
Coordinating Employment Services Across the TANF and WIA Programs

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CLASP Webinar

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**MATHEMATICA
Policy Research**

Study Approach and Data Collection

- **Funded by the Office of Planning, Research, and Evaluation (OPRE)**
- **Sites selected to include different contracting structures for TANF employment services**
- **Data collection**
 - **Site visits to 11 communities in 8 states**
 - Sonoma County, CA; Hartford and Norwich, CT; Pinellas County, FL; Burlington, IA; Hennepin and Stearns counties, MN; New York City, NY; Dallas, TX; Wasatch Front North and South Regions, UT
 - **Document review**
 - Including organizational charts, client flow, state plans for TANF and WIA

Study Motivation: Why Consider Coordination?

- **Efforts to create greater efficiencies in employment and training services**
- **Improve the type and range of services to customers in each program**
- **Strengthen the workforce development system to address the needs of low-income workers**

Benefits WIA brings to TANF services

- **Expanding access to and use of resource rooms and workshops to support job search and enhance job readiness skills**
- **Expanding access to and use of business services and job development staff**
- **Using labor market information to guide employment and training decisions**

Benefits TANF brings to WIA services

- **Addressing low-income workers' employment barriers**
 - Triage client needs in TANF to refer work-ready individuals to WIA
- **Addressing deficiencies in basic skills**
 - Soft skills training
 - Access to basic education and GED services
- **Providing flexible resources to address client needs and infrastructure supports**
- **Tracking WIA activities among TANF recipients as part of work participation verification**

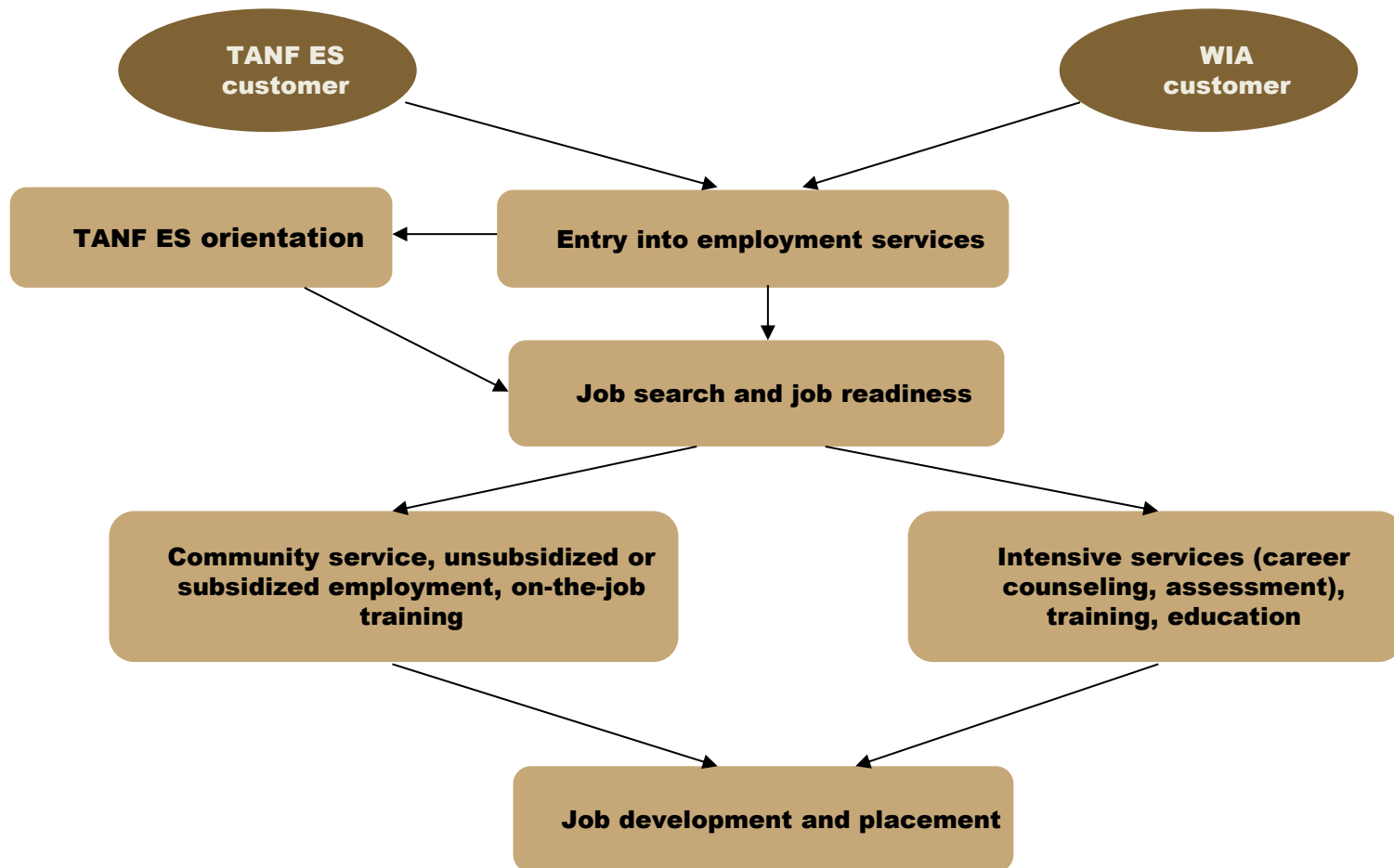
Identifying Strategies for Coordination



Findings on Degree of Coordination

- **TANF ES and WIA are parallel operating programs with varying levels of coordination across specific strategies**
- **Sites fall along a coordination continuum**
 - Differences in supports and preferences contribute to distinctions in level of coordination
 - There are ways to coordinate in any site
- **Coordination most common (and highest) for upfront job search/readiness services and job development/placement assistance**

Service Delivery Flow in TANF and WIA



Job Search & Job Readiness

Strategy 8. Provide common job search and job readiness supports and services to TANF ES and WIA customers in the American Job Center

Base Coordination	The TANF ES and WIA programs rely on common processes for customers' initial entry to services. TANF ES customers make regular use of the services provided in the AJC.
Moderate Coordination	Job search and job readiness services are the same for customers served through the TANF ES and WIA programs. The programs share resource rooms and workshops (in-person or online).
High Coordination	Staff members from the TANF ES and WIA programs share responsibility for delivering job search and job readiness services to all customers.

Strategy 8: Job Search & Job Readiness

Site	Common Sign-In Process Used Across Programs	Common Resource Room for Job Search Used Across Programs	Common Workshop Schedule to Support Job Search and Job Readiness Used Across Programs	TANF ES and WIA Staff Members Share Responsibility for Job Search and Job Readiness Services
Site 1				
Site 6				
Site 8				
Site 4	x			
Site 2	x	x	x	
Site 3	x	x	x	
Site 7	x	x	x	
Site 5	x	x	x	x
Site 9	x	x	x	x
Site 10	x	x	x	x
Site 11	x	x	x	x

Source: Interviews conducted for the Study of TANF/WIA Coordination.

Note: Shading indicates the level of coordination from base (lighter) to high (darker).

Education and Training

Strategy 10. Refer TANF ES customers to WIA to access education and training opportunities

Base Coordination	TANF ES customers are referred to WIA on a limited basis to access training.
Moderate Coordination	TANF ES customers are referred to WIA on a regular basis to access specific training.
High Coordination	TANF ES customers are referred to WIA as a regular practice to access all training.

Strategy 10: Education and Training

Site	Percent of TANF recipients in vocational education or job skills training (state data, FY2010) ^a	TANF funds available for education and training	Regular referral to WIA for specific purposes	Standard referral of TANF ES customers to WIA for access to training
Site 2	12%	x		
Site 3	12%	x		
Site 4	57%	x		
Site 6	15%	x		
Site 7	15%	x		
Site 8	10%	x		
Site 9	14%	x		
Site 10	28%	x		
Site 11	28%	x		
Site 1	23%	x	x	
Site 5	16%	x	x	

Source: Interviews conducted for the Study of TANF/WIA Coordination.

Note: Shading indicates the level of coordination from base (lighter) to high (darker).

Job development

Strategy 11. Provide common job development and placement services to TANF ES and WIA customers

Base Coordination	TANF ES and WIA staff members communicate on an ad hoc basis to coordinate employer outreach and plan combined job fairs. Separate job placement services are provided to TANF ES customers outside the AJC.
Moderate Coordination	TANF ES customers receive job placement assistance within the AJC but receive individualized assistance from TANF ES staff.
High Coordination	TANF ES and WIA customers receive job placement services from the same staff within the AJC.

Strategy 11: Job development

Site	Location of job development services for TANF ES customers		Customers served by job development staff	
	Outside AJC	Within AJC	TANF ES only	TANF ES and WIA
Site 4	x		x	
Site 6	x		x	
Site 8	x		x	
Site 1		x	x	
Site 7		x	x	
Site 10		x	x	
Site 11		x	x	
Site 2		x		x
Site 3		x		x
Site 5		x		x
Site 9		x		x

Source: Interviews conducted for the Study of TANF/WIA Coordination.

Note: Shading indicates the level of coordination from base (lighter) to high (darker).

Supports for Coordination: Contributes to Level

- **Co-location: shared physical space with common entry**
 - Supports communication and shared knowledge across staff
 - Supports integration of job search, job readiness, and job development functions
- **Same entity is Job Center operator and TANF employment services provider**
- **WIA and Wagner-Peyser employment services are integrated within Job Center**

Final Considerations for Coordination

- **Ultimate goal is seamless flow for customers through broad range of services**
- **Efficiencies in staff or financial resources are not known**
- **Tradeoff between co-location and other service delivery preferences**
- **Program policies and funding strategies that keep services separated by program**