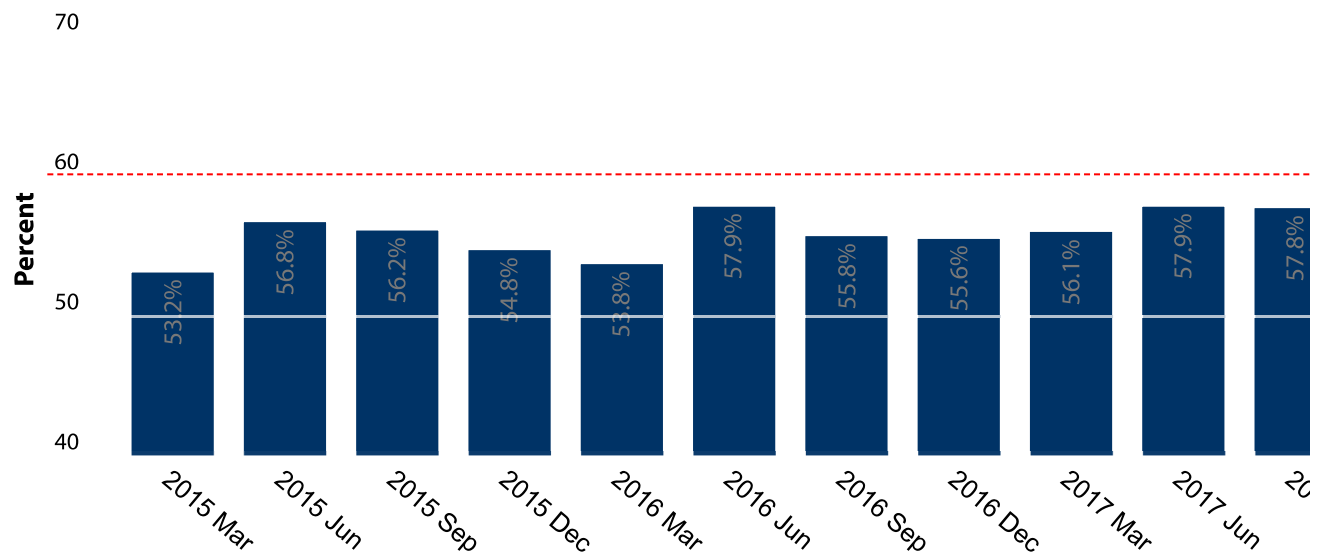




3.1.a: Increase percentage who leave public assistance (TANF) due to increased income or at their request from 54% to 60% by 07/30/17 - Supplemental information



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



Washington State
Department of Social
& Health Services

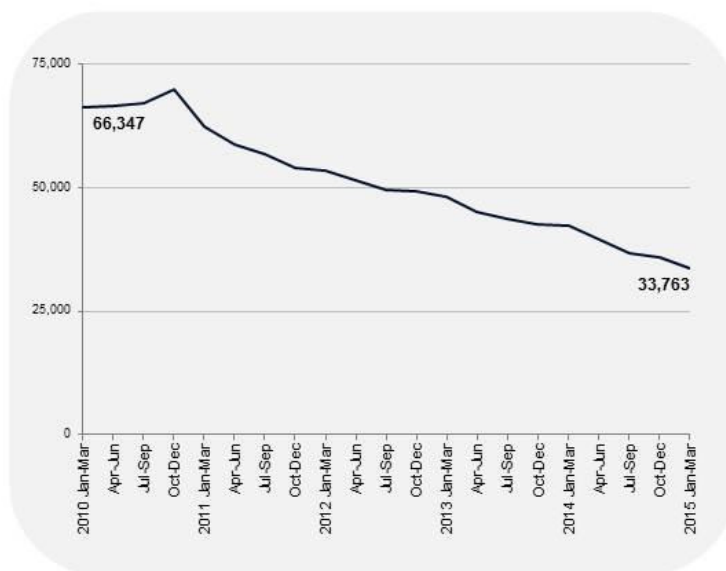
Transforming lives



Department of Commerce
Innovation is in our nature.

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

Background: *TANF / WorkFirst Performance*

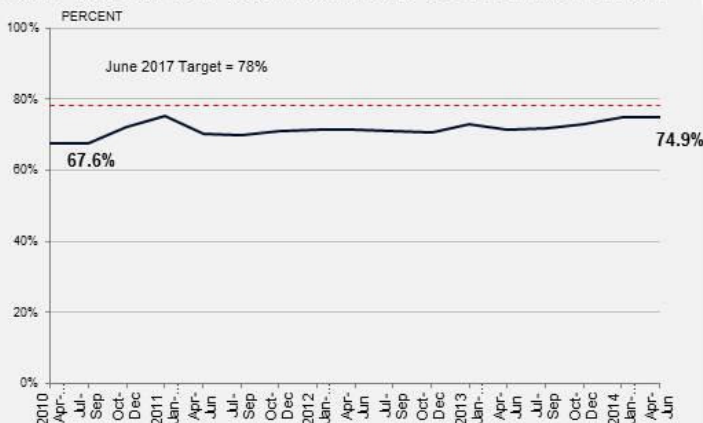


Statewide Caseload

- Number of families seeking support through TANF / WorkFirst has decreased steadily since 2010.

Background: *TANF/WorkFirst Performance*

Adults who exit TANF and remain off for 12 consecutive months

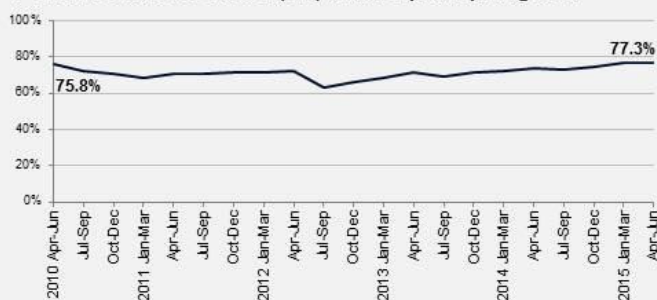


12-month Exits

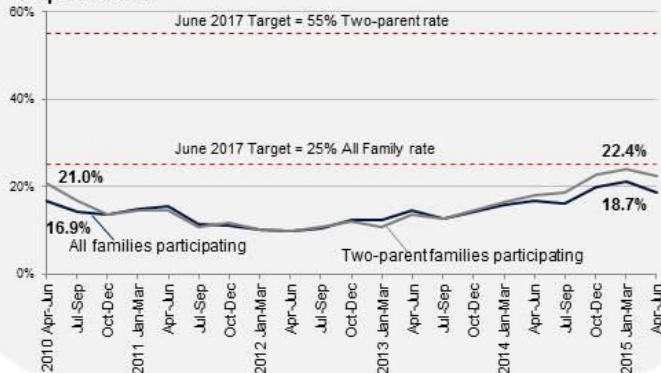
- Historical look at families who exited the program one year ago.
- Trend has been increasing since 2008.
- In Jan. 2011, TANF hardship extension criteria were restricted resulting in a one-time spike in terminations.
- A decline in the number of families who are able to successfully remain off of TANF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

Background: *TANF/WorkFirst Performance*

Percent of TANF WorkFirst (WF) families participating in WF



Percent of families meeting federally mandated work participation requirements



WorkFirst (WF) Participation

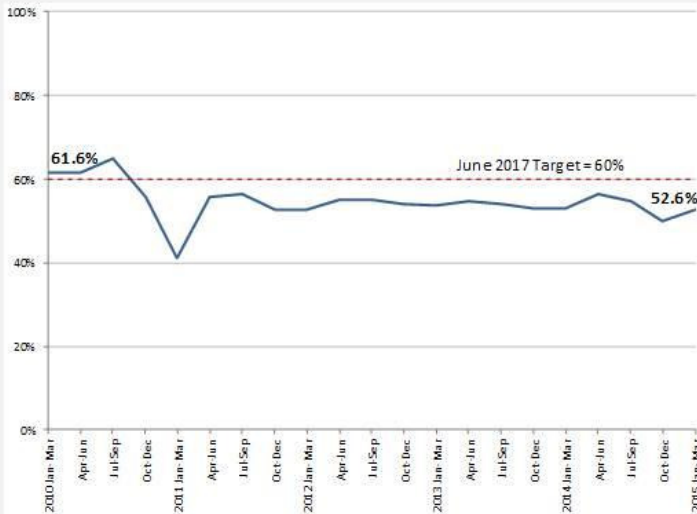
- Reflects the number of WF families that are participating in approved activities.
- Reflects activities that are appropriate for the WF program yet may not be a countable activity under federal rules.
- Individuals who were exempt from participation, sanctioned, or whose participation was temporarily 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*

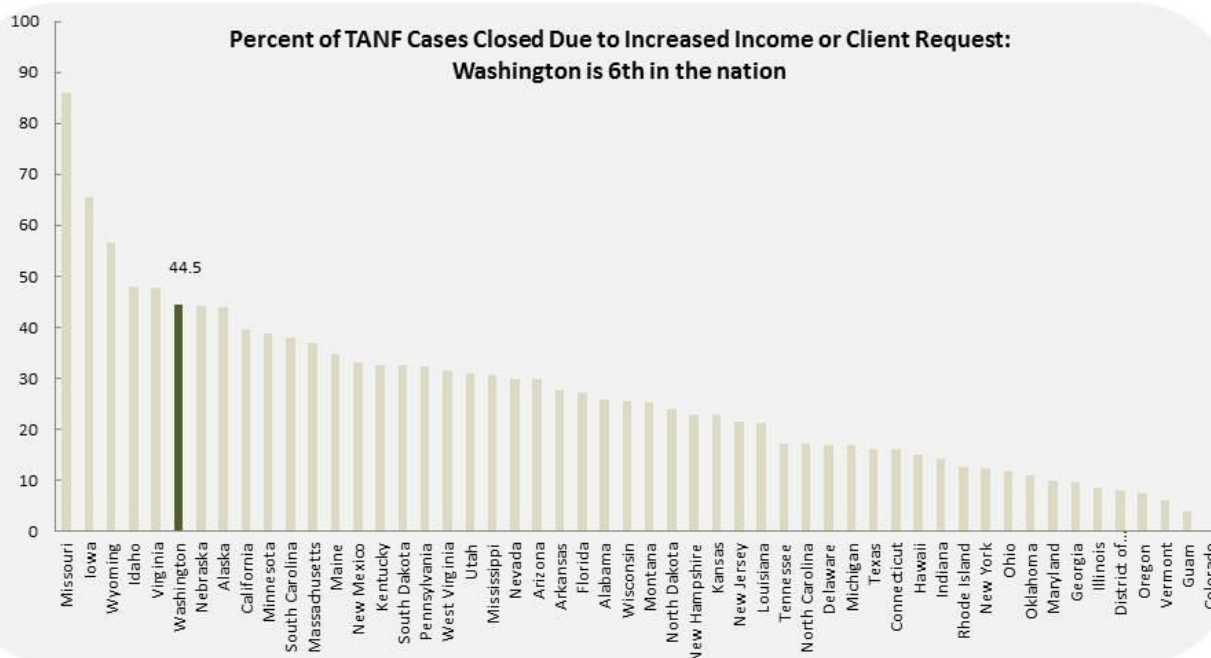
Percent of families who leave public assistance (TANF) due to increased income or at their request



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.

Current State: *Sixth in the Nation*



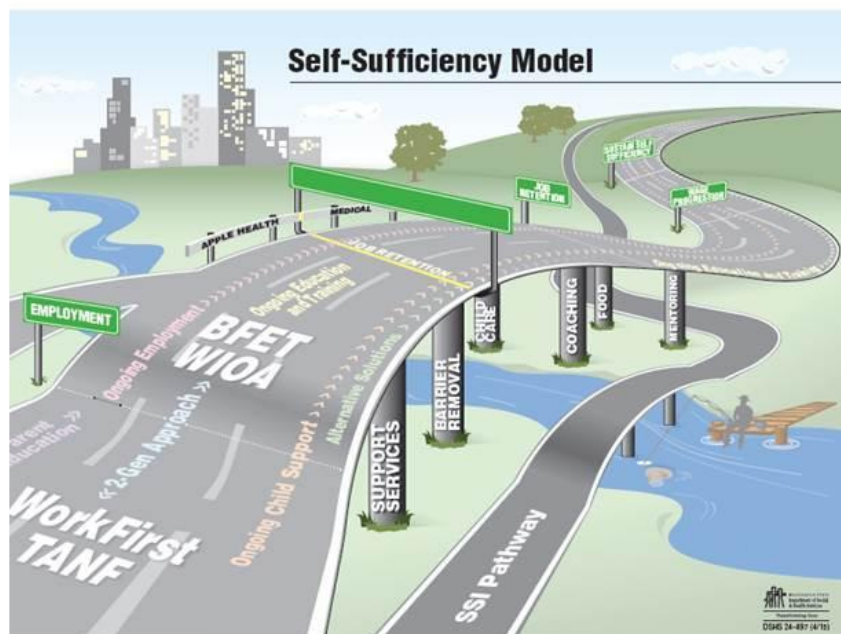
Strategy: What strategies are you working on the link the root cause of you problem?

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



Detailed Action Plan:

Task	Task Lead	Partners	Expected Outcome	Status	Due Date
Expand funding to successful LEP Pathway programs	Babs Roberts	Commerce, NGOs	Increase successful outcomes for clients with limited English proficiency through Community Jobs and other subsidized work experience activities	In Process	June 2016
Develop a housing support pathway focused on rapid re-housing that includes wrap-around services	Babs Roberts/ Teresa Slusher	Commerce, local/county housing assisters	Reduce the time a clients spends in homeless status. Decrease the number of clients in homeless status.	On Track	Ongoing
Implement new infant exemption parent education programs.	Babs Roberts	Dept. Early Learning, ThrivebyFive	By incorporating brain science and Adverse Childhood Experience research in to policy and practice, multi-generational impact translates to improved educational, employment and health outcomes.	On Track	June 2017
Help clients gain employment and provide post-employment supports through expansion of Employer Pipeline.	Babs Roberts	State Board for Community and Technical Colleges, Employment Security	Increased number of employers in state actively recruiting from TANF client population. Increase number of clients remaining off TANF.	On Track	June 2016
Change participation requirements for 2-parent households	Sarah Peterson	Local Community Services Offices, WF Partners	When both parents participate in WF barrier removal and employment readiness activities, families are more likely to exit TANF due to self-sufficiency reasons.	On Track	Ongoing
Support case manager efficacy in client engagement	Babs Roberts	WSU – Casey Jackson	Consistent, effective Motivational Interviewing techniques will increase client engagement and improve client outcomes	On Track	Ongoing
Supported Employment Pilots	Sarah Peterson	BHSIA, Sunrise Services, Clark and Kittitas Counties	Stable employment paired with integrated mental health services result in better health and family self-sufficiency.	On Track	June 2016
Systems to Family Stability National Policy Academy	Babs 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: <ul style="list-style-type: none"> • 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	Babs 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	Babs 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.



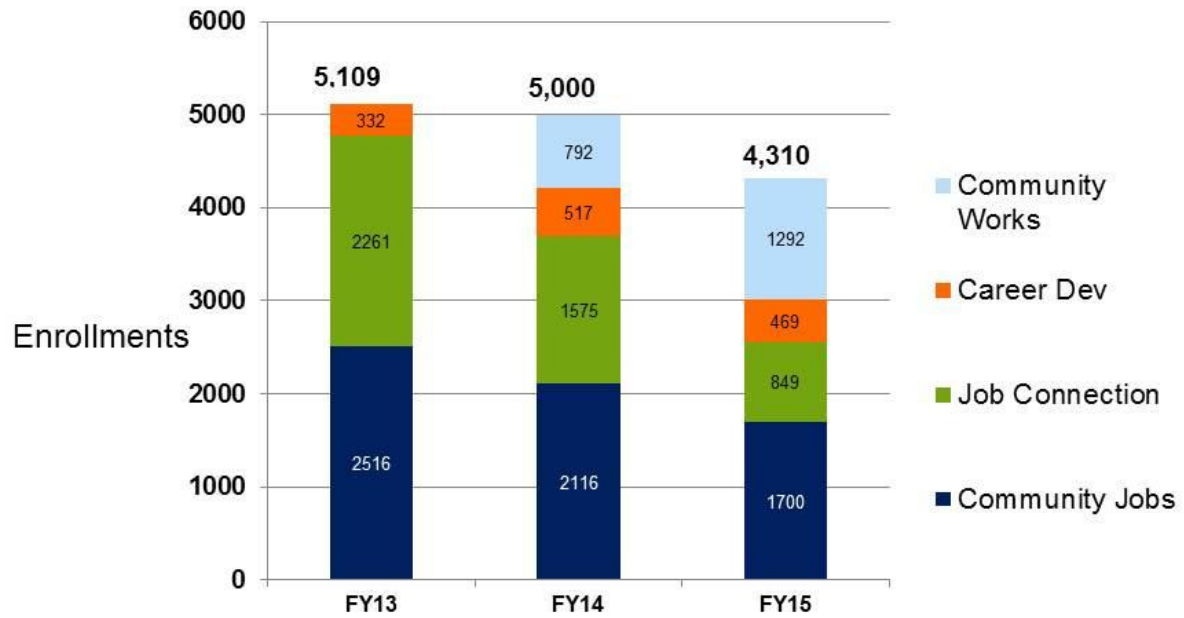
Stakeholder/Partner: WorkFirst Partnership



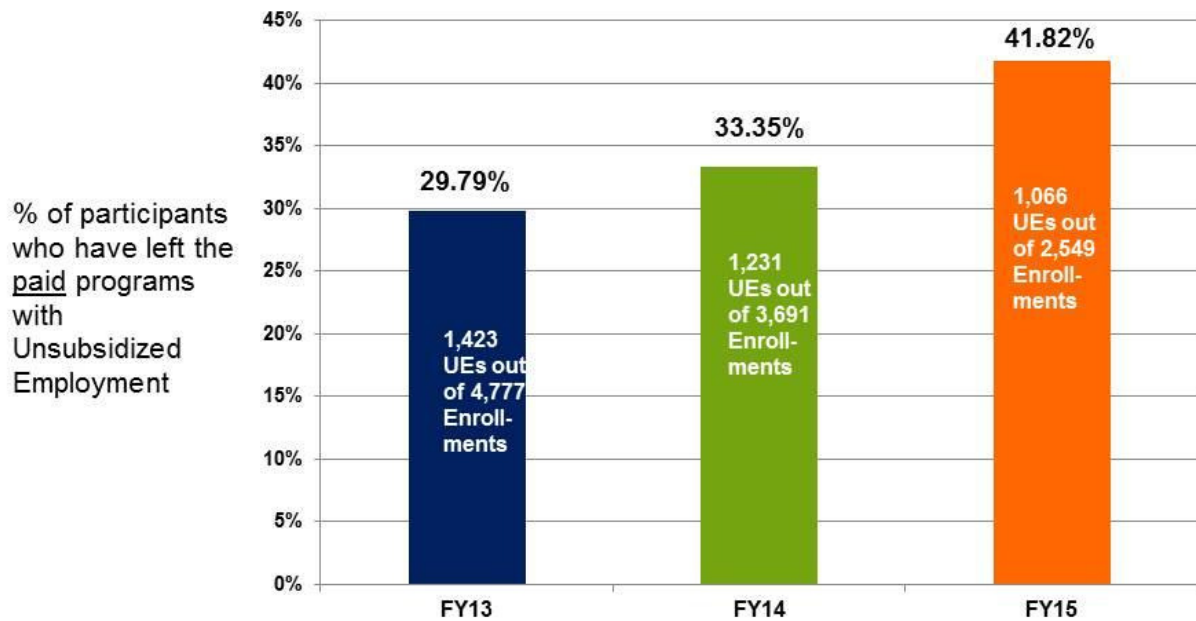
Diane Klontz
Department of Commerce

- **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



Unsubsidized Employment (UE)



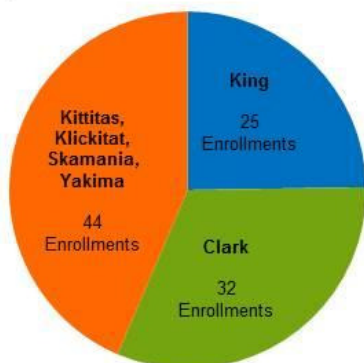
Part-time Community Jobs Pilot

- 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.



Enrollments for the original pilot were accepted 3/1/15 - 6/30/15. Total Enrollments: 101

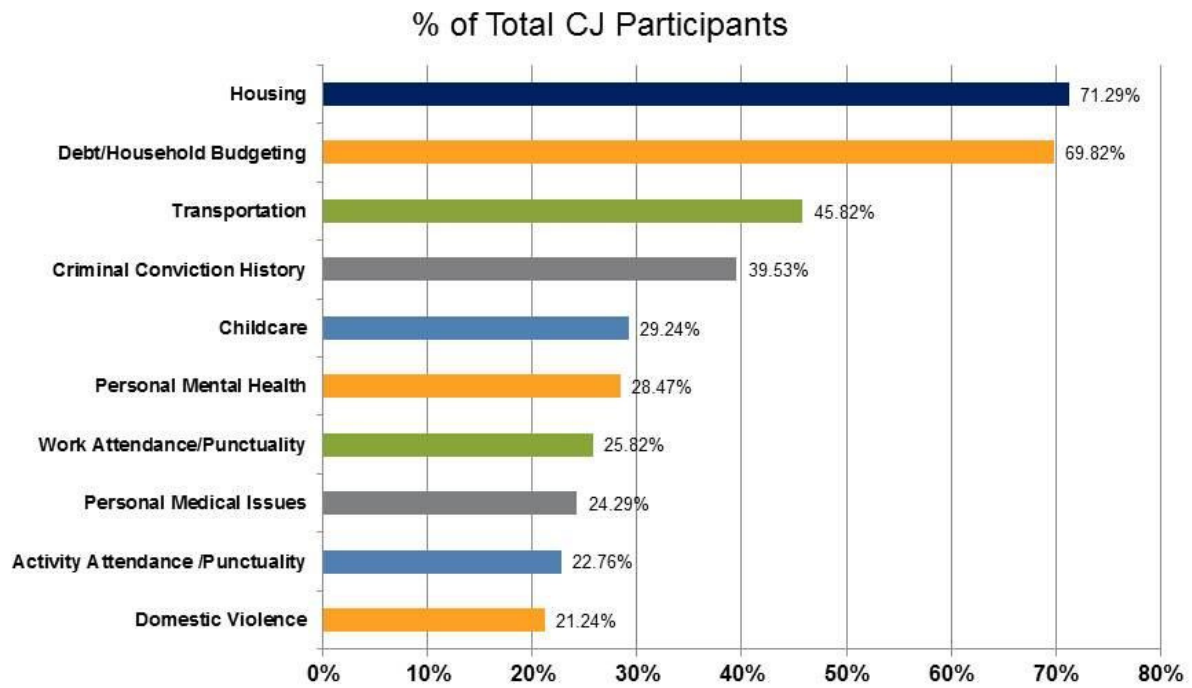
- Why do it?

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



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.



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