



Urban Partnerships for Welfare Reform: National Academy

*Tracking Work Participation through
Innovative Case Management
Strategies*

Atlanta



Key Features

- All staff know core values and beliefs of agency
- “TANF is not good enough for any family”
- Work with the entire family not the individual
- Closure of the front door
- Educating customers about TANF
- Focus upon Personal Responsibility Plan



Successful Strategies

- Centralized ES Staff
- Specialized caseloads
- Accountability on all levels
- Pipeline to track movement of recipients
- Intake managed by ES Staff



Successful Strategies

- SWAT Staffings (Special Work Assessment Taskforce)
- Job Fair Development
- Daily Attendance Monitoring
- Performance-based Vendor Payments



Surprises

- New customers not becoming attached to TANF
- Customers want to be successful—need coaching
- Majority of customers have received less than 20 months
- Number of customers who have substance abuse barriers



Challenges

- Meeting 70% participation rate
- Educational level of customers
- Substance abuse
- 12-month One-Time Exemption policy
(State has changed this!!)
- Developing subsidized employment
- Job retention



Replication Advice

- Stress core values
- Develop a “Think Tank” to assist through barriers—Administrators and workers
- Active Community Resource Specialists
- Acknowledge all who are successful



Managing During Change

- Train, Train, Train
- Evaluate, Evaluate, Evaluate
- Accountability, accountability, accountability
- Open door for ideas
- Involvement from the bottom up
- Set goals



Visions for the Future

- Diversion
- Fatherhood Initiative
- Marriage enrichment
- SSI Advocacy
- Zero TANF