

TO: Clarkston/Colfax LPAs

FROM: Patricia Busse, Administrator  
Clarkston and Colfax CSOs

DATE: April 24, 2006

RE: CE Plan

## **Clarkston and Colfax Comprehensive Evaluation**

- I. **Application:** When someone approaches the CSO for cash assistance for a family with dependent children, an FSS sits down with them and speaks to them about their circumstances. At this point they determine if:
- a. They are definitely not eligible- the FSS discusses what their need is and refers them to another resource for their current need. The case is processed.
  - b. They are a good candidate for Positive Prevention and are given that option.
  - c. They are a good candidate for TANF. **Foundation Portion**
    - i. At this point, the customer is given an appointment for the next Thursday or Friday for the basic eligibility and the foundation portion of their activities. Earlier appointments will be given based upon need, and no appointment is scheduled beyond 5 days except at the customer's request.
      1. Non-Needy Relative/child Only Cases- also scheduled with the Family Social Worker for Case Management/Information and Referral.
      2. Family TANF- Scheduled for the Comprehensive Evaluation the following Monday and Tuesday in Clarkston or Thursday and Friday in Colfax. Childcare, transportation, and other issues are discussed and resolved at this meeting. With this model, the parent will complete the process within 7 days and will have an IRP and pathway within 8 days.
  - d. ANY person approaching us for assistance in dealing with domestic violence issues will be referred to a Social Worker for information and referral. Activity will be determined on a case-by-case basis and the parent will complete the CE as soon as s/he is able.
  - e. Minor Parents are scheduled with a Social Worker and are offered the evaluation.

- f. **Childcare and Support Services Needs:** Applicants will be advised of childcare and support services that they may want to access for the CE process. They will be advised what is available under support services. We do have childcare facilities in our area, although many parents are reluctant to use these, and it is hard on a child to be in a new place. It is an expectation that childcare and transportation plans be in place at the time of the CE.

II. **Comprehensive Evaluation and Timeliness:** The CE will be 2 days long and will be delivered in a group process. We are expecting to have small groups in each workshop. Our goal is to help the parent find the right place to start the self-sufficiency journey as early as possible, and to ensure we are sending viable candidates to our local employers in order to maintain their trust in us and to keep our job pool open. We have decided to expand our CE beyond the minimum in order to best understand the needs and barriers for our parents.

- a. Walla Walla Community College (Clarkston) and Spokane Community College (Colfax) will provide the CASAS testing. We will also be adding different soft skills classes offered by the college.
- b. Employment Security will provide the Employment Assessment. Following an initial customer orientation/intake, the evaluation will include:
  - o Creating a Portfolio in the Bridges Program (housing customer assessment results)
  - o The following assessments in the Bridges Program
    - o Interest Profiler and resulting matching career options
    - o Work Skills Evaluation and resulting matching career options
    - o Work Importance Locator and resulting matching career options
    - o Abilities Profiler and resulting matching career options
    - o Transferable skills assessment and resulting matching career options
  - o Labor Market information linking the evaluation results with options for parents in the local labor market
  - o Creation of Employment Plan
  - o Recommendations
- c. Rogers Counseling (Clarkston)/Palouse River Counseling (Colfax) will provide Substance Abuse/Mental Health/Resiliency (Anger Management) indicators testing. With these, we will know if we need to go forward with full assessment.
- d. YWCA (Clarkston) and Alternatives to Domestic Violence will provide information on violence issues. We have found that, in the

past, our customers have not revealed issues until after several contacts with us and our providers. We would like to see our parents seek help sooner rather than later.

- e. Asotin County Health District (Clarkston) and Planned Parenthood (Colfax) will provide information about family planning services.

We are fortunate in the fact that our contractors are coming to the CSO for a co-located CE. We came to a compromise that works for all of us. Both the Clarkston and Colfax CSOs are sites for Work Source Connection services.

In the CSO, when a family is most appropriate for on-going cash assistance and they need an appointment, they are given one for the following Thursday or Friday in Clarkston. They are then referred to the CE for the following Monday in Clarkston, or Thursday in Colfax.

This helps our partners manage their time as well, as they will have a pre-set time to do this and will not have to constantly juggle appointments.

The customer will also see the benefit of this setup: They will be seen quickly and at one place. We are in a rural area where public transportation is, at best, skeletal, and for customers needing to get to and from the Colfax CSO, non-existent. Note - at appointment, have them sign a Release of Information?

On Wednesday morning in Clarkston, and Wednesday afternoon in Colfax, we will hold a staffing to create a plan for self-sufficiency for the customer. We will also be including the public schools (k-12) in this portion, as they are dealing with the children in the household. We understand that we cannot talk about the kinds of life changes TANF promotes without considering the children in the household. Community Jobs will also be participating in this portion. At the staffing, the group will determine who besides the CM will meet with the parent; if any other are needed. The group will talk to the parent about options, hear what the parent wants and needs and develop an IRP with the parent. This Wednesday meeting will also give the partners a chance to discuss any changes that need to be made in the CE process.

- a. How do we plan to meet the timeframe? We are holding the CE once per week per site. We will stress the importance of this attendance, and will be explaining the CE when they first approach us for help, and at their intake. If someone is unable to attend their local CE, they will be welcome in the other one.

b. If a person needs to be temporarily deferred from completing the CE due to emergent needs, they will meet with a Social Worker, who will address the immediate needs. If the Social Worker determines that a parent has severe obstacles, the Social Worker will document the reason and will review the decision with a supervisor. Reasons for deferral include, but are not limited to:

- ✚ Severe domestic violence issues;
- ✚ Severe medical issues;
- ✚ Requires immediate entry into an in-patient chemical dependency treatment program;
- ✚ Presenting severe mental disorder.

The Social Worker may be called on for an assessment at any time. If it is determined at the time of the staffing the Social Worker will see the parent at that time. When possible, the Social Worker will see the parent at the time the need is detected. If that is not possible, the Social Worker will make arrangements to have met with the parent within 7 days of the request. If a person is deferred for more than one week the Social Worker will ensure they have all of the supporting documentation and all deferrals will be reviewed weekly.

c. Further enhancements - Dependable strengths - two of us have requested the training for certification. Soft skills training? Maybe Kevin?

d. How will line staff communicate among each other? Our (partnership) line staff communicates very easily through e-mail, phone calls, and face to face contact. We hold WorkWeb meetings once per month to discuss ongoing program issues and changes, and attend CORE team meetings (staffings for households that include children) every other week to discuss client issues. Communication has never been an issue in our LPA.

e. What specific help does the LPA need to best deliver the CE?

- a. More ESD time
- b. Easier access for local individual contracting. Losing because of insurance regulations that don't allow us to pay some of our independent local experts.
- c. Better access to meet special training needs to small number of people - we can't count on 10 people for a class, but that doesn't mean the 2 or 3 don't need it.
- d. Ask Kelly - contract for 16-19-year olds - CM?

f. Tools used:

- a. Walla Walla Community College- CASAS, Student Placement Matrix
- b. ESD- Bridges Program

- c. Rogers Counseling- The center created an indicator assessment pulling parts of several assessments. This will tell us if we may need to refer for a full assessment.
  - d. YWCA- ATV- Cycles of Violence Assessment
- g. Follow-up-
- a. G-Mapping every 3<sup>rd</sup> month. Who is responsible for the numbers?
  - b. List measurements - who will be responsible to bring them to the group.
  - c. How long did it take them?
  - d. Where did they go?
  - e. Which pathways were they engaged in?
  - f. Also, how many referred to, how many finished the CE?
  - g. Create a printed version for the client- what is the CE and what they will get out of it.
  - h. Talk to Elece and Bob - what would be some things to measure for TANF kids?
    1. Number of high school diplomas
    2. Unplanned pregnancies
    3. Come up with a proposal for child-only households.