
WORKFIRST RE-EXAM: TANF/SFA CLIENT FOCUS GROUP

We need your help! We want to know if the WorkFirst program is working. Are there better ways to help WorkFirst parents find work? Raise healthy children? Become independent? WorkFirst parents know what's working and what's not. Please tell us about your experience with WorkFirst.

A. PLEASE TELL US ABOUT YOUR WORKFIRST EXPERIENCE

- 1) Tell us about the process for choosing your WorkFirst activities. How were you involved in the process?
- 2) What sort of activities do/did you participate in?
 - How did the activities impact your family?
 - Did your WorkFirst activities help you meet your goals? How? If not, why not?
- 3) If you were asked to do more than one activity at a time:
 - How did you manage more than one activity at a time?
 - How did participating in more than one activity impact you and your family?
- 4) If you are part of a two-parent household:
 - Are each of you participating in WorkFirst activities? If so, how does this impact your family?
 - If not, why not?
 - Are there things that would make it easier for you both to participate? What are they?
- 5) Has WorkFirst staff ever helped you deal with problems that made it difficult for you to participate? For example, were you able to get assigned safe activities when you were going through family violence or had health problems?
 - Did these services help you? How?
 - If not, why not?
- 6) Are there other things that would have helped you participate in your WorkFirst activities?
 - What are they?
 - How would they help?
- 7) Do you use Working Connections Childcare to help pay for your childcare costs?
 - If not, why not?
 - If not, how do you provide care for your children while you work or participate in other activities?
- 8) What were some of the challenges you faced in participating in your WorkFirst activities? How did you work through those challenges?
- 9) If you were not required to participate in WorkFirst activities (for instance, due to having an infant exemption) what other services were offered to you?
 - Are there other services or support that would have helped you while you were exempt?
- 10) If you are no longer on WorkFirst, what helped you exit the program (employment, child support, etc.)?
 - What challenges did you have after exiting the program?
 - Are there things that would have helped you when you exited the program? What are they? How would they help?
- 11) If you could change the WorkFirst program, what would you change? Why?

USE THE FOLLOWING SECTION AS A PRE-GROUP QUESTIONNAIRE

B. PLEASE TELL US ABOUT YOURSELF

- 1) Has your family ever been on WorkFirst?
 - a) Yes, I am on WorkFirst now
 - b) Yes, I used to be on WorkFirst
 - c) No, I have never been on WorkFirst [disregard survey if this box is checked]
- 2) How long have you been on WorkFirst (or, if you are not on WorkFirst now, how long were you on last time)?
 - a) Half a year (6 months or less)
 - b) A year
 - c) Two years
 - d) More than two years
- 3) Do you (or did you) receive WorkFirst:
 - a) For yourself and your children
 - b) Just for your children
- 4) Were you required to participate in WorkFirst activities?
- 5) What was the activity?
 - a) Working
 - i) A job
 - ii) A work study job
 - iii) A job with on-the-job training
 - b) Community Jobs or Career Jump
 - c) Unpaid work experience or assigned volunteer work
 - d) Job Search
 - e) Education or training
 - i) High school or GED
 - ii) Life skills training
 - iii) English as a second language (ESL)
 - iv) Job skills training
 - v) Vocational education
 - f) Managing problems like no housing, family violence or bad health
 - g) None of the above
- 6) Who did you report to while you were in this activity?
 - a) Community Services Office staff
 - b) WorkSource Center staff
 - c) LEP Pathway staff
 - d) Local college staff
 - e) Community Jobs/Supported Work staff
 - f) Community organization staff
 - g) I don't know
- 7) What county do you live in?
 - a) [list of counties]
- 8) I am:
 - a) Female

- b) Male
- 9) Working Connections Child Care helps parents pay for child care by paying for some or most of the cost. Do you get help paying for child care from the Working Connections Child Care?
- a) Yes
 - b) No
 - c) I don't know
- 10) If you don't use Working Connections Child Care, who do you use?
- a) I don't need child care
 - b) My family or friends provide child care
 - c) I get low or no cost child care from my community (like the Boys and Girls Club or my church)
 - d) I get child care from another agency
 - e) My child's other parent watches the children
- 11) If you don't use Working Connections Child Care, why not?
- a) Too much paperwork
 - b) The state took too long to process my paperwork
 - c) My child care provider won't take Working Connections Child Care payments
 - d) My child care provider doesn't qualify for Working Connections Child Care payments
 - e) I called in to apply but gave up because I was on hold for too long
 - f) I had another reason
- 12) Are you currently experiencing any of the following? (mark all that apply)
- a) Family violence/domestic violence
 - b) Health problems or a disability (physical, mental, emotional and/or substance abuse)
 - c) Homelessness or unstable housing
 - d) Don't have the education or skills I need to get a job
 - e) Financial problems like evictions or bankruptcy
 - f) Legal problems like convictions or having a conviction history
 - g) Unreliable or no transportation
 - h) Unreliable or no child care
 - i) Pregnant or caring for an infant
 - j) Need to stay home to care for a family member with health problems
 - k) None of the above
- 13) Are you a US citizen? [yes or no]
- 14) If you don't speak English, what is your native language?