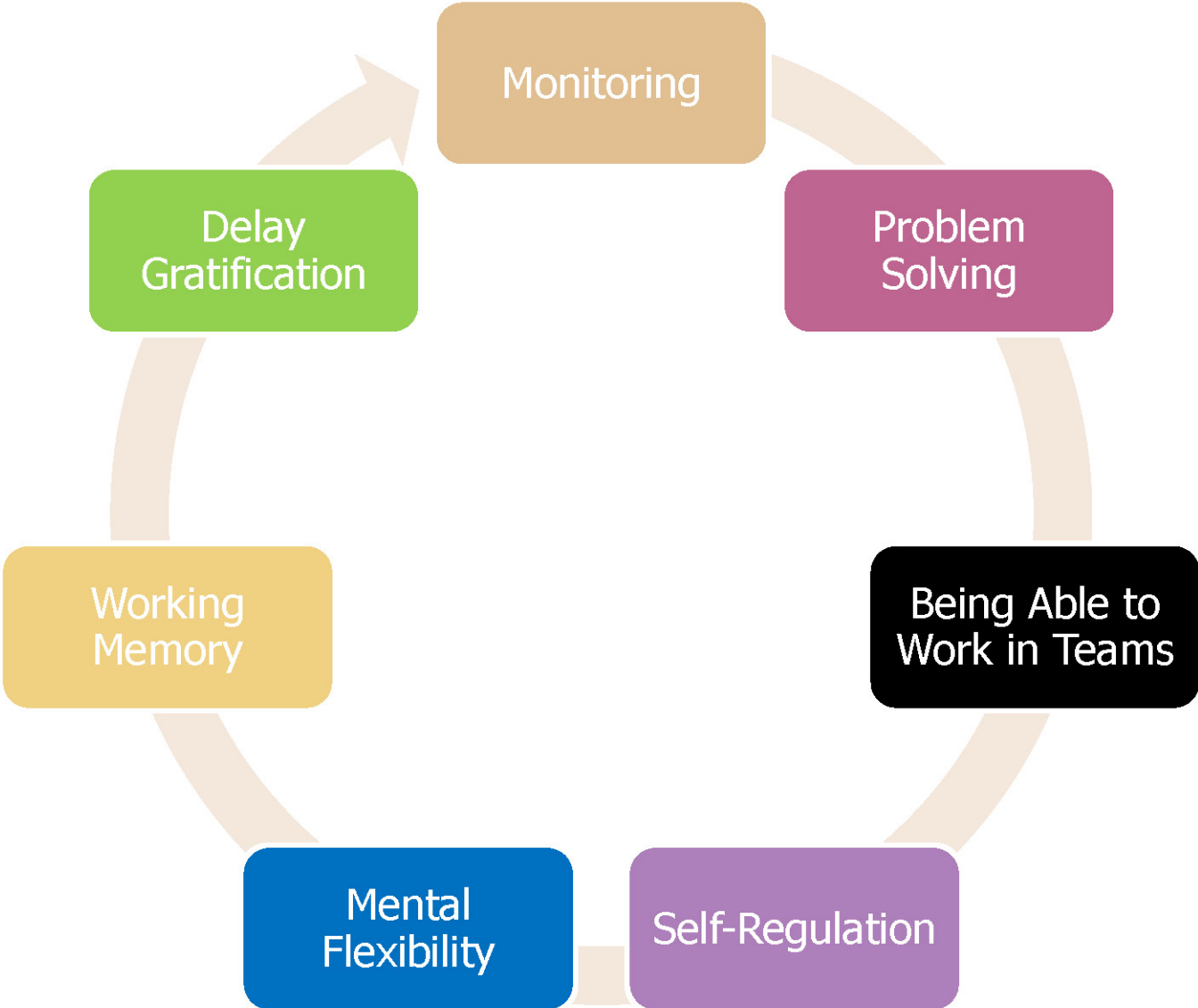
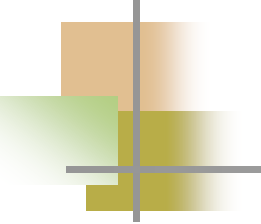
What is the relationship between an FEP recipient's adverse childhood experiences (ACEs) and the challenges they face in adulthood relative to achieving self-sufficiency?

Employment Challenges and ACEs

Human Capital Challenges



Build Adult Capacities

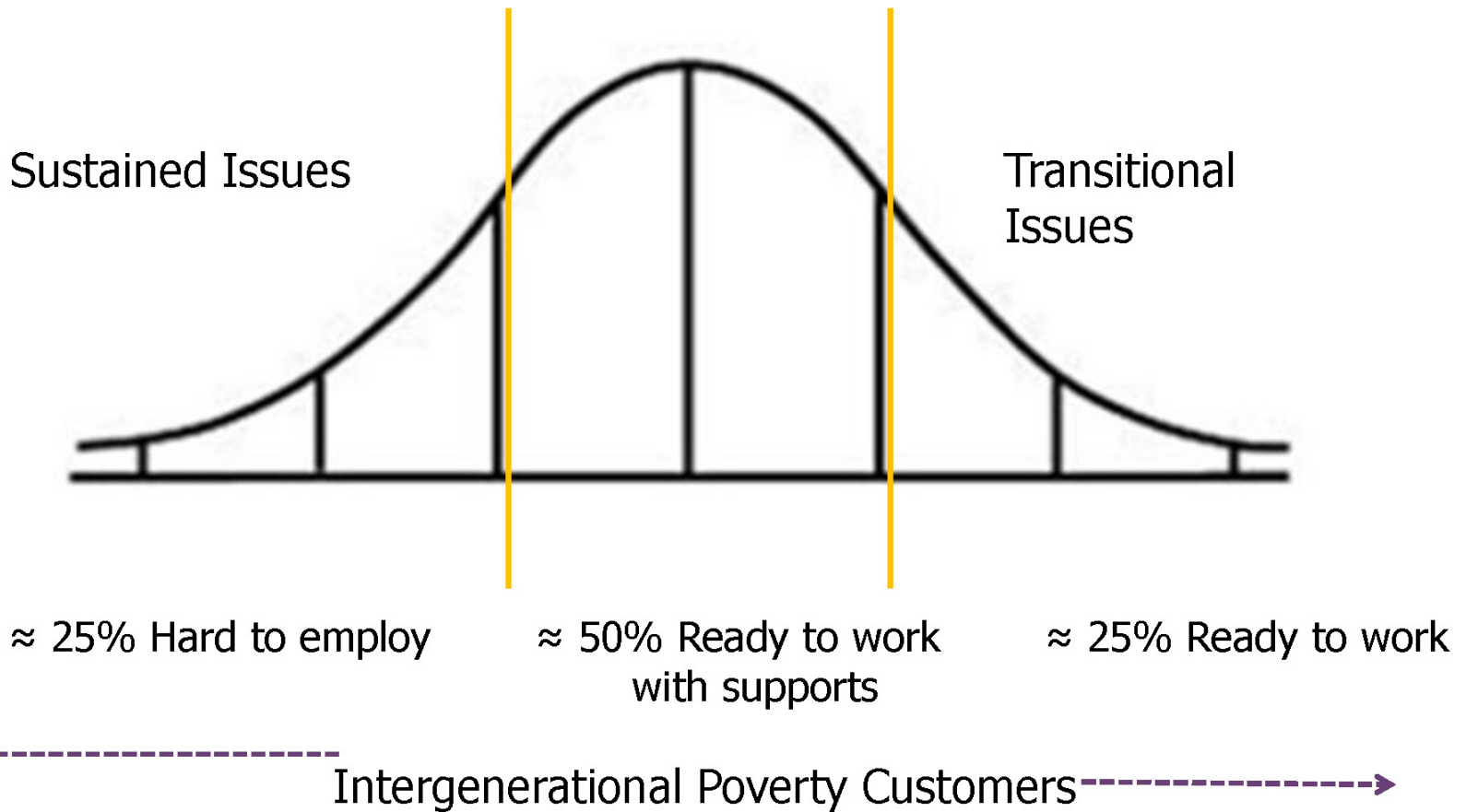


Limitations



- ***ACE Histories instead of ACE scores***

FEP Customer Groupings





Qualitative Comments

Thinking big picture, from the time you walked into DWS until now, what part of working with DWS has been most helpful to you? A person, a program, a way of thinking, etc.....

- Worker traits/actions that made positive difference
- Help meeting basic needs for family's survival
- Hit and miss access to helpful services



Qualitative Comments

What else do you think DWS could have done as you started assistance that would have been more helpful?

- 26% Nothing more – yea!!! 😊
- Better relationship with DWS worker
- Streamlined, Individualized Case Management
- Support Customer-Driven Goals



Qualitative Comments

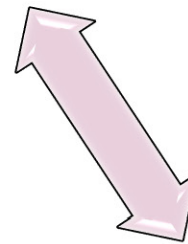
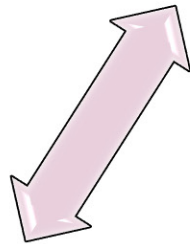
How do you feel you have become more self-sufficient since working with DWS?

- Increased income, assets, financial stability
- Consistently able to make ends meet
 - Gained Skills
 - Decreased Reliance on Others
 - Improved physical and mental health
- Education and training help bridge the gap
- Only 10% feel LESS self-sufficient



Next Steps

Two-Generation
Approach



Improve Parent
Well-Being



Prevent ACEs
for Children