



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

Improving Employment Outcomes Through Relationship Skills

Presented by:

Sandino L. Thompson, Director of Urban Services, Public Strategies

What We Will Discuss

- Integrating employment content and services into family strengthening programs
- Translating healthy relationship skills into a workforce context
- Promising practices in employment programs
- Program highlights from current HMRF grantees



Ways to Integrate Employment Services

- Employment section(s) in core curriculum
- Soft skills/Work readiness as a program component
- Referral to workforce partner
- Comprehensive employment component integrated in program or with workforce partner



Key Concepts Woven Into Existing Parenting and Relationship Workshops

- Creative use of examples and activities within existing content
 - Many HMRE concepts are applicable to the workplace
- Frequent prompts/nudges to access more intensive services
 - Referral based service providers as guest speakers
 - Visual reminders such as handouts or rotating images on screen during breaks



Key Concepts Example: Relationship Skills Look a Lot Like Soft Skills

Communicating Effectively

- With your partner and family
- With your co-workers and customers

Ability to Get Along Well

- With your partner and family
- With your co-workers and customers

Problem Solving, Critical Thinking & Decision Making

- As a couple
- As an employee

Self-Regulation, Impulse Control, Focus/Attention

- In romantic relationships
- In the workplace



Speaker - Listener: A Communication Tool for Work and Home



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

Speaker Listener Rules

Speaker Listener Technique

Rules for the Speaker

- Speak for yourself, don't mindread!
- Keep statements brief. Don't go on and on.
- Stop to let the listener paraphrase.

Rules for the Listener

- Paraphrase what you hear.
- Focus on the speaker's message. Don't rebut.

Rules for Both

- The speaker has the floor.
- Speaker keeps the floor while the listener paraphrases.
- Share the floor.

To order *Fighting for Your Marriage* books, audio, or video tapes:
Call 1-800-366-0166 ©PREP Educational Products, Inc.

PARAPHRASE SENTENCE STARTERS

- So what I hear you saying is...
- It sounds like...
- So, from your point of view...
- Let me see if I've got it. You...

Speaker Listener Practice

For Couples

- Share a playful disagreement:
 - Coke or Pepsi
 - Mac or PC
 - Beach or Mountains



Speaker Listener Practice

At Work

- Share a customer interaction:
 - Food order is wrong
 - Damaged product return
 - Unhappy with service
- Share a supervisor interaction:
 - Customer treated unfairly
 - Late arrival
 - Low productivity



Time Out: A Self-Regulation Tool for Work and Home

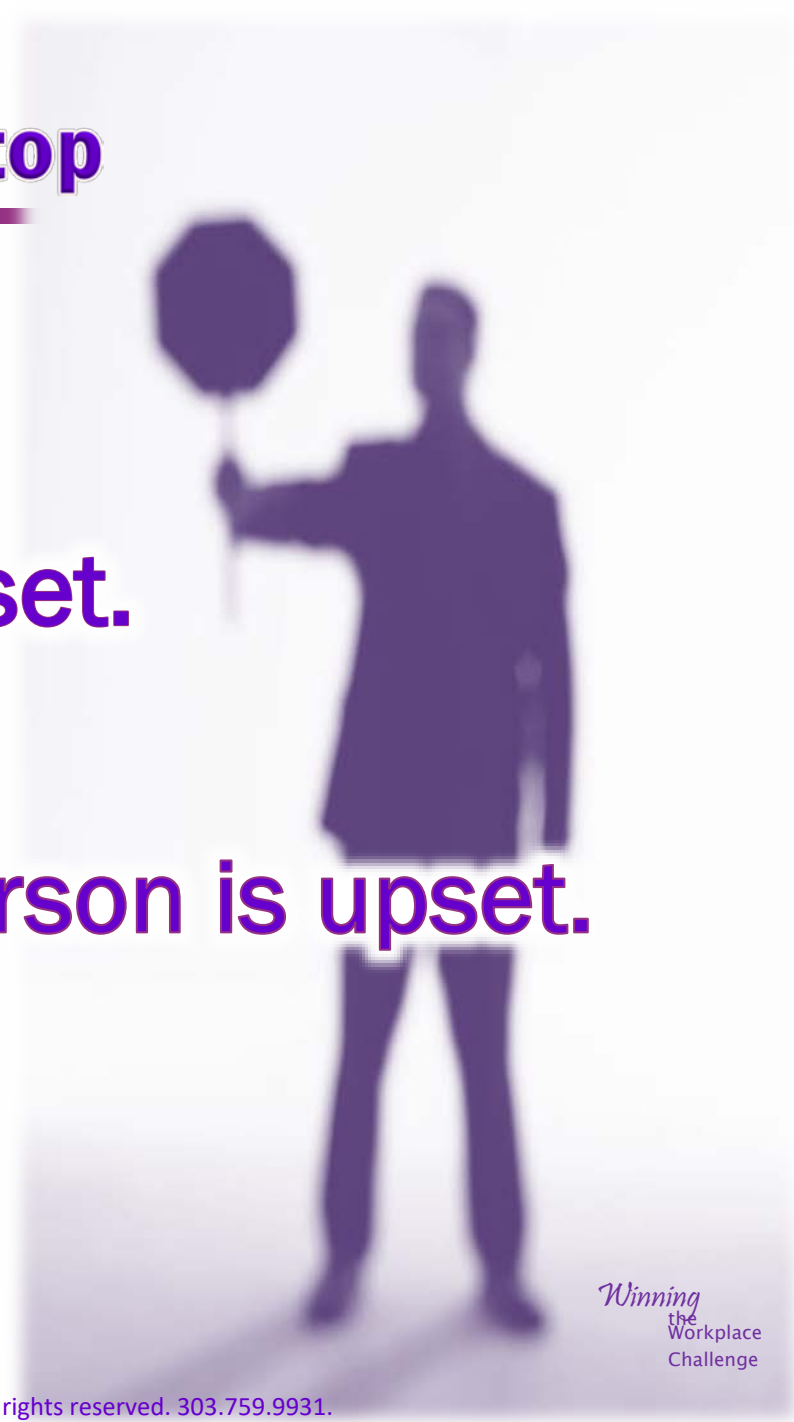


ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

Two Important Times to Stop

- ✓ When you are upset.
- ✓ When another person is upset.





Time Out

Taking a Time Out!



1. Be aware of when you are getting angry
2. Make the Call
3. C.A.L.M. yourself down

✓ **C**ool down.

✓ **A**nalyze my triggers.

✓ **L**ook at my options.

✓ **M**ake a choice.

How could you use Time Out with:

- **Boss**
- **Co-worker**
- **Child**
- **Partner**

Promising Practices in Case Management

- Career Coaching Model
 - Move away from comprehensive assessments of “barriers” as an early first step
 - Flip the conversation:
 - Focus on employment goals first
 - Use the discussion to identify additional support needs
 - Message retention and advancement from the beginning, don’t wait until after placement
 - Identify achievable steps for customers
 - Update goals and action plans frequently



Promising Practices in Case Management

- Keep hand-offs to a minimum
 - Ideal to have case manager from intake to program completion
 - Even with partner-intensive programs like TANF, the TANF caseworker is the constant pillar



Promising Practices in Behavioral Insights

S-C-O-R-E Framework*

- **Simplify and Scaffold**
 - *Complexity is the enemy of those under stress, emphasize key areas of growth and the path forward*
- **Coach**
 - *Approach participants as coaches rather than authority figures, “serve and return” approach to help set priorities, goals and track their own progress*
- **Outcomes**
 - *Track and routinely share data on progress and outcomes with participants and staff*
- **Recognize**
 - *Personal recognition, progress charts, incentive systems*
- **Expectations**
 - *Create ambitious outcomes, goals and expectations for staff and participants*

*From EMPATH – Brain Science Informed Design Principles



Promising Practices in Behavioral Insights

E-A-S-T Framework*

- Easy
 - Use defaults (opt-out vs. op-in), reduce hassle factors, simplify message
- Atttractive
 - Personalize, use formatting to emphasize steps and key information
- Social
 - Show that most people perform desired behavior (descriptive norm), use power of networks and commitment to others
- Timely
 - Prompt when response is most likely, emphasize immediate costs/benefits, deadlines and reminders

*Adapted from the Behavioural Insights Team



Promising Practices in Behavioral Insights

- Use visual tools to ensure participants:
 - Understand where they are in the program at all times
 - Know what's next
 - Know what is expected or needs to be done to move from point A to point B
- Use career pathways models to encourage career advancement (TANF supports a step forward, it's not the end of the journey)



2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Visual Tool Example: Program Progression



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

YOUR ROADMAP TO SUCCESS WITH TANF



Decide What's Best For You:





- Career and Technical Training
- GED or High School Equivalency
- Job Search
- College Classes

Visual Tool Example: Career Pathway Progression



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

SECTOR	MANUFACTURING 484 New Jobs Annually (9% of WRO Placements) 	CONSTRUCTION 539 New Jobs Annually (36% of WRO Placements) 	TRANSPORTATION/ WAREHOUSING 4260 New Jobs Annually (13% of WRO Placements) 	ACCOMMODATION & FOOD SERVICES 901 New Jobs Annually (41% of WRO Placements) 
SKILLED LEVEL (Certifications and/or 2 Yr. Degree + 2-3 Yrs. Industry Experience)				
JOB	<i>Managers, Engineering Techs, Production Techs, CNC Programmers</i> \$19-\$38 / HR	<i>Job-site Foremen, Managers Cost Estimators, Inspectors, Operating Engineers (Advanced Heavy Equipment)</i> \$18-\$34 / HR	<i>Managers, Truck Mechanics, Diesel Engine Specialists, Aircraft Mechanics, Quality Control Techs</i> \$17-\$28 / HR	<i>Managers, Office Services, Inventory Controllers, Occupational Health & Safety Specialists (QA)</i> \$15-\$24 / HR
COMPETENCIES	Programming Design/ Modeling Software Leadership & Operations, Adv. Technical & Product	Leadership, Communication, Design, Safety, Logistics QA, Risk Assessment, Civil Structures, Traffic Control	Logistics, Adv. Mechanical & Equipment Aptitude, Intermed. Math, Software	Operations & Logistics, Monitoring & Controlling Leadership, Safety, Math, Communication
	TRAINING / CREDENTIALS SME Cert., ASQC, PMMI-Mechatronics, CCST/CAP	TRAINING / CREDENTIALS LPAS, LPAW, LPRA, ASQC, CMAA, CAD, HBI	TRAINING / CREDENTIALS CNG Cert, LP Gas Cert., ASQC, NIMS, AWS, ASTL	TRAINING / CREDENTIALS OSHA-30, QSR, ASQC
SEMI-SKILLED LEVEL (Certifications and/or Moderate OJT/Experience)				
JOB	<i>CNC Operators, Welders, Machine Techs, Machinery Mechanics</i> \$14-\$22 / HR	<i>Carpenters, Plumbers, Electricians, Sheet Metal, HVAC, Masons/Finishers, Heavy Equip.</i> \$15-\$22 / HR	<i>Service Techs, Crane & Rigging, Heavy & Tractor-Trailer Drivers</i> \$11-\$20 / HR	<i>Shift Leaders, Chef/Head Cooks, Bakers, Event Coordinators, Office Clerks, Repair Techs</i> \$10-\$17 / HR
COMPETENCIES	CNC Aptitude, Troubleshooting Mechanical & Electrical Intermed. Technical & Product	Craftsmanship, Materials & Equipment Aptitude, Site Prep Math, Troubleshooting, Safety	Intermed. Equipment & Technical Aptitude, Troubleshooting	Customer Service, Quality, Intermed. Product Knowledge & Aptitude, Problem-Solving
	TRAINING / CREDENTIALS CNC, AWS, NIMS, CAD, CAM, Journeyman Licensing, PMMI	TRAINING / CREDENTIALS Const. Trades, AWS, HVAC & Refrigeration, Journeyman Lic.	TRAINING / CREDENTIALS OSHA-30, Crane & Rigging Cert, Class A CDL, NIMS, AWS	TRAINING / CREDENTIALS Culinary or Bakers Asst. Cert. Basic Technician Cert.
ENTRY LEVEL (HS Diploma/GED + Short-Term OJT/Experience)				
JOB	<i>Assembly & Repair Technicians Industrial Tool Operators Production Workers</i> \$10-\$15 / HR	<i>Construction Maintenance, Carpentry & Roofing Assistants Drywall & Tile Assistants</i> \$10-\$15 / HR	<i>Delivery Drivers, Assemblers Forklift, Inventory Clerks</i> \$9-\$12 / HR	<i>Servers, Grill/Line/Prep Cooks, Cashiers, Front Desk Agents, Waitstaff</i> \$9-\$11 / HR
COMPETENCIES	Math, Mechanical Aptitude Problem-Solving Machine & Electrical	Basic Installation & Repair Equipment/Tool Aptitude Problem-Solving	Problem-Solving, Tool Aptitude, Math, Driving, Safety	Food Handling & Preparation, Communication, Product/ Equipment Knowledge
	TRAINING / CREDENTIALS MSSC, NIMS, OSHA-30, Basic Electrical	TRAINING / CREDENTIALS OSHA-30, Basic Electrical, Industrial Forklift, NIMS	TRAINING / CREDENTIALS Industrial Forklift, 10-Key	TRAINING / CREDENTIALS ServSafe, Prep Cook Cert., Food Service Attendant Cert.
STABILIZING JOBS (Personal Effectiveness Competency) // Progress to Entry Level with WRO assistance in Barrier Removal and Work Readiness Training				
	<i>Helpers, Laborers, Temp</i> \$9-\$12 / HR		<i>Packers, Loaders/Unloaders</i> \$9-\$10 / HR	<i>Janitorial, Fast Food Cashiers, Stock Clerks</i> \$9-\$10 / HR

2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Program Highlights: Strength In Families



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

Program Highlights: Strength In Families

- Responsible Fatherhood Opportunities for Reentry and Mobility (ReFORM) Grantee
- Operating in four prison facilities in SW Washington State
- Engage with fathers up to 9 months pre-release
- Continue support for 6-9 months post-release
- Core HMRE content delivered via workshops:
 - Walking the Line (20 hrs Healthy Relationships)
 - Parenting Inside Out (60 hrs Positive Parenting)



Program Highlights: Strength In Families

- Participant-focused service delivery
 - Evidence based assessment
 - Offender Reintegration Scale
 - Used for individual service planning
 - Pre-release transition planning
 - Group-based and one-on-one with Navigators and facility staff
 - Post-release support to understand and access systems, resources and services related to individual goals



Program Highlights: Strength In Families

- Employment Services offered through workshops and partner referrals:
 - Pre-Release: Job Seeking Skills Workshop (22 hrs)
 - Post-Release: WorkSource office referral (WIOA, BFET programs)
- Limited outcomes data:
 - Program launched in July 2016
 - Majority of participants are still incarcerated
 - Navigators beginning to track post-release employment and education/training status
 - Preliminary trends show seeking stabilization post-release vs. returning to school



2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Program Highlights: Dads Matter



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

Program Highlights: Dads Matter

- New Pathways for Fathers and Families Grantee
- Core HMRE content delivered via workshops:
 - 24/7 Dad (24 hrs Parenting)
 - Inside Out Dad (24-32 hrs Parenting/Reentry)
 - Within My Reach (16 hrs Healthy Relationships)
 - FDIC Money Smart (22 hrs Financial Literacy)
- Goal-driven individual planning between CM and fathers



Program Highlights: Dads Matter

- Employment services delivered via one-stop offices in each county
- Sector focus on manufacturing and oil and gas industries
- Incumbent worker services:
 - Coordinated with employers to develop customized skill attainment package
 - Results in career advancement for employee
 - Dad's curriculum occurs simultaneous to skill training
 - Opportunity to backfill vacancies created through advancements



Program Highlights: Dads Matter

- Non-Incumbent worker services:
 - Delivered using career pathway model:
 - Dad's curriculum occurs simultaneous to credential training
 - Base certification training (OSHA 10, HVAC Green Energy Cert., Customer Service, Team Building, Leadership)
 - Referrals to post-secondary education
 - OJT or Direct Placement track to employment based on individual need



Program Highlights: Dads Matter

- Program aims to match participants with family sustaining wages
- Oil and gas sector employment offers entry level wages averaging \$60-80k
- Pre-apprenticeship program in development with Operating Engineers and Construction Unions
- CM follow-up weekly to track outcomes during 6 months post-employment



2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Program Highlights: TRUE Dads

Presented by:

Marc Taylor, Senior Project Manager, It's My Community Initiative



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

Program Highlights: TRUE Dads

- New Pathways for Fathers and Families Grantee
- Core HMRE content delivered via workshops:
 - TD On My Shoulders (18 hrs Responsible Fatherhood)
- After core workshops, participant chooses next steps “track”:
 - Parenting Track (18 hrs)
 - Relationship Track (18 hrs)
 - Work Track (60 hrs)
- Goal-driven individual planning between coaches and fathers



Program Highlights: TRUE Dads

- Integrated employment services offered via strategic partnerships:
 - 60 hours of work readiness content
 - Executive functioning skill building integrated seamlessly
 - Workshops delivered over 2 weeks through Work Ready Oklahoma (WRO)
 - Access to Resource Center for individual assistance from WRO Employment Specialists (co-located)



Program Highlights: TRUE Dads

- TD Coaches work directly with WRO employment team (no handoffs)
- Referrals made to SNAP Employment and Training Program for more intensive level of services, including:
 - Career and technical training opportunities
 - Supports like work and training equipment and clothing
 - Additional support from Navigator (works with TD Coach)



Program Highlights: TRUE Dads

- Employment services evolved after initial pilot implementation
- Original model:
 - 6 weeks of core content
 - Must complete core prior to accessing work track
 - 6 weeks of work readiness workshops
 - Must complete work readiness series prior to working with employment specialists
 - Result: Low uptake in work track



Program Highlights: TRUE Dads

- Current model:
 - Allows for concurrent access to core content in the evening and employment services during the day
 - Participants can access employment specialists after completing the first week
 - Initial placement outcomes showing average starting wage of \$9.83 per hour



Visual Tool Example: TRUE Dads Intake Progression





What To Expect

AT YOUR FIRST VISIT TO

TRUEDADS

1



Welcome.

When you arrive you will check in at the front desk, we will take it from there.

2



Let's Take a Tour.

Next, we will show you around the place. You will see where workshops are held and where you will share a meal each week.

3



Let's Get to Know Each Other!

Then we will ask the best ways for us to reach you.

4



Want to Commit?

We will share more about TRUE Dads and you'll get to decide if you want to join the study and program.

5



Questions and Answers.

After that, we will ask you some questions about your relationships, being a parent, and how you provide for your family. Everyone answers the same questions.

6



A Penny for Your Thoughts.

As a thank you for your time, we will provide you with a gift card.

7



We'll Be In Touch.

Within 5 days you will learn if you are selected for the TRUE Dads study or the program.

2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Visual Tool Example: TRUE Dads Workshop Progression



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families



TD ON MY SHOULDERS



1. THE IMPORTANCE OF FATHERS

Understand the barriers you might face and find the solutions to be the dad you want to be.



2. MAKING IT SAFE

Understand how to create a safe space for you, your child, and your co-parent so you can all grow together.



3. RELATING WELL WITH OTHERS

Learn healthy communication skills that will make it easier to connect with your co-parent and child.



4. DEALING WITH PERSONAL CHALLENGES

Learn healthy communication skills that will make it easier to connect with your co-parent and child.



5. POSITIVE PARENTING

Create a plan for how you will discipline and encourage your child. Parenting teams with a plan are planning for success.



6. FINDING THE JOB YOU WANT

Overcome the challenges of job searching and moving up in your job and learn the skills you need to achieve your career goals.

2017 Linking TANF Families to Employment and Economic Opportunities Meeting

Questions?



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families