

## **TANF Family Economic Security Program (FESP)**

**Name of contractor:** Tom Jacobson Executive Director of Rural Dynamics, Inc.  
**Name of TANF related program:** Family Economic Security Program  
**TANF funding for program:** √ Past (RDI is a past contractor of the FES program)

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

RDI's Family Economic Security Program provides case management, job training, financial education and peer support to move TANF eligible families into livable wage jobs. After talking with a navigator about their family situation, income, education desires, and goals, they meet with a financial counselor and complete a financial education class. Clients receive education and job training assistance along with barrier reduction assistance as needed. Clients receive peer support through Prosperity Club, an opportunity for determined people to share ideas, build strengths, pursue goals, and improve the quality of life for each member and their families. Progress toward goals is assessed and clients meet with Navigators on a regular basis.

**Summarize the outcomes and successes of your program.**

There has been very little if any direction from the department regarding outcomes for the FES programs. Despite multiple requests, the Department has not collected the data necessary to determine the effectiveness of the program nor has it set out clear goals for contractors. Contractors have requested opportunities to work with the Department to develop these outcomes and share best practices in the past but the Department has largely ignored these requests. Most recently the Department made substantial changes to their RFP and funding priorities with no input from existing contractors or other data to substantiate these changes. It is questionable whether the new programs will meet any of the broad purposes of the TANF program.

Of the 457 participants, 377 have successfully completed or are currently enrolled in the program. 38 completed a matched savings program, 13 purchased homes, and 326 completed or are currently enrolled in an educational program. Of the 250 for which we have data, the average annual income increase per participant was \$23,545 moving from an average income when entering the program of \$9,759 and ending at \$33,345. The average total direct cost per participant was \$2,546 and the average total cost per participant including salaries and administration \$4,676. For just one year, the ROI averages 504% per participant. 72% gained employment while in the

program and 25% remained employed but increased their income. More data than space allows.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

N/A

**Name of contractor:** Student Assistance Foundation, Helena MT  
**Name of TANF related program:** Family Economic Security – TANF  
Financial Literacy  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

√ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

Montana Money Magic is a Family Economic Security program designed to serve eligible youth (ages 16-19, enrolled in high school). Participants complete 16 hours of financial education and can earn a 3:1 savings match. Earned match must be used for approved educational expenses aligned with the participant's long-term education goal. We plan to serve approximately 1,000 youth by 6/30/15.

**Summarize the outcomes and successes of your program.**

Montana Money Magic is a new program (contract effective late January 2014). Thus far, most of our work has focused on program implementation including: brand development, marketing, content development, staff training, outreach, and participant recruitment. Applications started to arrive in May and instruction is slated to begin in June. Thus far, the program has been promoted at many education conferences (school counselors, financial aid administrators, Indian education, Title 1 schools, MT Financial Education Coalition, Montana College Access Network) and through SAF's connections with high schools and other programs in the six regions we serve.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Slow processing time - notified of award October 2013; contract signed end of January 2014. Lack of consistent rules/guidelines resources to access, so nearly all questions are routed through DPHHS staff. The new FAQ is helpful, but would expect to see administrative rules or other official guidance in place. Contract duration - for students to effectively use their savings and match resources, it would be helpful to have a 2-3 year contract. Youth have different needs and challenges than adults, and there doesn't appear to be much flexibility to meet these needs (at times). DPHHS staff recently attended one of our meetings, and that was very helpful and appreciated.

<p><b>Name of contractor:</b> Career Training Institute, Helena MT <b>Name of TANF related program:</b> Family Economic Security <b>TANF funding for program:</b> Current</p>
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**Which of the four purposes of TANF does your program address (check all that apply):**

End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your TANF program:**

CTI's Family Economic Security Program serves TANF-eligible individuals.

Short Term Training is available to individuals 16 or older and are a member of a household eligible for TANF and meet income eligibility (185% of 2012 FPG). STT is training that does not exceed 90 days in duration. Examples are CNA, phlebotomy, and various online courses.

Paid Work Experience is available to individuals who are TANF eligible, have children under the age of 18 years in the home, and meet income eligibility (200% of 2012 FPG). Work experience positions are in demand occupations.

Other FES services include assessment, case management and support services.

**Summarize the outcomes and successes of your program.**

Since starting at the end of January, 2014, the current average work experience wage at placement is \$11.09 an hour. All placements are in the private sector. Two placements have completed their training and were hired full time at an average wage of \$12.87 an hour.

Five of six participants have recently completed short-term training. One of the five has attained a higher wage.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

There is not a policy manual in place for the FES program but rather Q & A's that are posted on the website.

Lack of uniform eligibility between the Short Term Training (STT) Program) and Work Experience (WEX) Program and we are unclear as to why there is a difference.

It would be helpful to know if program restrictions are based on federal rules or state rules. Is it possible to determine where there is flexibility?

**Name of contractor:** Rural Employment Opportunities (REO)  
**Name of TANF related program:** Family Economic Security (Access Opportunities)  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

REO's Access Opportunities is a job training and placement program that targets TANF eligible individuals. The program provides eligible individuals with the resources to obtain high school credentials, attend short-term trainings, certificate programs or degree programs to increase employability and economic self-sufficiency through employment in high demand jobs or jobs that provide a wage that will support the family unit and bring them out of poverty. In addition to training costs, the grant provides individual case management and placement with participating employers who are recruited specifically by the outreach activities of the Job Developers.

Employment and Training Specialists (E&TS) work in regions across the state to recruit and qualify individuals for the program. These Specialists are trained in case management and are responsible for follow up with each individual to document completion of goals.

In addition, the grant, through a partnership with MCUCD (Montana Credit Unions), provides financial literacy workshops and a match program for those individuals that participate in the financial literacy curriculum. The matched funding may be used toward identified participant goals.

**Summarize the outcomes and successes of your program.**

REO received the contract for this grant in mid-January. Since the grant expanded the regions served, new employees had to be hired and trained. The hiring process is now complete and training will be completed shortly. E&TS already in the field when the grant contract was signed immediately began recruiting and submitting applications for eligibility verification.

New participants are beginning training programs and participating in workshops.

Job Developers are doing extensive outreach statewide to re-connect with employers the program worked with in the past and to recruit new employers for job placements. A database of employers interested in partnering with REO is being developed.

A training manual for E&TS and Job Developers is complete and in use.

An assessment and report of the top 10 employers in each county has been completed and forwarded to staff.

Weekly goal setting for each staff member has been implemented to help ensure that grant goals are met.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

- It is a challenge to maintain the level of timely communication needed for smooth operation of the program. We have now set up monthly meetings to facilitate this communication.
- Sometimes regulations/requirements or the interpretation of regulations by the funding agency change mid-stream which can result in a huge amount of work for the contractor to backtrack and correct the issues this causes.
- The award of grant contracts has been delayed numerous times and actual awards have occurred after the grant start date delaying implementation and significantly affecting expenditures and outcomes.
- It would be good to have more upfront conversations about the distribution of the funds across the state and the model for determining allocations to each area.

## **TANF Adult Basic Education**

<p><b>Name of contractor:</b> Billings Adult Education <b>Name of TANF related program:</b> TANF Adult Basic Education <b>TANF funding for program:</b> Current</p>
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**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

At Billings Adult Education, we provide instruction for basic math, reading, written language, social studies, science, and computer skills to assist clients with completion of the high school equivalence diploma. We also provide services to help students prepare to enter post-secondary training to include passing the COMPASS exam and job search strategies.

**Summarize the outcomes and successes of your program.**

Of the 125+ students we attempted to contact, we were able to contact eight one(81) students at this time. Of those 81 students, forty-nine (49) students were enrolled in classes at Billings Adult Education for the current school year. Thirty-three (33) students took GED Tests. Twenty-three (23) students passed either the GED or HiSET exams, earning their high school equivalence diploma. We were able to expand our hours of operation and the school year to better serve students whose schedules required flexibility.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Some of our students choose not to complete the TANF eligibility form and most students under the age of 18 do not know the total family income and are not able to report it on this form. Although we contacted former students to encourage them to complete their high school equivalence diploma, many of them tested without completing the eligibility form and don't show up in our TANF data. The transition from GED Testing to HiSET testing has impeded our ability to collect data on students who have completed testing as the state database has not merged GED and HiSET scores. Many of our former students have moved, lost, or changed phone service which limits our ability to contact them.

**Name of contractor:** LVA Bitterroot, Hamilton MT  
**Name of TANF related program:** Adult Basic Education  
**TANF funding for program:** Current and Past for 3 years

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

LVA Bitterroot is the contractor name, and we have a contract for TANF ABE Education Support. We use the funds to provide intensive tutoring for TANF eligible participants to help them become more employable. We serve both TANF recipients and those who are eligible for tutoring who choose not to enroll for cash assistance.

**Summarize the outcomes and successes of your program.**

Participants in our TANF ABE Education Support project complete their High School Equivalency diploma (HSE, formerly GED) and enter employment or short-term training to lead to employment. Our adult students served by this project gain levels of skill in Adult Basic Education, complete their HSE diploma, and gain or retain employment. We use funds in June, July, and August to make sure that TANF participants are not delayed in their path to employment, and the rest of the year we use funds to fast-track as many students as possible so that they can get off cash assistance more quickly. Since we are allowed to serve eligible participants who are not currently accepting cash assistance, we are also reducing enrollments for cash assistance.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

It has been difficult to deal with time lines when we apply for a contract for a certain time period and then the funds are delayed due to the lack of a signed contract with the department. For example, we were directed to spend most of our funds in the months of June, July, and August. We met all deadlines and prepared for the project. We had an award notice by July 2, 2013, but we did not have a signed contract until July 22. During those 20 days in between, we were not able to provide services at all. It was very frustrating to have students waiting for services and be unable to assist them. However, we have helped many students with these funds who we could not have served without this project.

## Child Care Resource and Referral

**Name of contractor:** Child Care Partnerships  
**Name of TANF related program:** Child Care  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

√ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives

**Describe your program that fits with TANF:**

The Best Beginnings Scholarship utilizes the WoRC program. The WoRC case managers provide activities for TANF recipients that encourage employment. Child care referrals that we process come from the WoRC program and we manage the child care assistance cases.

**Summarize the outcomes and successes of your program.**

As TANF recipients become employed, they apply for non-TANF child care assistance. That transition places the management of their case solely with our agency where we are able to provide them more direct support. The gaining of employment by these individuals is a success and we provide additional support as they move further away from government assistance. Ultimately, families reach the income limit for our program and continue on without child care assistance. At that point, the family is no longer receiving TANF, SNAP or child care assistance. That is the best outcome.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Communication is the greatest challenge. TANF involves a number of agencies. The Office of Public Assistance, Career Training Institute of Helena (WoRC program), and Child Care Partnerships (CCR&R) all handle cases for TANF recipients and have different reporting requirements that tend to confuse the client. With so many agencies working with one family, communication becomes difficult. Case errors related to this communication problem affects the family and the services they receive.

**Name of contractor:** Child Care Resources - Missoula  
**Name of TANF related program:** Child Care  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

√ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

Child Care payment assistance - Best Beginnings Child Care Scholarships while on TANF and for work hours if they qualify financially. Can cover school - high school for teen parents, no need to work. For Post-Secondary must also meet work hours requirement.

**Summarize the outcomes and successes of your program.**

TANF parents able to pursue TANF activities while young kids are in child care. They are able to enter/remain in the workforce with child care payment assistance. We process payments for over 500 families per month in 3 county. TANF funds have been transferred to child care to provide more scholarships so parents can work. TANF cannot succeed w/out child care payment assistance.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

When TANF recipients are sanctioned we need to close their case. We issue a 10 day closure notice to the parent and the child care provider. Sometimes sanctions are lifted and we are not informed. When that occurs, a great deal of extra work is required to go back and reauthorize a case in a subsequent month. The process is confusing and frustrating for child care providers and the parent. Because of this challenge, we have implemented a plan to notify the WoRC operator of the cases we intend to close monthly. This prompts them to let us know if the sanction has been lifted and thus avoid problems for everyone.

**Name of contractor:** District 7 Human Resources Development Council,  
Billings MT

**Name of TANF related program:** Child Care

**TANF funding for program:**  Current

**Which of the four purposes of TANF does your program address (check all that apply):**

- √ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- √ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

The Child Care Program receives TANF funding to provide the Best Beginning Scholarship to families who need assistance in paying their child care costs which allows them to work and ensure their children are receiving quality care.

**Summarize the outcomes and successes of your program.**

The applications in our agency, and statewide are low this program year. I believe it is in part because of the long and cumbersome application.

We provide outreach in our communities and offer to assist families with completing the application. We plan on developing a marketing campaign to see if we can recruit more families.

The families who receive assistance through this program are very thankful to receive the help. Without it, they would be forced to quit their job. We continually hear from parents what a 'life saver' the program is.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Determining eligibility is very complex; the Policy Manual refers you to several sections, and makes it difficult for new workers to understand, which is a constant training issue. I wonder if it could be more simplified.

## **Work Readiness Component (WoRC)**

**Name of contractor:** District 7 Human Resource Development Council,  
Billings Mt

**Name of TANF related program:** WoRC

**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

The WoRC Program provides individual case management which includes conducting assessments, addressing work barriers, goal setting, career guidance, budgeting, job search assistance, i.e., help with resumes, applications, mock interviews, job leads, etc. We also provide soft skills and life skills classes. We issue supportive services to assist people primarily with transportation and clothing.

**Summarize the outcomes and successes of your program.**

I believe the low participation outcome is due to the fact that WoRC policy is written as if to help middle class clients who find themselves down on their luck, when actually many of our clients come from generational poverty. Our clients experience success in the sense that we are often able to assist with barriers to employment, however, most obtain part-time or minimum wage jobs that get them off of TANF but don't truly move them into self-sufficiency. In the calendar year 2013, 27% of our caseload had a positive outcome of employment or education at some level. Our greatest successes are those that complete their education goals. We also have a number of clients who are hired by their work experience sites during their placement.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

The program is too rigid; it does not allow us to meet people where they are during their time of need. There is not enough flexibility or time to help people meaningfully address their mental health and/or addiction issues. We are not allowed to transport clients. We serve a number of people who do not have their GED but are too old to use education hours as participation hours. The program is too restrictive on supportive services for shelter--we're not allowed to assist with rent. Participation rates are very important to our state, but easily 25% of our caseload is unable to participate fully due to health reasons. Many do not want to be in the WoRC program and view it as "hoop" jumping to get their TANF check.

<p><b>Name of contractor:</b> CAREER TRAINING INSTITUTE, HELENA, MONTANA <b>Name of TANF related program:</b> Work Readiness Component (WoRC) <b>TANF funding for program:</b> Current</p>
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**Which of the four purposes of TANF does your program address (check all that apply):**

End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your TANF program:**

The WoRC Readiness Component (WoRC) program is a transitional participation program for recipients of TANF. The program helps TANF recipients become employed through case management support and community referrals while also providing access to job training and education.

**Summarize the outcomes and successes of your program.**

Since 1996, CTI has successfully operated the WoRC program, as documented by DPHHS program reviews.

Average wage of 1-parent workers = \$9.58 per hour (current year)

Average wage of 2-parent workers = \$7.87 per hour (current year)

CTI satellite office located on the campus of the Helena Housing Authority.

Access to computer and soft skills classes on site & at the satellite office.  
Co-enrollment in additional programs offered on site at CTI; WIA Adult and Youth, Youth Build, Housing Authority program, State Displaced Home-maker program.  
Access to financial assistance through the CTI Helping Hands fund.  
CTI participants have received Soroptimist and Clifford White Cow Scholarships.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Lack of policy updates. Most recent Guideline updates received July 1, 2011.  
Transitioning to the new computer program (CHIMES EA).  
Lack of state-wide training. WEB EX updates have not provided the same level of training as attendance at WoRC program training conferences (last offered 2008)  
Childcare - additional charges to participants that make access to state-paid childcare cost prohibitive.  
Adhering to WoRC program policy and exemplary monitoring reviews may not result in meeting the participation rate. Increased #'s of people w/ disabilities, program non-compliance, and uncountable activities (for example: Parents as Scholars) accounted for 31 - 44% of the monthly case load this program year.

**Name of contractor:** Community Action Partnerships – Kalispell MT  
**Name of TANF related program:** Work Readiness Component (WoRC) – Lincoln County  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

- Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- End the dependence of needy parents on government benefits by promoting job preparations, work and marriage
- Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numeric goals for preventing and reducing the incidences of these pregnancies
- Encourage the formation and maintenance of two-parent families

**Describe your program that fits with TANF: (Lincoln County WoRC)**

The WoRC Program provides intensive case management services for one and two parent families on TANF public assistance. Activities through job readiness training, work experience placements, community referrals, educational activities and classes are designed to address barriers to employment, gain financial self-sufficiency and eventual independence from public assistance. The WoRC Program is housed under Community Action Partnership of Northwest Montana. CAPNM is the largest private human service agency in the four county areas of Flathead, Lincoln, Lake and Sanders counties that provide a large array of services to the low income population. The WoRC program is able to utilize agency, partner and community resources to maximize benefits for our participants.

**Summarize the outcomes and successes of your program.**

Lincoln county has the highest unemployment in the state with a current unemployment rate of 13.4%. The WoRC program in Lincoln County is very successful with networking, establishing and maintaining partnerships in their community. They currently utilize over 40 open WEX sites in Lincoln County. WEX training sites include numerous positions for store clerks, receptionists, clerical, child care assistants, kitchen aides, class room aides, health care, janitorial, maintenance, detailers, laborers, grounds keeping, animal care. WEX training sites include: headlines, Addus Healthcare, Families in Partnership and Achievements...

FYO 2011-12 – Enrolled in 171 participants in WoRC, with 51% engaged in Work Experience/Community Service Placement. 33 participants employed part time or full time with an average wage of \$8.44 per hour.

FYO 2012-13 - Enrolled in 130 participants in WoRC, with 35% engaged in Work Experience/Community Service Placement. 34 participants employed part time or full time with an average wage of \$8.83 per hour.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

There are numerous factors that impact participation rates negatively for the TANF contractor.

- Lincoln county has the highest unemployment rates in the State of Montana
- Many participants with physical/mental health issues are enrolled in the WoRC program for services. When they are approved for limited hours or zero hours per statement from their medical providers, it impacts participation rates negatively.
- There have been many roll over cases or cases that failed to close due to CHIMES EA errors that have negatively impacted participation rates over the past several years.
- When a participant falls out of compliance and a sanction is recommended and imposed, it has a negative effect on participant rates despite intensive case management efforts for engagement.
- The program is limited in providing supportive services for clients who use other person's vehicles to 3 times year. For individuals with limited resources, it can impact their ability to participate.
- The birth of Baby component is approved for single parents but denied for two parents. Affects parent's ability to participate full hours immediately upon birth of newborn.
- Parents as scholars has a negative on participation rate.

Other Challenges - \*Participation limits on education \* Time spent on CHIMES EA errors  
\*Hard to serve participants with criminal history.

**Name of contractor:** Community Action Partnerships, Kalispell MT  
**Name of TANF related program:** Work Readiness Component (WoRC)  
Flathead County  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF: (Flathead County WoRC)**

The WoRC Program provides intensive case management services for one and two parent families on TANF public assistance. Activities through job readiness training, work experience placements, community referrals, educational activities and classes are designed to address barriers to employment, gain financial self-sufficiency and eventual independence from public assistance. The WoRC Program is housed under Community Action Partnership of Northwest Montana. CAPNM is the largest private human service agency in the four county areas of Flathead, Lincoln, Lake and Sanders counties that provide a large array of services to the low income population. The WoRC program is able to utilize agency, partner and community resources to maximize benefits for our participants.

**Summarize the outcomes and successes of your program.**

The WoRC program in Flathead county offers on site Job Search classes. On average 70% of participants attending class complete resumes and an average of 36% enter employment.

The WoRC Program partners with; MSU instructor that provides weekly nutrition classes on site for WoRC participants, FVCC offers on-site Adult Basic Education instruction, Flathead Job Service provides on-site classes for wage and labor market information. CAPNM facilitates Free to Choose Financial Education classes available to our participants. We utilize many other partnerships in the community to benefit and serve our WoRC Participants.

FYO 2011-12 – Enrolled in 552 participants in WoRC, with 59% engaged in Job Search/Job Readiness and Work Experience/Community Service Placement. Percentage of JBS/WEX/CSP entering jobs part time or full time is 50%. Average wage of \$8.17 per hour.

FYO 2012-13 - Enrolled in 526 participants in WoRC, with 62% engaged Job Search/Job Readiness and Work Experience/Community Service Placement. Percentage of JBS/WEX/CSP entering jobs part time or full time is 45%. Average wage of \$8.92 per hour.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

There are numerous factors that impact participation rates negatively for the TANF contractor.

- Many participants with physical/mental health issues are enrolled in the WoRC program for services. When they are approved for limited hours or zero hours per statement from their medical providers, it impacts participation rates negatively.
- There have been many roll over cases or cases that failed to close due to CHIMES EA errors that have negatively impacted participation rates over the past several years.
- When a participant falls out of compliance and a sanction is recommended and imposed, it has a negative effect on participant rates despite intensive case management efforts for engagement.
- The program is limited in providing supportive services for clients who use other person's vehicles to 3 times year. For individuals with limited resources, it can impact their ability to participate.
- The birth of Baby component is approved for single parents but denied for two parents. Affects parent's ability to participate full hours immediately upon birth of newborn.
- Parents as scholars has a negative on participation rate.

Other Challenges - \*Participation limits on education \* Time spent on CHIMES EA errors  
\*Hard to serve participants with criminal history.

**Name of contractor: Missoula Palmer Job Service**  
**Name of TANF related program: WoRC**  
**TANF funding for program: Current and Past for 16 years**

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

Current WoRC Operator, SEP and FESP operator. All of these programs help end the dependence of needy parents on government benefits by promoting work and job preparedness.

**Summarize the outcomes and successes of your program.**

We focus on what the participant can do, not what they cannot do. We treat all participants consistently regardless of abilities. We believe in people enough not to relegate them to a life of poverty. Because we are Job Service, we are in a unique position in the community to match employers with participants in WoRC, SEP and FESP. We have a wealth of knowledge about jobs in the community and can make direct referrals to employers. We work hand in hand with our sister Job Service office through our Job Club by utilizing their expertise to place participants in jobs that will lead to self-sufficiency. Our Work Experience sites hire a significant number of our participants which gives them the experience they need to lift them from poverty.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

he population we work with can be challenging. Since we have been an operator for over 16 years, we have seen an increase in the number of barriers our participants must overcome to gain self-sufficiency. Often, participants get jobs but cannot retain them

so it is important job retention is addressed. CHIMES has negatively affected our participation rate with the number of participants who receive benefits when they should have closed. Another challenge has been in the turn over at DPHHS Central office. Staff with a history in WoRC have left the TANF unit leaving a knowledge void that has resulted in slower communications with WoRC operators.

**Name of contractor:** Great Falls Job Service  
**Name of TANF related program:** WoRC  
**TANF funding for program:** Current and Past for 8 years

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

Great Falls Job Service operates the TANF WoRC program as well as the TANF FES Program. These programs work to end the dependence of needy parents on government benefits.

**Summarize the outcomes and successes of your program.**

The Great Falls Job Service WoRC program conducts a two week orientation for all TANF recipients. This orientation allows Case Managers the opportunity to assess each participants strengths and weaknesses and help participants develop the skills and gain the tools they need to help them do more critical thinking about life decisions. Through orientation participants learn about available community services and how to utilize them reducing their reliance on TANF. Having the FES Program in conjunction with the WoRC Program has helped participants gain and maintain meaningful employment. Many participants have gained permanent employment through their WEX placements. We have developed a large amount of community support through outreach.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

Many of the TANF rules are not conducive to self-sufficiency. For example, it appears that education is not valued nor seen as a way out of poverty. Participants are only allowed 12 months of Vocational Education and limited hours to study for their high school equivalence certificate. There is inconsistency among contractors in implementation of the program causing issues when participants transfer to a different area. It is very difficult to serve the permanently disabled. There is a lack of training opportunities for Case Managers. CHIMES does not allow for communication between WoRC operators and OPA. There are different expectations of new mothers in a 2P family versus new mothers in a 1P family.

**Name of contractor:** Northeast Job Service  
**Name of TANF related program:** WoRC  
**TANF funding for program:** Current and Past for 8.5 years

**Which of the four purposes of TANF does your program address (check all that apply):**

√ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

Current WoRC Operator operator. This program helps to end the dependence of needy parents on government benefits by promoting work and job preparedness.

**Summarize the outcomes and successes of your program.**

We focus on what the participant can do, not what they cannot do. We treat all participants consistently regardless of abilities. We believe in people enough not to relegate them to a life of poverty. Because we are Job Service, we are in a unique position in the community to match employers with participants in WoRC. We have a wealth of knowledge about jobs in the community and can make direct referrals to employers. We work hand in hand with our sister Job Service office by utilizing their expertise to place participants in jobs that will lead to self-sufficiency. Our Work Experience sites hire a significant number of our participants which gives them the experience they need to lift them from poverty.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

The population we work with can be challenging. Since we have been an operator for over 8 years, we have seen an increase in the number of barriers our participants must overcome to gain self-sufficiency. Often, participants get jobs but cannot retain them so it is important job retention is addressed. CHIMES has negatively affected our participation rate with the number of participants who receive benefits when they should have closed. Another challenge has been in the turn over at DPHHS Central office. Staff with a history in WoRC have left the TANF unit leaving a knowledge void that has resulted in slower communications with WoRC operators.

## **Big Brothers Big Sisters**

**Name of contractor:** Big Brothers Big Sisters  
**Name of TANF related program:**  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

√ Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numeric goals for preventing and reducing the incidences of these pregnancies

**Describe your program that fits with TANF:**

Through the TANF funds, BBBS of MT is tasked with meeting TANF goal number three. Big Brothers Big Sisters is not a single-issue prevention program, but rather a best practice, multi-issue prevention program that addresses a wide range of detrimental and risky behavior issues in children and teens, including pregnancy prevention. In accordance with the contract, BBBS programs have made a concerted effort to address early pregnancy prevention with their match support staff, Bigs, Littles, and the families involved with the program. Both mentors and mentees are taught about healthy decision-making.

**Summarize the outcomes and successes of your program.**

From July 1, 2013 through March 30, 2014, TANF funds were put toward program support, which aided in the ability to make 319 new matches. 319 young children matched with an adult mentor is a number the BBBS Executive Directors are proud to report. For a kid matched with a caring adult, one match is a life changing number.

At the end of June, Big Brothers Big Sister of Montana will have data on the children matched.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

As with all new contracts, it was a long and arduous process to develop the parameters of the contract but by late November the contract between DPHHS Human and Community Services Division and Big Brothers Big Sisters of Montana was signed and ready to implement. The contract requirements are clearly outlined and palatable to all parties after numerous phone conversations and a face-to-face meeting.

BBBS asked the division what they could do to help support the contract and the division said they would try to furnish BBBS programs with pregnancy prevention resources to provide to all families participating in the program. That has not yet happened.

## **Montana Out of School Time (MOST)**

**Name of contractor:** Various youth clubs in Montana receiving MOST funding  
**Name of TANF related program:** MOST  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numeric goals for preventing and reducing the incidences of these pregnancies

√ Encourage the formation and maintenance of two-parent families

**Describe your program that fits with TANF:**

Clubs serve over 18,000 Montana children (6-18) per year. Of the 1,733 members attending day; 56% receive Free & Reduced lunch and 40% live in single parent homes. We provide kids academic support, proven prevention programs and a focus on GREAT FUTURES as productive, caring, responsible community members. Our low cost means parents have more resources for their families.

**Summarize the outcomes and successes of your program.**

Through our 2013 Youth Outcome Survey, Club members confirmed the youth we serve are developing skills and habits that will serve them for a lifetime.

- 75% of Club 9th graders are on track to graduate on time;
- 95% of teen members expect to graduate high school on time;
- 87% of teens expect to complete some type of post high-school education
- 88% of Club members participate in some type physical activity each week
- 86% of 9th graders did not use alcohol, 93% avoided marijuana use, 91% abstained from illicit prescription drug use, and 93% avoided cigarette use;
- 80% of Club Teens attending 2+ days/week abstained from sexual activity; and
- 85% believe they can make a difference and 50% volunteer at least once/month.

**Describe the challenges of being a TANF contractor (past or current contractors only).**

1. Limited funding for the MOST Grants and that funding being spread across many relatively small grants opportunities.
  - While the \$5,000 grants are nice supplemental funds they do not provide a substantial opportunity for significant help to the thousands of TANF eligible Club members and their families who need the assistance.
  
2. Boys & Girls Clubs serve kids in the most disadvantaged neighborhoods in Montana and the vast majority of the programs and services fit squarely into TANF objectives. However, there is no ready mechanism for meaningful TANF support.

## TANF Second Chance Homes

**Name of contractor:** District 7 Human Resources Development Council,  
Billings MT

**Name of TANF related program:** TANF Second Chance Homes

**TANF funding for program:** Current

### Which of the four purposes of TANF does your program address (check all that apply):

- √ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage
- √ Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numeric goals for preventing and reducing the incidences of these pregnancies

### Describe your program that fits with TANF:

We receive TANF funding for our Maternity Group Home - Harmony House. The purpose of the program is to provide pregnant or parenting mothers and their babies an environment that is safe and supportive, providing access to child care, education, job training, counseling, parenting, and life skills.

### Summarize the outcomes and successes of your program.

We have had a mom who was pregnant with twins, lost one of her babies to SIDS, and then had DFS remove her other baby from her. She complied with DFS requirements and was able to get her daughter back. She attended college and completed her 4 year degree in Human Services, and was able to obtain full time employment at a Domestic Violence program, helping moms who are experiencing many of the same issues she dealt with.

Recently we had an 18 year old complete her classes (it was a struggle for her, but she did it!) and receive her High School Diploma.

### Describe the challenges of being a TANF contractor (past or current contractors only).

The challenges I believe are the ages of the youth 18-21. They are "kids" themselves and have had a lot of 'life experiences'. Therefore, they tend to be impressionable and leave before they have completed their goals. Most of our successes involve the older mothers. I feel that increasing the age group would help moms stay engaged and complete the goals they have set for themselves and would be more 'bought in' to seeing them through.

# Child and Family Services Division

**Name of contractor:** Child and Family Services Division  
**Name of TANF related program:** Child Protective Services  
**TANF funding for program:** Current

**Which of the four purposes of TANF does your program address (check all that apply):**

Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives

**Describe your program that fits with TANF:**

The Child and Family Services Division uses TANF funds to meet its statutory obligations to keep children safe from child abuse and neglect.

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**Summarize the outcomes and successes of your program.**

The outcomes and successes of the program relate to state and federally required child protective services provided by the Division that relate to the safety, permanency, and well-being of children who have been or are at substantial risk of abuse and/or neglect. Without the TANF funds received by CFSD, the Division would struggle even more than it currently does to meet the growing referral numbers and case loads of children and families. These funds are essential for CFSD to provide statutorily mandated services statewide.

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**Describe the challenges of being a TANF contractor (past or current contractors only).**

N/A

## Interested Parties

**Name of contractor:** The Center for Children and Families, Billings MT

**Name of TANF related program:** N/A

**TANF funding for program:** Never been a contractor

### Which of the four purposes of TANF does your program address (check all that apply):

- √ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- √ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage
- √ Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numeric goals for preventing and reducing the incidences of these pregnancies
- √ Encourage the formation and maintenance of two-parent families

### Describe your program that fits with TANF:

Family Housing Matters (Full Family Foster Care) - Family stabilization and reunification. MT CFS involved mothers and their children, affected by substance abuse, at risk of having or already have children placed in out-of-home care but reunification, strengthening is the goal. Reunified or at birth, preserved by living in our 24hr staff supervised, supportive, transitional housing facility for 8 families. Avg stay 3-6 months to achieve independence & child well-being goals. The program provides: housing, case management, parenting mentoring/classes, basic needs assistance, household setup assistance, transportation assistance, father/extended family visits, connect to education, employment, child care, mental health, substance abuse trmt.

### Summarize the outcomes and successes of your program.

Since 2008: nearly 200 children served, 80 families; prevented 25 children from EVER entering foster care, most cases have involved "reunification" after removal but our numbers are increasing in preservation of families every year. 21,838 days of foster care saved for children by reunifying with mom. Reduced length of stay in foster care. Reduced by 24% (statistically significant) any return (recidivism) to CFS vs. comparison group. Homelessness prevented or ended for families. Attained job skills, employment, housing, marriage (from single-motherhood), etc. Measured increases: children's adaptive functioning, parental supports reported, parental empathy for child, and more. Decrease in children's externalizing behaviors, and more. (Eval)

### Describe the challenges of being a TANF contractor (past or current contractors only).

N/A we've never been a contractor of TANF

**Name of contractor:** Montana Continuum of Care Coalition  
**Name of TANF related program:** N/A  
**TANF funding for program:** Never been a contractor

**Which of the four purposes of TANF does your program address (check all that apply):**

- √ Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- √ End the dependence of needy parents on government benefits by promoting job preparations, work and marriage

**Describe your program that fits with TANF:**

TANF-ACF-Information Memo-2013-01, issued February 20, 2013 by the Administration of Children and Families, ***"discusses the importance of addressing family homelessness with allowable uses of TANF funds,"*** and ***"encourages TANF jurisdictions to consider the implementation of interventions that connect homeless families to permanent housing with coordinated services to help families improve their lives and avoid future homelessness."***

The MT Continuum of Care Coalition is requesting that TANF funds be used for Rapid Rehousing of homeless families. Rapid Rehousing typically is short term, 3-4 month rental assistance and has proven to be the most cost-effective and successful means to stabilizing homeless families.

Need: According to HUD's current multi-city study, about 41% of homeless families receive TANF cash assistance. In Montana, however, only 17% of homeless families receive TANF, according to the 2014 Point-in-Time Homeless Survey. The PIT survey also indicated:

- 186 homeless family households contained 357 children.
- About ¼ were sleeping outside, ¼ in shelters and ½ in transitional housing.
- 1/3 of homeless families indicated a disabling condition.
- Number of times homeless: 42%-twice; 31%-3 times, 9%-4 or more times
- ½ have been homeless for more than 6 months

TANF Rapid Rehousing funds can be leveraged with the Emergency Solutions Grant (ESG), also administered by DPHHS, to provide supportive services and case management.

**Summarize the outcomes and successes of your program.**

As an example only, using a 2-bedroom fair market rent of \$714 averaged for Montana's 5 largest cities, \$143,000 could provide approximately **fifty families** with 4-months of immediate rental assistance. Combined with ESG case management and supportive services, families can be referred and enrolled in other mainstream programs, such as SNAPs, SCHIP, employment and training, SSI and any other program for which they are eligible.

Client data would be entered into the Homeless Management Information System (HMIS) which provides for extensive performance tracking and outcomes evaluation.