



2 Generational Pilot

NC Division of Social Services
July 11, 2016



What we do ... The Core Purpose of DSS

The Division of Social Services oversees services that address issues of poverty, family violence and exploitation. We aim to prevent abuse, neglect and exploitation of vulnerable citizens, and promote self-reliance and self-sufficiency for individuals and families.



Promote **well-being** for Children



Provide **protection and safety** for children who are at-risk of and/or who have been abused or neglected



Provide **income assistance** and/or **employment supports** to most vulnerable citizens

How we do it ...

State Supervised-County Administered

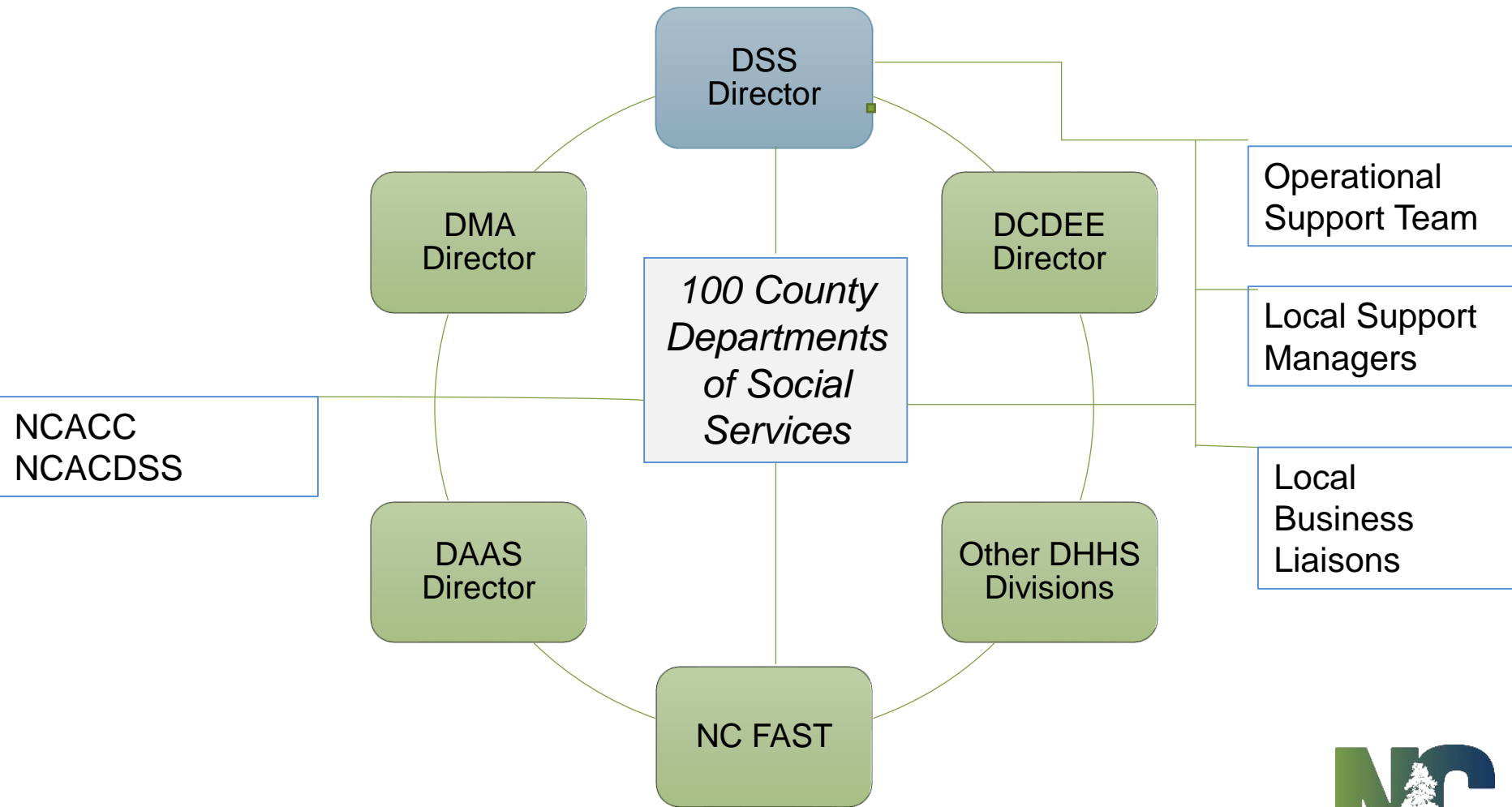
State

- Monitoring Program Administration
- Policy Development
- Training & Technical Assistance
- Paying Benefits
- Funding Part of Cost

County

- County Agencies & Employees
- Administering Programs & Services
- Funding Part of Cost

Team of Teams Approach to State Supervision of County Departments of Social Services



A strength of NC's
county-administered system:

100 Innovation Laboratories



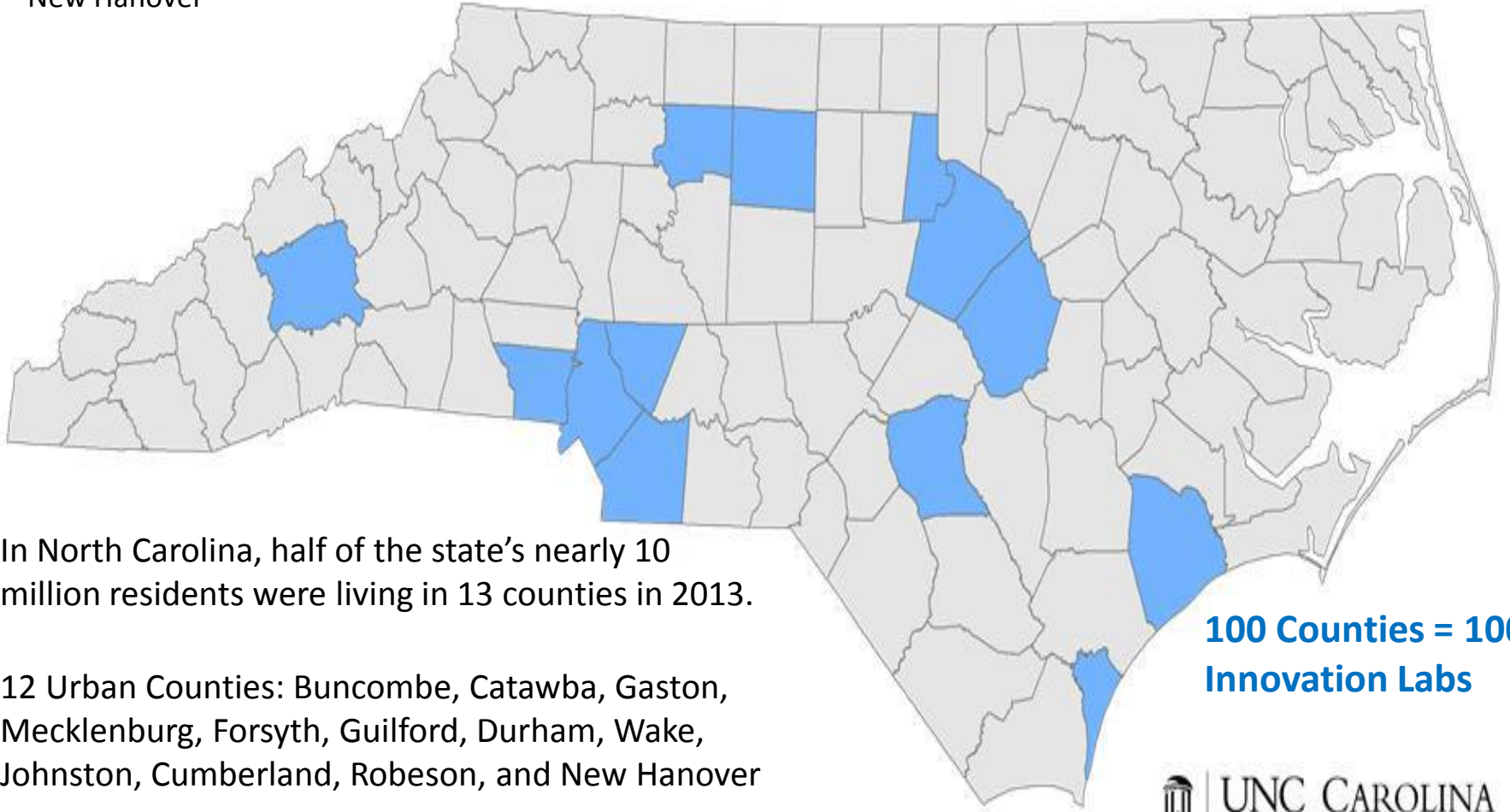
**Investment @
the local level**

County Models: **Emerging**

73	Traditional DSS Model (3 or 5 member DSS Board). Appointed by Board of County Commissioners / Social Services Commission. Agency Director hired by DSS Board.
6	Option I: BOCC assumes powers and duties of local DSS boards. BOCC hires Agency Director. (Columbus, McDowell, Stokes, Surry, Watauga, and Wilkes)
10	Option II: BOCC creates a consolidated human services agency (CHSA) and appoints a CHS board. County Manager hires Agency Director with advice and consent of CHS board (Buncombe, Cabarrus, Carteret, Dare, Edgecombe, Gaston, Haywood, Nash, Rockingham, Union and Wake)
11	Option III: BOCC creates a CHSA and directly assumes the powers and duties of the CHS board. County Manager hires Agency Director with advice and consent of BOCC. (Bladen, Brunswick, Cabarrus, Guilford, Mecklenburg, Montgomery, Onslow, Pender, Richmond, Swain, Yadkin)

13 Counties with Half of NC Population, 2013

Buncombe, Gaston, Mecklenburg, Cabarrus, Union, Forsyth, Guilford, Durham, Wake, Johnston, Cumberland, Onslow, New Hanover



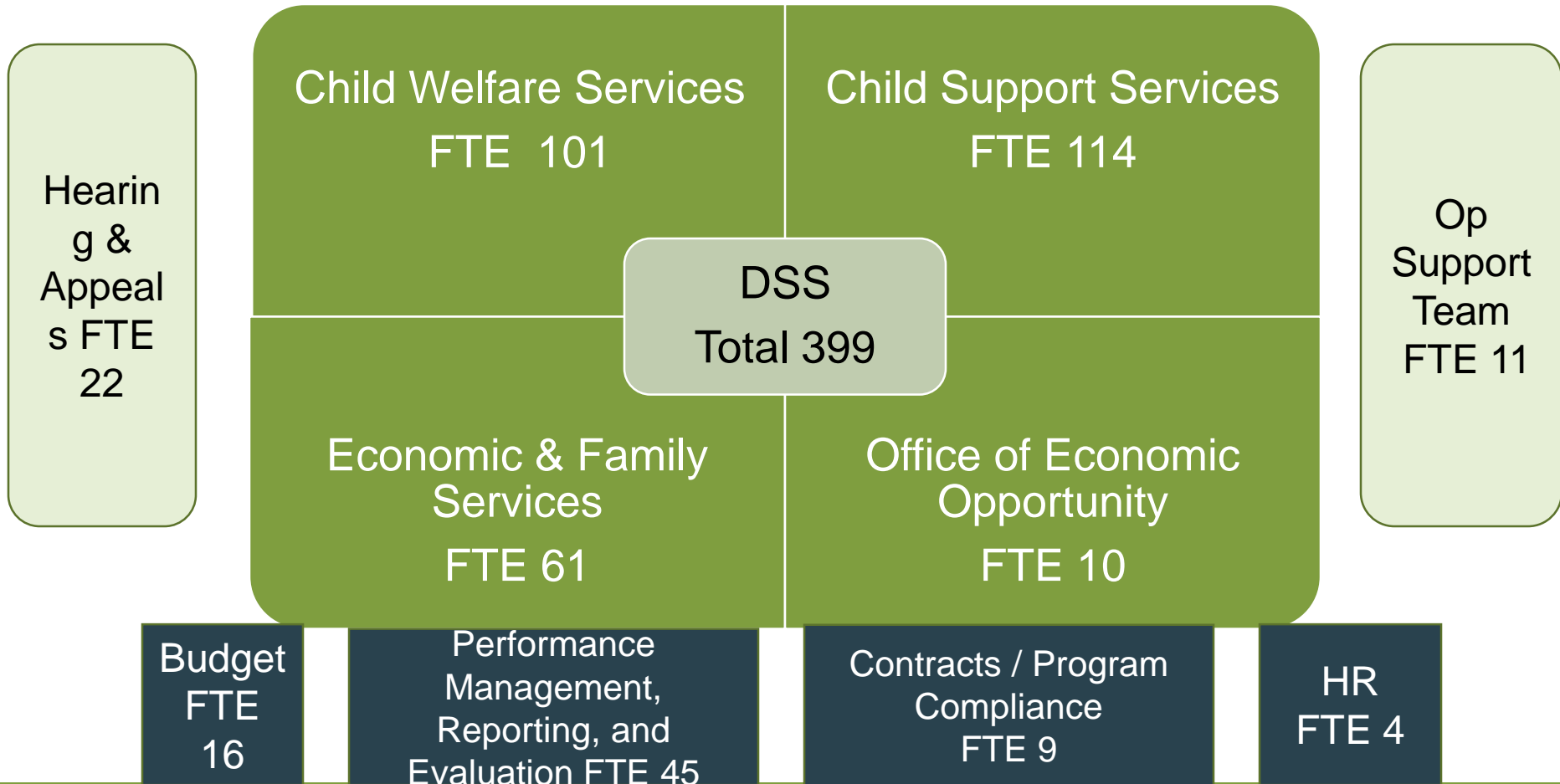
In North Carolina, half of the state's nearly 10 million residents were living in 13 counties in 2013.

12 Urban Counties: Buncombe, Catawba, Gaston, Mecklenburg, Forsyth, Guilford, Durham, Wake, Johnston, Cumberland, Robeson, and New Hanover

**100 Counties = 100
Innovation Labs**

Source: U.S. Census Bureau Population Estimates

How State DSS is organized...



“Doing more with less” DSS FTE 767 in 2008 vs. DSS FTE 399 in 2015

Work First - Economic & Family Services Section

- NC's Temporary Assistance for Needy Families (TANF) program, called **Work First**
- Most WF families with work requirements have **24 months** to move off Work First Family Assistance
- On average 22,137 households received ongoing Work First Cash Assistance per month (*of which 62% are considered "Child Only" cases*).
- On average, 3,789 monthly applications received for Work First Cash Assistance in SFY14-15. Recent applications trends for Oct – Dec 2015 (FFY) show a declining average of 2,907 applications for WF Cash Assistance
- Work First in NC has historically emphasized **3** strategies:
 - 1. Diversion** (*one-time payment equivalent to up to three months worth of cash Work First benefits, based on a needs assessment*)
 - 2. Employment**
 - 3. Retention** (*Helping families stay off public assistance via employment/ saving*).

TANF Academy

Re-defining our Vision

Based on evidenced-based practices, North Carolina seeks to improve the **Work First** service delivery system by strategically adopting proactive, **multi-generational approaches** that simultaneously focus on **goal achievement, parental employment, and youth development.**

Core to this effort will be strengthening state and local workforce development partnerships in order to improve life skills, economic security and well-being of low-income families.

NC Work First Summit – June 13-15, 2016

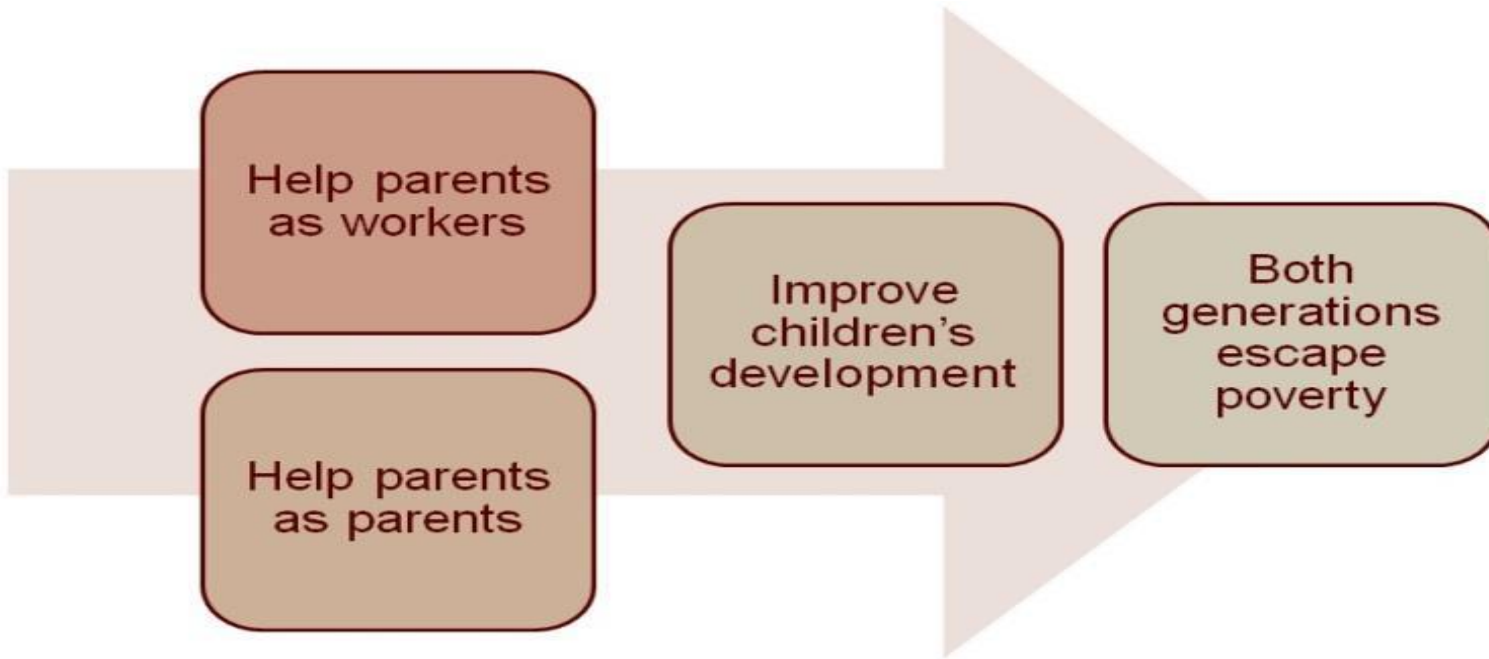
204 participants attended the Summit - Information shared from the federal Systems to Family Stability National Policy Academy (*referred to as the TANF Academy*).

Highlighted presentation workshops included: **Family-Centered Services & Case Management; 2Gen for Tennessee; CalWORKs Program** and **Work Based Learning**.

Summit Take Away:

- ✓ Primary training request: NC FAST functionality and related “Q &A” - Increase hands-on training and over-the-shoulder support related to the NC FAST system
- ✓ Increase engagement opportunities / staff training with counties:
 - Work First policy / Activities impacting Work First participation rates
 - WIOA implementation
- ✓ Specific interest in case management and related assessment tools, streamlining referral processes, two-generational approaches, identification of career pathways and work-based learning options

Two Generational Approach (*evidenced-based practice*)



According to research:

Access to these **3** programs = long-lasting improvements for families:

- Better employment outcomes
- Better health & development for children.



Child Care



Food & Nutrition Services



Medical Care

Groundwork

Work First Program and NC Head Start Collaboration – 2 Pilot Counties (*Wake and Craven*)

Project Goals:

- Increase cross-agency referrals
- Conduct joint staff training
- Streamline / align family goal-setting plans: Mutual Responsibility Agreement (Work First) and Family Partnership Agreement (Head Start)

Project Outcomes:

- 50% increase in referral / Work First enrollment for Craven County pilot
- TANF families with 2Gen goals: “Obtaining viable employment and accessing high quality child care”
- Craven County pilot: 20 children of TANF participants placed in Head Start/ Early Head start slots via referral from Work First
- Programs implemented an improved system of communication and service collaboration for TANF and NC Head Start families
- WF & HS programs convened and benefited from 16 joint trainings
- During the pilot project duration, Wake County made 71 total referrals to HS and as of Nov 2015 are still serving 10 families dually
- Craven County had a total of 72 referrals from HS during the pilot project. span. As of March - they are serving 6 families dually as of November 2015

Work Support Strategies (2011 -2015)

- ❖ No wrong door to accessing benefits
- ❖ State / Counties - operational improvements and maximize the use of technology
- ❖ Customer service, efficiency, and data will drive the development of service delivery
- ❖ Counties maintain flexibility in service delivery. Performance outcomes and positive customer experience = ultimate measure of success
- ❖ Service delivery design: Support working families and their ability to maintain employment

**NC FAST – Universal Case Mgt.
involving multiple programs**

Work First and Two Generational Strategies ...

Everything is connected



Supporting Parental Employment and Child Well-Being

Basic Assistance *(Work First cash assistance)*

- ✓ Energy Assistance
- ✓ Child Support Enforcement

Work Support Strategies

Improve families' well being by increasing enrollment in the full package of work supports

- ✓ Child Care
- ✓ Medicaid
- ✓ SNAP / Food & Nutrition Services *(including FNS Nutritional Education)*

Work Related Activities

- ✓ WIOA *(both adult and youth services)*
- ✓ Career Pathways
- ✓ Work-based Learning (Pre-apprenticeship)
- ✓ Overlap with FNS Employment & Training

Explore Comprehensive Shared Assessment *(WIOA, Work First, FNS E& T and Vocational Rehabilitation)*

The newly enacted **Opportunity Act** is re-orienting its workforce programs:

- ✓ Requires stronger collaboration among agencies
- ✓ Renewed focus on serving **adults with significant employment barriers** and disconnected youth
- ✓ Emphasizing customized workforce training, career pathways, and job-driven education programs - focus shift from jobs (a job, any job) to **careers**

Title I

Youth

Adult

Dislocated
Worker

Title II

Adult
Education &
Literacy

Title III

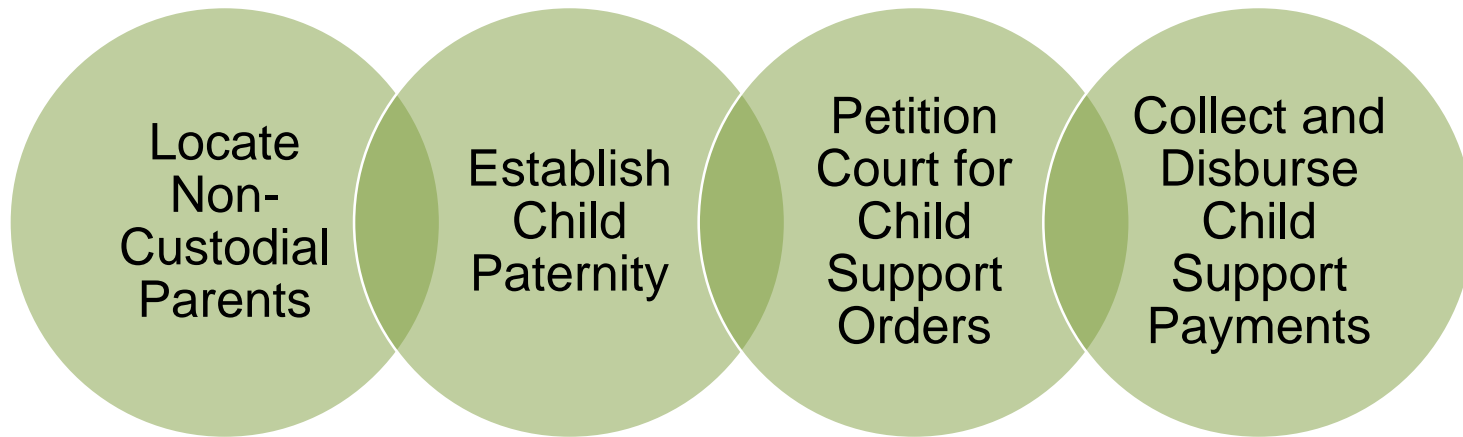
Employment
Services
(Wagner -
Peyser Act)

Title IV

Vocational
Rehab
Services

Additional 2GEN Approaches → Child Support Services

Child Support is responsible for assuring that custodial parents receive the collection of financial and medical support from non-custodial parents.



- ❖ 412,033 Active IV-D Cases – Impacts both parents and child(ren)
- ❖ Established **30,611** orders for child support and established paternity for **23,132** children
- ❖ **\$707 Million** in Support Payments for children in SFY2015
- ❖ Net allocated collections increased \$6.8 million from SFY13-14 to SFY 14-15

What drives the **DSS** service delivery system?

Customer Service / Outcomes

Data Drives Decisions

Evidence-based Practice

Streamline Policies / Procedures

Technology Efficiency

**Communication - Monthly Webinars with
100 County Departments of Social Services**

