



# Urban Partnerships for Welfare Reform: National Academy

*Internal Quality Assurance Models*

# Baltimore



## Key Features

- Program focused on “real” work activities leading to independence
- Adoption of 40 hour work requirement
  - At least 24 hours in five Core Activities
  - Up to 16 hours in Other Activities
- Outsourcing case management and attendance tracking



# Successful Strategies

- Well-crafted and well-managed contracts
- Narrow definitions of countable activities
- Rigid documentation requirements for activities and attendance
- Complete reliance on automated tracking system



# Surprises

- The number and quality of proposals for contracts
- TANF Reauthorization - it's not what it was cracked up to be
- Dramatic caseload decline once economy heated up



# Challenges

- Staying the course despite TANF Reauthorization
- Confusion (and some interference) from community based organizations



# Replication Advice

- Lead, follow or get out of the way
- Put it in black and white
- Monitor, Manage, Review and Revise



# Managing During Change

- Anticipate
- Set expectations
- Don't try to be perfect



## Visions for the Future

- We are situated to fair well under the new TANF regulations given our narrow definitions and rigid documentation requirements
- A new automated tracking system will further enhance our ability to case manage and achieve higher WPR