3.1.a: Increase percentage who leave public assistance (TANF) due to increased income or at their request from 54% to 60% by 07/30/17 - Supplemental information

Reported on October 19, 2015
INCREASE CLIENT SELF-SUFFICIENCY

Dept. Social and Health Services  Department of Commerce  Former Client
David Stillman, Asst. Secretary  Diane Klontz, Assistant Director,  Krystal Smith

3.1.a – Increase percentage and number who leave public assistance (TANF) due to self-sufficiency.

Background:  TANF / WorkFirst Performance

Statewide Caseload
- Number of families seeking support through TANF / WorkFirst has decreased steadily since 2010.
**Background: TANF/WorkFirst Performance**

### 12-month Exits
- Historical look at families who exited the program one year ago.
- Trend has been increasing since 2008.
- In Jan. 2011, TANF hardship extension criteria were restricted resulting in a one-time spike in terminations.
- A decline in the number of families who are able to successfully remain off of TANF would indicate social and/or economic conditions that are having an adverse effect on these vulnerable families.

### WorkFirst (WF) Participation
- Reflects the number of WF families that are participating in approved activities.
- Reflects activities that are appropriate for the WF program yet may not be a countable activity under federal rules.
- Individuals who were exempt from participation, sanctioned, or whose participation was temporarily suspended in accordance with SB 5921 are excluded.

### Federal Participation
- Federal requirements limit what can be included as "countable" in calculating the Federal Work Participation Rate. Given those constraints, many adults who are engaged in appropriate activities are not reflected here.
**Current State: Where are we at today**

### Exits due to Self-Sufficiency
- This measure reflects a portion of the WorkFirst caseload that is comprised of families who are able and capable of achieving self-sufficiency.

- Historical trend shows an average of 50 – 60% of monthly closures are due to self-sufficiency reasons as opposed to procedural reasons.

- The absence of available jobs and the need to compete with non-TANF job seekers has a negative impact on the number of families who exit due to increased income or at their request.
3.1.a – Increase percentage and number who leave public assistance (TANF) due to self-sufficiency.

Current State: Sixth in the Nation

![Graph showing percent of TANF cases closed due to increased income or client request. Washington is 6th in the nation.]

Strategy: What strategies are you working on the link the root cause of your problem?

Systems to Family Stability Policy Academy
- WIOA alignment
- Trauma-informed case management
- Multi-generational, whole-family approach

Client-population specific services
- Rapid Rehousing
- Employer Pipeline
- LEP Pathway Pilot expansion (delayed)
- X-component engagement

WIOA = Workforce Innovation and Opportunity Act
LEP = Limited English Proficiency
<table>
<thead>
<tr>
<th>Task</th>
<th>Task Lead</th>
<th>Partners</th>
<th>Expected Outcome</th>
<th>Status</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand funding to successful LEP Pathway programs</td>
<td>Baba Roberts</td>
<td>Commerce, NGOs</td>
<td>Increase successful outcomes for clients with limited English proficiency through Community Jobs and other subsidized work experience activities</td>
<td>In Process</td>
<td>June 2016</td>
</tr>
<tr>
<td>Develop a housing support pathway focused on rapid re-housing that includes wrap-around services</td>
<td>Baba Roberts/Teresa Slusher</td>
<td>Commerce, local/county housing assistants</td>
<td>Reduce the time a client spends in homeless status. Decrease the number of clients in homeless status.</td>
<td>On Track</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Implement new infant exemption parent education programs.</td>
<td>Baba Roberts</td>
<td>Dept. Early Learning, ThrivebyFive</td>
<td>By incorporating brain science and Adverse Childhood Experience research into policy and practice, multi-generational impact translates to improved educational, employment and health outcomes</td>
<td>On Track</td>
<td>June 2017</td>
</tr>
<tr>
<td>Help clients gain employment and provide post-employment supports through expansion of Employer Pipeline.</td>
<td>Baba Roberts</td>
<td>State Board for Community and Technical Colleges, Employment Security</td>
<td>Increased number of employers in state actively recruiting from TANF client population. Increase number of clients remaining off TANF.</td>
<td>On Track</td>
<td>June 2016</td>
</tr>
<tr>
<td>Change participation requirements for 2-parent households</td>
<td>Sarah Peterson</td>
<td>Local Community Services Offices, WF Partners</td>
<td>When both parents participate in WF barrier removal and employment readiness activities, families are more likely to exit TANF due to self-sufficiency reasons.</td>
<td>On Track</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Support case manager efficacy in client engagement</td>
<td>Baba Roberts</td>
<td>WSU – Casey Jackson</td>
<td>Consistent, effective Motivational Interviewing techniques will increase client engagement and improve client outcomes</td>
<td>On Track</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Supported Employment Pilots</td>
<td>Sarah Peterson</td>
<td>BHSIA, Sunrise Services, Clark and Kittitas Counties</td>
<td>Stable employment paired with integrated mental health services result in better health and family self-sufficiency.</td>
<td>On Track</td>
<td>June 2016</td>
</tr>
</tbody>
</table>
| Systems to Family Stability National Policy Academy                  | Baba Roberts    | Office of Family Assistance, Division of Child Support, ICF International | 18-month policy and technical assistance support focused on serving disconnected youth and non-custodial parents through:  
  - Alignment with WIOA  
  - Multi-generational approaches  
  - Trauma-informed case management | On Track | Dec. 2016 |
| Creative client services to engage clients currently deferred from participation, including transportation pilots | Baba Roberts    | Div. of Disability Determination Services, Div. of Voc. Rehab.           | On the road to self-sufficiency, parents receiving TANF may need to address significant barriers such as mental health and chemical dependency issues that can interfere with their ability to obtain and maintain employment. | In process | June 2017 |
| WorkFirst Orientation                                                 | Baba Roberts    | Commerce, State Board and Employment Security                             | Comprehensive and standardized overview of the WorkFirst program resulting in better informed and more engaged clients, and more appropriate referrals to alternative options for the family (such as Deferred Cash Assistance or BFET). | Complete | June 2014 |
Assistance Needed:

- Funding support for the increase in 2-parent participation.
- Support for the Career Services program.
- Support for minimum wage increases.
- Continued support of Workforce Innovation Opportunity Act design with TANF at the table.
- Special TANF population client supports, specifically for those typically exempt from participation.
- Public support for improved transportation options for TANF clients, including area specific approaches (rural vs. urban).
- Support for the implementation of the TANF Corrective Compliance Plan.
- Support for Department recruitment and retention efforts.

Stakeholder/Partner: WorkFirst Partnership

Diane Klontz
Department of Commerce

- **Community Jobs** prepares participants for employment by combining barrier resolution with subsidized work-based learning.
- **Job Connection** combines job readiness and job hunting activities with subsidized work experience for participants with fewer barriers.
- **Career Development** provides participants with volunteer experience in their career field, while enrolled in an education pathway.
- **Community Works** helps participants build references, networking connections, and job skills through volunteer work experience.
Enrollment Trends

3.1.a – Increase percentage and number who leave public assistance (TANF) due to self-sufficiency.
Unsubsidized Employment (UE)

% of participants who have left the paid programs with Unsubsidized Employment

- FY13: 29.79%
- FY14: 33.35%
- FY15: 41.82%

1,423 UE out of 4,777 Enrollments
1,231 UE out of 3,691 Enrollments
1,066 UE out of 2,549 Enrollments

Part-time Community Jobs Pilot

- Who is eligible?
  Single parents with at least one child under the age of 6.

- What is it?
  This pilot consists of 20 hours of subsidized work experience and 3 hours of life skills per week, instead of the standard 40 hour participation requirement.

- Why do it?
  It provides an opportunity for single parents to gain subsidized work experience and life skills, while allowing more time with their young children. It also helps meet the federal participation rate.

- What's next?
  On August 1, 2015, the pilot was expanded to include Kelso, Whatcom, Chelan and Douglas Counties. The program will be implemented statewide, effective January 1, 2016.
Top 10 Barriers Faced by Community Jobs Participants

<table>
<thead>
<tr>
<th>Barriers</th>
<th>% of Total CJ Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>71.25%</td>
</tr>
<tr>
<td>Debt/Household Budgeting</td>
<td>69.82%</td>
</tr>
<tr>
<td>Transportation</td>
<td>45.82%</td>
</tr>
<tr>
<td>Criminal Conviction History</td>
<td>39.63%</td>
</tr>
<tr>
<td>Childcare</td>
<td>29.24%</td>
</tr>
<tr>
<td>Personal Mental Health</td>
<td>26.47%</td>
</tr>
<tr>
<td>Work Attendance/Punctuality</td>
<td>25.82%</td>
</tr>
<tr>
<td>Personal Medical Issues</td>
<td>24.29%</td>
</tr>
<tr>
<td>Activity Attendance/Punctuality</td>
<td>22.76%</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>21.24%</td>
</tr>
</tbody>
</table>
Customer Focus: 

Krystal Smith, DSHS employee and former WorkFirst client

Beginning June 2012, I joined TANF, completed my GED in three days and enrolled at South Puget Sound Community College for a degree in Business Administration where I continued classes through my pregnancy and then online right afterward.

August 2013 – Connected with the Department of Commerce Community Jobs (CJ) program and completed courses at WorkSource.

October 2013 – I began a CJ intern position as an Office Assistant 3 at the Department of Commerce within the Housing Improvement and Preservation Unit (HIP) and was hired permanent in February 2014. The non-perm position ended in September 2014 and I joined TANF again.

October 2014 – I participated in another CJ opportunity at the Olympia Community Services Office.

March 2015 – Thanks to the Employment Pipeline, I was hired within the Billing Assistance for Social Services Unit with the DSHS Aging and Long-Term Support Administration.

April 2015 – The Employment Pipeline team approached me about another opportunity within the Operations Support Services Division and I started my current position as Secretary within the Operations and Administration Unit.

For more current information see our updated Action Trackers.

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