



Washington State
Department of Social
& Health Services

Report to the Legislature

**WORKFIRST CONTRACT
OUTCOME MEASURES**

As required by Chapter 58,
Laws of 1997, Section 704

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WorkFirst Contract Introduction and Overview

Introduction

Chapter 58, Laws of 1997, Section 704 (RCW 74.08A.430) requires the Department of Social and Health Services (DSHS) to provide an annual report to the Legislature on the achievements of WorkFirst contracts.

For the delivery of WorkFirst services, DSHS enters into agreements with a diverse base of contractors, including community-based organizations, local governments, faith-based organizations, school districts and some for profit businesses. DSHS also enters into inter-local agreements with the Employment Security Department (ESD), Department of Community, Trade and Economic Development (CTED), and State Board for Community and Technical Colleges (SBCTC), and monitors the performance expectations of these WorkFirst partner agencies. Contracted activities for the partner agencies are not included in this report.

This annual report covers the period July 1, 2007 through June 30, 2008 (State Fiscal Year 2008) and has information on contractors who delivered WorkFirst services for DSHS, including its Refugee and Immigrant Assistance (RIA) programs.

Overview

With few exceptions WorkFirst contracts are performance-based. This means that payments are made based on a parent's successful completion of a specific unit of service or achievement of the expected outcome. These payments are referred to as "payment points." A WorkFirst service can have one to several payment points depending on the nature of the service and the desired outcome. The final pay point is tied to entry into unsubsidized employment or reduced dependence on TANF benefits. Under performance-based contracting, contractors are not guaranteed either minimum or maximum referrals. Without achieving benchmarks (payment points) that have moved the parent closer to the goal of economic self-sufficiency, the contractor is paid nothing.

A small number of contracted services do not match well with performance-based compensation. For example, on-site domestic violence advocates housed in DSHS Community Services Offices receive an hourly rate to assure that clients have direct access to safety planning and links to resources on a reliable schedule.

The decision to contract specific services within a region or community is driven by the availability of quality local providers, the assessed needs of the local WorkFirst population and the gaps, barriers and opportunities within the social service delivery system as identified by the Local Planning Area members.

Until June 30, 2007, DSHS contracted with some tribal governments for WorkFirst services to tribal members and designated families living on or near reservations. Native American Tribes in Washington State now contract directly with the federal government for a variety of services for public assistance recipients. This is the first year that the DSHS WorkFirst Contract Outcome Reports does not contain information regarding tribal client services contracts.

In State Fiscal Year 2008, a total of 141 contractors provided WorkFirst services to Washington's six DSHS regions. A map of the six services delivery regions for DSHS is in Appendix A.

The following tables show the distribution of DSHS WorkFirst contractors by region.

DSHS WorkFirst Contractors

(Note: Some Contractors have more than one contract and/or may serve more than one region.)

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Total
CSD	25	15	14	13	12	28	107
RIA	4	6	4	12	4	4	34
Total	29	21	18	25	16	32	141

Types of WorkFirst Contracted Services

The services provided through WorkFirst contracts generally fall into three categories.

1. **Barrier Removal Services.** These services target the removal of barriers to employment facing WorkFirst families and are administered primarily by the Community Services Division (CSD) within the DSHS Economic Services Administration. Barrier Removal WorkFirst contracts provide services that address the needs of parents who have not been successful in gaining employment due to such issues as family violence, substance abuse, inadequate coping skills, and lack of transportation.

The families who receive these services include those families with multiple barriers requiring specialized intervention, families with a history of sanction or resistance to full-time WorkFirst participation.

2. **Services for Limited English Proficiencies Parents.** These specialized services are provided to refugees and other WorkFirst parents who are Limited English Proficient (LEP) in a culturally sensitive manner. Refugee and Immigrant Assistance (RIA) staff within the DSHS Economic Services Administration manage these services. Key features of RIA WorkFirst contracts are:

- Employment Services and in the parent's primary language
- Specialized Skills Training
- Work Experience (WEX) and Community Services (CS)
- English as a Second Language (ESL) training

3. **Services for Non-compliant Sanctioned Parents (Pathways to Engagement).** Beginning in December 2007, these contracted services assist WorkFirst households who are in the 4th through 6th month of non-compliant sanction and households who have lost TANF cash assistance as a result of sanction. Contractors meet parents in their homes with the goals of linking each family to needed community resources, determining that basic needs of the children are met and facilitating re-application for TANF benefits where appropriate.

Remuneration within Contracts

As described earlier, WorkFirst contracts are limited to performance-based payment with few exceptions. Performance-based contracting means that payments are made based on a parent's successful completion of a specific unit of service or achievement of the expected outcome. These payments are referred to as "payment points."

A WorkFirst service can have one to several payment points depending on the nature of the service and the desired outcome. The final payment for a WorkFirst service with multiple payment points is typically the largest payment made to a contractor as this pay point represents either successful elimination of a significant barrier to employment or unsubsidized employment for the parent served.

An example of a contracted service with multiple pay points is job preparation activities. This service includes specialized assessment, coaching and education that teaches communication skills, time management and employer expectations to adults with little or no work history. The contractor is paid for each discrete module that a parent completes. Job preparation service contracts include a pay point beyond the instructional phase for job entry and job retention.

APPENDIXES

A. DSHS Regions

Appendix A illustrates the geographical divisions of Washington State into service regions.

B. WorkFirst Service Descriptions

Appendix B contains summary descriptions of WorkFirst services that are contracted with the expected service outcomes.

C. DSHS WorkFirst Contractors by Region

Appendix C contains CSD WorkFirst contractors (excluding RIA contractors) for SFY08 by region, and services provided.

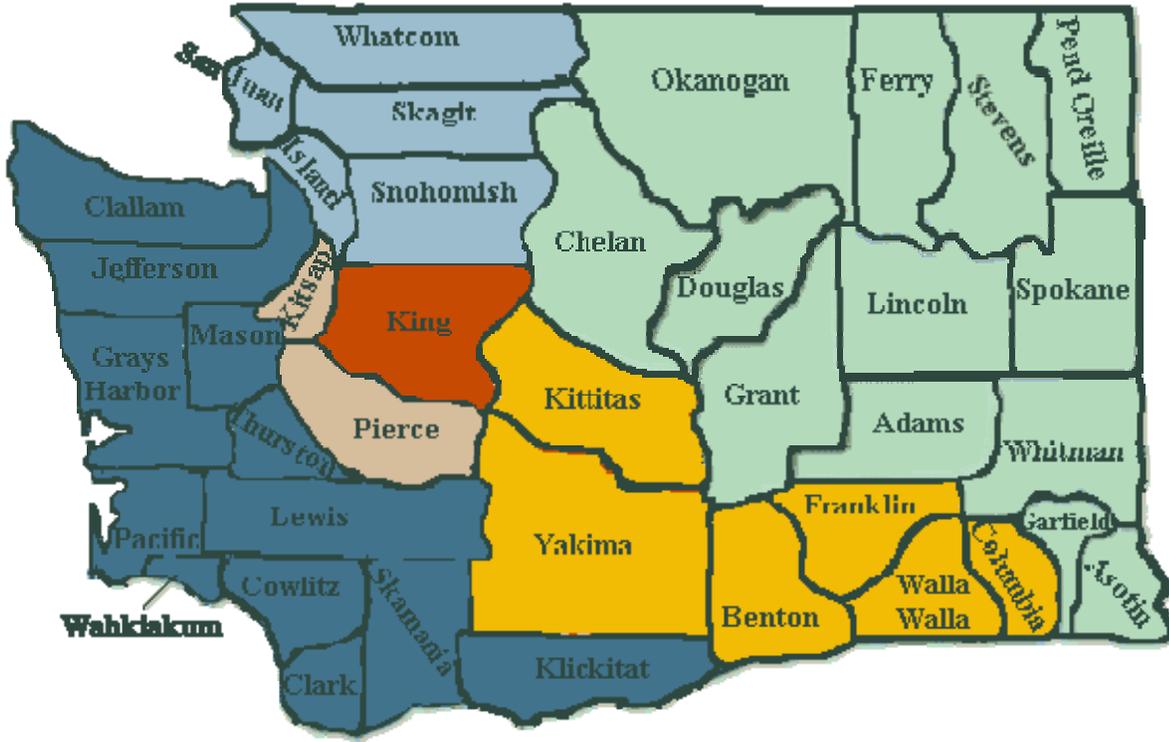
D. DSHS WorkFirst Contractor Referrals and Product by Region

Appendix D contains DSHS WorkFirst contractors (excluding RIA contractors) for SFY 08 by number of referrals accepted, and the service results achieved.

E. RIA (Refugee & Immigrant Assistance) Contracted Services

Appendix E contains an overview of contracted services for SFY08, and contractors by region, service type, number of referrals accepted, and the service results achieved.

APPENDIX A: DSHS REGIONS



Appendix B: WorkFirst Contracted Services and Expected Outcomes

WorkFirst parents may be referred to contracted services based on individual needs identified in the Comprehensive Evaluation, assessments or on-going communication with WorkFirst Program Specialists and/or WorkFirst Social Workers. Participation requirements for these services are then added to the parent's Individual Responsibility Plan. Contractors have limited access to review case notes and unlimited access to add client observations and recommendations through the internet-based client tracking system e-JAS. E-JAS is accessible to all state partner agencies and most contracted providers.

Domestic Violence Advocacy

Specially trained Domestic Violence professionals are on-site in DSHS Community Service Offices to work directly with parents affected by family violence. Advocates link families to needed services in the community and provide prevention and intervention services. The expected outcomes are to help individuals subjected to, or at risk of, family violence to achieve a healthy and safe environment for themselves and their children. These contracts are reimbursed on an hourly rate. Advocates provide recommendations to WorkFirst Case Managers and Social Workers regarding the needs of the domestic violence victim and family in regards to temporary deferral from job search so a parent can safely address family concerns.

Assessments for Children with Special Needs

Public Health Nurses provide in-home assessments for families that include a child with special needs. A child with special needs has medical, developmental, or behavioral needs that require individualized care, treatment, or intervention. DSHS, in partnership with Public Health Nurses, makes every effort to meet the child's needs while allowing the parent to progress in employment.

Services may include:

- A referral to local professional service providers for further evaluation, advice and services.
- Assistance in finding safe, affordable, and reliable child care.
- Referrals to other community resources to prepare the parent for future work, while meeting her or his child's special needs.
- Temporary deferral from job search so a parent can provide care for her or his child with special needs. Although deferral is the least desirable option, temporary deferrals may at times be necessary.

Intensive Work Preparation Services

Specially trained contractors provide WorkFirst parents with opportunities to learn the skills needed to deal with life issues that may interfere with successful employment and other work preparation activities. These services are intended to immediately immerse parents in short term, intensive workshops and related activities designed to help them stay engaged and build the skills to progress towards employment. Work Preparation services provide parents with the opportunity to acquire the foundational skills necessary to achieve the right job match and transition into sustainable employment. The skills imparted include generally time management, balancing family and work life, healthy communication skills and motivation.

Parenting Skills Coupled with Job Readiness Skills

Through short term workshops and supported activities, parents learn skills necessary to be both successful parents and responsible workers. The expected outcome is that each parent understands and practices the dynamics of a good home, a successful employment relationship and the skills necessary to achieve both simultaneously.

Adult Basic Education/High School Completion/GED

Adult parents who lack basic reading, math and problem solving skills are referred for short term education. Parents referred to this intensive contracted service have been unsuccessful in other remedial education services offered through community colleges. The expected outcome is short-term skill enhancement training that enhances employability. This service is combined with job readiness skills training and/or part-time employment. The WorkFirst population referred to these contractors is small and unique in that due to individual circumstance, these individuals are not able to benefit from the Adult Basic Education services or High School Completion programs offered by community colleges and some school districts. Adult Basic Education services provide countable hours of WorkFirst participation to meet federal participation guidelines.

Short-Term Trauma Counseling to Overcome Work/Home Issues

Individual or small group counseling is provided to parents for whom trauma (such as death of a significant other, recent divorce or other severe personal upheaval) is a major barrier to employment. Parents are provided with strategies to help them plan for conflict and address stressful issues in their lives as they occur. This service helps many people in crisis stabilize sufficiently to participate in employment services. The focus of these services is barrier-removal related to successful employment. These services are not intended to take the place of Mental Health Services or other medical or counseling services that may be available through the community or accessible with medical coupons.

Learning Disability or Other Special Needs Placement Assistance

Uniquely skilled contractors work with parents who have not been successful in securing or maintaining employment because of special learning needs, mental health challenges or recent criminal history. Parents receive one-on-one coaching, controlled work experience that focuses on behavior and communication, specialized job placement, and job retention services.

Childcare Search and Transition Services

Contractors assist families that include a child with special needs find safe, affordable, and reliable child care. The expected outcome is to meet the child's needs while allowing the parent to progress in employment.

Homelessness Prevention and/or Personal Money Management Workshops

Contractors assist parents with the skills needed to overcome either housing stability issues and/or to avoid unnecessary debt. These services help ameliorate personal financial barriers that can interfere with a parent's ability to look for work or maintain employment. Assistance in securing adequate housing and money management helps many parents in crisis stabilize so that they may successfully participate in employment.

Specialized Transportation Planning and Aid

Uniquely skilled contractors provide instruction to parents who use public transportation. In special circumstances, contractors may provide short-term customized transportation to work or work preparation activities.

Pathways to Engagement

After three continuous months in sanction, parents are referred to specialized contractors for in-home assistance and assessment. Contractors assess that the basic needs of the children are met, provide referrals and linkages to community resources specific to the family's circumstance and attempt to facilitate WorkFirst participation. Contractors contact families both in the final three months on non-compliant sanction and again within the three months following termination of the TANF grant. This service began in December 2007.

**APPENDIX C: CSD WORKFIRST CONTRACTORS BY REGION AND SERVICE PROVIDED
(EXCLUDING RIA CONTRACTS)**

NOTE: CSD allocated WorkFirst funding for contracted services to each Region based on the proportional adult caseload within that Region. Each Region received funding assigned to one of four categories: 1) family violence services, 2) children with special needs assessments/services, 3) Pathways to Engagement services (for sanctioned clients) and 4) a non-specific award for locally identified needs. Maximum flexibility was assured for locally identified contracts through bundling the non-specific award with the regional support service allotment. In Program Year 2008, the statewide allotments by category were: family violence services \$977,000, children with special needs \$119,999, Pathways to Engagement \$250,000 and support services/other contracts \$7,986,895.

DSHS - Region 1	
Adams County Health Department	Assessments for Children with Special Needs
Chelan-Douglas Health Department	Assessments for Children with Special Needs
Grant County Health Department	Assessments for Children with Special Needs
Northeast Tri-County Health Department	Assessments for Children with Special Needs
Okanogan County Health Department	Assessments for Children with Special Needs
Spokane Regional Health Department	Assessments for Children with Special Needs
Whitman County Health Department	Assessments for Children with Special Needs
Asotin County Health Department	Assessments for Children with Special Needs
YWCA of Lewiston-Clarkston	Domestic Violence Advocacy
Career Path Services	Adult Basic Education/High School Completion/GED
Diversified Behavior Management Services	Intensive Work Preparation Services & Pathways to Engagement
Domestic & Sexual Assault Crisis Center of Chelan and Douglas Counties	Domestic Violence Advocacy
Family Crisis Network Services	Domestic Violence Advocacy
Family Resource Center of Lincoln County	Domestic Violence Advocacy
Goodwill Industries of the Inland Northwest	Intensive Work Preparation Services & Pathways to Engagement
Rainier Case Management Services	Intensive Work Preparation Services & Pathways to Engagement
Rural Resources Community Action	Domestic Violence Advocacy
Spokane Child Abuse and Neglect Prevention Center	Parenting Skills Coupled with Job Readiness Skills
Spokane Neighborhood Action Programs	Self-employment Assessments & Personal Money Management Workshops
Community College District 17	Anger Management & Personal Responsibility Workshops
The Support Center	Domestic Violence Advocacy
YWCA of Spokane County	Domestic Violence Advocacy & Pathways to Engagement
Jerold Consulting	Parenting Skills Coupled with Job Readiness Skills
Alternatives to Violence in the Palouse	Domestic Violence Advocacy
Ferry County	Domestic Violence Advocacy

DSHS - Region 2	
Benton-Franklin County Health District	Assessments for Children with Special Needs
Kittitas County Health Department	Assessments for Children with Special Needs
Walla Walla County Health Department	Assessments for Children with Special Needs
Blue Mountain Action Council	Intensive Work Preparation Services
Laurie A. Kanyer	Parenting Skills Coupled with Job Readiness Skills
Lower Valley Crisis & Support Center	Domestic Violence Advocacy
Carlos de Leon	Pathways to Engagement
Jerold Consulting	Short-term Trauma Counseling to Overcome Work/Home Issues
Yakima Valley Memorial Hospital	Assessments for Children with Special Needs
YWCA of Yakima County	Domestic Violence Advocacy
Provident Horizon Group	Intensive Work Preparation Services & Pathways to Engagement
Domestic Violence Services of Benton-Franklin Co	Domestic Violence Advocacy
Goodwill Industries of the Columbia	Parenting/Job Readiness Skills & Pathways to Engagement
Blue Mt Action Council	Pathways to Engagement & Intensive Job Readiness for Young Adults
Housing Authority of Kittitas County	Pathways to Engagement

DSHS - Region 3	
Island County Health Department	Assessments for Children with Special Needs
Snohomish County Health Department	Assessments for Children with Special Needs
Whatcom County Health Department	Assessments for Children with Special Needs
Skagit Domestic Violence and Sexual Assault Services	Domestic Violence Advocacy
Citizens Against Domestic Violence	Domestic Violence Advocacy
Domestic Violence & Sexual Assault Services of Whatcom County	Domestic Violence Advocacy
Northwest Development Council	Intensive Work Preparation Services
Snohomish County Center for Battered Women	Domestic Violence Advocacy
TRAC Associates	Intensive Work Preparation Services & Pathways to Engagement
YWCA of Seattle, King and Snohomish Counties	Short-term Trauma Counseling to Overcome Work/Home Issues
ReUse Works	Intensive Work Preparation Services
Whatcom Family & Community Network	Pathways to Engagement
Refugee & Immigrant Services Northwest	Pathways to Engagement
Service Alternatives of Washington	Intensive Work Preparation Services

DSHS - Region 4	
King County Health Department	Assessments for Children with Special Needs
Childcare Resources and Referral	Childcare Search and Transition Services
TRAC Associates	Pathways to Engagement
DAWN	Domestic Violence Advocacy
Eastside Domestic Violence Services	Domestic Violence Advocacy
With Grace Training Foundation	Intensive Work Preparation Services
YWCA of Seattle, King and Snohomish Counties	Domestic Violence Advocacy
Washington Women's Employment & Education	Intensive Work Preparation Services & Pathways to

(WVEE)	Engagement
Puget Sound Educational Service District	Intensive Work Preparation Services
Winston Bell – Everyone Can Win	Short Term Counseling & Pathways to Engagement
Joan Curvey – Soft Skills Success	Intensive Work Preparation Services
Seattle Jobs Initiative	Intensive Work Preparation Services
Multi Service Center	Intensive Work Preparation Services

DSHS - Region 5	
Kitsap County Health District	Assessments for Children with Special Needs
Tacoma Pierce County Health Department	Assessments for Children with Special Needs
Ramalina Steiner, MSW	Short-term Trauma Counseling to Overcome Work/Home Issues
Catholic Community Services of Western Washington	Short-term Trauma Counseling to Overcome Work/Home Issues
Kitsap Community Resources	Intensive Work Preparation Services, Pathways to Engagement
Lorie J. Wilke, MSW	Short-term Trauma Counseling to Overcome Work/Home issues
Para-Transit Services	Specialized Transportation Planning and Aid
Tacoma Community House	Pathways to Engagement
Washington Women's Employment and Education (WVEE)	Intensive Work Preparation Services, Pathways to Engagement
Our Sister's House	Domestic Violence Advocacy
YWCA of Kitsap Co	Domestic Violence Advocacy
With Grace Training Foundation	Intensive Work Preparation Services

DSHS - Region 6	
Wahkiakum County Health Department	Assessments for Children with Special Needs
Clallam County Health Department	Assessments for Children with Special Needs
Clark County Health Department	Assessments for Children with Special Needs
Cowlitz County Health Department	Assessments for Children with Special Needs
Grays County Health Department	Assessments for Children with Special Needs
Jefferson County Health Department	Assessments for Children with Special Needs
Klickitat County Health Department	Assessments for Children with Special Needs
Lewis County Health Department	Assessments for Children with Special Needs
Mason County Health Department	Assessments for Children with Special Needs
Pacific County Health Department	Assessments for Children with Special Needs
Thurston County Health Department	Assessments for Children with Special Needs
Pacific Mountain Work Force Consortium	Learning Disability or other Special Needs Placement Assistance
Olympic College	Intensive Work Preparation Services
Alternative Professional Counseling, Inc.	Domestic Violence Advocacy
Community Caring Project	Pathways to Engagement
Domestic Violence Center of Grays Harbor	Domestic Violence Advocacy
Emergency Support Center	Domestic Violence Advocacy
First Steps Family Support Center	Short-term Trauma Counseling to Overcome Work/Home Issues
Healthy Families of Clallam County	Domestic Violence Advocacy
Independent Associates	Intensive Work Preparation Services & Pathways to

	Engagement
Olympic Community Action Programs	Pathways to Engagement
YWCA of Clark County	Domestic Violence Advocacy
Human Response Network	Domestic Violence Advocacy
4CAST LLC	Intensive Work Preparation Services & Pathways to Engagement
Turning Pointe	Domestic Violence Advocacy
AMOR Case Management Services	Pathways to Engagement
Jeffrey Bremer, PhD	Learning Disability & Other Special Needs Placements
With Grace Training Foundation	Intensive Work Preparation Services

APPENDIX D: CSD WORKFIRST CONTRACTED SERVICE OUTCOMES BY REGION
State Fiscal Year 2008

NOTE: Some of the contracts listed below were active only a portion of the reporting period of July 1, 2007 through June 30, 2008.

Children with Special Needs Assessments: Public Health Nurses provide in-home assessments for families that include a child with special needs. A child with special needs has medical, developmental, or behavioral needs that require individualized care, treatment, or intervention. DSHS in partnership with Public Health Nurses makes every effort to meet the child's needs while allowing the parent to progress in employment.

Accommodations may include:

- A referral to local professional service providers for further evaluation, advice and services.
- Assistance in finding safe, affordable, and reliable child care.
- Referrals to other community resources to prepare the parent for future work, while meeting her or his child's special needs.
- Temporary deferral from job search so a parent can provide care for her or his child with special needs.

Although deferral is the least desirable option, temporary deferrals may at times be necessary.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	Adams Co Health	3	0	0
	Chelan-Douglas Co Health	0	0	0
	Grant County Health	25	21	21
	NE Tri-County Health	0	0	0
	Okanogan County Health	3	3	3
	Spokane Regional Health	145	139	139
	Whitman County Health	0	0	0
	Asotin County Health	7	6	6
Region 1 Total	8 Contractors	180	169	169
2	Benton-Franklin Co Health	1	1	1
	Kittitas Co Health	0	0	0
	Walla Walla Co Health	10	7	7
	Yakima Val Mem Hospital	23	21	21
Region 2 Total	4 Contractors	34	29	29
3	Snohomish Co Health	29	24	24
	Whatcom Co Health	44	38	38
	Island Co Health	0	0	0
Region 3 Total	3 Contractors	73	62	62
4	King County Health	150	123	123
Region 4 Total	1 Contractor			
5	Pierce County Health	35	32	32
Region 5 Total	1 Contractor			
6	Wahkiakum County Health	2	2	2

	Clallam County Health	2	2	2
	Clark County Health	49	44	44
	Cowlitz County Health	12	10	10
	Grays Harbor Co Health	18	17	17
	Jefferson County Health	1	1	1
	Klickitat County Health	8	6	6
	Lewis County Health	13	12	12
	Mason County Health	10	8	8
	Pacific County Health	0	0	0
	Thurston Co Health	53	45	45
Region 6 Total	11 Contractors	168	147	147

Domestic Violence Advocacy: Specially trained Domestic Violence Advocates are on-site in DSHS Community Service Offices to work directly with parents affected by family violence. Advocates link families to needed services in the community and provide preventive and intervention services. The expected outcomes are to help individuals subjected to, or at risk of, family violence to achieve a healthy and safe environment for themselves and their children. These contracts are reimbursed on an hourly rate. Advocates provide recommendations to WorkFirst Case Managers and Social Workers regarding the needs of the individual and family for special accommodations or temporary deferral from job search so a parent can safely address family concerns.

Note: Many contractors serve more than one Community Service Office.

Region	Contractor Name	Service measurement
1	YWCA of Lewiston-Clarkston DVSA of Chelan-Douglas Counties Family Crisis Network Family Resource Center of Lincoln Co Rural Resources Community Action The Support Center YWCA of Spokane County Alternatives to Violence in the Palouse Ferry County 9 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.
2	Lower Valley Crisis & Support Center Domestic Violence Services of Benton Franklin Counties YWCA of Yakima County 3 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.
3	Snohomish County Center for Battered Women Skagit Co DVSA Citizens Against Domestic Violence DVSA of Whatcom County 4 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.
4	YWCA of Seattle-King County DAWN Eastside Domestic Violence 3 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.

5	Our Sister's House YWCA of Kitsap County 2 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.
6	Alternatives Professional Counseling DV Center of Grays Harbor Emergency Support Center Healthy Families of Clallam County YWCA of Clark County Human Response Network Turning Pointe 7 Contractors	This service is contracted on an hourly basis to provide responsive advocacy and continuing education to WorkFirst parents and their families for whom family violence is a barrier.

Intensive Work Preparation Services: Specially trained contractors provide WorkFirst parents with opportunities to learn the coping skills needed to deal with life management issues that may interfere with successful employment and other work preparation activities. These services are intended to immediately immerse parents in workshops and related activities designed to help them stay engaged and build the skills to progress towards employment. It allows parents the opportunity to acquire the basic skills necessary to achieve the right job match and transition into sustainable employment.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	Diversified Behavior Management Services	45	40	38
	Rainier Case Management	50	48	48
	Goodwill of the Inland NW	28	24	24
	Career Path Services	130	110	110
Region 1 Total	4 Contractors	253	222	220
2	Blue Mt. Action Council	20	13	13
	Provident Horizon Group	55	40	40
Region 2 Total	2 Contractors	75	43	43
3	NW Development Council	3	0	0
	TRAC Associates	130	118	118
	Re-Use Works	3	2	2
	Service Alternatives	120	98	98
Region 3 Total	4 Contractors	256	218	218
4	Joan Curvey (Soft Skills Success)	120	107	107
	Washington Women's Employment & Education (WVEE)	66	58	58
	Puget Sound Education Service			

Region 4 Total	District	35	28	28
	With Grace	110	94	94
	Seattle Jobs Initiative	45	40	40
	Multi Service Center	8	6	6
	6 Contractors	384	333	333
Region 5 Total	5	412	378	378
	Kitsap Community Resources			
	Washington Women's Employment & Education (WWEE)	65	47	47
	With Grace Training Foundation	25	16	16
3 Contractors	502	441	441	
Region 6 Total	6	30	23	23
	Olympic College			
	Independent Associates	5	3	3
	Partners in Careers	38	26	26
	4CAST LLC	576	514	514
	With Grace Training Foundation	38	31	31
	Olympic Community Action Programs	26	22	22
	Pacific Mt. Work Force Consortium	313	293	293
7 Contractors	1,026	912	912	

Parenting Skills Coupled with Job Readiness Skills: Through short term workshops and supported activities, parents learn skills necessary to be both successful parents and responsible workers. The expected outcome is that each parent understands and practices the dynamics of a good home, a successful employment relationship and the skills necessary to achieve both simultaneously.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
Region 1 Total	1	5	5	5
	Spokane Child Abuse & Neglect Prevention Center	0	0	0
	Jerold Counseling	5	5	5
2 Contractors	5	5	5	
Region 2 Total	2	200	177	177
	Laurie Kanyer	88	75	75
	Goodwill of the Columbia	288	252	252
2 Contractors	288	252	252	
3	No contractors for this service in Region 3			
4	No contractors for this service in Region 4			
5	No contractors for this service in Region 5			
Region 6 Total	6	30	26	26
Partners in Careers	1 Contractor			

Adult Basic Education/High School Completion/GED: Adult parents who lack basic reading, math and problem solving skills are referred for short term education. Parents referred to this intensive contracted service have been unsuccessful in similar services offered through community colleges. The expected outcome is short-term skill enhancement training that supports employability. This service is almost always combined with job readiness skills training and/or part time employment.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	Career Path Services 1 Contractor	0	0	0
2	No contractors for this service in Region 2			
3	No contractors for this service in Region 3			
4	No contractors for this service in Region 4			
5	No contractors for this service in Region 5			
6	No contractors for this service in Region 6			

Short-Term Trauma Counseling to Overcome Work/Home Issues: Individual or small group counseling is provided to parents for whom trauma (such as death of a significant other, recent divorce or other severe personal upheaval) is a major barrier to employment. Parents learn strategies to help them cope with conflicts and address stressful issues in their lives. This service helps many people in crisis stabilize sufficiently to participate in employment services.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	No contractors for this service in Region 1			
2	Jerold Counseling 1 Contractor	75	67	67
3	YWCA of King & Snohomish Counties 1 Contractor	252	235	235
4	Winston Bell (Everyone Can Win) 1 Contractor	45	35	35
5	Ramalina Steiner, MSW Catholic Community Services Lorie Wilke, MSW 3 Contractors	25 10 8 43	20 5 6 31	20 5 6 31
6	No contractors for this service in Region 6			

Learning Disability or Other Special Needs Placement Assistance: Uniquely skilled contractors work with parents who have not been successful in securing or maintaining employment as a result of special learning needs, mental health challenges or recent criminal history. Parents receive one-on-one coaching, controlled work experience that focuses on behavior and communication, specialized job placement, and job retention services. Contracted services are

used only in areas and circumstances where other community or partner resources are not available.				
Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	No contractors for this service in Region 1			
2	No contractors for this service in Region 2			
3	TRAC Associates 1 Contractor	15	12	12
4	No contractors for this service in Region 4			
5	No contractors for this service in Region 5			
6	Jeffrey Bremer, PhD	7	7	7
Region 6 Total	1 Contractor			

Childcare Search and Transition Services: Contractors assist families that include a child with special needs find safe, affordable, and reliable child care. The expected outcome is to meet the child's needs while allowing the parent to progress in employment.				
Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	No contractors for this service in Region 1			
2	No contractors for this service in Region 2			
3	No contractors for this service in Region 3			
4	Childcare Resource and Referral	430	398	398
5	No contractor for this service in Region 5			
6	No contractors for this service in Region 6			

Homelessness Prevention and/or Personal Money Management Workshops: This service is designed to take a close look at matters that can interfere with a parents' ability to look for work and help parents develop strategies to deal with them. Help with securing adequate housing and money management assistance helps many parents in crisis get sufficiently settled so that they may participate in employment services.				
Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	Spokane Neighborhood Action Programs	6	4	4
	Community College District 17	10	10	10
	2 contractors	16	14	14
2	No contractors for this service in			

	Region 2			
3	No contractors for this service in Region 3			
4	No contractors for this service in Region 4			
5	No contractors for this service in Region 5			
6	No contractors for this service in Region 6			

Specialized Transportation Planning and Aid helps WorkFirst parents arrange transportation to work or training using public transit, ride share or specialized methods of transportation when necessary. Only Region 5 uses this contracted service. Referrals are made for all WorkFirst parents living or working in the service area. Payment is a flat monthly administrative fee plus reimbursement for bus passes distributed to parents who need them.

Pathways to Engagement: This service provides parents in sanction for three or more continuous months with in-home assistance. Contractors assess that the basic needs of the children are met, provide referrals and linkages to community resources specific to the family's circumstance and attempt to facilitate WorkFirst participation. Contractors contact families both in the final three months of non-compliant sanction and again with the three months following termination of the TANF grant.

Region	Contractor Name	Referrals	# of Parents completing at least Pay Point #1	# of Parents reaching the expected outcome
1	YWCA of Spokane	15	1	1
	Rainier Case Management	10	3	3
	Diversified Behavior Mgt	15	10	10
	Goodwill of the Inland NW	25	12	12
	4 Contractors	65	26	26
2	Housing Authority of Kittitas Co	3	1	1
	Provident Horizon Group	5	0	0
	Goodwill of the Columbia	67	20	20
	Blue Mt. Action Council	35	16	16
	Carlos de Leon	0	0	0
5 Contractors	110	37	37	
3	Refugee & Immigrant Services NW	0	0	0
	TRAC Associates	35	15	15
	Whatcom Family & Community Services	25	14	14
3 Contractors	60	29	29	
4	Washington Women's Employment & Education (WWEE)	35	6	6
	TRAC Associates	30	6	6
	YWCA of Seattle	30	6	6
	Winston Bell (Everyone Can			

	Win)	24	6	6
	4 Contractors	119	24	24
5	Tacoma Community House	8	1	1
	Washington Women's Employment & Education (WWEE)	15	3	3
	Kitsap Community Resources	20	6	6
	3 Contractors	43	10	10
6	4CAST LLC	20	5	5
	Olympic Community Action Programs	8	3	3
	Independent Associates	20	6	6
	AMOR Case Management	30	17	17
	4 Contractors	78	31	31

APPENDIX E: DSHS RIA (REFUGEE AND IMMIGRANT ASSISTANCE) CONTRACTED SERVICES State Fiscal Year 2008

Specialized services are provided to WorkFirst parents who face limited English proficiency (LEP) through contracted providers involved with the resettlement of refugees and immigrants in Washington State. Most service providers have close ties to ethnic communities and employ workers who are former refugees or immigrants. Services are provided in a parent's primary language and in a culturally sensitive environment. Certain contracts provide specialized training for those parents who lack marketable skills useful in the local labor market.

The DSHS Refugee and Immigrant Assistance (RIA) contracts for WorkFirst services can be categorized into six general services:

Employment Services in the LEP Pathway include an employment assessment, job readiness and job search activities, skills training, job placement and job retention services. These services are for refugees and other WorkFirst parents who are limited English proficient. These specialized services are culturally sensitive, utilizing specialized employment placement and wage progression strategies. The expected service outcome is to obtain employment or move toward employment by engaging in job search activities while participating in English as a Second Language (ESL), skills trainings, or other necessary WorkFirst activities.

Refugee with Special Employment Needs are funded by the Office of Refugee Resettlement through a Targeted Assistance Discretionary Program Grant. This allows refugees in certain geographic areas to receive customized employment services, job placement and follow-up leading to career progression and self-sufficiency. The targeted areas serve refugees in Benton-Franklin, Whatcom, Pierce and Clark counties.

Work Experience (WEX) is an unpaid, work experience program providing a work activity to LEP-TANF parents. The WEX is designed to improve the employability of parents not otherwise able to obtain employment without experience. Placement into the WEX offers hands-on experience in a supportive and monitored work environment. LEP-TANF parents practice positive employee behaviors and learn new job skills under the supervision and mentoring of their worksite supervisor and the contractor.

Community Services (CS) is a structured, unpaid work activity in which LEP-TANF parents work for the direct benefit of the community under the support of public and non-profit organizations. CS is intended to improve the employability of parents not otherwise able to obtain employment, or for those who need a countable work activity while they are waiting for another work activity to start.

English as a Second Language (ESL) is provided to individuals assessed at a CASAS (Comprehensive Adult Student Assessment System) level 4 or below. Instruction includes customized classroom activities, tutoring, or vocational ESL. The expected outcome is increased competency in the parent's English speaking, reading and writing abilities that will allow her/him to obtain and maintain employment.

Specialized Skills Training: This service provides supervised, structured job skills training for a specific employment area. It offers LEP WorkFirst parents an opportunity to learn valuable job skills combined with intensive English instruction. Parents practice their job skills, learn new skills and create a current work history in a supportive and flexible work environment. The expected service outcome is completion of the job skills training within 12 weeks and employment in a related occupational cluster.

RIA Outcomes by Service Type

Employment Services LEP Pathway services include employment assessment, job readiness and job search activities, job placement and job retention services. These services are for refugees and other WorkFirst parents who are limited English proficient. These services are culturally sensitive, utilizing specialized employment placement and wage progression strategies. The expected service outcome is to obtain employment or move toward employment by engaging in job search activities while participating in English as a Second Language (ESL), skills trainings, or other necessary WorkFirst activities.

NOTE: Employment placements can be made without having completed an assessment (pay point #1).

Region	Contractor Name	Referrals	# of Parents Completing at Least Pay Point # 1	# of Parents Reaching Expected Outcome of Employment Placement
Region 1 Total	1 Employment Security Dept.	241	132	87
	World Relief	48	60	36
	2 Contractors	289	192	123
Region 2 Total	2 Employment Security Dept. - Yakima	198	104	36
	Employment Security Dept. - Kennewick	71	49	24
	World Relief	99	22	25
	3 Contractors	368	175	85
Region 3 Total	3 Refugee & Immigrant Services NW	300	212	69
	TRAC Associates	11	2	2
	2 Contractors	311	214	71
Region 4	Jewish Family Services	316	180	129
	Neighborhood House	58	13	3
	Refugee Federation Service Center	335	330	146
	Refugee Women's Alliance	416	281	95
	South Seattle Community College	36	26	4
	TRAC Associates	528	477	262
	World Relief	44	34	14

Total	7 Contractors	1,733	1,341	653
Region 5 Total	5 My Service Mind	21	12	2
	Refugee Federation Service Center	19	26	10
	Tacoma Community House	139	91	64
	TRAC Associates	31	72	30
	4 Contractors	210	201	106
Region 6 Total	6 Partners in Careers	199	138	57
	TRAC Associates	40	28	14
	2 Contractors	239	35	71

Refugees with Special Employment Needs (RSEN) These services are funded by the Office of Refugee Resettlement through a Targeted Assistance Discretionary Program Grant. This service provides refugees in certain geographic areas with customized employment services, job placement and follow-up leading to career progression and self-sufficiency. The targeted areas served are refugees in Benton-Franklin, Whatcom, Pierce and Clark counties.

*RSEN contractors are also TANF-LEP employment providers. Upon their assessment of skills/training and other factors, the contractor provides the parent with either their standard employment services, or RSEN services. DSHS does not have a different referral code for this service; therefore, we have no means to report the referral numbers specific to this service.

NOTE: Number of clients reaching expected outcome may be greater than number of parents completing pay point # 1 if it occurred in the prior SFY.

Region	Contractor Name	Referrals	# of Parents Completing at Least Pay Point # 1	# of Parents Reaching Expected outcome
2	World Relief	*	12	3
3	Refugee & Immigrant Services NW	*	10	5
5	Tacoma Community House	*	13	16
6	Partners in Careers	*	13	6
Total Statewide	4 Contractors	*	48	32

Specialized Skills Training. This service provides supervised, structured job skills training for a specific employment area. It offers LEP WorkFirst parents an opportunity to learn valuable job skills combined with intensive English instruction. Parents practice their job skills, learn new skills and create current work history in a supportive and flexible work environment. The expected service outcome is completion of the job skills training and employment placement in a related occupational cluster.

* Specializes Skills Training contractors are also TANF-LEP employment providers. Upon their assessment of skills/training and other factors, the contractor provides the parent with either their standard employment services or Skills Training. DSHS does not have a different referral codes for this service; therefore, we have no means to report the referral numbers specific to this service.

Region	Contractor Name	Referrals	# of Parents Completing at Least Pay Point # 1	# of Parents Reaching Expected outcome
3	Refugee & Immigrant Services NW	*	35	8
Region 3 Total			35	8
4	Refugee Federation Service Center	*	52	10
Region 4 Total			52	10
5	Refugee Federation Service Center	*	9	8
Region 5 Total			9	8

Work Experience (WEX) and Community Service (CS)

WEX. These services provide unpaid, work experience in an actual work setting for TANF-LEP parents. The WEX is designed to improve the employability of parents not otherwise able to obtain employment without experience. Placement into the WEX offers hands-on experience in a supportive and monitored work environment. TANF-LEP parents practice positive employee behaviors and learn new job skills under the supervision and mentoring of their worksite supervisor and the contractor.

CS. These services provide a structured, unpaid work activity in which TANF-LEP parents work for the direct benefit of the community under the support of public or non-profit organizations. CS is intended to improve the employability of parents not otherwise able to obtain employment or for those who need a countable work activity while they are waiting for another work activity to start.

This program did not start until April, 2007. Referrals to either WEX or CS were combined in the reported totals. LEP Pathway participants have very low levels of English proficiency, and it is difficult for service providers to develop WEX and CS placement sites that have the language capacity needed to support them. NOTE: Number of parents completing Pay Point # 1 may be greater than the number of referrals if the referral occurred in the prior SFY.

Region	Contractor Name	Referrals	# of Parents Completing at Least Pay Point # 1
1	Employment Security Dept.	5	4
	World Relief	6	3
Region 1 Total	2 Contractors	11	7
2	South Central Workforce Development Council	44	17
	World Relief	0	0
Region 2 Total	2 Contractors	44	17
3	Refugee & Immigrant Services NW	64	35

Region 3 Total	TRAC Associates	1	0
	2 Contractors	65	35
4	Jewish Family Services	35	25
	Neighborhood House	11	1
	North Seattle Community College	11	2
	Refugee Federation Service Center	91	52
	Refugee Women's Alliance	122	42
	South Seattle Community College	1	0
	TRAC Associates	127	64
Region 4 Total	7 Contractors	398	186
5	Refugee Federation Service Center	2	2
	Tacoma Community House	70	28
	TRAC Associates	26	17
Region 5 Total	3 Contractors	98	47
6	Partners in Careers	11	0
	TRAC Associates	3	4
Region 6 Total	2 Contractors	14	4

English as a Second Language (ESL) These services provide ESL instruction and tutoring that are blended with work or work-related activities. The expected outcome is increased competency in the parent's English speaking, reading, listening and writing abilities that will allow her/him to obtain and maintain employment. Parents achieve English proficiency level gains in any of the 4 subject areas (speaking, reading, listening or writing) and can earn multiple level gains during the year.

NOTE: In our client data reporting system (eJAS), the component code "ES" is used to refer to all employment providers for at least the first 10 days. For employment providers that offer ESL services as well, there is no way to distinguish those clients referred to English as a Second Language from those referred for just employment services under the ES code.

Region	Contractor Name	Referrals	# of Parents Completed at Least Pay Point #1	# of Parents Reaching Expected Outcome (level gain)
1	Big Bend Com. College	20	23	23
	Com. Colleges of Spokane	359	136	470
Region 1 Total	2 Contractors	379	159	493
2	Columbia Basin College	82	60	29
	World Relief	52	24	25
Region 2 Total	2 Contractors	114	84	54
3	Bellingham Tech. College	20	17	89
	Whatcom Comm College	20	10	5
	Refugee Immigrant Service NW	355	156	536
Region 3 Total	3 Contractors	395	183	630
4	Highline Com. College	297	n/a	400
	Lake Washington Tech. College	9	4	23
	North Seattle College	119	49	76
	Seattle Central College	7	11	6
	Renton Tech. College	315	62	405
	South Seattle Com. College	140	47	197
	World Relief	123	29	188
	Refugee Women's Alliance	334	65	287
Region 4 Total	8 Contractors	1344	267	1582
5	My Service Mind	26	12	112
	Tacoma Community House	160	82	741
Region 5 Total	2 Contractors	186	94	853
6	Clark Community College	197	131	365
	Lutheran Community Services	65	35	114
Region 6 Total	2 Contractors	262	166	479

Customized ESL Tutoring and Classroom ESL. These services provide customized ESL tutoring and classroom ESL that is blended with work or work-related activities. The expected outcome is increased competency in the parent's English speaking, reading, listening and writing abilities that will allow her/him to obtain and maintain employment. * DSHS does not have separate referral codes for ESL and Customized ESL tutoring. Therefore, it is not possible to report the number of referrals made to this service.

Yakima Valley Community College uses a class model based on the number of hours per class. Therefore, this report lists the number of students attending class after completing assessment. Parents are referred to the class through their employment providers.

Region	Contractor Name	Referrals	# of Parents Completing at Least Pay Point #1	# of Hours the Parent(s) Participated in Tutoring
2	Yakima Valley Community College	41	109	1800
Region 2 Total	1 Contractor		109	
4	Seattle Central Community College	*	7	175
Region 4 Total	1 Contractors	*	7	175

DSHS RIA Contractors by DSHS Region

DSHS - Region 1	
Big Bend College	English as a Second Language
Community Colleges of Spokane	English as a Second Language
Employment Security Dept. Spokane	Employment Services & WEX/Community Service
World Relief	Employment Services & WEX/Community Service
DSHS - Region 2	
Columbia Basin College	English as a Second Language
Employment Security Dept. Yakima	Employment Services
Employment Security Dept. Kennewick	Employment Services
South Central Workforce Development Council	WEX/Community Service
World Relief	Employment Services, English as a Second Language, WEX/Community Service, and Refugee Special Employment Needs
Yakima Valley Community College	English as a Second Language
DSHS - Region 3	
Bellingham Technical College	English as a Second Language
Refugee & Immigrant Services Northwest	Employment Services, English as a Second Language, Immersion ESL pilot project, WEX/Community Service and Refugee Special Employment Needs
TRAC Associates	Employment Services & WEX/Community Service
Whatcom Community College	English as a Second Language
DSHS - Region 4	
Highline Community College	English as a Second Language
Jewish Family Services	Employment Services & WEX/Community Service
Lake Washington Technical College	English as a Second Language
Neighborhood House	Employment Services, English as a Second Language, WEX/Community Service and Integrated Job Readiness pilot project

North Seattle Community College	English as a Second Language & WEX/Community Service
Refugee Federation Service Center	Employment Services, Specialized Skills Training and WEX/Community Service
Refugee Women's Alliance	Employment Services, English as a Second Language and WEX/Community Service
Renton Technical College	English as a Second Language
Seattle Central Community College	English as a Second Language
South Seattle Community College	Employment Services, English as a Second Language and WEX/Community Service
TRAC Associates	Employment Services & WEX/Community Service
World Relief	Employment Services & English as a Second Language
DSHS - Region 5	
My Service Mind	Employment Services & English as a Second Language
Refugee Federation Service Center	Employment Services, Specialized Skills Training & WEX/Community Service
Tacoma Community House	Employment Services, English as a Second Language, Refugee Special Employment Needs and WEX/Community Service
TRAC Associates	Employment Services & WEX/Community Service
DSHS - Region 6	
Clark College	English as a Second Language
Lutheran Community Services Northwest	English as a Second Language
Partners in Careers	Employment Services, Refugee Special Employment Needs and WEX/Community Service
TRAC	Employment Services & WEX/Community Service