



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Working through TANF-WIOA Alignment Challenges

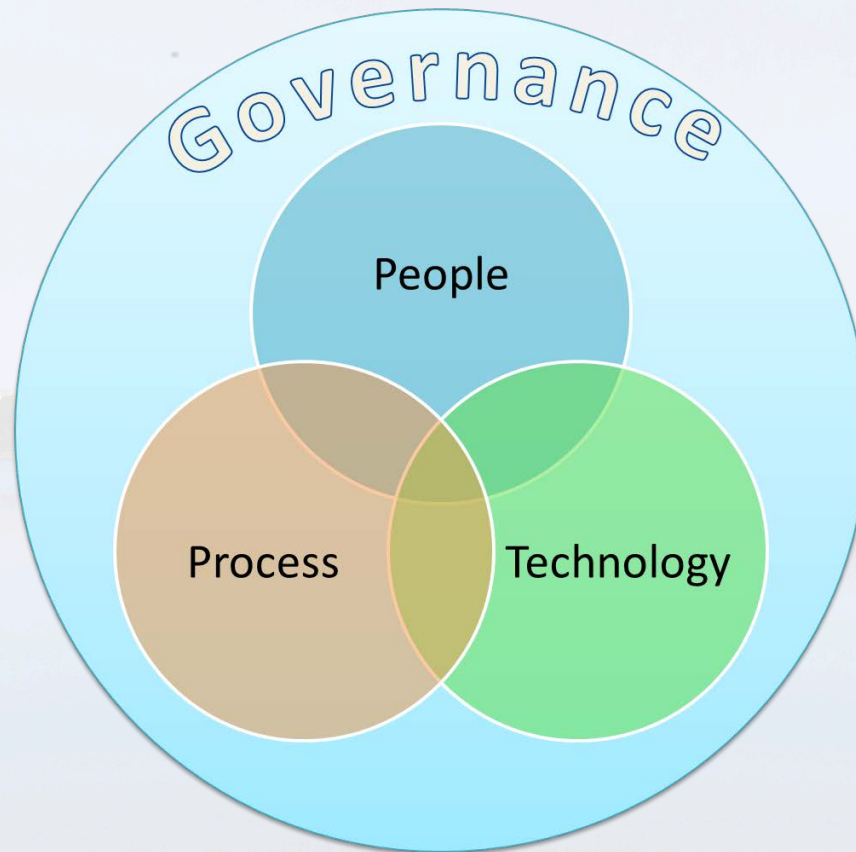
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Arkansas Department of Workforce Services

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The Fundamentals



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Drawing up a Service Delivery Framework

- A strategic blueprint
- A roadmap to reach the *to-be* state of integrated service delivery



Strategy Barriers

- Client Intake – DHS (SNAP, Medicaid), UI and external partners
- Self-sufficiency, barrier reduction, employment planning and service provisioning



Structural Barriers

- Organizational management and governance structures
 - TANF field operations are relatively simpler and straight
 - WIOA has a more complicated structure with arms-body-length entities like workforce investment boards, and state agencies operating under different federal department guidelines



Systems Barriers

- Information requirements, client servicing strategies, and organizational structures dictate operational procedures, decision making and day-to-day activities



Skill Sets and Staffing Barriers

- The homogeneity with regards to management style in the areas of decision making, interacting, and action taking in the TANF world is different from the much more decentralized nature of the workforce investment boards
- Evolving and adapting to welfare to work model requires staff skilled in social services as well see the connections with the workforce system
- Despite serving low income families, the WIOA staffing and operations are primarily workforce driven



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Shared Values

- Maximize servicing low income families (PPT)
- Combined State Plan (Governance)
- Co-location (People)
- Common Intake System (Systems)
- Collaborative client servicing and nudge techniques (PPT)
- Leverage TANF's breadth of operations with inherent strengths with the WIOA Title 1 programs (PPT)

