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Informing Practice after COVID-19: Lessons from the Pathways Clearinghouse

2021 TANF Directors' Meeting

Agenda

- **Welcome and panelist introductions**
- **What is the Pathways Clearinghouse?**
- **Findings from the Pathways Clearinghouse**
  - What Works During Recessions and Recoveries?
  - Lessons Learned Delivering Remote Services
- **Commentary**
- **Closing remarks**

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Panelists

Diana McCallum

Dana Rotz

Katie Eddins

Tyreese Thomas

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What is the Pathways Clearinghouse?

Goals of the Pathways Clearinghouse

Assessing research

Eligible studies

Record information on intervention characteristics and study design

Review

Low study quality findings

High or moderate study quality findings

Record information on effects and calculate effect sizes

Group

Interventions

Classify by domain

Well-supported

Supported

Not supported

Mixed support

Insufficient evidence

No evidence

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Findings from the Pathways Clearinghouse: What Works During Recessions and Recoveries?

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Using the Pathways Clearinghouse to understand what works

- **Analyzed information from**
  - 1,438 findings, describing effects on employment, earnings, public benefit receipt, and education and training
  - 188 studies with high- or moderate-quality evidence
  - 141 interventions
- **Grouped studies based on timing of enrollment**
  - Recession (increasing unemployment rate)
  - Recovery (decreasing unemployment rate)
  - Stable (flat unemployment rate)

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Why might interventions have different effects in recessions or recoveries?

During recessions or recoveries:

- Employers might be more or less selective
- Costs of training (including foregone earnings) might be lower or higher
- More or different people might be competing for jobs
- More or different people might be seeking services

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When would you expect program impacts to be highest?

0%	0%	0%	0%
Recessions	Recoveries	Stable economic conditions	Economic conditions won't matter much
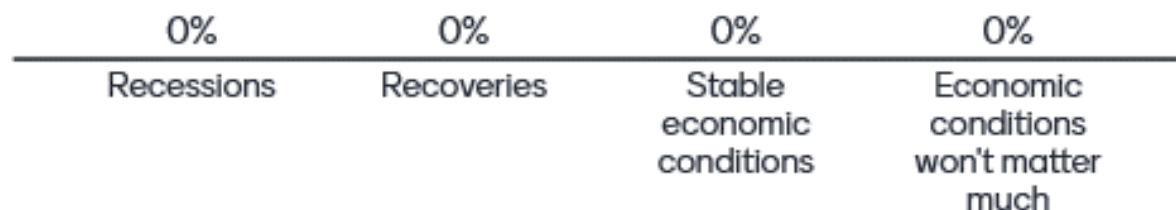
When would you expect program impacts to be lowest?

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0%	0%	0%	0%
Recessions	Recoveries	Stable economic conditions	Economic conditions won't matter much

Interventions have been successful in a range of economic conditions
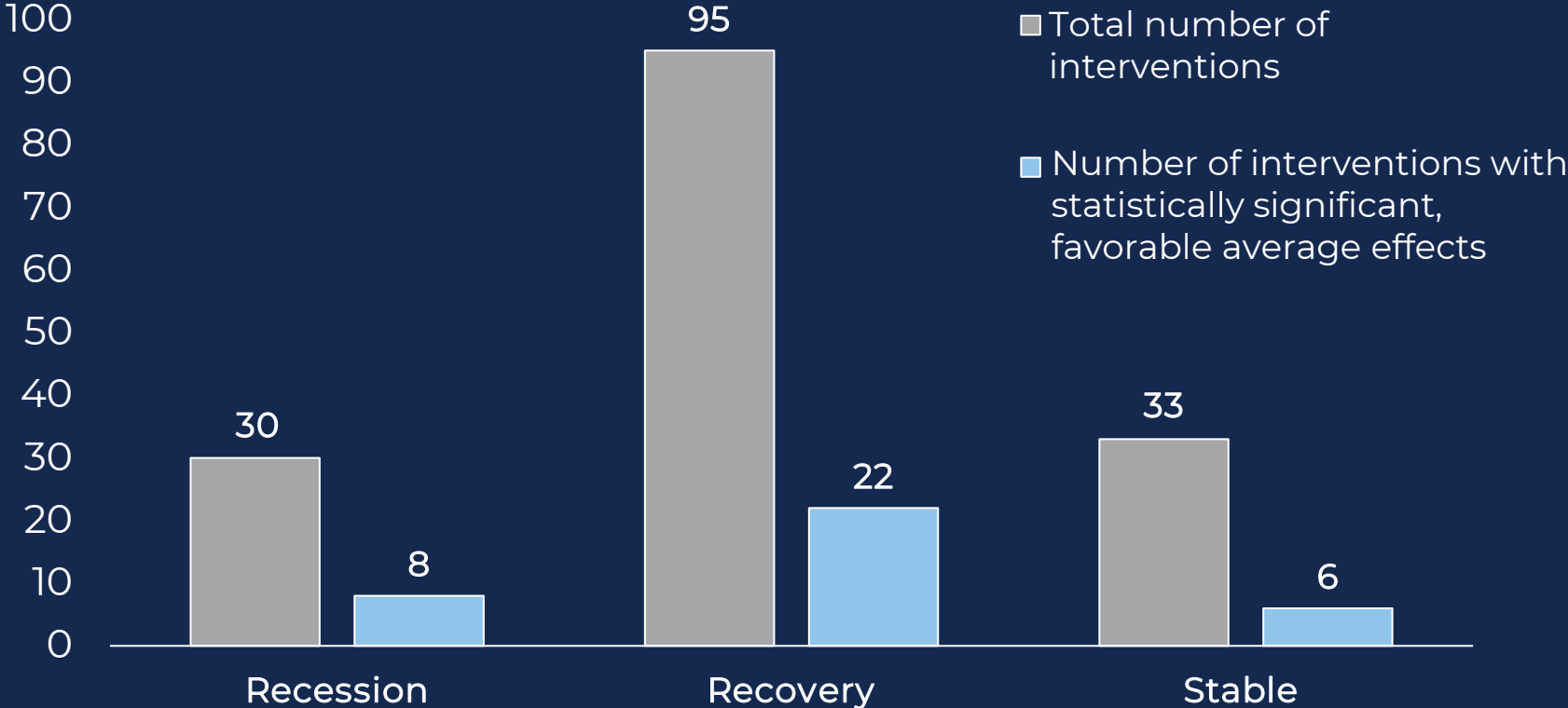
Interventions improve outcomes across economic conditions

Average intervention effects, by economic conditions during implementation

Overall — $1,046

Economic conditions when enrollment occurred

Recession — $837

Recovery** — $1,297

Stable — $690
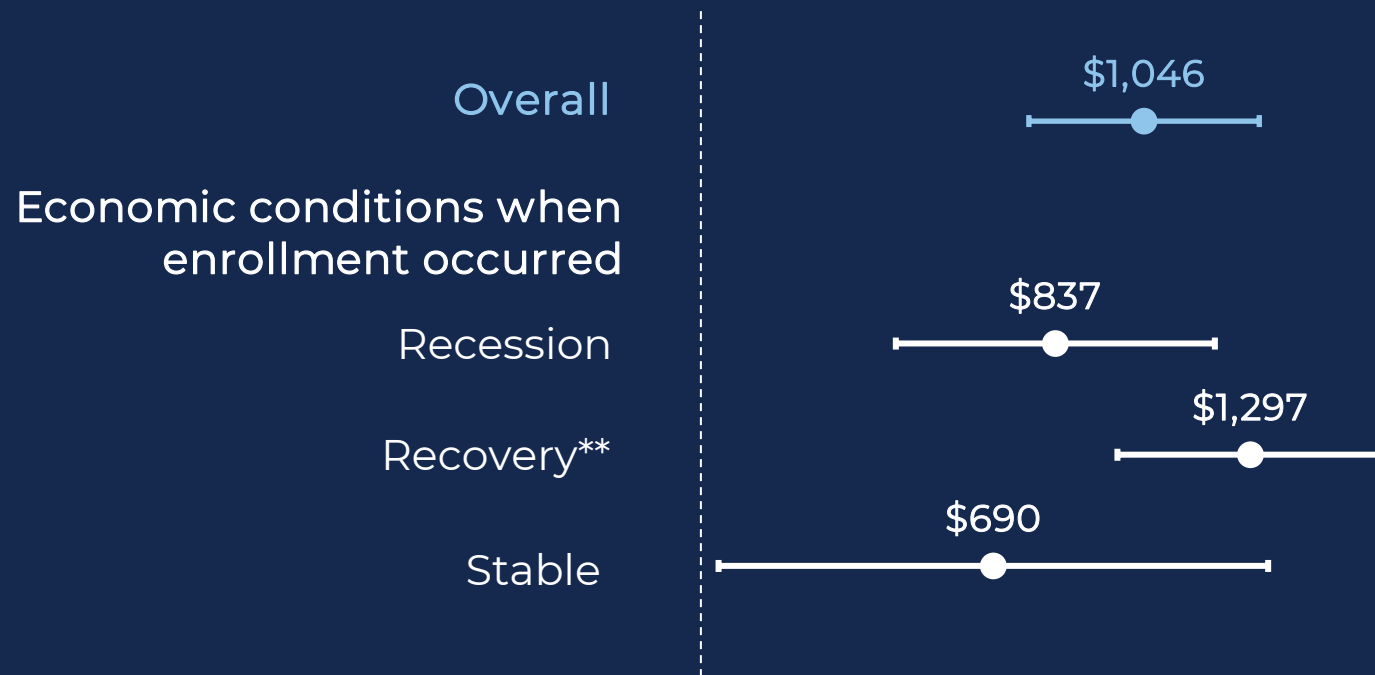
Average effects across outcome types, converted into annual earnings terms.
** Average effect size is statistically significantly different from the overall mean at the 0.05 level.

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Categorizing interventions by focus

- Case management or other supports
- Education and training
- Employment retention services
- Employment services
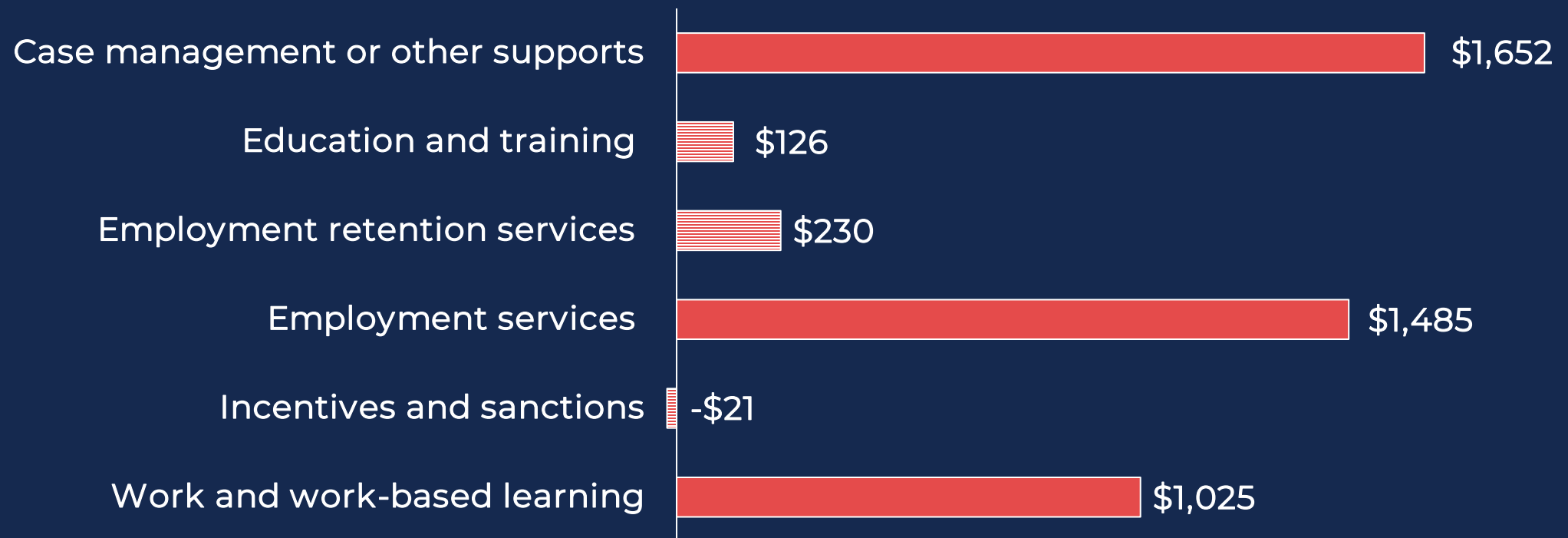- Incentives and sanctions
- Work and work-based learning

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Three types of interventions improved outcomes during recessions

Average effects of interventions implemented during recessions

Intervention	Value
Case management or other supports	$1,652
Education and training	$126
Employment retention services	$230
Employment services	$1,485
Incentives and sanctions	-$21
Work and work-based learning	$1,025

Average effects across outcome types, converted into annual earnings terms.
Statistically significant differences shown in solid bars.

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Effectiveness varies in recessions and stable periods

Differences in average intervention effects: recessions versus stable periods

Case management and other supports — $1,050

$-1,724 — Education and training

Employment retention services — $96

Employment services — $456

Incentives and sanctions — -$111

Work and work-based learning — -$504

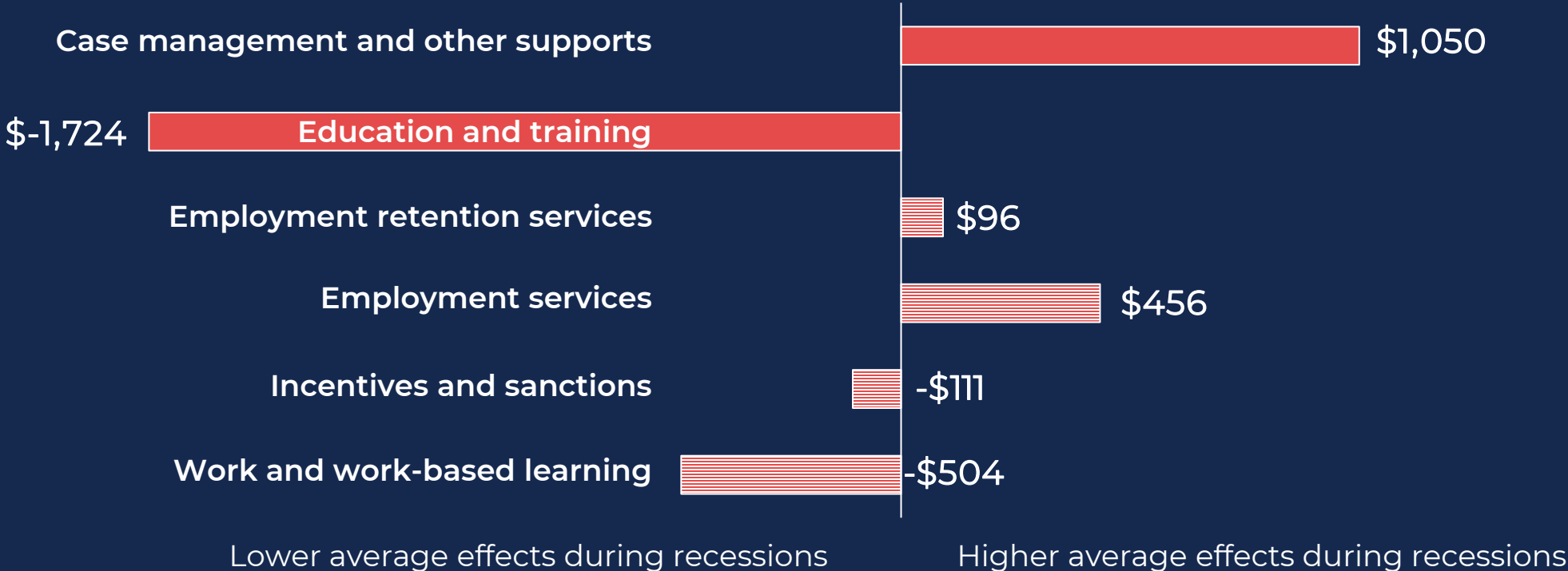Lower average effects during recessions　　　　Higher average effects during recessions

Differences in average effects across outcome types, converted into annual earnings terms.
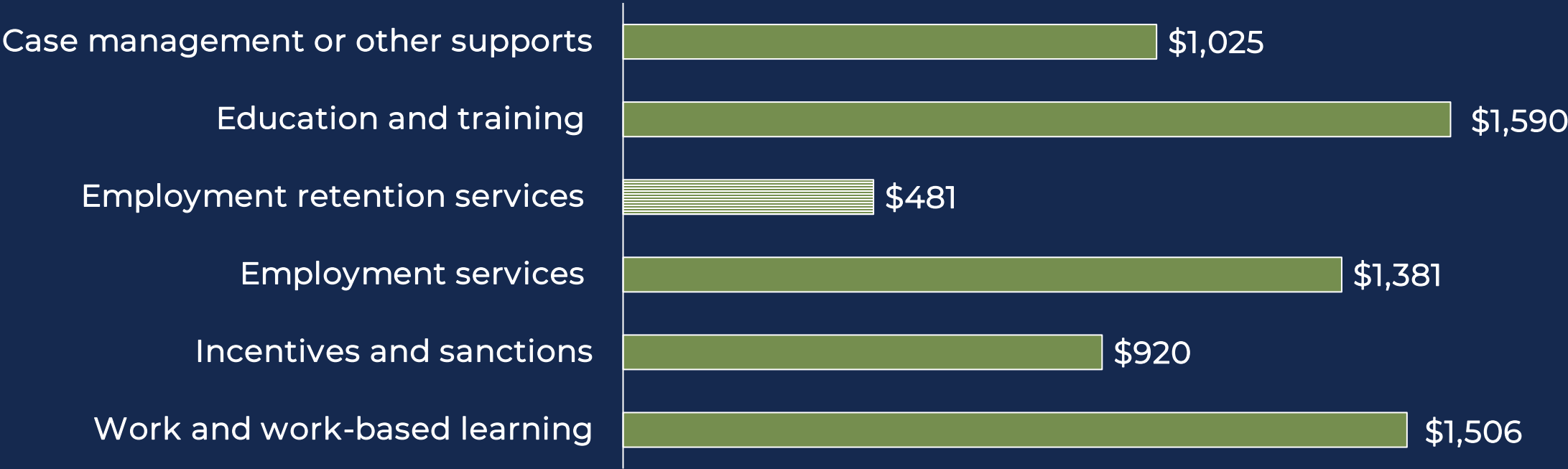Statistically significant differences shown in solid bars.

Key takeaways for programming during recessions

- **Case management or other support, employment services, and work and work-based learning interventions improve outcomes**

- **Consider placing**
  - More emphasis on case management or other supports
  - Less emphasis on education and training

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Most types of interventions improved outcomes during recoveries

Average effects of interventions implemented during recoveries

Intervention	Average effect
Case management or other supports	$1,025
Education and training	$1,590
Employment retention services	$481
Employment services	$1,381
Incentives and sanctions	$920
Work and work-based learning	$1,506

Average effects across outcome types, converted into annual earnings terms.
Statistically significant differences shown in solid bars.

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Most types of interventions had similar effects in recoveries and stable periods

Differences in average intervention effects: recoveries versus stable periods

Case management or other supports ████████████████████ $2,249

Education and training █ $48

Employment retention services █ -$42

Employment services ████ $400

Incentives and sanctions █████ $462

Work and work-based learning ███ -$264

Lower average effects during recoveries   Higher average effects during recoveries

Differences in average effects across outcome types, converted into annual earnings terms.
Statistically significant differences shown in solid bars.

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Key takeaways for programming during recoveries

- **Most types of interventions improve outcomes**
  - Interventions focused on education and training and work and work-based learning show the largest effects

- **Consider targeting resources towards interventions other than those focused on employment retention services**

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What services have your clients benefited most from during COVID-19?
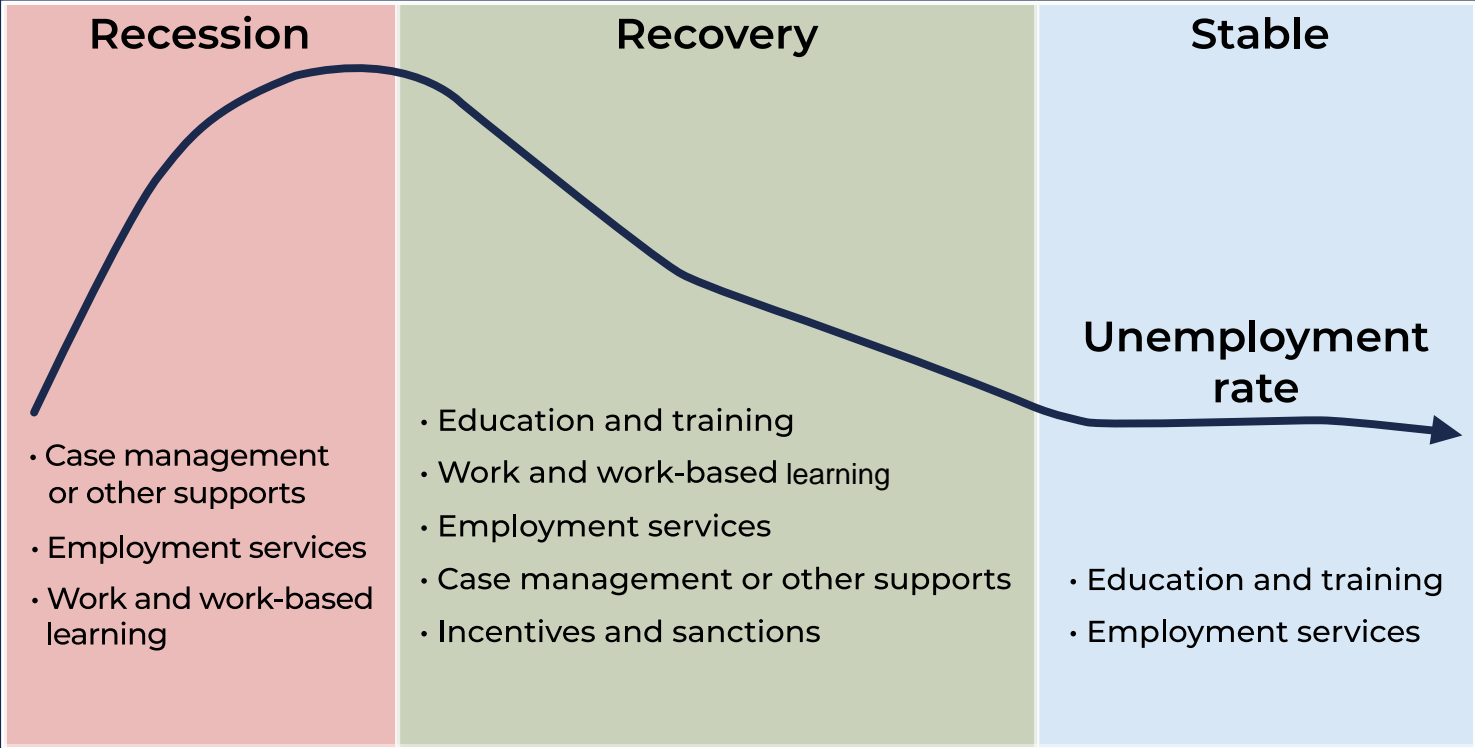
Most types of interventions improve outcomes, on average

Average effects of interventions, all economic conditions
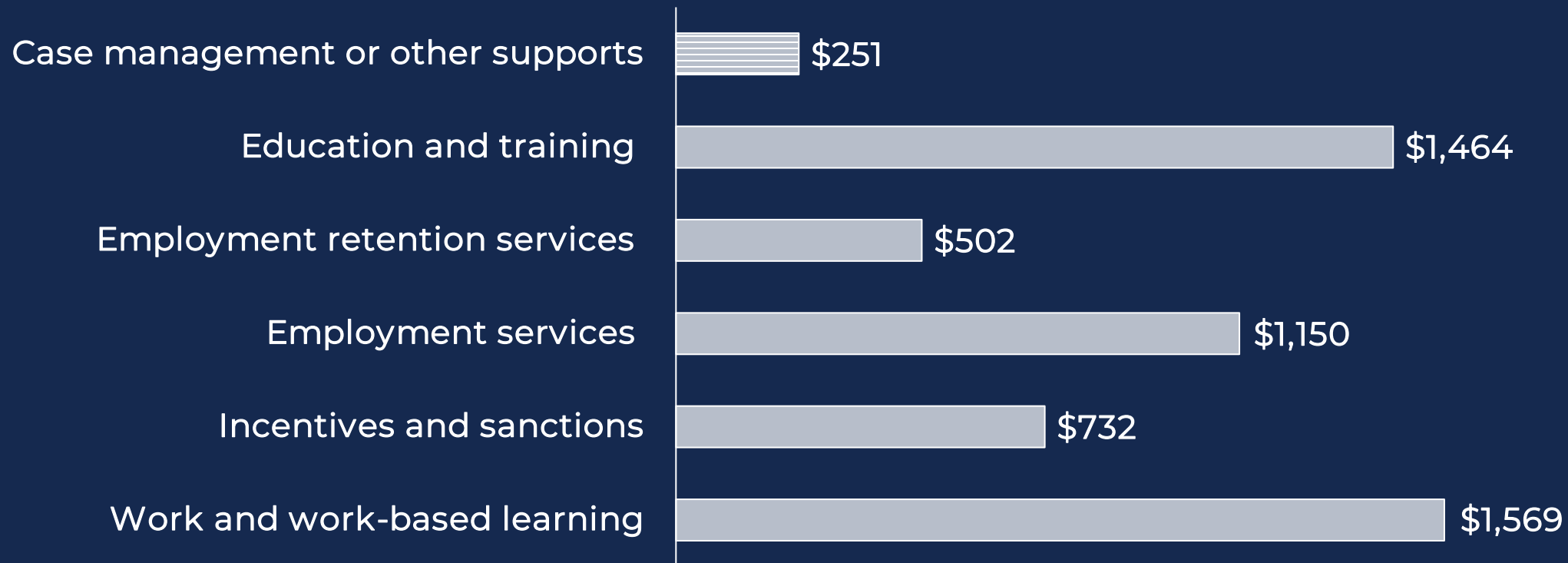
Intervention	Effect
Case management or other supports	$251
Education and training	$1,464
Employment retention services	$502
Employment services	$1,150
Incentives and sanctions	$732
Work and work-based learning	$1,569

Average effects across outcome types, converted into annual earnings terms. Statistically significant differences shown in solid bars.

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Key takeaways on patterns across economic conditions

- **Work and work-based learning and education and training interventions have the largest average effects**
  - But neither improves average outcomes in all three economic condition categories: recessions, recoveries, and stable periods

- **Employment services improve outcomes in recessions, recoveries, and stable periods**

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Conclusions and caveats

- Economic conditions matter

- But in each type of economic condition, some types of interventions have been shown to be successful

- Differences might be driven by differences in interventions, clients, implementation, or context

- Realities of economic conditions might be different

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Brief: Lessons Learned Delivering Remote Services to Job Seekers with Low Incomes During the COVID-19 Pandemic

Website Demonstration

How can I access information about remote service delivery?

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Site search

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Find Interventions That Work   Other Pathways Resources   About   Help

Pathways to Work Evidence Clearinghouse

The Pathways to Work Evidence Clearinghouse is a comprehensive, transparent, and systematic assessment of the effectiveness of interventions designed to help job seekers with low incomes succeed in the labor market.

Learn more

Find Interventions That Work

Identify, explore and compare the effectiveness of interventions designed to help low-wage job seekers succeed in the labor market.

Study Search

Find individual studies that have been reviewed by the Pathways Clearinghouse.

View interventions that are currently supporting individuals remotely during the COVID-19 pandemic.

Use intervention details

Watch our video to see how to use information about intervention content, effectiveness, and implementation to make decisions.

Using Intervention Details fro...

Sign up for emails

Looking for new, up to date information on interventions that are supported by evidence? Want to receive updates on new publications, opportunities to submit studies, or other events? Join our email list! Emails will not be shared with other organizations.

Subscribe

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Reviewed to date

The counts below show the number of interventions and studies that are included in the Pathways Clearinghouse.

221 interventions

295 studies

Find interventions | Find studies

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Developmental Interventions

Case Studies

Publications and Multimedia

Home / Publications

Publications and Multimedia

Recent Pathways Clearinghouse publications and multimedia

Lessons Learned Delivering Remote Services to Job Seekers with Low Incomes During the COVID-19 Pandemic

This brief describes lessons learned from three organizations that adapted existing interventions to remotely provide work readiness activities or education and training services to job seekers with low incomes.

Brief | July 2021
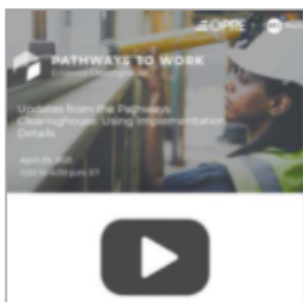
Updates from the Pathways Clearinghouse: Using Implementation Details

This webinar highlights ways TANF administrators and other service providers can use information on the Pathways Clearinghouse website to find evidence-based interventions and their implementation details.

Event recording | July 2021

Find interventions

Identify, explore and compare the effectiveness of interventions with similar services, populations, and target outcomes

Find interventions

Find studies

Find individual studies that have been reviewed by the Pathways Clearinghouse.

Find studies

Overview of the brief

Challenges

Challenges for participants engaging in remote services

Response

Changes to service delivery in response to the COVID-19 pandemic

Moving forward

Initial lessons learned on continuing service delivery

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Has your organization delivered remote services during the COVID-19 pandemic?

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Yes, and we continue to deliver services entirely remotely

Yes, and we have returned to in-person services

Yes, and we are delivering hybrid remote and in-person services

No

Interventions examined

Intervention	Select service content
Integrated Basic Education and Skills Training (I-BEST)	• Integrated occupational training and adult basic education classes • Academic advising
Project Quality Employment Through Skills Training (QUEST)	• Life skills sessions • Academic and career counseling
Wisconsin Regional Training Partnerships (WRTP)	• Occupational and soft-skills training • Tutoring in occupational skills

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Common challenges for participants engaging in remote services

- Caregiving responsibilities

- Accessing the Internet or computers

- Sharing technology among multiple household members

- Learning remotely for participants new to the experience

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Changes to service delivery

1. Staff offered multiple modalities to receive session content

- Prerecording sessions
- Offering synchronous videoconference sessions
- Providing in-person training with safety precautions
- Creating new publicly available content

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Changes to service delivery

2. Organizations modified intervention policies

- Lenient late policies
- Flexible due dates
- Shorter session times
- Offering multiple synchronous sessions

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Changes to service delivery

3. Organizations and partners offered technology assistance to participants

- Laptop and hot spot loaner programs
- Technology support

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Changes to service delivery

4. Staff interacted and communicated with participants more frequently

- More participants requested individual meetings
- More required check-ins
- More text messaging

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Changes to service delivery

5. Organizations updated their infrastructure and helped staff adapt to new technology

- Practicing with other staff

- Having virtual staff meetings

- Continuously trying new things and adjusting

- Motivating and supporting each other

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Continuing service delivery

Strength

Reflecting on lessons learned

Opportunity

Continue to use online materials and content

Challenge

Participant access to computers and Internet connection

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Director Perspective:
How can we leverage these findings?

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Discussion question

- Are there ways that TANF administrators may be able to make small changes to practices depending upon economic conditions?

- What are some suggestions?

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Discussion question

- Are there any lessons that have resonated with you and colleagues at your organization about adaptations to service delivery or internally facing processes?

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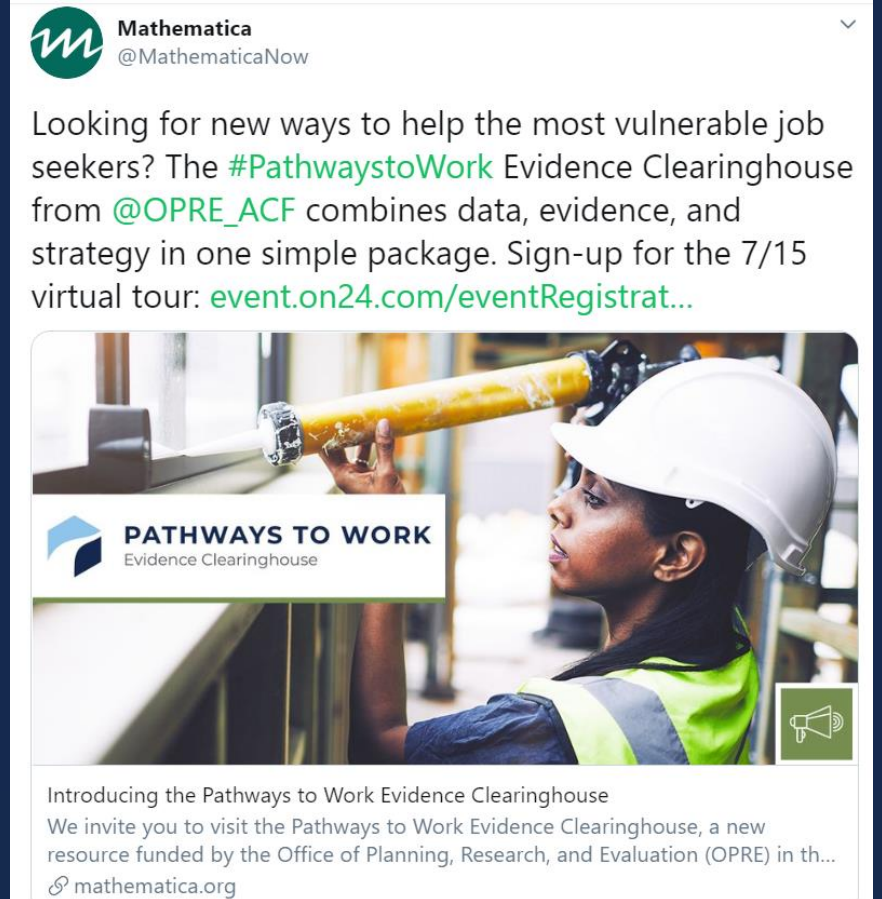
Discussion question

- ## What are the barriers that you perceive in continuing increased flexibility in service delivery for your agency?

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- Visit the site: https://pathwaystowork.acf.hhs.gov

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For more information

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