

Fostering Collaboration with TANF Leavers' Survey Results

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Purpose

Explore how a state-level TANF Survey can increase collaboration with other State and County programs

Agenda

- **Colorado Works Leavers Survey**
- **The Survey as a Framework for Collaboration**
 - Stakeholder Engagement
- **Child Support Integration and Other Survey Revisions**
 - Motivating Factors and Approach
- **Survey Methodology**
- **Key Findings**
- **What's Next**



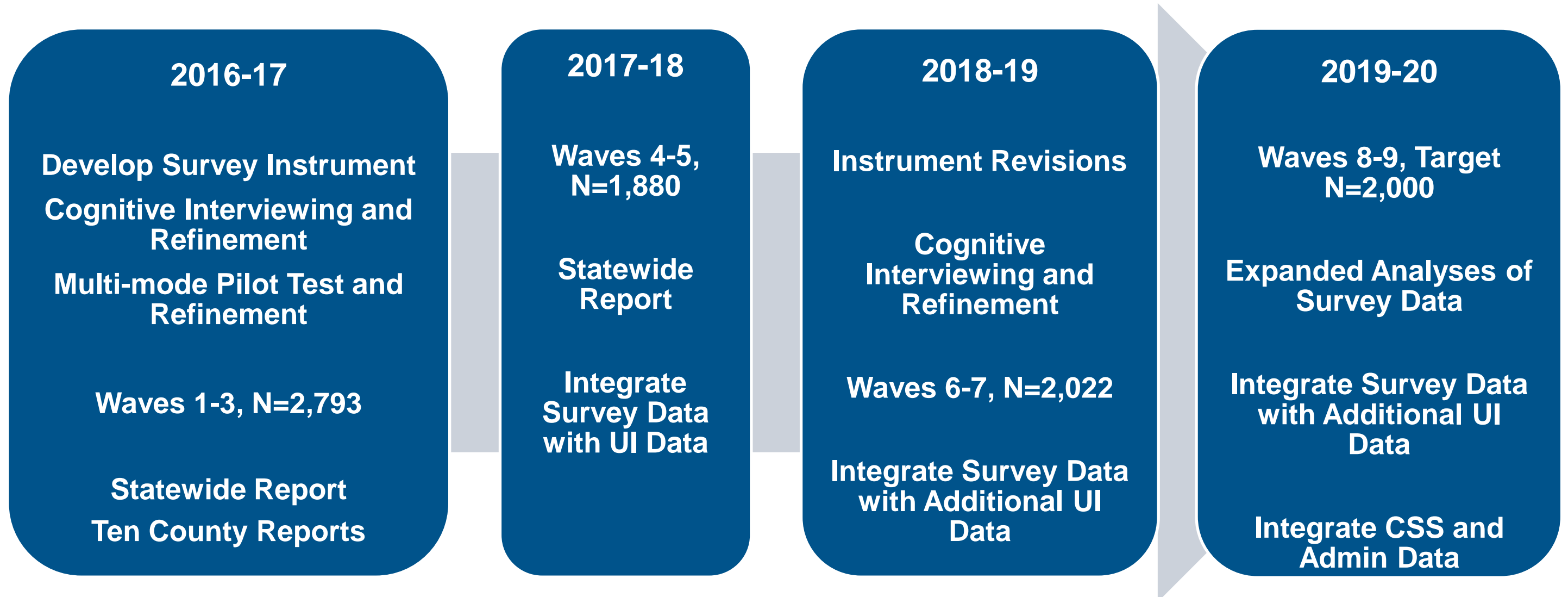
Colorado Works Leavers Survey

Survey Overview

- **Multi-year survey to better understand former Colorado Works participants' experiences**
- **Analyses inform program evaluation, policy change, and policy development**
- **Focus areas include:**
 - Reasons for leaving Colorado Works
 - Experiences and satisfaction with Colorado Works
 - Perceived goal(s) of Colorado Works
 - How participating in Colorado Works contributed to family's self-sufficiency goals
 - Current employment status and wage rate

*Survey includes TANF Leavers from ALL household types -
child only, one parent and two parent*

Where Are We in the Survey?



Survey Sections

- **Programs and services used and levels of satisfaction**
- **Experience with Colorado Works staff, caseworker or coach**
- **Children**
 - Meeting child needs, child care, and child support
- **Roadmap or Individual Responsibility Contract**
- **Education**
- **Employment**
 - Current situation and if relevant, barriers to finding employment and changes to employment status
- **Jobs**
 - Number of jobs, wages, hours, schedule stability



Survey as a Framework for Collaboration

Stakeholder Engagement

An Ethic of Collaboration

- **Ongoing outreach and feedback from county Caseworkers and Administrators**
 - Caseworker insights from 2016 Professional Development Academy informed best outreach path to survey respondents
 - Outreach prior to fielding survey
 - Interactive workshops to support counties in using data
 - Administrator engagement
- **Unemployment Insurance (UI) integration**

Collaborating with Counties

- **Developed county-specific reports for ten largest counties**
- **Interactive workshops explored opportunities to reduce barriers (typically housing, child care, transportation)**
- **Ideas included:**
 - Leveraging survey data
 - Especially with regional leadership (county, corporate, workforce development, etc.) to be engaged in solutions and barrier removal
 - Strengthen connection to business community/Workforce Centers
 - Connect with Regional Transportation District and Housing Authority
 - Enhancing program messaging

Collaborating with Counties – cont.

- **Inform strategic planning**
- **Share information/ideas with grant writers (data to drive funding and programmatic requests)**
- **Inform and guide caseworker (and other) training and support**
 - Respond to needs of overwhelmed staff (educate on strong customer service results in survey and more focused areas for growth)
 - Trauma-informed self-care classes to manage stress & reduce burnout
- **Explore in-home Child Care Licensing with the Division of Early Childhood**
- **On state level – engage with Colorado Department of Labor & Employment (CDLE)**



Child Support Integration and Other Revisions

Motivating Factors and Approach

Child Support Integration

- **Needed to measure awareness and effect of 2017 Colorado policy change to full pass through**
- **Collaborative revisions with questions for the three groups of former Colorado Works recipients affected by the change:**
 - 1) Have a child support order established and have received payments from the NCP*
 - 2) Have a child support order established and have not received payments from the NCP, and
 - 3) Could, but have not, established a child support order.

*NCP = Non-custodial Parent

Child Support Questions

- **All – Were you aware of the Child Support change**

- **Order established, receipt of payment(s)**
 - Aware received/still receiving payments separate from TANF
 - If no Child Support while on Colorado Works, would have cut down on: food, housing, clothing, transportation, utilities, health care, education, child care, entertainment, other
 - Improved relationship between child and NCP
 - Since started receiving Child Support, has child's parent stopped giving a)
other financial support b) other non-financial support

Child Support Questions

- **Order established, no receipt**
 - Before taking survey, aware Child Support would have been paid to you directly
 - [if yes] Knowing Child Support would be paid directly to me, encourages me to communicate with my child's parent about Child Support

- **No order established**
 - Before taking survey, aware Child Support would have been paid to you directly
 - [If yes] Knowing Child Support would be paid directly to me encourages me to engage with Child Support Services in establishing an order.

Child Support Focus Groups

- **Focus groups with CPs and NCPs**
 - Awareness of policy change
 - Impressions of CSS
 - Support desired from CSS
 - Impact of the policy change

- **Additional analyses to explore factors that influence NCP payment behavior**

Other Survey Revisions

- **Greater focus on children**
 - Better capture impact of Colorado Works on children
 - Expanded childcare section to determine what assistance was needed and if the respondent was able to receive it
- **More Nuanced Look at Services for Adults**
 - Receipt of cash and/or supportive services
 - Received assistance (cash or items such as clothes or tools) for their job
 - Received or a bonus cash incentive for obtaining a job or working more hours
 - If used a service, helpfulness of assistance
 - If did not use a service, whether it was offered
- **If not with help from Colorado Works, how respondent obtained their job**



Survey Methodology

Methodological Highlights

- **Cognitive interviewing to refine changes in survey**
- **English and Spanish**
- **Mobile-optimized**
- **Recruitment**
 - Email invitation, mail push-to-web, text invitation, text reminder(s)
- **Average 15-minute completion**

Child only averages 12 minutes since respondents do not answer employment-related questions



Methodological Highlights – cont.

- **\$20 incentive**
- **Strong preference for smartphone**
 - 86% of child only
 - 90% of one parent
 - 86% of two parent
- **Helpdesk**
 - Toll free number and email
 - Bilingual



Key Findings

What were their Needs

- **What did you hope Colorado Works would do for you and/or your family? What needs did you hope Colorado Works would meet?**
 - Financial assistance
 - Employment or increased hours or job opportunities
 - Child care or child assistance
 - Increased independence
 - Housing

Helpfulness of Services

- **Colorado Works was very helpful or helpful in assisting with job search, preparing for a job, and exploring or planning for careers they were interested in (74-78%)**
- **Respondents that used specific services offered by Colorado Works rated the following as very helpful or helpful:**
 - 89% - obtaining assistance related to college or trade classes
 - 89% - referrals to other services
 - 87% - high school or equivalent completion
 - 87% - finding transportation,
 - 79% - accessing housing benefits or assistance

Children and Stability

Response	Strongly Agree	Agree	Disagree	Strongly Disagree
The services I received while in Colorado Works helped my children.	961 (48%)	852 (42%)	154 (8%)	53 (3%)
The services I received while in Colorado Works added stability to my life.	749 (37%)	927 (46%)	262 (13%)	78 (4%)
The time and effort that I put into the program was worth it.	680 (34%)	989 (49%)	264 (13%)	84 (4%)

Childcare Needs

Childcare Assistance in Colorado Works	Needed	Received
Cash assistance for childcare	538 (70%)	291 (55%)
Help finding a childcare provider	436 (57%)	253 (59%)

Child Support Pass Through Impact

Improved Relationship Between Child and the Parent Paying Child Support

Agreement	Frequency (Percent)
Strongly Agree	51 (12%)
Agree	116 (27%)
Disagree	117 (28%)
Strongly Disagree	139 (33%)
Total	423 (100%)

Employment and Income

- **21% working for pay when they started participating in CO Works**
- **50% working for pay when they left**

Income at Time of Survey is...	Child Only	One Parent	Two Parent
Higher	17%	29%	34%
About the same	56%	40%	38%
Lower	27%	32%	28%

Barrier to Employment	Big Problem	Medium Problem	Small Problem	Not a Problem
Transportation issues	32%	16%	14%	39%
Childcare Issues	29%	13%	15%	43%
Unstable housing	22%	12%	12%	55%
Mental health problems	19%	15%	12%	54%
Need or want to remain home with my children	14%	17%	22%	47%
Physical health problems	12%	11%	15%	62%
Criminal background	9%	8%	11%	73%
Lack work experience	7%	10%	15%	68%



What's Next

Questions?

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