

# Workforce Agencies and TANF: Challenges and Opportunities NASWA's Annual Conference

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Connecticut Department of Labor  
Integration of TANF-funded  
Employment Services in the  
*CTWorks* One-Stops



# Integration of TANF in *CTWorks* One-Stops

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- Connecticut's TANF-funded employment services for families receiving state cash assistance are integrated in *CTWorks* One-Stops through:
  - Interagency cooperation
  - Established interagency procedures
  - Case management
  - *CTWorks* Business System (CTWBS)



# Jobs First Program

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- CT Department of Social Services (CTDSS), the state's TANF agency, is responsible for the administration of the Jobs First program which provides families with cash assistance called Temporary Family Assistance (TFA)
- TFA is limited to 21 months (possibility of six-month ext.)
- Participants of the Jobs First program are required to participate in employment services.



# Jobs First Employment Services

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- Effective July 1, 1998, per State legislation
  - CT Department of Labor (CTDOL) became responsible for the administration of employment services for time-limited Jobs First participants
  - These services are called Jobs First Employment Services (JFES)



# Jobs First Employment Services

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- JFES is administered by CTDOL through partnership with:
  - CT Department of Social Services
  - Five regional Workforce Investment Boards (WIBs)



# JFES Client Flow

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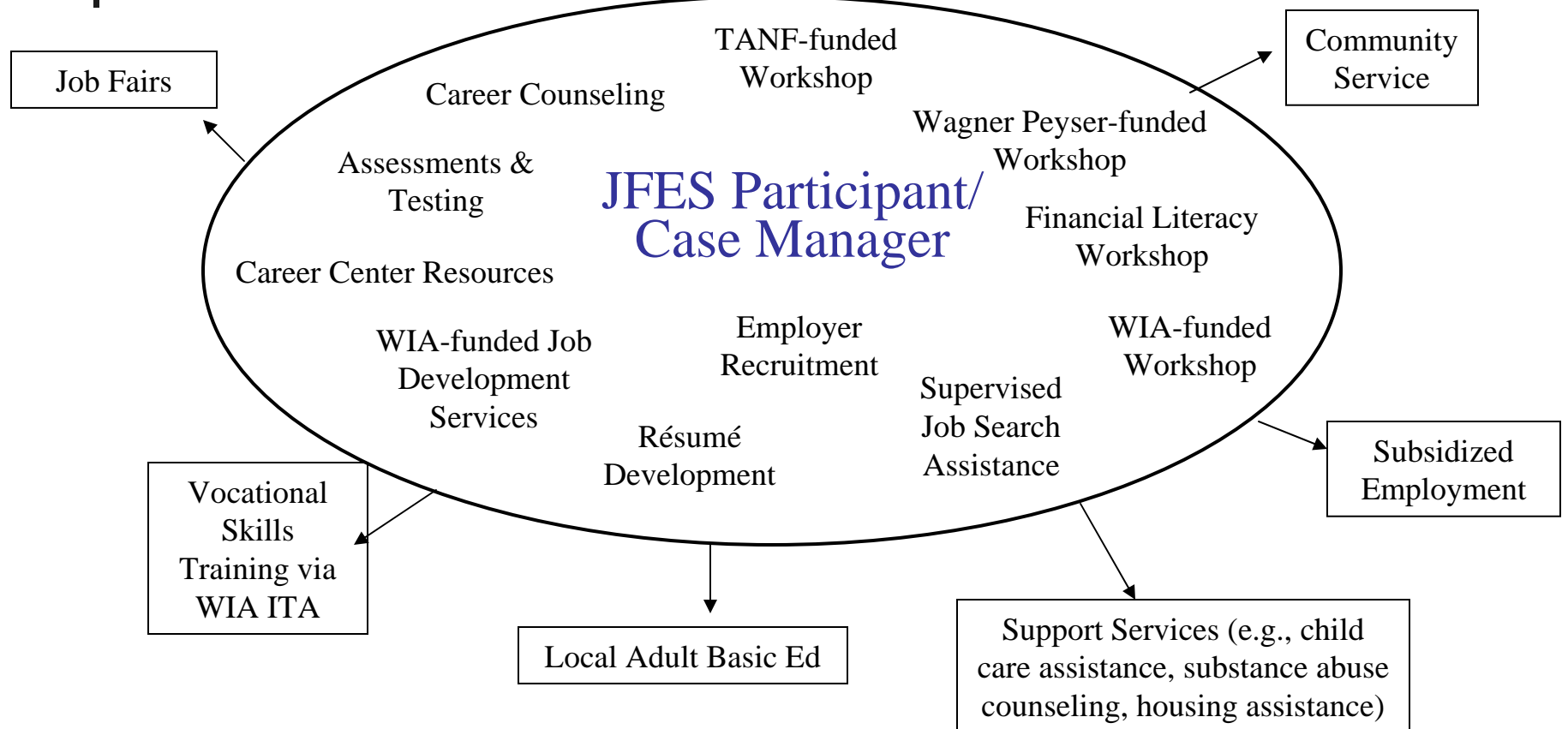
# JFES at *CTWorks* One-Stops

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- Employment services provided to Jobs First participants at *CTWorks* One-Stops include:
  - Direct job search assistance provided by local DOL staff through TANF and Wagner Peyser funds
  - Contracted case management services provided through the five local WIBs
  - Core and Intensive WIA funded services such as job development and ITA certification
  - Referral for services outside One-Stop such as TANF-funded training, subsidized employment, local adult basic education and community services



# JFES at *CTWorks* One-Stops





# JFES at *CTWorks* One-Stops

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- Integration of Services
  - DOL's contracts with WIBs require a description of how JFES and WIA case management will be integrated and how JFES participants will access WIA-funded services
  - JFES case managers co-located with WP and WIA-funded staff who provide employment services
  - Regularly held interagency partner meetings
  - JFES Procedures Manual & standardized training
  - Integrated case management system, *CTWorks* Business System (CTWBS)



# JFES at *CTWorks* One-Stops

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- *CTWorks* Business System (CTWBS)
  - Key to integration
  - Used by all *CTWorks* One-Stop staff to:
    - Record results of tests and assessments
    - Develop employment plans (JFES & WIA)
    - Track WIA-funded Services
    - Schedule workshops & record attendance
    - Access One-Stop services
    - Record case notes



# JFES Integration Beyond One-Stops

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- CTDSS use of CTWBS
  - Create initial JFES record in CTWBS - demographic & program info electronically transferred from DSS's eligibility system into CTWBS
  - Record results of the initial assessment
  - Schedule participants to JFES Intake session at One-Stop
  - Record case notes pertinent to participation in employment services
  - Track and report on sanctioning process



# JFES Integration Beyond One-Stops

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- CTWBS electronic interface with CTDSS's system
  - Automatically updates CTWBS with:
    - TFA eligibility
    - Program status changes
    - DSS staff changes
  - Sends alerts to JFES case managers regarding:
    - Eligibility and program status changes
    - Results of sanction referrals



# JFES Integration Beyond One-Stops

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- CTWBS electronic interface with Child Care Assistance Program (contractor of DSS)
  - Provides JFES case management with status of child care assistance application
  - Provides Child Care Assistance Program staff with status of JFES activities and schedule



# JFES at *CTWorks* One-Stops

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  - Interagency cooperation
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# JFES at *CTWorks* One-Stops

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- Challenges:
  - Conflicting Program Goals
  - Complexity of Program Requirements
  - Ever Changing Program Requirements
  - Interagency Communication
  - Resources