FEP REFOCUS RECOMMENDED CHANGES – March 23, 2016

Item	Current Process	Change	Expected Implementation Date
COMPLIANCE / QUALITY			
Compliance / Quality Tool	Compliance Edit Tool in UWORKS handled by PRT	★ Removed all "How Do We Know" questions ★ Focused on the "Have To's" Based on Federal / State / Work Verification Requirements / Audit Findings ★ Develop a Quality Tool for Supervisors to use when coaching staff ★ Design the Quality Tool as we move through the FEP Refocus Academy Training ★ Provide supervisors with coaching guides / Demonstrated Skills Tools to help staff build quality	New Edit Tool – 7/1/1026 Quality Tool – TBD as Developed through 11/2016
CUSTOMER EDUCATION			
FEP Marketing Video	None	Briefly explains FEP (What's In It For You) Ease of access for any applicant interested in FEP o Recommendation is to house the video link on the 1st screen of MyCase for customers to access when initiating an application for TA Use of computer technology (i.e. simulated characters and sketch technology) – easier to update when changes occur	FEP Supervisors and staff Preview for feedback 4/2016 during Case Management I sessions
Orientation Video	Heavily focused on FEP requirements and expectations One continuous feed Uses actors, difficult to update when changes occur	Balanced between DWS Services / Resources and Requirements Separated into 4 sections Uses computer technology (i.e. simulated characters and sketch technology) – easier to update when changes occur	FEP Supervisor and Staff Preview for feedback 4/2016 during Case Management I sessions
Community Resource Liaisons	None	✓ Serve as a local point of contact for staff to support our customers and their families in accessing community resources ✓ Represent DWS with community partners and to identify gaps, share new resources and coordinate with state DWS support staff.	Staff identified – training planned dates TBD (before 5/2016)

FEP Agreement	Focused on educating customer on requirements
	"You will" language
	Small font maximum utilization of white space
		Balances services and requirements
		Focused on a partnership
		  o Explains customer responsibilities and DWS responsibilities
		Less verbiage
		  o Easier to read
		  o A tool for staff to educate staff
			4/1/2016

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CASE MANAGEMENT / ASSESSMENT			
Tools	UWORKS screens viewed as the assessment process	Adding case management skills and techniques to the EC "toolbox" to enhance the assessment process (i.e. Motivational Interviewing, credible planning, optional tools and guides)	Case Management I Training – April 2016
	Focus on obtaining information within a prescriptive assessment tool – completing a set of fields or screens to justify goals / activities	Focus on assessment on a continuum – collecting information relevant to the identified goals / needs and re-assessing when necessary in order to facilitate progression toward goals / positive outcomes	Case Management I Training – April 2016
	Work First Approach – Primary takes into consideration recent employment history or having a High School Diploma / GED, reliable child care and transportation.	Work and Family Focus – Employment is still the goal – Increased 2Gen approach. Increased focus on providing services and resources to assist customers obtain employment that better moves them closer to self- reliance.	Case Management I Training – April 2016
Initial Assessment	4 Questions	Eliminate "Work Ready" – "Work Prep" UWORKS Wizard that "takes" ECs to the fields that are required by TANF Regulations to assess in order to issue benefits. ✎ Reason(s) for application ✎ Budget (Financial Barriers) ✎ Education ✎ Employment History – Skills NOTE: Policy will reflect "Wizard" Process and Completion Timeframe (Event 5 Requirements)	TBD Based on UWORKS Programming Requirements
Family Tab	None	Addition of a Family Tab designed to collect family information. Recommendations: 🖉 Based it off of the NGK Family Assessment Tool 🖉 Child information (Name / DOB) populate over 🖉 Family Overview - Strengths / Issues 🖉 Child specific information o Child Education o Family Health o Early Childhood Education NOTE: We recommend that this tab is not viewed as part of the edit tool and utilized as a quality element.	TBD Based on UWORKS Programming Requirements
Comprehensive Assessment	Fields completed – Often typed in at the time of the appointment	Use of MI skills to engage customer in a dialog that builds upon their strengths ✓ Training on MI Skills ✓ Training on gathering customer information as needed rather than completing all fields – determining what is needed to move forward with customer needs / goals	TBD Based on UWORKS Programming Requirements

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Budget Screen Additions		Add a comment box and a print feature (so budget can be given to customer)	TBD Based on UWORKS Programming Requirements
Education / Retention Screen		Change the question: "What are the reasons you did not complete high school?" to "Would you be interested in pursuing your education?" Change the free format box from 3 lines to one large box under this question: "What was your reasons for leaving previous employment?"	TBD Based on UWORKS Programming Requirements
EMPLOYMENT PLANNING			
	Task oriented – primarily focused on countable activities – maximum participation (i.e. 30-40 hours)	Partnership – balanced goal setting – assessing customer's goals / needs within DWS's requirements and resources – Participation at the individual's maximum participation level	Case Management II Training – May / June 2016

Employment Plan	As Designed in UWORKS	➢ Remove L.E.W.I.S.
		➢ Eliminate Justification Portion
		➢ Make O*Net Section optional and free format
		➢ Customer leaves with a "To Do List" based on the goals of the Employment Plan created before the end of the appointment
		➢ ECs create a "To Do List" with customers before the end of the appointment to assist customers progress toward their goals
		➢ Include the family in the development of the Employment Plan
		   o When applicable, customers have an employment goal and a family goal
		   o Staff need a way to add a family section on the plan
			TBD Based on UWORKS Programming Requirements

FEP TRAINING			
Develop FEP Training Policy	None	▪ Pell grant eligibility ▪ Process of reconciliation ▪ Supervisor approval for occupations not supported by DWS ▪ Part time OJT for parents who have a verified disability or are 50 and older. ▪ Appropriateness	TBD
PENDING ITEMS			
CAGE / TALE	SASSI / Drug Testing / TALE	Reviewing the current questions to determine if we can re-word them or ask them in a different manner.	
Diversion Process		Plan is for Work and Family Focus WDD MT Strategic Planning Workgroup to develop	TBD
FEP Two Parent		Plan is for Work and Family Focus WDD MT Strategic Planning Workgroup to develop	