



# Family Employment

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## Background



## Coordinated Case Management Model Purpose

- Help more families achieve and sustain self-reliance
- Reduce the overall duration a family is dependent on government services
- Reduce “re-entry” or “recidivism” to government service



## Key Pilot Elements



- Early Proactive Engagement
  - Frontloading
- Increased Engagement
  - Concentrated Dosage
- Phased Employment Planning
  - Prioritized & Synchronized Services
- Alliance Survey

## Early Proactive Engagement

Partnership with our Eligibility Services Division to enhance faster, more meaningful engagement with assigned employment counselor.

Office visits needed to connect with counselor reduced



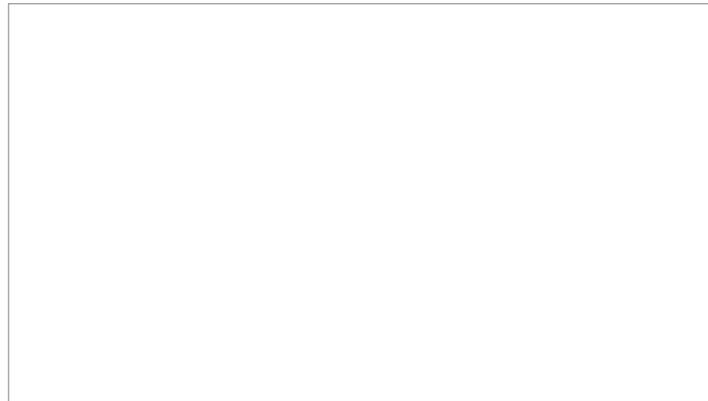
Days between application and first visit reduced



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## Early Proactive Engagement



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## Increased Engagement

Increased frequency and types of contact to:

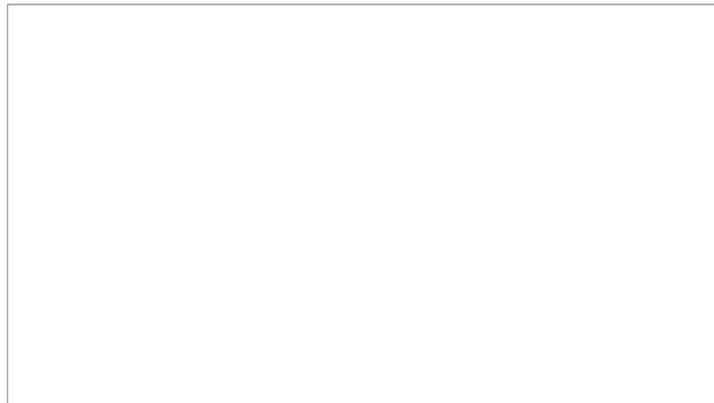
- Build a strong relationship and alliance
- Support thorough assessment and resource navigation
- Enhance milestone management
- Increase the use of Family Focus strategies: Motivational interviewing, trauma informed care and understanding of executive functioning



Pilot Goal - 3x per week, with at least 1 in-person meeting during the preparation phase



## Increased Engagement



## Phased Employment Planning

### Initial Phase (Early Intervention)

- Relationship building starts, focus is on getting the case open and immediate needs addressed

### Preparatory Phase

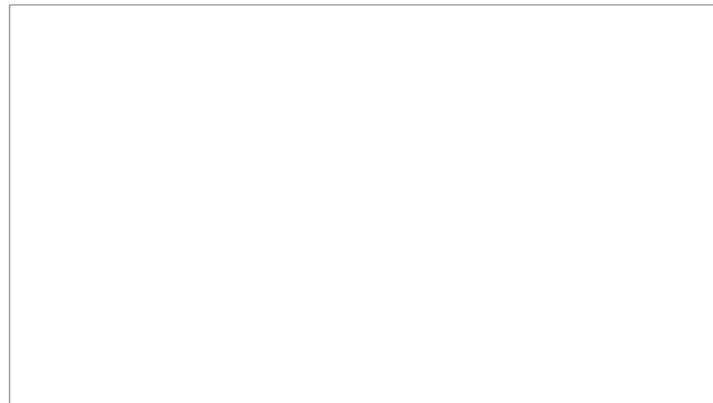
- Relationship building, assessment and intensive preparation for long-term success in a self-sustaining employment goal

### Targeted Phase

- Ready to pursue a self-sustaining employment goal with light touch support



## Phased Employment Planning



## Alliance

- A union or association formed for mutual benefit
- A relationship based on affinity of interests
- A bond or connection between individuals
- The state of being allied



*Every element of this pilot was designed with the intent of creating an alliance and working together to support long-term goals and success.*

### Initial

Customer - 4.3

Counselor - 4.3

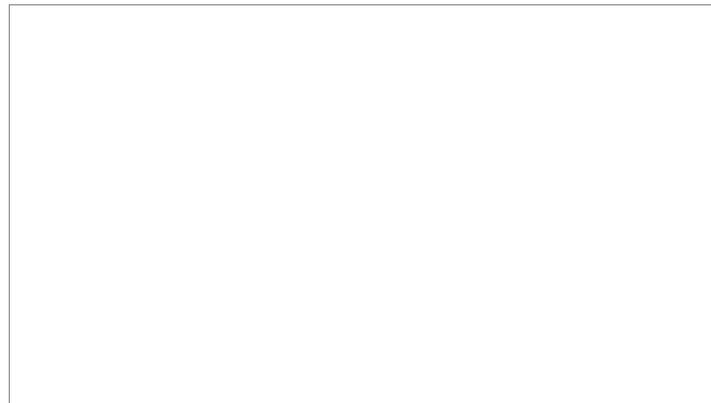
### Targeted/Closer

Customer - 4.4

Counselor - 4.6



## Alliance



## What We Are Learning



Preliminary data shows that:

- Reduced days from application to first appointment from 13 to 8
- 80% of customer in the pilot are closing due to some form of income
- 73% remain closed after 6 months
- Alliance (customer satisfaction) surveys show a customer satisfaction of 4.5 out of 5