



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**

**Performance-based Contracts:
Models for Improved Customer
Outcomes and Program
Efficiency**

Presented by: Sisifo Taatiti

TANF In Utah

- Family Employment Program
 - TANF Needy Family Services
 - Contracts Process
 - Outcomes and Data Collection



Family Employment Program

- State administered by the Department of Workforce Services
- Cash Assistance Program
- Employment Counselors
- One-stop employment centers – resources, workshops



TANF Needy Family Services

- 2014 – Began Request for Grants (RFG) process for services for TANF eligible families
- 3 year grant opportunities
 - One time funding
 - Intent was to provide seed funding for programs to prove a concept or evaluate existing program for other funding sources
- Identified gaps in services
- Eligibility versus Non-eligibility services
- [TANF Services Dashboard](#)



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Contracts Process

- Created electronic applications
- Bidders meetings statewide
- Followed RFP procurement processes for scoring committees, etc.
- Conducted orientations
- Yearly on-site monitoring visits
- [Contractor Website](#)



Outcomes and Data Collection

- Accounts Based Accountability Model
 - “Trying Hard is Not Good Enough” by Mark Friedman
- How much did we do? – Quantity Measures
- How well did we do it? – Quality Measures
- Is anyone better off?



Outcomes Reports

- [Quarterly Reports](#) – High level service specific outcomes and indicators (How much did we do and how well did we do it?)
- Annual Report – Comprehensive report of the year including outcomes/indicators from original proposals and success stories (Is anyone better off?)



Outcomes Example – Financial Capability/Asset Building

- Result: Participants consistently contribute to a savings account
 - Indicator 1: #/% of participants that report making regular deposits in a savings account
 - Indicator 2: #/% of participants that started other asset building accounts, i.e. IDA, 529, etc.



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Tools

- Google Tools - Free
 - Google forms
 - Tracking on google spreadsheets
- [Smartsheet](#) – Fee, but affordable



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Lessons Learned

- Evaluation takes time
- Using electronic tools can help create efficiencies
- Having a transparent process builds trust
- Quarterly webinar trainings were very effective
- It's okay to terminate underperforming contracts



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Contact

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