

# Arizona Jobs Program

Two-Parent Employment Program & Jobs Program  
Preliminary Orientation

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# Overview

- Arizona's TANF Cash Assistance Program is collaboratively administered between two administrations within the Arizona Department of Economic Security
  - Family Assistance Administration
    - TANF eligibility determination
  - Employment Administration
    - Jobs Program

# Overview

- Jobs Program
  - Employment and training program for work-eligible individuals
  - Case management and employment services are operated by two private vendors
    - Maximus – Serves residents of Maricopa County
    - Arbor/ResCare – Serves residents of remaining Arizona counties

# Two-Parent Employment Program

- Arizona's Two-Parent Employment Program (TPEP) is a TANF Cash Assistance program
  - Families with both parents of a dependent child living in the home
  - Both parents identified as work-eligible individuals
  - Program limited to six months within a twelve-month period
  - Pay-after-performance requirement
    - Compliance with three days of Jobs Program activities prior to TPEP cash assistance approval
  - Payments issued semi-monthly
    - Issued on the 1<sup>st</sup> and 15<sup>th</sup> of every month

# Two-Parent Employment Program

- TPEP has several basic eligibility factors:
  - Meeting financial eligibility criteria
  - Both parents must live in the home with a common child
  - Both parents are able to work
- Family Assistance Administration (FAA) determines eligibility
  - FAA pre-approves the TPEP cash assistance application
- Parents are advised to report to local Jobs Program office to complete activities for three days
- TANF cash assistance payments are released after completion of eligible activities

# Jobs Program

- TPEP parents must report to the Jobs Program local office within five business days
- TPEP parents meet with case manager
- Benefits are denied when parents do not report
  - Good cause exception
- Meeting with case manager considered the first day of the three-day requirement

# Case Managers

- Explain Jobs Program
- Complete career and in-depth barrier assessments
  - Determines appropriate work activities and supportive services
- Specialized Assessments are conducted as needed
- Works with each parent to develop an Employment and Career Development Plan (ECDP)



# Employment and Career Development Plan

- Agreement between the parent and the Jobs Program case manager on the actions and responsibilities of both parties
- Used to record employment goals, work activities, and supportive services
  - Work activities focus on employment of the parents at the earliest possible opportunity
- Required hours are distributed between the parents to best accommodate the family's needs

# Two-Parent Employment Program

- After the ECDP is developed, the case manager verifies completion of the assigned activities on the third day
- With verification that TPEP parents have completed additional two days of assigned activities, the Jobs Program case manager notifies FAA of the parents' compliance
- TPEP benefits are released

# Non-Compliance Without Good Cause

- When non-compliance with the ECDP occurs without good cause, TPEP benefits are placed on hold
  - Notice of Adverse Action
- When the parent complies with the program for two weeks, the next available pay cycle is released
- TPEP case is closed when three payments are withheld within a six-month period

# Two-Parent Work Participation Rate

- Arizona claims a highly successful Two-Parent Work Participation Rate (WPR)
- From 2007-2010, Arizona's WPR has ranked in the top six of all participating states
- From 2007-2010, Arizona's WPR has ranged from 62.6% to 72.8%

# Two-Parent Work Participation Rate

- 2007
  - Arizona WPR: 72.8%
  - Average state WPR: 42.8%
  - State rank: 4<sup>th</sup> (30 participating states)
- 2008
  - Arizona WPR: 64.3%
  - Average state WPR: 41.0%
  - State rank: 6<sup>th</sup> (28 participating states)

# Two-Parent Work Participation Rate

- 2009
  - Arizona WPR: 62.6%
  - Average state WPR: 31.0%
  - State rank: 4<sup>th</sup> (25 participating states)
- 2010
  - Arizona WPR: 72.8%
  - Average state WPR: 40.7%
  - State rank: 4<sup>th</sup> (28 participating states)

# Jobs Program Employment Data

- TPEP employment outcomes based on data from July 1, 2012 – December 31, 2012
- 543 job placements
- Average hourly wage of \$9.63
- 30 hours worked per week on average
- Average weekly earnings of \$299
- 264 jobs receiving medical benefits (48.6%)

# Jobs Program Employment Data

- Jobs Program tracks length of employment
- Job Placements still employed at 30 days – 192 (35.4%)
- Job Placements still employed at 60 days – 171 (31.5%)
- Job Placements still employed at 90 days – 150 (27.6%)
- Job Placements still employed at 120 days – 132 (24.3%)
- Job Placements still employed at 150 days – 113 (20.8%)
- Job Placements still employed at 180 days – 96 (17.7%)



# TPEP Best Practices

- Maximus implemented best-practices for TPEP parents in Jobs Program
- Focus on communicating message that working is best option for supporting families
- Program benefits include free job readiness trainings
  - Soft-skill workshops
  - Exposure to employers
  - Services to support employment success

# TPEP Job Club

- All TPEP couples required to attend Weekly Job Clubs
- Weekly Job Clubs reminders provided
  - Includes information regarding guest speakers
- Job Club attendees meet with case managers to review progress from Job Club meetings

# Monthly TPEP Parties

- TPEP case management team meets monthly
- Share best practices
- Peer reviews of each case
- Conduct outreach to non-compliant families
- Share success stories

# TPEP This Week

- Weekly electronic newsletter distributed to all TPEP case managers, supervisors, and project managers
- Team motivations
- Outline of current performance and monthly goals
- Policy updates and clarification
- Key dates related to notices and withholdings
- Sharing of best practices from other TPEP workers

# TPEP Best Practices

- Outreach provided to families reporting employment
- Supportive services provided
- Assistance with developing a plan to balance work and family life

# TPEP Best Practices

- Arbor/ResCare utilizes a service delivery method
  - Emphasizes personal connection between case manager and client
- Clients receive personalized case management
- Case manager is responsible for reviewing status and progress of clients

# TPEP Best Practices

- Supervisors review each TPEP case with case managers weekly
  - Identify participants not completing activities outlined in the ECDP
  - Discuss actions needed to ensure success
- Conference calls with underperforming case managers
  - Review TPEP caseload
  - Discuss cases not meeting the WPR

# TPEP Best Practices

- Discussions with case managers include:
  - Actions taken by case manager
  - Necessary additional actions to further engage the client
- Arbor/ResCare believes incorporating additional experience and multiple perceptions increase case workers' success
  - Positive client outcomes
  - Improved WPR



# Jobs Program Preliminary Orientation

- All work-eligible TANF applicants are required to complete a JPPO prior to application approval
- JPPO requirement does not apply to TPEP families
- Ensures that clients learn purpose of Jobs Program
- Connection between participation with the Program and ongoing receipt of cash assistance

# Jobs Program Preliminary Orientation

- FAA directs work-eligible individuals to the Jobs Program to fulfill requirement
- Applicants have ten days to complete JPPO
- If applicant fails to attend orientation without good cause, their application is denied

# Jobs Program Preliminary Orientation

- Jobs Program staff provide an overview of the Program to work-eligible individuals
- Case manager and client will identify activities to improve the client's employability skills
  - Leads to financial independence
- Jobs Program provides supportive services to clients to assist in removing identified barriers to employment
- Consequences for failing to participate in the agreed-upon work activities without good cause
- Upon completion of the JPPO, Jobs Program notifies FAA, and TANF application is approved

# Contractor Practices

- Maximus
  - Conducts the JPPO by phone, providing the required overview
- Arbor/ResCare
  - Revised procedures in November, 2012, to encourage participation in activities immediately following JPPO
  - Identify activities improving clients' employability skills, leading to financial independence
  - Determine number of hours of activities achieved prior to cash approval
    - Clients track completed activities
  - Explain how to track activities
    - Job Search
    - Barrier Removal

# Contractor Practices

- Arbor/ResCare
  - Explain Jobs Program provides support services to work-eligible individuals, assisting in removal of identified barriers to employment
  - If agreed-upon activities were not completed, case manager will discuss with client:
    - Barriers to employment
    - Goals
    - Upcoming expectations
  - After implementation of new procedures, during a four-month sample period:
    - 38% of participants have participation hours completed at time of Initial Case Management appointment
    - Of this population, 47% meet the WPR for the month- a significant improvement from the prior process

# Summary

- Overview
- Two-Parent Employment Program
- Two-Parent Work Participation Rate
- TPEP Best Practices
- Jobs Program Preliminary Orientation (JPPO)

# Questions

- Do you have any questions, comments, or thoughts?

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