

A3 Problem Solving | Increase Percentage Who Leave TANF Due to Earnings or Client Request

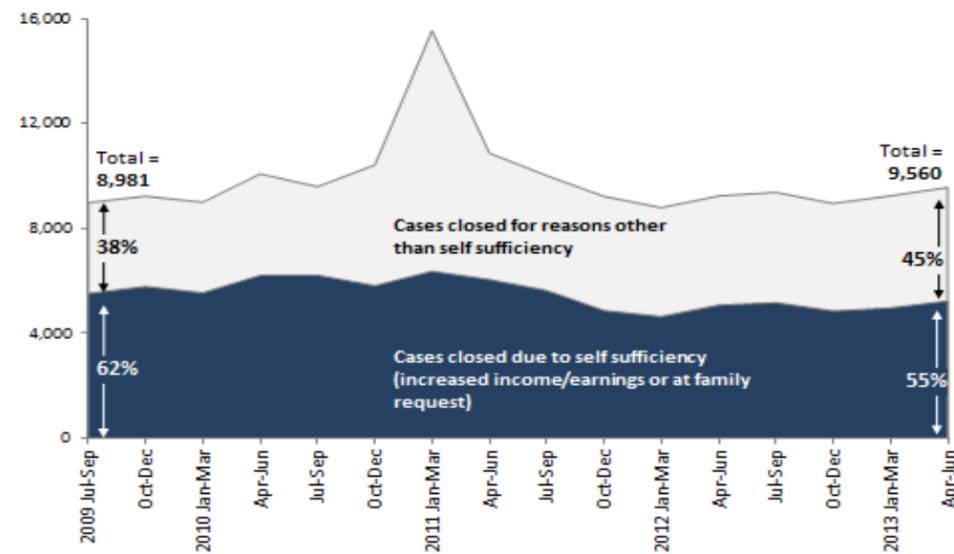
Clarify the Problem

ESA provides help to low-income working families to put them on a pathway to self-sufficiency. Employment is the key to self-sufficiency and to reduce their chances of needing future assistance.

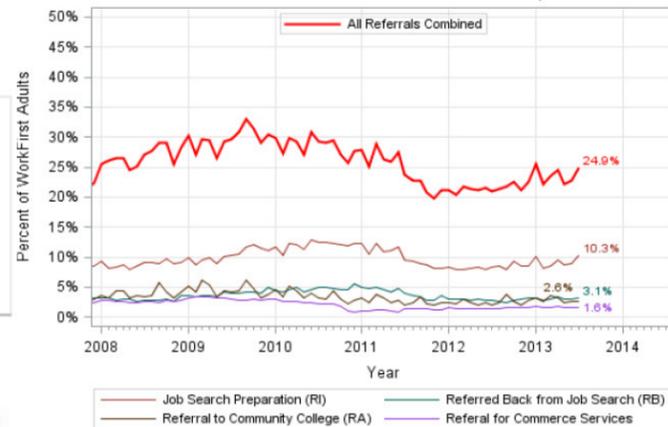
Families that work always have more income than if they only receive public assistance. Currently the number of families that leave TANF due to increased income or at their request is 54%. ESA would like to increase that to 60% by July 2014.

Breakdown the Problem

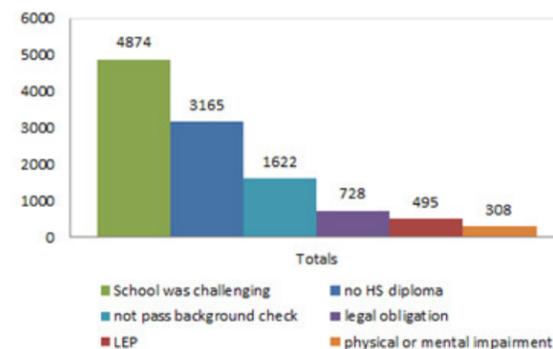
Statewide Average



Percent of WorkFirst Adults in Referral Components



Barriers perceived by Work First Recipients

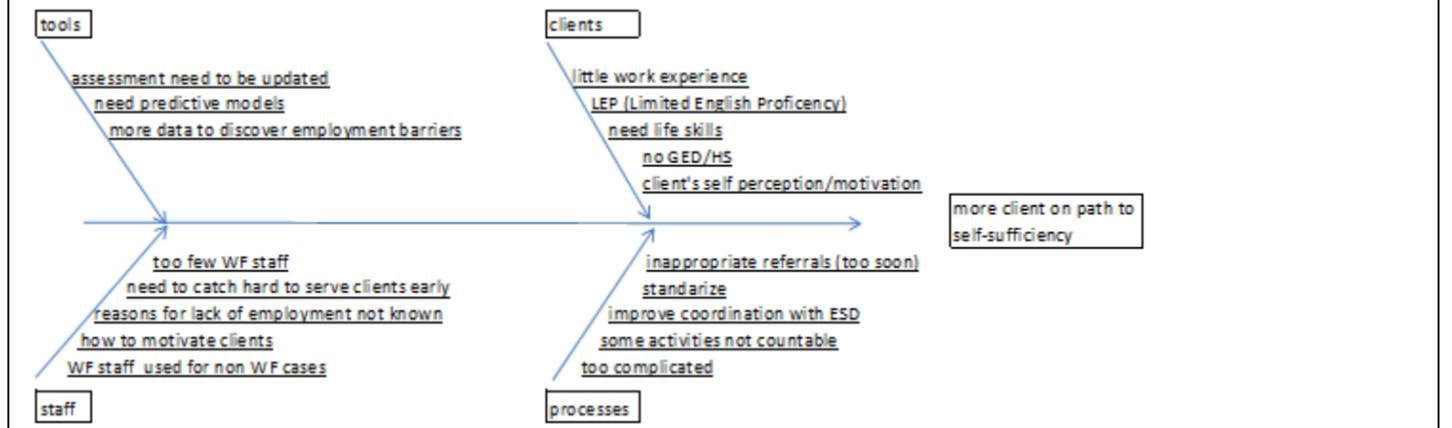


Target Setting

Our goal is to increase the percentage of people who leave TANF due to increased income or at their request increases from 54 percent in January 2013 to 60% by July 2014. This will be measured by the number of TANF cases exiting due to increased income or at their request by the total number of WorkFirst case closures.

Identify Root Cause

Why aren't more clients self-sufficient? Because they do not have employment Why don't they have employment? Because they have a hard time getting work?	Because they don't have the needed employment skills Why don't they have the employment skills? Because they have little to no previous employment experience Why don't they have more previous employment experience? They need better skills, and barriers removed to gain experience
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Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
Motivate clients	Increase client/staff rapport with motivational interviewing	High	Medium	Low	Low
Program coordination	Lean projects to streamline WorkFirst program to improve efficiency and effectiveness of program	High	Medium	Low	High
Client skills & experience	Enhance client's work force skills through engagement in work preparation (education, WEX, barrier removal)	High	High	Low	High
Assessments of clients	Implement the improved assessment	High	Low	Low	High
Unknown family risks	Use data to predict risk and drive decisions	High	High	Low	High
Activities for federal participation rates	Balance activities and engagements that matter with Federal participation rates	Medium	Low	Low	Low
Staffing level	Fill vacancies, have WorkFirst staff focus on case management	High	High	Low	High

Action Plan

ID#	Problem to be solved	Action Item	Lead	Team	Due Date	Status
1	How to motivate clients	Increase client/staff rapport with motivational interviewing	B. Roberts	CSD	6/2014	Pending
2	Improve program coordination	Lean projects to streamline WorkFirst for improved efficiency and effectiveness	L.Kleingartner	WF Lean	7/2014	WIP
5	Unknown family risks	Develop TANF Predictive Risk Intelligence System (PRISM) tool to predict barriers/risk based on data	C. Reyes	CSD	4/2014	WIP
7	WF staff used for non-WF cases	Fill vacancies, have WF staff focus on WF cases	B. Roberts	CSD	6/2014	WIP

Evaluate Results, Standardize, then Repeat