

PEERTA OUTCOMES LEARNING COLLABORATIVE:

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SYNTHESIS OF
ACTIVITIES



VISION

- To guide states through a collaborative learning journey focused on reporting on employment and other outcomes, in light of the new Fiscal Responsibility Act (FRA) requirements.



OBJECTIVES OF THE OUTCOMES LEARNING COLLABORATIVE (OLC)

The OLC was designed to help states to:

- consider the implications of focusing on outcomes;
- see the focus on outcomes as an opportunity to reimagine their TANF programs;
- define the long-term outcomes they hope families they serve will achieve, including the short and medium-term outcomes along the path;
- recognize the challenges associated with focusing on outcomes and begin to take steps to address some of these challenges; and
- identify the best opportunities for improving outcomes for families

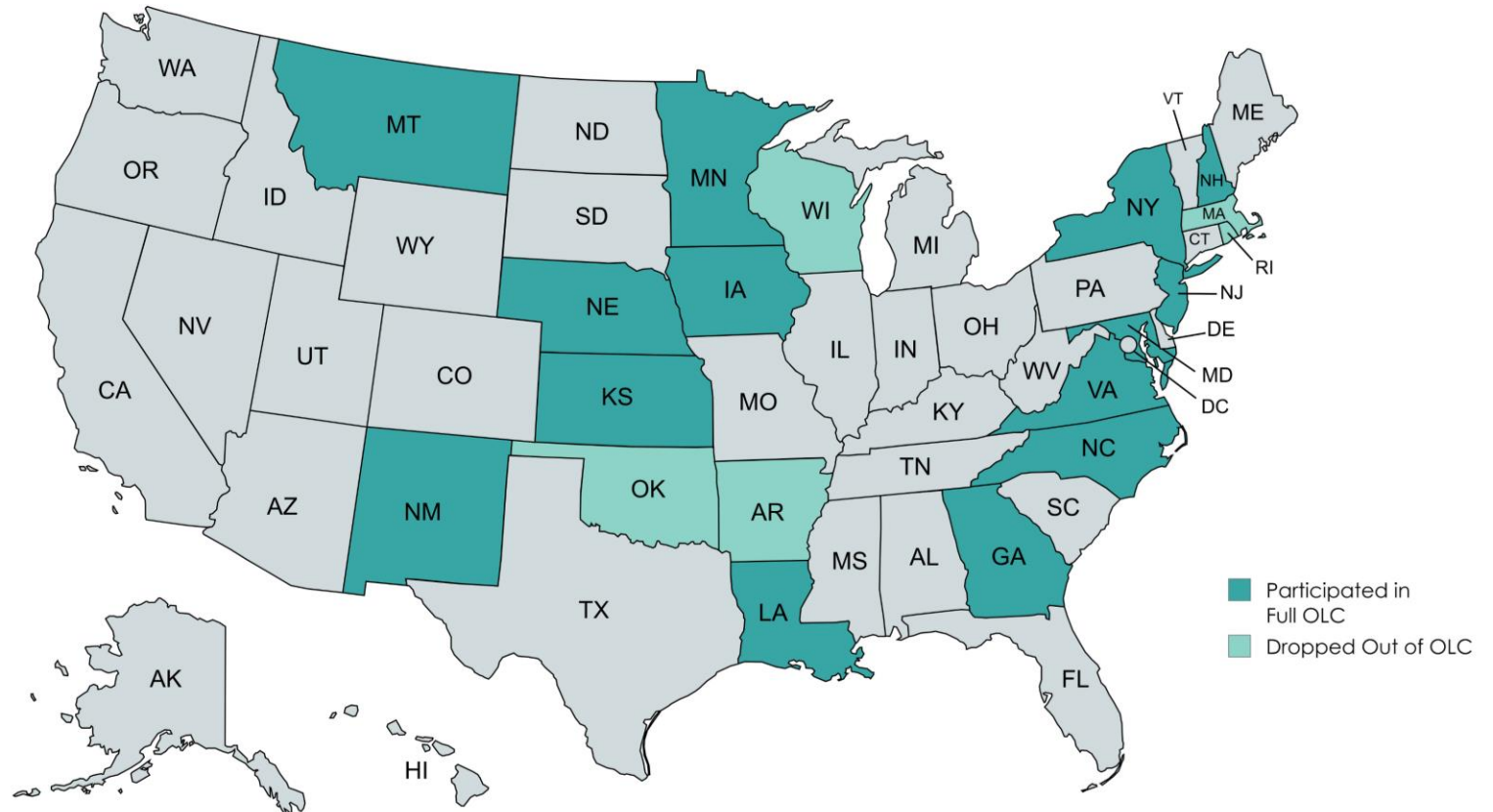
STRATEGIES

- Propose and discuss approaches TANF agencies can take to develop and measure outcomes for TANF programs and families served by TANF
- Help agencies identify and understand what it means to focus on outcomes, and what successful outcomes look like for the families they serve
- Provide agencies with the opportunity to hear from each other, experts, and other practitioners

WHO PARTICIPATED?

- Staff from TANF agencies in 14 states* across Regions I through VIII
- On average, 24 participants from 14 states attended each session

* Arkansas, Oklahoma, Massachusetts, Rhode Island, and Wisconsin participated in the OLC, but dropped out for various reasons at different points.





- LaDonna Pavetti
- Senior Fellow



- Ayan Goran
- Research Analyst



- Allie Burns
- Research Assistant



- Sofia Torres
- Research Analyst

FACILITATORS

HOW WAS THE COLLABORATIVE STRUCTURED?

- 90-minute content and discussion sessions each month for six months
- Monthly pre- and post-session agency-specific work dedicated toward strategic planning for implementation
- Five optional ‘Office Hour’ sessions, which provided an opportunity for participants to ask questions about pre- and post-work, delve more deeply into specific topics with peers, and troubleshoot challenges facing their TANF programs with fellow participants

TOPICS COVERED

1. OLC Kickoff: Centering the Family Experience
2. What Does it Mean to Focus on Outcomes?
3. Implementing Change & Centering Families
4. Getting Cash & Supportive Services to Families
5. Expanding Opportunities: Good Jobs & Transitions
6. Key Takeaways & Preparing for Change



SESSION 1: OLC KICKOFF – CENTERING THE FAMILY EXPERIENCE

SESSION 1 CONTENT

- Centering the Voice of Families Panel:
 - Three individuals that have navigated social safety net programs across different states spoke about their experiences
- Speed Networking
- Learning, Assessing, Planning Journey
- Post-Work: Participant Needs Map



SESSION I: PARTICIPANT NEEDS MAP

*See Mural board [here](#)

WHAT WERE STATES HOPING TO GAIN FROM THE COLLABORATIVE?

- **Outcome Focus and Measurement:**
 - Participants seek ideas on developing good outcomes, aligning data and measures, and tracking success without solely relying on Work Participation Rate (WPR) or caseload reduction credits.
- **Peer Learning and Collaboration:**
 - Participants express interest in hearing peer-to-peer feedback and learning from other states' experiences.
- **Data-Driven Decision Making:**
 - Participants are interested in learning about data collection methods and indicators used by other states.
- **Program Improvement and Innovation:**
 - Participants are seeking realistic and proven strategies for success.
- **Evaluation and Feedback:**
 - Participants want to receive feedback on their current practices and learn what they can do better.
- **Practical Implementation and First Steps:**
 - Participants seek assistance in taking the first steps towards implementing changes, including assessing their state's capabilities for data collection and outcome measurement.



SESSION 2: WHAT DOES IT MEAN TO FOCUS ON OUTCOMES?

SESSION 2 CONTENT

- Participant Needs & Characteristics (Review of Session 1 Post-Work)
- Using What We Know to Plan for the Future: Examining Employment Outcomes Data from Washington
 - A Conversation with WA WorkFirst:
 - Melissa Kenney – Community Services Division, DSHS
 - Kirsten Pochop – Community Services Division, DSHS
 - Becky Wood – State Board of Community and Technical Colleges, Washington State
 - Lisa Nicoli – Economic Services Administration - EMAPs TEAM, DSHS
- Logic Model Overview: Linking Needs and Characteristics, Program Activities, and Outcomes

Session 2: Identifying Outcomes¹

What would success look like? Short Term

Six months after someone has entered the program, what do you want to have changed in their life? What would put a smile on your face?

Financial stability	Material support	Housing	Emotional support	Utility bills	Medical barriers	Transportation	Childcare? (Please describe other services/programs that could be used to address this need)
Able to meet all their financial needs	Successfully complete a rental program and/or other housing needs	Able to make use of charge programs & priority lease	Positive emotions of joy and other agency staff	Able to make payments on utilities	For some: Approved by SSI/SSDI program	Working car, able to pay for gas	Enrolled in and using Wisconsin Shares
Has some money for wants		Likely someone they and their family trust	Feelings of confidence & ability to be self-sufficient	Working cell phone	For others: Improved quality of life able to work	Long-term insurance coverage or alternative plan to go forward	High-quality care
Has a long-term viable financial plan			Has a confidant or mentor	Connected to utility programs for low income families	Connected to free services (eg. free clinic, pharmacy)	Access of quality transportation services for free income, services, etc.	Cap is available to allow participant to working
Has financial literacy					Enrolled in and evaluated on Medicaid		Access of child programs like Boys & Girls Clubs, etc.
May be on an educational pathway to higher-paying career							

What would success look like? Longer Term

If someone comes to visit you a year or more after leaving the program, what story do you want them to be telling? About how their life has changed as a result of participating in your program? What would put a smile on your face?

Financial stability	Material support	Housing	Emotional support	Utility bills	Medical barriers	Transportation	Childcare? (Please describe other services/programs that could be used to address this need)
Emergency savings	Doesn't need the material support anymore	Has been long time since last eviction or homelessness or longer on lease	Maintains contact with confidant or mentor	They have utility bills on autopilot - don't even need to think about it	Going to doctor for preventative care	Working and reliable car	Same as short-term
Has career path that they can continue & allows them to support family		Can start saving to buy a house or car	Felt supported by W-2, not frustrated		Has long-term health insurance through work	Car is an asset, not a net liability	
All that were said about short-term							
Long-term, satisfying, well-paying job							


Session 2: Matching Services/Resources to Needs²

Matching Services/Resources to Needs

Obstacles to employment	Dental Work Car repairs Child care Tools, fees, and uniforms needed for work Transportation Assistance Daycare registration fees Auto Insurance/ Auto registration fees Driver license fees Work/ Office clothing
Meeting basic needs	Internet Assistance NH Housing Authority Electric Assistance Programs Shelter services for homeless individuals and their families Southern NH Services Internet Assistance Women, Infants & Children (WIC) Program SafeLink (Free cell phone) Fuel & Weatherization Assistance through CAP Agencies
tools for success	Resume, cover letter and application training Case Management Evolving and setting goals Life Skills Training 211-Service Link NH Workforce Development Services Post TANF Services
Education	Tuition for approved training programs WorkReadyNH (Free Job Skills Training Program) Adult Education Program
Leading to a career	Resume, cover letter and application training Career portfolio development Tuition for approved training programs WorkReadyNH (Free Job Skills Training Program) Workforce Development Services Post TANF Services
Emotional Support	Mental Health Treatment Substance Misuse Treatment 211-Service Link NH Domestic Violence Support Family Support NH (FSNH) Family Resource Centers

SESSION 2 MURALS

¹See Mural board [here](#); ²See Mural board [here](#).



SESSION 3: IMPLEMENTING CHANGE & STRENGTHENING FAMILIES

SESSION 3 CONTENT

- Review of Context Assessment
- Presentation by Michelle Derr: Strengthening Implementation to Improve Outcomes
- Post-Work: [Logic Model Mural](#) & Fit Assessment
- Office Hours
 - Presentation by Project IMPROVE: Reducing Administrative Burden and Improving Business Process Management
 - Presentation by Iowa Workforce Development: Organization-Wide Coaching Implementation

STRENGTHENING IMPLEMENTATION TO IMPROVE OUTCOMES

Presentation by Dr. Michelle Derr, The Adjacent Possible

- Identify and define what you want people to do differently (core components)
- Clearly communicate the change
- Assess readiness for behavioral change, the person's capabilities, opportunities, and motivation (COM-B)
- Engineer the environment to support those behaviors



REDUCING ADMINISTRATIVE BURDEN AND IMPROVING BUSINESS PROCESS MANAGEMENT

Presentation by Project IMPROVE

- Introduction to business project management
- Examples of business process management in action
 - Workforce program
 - TANF program
- How to engage in business process management in your program



Katie Bodenlos,
Mathematica



AnnaMaria McCutcheon,
Mathematica

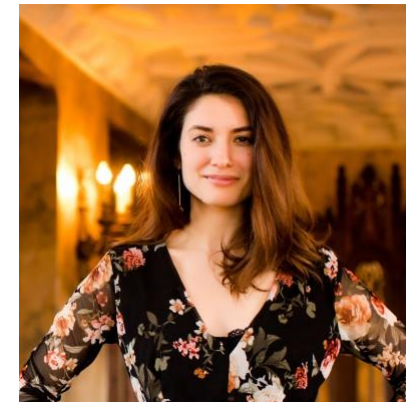
ORGANIZATION-WIDE COACHING IMPLEMENTATION

Presentation by Iowa Workforce Development

- Introduction to PROMISE JOBS:
 - Partners with Iowa Workforce Development to assist TANF families in successfully transitioning off of cash assistance
 - Virtual and in-person services
 - Available in 99 counties
 - Collaborates with WIOA programs
- Transitioned from a case management to a coaching structure
 - Outlined process for this transition, which included a focus on managers modeling coaching for staff + developing a service deployment style that aligned with the coaching approach



Jeremy Ritchie,
Iowa Workforce
Development



Bernadette Beck,
Iowa DHHS



SESSION 4: GETTING CASH & SUPPORTIVE SERVICES TO FAMILIES

SESSION 4 CONTENT

- Review of Fit Assessment
- Presentation by Yasmin Grewal-Kök: Child and Family Well-being System: Economic & Concrete Supports as a Core Component
- Presentation by LaDonna Pavetti: Reimagining Ways to Increase Cash Assistance
- Office Hours
 - Menstrual and Diaper Benefits: Jennifer Gietka, New Jersey DHS
 - Earned Income Disregard Payments: Bill Koncelik, New York Office of Temporary and Disability Assistance
 - Child Support Passthrough: Terri Kulhan & Kathy Witherell, Illinois DHS

CHILD AND FAMILY WELL-BEING SYSTEM: ECONOMIC & CONCRETE SUPPORTS AS A CORE COMPONENT

Presentation by Yasmin Grewal-Kök, Chapin Hall

- **ECS evidence is consistent across mechanisms and actionable**
 - Increased access to ECS associated with decreased risk of child maltreatment and child welfare involvement
 - Reduced access to ECS associated with increased risk of child maltreatment and child welfare involvement
- **State policy options to increase ECS**
 - Eliminate Full-Family Sanctions for Non-Compliance with TANF Work Requirements
 - Increase TANF Cash Assistance Benefit Amounts
 - Allow Full Pass-Through of Child Support for TANF Participants

REIMAGINING WAYS TO INCREASE CASH ASSISTANCE

Presentation by LaDonna Pavetti, MEF Associates

■ State strategies for providing more cash to TANF families

- Monthly grant increases
- Special purpose/targeted monthly cash payments
- Housing supplements
- Diaper benefits
- Transportation subsidies
- Earned Income Disregards
- Targeted use periodic payments (e.g., clothing allowances)
- Child support passthrough and disregards
- Unrestricted one-time payments
- Policy changes to reduce penalties or expand access

■ State strategies for providing more cash to TANF *and* non-TANF families

- Non-Recurring Short-Term (NRST) Benefits
- Milestone payments
- State income tax credits





SESSION 5: EXPANDING OPPORTUNITIES – GOOD JOBS AND TRANSITIONS

SESSION CONTENT

- What is a “Good” Job?
- Evidence on Providing Supportive Services
- Conversation with Moriah Greer - Policy Advocate at Maine Equal Justice and Former TANF Participant
- Presentation by Brigitte Bowmar: New Hampshire’s Post-TANF Program
- Presentation by Runiaja Vicksbrown: Louisiana’s Post-TANF Program and Experiences with Benefits Cliff Tool

Good Jobs: A Working Definition

Economic Stability

- ❑ Stable, family-sustaining pay
- ❑ Sufficient, accessible, and broadly available benefits
- ❑ Fair, reliable scheduling practices
- ❑ Safe, healthy, and accessible working conditions

Economic Mobility

- ❑ Clear and equitable hiring and advancement pathways
- ❑ Accessible, paid training and development opportunities
- ❑ Wealth-building opportunities



Equity, Respect & Voice

- ❑ Organizational and management culture, policies, and practices that:
 - ❑ are transparent and enable accountability
 - ❑ support a sense of belonging and purpose
 - ❑ advance DEIA*
 - ❑ and address discrimination.
- ❑ Ability to improve the workplace, such as through collective action or participatory management practices

*DEIA: diversity, equity, inclusion, and accessibility

From *Statement on Good Jobs*,
Aspen Institute.
<https://www.aspeninstitute.org/programs/good-jobs-champions-group/>

GOOD JOBS: A WORKING DEFINITION

NEW HAMPSHIRE'S POST-TANF PROGRAM

Presentation by Brigitte Bowmar,
Bureau of Employment Supports' Program and Workforce Administrator

- Post-TANF program extends for one year past the time of case closure, with focuses on:
 - ensuring participants feel confident and supported
 - helping clients use labor market tools to understand the jobs they could be qualified for or are interested in, what their pay is, and what education is needed
 - supporting participants in gaining skills, education, and training to foster upward career and economic mobility.
- Program participants are eligible to receive assistance for anything that participants in work program receive assistance for (e.g., car repairs, uniforms, transportation, childcare fees, etc.)



LOUISIANA'S USE OF THE "CLIFF TOOL" AND POST-TANF PROGRAM

Presentation by Louisiana Department of Children and Family Services
Wendy Hensley, STEP Consultant + Runiaja Vicksbrown, STEP Program Manager

■ **CATAPULT powered by CLIFF**

- Case management tool that aids participants in exploring job or career avenues
- Illustrates to participants how changes in income along a career path can impact benefits + how long it will take participants to achieve financial independence
- Uses real-time local employment data

■ **TANF post-FITAP transitional benefits**

- Transitional Transportation – lifetime maximum of 12 \$200 monthly payments to assist employed participants with transportation
- Transitional Other Supportive Services – lifetime maximum of \$5,000 for other employment-related expenses
- Transitional Housing Assistance – lifetime maximum of \$7,000 in education assistance
- Work Retention Incentive – one time \$500 payment to encourage participants to retain employment