

# 2013 Program Level Report Card: DCF Work / Learn, Department of Children and Families

**Quality of Life Result:** All Connecticut working age residents have jobs that provide financial self-sufficiency.

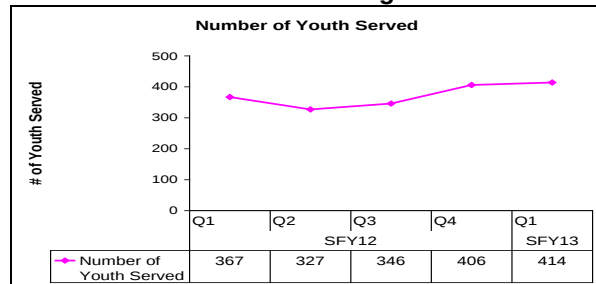
**Contribution to the Result:** The Work/Learn program addresses the need to assist referred young people (ages 14 - 23) from the Bridgeport, Hartford, New Haven, Waterbury and Norwich areas to address challenges that stand in the way of a successful transition to a self-sufficient adulthood. Jobs that provide financial self-sufficiency are critical to this result. The focus of this program is expansion of educational, vocational, and employability skills and experiences. Also provided are services and incentives to address deficits in financial literacy, housing, access to healthcare, and supportive personal relationships.

| Program Expenditures | State Funding     | Federal Funding    | Other Funding                 | Total Funding |
|----------------------|-------------------|--------------------|-------------------------------|---------------|
| Actual FY 12         | \$1,996,410 (DCF) | \$566,757 (Chafee) | \$290,000 (CSSD Pass-Through) | \$2,853,167   |
| Estimated FY 13      | \$2,044,930 (DCF) | \$752,496 (Chafee) | \$291,450 (CSSD Pass-Through) | \$3,088,876   |

**Partners:** DCF Area Office, DCF Youth Leadership Boards, DCF Adolescent Development Team, DCF Mentoring Programs, supportive family members, schools, employers, local youth-serving agencies, DDS and DMHAS.

## How Much Did We Do?

### Performance Measure 1: Program Utilization



\*All Served figures represent all unique clients served for any amount of time or level of service during each quarter.

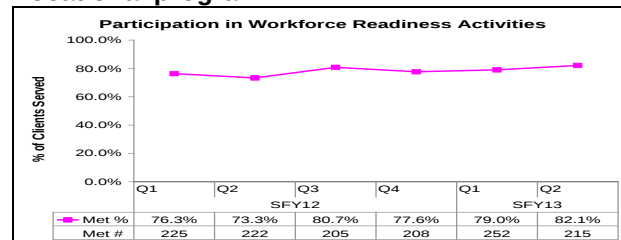
### Story behind the Baseline:

The numbers of clients served has increased steadily from 327 in Q2 2012 to 414 during Q1 2013. This is due to increased efforts by providers to connect with DCF Area Offices to generate new referrals as outlined by the proposed action to turn the curve in the 2012 RBA report card. Program capacity increased from 396 during SFY12 to 431 at the end of SFY 12 due to the addition of a new 35 slot site in Norwich in June 2012.

**Trend:** ▲

## How Well Did We Do It?

### Performance Measure 2: Percentage of active clients who participated in a Youth Business Program, Internship, were Employed or attending a Post-Secondary Educational or Vocational program



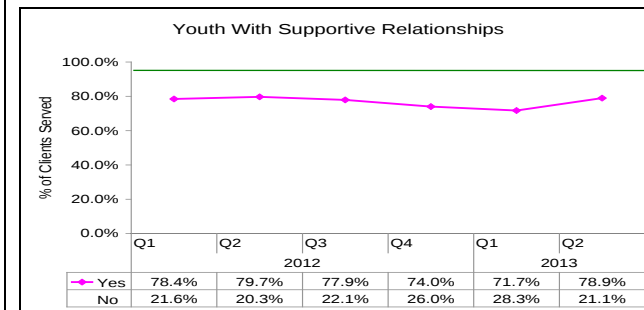
### Story behind the Baseline:

A majority of clients have performed well on this measure, with the percentage steadily increasing from 73.3% in Q4 2011 to 82.1% in Q1 2013. This is notable given that a percentage of this population may not be ready for a work experience (i.e. under age 16, or working through mental health issues), or may be engaged in other activities, such as sports, that compete for their free time. Providers have worked closely with the area offices to maintain this trend. The 17.9% of clients who do not show up in the data as "engaged" may be the population that is under 16 and in school. We have identified this for the data development agenda

**Trend:** ▲

## How Well Did We Do It?

### Performance Measure 3: Percentage of active clients who have an identifiable, active relationship with a supportive adult or mentor



### Story behind the Baseline:

Beginning at the end of SFY 11, Work to Learn staff began meeting with One On One Mentoring and other mentoring providers to connect Work to Learn clients with mentors. This has resulted in a continued positive trend in which more youth have been matched to some type of mentor. From 2011 to the present, the number of active clients matched to a mentor has increased from 28% to close to 80%. Providers continue to work with the One On One Mentoring programs to achieve 100% matching.

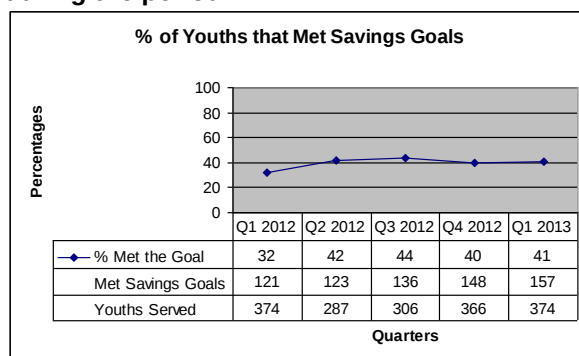
**Trend:** ▲

## 2013 Program Level Report Card: DCF Work / Learn, Department of Children and Families

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### Is Anyone Better Off?

**Performance Measure 4: Percentage of clients who met their IDA savings goals during the period**



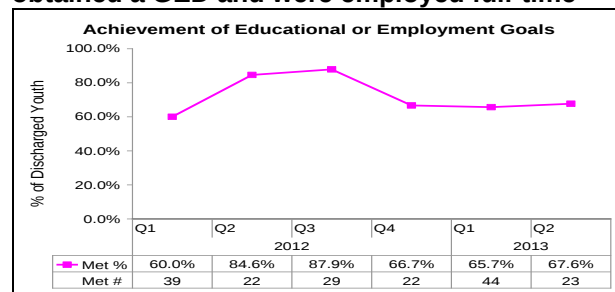
#### Story behind the Baseline:

Jim Casey Foundation research shows that savings accounts create financial stability within families and that holding assets at age 23 is an indicator of later positive outcomes such as better labor market experiences, marriages, health and political interest. The number of clients opening new IDA accounts and meeting their savings goals has steadily increased since Q2 2012. During the current reporting period, IDA accounts were made available to all clients involved with DCF, not just clients who are committed to DCF. Learning to delay gratification (opening an IDA vs. spending a paycheck), as well as obtaining needed documents to open a savings account, is both age-appropriate, and challenging for some clients. Although identified as a proposed action last year, and worked on by the providers, obtaining required documents continues to be an issue, however, once an IDA account has been created, most clients maintain their account, even if they don't meet their savings goals.

**Trend:** ▲

### Is Anyone Better Off?

**Performance Measure 5: Percentage of discharged clients attending a secondary or post-secondary ed./voc. program, graduated, or obtained a GED and were employed full-time**



#### Story behind the Baseline:

The percentage of clients performing well on this measure has met or exceeded 65% during the prior 3 quarters and has been as high as 86% during Q3 SFY 2012. Providers work closely with clients in an effort to eliminate the barriers that stand in the way of their transition to self-sufficient adulthood. Some of these barriers are, however, immutable in that many of the clients in WTL are over age/under credited, have spent many years in out of home care and/or have significant trauma histories. The goal of the providers is to engage these youth in post-WTL education, employment and training, and the outcomes show that more than 2/3rds of these youth are succeeding.

To more accurately assess the success rate of discharged clients, the program leads and the providers are establishing a system whereby the providers will attempt to make contact with former clients at 6 and 12 months post-discharge.

**Trend:** ▲

### Proposed Actions to Turn the Curve:

- Providers will continue to work closely with the DCF One on One Mentoring programs to increase the number of clients who are matched to a mentor.
- DCF program leads will work with regional administration to increase the success rate of obtaining birth certificates and other documents that clients need for IDA's and client employment.
- Due to an initial formula error, the PSDCRS database currently does not accurately reflect the number of IDA's created. This database issue is being corrected by ORE and the DCF program leads.
- As DCF has embraced RBA across the agency, program leads have begun to learn the importance of using RBA to measure progress throughout the year. To more accurately measure program performance, program leads will begin generating quarterly report cards.
- Providers are working with a new data collection system and have had difficulty maintaining the data entry pace the system requires. PSDCRS training has been scheduled for all providers on January 25<sup>th</sup>.
  - Program leads and ORE will create tickler systems to alert provider staff when life event data entry, such as creation of an Individual Development Account, is due.

### Data Development Agenda:

- Levels of Service Categories will be reevaluated for more precise analysis of service need, and increased accuracy with utilization reporting;
- Increased capacity is needed to understand why some clients are not showing up in the system as "engaged." and the reasons and barriers that may exist.