



Welfare Peer Technical Assistance Network

Sponsored by the Administration for Children and Families

Peer Technical Assistance (TA) Short Summary

Connectinc. Inc. – Battleboro, North Carolina

Requesting Agency:	District of Columbia (DC) Department of Human Services
Point of Contact (POC):	Idara Nickelson
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TA Event Tracking #:	141
TA Requested:	DC contracts the employment and training services for TANF clients, and requires that all contractors use the same case management system. DC would like to upgrade the case management system to a web-enabled database management system.
TA Goal:	DC's primary goal is to obtain a web-enabled data management system that will allow the state to monitor all client information related to their participation (i.e. time and attendance, case notes, contractor assignments, etc...)
TA Format:	Site Visit
Sample Evaluations:	Written evaluations have not been obtained; however, verbal evaluations were positive. Selected comments included: "Discussions with the Connectinc. staff brought up issues I hadn't even thought of." "We can track clients from vendor to vendor and not lose clients in the process."

Analysis:

The District of Columbia (DC) contracts with eight vendors to provide job readiness assistance to its welfare population. Although DC contracts with an organization that provides a data management system, all of the vendors do not use the system and the Department of Human Services is unable to accurately track client participation or gauge the integrity of the data they receive from the vendors because the data provided is subject to several iterations of review before it is deemed appropriate. DC is interested in an enhanced reporting system that will allow them to capture information germane to Federal participation and reporting requirements.

The site visit was attended by Welfare Peer TA staff, DC Human Services staff and Connectinc. representatives. The site visit was designed to provide a detailed description of Connectinc.'s functional capabilities as well as provide the support required to drive and maintain the system. Connectinc. representatives expressed their ability to build a system to DC's specifications and stated they will provide the highest level of follow-through to ensure the system operated to DC's vision.

The site visit included a detailed history of Connectinc.'s origins, followed by one to one demonstrations of the system from Work Central representatives. An additional demonstration from the Edgecombe County Department of Social Services case workers highlighted the system's practical effectiveness in an arena similar to the conditions in DC. Interactive question and answer sessions also provided further insight into the functional capability of the system. Our hosts assured the DC representatives that the system could be customized to track and report on information that may be required as a result of new federal guidelines.

Overall, DC representatives, Connectinc. staff, and Welfare Peer TA staff agreed the site-visit was successful and provided a wealth of information to assist DC in making a decision about the type of system that would best meet their needs.

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