



WorkFirst Oversight Legislative-Executive Taskforce

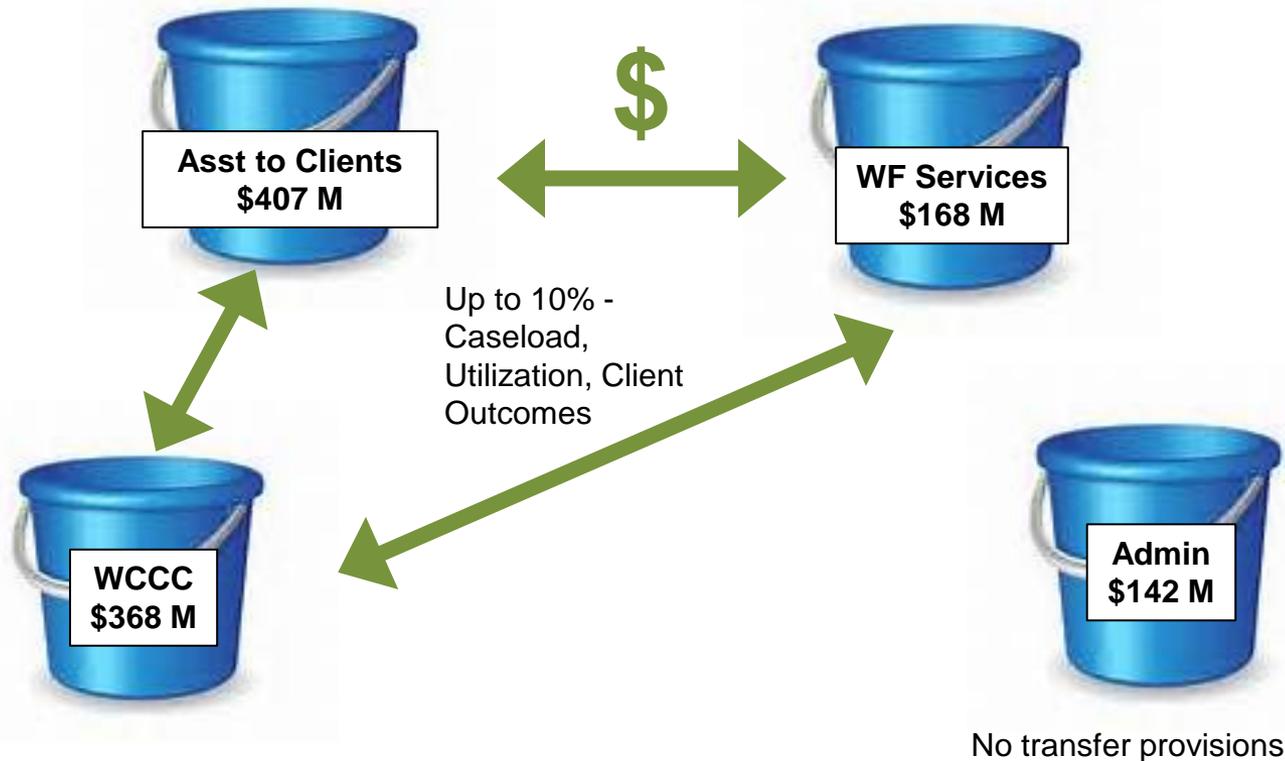
**October 9, 2013
1:30PM to 3:30PM**

John L. O'Brien Building
House Hearing Room B
Olympia, WA

AGENDA

Time	Agenda Item	Presenter(s)
1:30	Welcome/Introductions	Representative Ruth Kagi, Co-Chair DSHS Secretary Kevin Quigley, Co-Chair
1:40	TANF Budget	Megan Atkinson, Budget & Grants Mgmt. Administrator, ESA, DSHS
2:00	CSD Contact Center Update	Babs Roberts, Director, CSD, ESA, DSHS
2:05	WorkFirst Improvement Plan	Babs Roberts, Director, CSD, ESA, DSHS
2:35	Revised Comprehensive Evaluation Update	Sandy Jsames, Policy Lead, CSD, ESA, DSHS
2:45	Performance Review (6 Min Each) <ul style="list-style-type: none"> • Limited English Proficiency Pathway • Commerce • Employment Security Department • State Board for Community and Technical Colleges 	<ul style="list-style-type: none"> • Tom Medina, RIA Chief, CSD, ESA, DSHS • Molly Onkka, Program Manager, Commerce • Gary Kamimura, Director of Program Administration, ESD • Jim Crabbe, Director of WorkForce Education & Economic Development, SBCTC; and Kelli Johnston, Policy Associate, SBCTC
3:10	Public Comment Period	
3:20	Task Force Next Steps	Task Force Members
3:30	Adjourn	

Illustration of Work First Provisos Transfer Authority 2013-15 Biennium Budget



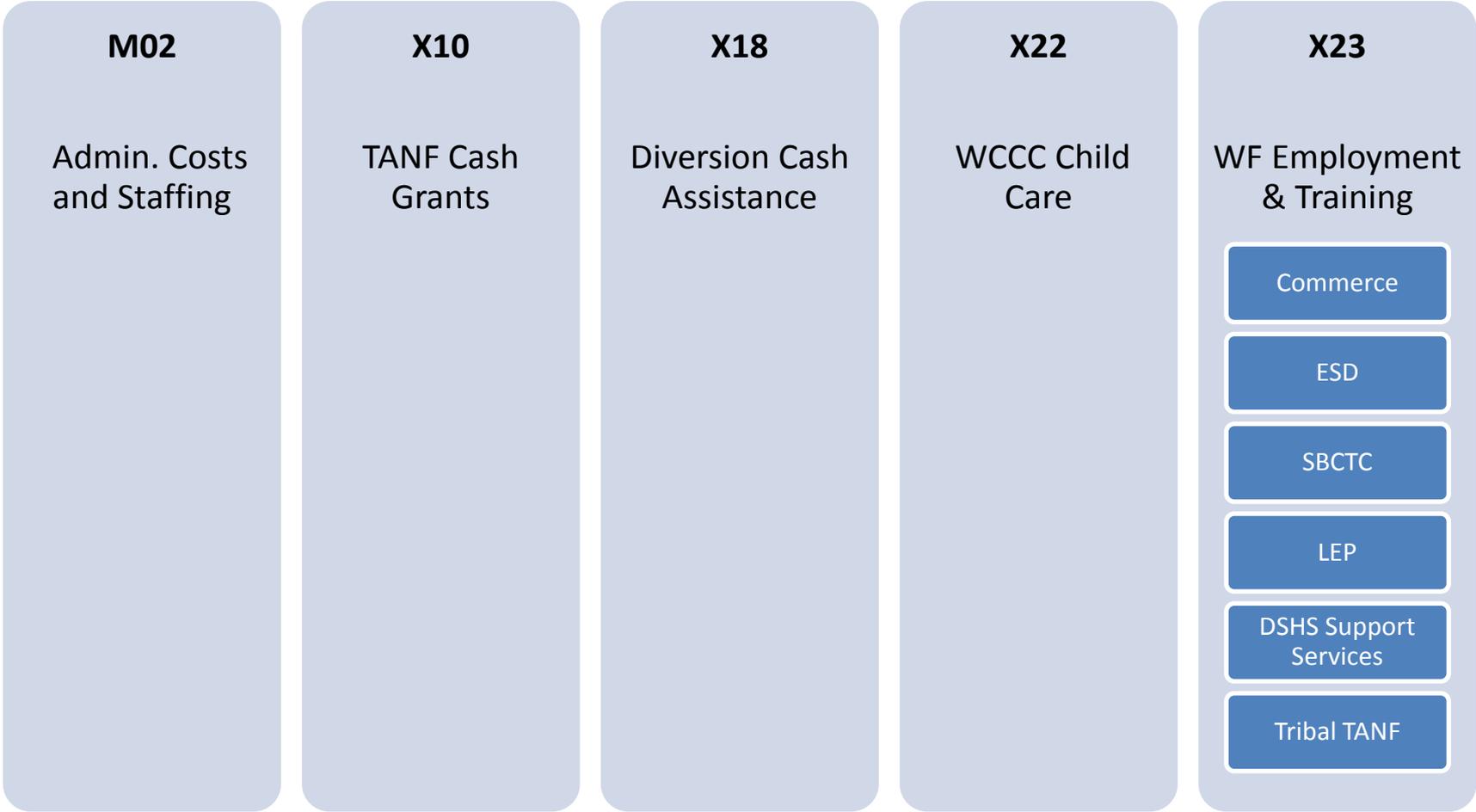
Green arrows indicate ability to transfer funding between proviso “buckets,” various restrictions apply.

WorkFirst Budget

Third Engrossed Substitute Senate Bill (3ESSB) 5034 Section 207 (1)(a) requires DSHS to create a WorkFirst budget structure that:

- Allows for transparent tracking of **budget units** and subunits of expenditures to include:
 - Cash Assistance
 - Child Care
 - WorkFirst Activities
 - Program Administration
- Uses **program index codes** for specific activities and to develop allotments and track expenditures using these codes.

WorkFirst Budget Structure



TANF Re-Authorization—Federal Government Shutdown

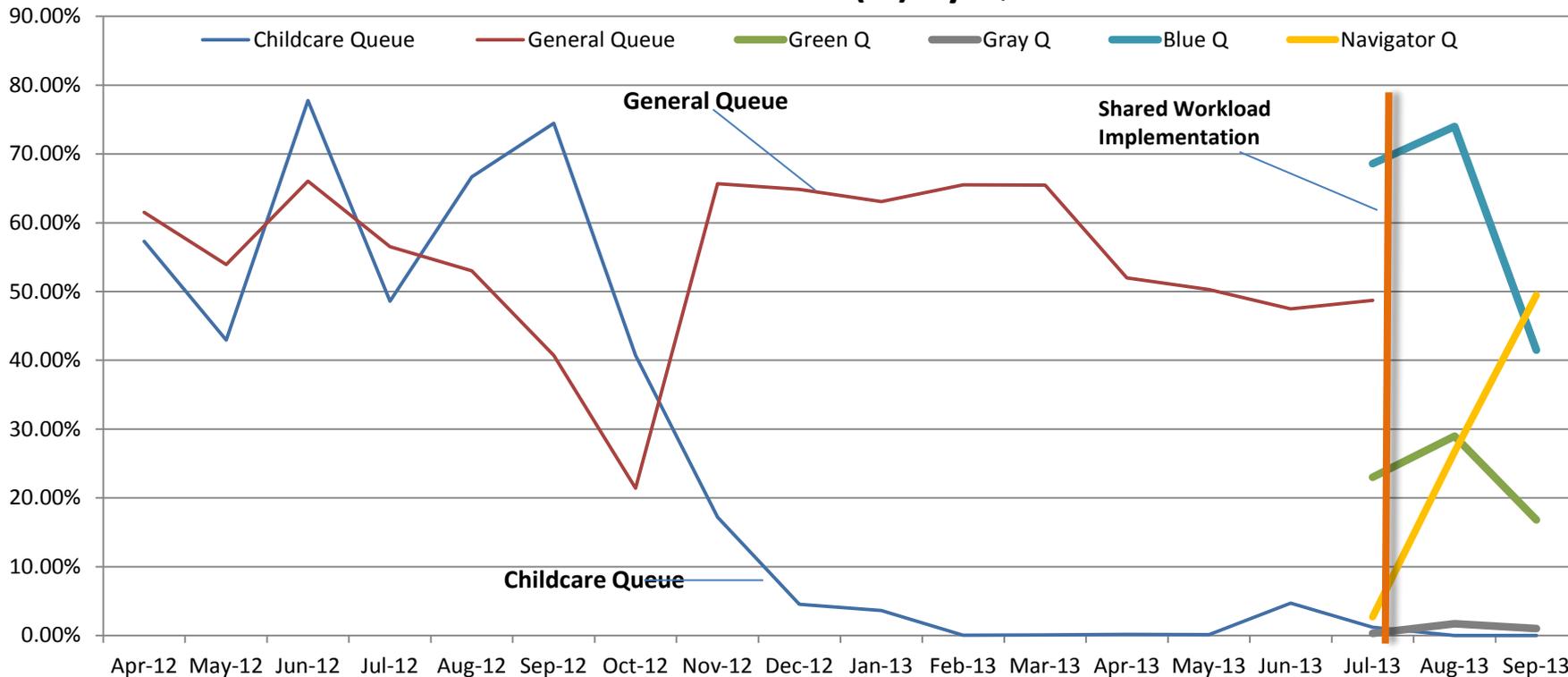
TANF was due for Re-Authorization in 2010 but has been extended through several Continuing Resolutions. The most recent extension expired September 30, 2013.

- States may use any 2013 federal roll-over funding to maintain grants and client services. These funds may not be used for Administrative costs.
- Washington has enough federal roll-over funding and GF-S to maintain program operations through January 2014.
- In December 2013 we will likely exhaust federal roll-over funding and revert to 100% GF-S funding.
- At this time, all partners report continuation of services to WorkFirst clients.
- SNAP/FAP benefits are only authorized through October 31, 2013.
- Child Care benefits may be state funded through November 30, 2013

Increase Efficiency

Community Services Division Call Center Forced Disconnect by Queue

Forced Disconnects (%) By Queue



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

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 Through 08/2013 Data	FFY 2013 Over/Under Target
All Family	12.5%-30.3%	11.9%	-0.6% (minimum)
Two-Parent	52.5%-70.3%	10.8%	-41.7% (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

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

WorkFirst Improvement Plan

- DSHS developed an action plan to improve WorkFirst performance that includes continued implementation of 2011 WorkFirst Re-Examination recommendations and new initiatives designed to result in short and long-term improvements.
- The elements of the plan draw heavily on staff feedback as well as on a realistic look at what has or has not worked well historically.
- Performance improvement items will be incorporated into a Report to the Legislature required by 3ESSB 5034 Section 207 (1)(a) and due on November 1, 2013.
- The actions taken as a result of this plan would also comprise key components of a future corrective compliance plan to ACF.

WorkFirst Improvement Plan Elements

Adjust WorkFirst Partner Contracts

Comprehensive LEAN Overhaul

New Comprehensive Evaluation and PRISM

Working Family Support (Career Services)
WAC Changes Required

15% Incentive for Meeting Work Requirements
WAC Changes Required

Increase Access to Life Skills training

Increase Use of WEX as a Bridge /Ramp

Implement New WorkFirst Orientation
WAC Changes Required

Increase Participation for 2 Parents

Reduce Sanction Period/Increase Outreach
WAC Changes Required

Conduct Practice Assistance Visits

Recommend Reduce Infant Exemption Period
RCW and WAC Changes Required

Focus Case Management

Partner Contract Changes

	SFY 2014 Allocation	Continued Activities and WF Support Services	Changed Activities and WorkFirst Support Services
Employment Security	\$15.418 Million	<ul style="list-style-type: none"> Existing Career Scope service delivery model All participants may receive WorkFirst support services automatic transportation payments, bus passes and OJT reimbursements 	<p>Effective September 18, 2013, only participants with a job offer may receive other WorkFirst support services (such as clothing, tools, etc.)</p> <p>These supports will be provided by DSHS.</p>
Community & Technical Colleges	\$13.601 Million	<ul style="list-style-type: none"> Vocational Education IBEST High-Wage, High-Demand Training Degree Completion Basic Skills, ESL, HS completion and HS Equivalency (GED) preparation WorkFirst Work Study 	<p>No longer funded as of 01/01/2014</p> <p>Stand-alone classes for:</p> <ul style="list-style-type: none"> Life Skills Customized Job Skills Training Open entry/open exit GED Summer and holiday break activities Remote site (in CSOs) classes
Commerce	\$29.828 Million	<ul style="list-style-type: none"> Community Jobs Career Development Job Connection 	<p>Community Works (WEX), will be available as of October 18, 2013</p>

WorkFirst LEAN

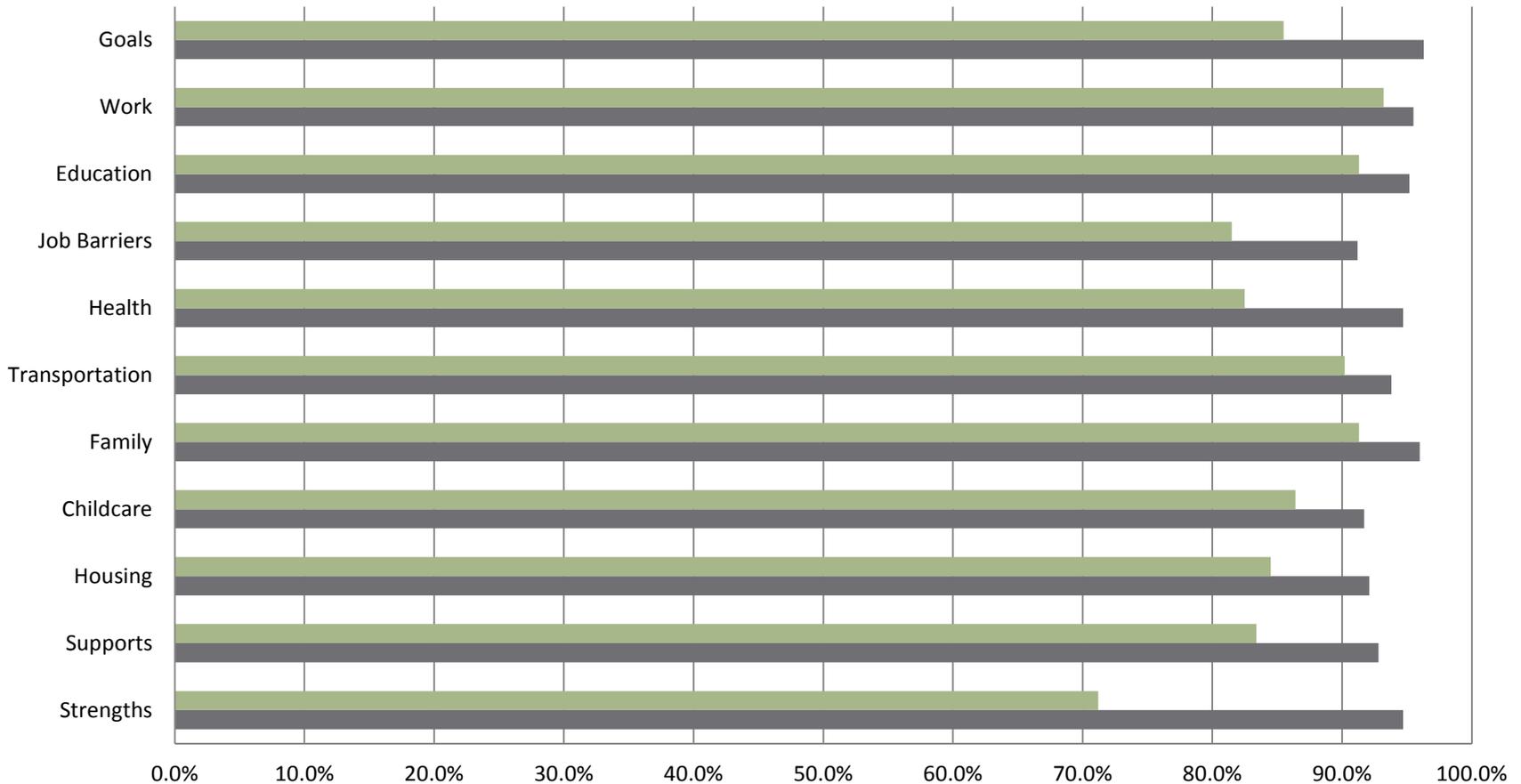
- Plan and conduct six Value Stream Mapping workshops to identify opportunities for improvement.
- Develop and implement an action plan based on workshop recommendations.

	Reduce ESD Job Search Churn	Process for Preparing Federal Participation Report	Verifying and Documenting Actual Hours of Participation	Increasing Successful Outcomes for Educational Activities	Reducing Transition Gaps	Post CE Engagement (Barrier Removal to Work)
Agencies	ESD & DSHS (CSD)	DSHS	DSHS & WF Partners	SBCTC & DSHS	DSHS & WF Partners	DSHS
Location	Tacoma	Olympia	Vancouver	Everett	Spokane	Yakima
Participants	Participants will be selected from across the state to ensure representation from East/West; Urban, Suburban and Rural locations					
Workshop Schedule	Early December 2013	Mid-January 2014	Early March 2014	Mid-April 2014	Early June 2014	Mid-July 2014

WorkFirst Evaluation & Assessment Pilot

- Six-week pilot in three CSOs to test a redesigned WorkFirst evaluation
 - In-person interviews
 - Whole-family, strength-based approach
 - Follow up questions when there may be an issue
- Completed 695 WorkFirst evaluations with newly approved TANF applicants
- Used client telephone surveys, staff online surveys/focus groups, observation and management interviews to gather information

Survey Findings: Yes, the evaluation asked the right questions about...



	Strengths	Supports	Housing	Childcare	Family	Transportation	Health	Job Barriers	Education	Work	Goals
Control Clients	71.2%	83.4%	84.5%	86.4%	91.3%	90.2%	82.5%	81.5%	91.3%	93.2%	85.5%
Pilot Clients	94.7%	92.8%	92.1%	91.7%	96.0%	93.8%	94.7%	91.2%	95.2%	95.5%	96.3%

Recommendations

- Restructure and streamline WorkFirst evaluation questions
- Use in-person interviews and offer a separate WorkFirst evaluation appointment to all parents
- Test the restructured questions prior to statewide implementation

The LEP Pathway

Washington ranks as one of the top 10 Refugee Resettlement States in the US

In the last 3 years, over 6,500 refugees have resettled in Washington State

The LEP Pathway provides specialized employment services for LEP refugees and immigrants:

- Job search and employment placement assistance
- Work Experience and Community Service Placements
- English as a Second Language (ESL) classes
- Job Retention Services

In SFY 2013, 3 LEP Pathway Expansion Pilots were implemented:

- Intensive ESL for newly arrived refugees
- Skills training for LEP clients with low English proficiency levels (ESL level 3 and below)
- Subsidized employment through the Community Jobs Program

The LEP Pathway

Most LEP Pathway providers have close ties to ethnic communities and many employ staff who entered the US as refugees

In SFY 2013, we used some of our GF-S allocation to leverage funding through the Basic Food Employment & Training program (BFET) for employment services to refugees and immigrants

LEP Pathway Services are provided through contracts with:

- Voluntary Refugee Resettlement Agencies
- Local Community Colleges
- Community Based Organizations
- Other Government Agencies

Services are provided in an individuals primary language and in culturally appropriate ways

The LEP Pathway Funding

The LEP Pathway funding streams in SFY 2014:

- TANF Funds \$3,600,000
 - ORR Funds \$1,909,109
 - State Funds \$2,366,000
- \$7,875,109

Pathway Expansion Pilots (TANF Funds), SFY 2013-2014:

- Intensive ESL \$106,050
 - Skills Training \$156,000
 - Subsidized Emp. \$750,000
- \$1,012,050

Basic Food E&T (Leveraged Funding):

- USDA, FFY 2013 \$591,825
 - USDA, FFY 2014 \$680,000
- \$1,271,825

LEP Pathway Outcomes

The average work participation rate in SFY 13 was 15% for mainstream clients and 28% for LEP clients

LEP Pathway Outcomes:

SFY 2013 Participants and Outcomes	
Number of Participants	4,603
ESL Level Gains (Levels 1-6)	797
Entered Employment	1,325
Avg. hourly wage at job entry	\$10.30
Retention – Employed 30 Days	1,210
Retention – Employed 90 Days	979

Commerce WorkFirst Outcomes

Brittany overcame homelessness and now works full-time in customer service making \$12.00 per hour.

Jessica learned to manage family mental health and medical issues and now works in her dream job in the medical field as a patient service representative earning \$14.37 per hour.

Since 1997, Commerce WorkFirst programs have served more than 37,000 recipients with an excellent track record of successful outcomes. Most recently:

- 45.6% of participants met the Work Participation Rate in May 2013
- In the three quarters after exiting Commerce programs:
 - 55.3 % maintained employment
 - Earned an average of \$10.00 per hour (minimum wage is \$9.19)
 - Earned an average of \$3,096 per quarter



Commerce WorkFirst Community Works

Community Works provides work experience to increase participant work skills, training and knowledge necessary to obtain employment.

Designed for participants who:

- Want to supplement employment of less than 32 hours per week
- Could benefit from additional hours of engagement to supplement participation in other activities
- Are transitioning between activities
- Need a beginning level of activity for hard to serve families with limited participation capabilities
- Need additional support for re-training or additional experience to be competitive in the labor market

One to twelve months of a core activity that counts towards federal participation.



WorkFirst Performance Measures: Employment Security Outcomes

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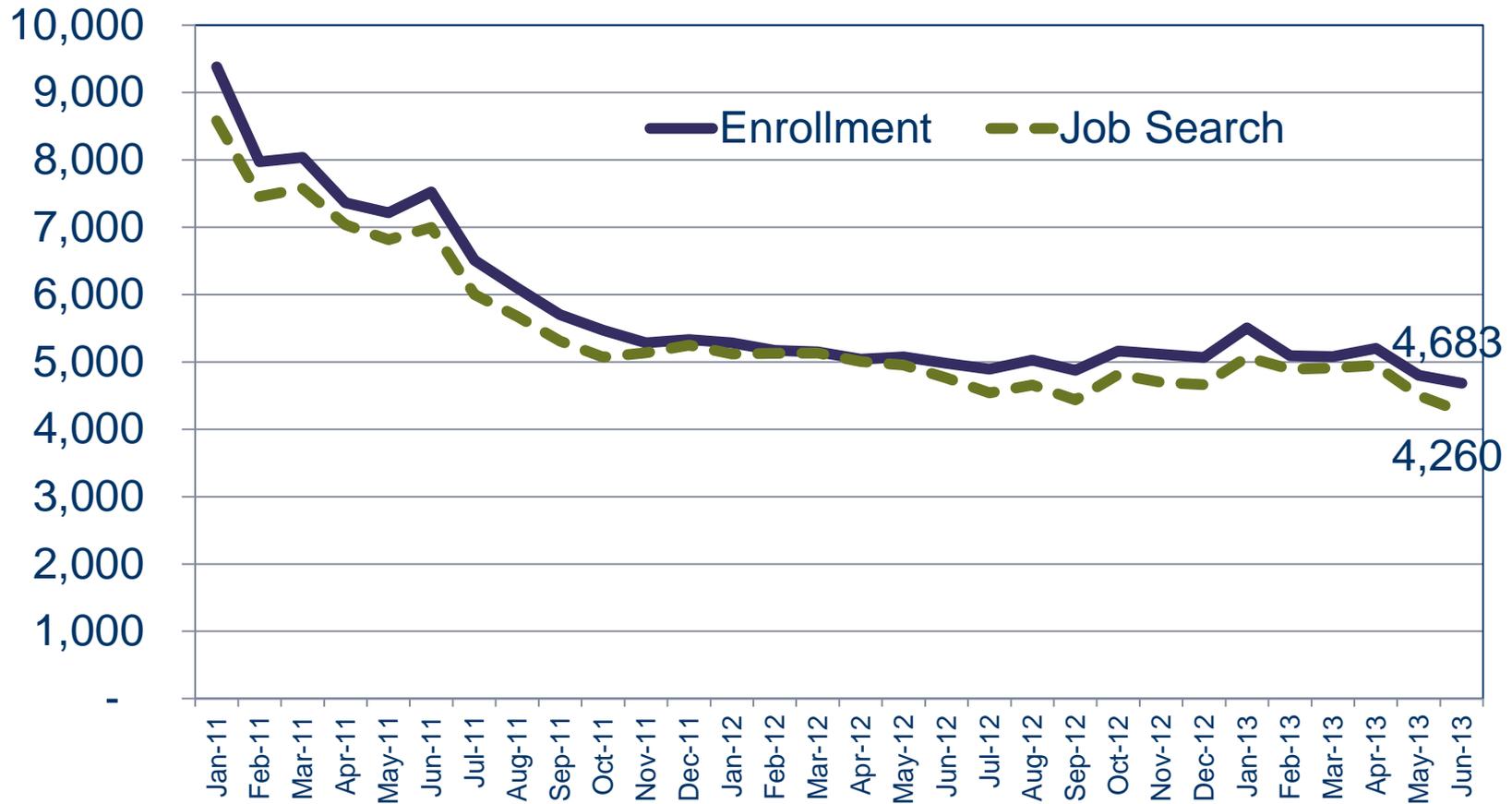
*Gary Kamimura, Director of Program Administration
Workforce and Career Development Division*



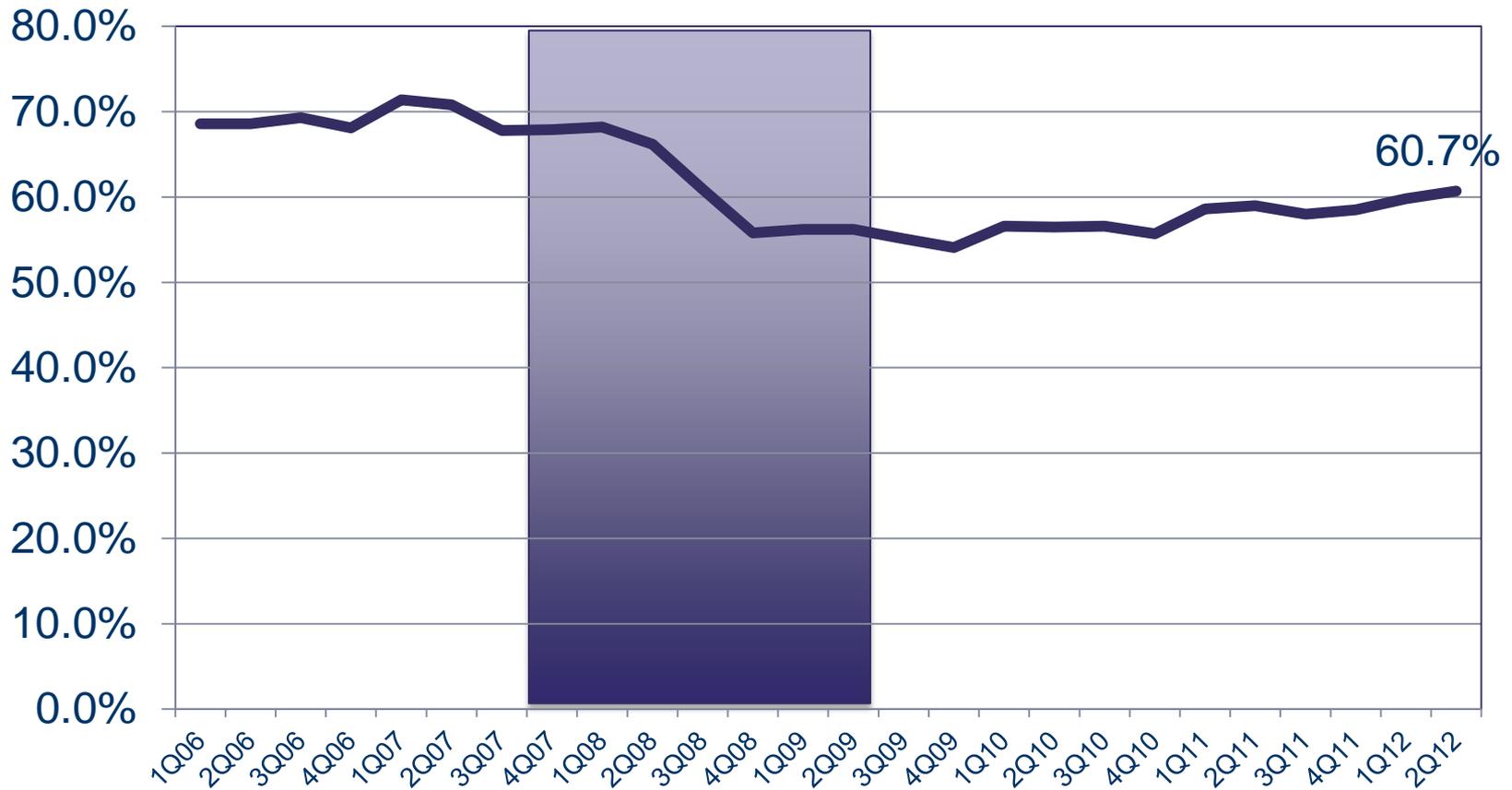
WorkFirst Performance Measures

- Enrollment
- Use of Job Search
- Employment Rate
- Median Hourly Wage Rate
- Median Quarterly Earnings
- Percent Working More Than 680 Hours in Year After Job Search

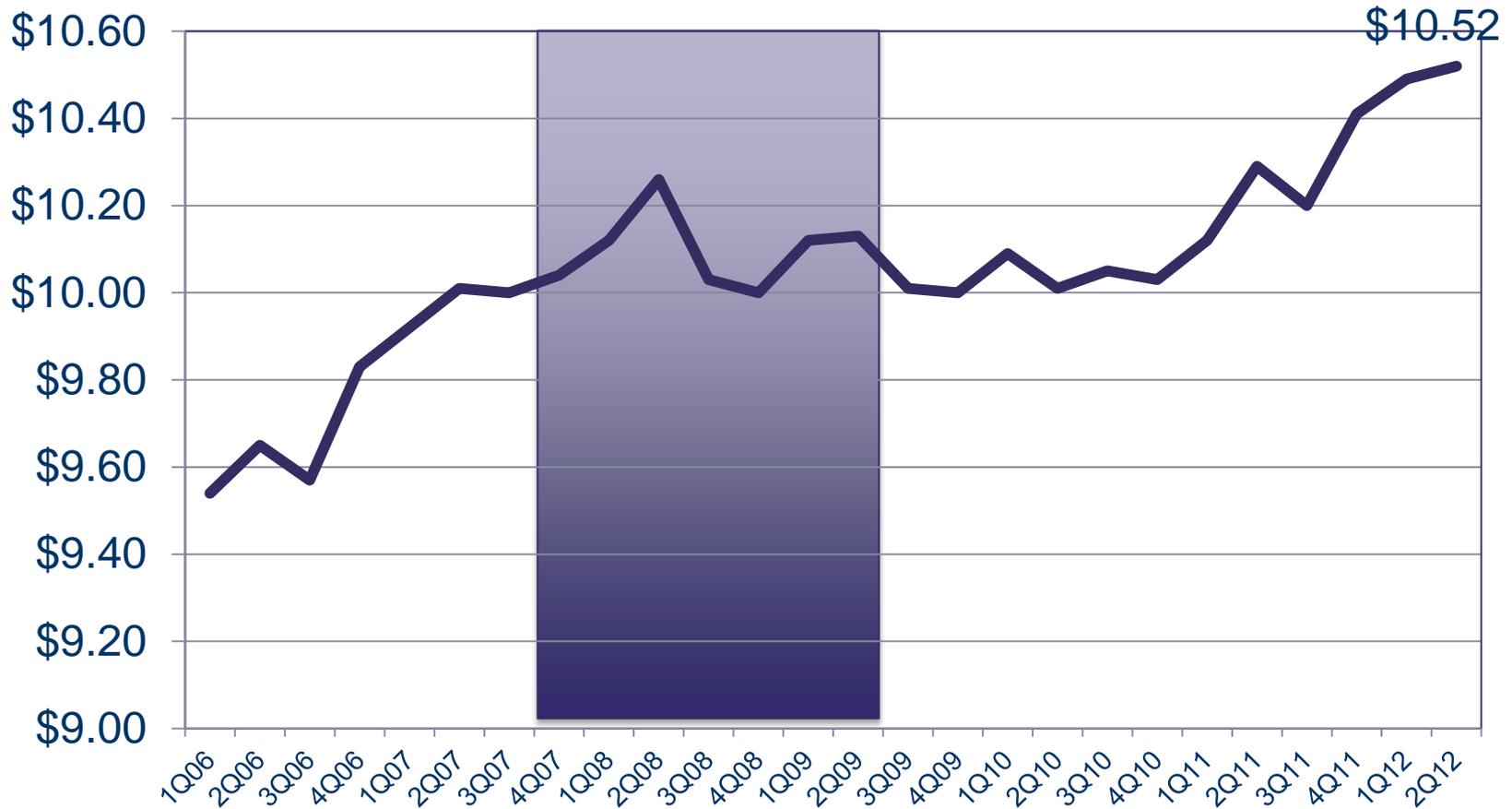
Enrollment and Job Search



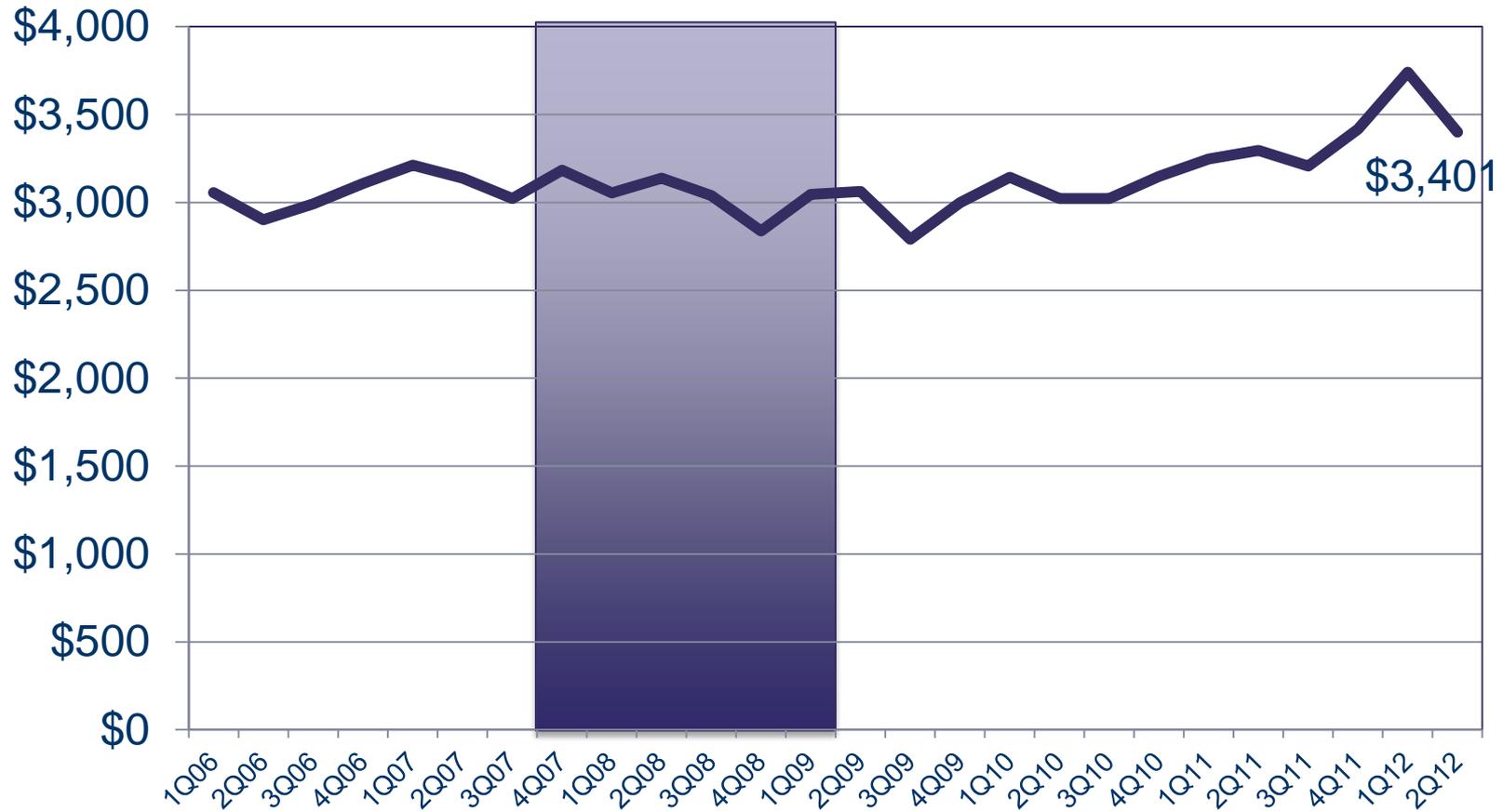
Employment Rate



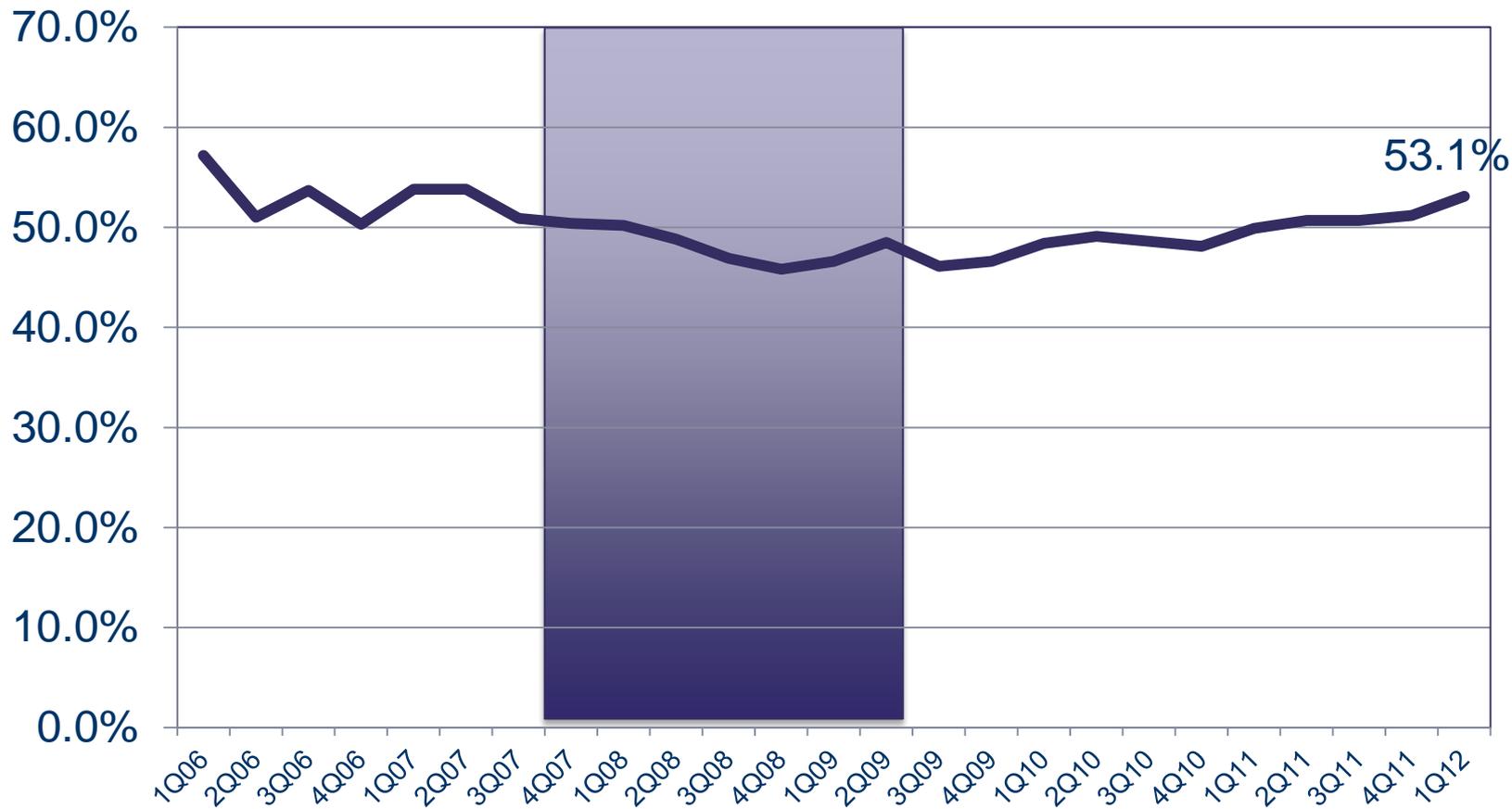
Median Hourly Wage Rate



Median Quarterly Earnings



Percent Working More Than 680 Hours in Year After Job Search



State Board for Community & Technical Colleges WorkFirst Changes 2014

Presented by:
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State Board for Community & Technical Colleges Contract Changes and Implementation

SBCTC Funding History



25% reduction for FY14
51% reduction since 2009

New Spending Plan

Prioritization of Services

Tier One

Enrollment and support for Vocational Education (full and part-time), Basic Skills (ABE, ESL high school completion and High School Equivalency/GED)

Tier Two Services

Work based learning/ WorkFirst Work-study and DSHS case management requirements

Tier Three

Stand alone/WorkFirst only activities – Open entry open exit classes – GED prep, life skills, General job skills training, CJST and Life skills, break and remote site classes.

New Performance Measures

Category/Measure	Total served	Achievement Percentage
Basic Skills gain – test score improvement	7336	56%
Vocational skills gain – earned college level credits	5519	31%
Transition from basic skills to vocational education	4940	32%
High school equivalency/diploma	1415	58%
Certificates or degrees	5519	16%

2011-12 SBCTC student achievement baseline data

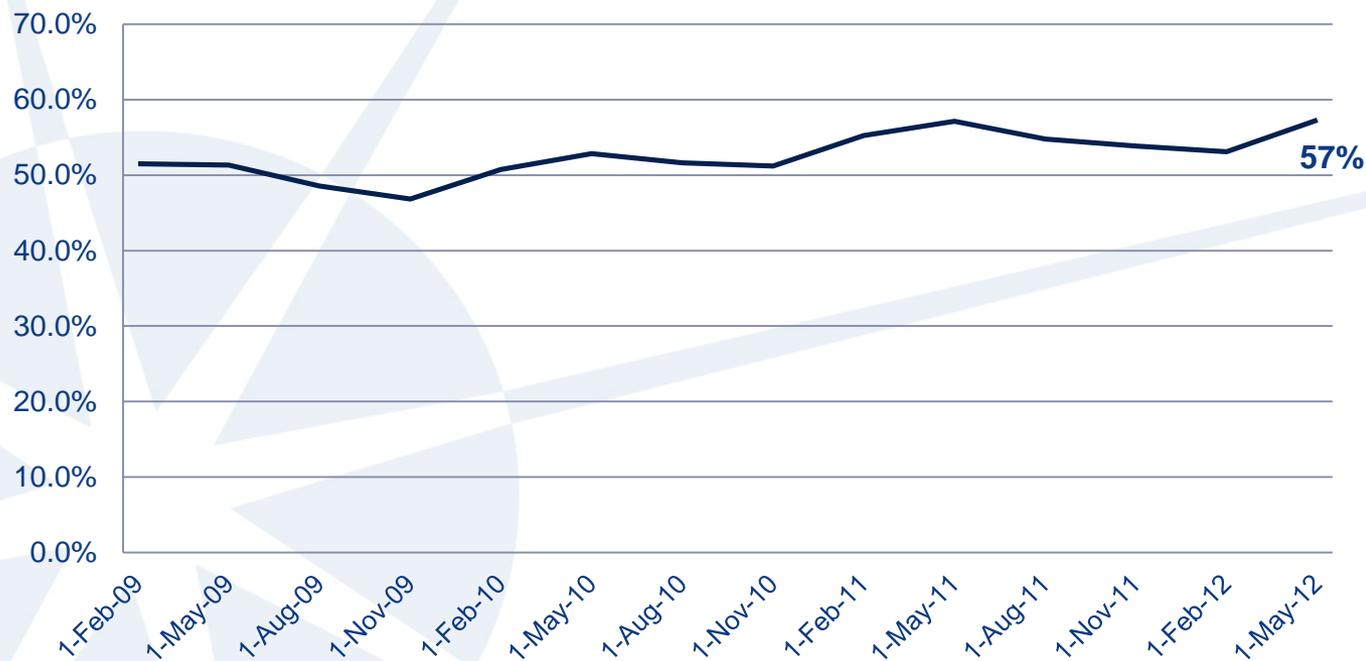
SBCTC Monthly Enrollments



Source: WorkFirst Performance Chartbook, OFM, June 2013

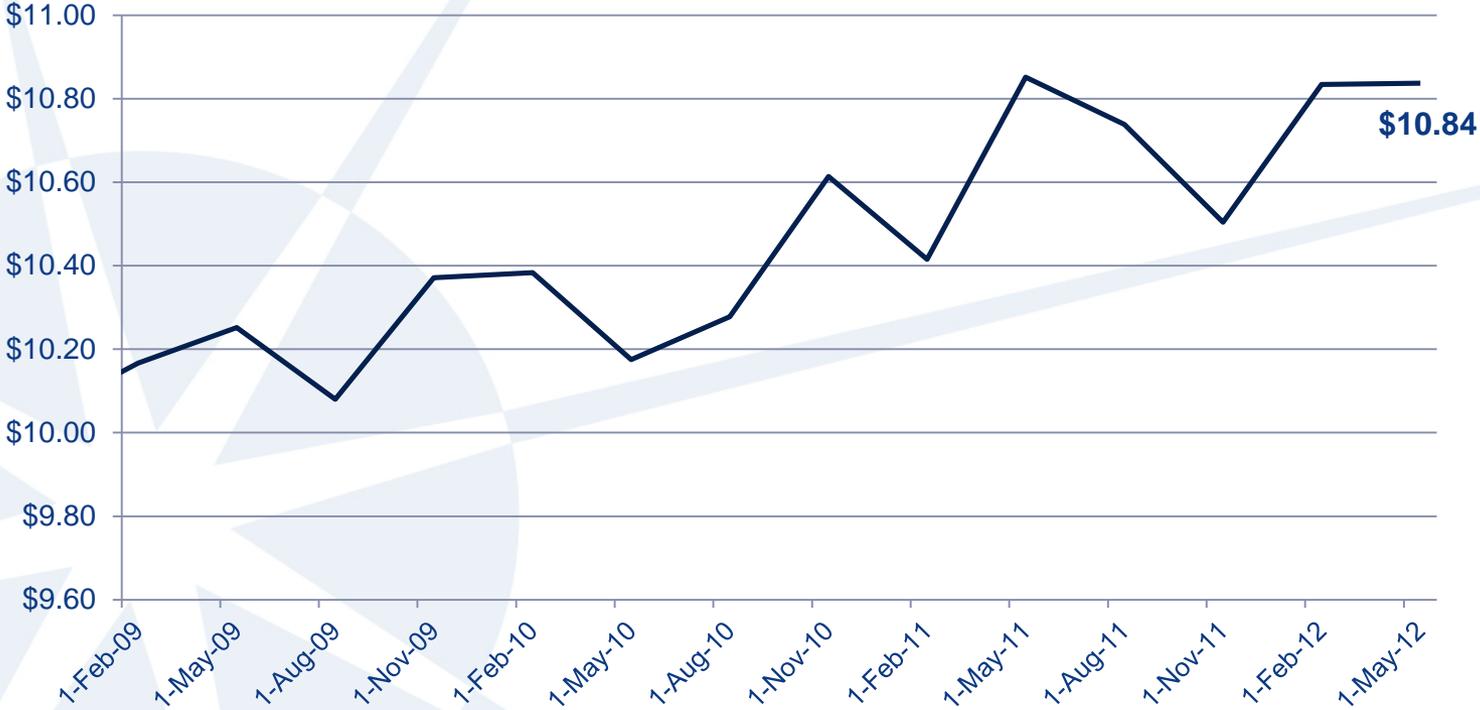


Employment Rate



Source: WorkFirst Performance Chartbook, OFM, June 2013

Median Hourly Rate



Source: WorkFirst Performance Chartbook, OFM, June 2013

Median Quarterly Earnings



Source: WorkFirst Performance Chartbook, OFM, June 2013

Public Comment

10 Minutes



Thank You!