



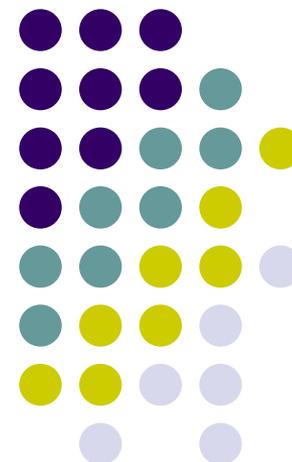
# Department of Human Services



DC | DEPARTMENT of  
HUMAN SERVICES

## TANF Employment Program Quarterly Report

July 31, 2015



# 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 July 2015, there are 12 external providers (either “job placement” or “work readiness”) and the DHS’ Office of Work Opportunities 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.

# The Metrics

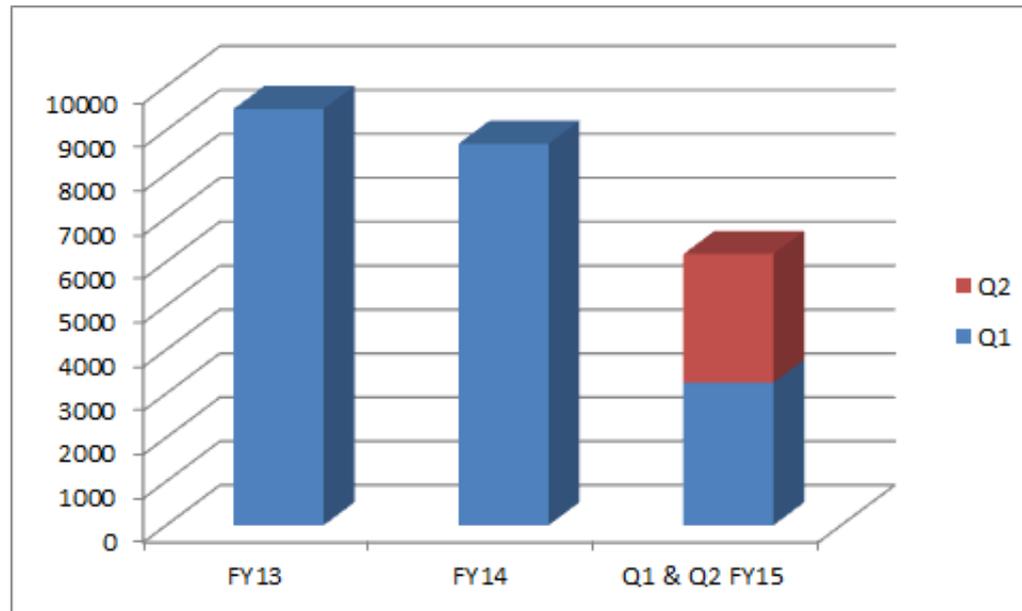


1. Access to services
  - a. Number of customers newly assigned to a provider during the quarter
  - b. Number of customers assigned to a provider (point-in-time measure)
2. Customers exiting TANF due to earnings
3. Customer engagement level as a percentage of customers served by providers
  - a. Customers fully participating
  - b. Customers partially participating
  - c. Customers not participating
4. Number of newly employed customers
5. Employment retention (point-in-time measure)
  - a. Number of customers retaining employment for less than 3 months
  - b. Number of customers retaining employment for 3 to 6 months
  - c. Number of customers retaining employment for 6 months or more
6. Salary level: Number of new jobs secured that pay the DC living wage as a percentage of total new jobs started in the period
7. Enrollment in educational and training
8. Customer wait time (from initial assessment to assignment to a service provider)

# 1. Access to services



1a. *Number of customers newly assigned to a provider during the quarter*



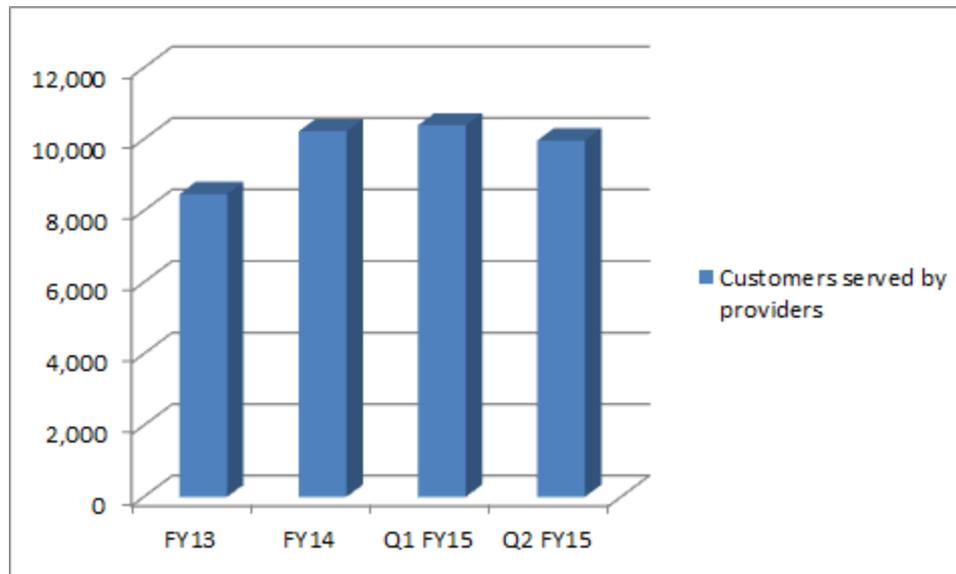
Metric 1a	FY13	FY14	Q1 FY15	Q2 FY15
Newly assigned customers	9483	8690	3250	2929



# 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.



## METRIC 1b

Customers served by providers

FY13

8,473

FY14

10,222

Q1 FY15

10,392

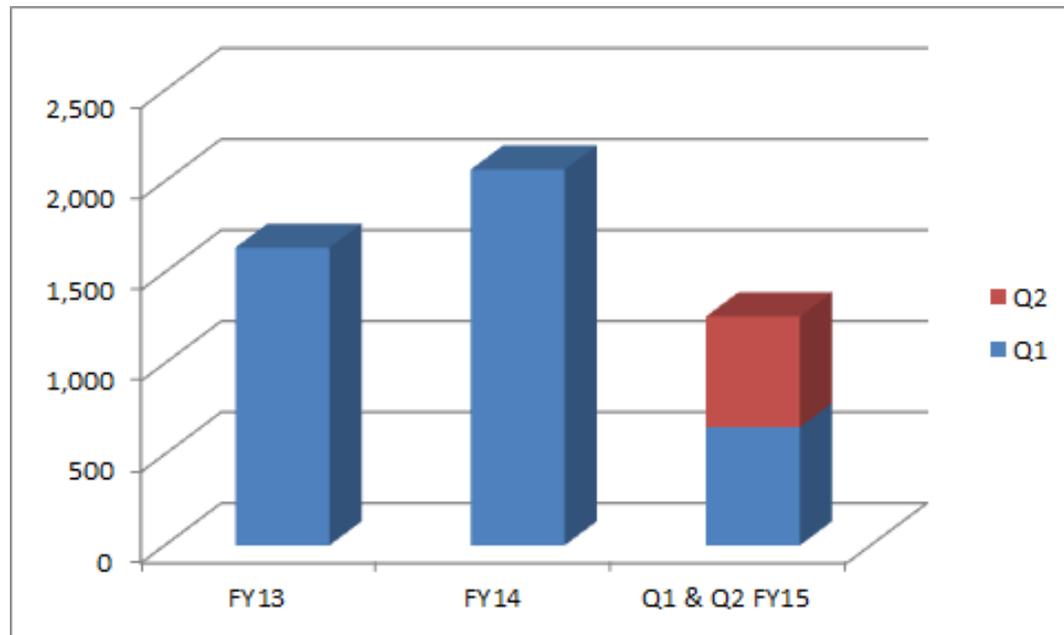
Q2 FY15

9,967

# 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	Q1 FY15	Q2 FY15
Number of customers exiting TANF due to earnings	1,636	2,064	650	607



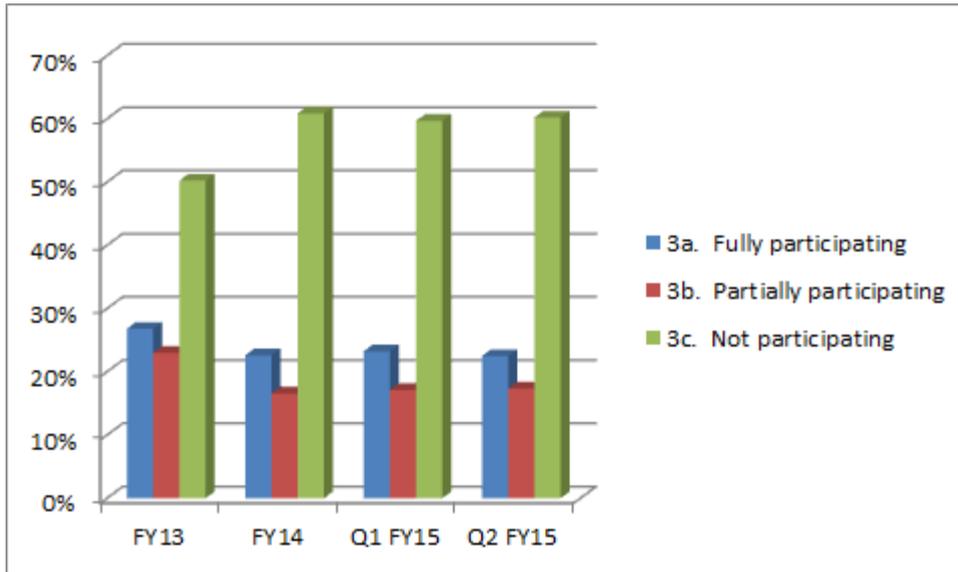
# 3. Engagement level

## 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



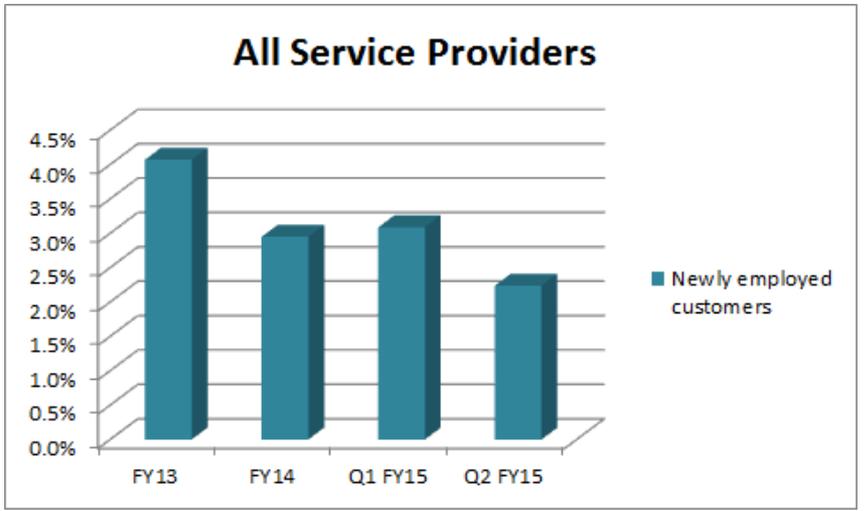
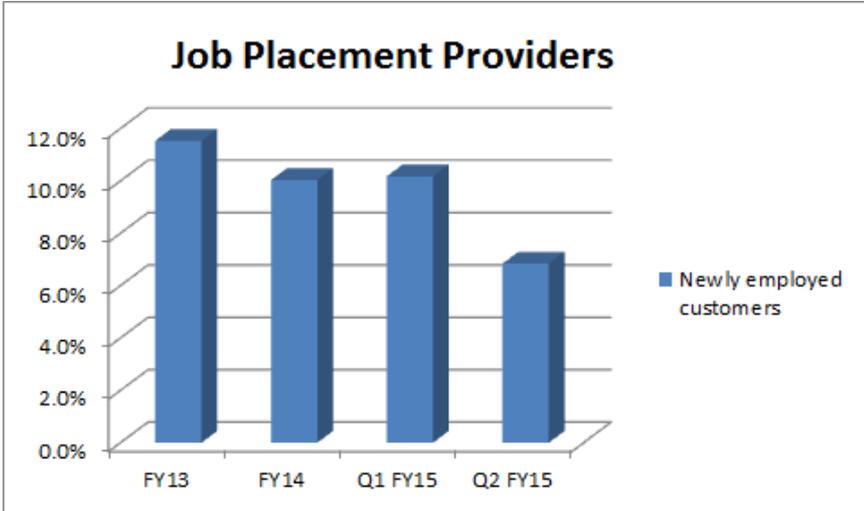
**Note:**  
Engagement level is based on the customer's required work hours, which varies depending on household factors. Fully participating means customer is working the full number of required work hours.

METRIC 3	FY13	FY14	Q1 FY15	Q2 FY15
3a. Fully participating	27%	23%	23%	22%
3b. Partially participating	23%	17%	17%	17%
3c. Not participating	50%	61%	60%	60%



# 4. Newly employed customers

*Newly employed customers as a percentage of all customers receiving services (includes employed and unemployed customers)*



METRIC 4 (Job Placement Providers)	FY13	FY14	Q1 FY15	Q2 FY15
Newly employed customers	11.5%	10.0%	10.2%	6.8%

METRIC 4 (All Service Providers)	FY13	FY14	Q1 FY15	Q2 FY15
Newly employed customers	4.1%	3.0%	3.1%	2.2%

**Note:**

- *Job Placement Providers* include customers served by Job Placement TEP providers.
- *All Services Providers* includes customers served by Job Placement and Work Readiness TEP providers, DHS Office of Work Opportunity and UDC PATHS.



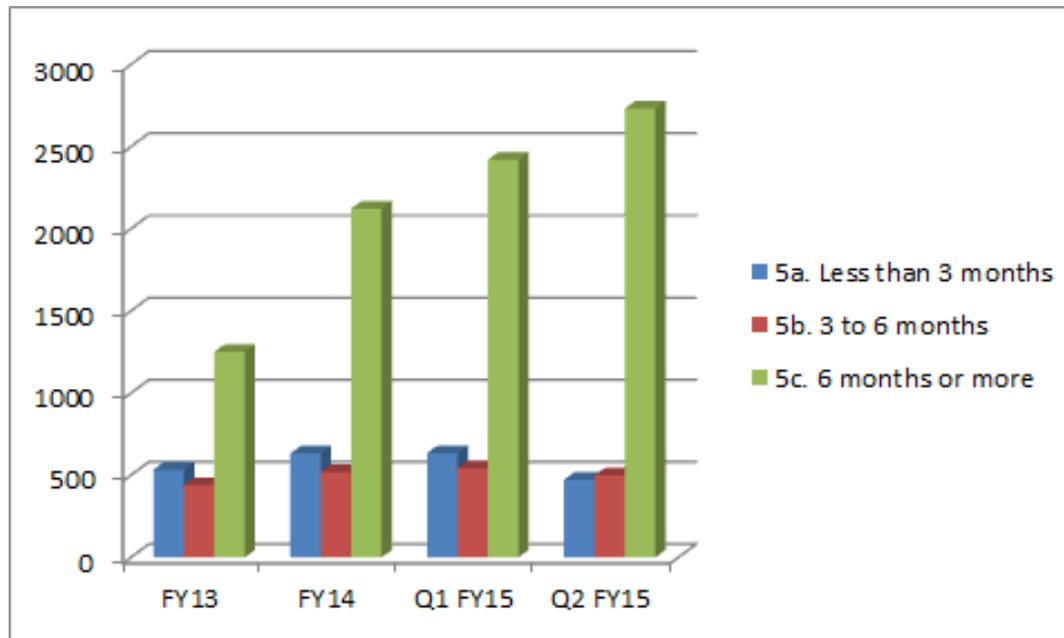
# 5. Employment retention

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

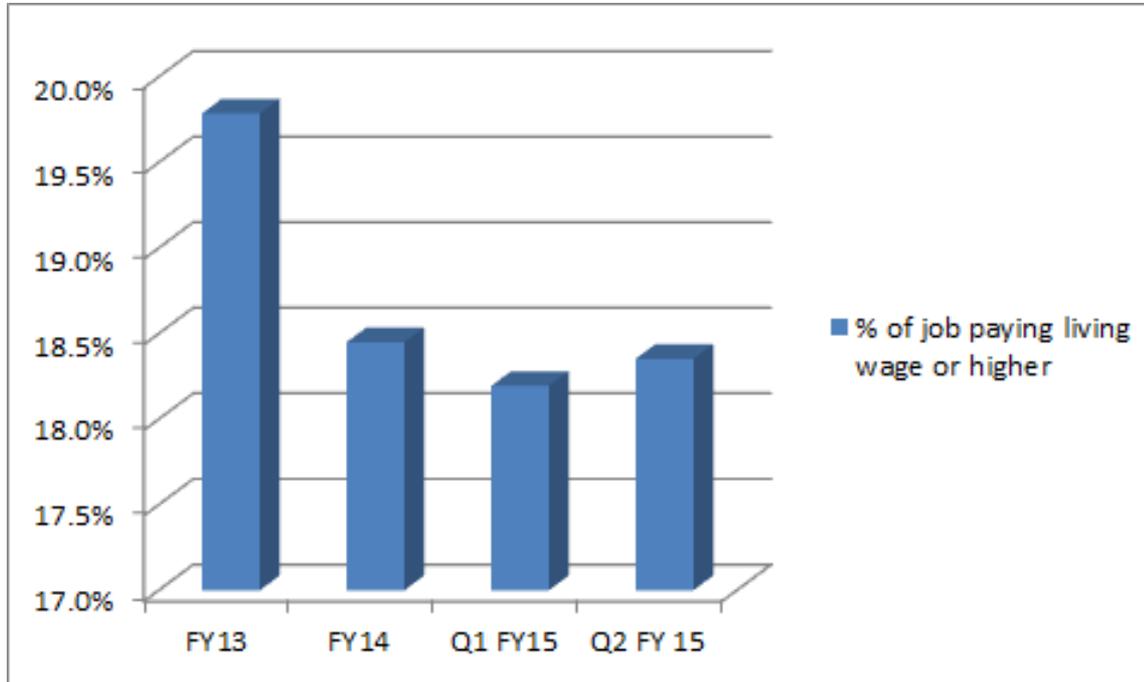


Metric 5	FY13	FY14	Q1 FY15	Q2 FY15
5a. Less than 3 months	535	633	636	473
5b. 3 to 6 months	439	519	544	499
5c. 6 months or more	1252	2123	2421	2732
	<b>2226</b>	<b>3275</b>	<b>3601</b>	<b>3704</b>



## 6. Salary levels

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



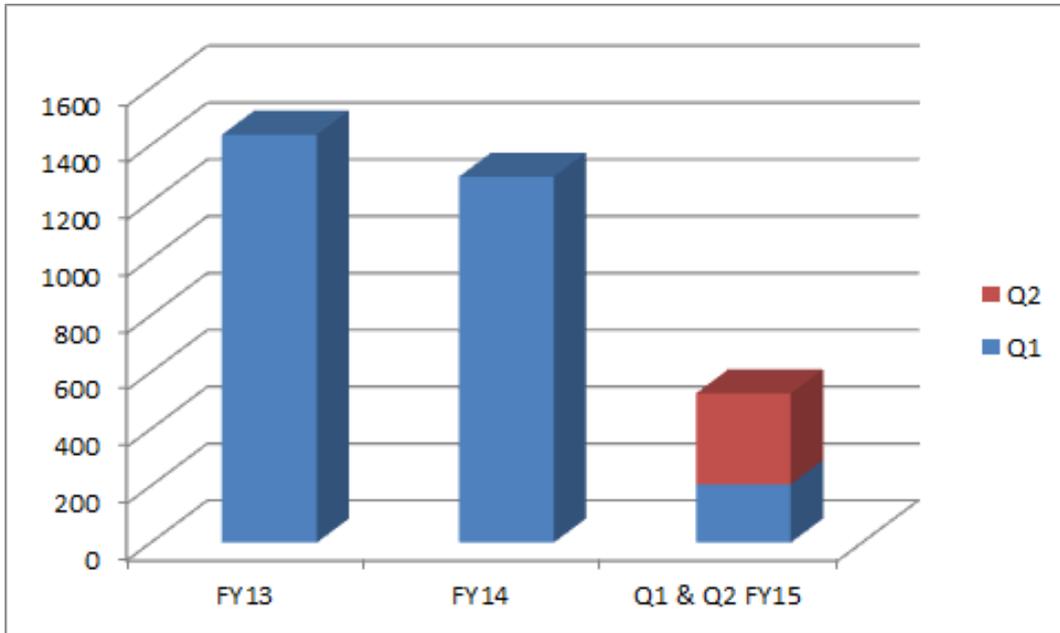
METRIC 6	FY13	FY14	Q1 FY15	Q2 FY 15
% of job paying living wage or higher	19.8%	18.4%	18.2%	18.4%
DC Living Wage	\$12.50	\$12.50/\$13.60	\$13.60	\$13.80

**Note:** DC Living Wage has increased in January 2014 and January 2015.

# 7. Enrollment in educational/training programs



*Number of customers who started new educational/training programs*



METRIC 7	FY13	FY14	Q1 FY15	2015-01
Education placements	1436	1288	206	319

**Note:**

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.

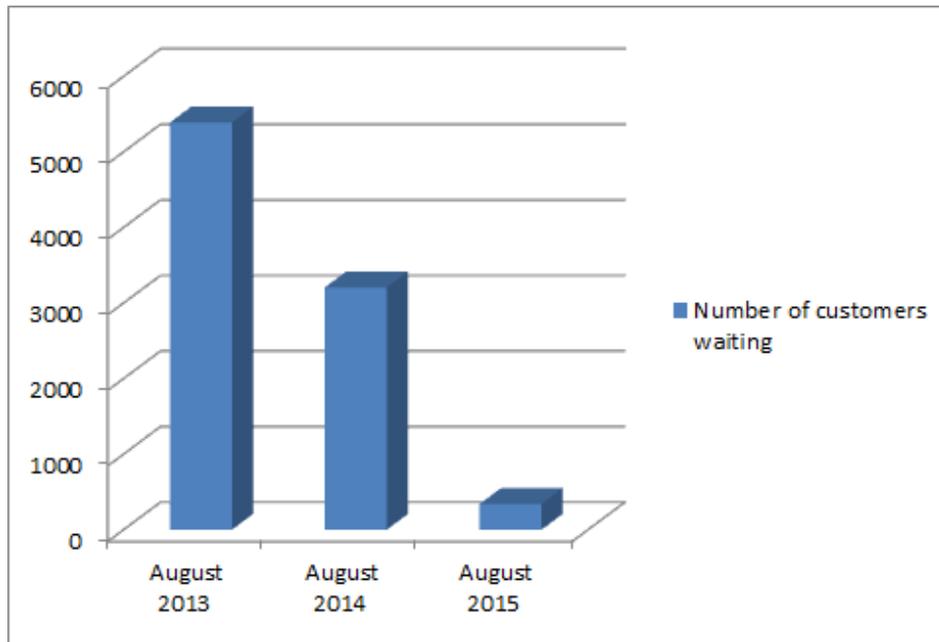
# 8. Customer wait time

(from initial assessment to assignment to service provider)



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

8b. Average wait time



**Note:**

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.

Metric 8a	August 2013	August 2014	August 2015
Number of customers waiting	5390	3207	340

Metric 8b	
Average Duration	311 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