



WorkFirst Oversight Legislative-Executive Taskforce

**May 23, 2013
9:00AM to 11:00AM**

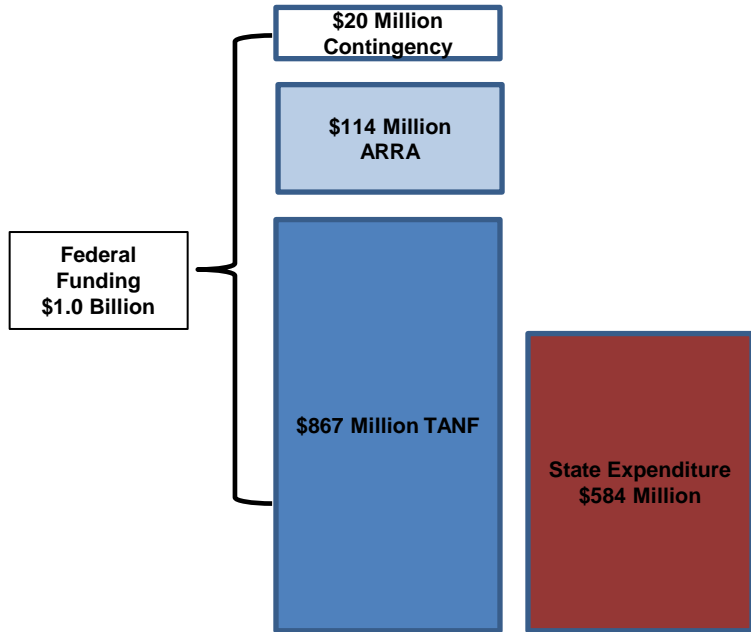
Senate Conference Rooms ABC
J.A. Cherberg Building
Olympia, WA

AGENDA

Time	Agenda Item	Presenter(s)
9:00	Welcome/Introductions	Representative Ruth Kagi DSHS Secretary Kevin Quigley
9:15	TANF Budget	Mickie Coates , Senior Analyst, DSHS
9:30	<p>TANF Redesign—Progress Updates</p> <ul style="list-style-type: none"> • Redesign Update • Engagement that Matters • New Assessment Update • New Performance Measures • Progress Outcomes Data <p>Partner Updates:</p> <ul style="list-style-type: none"> • SBCTC Update • ESD Update • Commerce Update <p>Child Care Reforms</p>	<p>Carla Reyes, Chief of Policy, CSD, ESA, DSHS</p> <p>Kelli Johnston, Policy Associate, Workforce Education, SBCTC Amy Smith, Director, Program Admin. & Tech. Assistance, ESD Alexis Oliver, Managing Director, Commerce</p> <p>Amy Blondin, Govt. and Community Relations Mgr., DEL</p>
10:15	Work Participation	Babs Roberts , Director, CSD, ESA, DSHS
10:30	TANF Waiver Update	David Stillman , Assistant Secretary, ESA, DSHS
10:40	Public Comment Period	
10:50	Task Force Next Steps	Task Force Members
11:00	Adjourn	

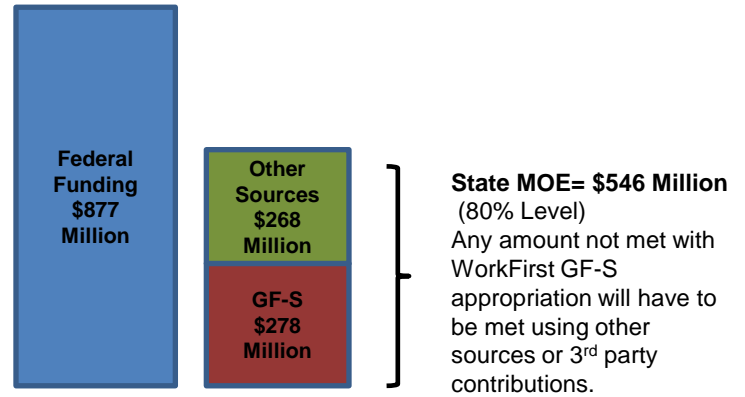
TANF Funding Comparison

2009-11 Biennium



2013-15 Legislative Budget Proposals TANF Funding

Senate Floor Passed



House Floor Passed

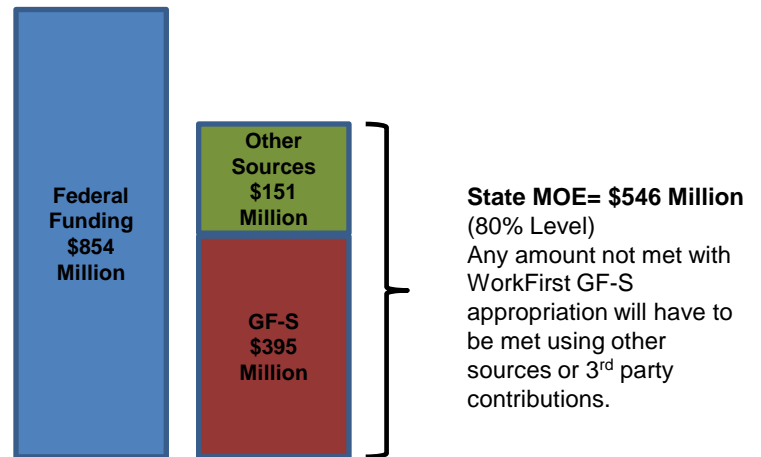
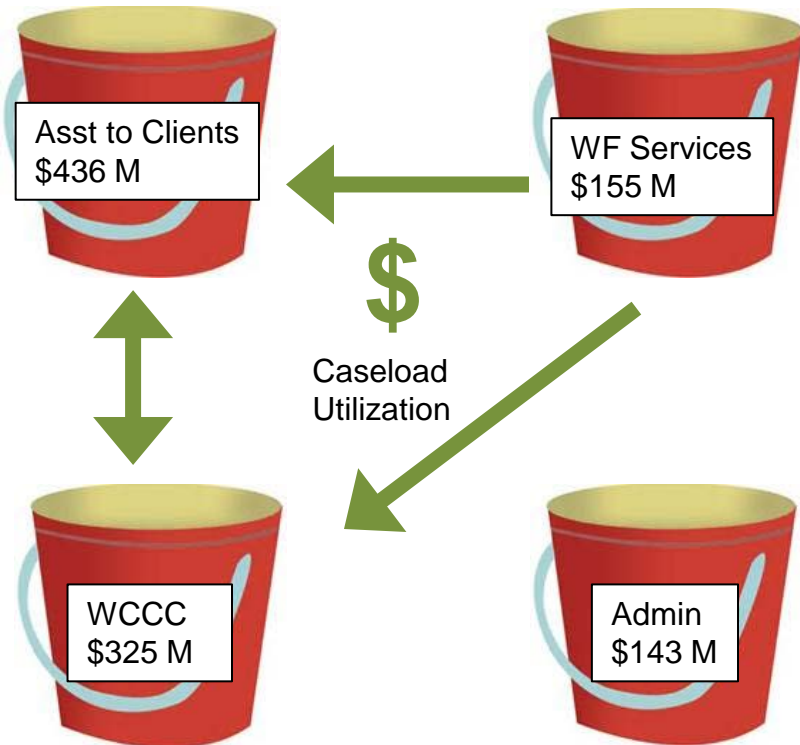
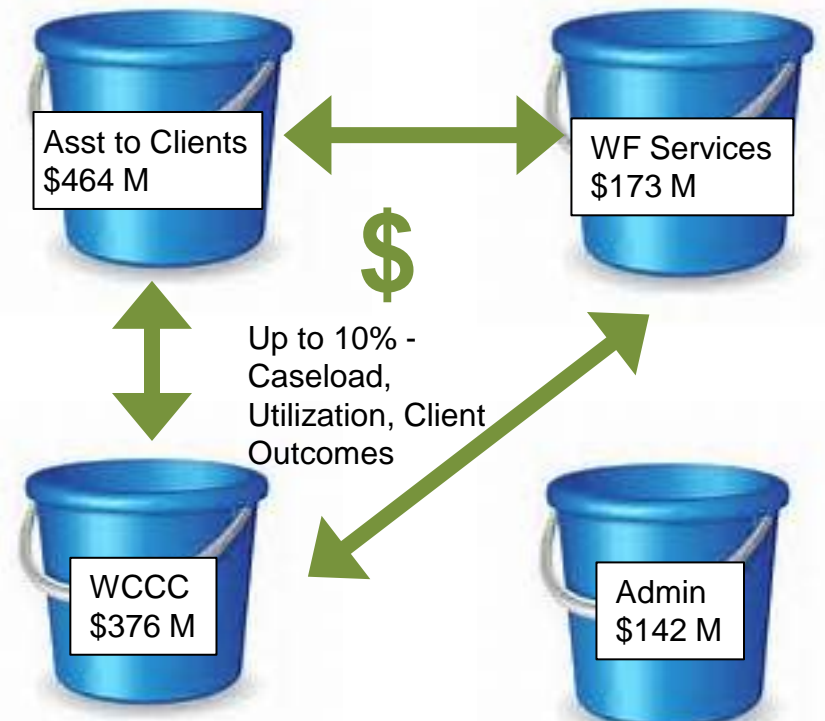


Illustration of Proposed Work First Provisos 2013-15 Legislative Budget Proposals

Senate Floor
Passed



House Floor
Passed



No transfer restrictions

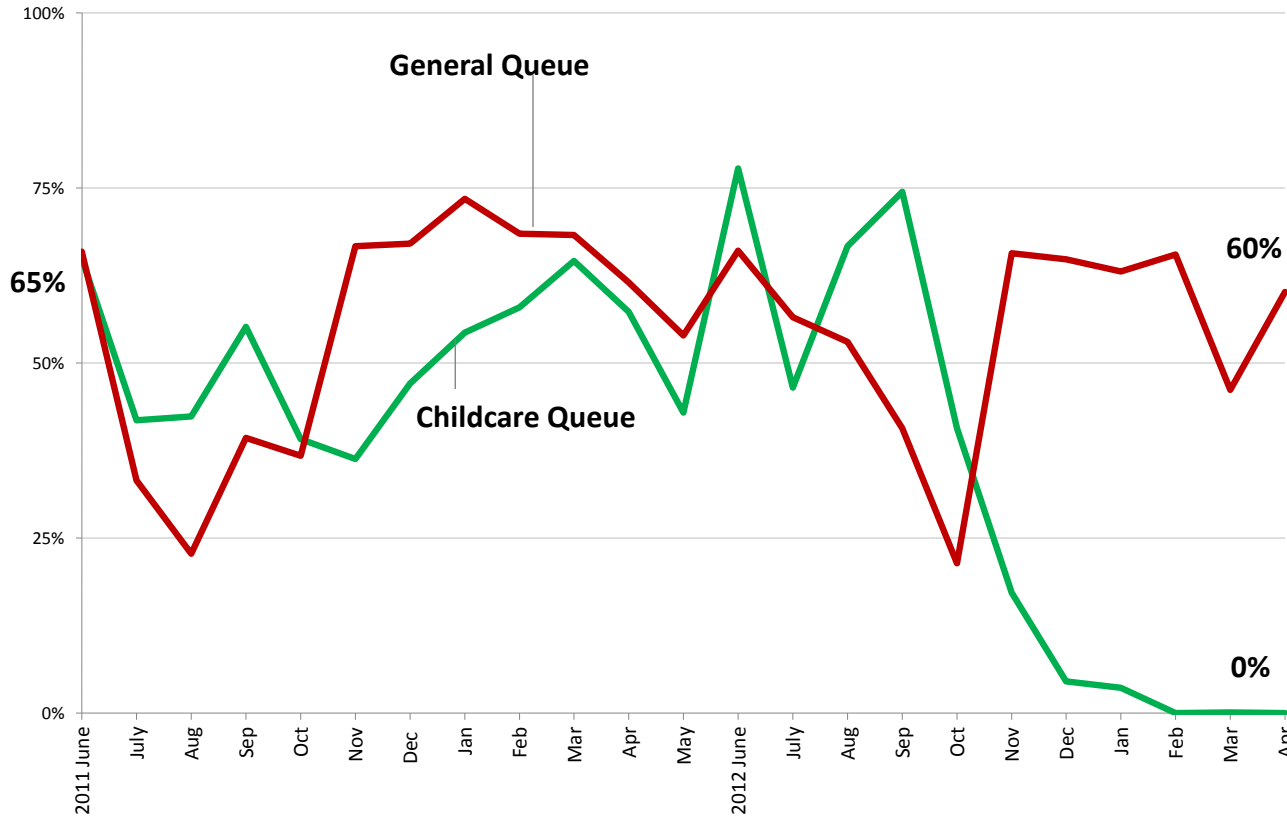
Green arrows indicate ability to transfer funding between proviso "buckets," various restrictions apply.

TANF Service--Administration Economic Services Administration



Increase Efficiency

Community Services Division Call Center Forced Disconnect by Queue



ADMINISTRATIVE REDUCTIONS

- 2009-2012
 - 182.9 FTEs
 - \$14.9 Million
- 2013-2015
 - Governors Budget:
 - No additional reduction
 - House Budget:
 - \$0.5 Million
 - Senate Budget:
 - \$13.1 Million

DATA SOURCE: Consolidated Technology Services (CTS)

MEASURE DEFINITION: Rate by which calls encounter the “all agents are busy” message and must attempt the call again



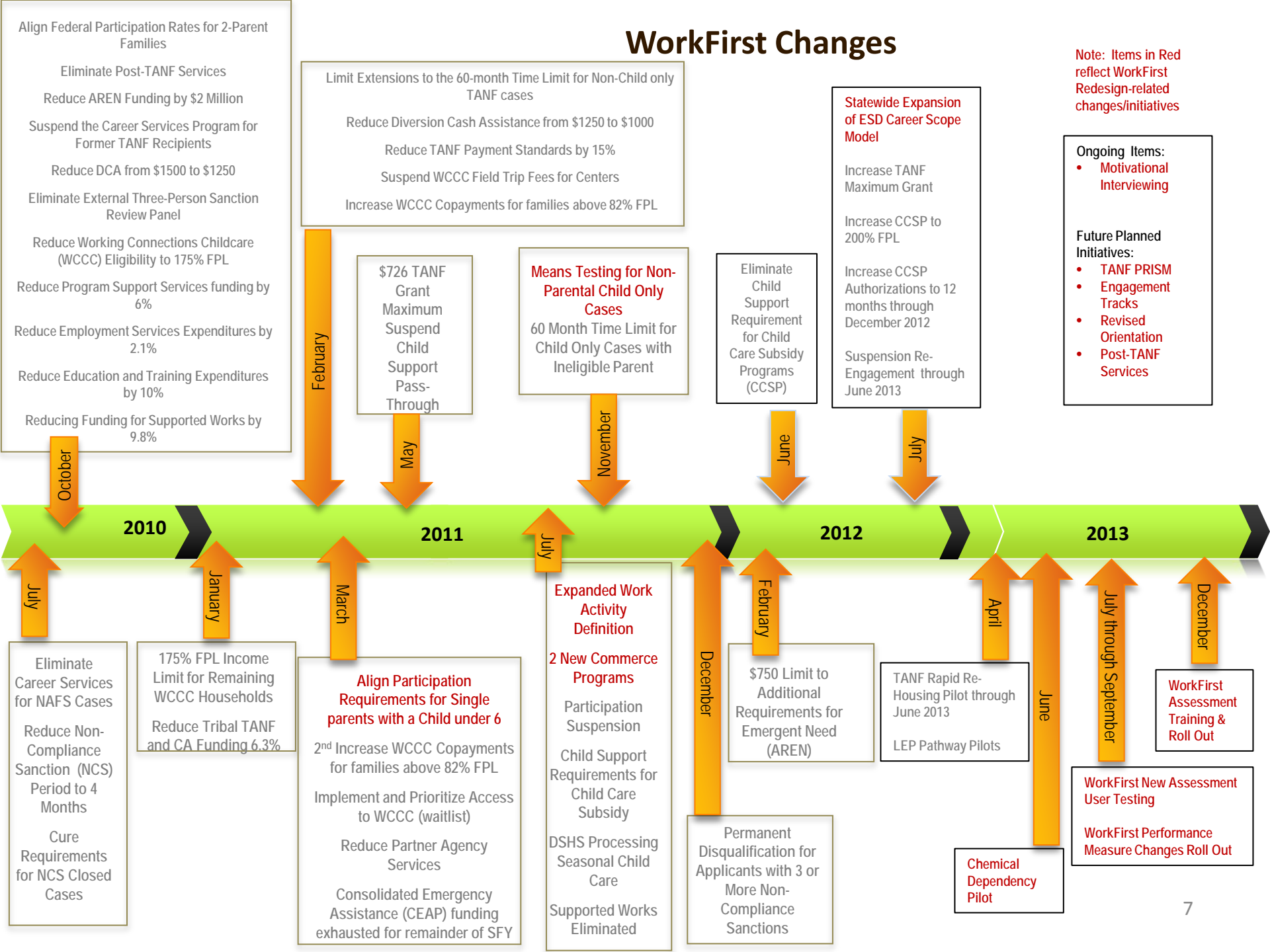
2010 WorkFirst Redesign Report Recommendations

1. **Implement additional reasonable requirements and supports for child-only TANF families**
2. Involve participants and local partners in the design and delivery of WorkFirst orientations
3. **Strengthen the assessment process**
4. **Implement new requirements for WorkFirst families with young children in school less than full time**
5. **Improve employment pathway activities**
6. **Implement individualized case management** and four new engagement tracks to increase opportunities for successful outcomes
7. **Re-introduce Post TANF services (Remains unfunded)**
8. Implement a continuous evaluation process

WorkFirst Changes

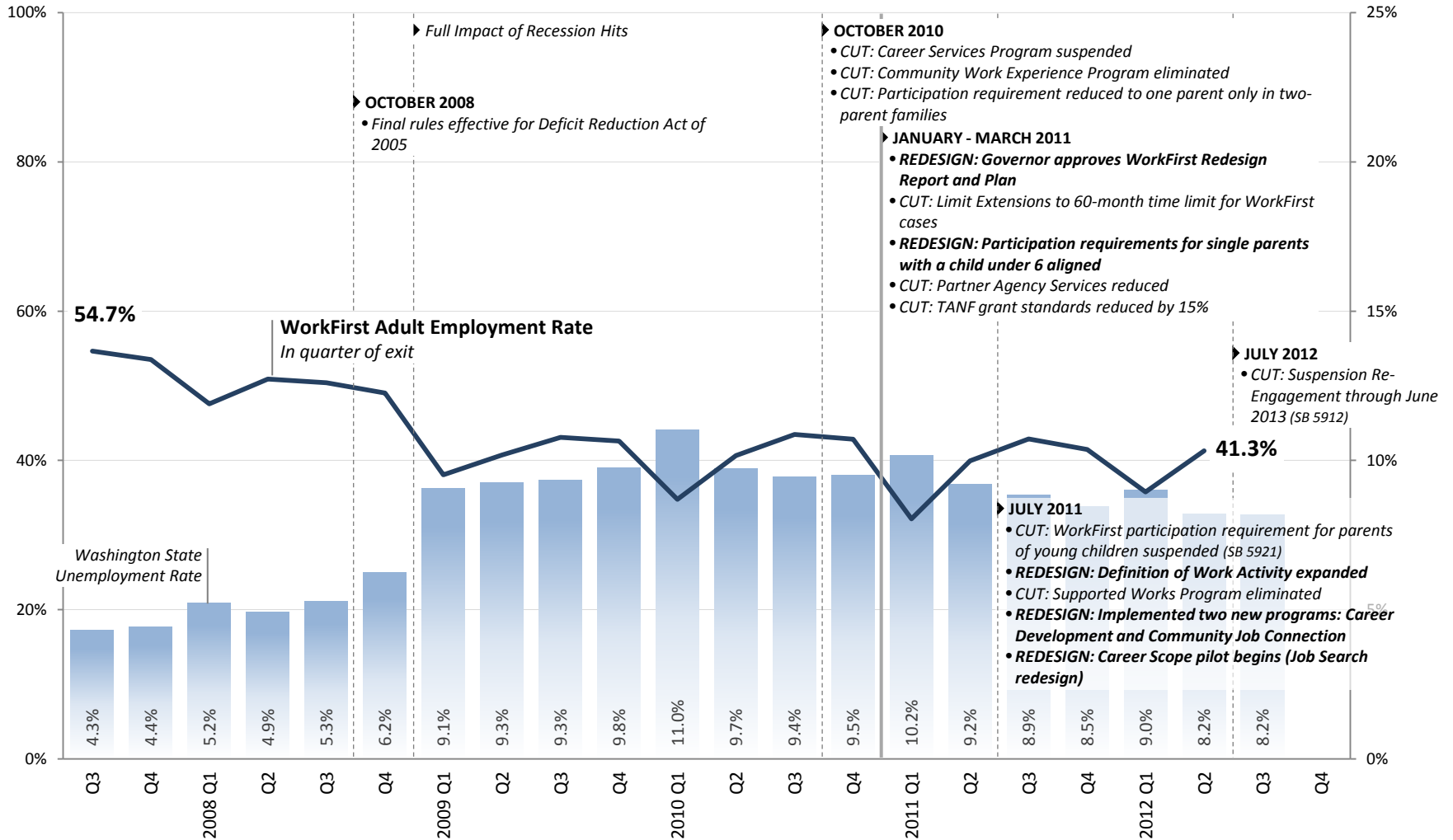
Note: Items in Red reflect WorkFirst Redesign-related changes/initiatives

- Ongoing Items:**
- Motivational Interviewing
- Future Planned Initiatives:**
- TANF PRISM
 - Engagement Tracks
 - Revised Orientation
 - Post-TANF Services



Employment rate of WorkFirst recipients in quarter of exit over time

— CALENDAR YEAR —



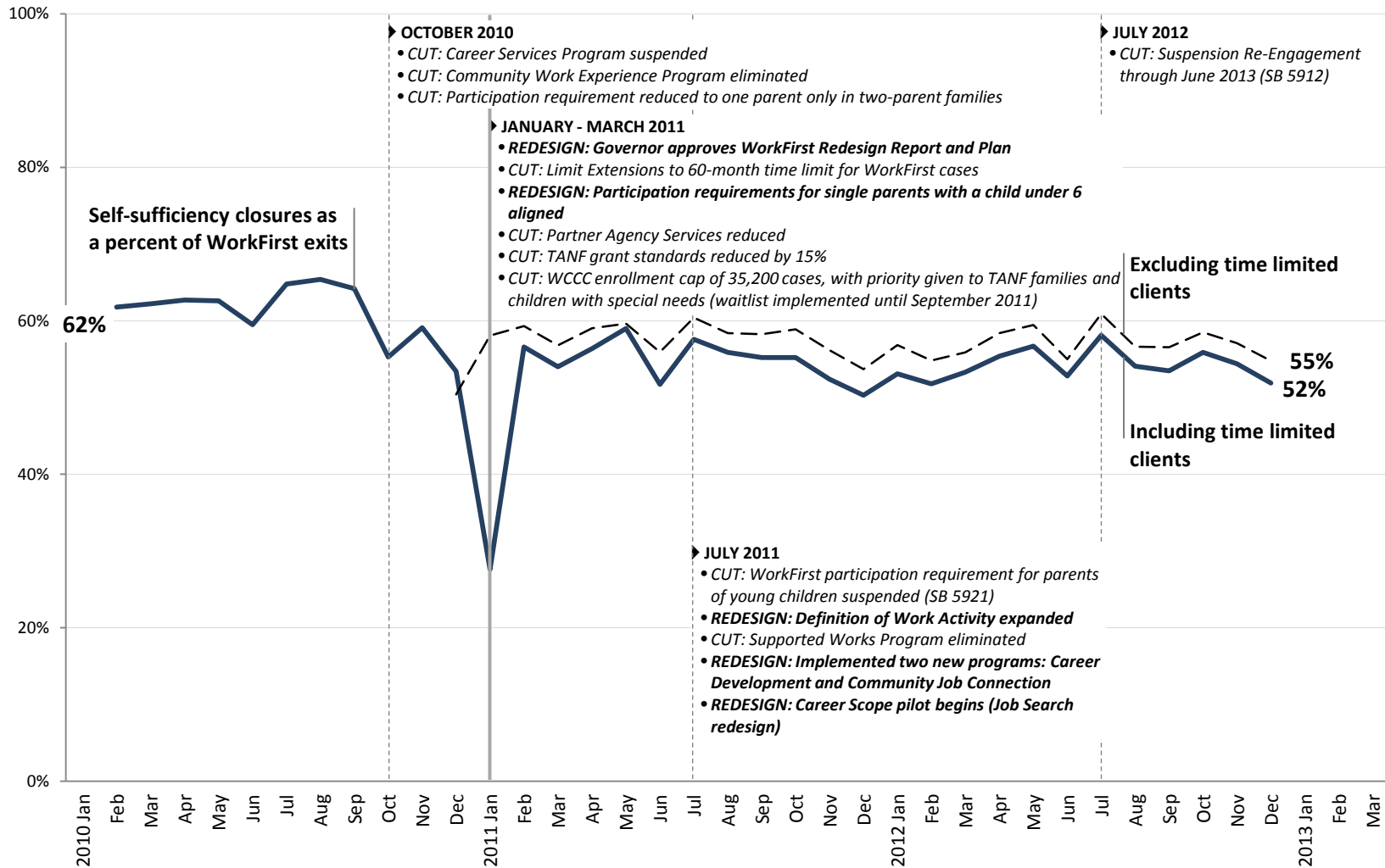
NOTES: The WorkFirst Adult Employment Rate is calculated by dividing the number of WorkFirst adults with wages reported to the Unemployment Insurance system in the same quarter as TANF exit by the total number of individuals exiting TANF in that quarter. Quarterly unemployment rates are three-month averages (not seasonally adjusted).

DATA SOURCE: Employment Security Department wage data analyzed by OFM Forecasting Division. Unemployment rates are from Employment Security Local Area Unemployment Statistics (LAUS), not seasonally adjusted.



Percent of WorkFirst cases closed for self-sufficiency

— CALENDAR YEAR —



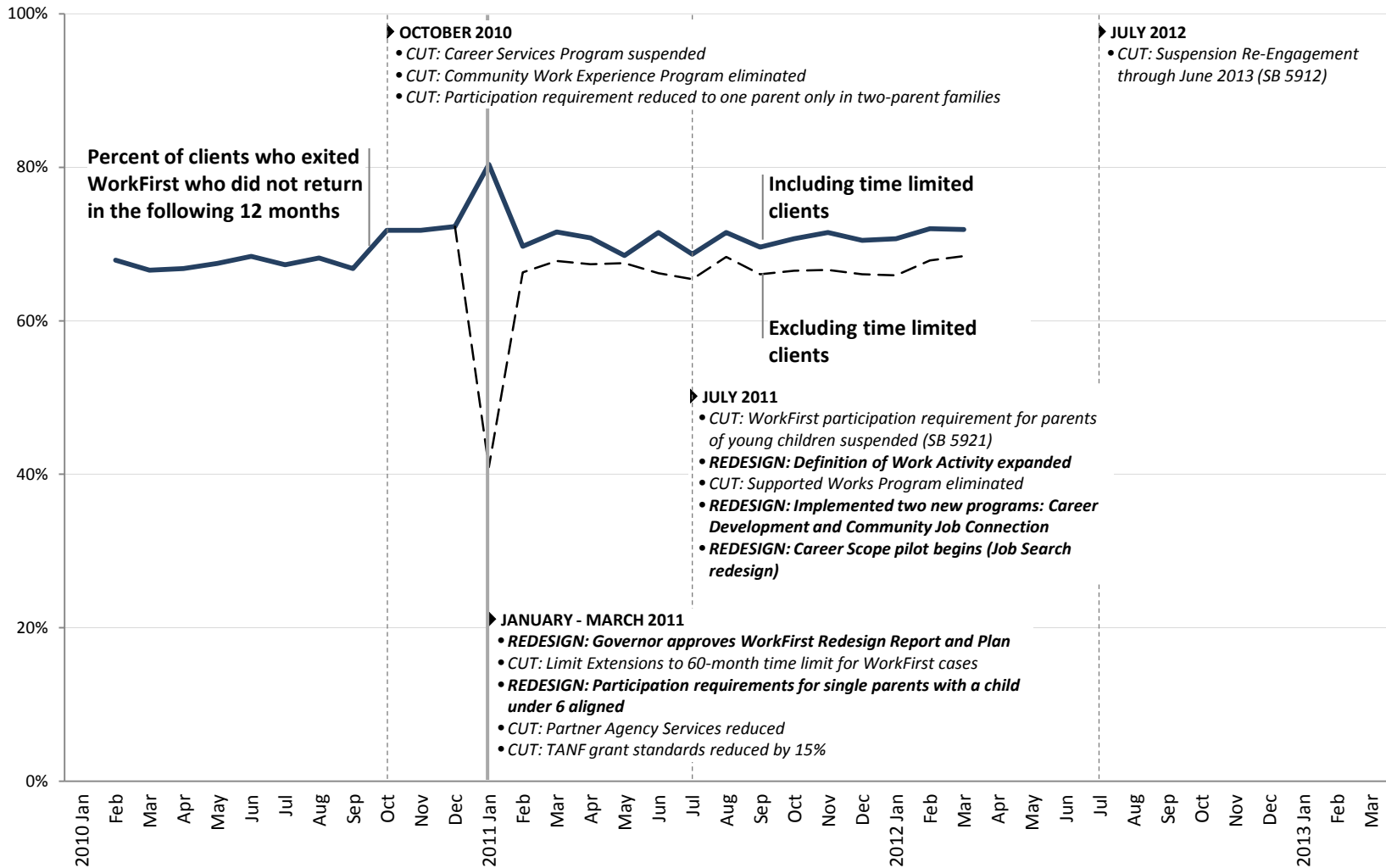
NOTES: This measure shows the percent of WorkFirst closures in which the family exited for "self-sufficiency" reasons.

SOURCE: DSHS E-MAPS Performance Reports.



WorkFirst adults who exit and remain off TANF for 12 months

— CALENDAR YEAR —



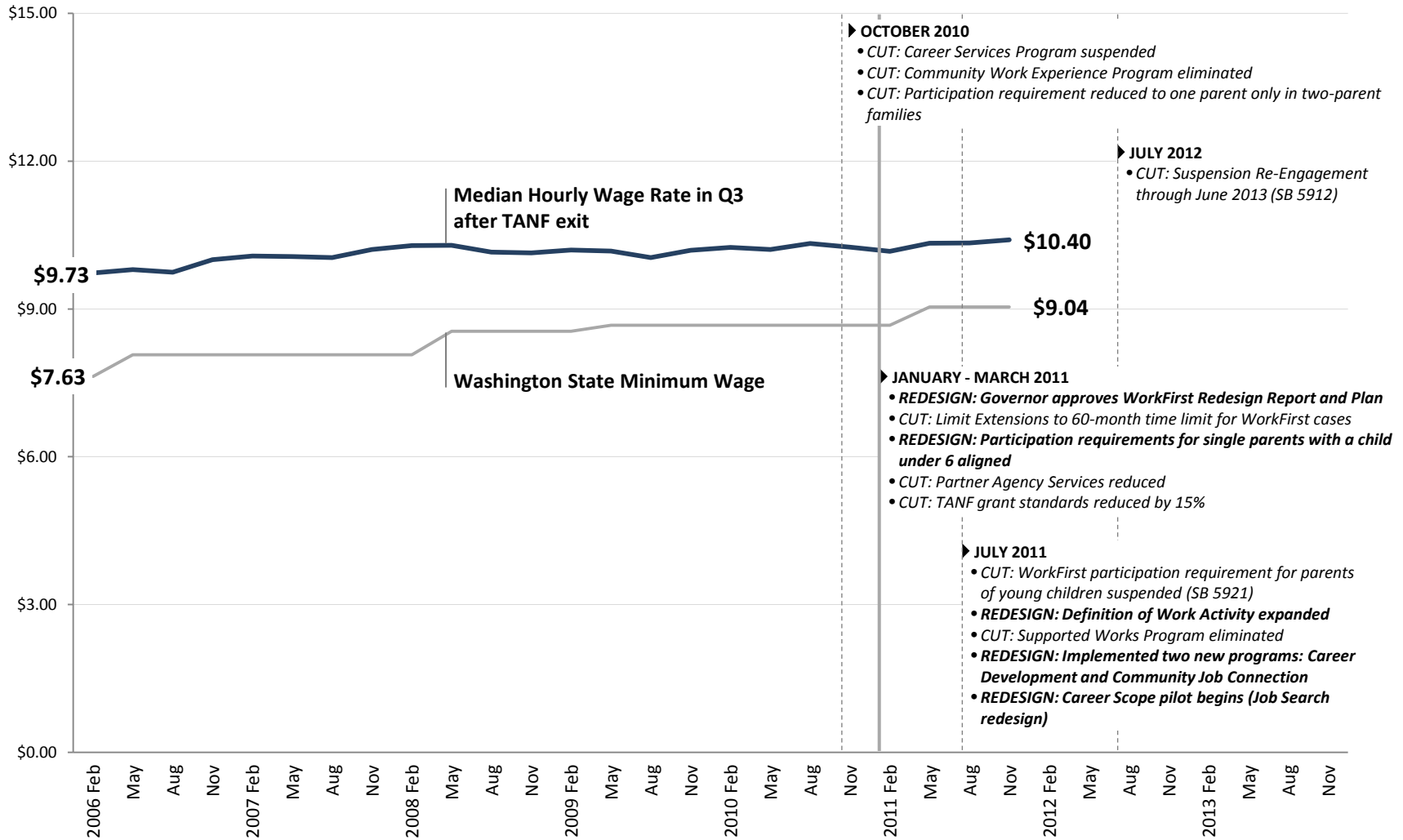
NOTES: This measure is calculated as the number of WorkFirst parents who exited and whose family members did not receive TANF cash assistance during the following 12 months, divided by the number of WorkFirst parents who exited.

SOURCE: DSHS E-MAPS Performance Reports.



Median hourly wage rate in Q3 after exit

— CALENDAR YEAR —



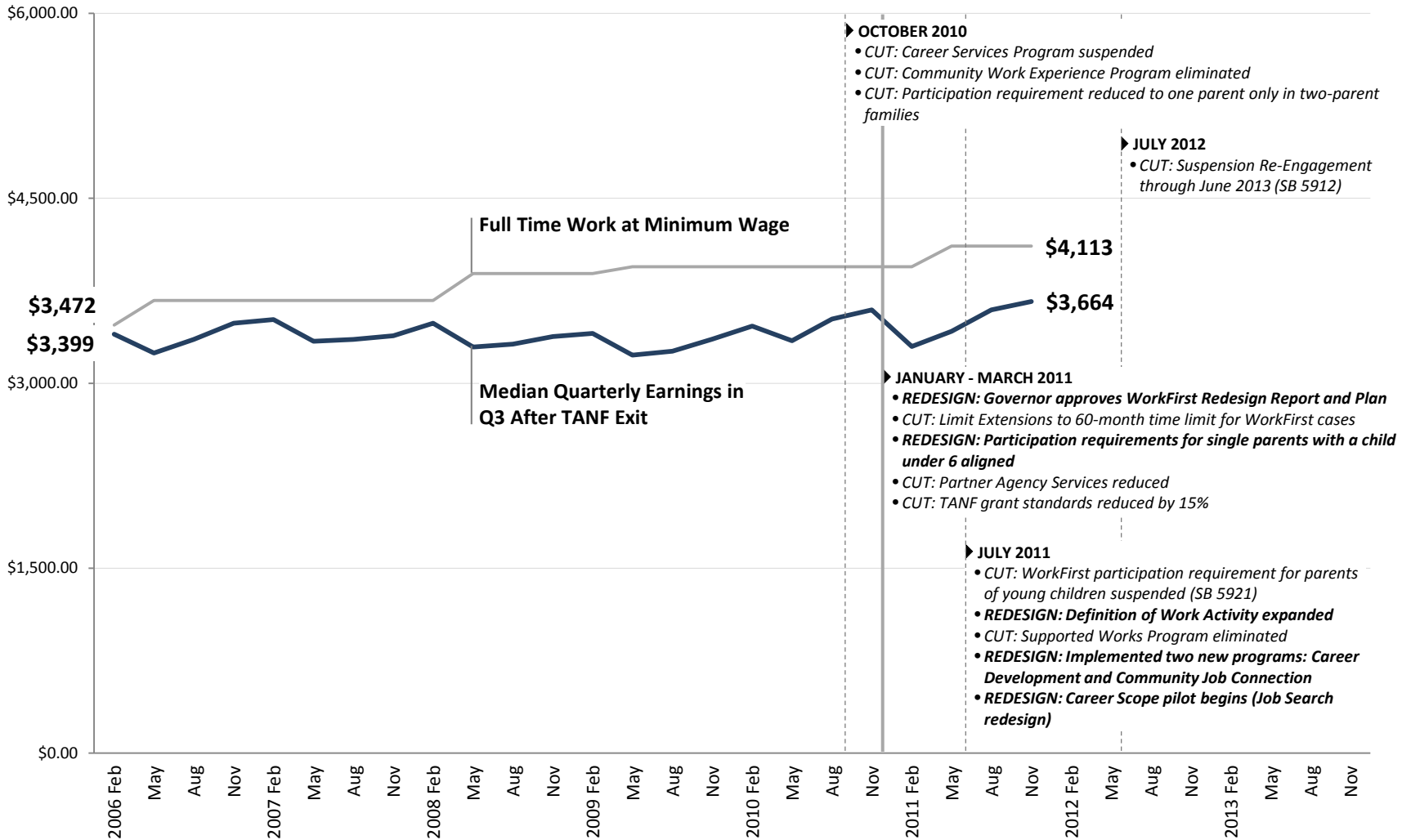
NOTES: This chart shows the median hourly wage rate in the third quarter after TANF exit compared to the minimum wage for Washington State.

SOURCE: Employment Security Department wage data analyzed by OFM Forecasting Division.



Median quarterly earnings in Q3 after exit

— CALENDAR YEAR —

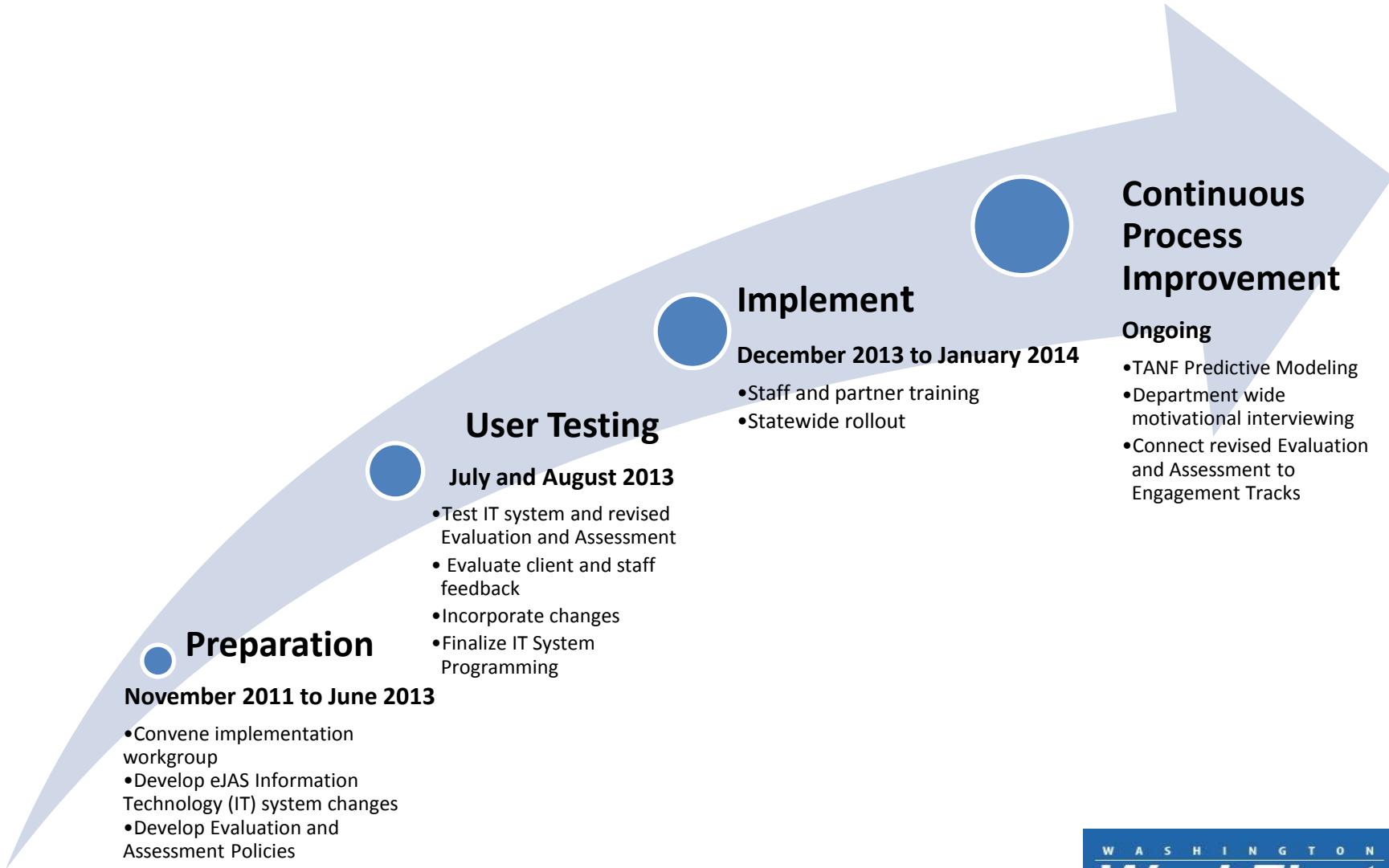


NOTES: This chart shows median quarterly earnings in the third quarter after TANF exit compared to earnings for an individual working full-time at the state's minimum wage rate. TANF exiters have median hourly wages above the minimum wage, so the difference in earnings is mostly attributable to the fact that not all TANF leavers are working full-time.

SOURCE: Employment Security Department wage data analyzed by OFM Forecasting Division.



New WorkFirst Evaluation & Assessment Implementation



WorkFirst Performance Measures-- Targeted Outcomes

- Reflect achievement of specific program goals or outcomes
- Each measure has a specific target and expectations for achievement.
- Measures include:
 - Exits to Employment
 - Rate of Employment within 3 Quarters of ending an activity (*included in partner contracts*)
 - Federal Work Participation Rate (WPR)

WorkFirst Performance Measures--Barometers

- Signals the status of a child/adult/family or whether the child/adult/family is participating in an activity or receiving an appropriate service
- Each barometer has a designated range of acceptable performance
- 28 Measures include:
 - TANF Children Using WCCC; Stability of Child Care Placement (by Modality)
 - Homeless or at Risk of Homelessness (Youth/Adults)
 - Mental Health Treatment Received (Youth/Adults)
 - Chemical Dependency Treatment Received (Youth/Adults)
 - Youth Enrolled in School; Youth Progressing Grade Levels (K-12); Youth Completing High School on Time
 - Parents Engaged in a WorkFirst Pathway (Educational Pathway; Employment Search; Unpaid Work Prep; Paid Work Prep)
 - Median Hourly Wage Rate 3 Quarters After a Service (i.e. Job Search, Voc. Ed., Community Jobs)
 - Median Quarterly Earnings 3 Quarters After a Service
 - WorkFirst Adults with Annual Hours Qualifying for UI After a Service
 - Financial Literacy Skills Enhancement
 - WorkFirst Adults Obtaining High School Completion or Equivalency Certificate
 - WorkFirst Adults in Basic Education or ESL who Achieve a Measurable Skill Gain
 - WorkFirst Adults who Transitioned from Basic Skills or ESL to Vocational Training
 - WorkFirst Adults in Vocational Education who Achieve a Measurable Skill Gain
 - WorkFirst Adults who Earn a Certificate, Degree or Apprenticeship

State Board for Community and Technical Colleges

WorkFirst Education and Training Update

Presented by:

Washington State Board for Community and Technical Colleges

www.sbctc.edu

Kelli Johnston

Policy Associate—Workforce Education & Economic Development

kjohnston@sbctc.edu

Career Pathway for TANF Parents

SBCTC WorkFirst Goals:

- Training a skilled and educated workforce
- Facilitating a pathway for TANF parents to get skills, knowledge, and experience that lead to employment and decreased likelihood of returning to TANF.
- Moving students along the pathway based on research and evidence.
- Utilizing outcomes that are focused on the measured knowledge and skill gain of students.

How we are measuring our progress and success:

Our WorkFirst contract for FY14 includes an increase to 40% that SBCTC providers must earn through targeted performance achievement.

- ✓ Enrollments and retention
- ✓ Measured skill gain in basic skills and vocational training
- ✓ Transition from basic skills to vocational training
- ✓ Completion of certificates, degrees and tipping point.

Length of Training and Wages

	Non completers 2010	Non completers 2011	Less than one year of college 2010	Less than one year of college 2011	One year of college and a credential 2010	One year of college and a credential 2011	Total 2010	Total 2011
Students	7855	7,876	1816	554	619	1,194	10290	9,624
% of Students	76%	82%	18%	6%	6%	12%		
Employed	2715	2,923	906	296	365	729	3986	3,948
Employment Rate	35%	37%	50%	53%	59%	61%		
Hourly Wage	\$10.03	\$8.79	\$11.41	\$9.35	\$13.94	\$11.30		
Quarterly Earnings	\$2,990	\$2,579	\$4,090	\$3,416	\$5,080	\$4,163		

- Increase numbers of those who are achieved longer training
- 63% difference in quarterly wages between non-completers and those with longer training

Positive data despite program changes and fiscal challenges

The FY13 data through winter quarter shows:

Although we have seen decreased numbers compared to previous years, we are serving our students more effectively. Students are staying longer and achieving more.

- Increased enrollments in I-BEST
 - Increased performance in basic skill/precollege and college level skill gain
 - New transition measure is showing that we are moving students from ABE/pre-college classes to vocational training
 - Increase in certificate, degree and tipping point achievement
- ✓ Colleges are leveraging resources to support WorkFirst parents in education and training
 - ✓ Increase in tuition and fees (including the doubling of GED test fees)
 - ✓ Loss of Pell Eligibility for some students (IBEST students and other)

Career Scope

WorkFirst Oversight Legislative Executive Task Force
May 23, 2013

Amy Smith, Director, Workforce and Career Development Division



**Employment
Security
Department**
WASHINGTON STATE

Career Scope: Elements

Based on a four-phase employment services and career development pathway:

- Orientation and Assessment
- Employment Asset Development
- Employment Pathways
- Workers and Careers

Career Scope: Tracks

- Coach Assisted (Track A): Participants can conduct independent work search activities and require minimal support to find work; demonstrate excellent attendance, follow through on assigned tasks, recent job experience with marketable skills, and take initiative or volunteer assistance in activities and interaction. Engage at least every 28 days.
- Coach Supported (Track B): Participants can self-manage work search activities and participate with moderate coaching support to go to work; demonstrate good attendance and follow through and actively participate in group activities. Engage at least every 14 days.
- Coach Supervised (Track C): Participants need intensive coaching and support to conduct successful work search and go to work; challenged with consistently meeting expectations. Engage at least every week.

Career Scope: CQI

- Surveys: WorkFirst customers surveyed three times during participation (after orientation, at 10 weeks, and after completing Career Scope)
- Peer-to-Peer Observations: Being conducted in local offices through May to provide feedback on services and customer engagement and collect and disseminate best practices.
- Monthly statewide teleconferences with local WorkFirst staff.

Career Scope: Outcomes

- Participants served: 14,367
- Initial Assessments: 13,213
- Entered Employments: 4,089

Note: Data reflect July 1, 2012 through March 31, 2013 (three-quarters through FY 2013).

Commerce WorkFirst: Community Jobs

Since 1997, Community Jobs has served more than 37,300 TANF recipients.

Since July/2013, more than 2,000 participants have been served.

The Community Jobs (CJ) program consists of up to 6 months of paid employment combined with education/training and issue resolution

Issue resolution may use a variety of approaches including life or soft skills training, individual coaching, connecting the family with resources, and worksite mentoring opportunities

On the job learning in worksites in an area of interest builds both technical and social employment skills

Job hunting and job readiness activities provide individual coaching, peer-to-peer mentoring, and small group strategies to help participants obtain employment

Family-centered community service volunteer activities offer program options for families



Job Connection/Career Jump and Career Development

As a result of the WorkFirst Re-design, the Job Connection and Career Development programs were created to increase employment services and countable core activities

Job Connection consists of up to 3 months of paid employment at a worksite, paired with targeted job hunting activities and mentoring opportunities

- Case managers provide on-going support and hold participants accountable to employment goals
- 1,700 participants enrolled since July/2012

A subset of Job Connection, Career Jump offers employment opportunities with any employer who intends to hire the participant at the end of the training time

Career Development participants gain work experience in their field of study



Limited English Proficiency (LEP) Pilot

Commerce
WorkFirst LEP
Pilot program
started
April/2013

If funded, the
pilot will
continue in FY14

LEP TANF refugees and immigrants will in Community Jobs, Job Connection/Career Jump, and Career Development programs

Existing Commerce WorkFirst contractors subcontract with experienced LEP providers

Three geographic areas will serve 150 individuals

County	# of sites	# served
Snohomish	1	20
King	3	100
Clark	1	30

FY13 program evaluation will include lessons learned and improvements for FY14



Federal Work Participation Rates

	FFY 2012 Target	FFY 2012 Rate	FFY 2012 Over/Under Target
All Family	14.6%	10.1%	-4.5%
Two-Parent	54.6%	10.2%	-44.4%

	FFY 2013 Target	FFY 2013 Rate	FFY 2013 Over/Under Target
All Family	12.5%-30.3%	11%	-1.5% (minimum)
Two-Parent	52.5%-70.3%	9.6%	-42.9% (minimum)

- Washington did not meet either the All Family or Two-Parent participation target rates for FFY2012
- Washington is not meeting the targets for FFY2013



Maintenance of Effort (MOE) and WPR

Federal Work Participation Rate (WPR) targets are reduced by:

- **Caseload decline:** 2005 to the year prior to target year
- **Excess MOE:** State MOE expenditures above the 80% requirement. Recent changes include:
 - ✓ 2011 ACF Disallows Charity Care (reduced MOE \$394 million)
 - ✓ 2012 DSHS is considering refinements to our estimating methodology based on the adverse experience of other states. Based on these refinements, the Department estimates available excess MOE will push the FFY2013 targets as high as:

All Family **30.3%**

Two-Parent **70.3%**

Federal TANF Participation—What Counts?

Activity	Type	Time Limitation	Other Limits
Employment	Core	None	
Work Experience Community Service	Core	None	
On the Job Training	Core	None	
Vocational Education	Core	12 mo. lifetime limit 30% Cap	Only 30% of participants in this activity can count toward meeting the rate
Job Search/Job Readiness	Core	6 weeks in a 12 month period (12 weeks in a needy state)	This category also counts time spent in the following activities toward this time limit: <ul style="list-style-type: none"> • Family Violence & Safety Planning • Mental Health Treatment • Chemical Dependency Treatment • Vocational Rehabilitation • Learning Disabilities Activities
Job Skills Training	Non-Core*		
Basic Education	Non-Core*		
English as a Second Language (ESL)	Non-Core*		
High School	Non-Core*		
GED	Non-Core*		

* Will not count toward the rate unless paired with the correct number of hours of core activity.

Federal TANF Participation—What Counts?

Verified Hours of Participation Requirements:

Who	Core Activity Requirements	Core or Non-core Activity Requirements	Total
Single parent; all children age 6 or older	20 hours/week	10 hours/week	30 hours/week
Single parent; all children under age 6	20 hours/week	None (additional hours are voluntary)	20 hours/week
2-parent households <ul style="list-style-type: none"> Without federal child care assistance With federal child care assistance 	30 hours/week 50 hours/week	5 hours/week 5 hours/week	35 hours/week 55 hours/week
Hours requirements may be met by one parent or split between both parents			
Teen head of households (19 or younger) without a High School Diploma or GED	None	20 hours/week in high school, GED or Basic Education	20 hours/week

Work Participation Rates Penalties

Federal Fiscal Year 2012 Penalties	
All Family	\$13.5 Million
Two-Parent	\$1.4 Million
Federal Fiscal Year 2013 Potential Penalties	
All Family	\$18.6 Million
Two-Parent	\$2.2 Million
Total Estimated Penalties	\$35.7 Million

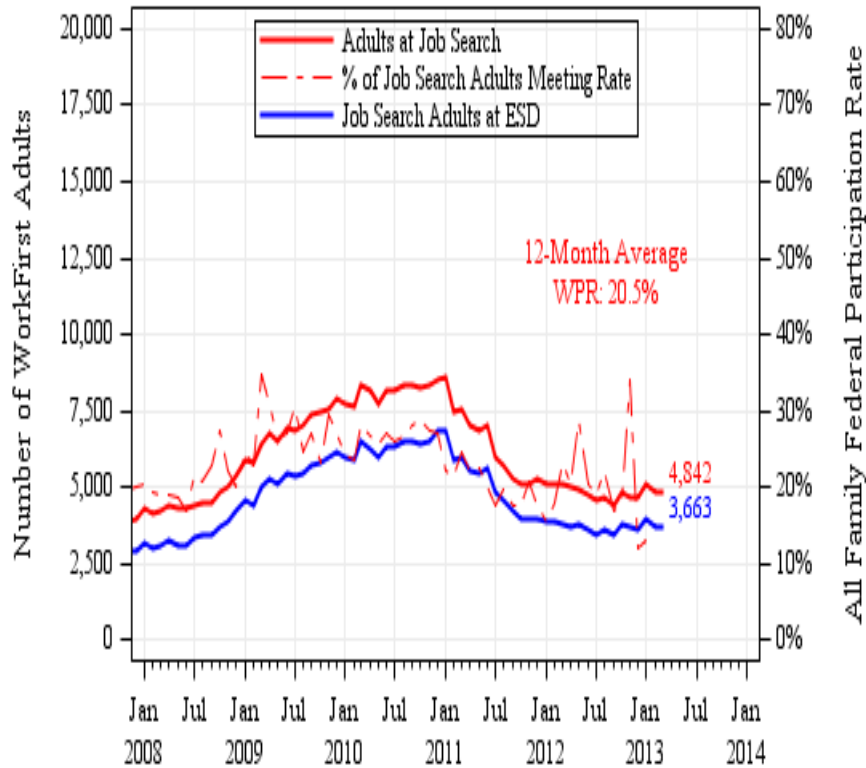
- WA will submit a corrective compliance plan request to eliminate or reduce penalties
- A corrective compliance plan will need to be implemented to balance engagement that matters with the requirement to meet the federal participation requirements

Corrective Compliance Response Components

Governor Inslee Budget	House Budget	Senate Budget
Increased focus on WPR (Administrative Directive)	Increased focus on WPR (Proviso Directive)	Increased focus on WPR (assumed)
\$4 million—Transition LEP clients to work	\$1 million—Transition LEP clients to work	N/A
\$10 million—Address homelessness as barrier to transition to work	\$8 million—Address homelessness as barrier to transition to work	N/A
\$9.2 million—Increase Federal WPR (Career Services-like program)	\$2.5 million—Increase Federal WPR (Career Services-like Program)	N/A
\$1.6 million—Increase partner (Commerce, ESD, SBCTC) programs to meet WPR	N/A	\$(14.5 million)—Reduce WorkFirst partner funding
\$7.9 million—Increase GED and Community College Programs	N/A	N/A
\$0.7 million—Develop Predictive Risk Information System Model (PRISM)	\$0.2 million—Develop Predictive Risk Information System Model (PRISM)	\$0.7 million—Develop Predictive Risk Information System Model (PRISM)

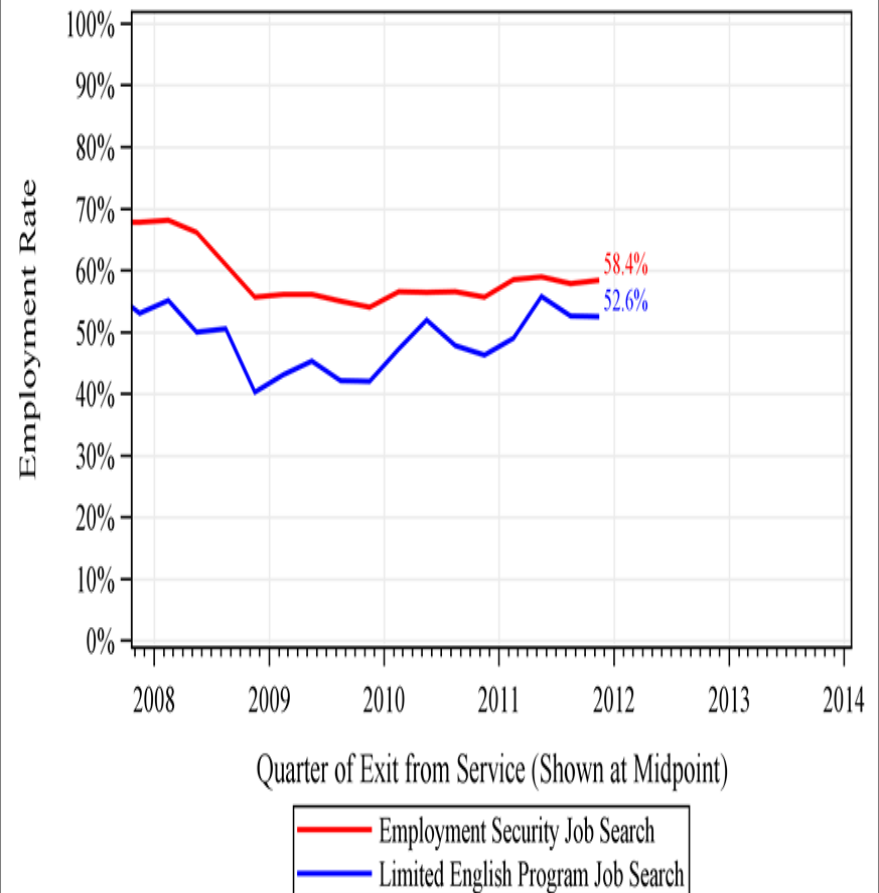
Job Search Outcomes

Number of WorkFirst Adults in Job Search and Percent in Cases Meeting Federal Participation Requirements



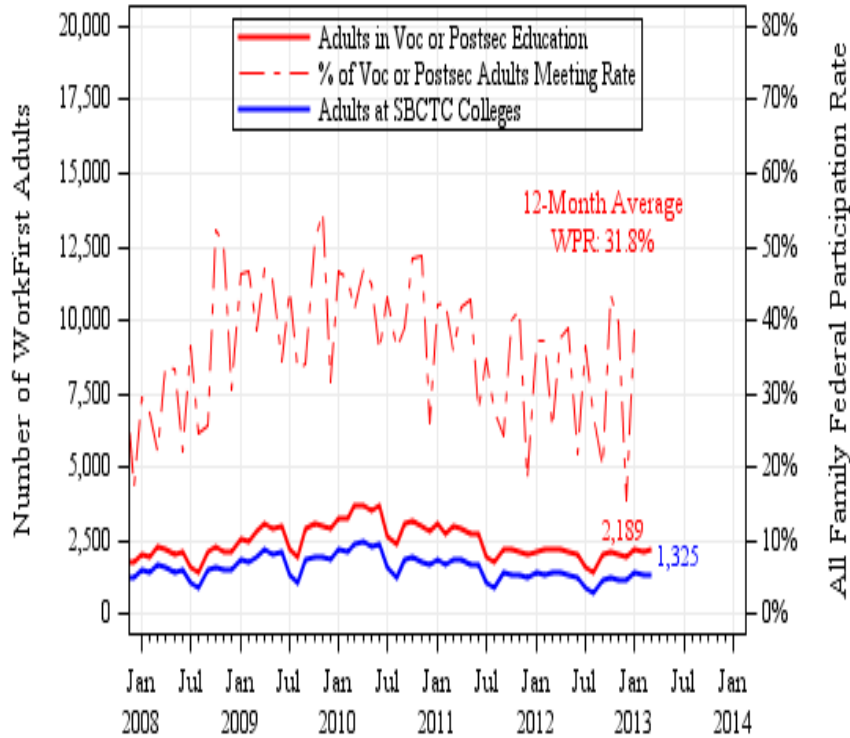
Work participation shown above comes from all components that adults in the household participated in, not just from Job Search

Employment Rates in Quarter One, Two, or Three After Exiting Employment Security Job Search or LEP Job Search



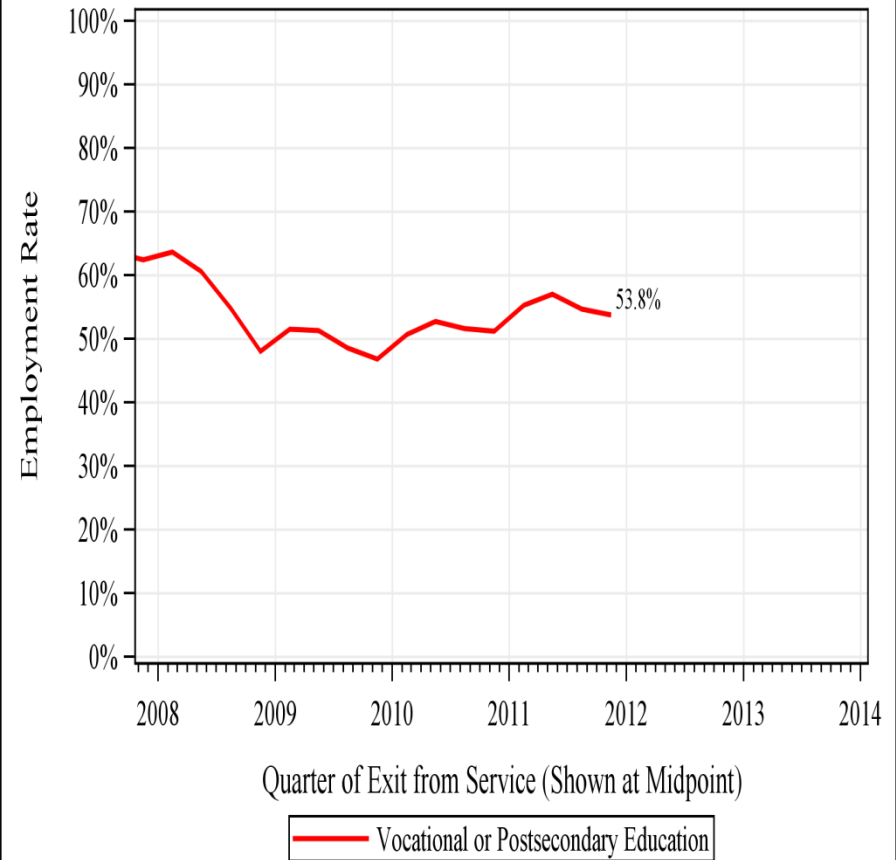
Vocational or Post-Secondary Education Outcomes

Number of WorkFirst Adults in Vocational Or Postsecondary Education and Percent in Cases Meeting Federal Participation Requirements



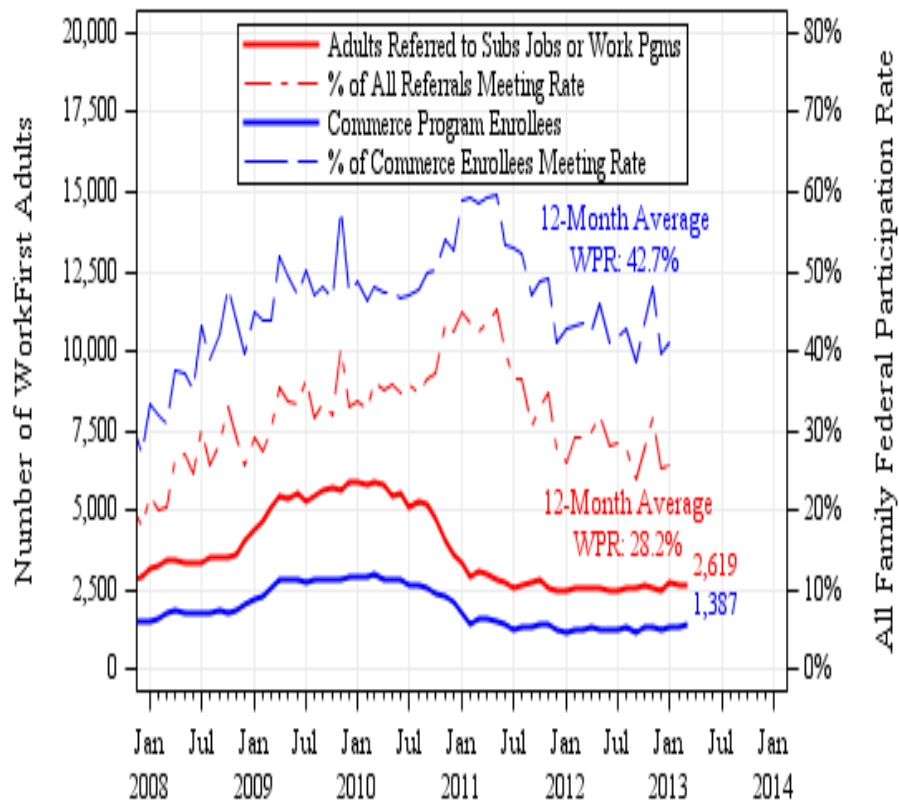
Work participation shown above comes from all components that adults in the household participated in, not just from Vocational or Postsecondary Education

Employment Rates in Quarter One, Two, or Three After Exiting Vocational or Postsecondary Education



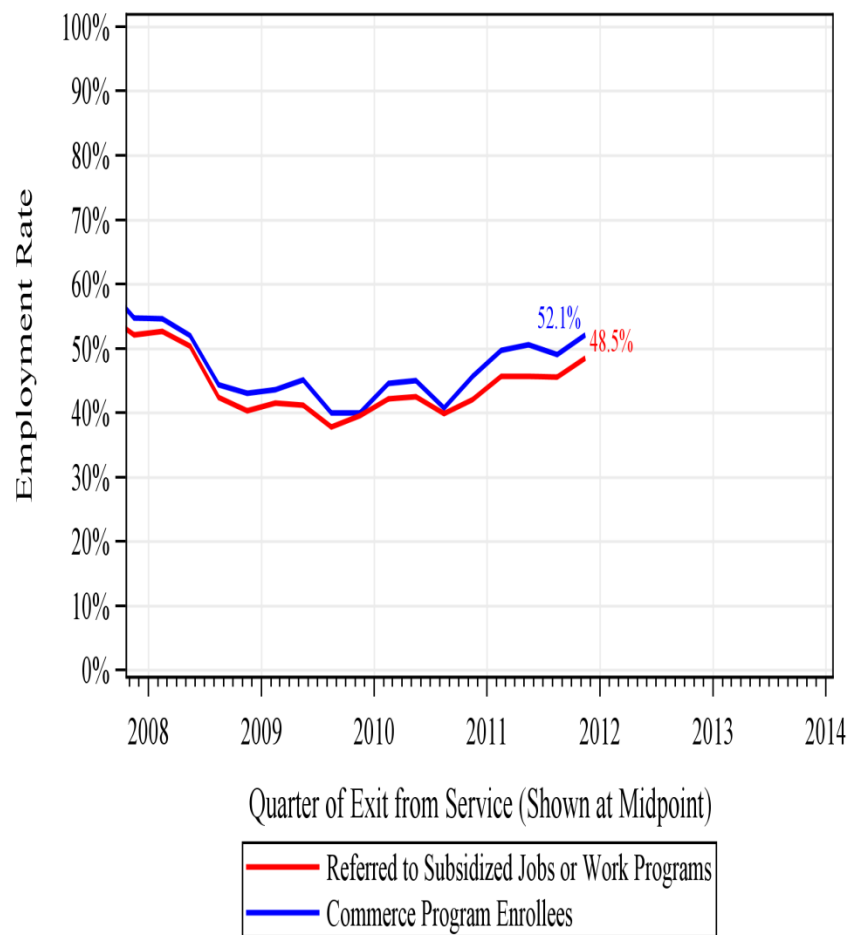
Subsidized Jobs or Work Programs Outcomes

Number of WorkFirst Adults in Subsidized Jobs or Work Programs and Percent in Cases Meeting Federal Participation Requirements



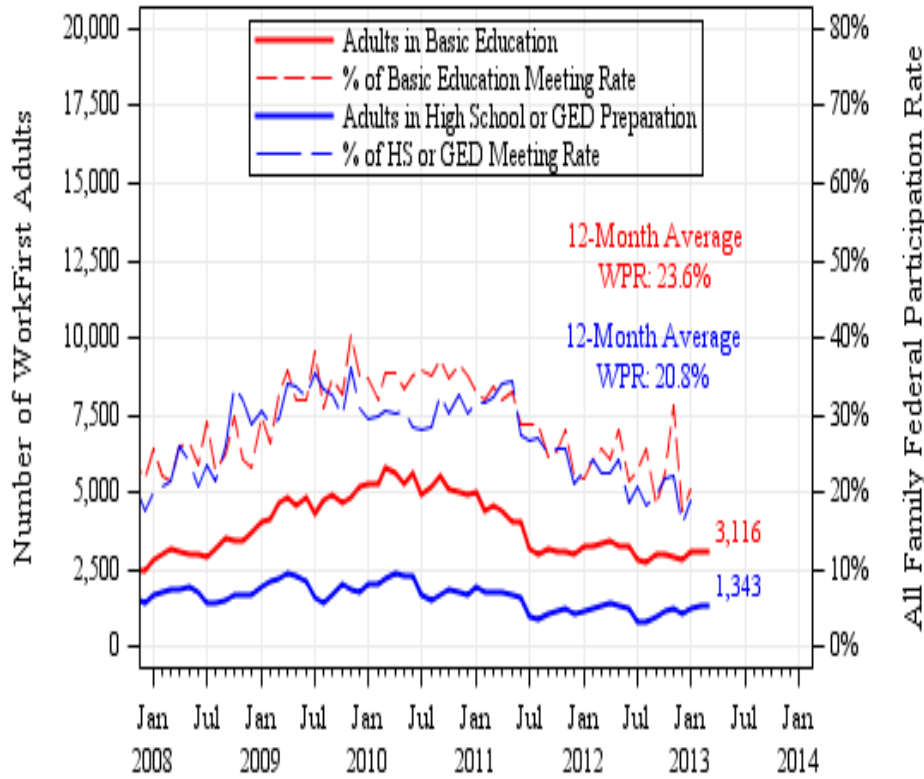
Work participation shown above comes from all components that adults in the household participated in, not just from Subsidized Jobs or Work Programs

Employment Rates in Quarter One, Two, or Three After Exiting Commerce Community Jobs or Job Connection



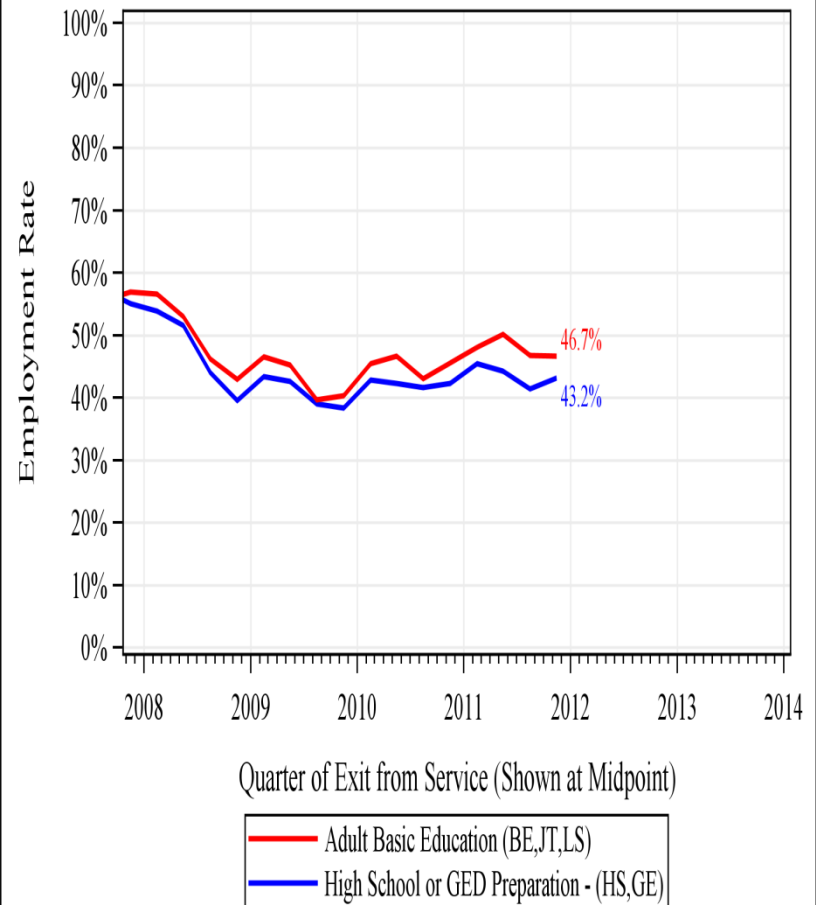
Basic Education, High School or GED Outcomes

Number of WorkFirst Adults in the Basic Education, High School or GED and Percent in Cases Meeting Federal Participation Requirements



Work participation shown above comes from all components that adults in the household participated in, not just from Basic Education, High School or GED

Employment Rates in Quarter One, Two, or Three After Exiting Basic Education or High School/GED Preparation



Changes with Impact on the Participation Rate

- Consolidating Two-Parent participation requirements (slightly adverse)
- Ending Career Services program (adverse)
- Reduce TANF payment standards by 15% (adverse)
- Reduce requirements for single parents with a child under age six (slightly adverse)
- Participation suspension (adverse)
- Elimination of Supported Works—unpaid Work Experience activities (adverse)
- Reducing partner services (adverse)

1115 Waivers

- In July 2012 ACF issued an Information Memorandum (IM) providing a very limited waiver opportunity for states that develop a plan to increase the number of TANF recipients who find and hold down a job by 20%
- Projects must show clear progress within one year and would be subject to costly and onerous tracking, monitoring, evaluation and reporting requirements
- There continues to be disagreement by some members of Congress regarding whether a waiver may be authorized by the Federal Administration
- No state has applied for a waiver to date

Public Comment

10 Minutes



Thank You!