

Streamlining Services

Better Outcomes
More Efficiencies
Integrity Affirmed
System Sense

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Improving Families' Well-Being During Challenging
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- Redesigning Services – thinking it through
 - Looking a whole system first for understanding
 - Where are the relationships?
 - What do people think?
 - Leadership
 - Staff
 - Partners
 - Customers
 - Deciding what is GOOD

Streamlining Services

- Looking at whole system first for understanding.
 - Family Employment Program became an outlier
 - Staff measured on processes
 - Compliance drove the system not positive progression toward an employment goal
 - Did not really know what worked for outcomes
 - Needed to use the data we had for a direction
 - Family Employment Program must be part of the Department's vision and mission

Streamlining Services

WDD TOS

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Control Point

We are knowing more and more about employers' current and future needs. We provide access to more and more of the available jobs in Utah

After the Control Point
We are preparing people faster and faster to connect with appropriate, available jobs. (All job efforts are done with the available jobs in mind.) People are finding good matches quicker and quicker

Goal of WDD:

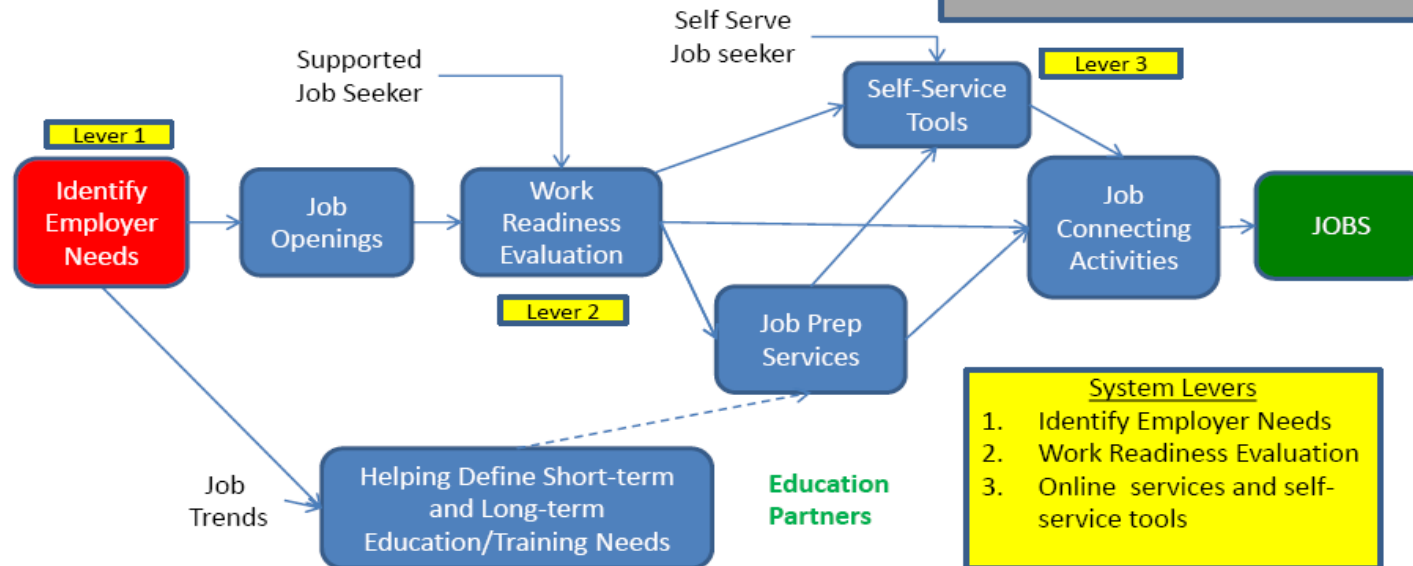
- Meet employer workforce needs

Measures:

1. More and more job seeker placements and retained placements
2. More and more employers and retained employers

Key indicators:

1. More and more employers in targeted industries and retained employers
2. Job order fill rate
3. Access to jobs: job penetration rate
4. Service quality



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- How does the Family Employment Program fit in this model and design?
 - Figure out the Principles of the program
 - Does it fit
 - Is it possible?
 - Will staff believe it
 - Using language we understand

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- Examples of the FEP Principles
 - Early engagement of work ready participants in quality, structured and supportive job search activities is an important key to job connection and the movement to economic independence for families.
 - FEP participants, like the Universal Customer, are part of the demand driven economic development approach of DWS. The economy needs work ready skilled people.

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- Participant success and work reality is about full or high levels of engagement. Don't limit relevant resources and supports to just the 20 or 30 hours of federal countable hours. Moving forward to high levels of relevant activities beyond what is "countable" may be the key to a participant's success. Do what "counts" for success!

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- Supporting work and advancement beyond FEP is part of the partnership and planning with participants. Helping a participant plan for future advancement is part of a Work First approach.

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- Principles of FEP Redesign 2010
- Work First: Early engagement of work ready participants in quality, structured and supportive job search activities is an important key to job connection and the movement to economic independence for families.
- Economic Contributions: FEP participants, like the Universal Customer, are part of the demand driven economic development approach of DWS. The economy needs work ready skilled people.
- Strength Based: Success is driven by the strength of each individual. Focus on the "can do" to plan for success now and in the future.
- Full Engagement: Participant success and work reality is about full or high levels of engagement. Don't limit relevant resources and supports to just the 20 or 30 hours of federal countable hours. Moving forward to high levels of relevant activities beyond what is "countable" may be the key to a participant's success. Do what "counts" for success!
- Relevance to What Counts: The participant activity matters for more than just counting hours. The countable activity must be part of the plan leading to successful work and a self-sufficient future.
- Accountability: Successful working partnerships are based on trust and accountability. Participants must be held accountable for their decisions, actions, and responsibilities. We must be held accountable for professional skilled interventions, relevant employment planning, clear and frequent communication and recognizing successful progress in positive outcomes for participants.
- The Future Also Matters: Supporting work and advancement beyond FEP is part of the partnership and planning with participants. Helping a participant plan for future advancement is part of a Work First approach.

- Key New Activities
 - Shortened Assessment
 - Job Club Model – Work Success
 - eEnter – electronic verification functionality
 - My DWS
 - My Case
 - My Job Search
 - Electronic Signature on Employment Plans
 - Retention Activities
 - Shortened Sanctioning process
 - Eligibility system and Case Management system talks nicely to each other

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- Shorter Assessment
 - Find out immediately who has a recent work history and/or a HS Diploma
 - Who is able and available for full time employment
 - Do not assess “barriers”
 - Do not do a comprehensive assessment here
 - Decide who is work ready – Work Success
 - Decide who can be diverted
 - Decide who needs more Preparation
- Used data to understand who is walking through the door.

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- Work Success – job club model 2 – 4 weeks – very intense
 - Must be able and available for full time employment.
 - Must learn how to job search
 - Must target the occupations in demand
 - Work Success activities is the “rest of the assessment”
 - 53% find work in 1 to 4 weeks
 - 87% still working at 60 day point
- It is about knowledge, confidence, relationships, and support

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- Work Ready and Streamlining
 - Figuring out who is work ready leads to quicker job placement.
 - Using the same definitions of Work Ready for all agency customers allows all job seekers to use the same tools and hear the same message and staff have similar skills for mediation.
 - If employers like what they get from DWS, they will come to us consistently – giving our customers access to more and better jobs.
 - It is competitive out there. Learning to compete serves the customer the rest of their lives.

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- Work Ready Job Seekers: (testing this out)
 - Is able, available and qualified for employment
 - Uses effective job searching techniques
 - Has a well written accurate resume
 - Has a master application
 - Interviews effectively
 - Communicates well, verbal and non-verbally
 - Maintains a professional image

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- Some discoveries in streamlining:
 - Self Serve is critical – manually collecting information is time consuming, costly, and is usually a distraction from the critical conversation about progress and work.
 - Connection to the workforce takes concentrated, intensive focus – work on getting rid of distractions
 - Change and success is still about relationships

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- Some discoveries, Con't
 - Must know your employers and the demand. Meet their needs and they will come back for more.
 - Finding the time wasters or constraints that are not about the goal of the service is a full time on-going effort
 - TANF participant wants the same thing as any job seeker – keeping services similar for all customers provides a less confusing experience
 - Preparation activities have to be relevant to the goal. Not competitive yet? OJT, Work Subsidies, work practice.
 - Retention starts before finding the job. Any job is not the goal. The job that fits the circumstances of the individual has the best chance for success.

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- Need to learn:
 - What are the retention services that are best.
 - Is our Work Ready definition right?
 - What is the best way to train staff?
 - What makes sense in terms of career counseling for a single parent with a full time job?
 - Can we impact wage progression?

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