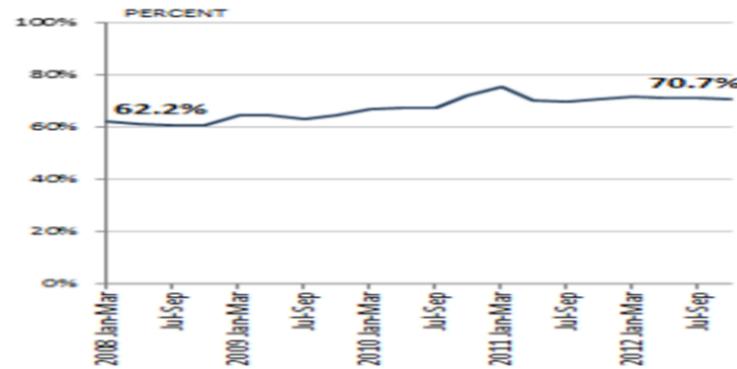


Clarify the Problem:

Not everyone who leaves Temporary Assistance for Needy Families (TANF) stays off TANF.

Break Down the Problem:



- From 2008 to 2012 the percentage of people who leave TANF and remain off TANF for 12 consecutive months has increased from 62.2% to 70.7%.
- Pregnancy to Employment is the highest involved activity at the time of exit.
- Only 14% of WorkFirst (WF) participants utilize childcare.
- The number of returning clients is significantly higher than first time ever entries.
- Total cumulative months on TANF is less than 10 months for 34.5% of all TANF recipients and 24% for participants on TANF less than 20 months consecutively.

	Jan-14		Mar-14	
	Client Count	Percent	Client Count	Percent
Returners	2,846	61.1%	2,113	59.7%
First Time Ever Entries	1,810	38.9%	1,426	40.3%
Total Entries	4,656	100%	3,539	100%

Adult TANF Returners Total Cumulative Months On TANF # of Months	Client Count	Percent
<= 10 Months	730	34.5%
11 - 20 Months	508	24.0%
21 - 30 Months	340	16.1%
31 - 40 Months	225	10.6%
41 - 50 Months	147	7.0%
51 - 60 Months	102	4.8%
61 or More Months	61	2.9%
Total	2,113	100%

TARGET:

The percentage of people who leave TANF and remain off TANF for 12 consecutive months will increase from 71% to 75% by July 2015.

Identify Root Cause:

The workgroup identified multiple problems why clients would return to TANF within a 12 month time frame. Some of the problems identified are part of other Lean initiatives. The group focused on two problems not being addressed in other Lean events:

Problem Statement: Lack of resources or follow up support when transitioning out of WorkFirst

Why? Because the participant's job was short term or temporary. Why? Because it was an opportunity that the participant needed. Why? Because it brought in more money above the TANF income and made them no longer eligible for TANF. Why? Easy win that does not provide long term affordable stability without long-term plan.

Problem statement: Lack of funding for after TANF Emergency Consolidated Emergency Assistance Program (CEAP)

Why? Because it was an opportunity for support that the participant needed, Why? It provides potential support without having to return to TANF, Why? Because it provides for long term stability

Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
1	Focus Case Management so workers look beyond easy win and engage families in meaningful change – identify why it works for some offices and not others Already part of WorkFirst Improvement Plan	High	High	Low	High
2	Remove WorkFirst Program Specialists from statewide Workload Prioritization Team (WPT) missions, so workers are not tasked with statewide batch and can look beyond easy win	Low	High	Low	High
3	Develop marketing of Life Skills – Work group Lean WF #5 working on this.	High	Low	Low	Low
4	Make Life Skills classes available at each partner agency – Work group Lean WF #5 working on this.	Low	High	Low	High
5	Create policy to restart of certification for childcare when a job is identified	Low	High	Low	High
6	Create a post-TANF resource packet for clients	Low	Low	Low	High
7	Create a decision package to increase funding for CEAP – for people who exited with Job – 30 day transition	Low	High	Low	High
8	Create a plan to System-wide address returners in getting in to right activity	Low	Low	Low	High

Action Plan

ID#	Problem to be solved	Action Item	Lead	Due Date	Status
6	Little transition support	Create a post-TANF resource packet for clients	Melanie	August 2014	
7	Little transition support	Create a decision package to increase funding for CEAP	Anna	August 2014	

Evaluate Results Standardize, then Repeat