



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

Increasing Work through Stable and Strong Employer Connections

Presented by: Tamila Lay

Keystone Education Yields Success (KEYS)

- Collaborative program between the Pennsylvania Department of Human Services (DHS) and the Pennsylvania Commission for Community Colleges
- Provides assistance and services to students who are enrolled at, or are interested in enrolling at, any of the 14 community colleges in Pennsylvania



KEYS Goal

KEYS' primary goal is to provide the services and supports necessary to assist students in completing educational activities which lead to employment and self-sufficiency



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Program Eligibility

- The County Assistance Office (CAO) determines appropriate referrals to the KEYS Program
 - The Reverse Referral Form provides students not currently engaged in the KEYS program with a formal method of requesting consideration for a referral
- Recipients of Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) that are enrolled at, or are interested in enrolling at, one of Pennsylvania's 14 community colleges are referred to KEYS
- The CAO creates an Agreement of Mutual Responsibility or Employment Development Plan with the client and a system referral is created



Program Operation

- KEYS programs have Student Facilitators that are assigned a student caseload
- Student Facilitators are responsible for creating a Service Plan with the student and providing all required program services
- Student Facilitators or designated Data Entry staff are responsible for inputting students' hours of participation into the Commonwealth Workforce Development System (CWDS)



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Service Plan

- Student Facilitators create a service plan with each student to outline the student's plan to meet their hourly requirement
- Service Plans include all activities in which the student is participating, including the dates and times they are expected to engage in the activities
- Service Plans are updated with the student before each semester to reflect new class and activity schedule(s)



Pre-enrollment Services

- Three weeks of intensive case management services and career counseling to students
- For students who are not currently enrolled, these services must be provided before they begin participating in an academic program
- For students who are currently enrolled, these services must be provided during breaks when possible



Program Services

- Assist students in the navigation of the college system
 - Financial aid guidance
 - Career counseling
 - Academic support- tutoring, scheduling classes
 - College and community resource information
- Assist students in eliminating or remediating barriers to self-sufficiency
 - Housing
 - Transportation
 - Childcare



Program Services

- Assist students in obtaining and maintaining participation in required activities to retain their compliance and benefits
 - Work study opportunities
 - Community Service opportunities
 - Job preparation and job search
 - Paid Work Experience
- Assist students in requesting supportive services from the CAO to begin or continue participation in their activities
 - Transportation
 - Childcare
 - Books/fees



Program Services

- Encourage students to attend class, meet program requirements, and continue to make progress toward graduation
 - Peer Support network
 - Personal Encouragement
 - Incentives for accomplishments
 - Reading Area Community College Incentive Pantry contains items that cannot be purchased with SNAP benefits, such as diapers, laundry detergent, toothpaste, and hygiene products. Students earn points for completing program requirements and points are redeemable to purchase items from the Incentive Pantry.



Post-graduation Services

- KEYS programs will create a job placement and retention component to move clients who graduate into employment and self-sufficiency
- This component is to last at least 2 weeks
- Ensure smooth transition to another employment and training provider, if applicable



Program Outcomes

- **Successful Outcomes:** percentage of students that have graduated, gained employment of at least 20 hours per week, transferred to another educational institution or Employment and Training program, or had a benefit closure
 - Goal: 50%
- **Retention:** student retention from semester to semester
 - Goal: 75%



Program Outcomes

- **Certificate or Credit Courses Completed:** number of certificate or credit courses completed; either remedial courses or credit toward graduation each semester
 - Goal: 75%
- **Unsubsidized Employment:** percentage of students that are currently engaged in unsubsidized paid activities
 - Goal: 50%



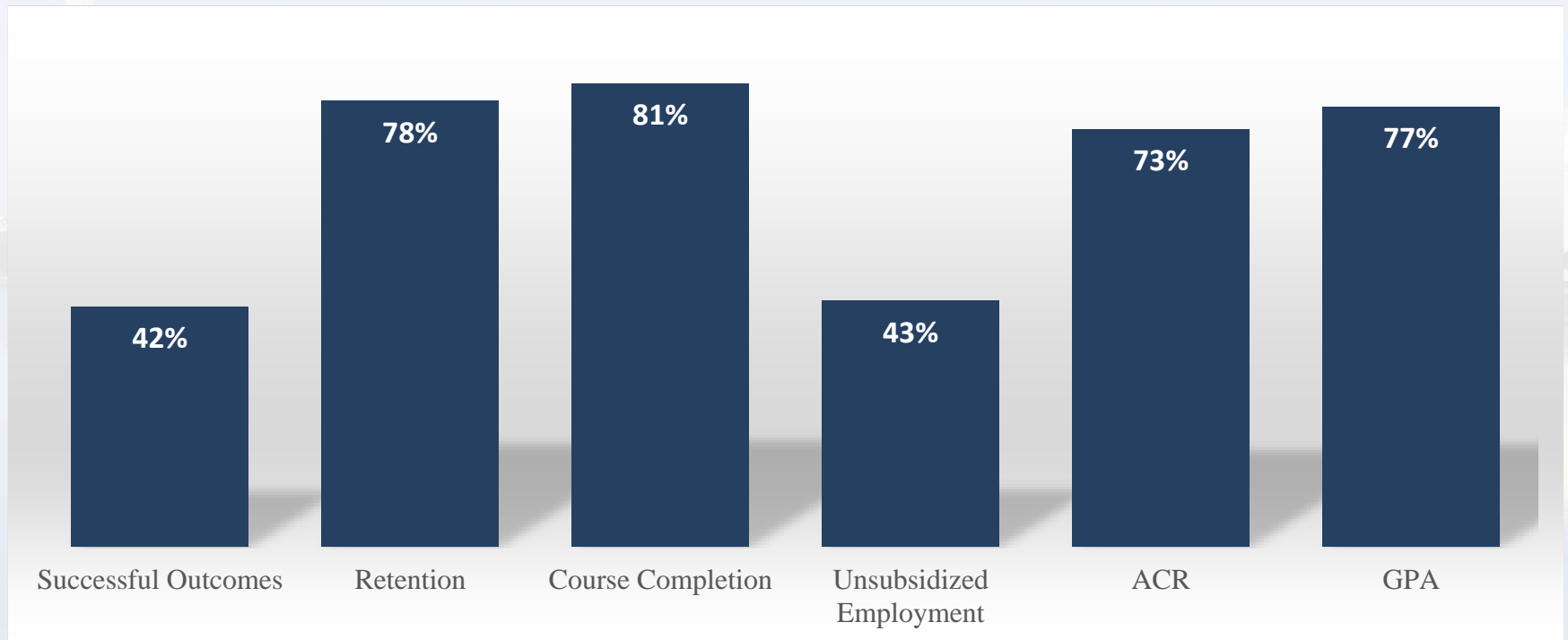
Program Outcomes

- **Activity Compliance Rate (ACR):** percentage of TANF students who are mandatory E&T students who are in compliance according to the Activity Compliance Report (ACR) on CWDS
 - Report is comparable to Work Participation Rate (WPR)
 - Goal: 75%
- **GPA of 2.0 or above:** percentage of students with GPA of 2.0 or above



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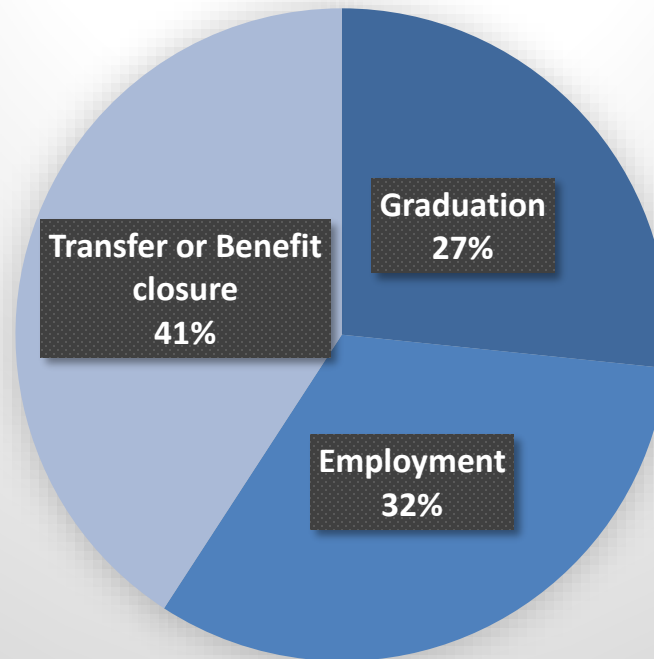
Program Year 2016-17 Program Outcomes



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Program Year 2016-17 Successful Outcomes Breakdown



Monthly Program Management

- Monthly KEYS calls are held to discuss program concerns and updates in policy
- CWDS collects pertinent information, including hours of participation for clients
- CWDS Reports are reviewed monthly so areas in need of improvement can be discussed with the programs
 - Enrollment
 - Closings
 - Referrals
 - Activity Compliance Rate (ACR)



End of Semester Reports

- KEYS programs complete and submit an End of Semester Report after each semester
- The report provides detailed information for each participant that was active during the semester
 - Major
 - Credits attempted and completed
 - Semester and overall GPA
 - Employment and employer information
 - Reason for Termination
- This information is used to determine program outcomes



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Annual Site Visit

- Each KEYS program has an annual on-site monitoring conducted
- Monitoring includes:
 - KEYS staff interview
 - Interview with all available KEYS staff to discuss program operations, strategies, and policy clarification
 - KEYS student interviews
 - Private interview conducted with available student(s) to identify the strengths and weaknesses of the program and staff
 - Case File Review
 - Review case files to ensure they contain all necessary documentation and verification
 - Reconciliation of hours verified and hours data entered
 - Exit Interview
 - Program Outcome discussion
 - Case File Review Findings



Annual Monitoring Report

- Programs receive a monitoring report detailing their program outcomes and findings from their annual site visit
- Programs with deficiencies are required to provide a corrective action plan to identify their strategy to improve in deficient areas
- DHS approves corrective action plans and provides additional suggestions for improvement



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Testimonial

“KEYS has helped myself and my family greatly. I have been able to track my study time and class time and work out a schedule for myself and my family that allows me to maximize my time in every way. The monthly news letters have given me extra knowledge that I hadn’t known before and would not have otherwise known about. From helping me save money by paying for my books, I am able to put that toward the things that my son needs. Everyone in the KEYS office is helpful and pleasant and make my weekly trips to the office enjoyable. It also provides some adult conversation in my life, and someone to talk to and gain advice about where to look for help in many ways.”

~ Jessica, Harrisburg Area Community College



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Testimonial

“The KEYS program has helped me a lot since I started college back in August. It helps me get to know other students, as well as peers that can help guide me in the right direction for my future. My facilitator always gives great advice when I am having problems and also is a great person. Thanks for sending her to the HACC I’m attending.”

~ Sarah, Harrisburg Area Community College



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Success Story

Community College of Allegheny County KEYS Student

At orientation the student clearly stated her goals of transferring credits and graduating with a degree to follow an accounting career. Her life was in shambles due to domestic issues that left one person incarcerated and the student to fend for herself and her children. There were still pending court issues that she was very anxious about. She had moved back to the area to get the support of family until she could get her degree.

Her credits transferred and she was a diligent student but soon domestic problems began to develop in her new living arrangement. She did most of her studying in the KEYS office so she would be free for her three children after school. As the end of the spring semester approached, her home situation was becoming intolerable but she was determined to finish her degree. She found part time employment to use her accounting skills and persevered to graduation. Immediately after graduation, she relocated with her children to another part of the state away from the domestic situation, obtained employment using her accounting skills and closed her benefits. In addition she was delighted to report that the pending court issues had been resolved.



Success Story

Northampton Community College KEYS Student

Amber contracted polio as a child and with little money the family did the best they could but Amber is paralyzed from the waist down. She came to NCC and majored in paralegal studies. She raised 4 children on her own, and still maintained a 3.+ GPA every semester. She participated in the PALS club (paralegal club) and was president for a year. When she graduated she worked as a translator for a local company but found that her goal was to help people like herself that just needed someone who could relate. She currently is employed by North Penn Legal Services. There she is able to use her paralegal skills, personal experience and bilingual abilities to help low income people. To all she has been an incredible example of strength and empathy wherever she is.



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Success Story

Delaware County Community College KEYS Students

Courtney was a TANF parent who graduated from DCCC. She went on to receive her Bachelor's degree and secured employment as a TANF caseworker. In May, she completed her Master's degree and is seeking promotion within DHS. She was honored by the College as an outstanding Alumnus.

Crystal received her Associate's degree in Health Studies, and transferred to Thomas Jefferson University where she completed her BS in an accelerated program. She is employed in the health field. She was a TANF recipient with one child. She is a member of Phi Theta Kappa Honor society and a scholarship recipient.



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