



NETLWDB STRATEGIC PLAN – NEW ELEMENT

Public Assistance Recipient to Self-Sufficiency.

The Northeast Tennessee Local Workforce Development Board (NETLWDB) chosen the Public Assistance Recipient to Self-Sufficiency element as its focus area. NETLWDB, through its partnership with the Supplemental Nutritional Assistance Program Employment and Training (SNAP E&T) program and the Temporary Assistance to Needy Families (TANF) program, collaborates through co-location in the American Job Centers. This collaboration is integral to the intake, initial assessment, referral, in-depth assessment and co-enrollment strategies utilized by AJC staff. The One Stop Operator (OSO) is responsible for ensuring that SNAP, SNAP E&T and TANF participants have access to all services and for coordinating community services and resources. As a result of improved communication, orientation, referral and follow up strategies, co-enrollments of public assistance recipients into Title I has increased by 300% since restructuring of internal processes. Service levels planned going forward will align with the FY SNAP E&T Plan which specifies metrics for intake, co-enrollment, voluntary ABAWD strategies, job search/placement and retention, career/technical education and training, work readiness training, participants receive job development/job search assistance, training/education, wrap around non-duplicated supportive services, work experience, and adult education services, as appropriate. After an initial assessment/intake process is completed, the AJC team members follow up with targeted placement strategies, including opportunity for work experience, transitional jobs and on-the-job training. Public Assistance recipients will have access to customer focused case management which involves cross trained AJC staff. This approach promotes continual communication to ensure that current information concerning participant status is shared between and among the partners to ensure that education and training needs are met, as well as supportive service designed to reduce barriers to facilitate success. Similarly, TANF/Families First staff are co-located in five of Northeast Tennessee Local Workforce Development Area's (NETLWDA) eight AJC sites which will promote co-enrollment strategies for TANF participants as described above for SNAP participants.

Building on the area's past best practice, the NETLWDB proposes to re-establish its Regional Inter-Agency Coordination Team which includes representatives from the TN Department of Human Services, the Upper East TN Human Resource Agency (UETHDA), the First TN Human Resource Agency (FTHRA), Kingsport United Way, Appalachian Regional Coalition on Homelessness (ARCH), the Northeast TN Disability Employment Coalition (NETDEC), ETSU Upward Bound, ETSU TANF/Families First program, Northeast State Community College, Adult Education, the TN Colleges of Applied Technology, TN Reconnect, local K-12 school systems, TN Housing Development Agency and local housing authorities, local United Way organizations, and local anti-drug coalitions, to create a communication network of agencies which target individuals seeking and/or receiving public assistance. This network will address wrap around services to mitigate employment barriers such as access to child care, transportation, housing, etc. Supportive services will be provided in accordance with the FY 19

SNAP E&T Strategic Plan to ensure non-duplication of resources. The Inter-Agency Coordination Team will resume quarterly meetings to ensure comprehensive, inclusive communication and information sharing processes and to identify additional stakeholders/service providers who will be invited to participate. The NETLWDB will conduct a strategic planning/summit event for partners using the successful E2E model to ensure comprehensive participation by all organizations who provide self-sufficiency and related services. This planning approach will also identify specific populations served, areas of duplication, opportunities for blending/braiding of funds and services, e. g., use of Third Party Partnerships to leverage the 50% federal reimbursement opportunity, and metrics for measuring success, including job placement, credentials attained, wages earned, reduction in numbers of individuals receiving public assistance, etc. Based upon results/learnings from this planning/networking strategy, the NETLWDB will evaluate and modify, if appropriate, its strategic plan to codify program strategies for recruitment, outreach and leveraging approaches.

The answers to each item below is found in the statement above, in the referenced item numbers of this plan, and in the referenced attachments.

42. *(xx.) Partnering for individuals through co-enrollment.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. Co-enrollment is also addressed in local plan numbers 22 and 26.

43. *(xxi.) An overview of the size and characteristics of both the total public assistance recipient populations in the local area/region and the social program recipient participant populations.*

For size of population of assistance participants in NETLWDA, see Attachment *TN Gov. Human Services Statistical Information*, as retrieved from the TN Dept. of Human Services most recent statistical SNAP and TANF information. Attached SNAP statistics are broken down into each county in the NETLWDA. TANF information was not available by county.

The NETLWDB utilizes the *Families First 2010 Case Characteristics Study* prepared for the TN Dept. of Human Services by the Center for Business and Economic Research as one, but not the only, source of information regarding the characteristics of public assistance/social program recipient participants. Information reviewed includes but is not limited to county profiles, assistance group characteristics, profile of families first caregivers, profile of families first children, profile of minor parents, education, training, employment, financial information, benefit history, supportive services, and service needs. Additional information is shared quarterly at the Regional Inter-Agency Coordination Team meeting as well as through regular, ongoing communication of team members.

44. *(xxii.) Employment barriers experienced by people receiving public assistance in the local area/region, including potential barriers faced by people with disabilities, and resources that can be utilized to assist with overcoming these barriers.*

See Attached *WIOA Populations with Barriers and Proposed Solutions*. In addition to the recognized barriers and solutions in the attachment, TANF/Families First staff are co-located in five of NETLWDA's eight AJC sites, which will promote co-enrollment strategies for TANF participants as described herein for SNAP participants. Also see numbers 1, 3, 8, and 33 of this local plan, in which is described service provision for people with disabilities. Item 1 describes specific resources available to overcome barriers.

45. *(xxix) Ways in which program partners will facilitate information sharing to evaluate need.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. Additional descriptions of ways in which program partners will facilitate information sharing to evaluate need is provided in the local plan number 1 and the attached MOU.

46. *(xxx.) Identify and partner with local/regional organizations that serve specific types of public assistance populations and strategies for leveraging existing resources in the community.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. In addition, numbers 8, 9.a., 19, and 21 of the NETLWDA local plan address strategies for leveraging of existing resources in the community.

47. *(xxx.) The types of services currently funded by partners, the baseline levels of service currently provided, and how the regional plans will modify the types and quantity of services provided.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. See number 1 of the local plan for descriptions of the types of services that are currently funded by partners and number 28 for local service levels.

48. *(xxxii.) The diversity of services needed to address the evolving needs of individuals.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. Local plan numbers 1, 2 and 10 describe the diversity of services provided in NETLWDA in order to address the evolving needs of individuals.

49. *(xxxiii.) Potential barriers to participation and completion of workforce education and training among the region's reentry.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. In addition, the NETLWDA local plan addresses successful reentry strategies in items number 9.a. and 13.

50. *(xxxiv.) Description of supportive services provided, the partners responsible for providing those services, and the process by which individuals will be furnished with those services.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. Also see the attached MOU and numbers 1, 2, 9.b., 10, 19-21 of the local plan.

51. *(xxxv.) Outreach and recruitment strategies for ensuring services are provided to those most in need.*

See *Public Assistance Recipient to Self-Sufficiency* statement above and local plan numbers 1 – 3, 8, 9.b, 10 and 21 for articulations of outreach and recruitment strategies for ensuring these services are provided to those individuals most in need.

52. *(xxxvi.) Opportunities to collaborate with CBOs, FBOs and how workforce partners will work these organizations to link and align this workforce with the level of support each individual needs.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. These elements are also addressed in numbers 1, 2, 4, 12 and 26.

53. *(xxxvii.) Existing intake and case management.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. Intake and case management are also addressed in numbers 1, 2, 4, 10, 21, and 31.

54. *(xxxiii.) How case managers will obtain current information about the education and training an individual received when determining education and training needs to provide as well as how to best position individuals for job placement.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. In addition, these elements are addressed in numbers 1, 2, 7, 12, and 26.

55. *(xxxiv) How local/regional partners will braid resources and coordinate service delivery to people receiving SNAP/TANF, including by leveraging 50% federal reimbursement from SNAP E&T for workforce services, sector pathway programs, supportive services and retention efforts.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. In addition, see attached MOU and local plan number 21.

56. *(xxxv.) How local/regional partners will identify and partner with local/regional organizations that serve specific types of public assistance populations and strategies for leveraging community resources.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. These elements are also addressed in numbers 1, 2, 8 – 9.a, 12, 19, 23, and 26 of the NETLWDB local plan and in the attached MOU.

57. *(xxxvi.) Role of local/regional partners in helping provide services to and integrating people receiving public assistance participants into sector pathway programs, including participation in program development, outreach, and the provision of specialized supportive services.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. These elements are also addressed in numbers 1, 2, 9, 12, 22, 23, 25 and 33 of the local plan and detailed throughout the attached MOU.

58. *(xxxvii.) Ways in which local/regional partners will work together to provide supportive services to this population and facilitate program completion.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. These elements are also addressed in numbers 1, 9.b, 10 and 14 of the local plan and described in the attached MOU.

59. *(xxxviii.) Process used to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. See attached MOU and numbers 1, 9 – 9.b, 14, 21, 23 and 26 for additional details on processes used to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

60. *(xxxix.) Types of workforce services available to people receiving public assistance that are and can be funded by local/regional partners, the baseline level of service and how the local/regional plan will modify the types and quantity of workforce services provided to this population.*

See *Public Assistance Recipient to Self-Sufficiency* statement above. See Attached *WIOA Populations with Barriers and Proposed Solutions* and numbers 1-4, 19, 21 and 24 for further information in regards to these elements, and number 30 for baseline level of service.