



DC | DEPARTMENT of
HUMAN SERVICES

Department of Human Services

TANF Program Quarterly Report

February 15, 2016

FINAL

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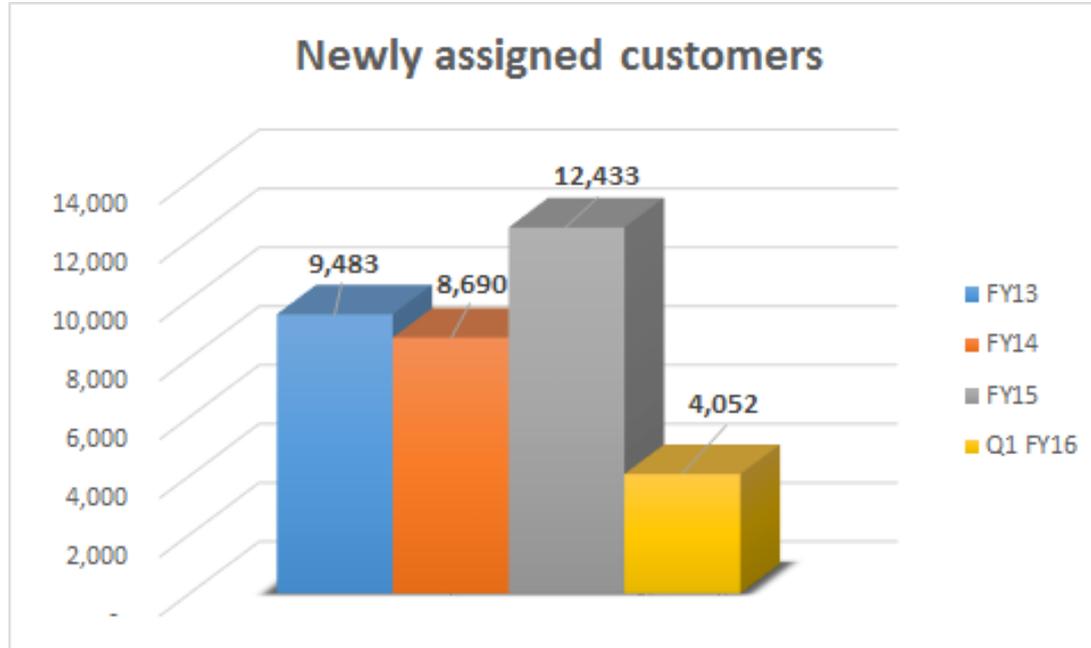
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Overview

- The core mission of the Department of Human Services (DHS) is to provide supportive services to the residents of the District of Columbia to enhance their quality of life and achieve greater degrees of self-sufficiency. Temporary Assistance for Needy Families (TANF) is the central vehicle for providing assistance to families who are experiencing economic challenges.
- The goal of the Temporary Assistance for Needy Families (TANF) Employment Program is to end the dependence on public assistance by helping people prepare for a job and assisting with job placement and job retention.
- As of January 2016, there are 12 external providers (either “job placement” or “work readiness”) and the DHS’ Office of Work Opportunity supporting the program.
- This report provides eight performance measures for DHS’ TANF Employment Program which will be reported and published quarterly beginning 31 July 2015.
- The reported measures shall have one quarter lag due to data availability and collection. DHS is including FY13 and FY14 results for comparative purposes.

1. Access to services

- *1a. Number of customers newly assigned to a provider during the period shown below.*



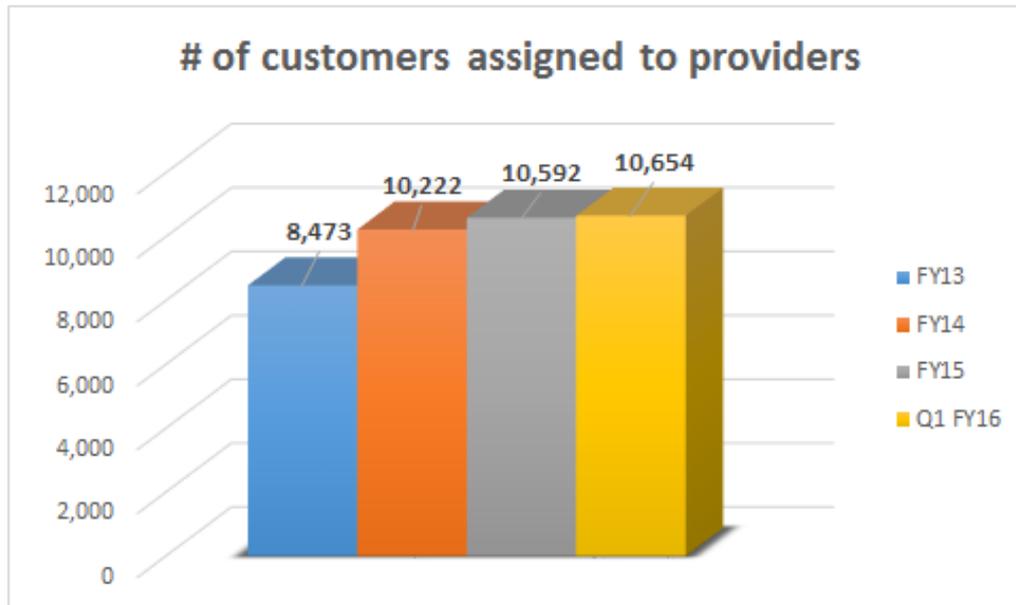
Metric 1a	FY13	FY14	FY15	Q1 FY16
Newly assigned customers	9,483	8,690	12,433	4,052

Once a TANF applicant completes an assessment and is approved for TANF they are assigned to one or more service providers based upon the needs of that customer. The metric represents the number of assignments made to primary service providers during each fiscal year.

1. Access to services –cont'd

- *1b. Number of customers served by TANF providers (point-in-time measure)*

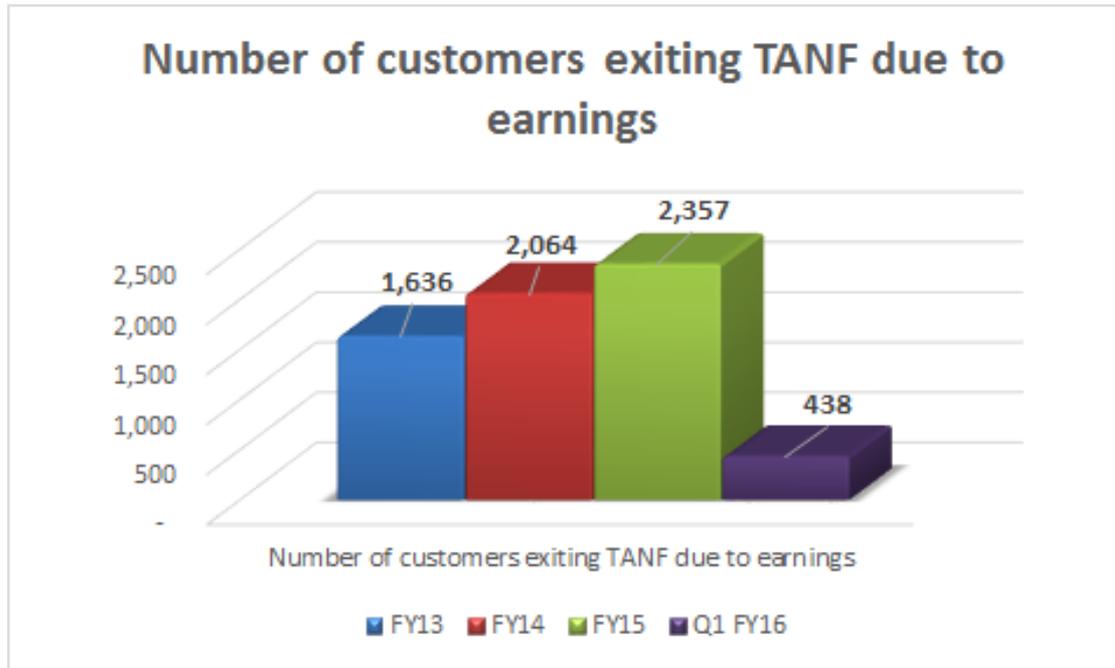
This metric represents the total number of customers being served by TANF providers at the end of the periods noted below. This number excludes customers who have been removed from service providers due to lack of participation.



Metric 1b	FY13	FY14	FY15	Q1 FY16
# of customers assigned to providers	8,473	10,222	10,592	10,654

2. Customers exiting TANF due to earnings

The number of TANF customers whose cases closed and exited TANF because of earnings.



METRIC 2	FY13	FY14	FY15	Q1 FY16
Number of customers exiting TANF due to earnings	1,636	2,064	2,357	438
# of customers assigned to providers	8,473	10,222	10,592	10,654
Percent of customers served exiting TANF due to earnings	19%	20%	22%	4%

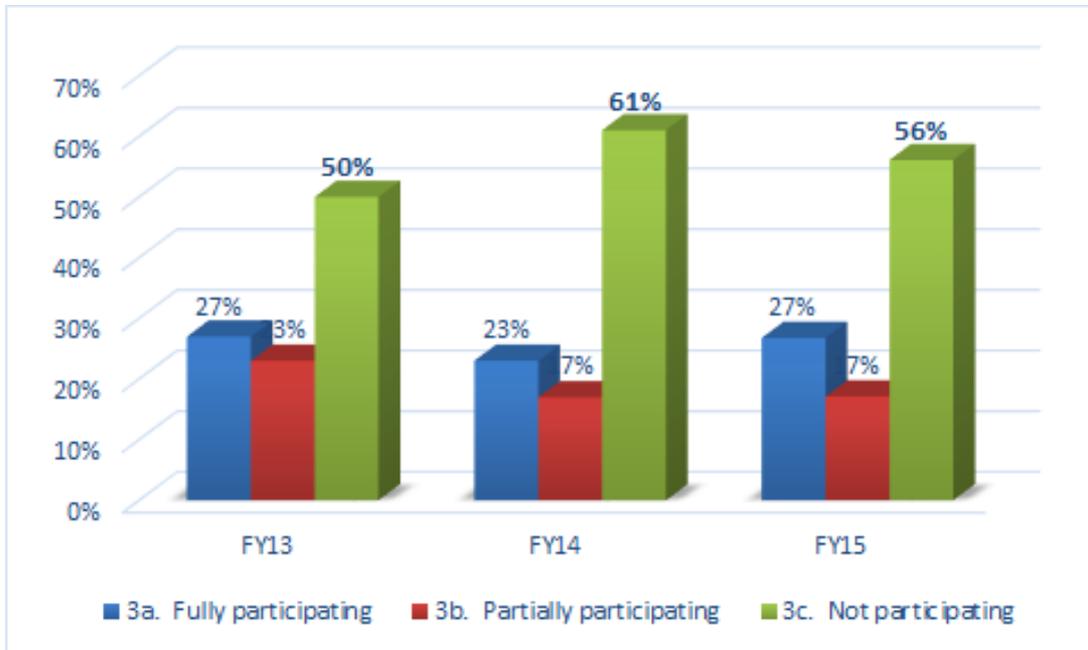
3. Engagement level

Engagement Level of Customers

3a. Customers fully participating as a percentage of customers served

3b. Customers partially participating as a percentage of customers served

3c. Customers not participating as a percentage of customers served



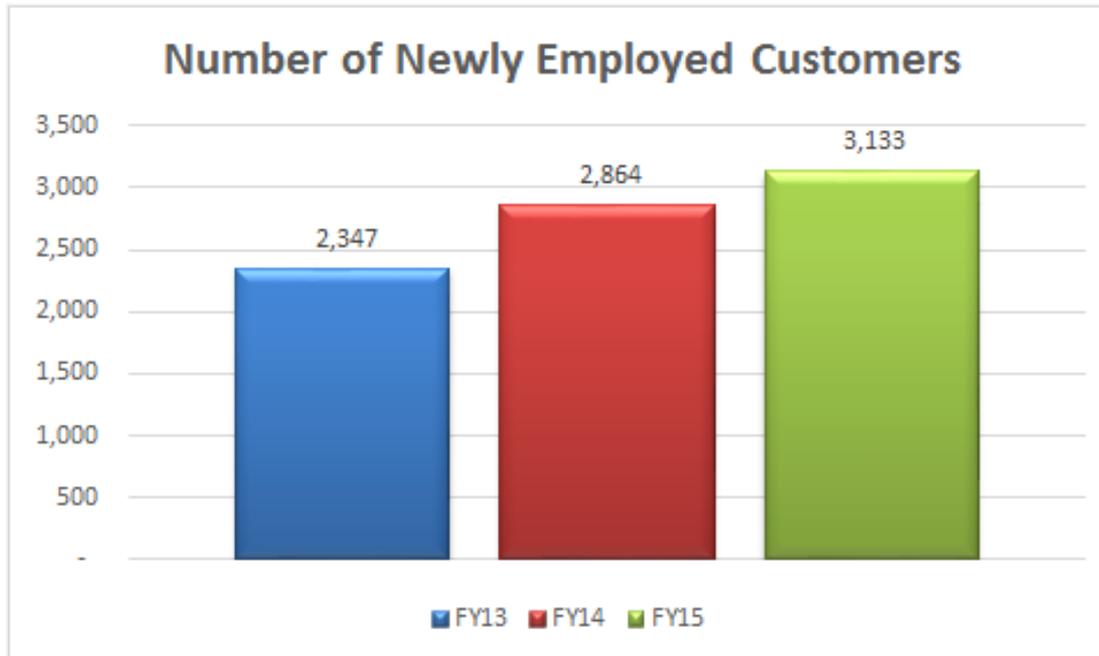
This metric includes all customers served by the employment vendors, DHS Office of Work Opportunity and UDC PATHS. The total case load size varies each month, however the average total caseloads are shown in the table below.

Engagement level is based on the customer's required work hours (20, 30, or 35 hours) which varies depending on household factors. Fully participating means customer is working the full number of required work hours.

METRIC 3	FY13	FY14	FY15
3a. Fully participating	27%	23%	27%
3b. Partially participating	23%	17%	17%
3c. Not participating	50%	61%	56%
Average total caseload	4,861	8,082	7,818

4. Newly employed customers

This metric represents the number customers who obtained new employment during the periods shown below.



Except for point in time measures, the reported measures has a one quarter lag due to data availability and collection. DHS is including FY13 and FY14 results for comparative purposes.

METRIC 4	FY13	FY14	FY15
Number of Newly Employed Customers	2,347	2,864	3,133

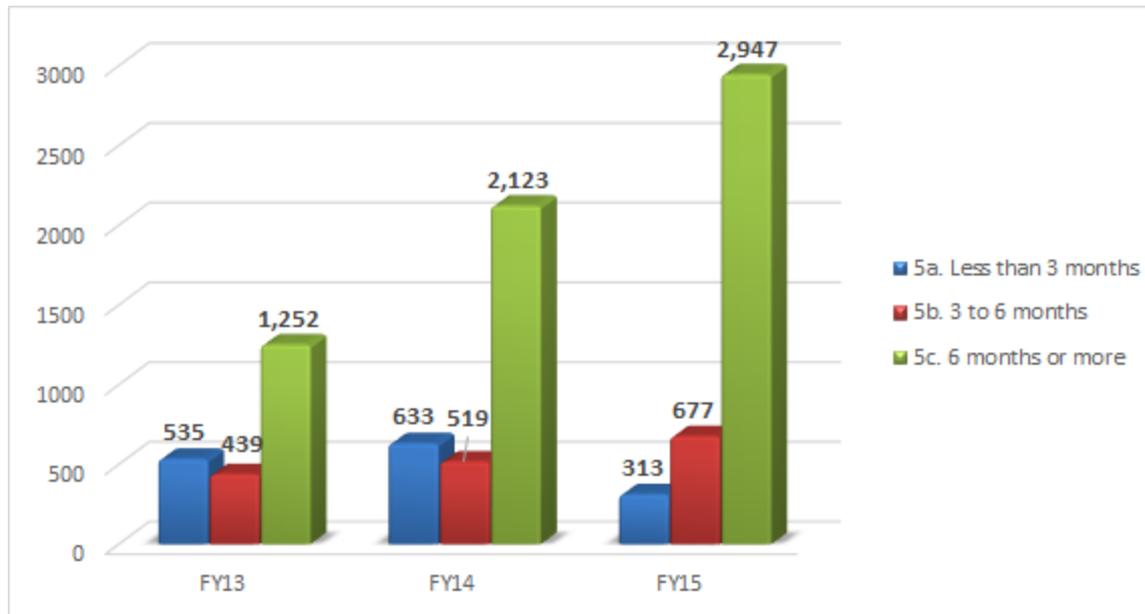
5. Employment retention

A point-in-time measure showing the count of:

5a. customers retaining employment for less than 3 months

5b. customers retaining employment for 3 to 6 months

5c. customers retaining employment for 6 months or more



Due to availability of data, this metric includes only the employment placements of customers with open cases and excludes those customers whose cases have closed. Some of those placements are captured in Metric 2-TANF Exits due to earnings.

Metric 5	FY13	FY14	FY15
5a. Less than 3 months	535	633	313
5b. 3 to 6 months	439	519	677
5c. 6 months or more	1,252	2,123	2,947
Total	2,226	3,275	3,937

6. Salary levels

New jobs secured that pay a living wage as a percentage of total new jobs started in the period.



What is the average hours/wage TANF consumers receive once placed at an employer?

The living wage is defined as the hourly rate that an individual must earn to meet basic needs, if they are the sole provider and are working full-time.

The DC Living Wage is defined in the Living Wage Act of 2006 and increased in January 2014 and January 2015 as noted in the table below.

Because of the complexity of the analysis to accurately compute net-employed caseloads retrospectively, this metric is being revised to make the denominator the total number of customers receiving services.

METRIC 6	FY13	FY14	FY15
Number of customers earning living wage+	462	521	605
Number of employment placements	2,335	2,824	2,999
% of jobs paying living wage or higher	19.8%	18.4%	20.2%
DC Living Wage	\$12.50	\$12.50/\$13.60	\$13.60

6. Salary levels – cont'd

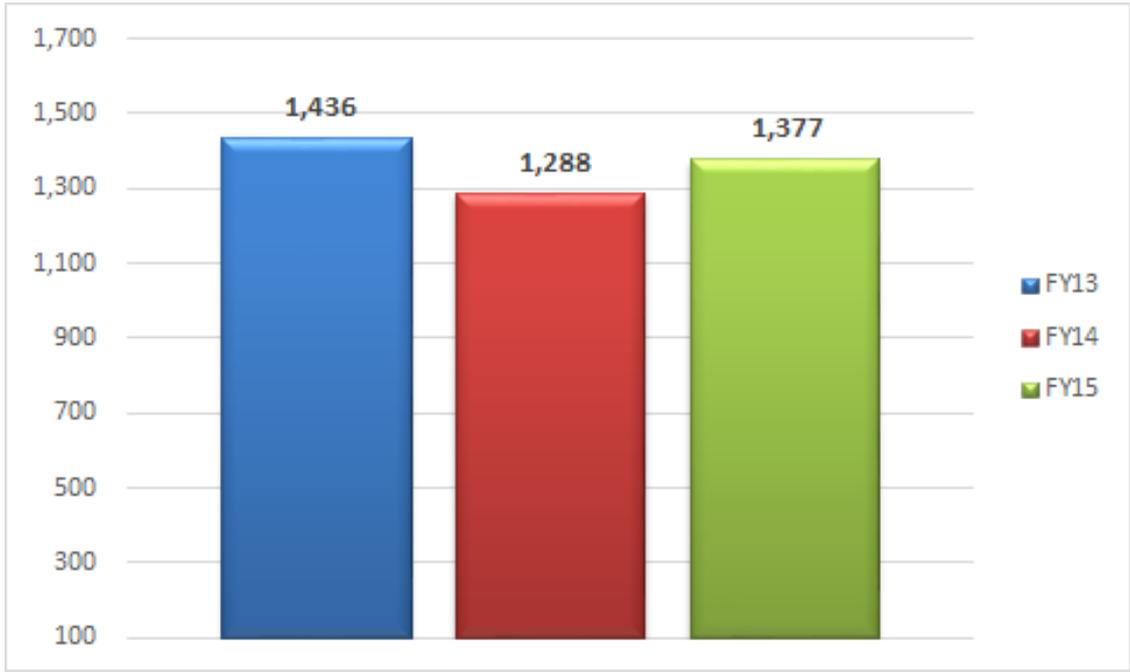
Wages of new jobs secured shown by wage groups during the periods noted below.



Wage Groups	FY13	FY14	FY15
Less than \$7.50 per hour	8%	7%	3%
\$7.50 - \$9.99	43%	39%	31%
\$10 - \$12.49	29%	30%	38%
\$12.50 - \$14.99	10%	14%	15%
\$15 or more per hour	10%	11%	13%

7. Enrollment in educational/training programs

Number of customers who started new educational/training programs



This metric Includes the following programs:

- vocational educational training
- job skills training directly related to employment
- education direction related to employment
- satisfactory attendance at a secondary school or in the course of study leading to a certificate of general equivalence
- work experience
- community service
- on-the-job training.

Providers include Work Readiness providers, DHS Office of Work Opportunity and UDC PATHS.

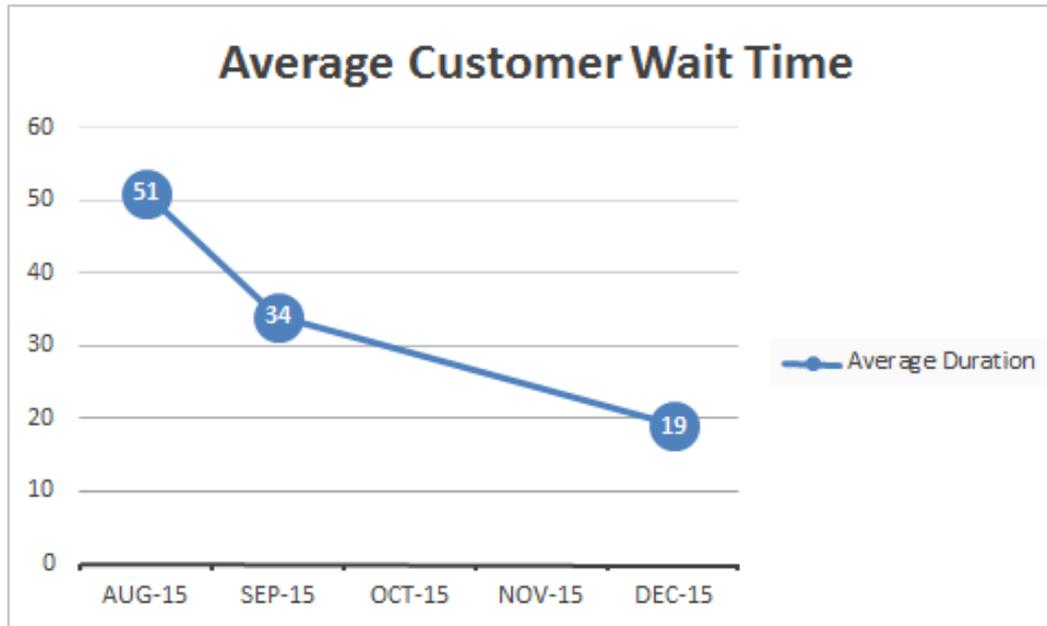
METRIC 7	FY13	FY14	FY15
Education placements	1,436	1,288	1,377

8. Customer wait time

(from initial assessment to assignment to service provider)

8a. Number of customers waiting to be assigned to a service provider

8b. Average wait time



Wait times are based on the capacity of service providers. Customers are assigned immediately to an available slot, which open either due to an exit of a current participant or when the count of slots are expanded.

DHS increased the capacity of it's employment vendors beginning in May 2015 thus dramatically reducing the wait time and number of customers waiting. The wait time in early 2015 was in about 6 months.

Metric 8a	August 2013	August 2014	August 2015	September 30, 2015	December 31, 2015
Number of customers waiting	5390	3207	340	22	28

Metric 8b	Aug-15	Sep-15	Dec-15
Average Duration	51 days	34 days	19 days

TANF service providers included in reporting

SERVICE PROVIDERS	TYPE
America Works Group	Job Placement
ARBOR E&T/ dba ResCare Workforce Services	Job Placement
Career TEAM, LLC	Job Placement
KRA Corporation	Job Placement
Maximus Human Services, Inc.	Job Placement
America Works Group	Work Readiness
Career TEAM, LLC	Work Readiness
Grant Associates	Work Readiness
KRA Corporation	Work Readiness
Maximus Human Services, Inc.	Work Readiness
Opportunities Industrialization Center of DC	Work Readiness
DHS Office of Work Opportunity Case Coordination Unit	Work Readiness
UDC PATHS Program	Work Readiness