The Department of Public Social Services (DPSS) partnered with Healthy Relationships California (HRC) to conduct a study aimed at increasing customers’ communication and relationship skill-building.

Lack of ‘soft-skills’ for TANF customers is often cited as a barrier to employment.

Relationship and Marriage Education (RME) includes many of the skills necessary for success in work-related contexts; such as

- Communication
- Problem-solving
- Handling conflict
- Coping with stress
Logic Model

**Inputs**
- 3 Offices
- 40 Staff
- Staff Training
- Vendor-Booklets

**Program Activities**
- Pre-Survey
- 16-hour Course

**Outputs**
- Customers Served
- Completion Rates
- No Show Rates

**Outcomes**
- Comm. Skills
- Relationship Satisfaction
- Work-related Self-Efficacy

**Short-Term Outcomes**
- Participation
- Exit Aid
- Employment
Design

• Wait-List Control Design
  - Every customer should receive intervention
  - Advantage over pre-post-only
Design

Assess for Eligibility

Recruitment Period

Survey #1

Randomize to Course Time-Slot

Course #1

Begins Course

Customer participates in course

Survey #2

Customer completes Survey #2

Course #2

Wait-List

Customer waits for class to start

Begins Course

Customer completes Survey #2 at beginning of course
Design

• Wait-List Control Design
  - Every customer should receive intervention
  - Advantage over pre-post-only

• Random assignment at the worker level
  - Staff were provided a tool for random assignment
  - Training for workers

• Required a secondary analysis
  - matched-pair approach for follow-up outcomes