

**Alaska Temporary Assistance Program (ATAP) Public Meeting**  
 Frontier Building in Room 890, Anchorage, Alaska

Date: Friday, February 24, 2012

Time: 1:30 pm to 4:00 pm

Meeting called to order at 1:33 pm by Erin Walker-Tolles

**Agenda:**

**1. ATAP Work Services**

Background

TANF Program and Welfare Reform  
 Current Services Available

The Success of Welfare Reform – What has worked

Caseload Reduction  
 Metrics & Outcomes

Emergent & Persistent Challenges – What is missing

Trends & Data  
 Family Centric Services  
 Gaps in Services & Coordination

**Acnoymns**

CA = CMS code  
 CD = CMS code  
 CM = Case Manager  
 DOL = Department of Labor  
 DPA = Division of Public Assistance  
 ESL = English as Second Language  
 FF = Families First  
 FFF = Families First Facilitators  
 FST = Families Services Track  
 OJT's = On the Job Training contracts  
 OPN = Online Public Notice  
 RFP = Request for Proposal  
 WS = Work Services

<i>Person</i>	<i>Agency</i>	<i>Question</i>	<i>Answer</i>
		What works?	To partner with FFF has taken a load off some employees, very encouraged to see to see FFF as a prong on equal footing with work first. As a CM front line, with FF clients, kudos!
Leslie / Ashley	Nine Star	What works?	Keep support services such as clothing and gas vouchers and keep computer labs, but cut others that aren't necessary such as cable.
Connie Sype		Concerns	One state employee working with 6 -10 families, it leaves very little time for each family. Concerned that we need time to think of how to implement this whole new service in new and rural areas. Can we meaningfully make grant proposals with 6 weeks of notice, teleconference, get it to you? Need time to think, plan, how to do that one on one services in far flung areas. Mat Su has some too, not just South East. Concerned about time and transition, start up time, hiring time, and training time. This is a huge new venture, but very worried that providers wont have adequate time to think it out.
Kathleen	Nine Star	Concerns	As a CM, time varies with involvement. About 1 hour a month for the standard, average client. When needed it is intensive, with about 4 hours a month on phone, a 2 hour meeting, on the outside of average. (She is exception staff, so it may take longer for some.)

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Concerns	Current FFF are doing a very different scope of work, than what will be done in the future. Full discovery (16 hours), will not be a CM job in the future. There will be a provider agreement to provide those services. FST partners can provide information. The value of having the partnership is that some partners have different mandates that help to move the client in a certain section.
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**2. Work First and Families First Work Services**

Work First Scope of Work

- Service Population
- Services – Work and Supports to Families to Retain and Advance in Employment
- What success looks like – Outcomes

Families First Scope of Work

- Service Population
- Services – Informed Plans and Family Support Team
  - Disability Screening; Social Security Application Services
  - Discovery; Negotiated Employment

Work Flow and Resources

- DPA and DHSS Resources to Support Work Services
- What success looks like – Client Progress, Metrics

<i>Person</i>	<i>Agency</i>	<i>Question</i>	<i>Answer</i>
Leslie	Nine Star	How does a family's willingness to participate go into how this is addressed in the FF?	If they refuse to come to the table, the penalty rules apply. DPA will have 'hands on' with transfers.
		What about the clients with high blood pressure and obesity for more than 6 months, it doesn't look like good case. What are they going to do? Still have medical exemption.	Discovery.
		Position will have the say so, medical exemption is going to work or not?	At the point of looking at policy, we haven't changed policy yet. We do have ability to mandate peruse of other benefits and some health professionals are awesome, some aren't. Third party helps to see what is going on. Get discovery person on it. The fact that the medical condition will last more than 12 month is very different than a medical condition preventing you from working. If they have a medical condition and are not able to work, we will need to get a doctor in to see what possibilities there are.

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		Where is the process going? There are doctor who don't know what is wrong with client, but won't change what they wrote.	Will need to develop that more. Possibly mandate a second option.
Kathleen	Nine Star	Where does a client coded CA or CD fit into this model?	What is the nature of the disability? If talking about a child: is the child in school, is the parent called by school due to medical concerns, how often is the parent getting called out of work, how often is the parent required to be at home to provide care, and is there another resource? Get Medicaid for the child, rather than the parent being out of work to be the care provider. Sick grandma not in the house, doesn't count. What resources available? Likely be a FF with a CA or CD. Still want to look for employment for the adults because eventually the child will grow up and move on.
Leslie	Nine Star	The screening toll for the pilot, is it set up to meet needs of clients where English is not their first language?	Yes, and has translation. Very few basic questions to answer.
		ESL can be successful in work place, but comprehension could be a weak point. Concerned families would not meet comprehension in English.	Yes, some won't fit in one or the other (FF or WF), but those folks will need to figure out where to go first, then do more assessment to make sure we did it correctly. We are not going to get it perfected in 3 months, but functional.
Leslie	Nine Star	Referencing flow chart, for public assistance families, is able to participate and able to work the same thing?	If able to participate, they probably go to WF. The pay for performance is not for FF. Try to set standards for pay that is reasonable. Allowances are made for FF or WF, so they are not dinged for taking on this type of challenge.
		Keep them in WF or FF? Not able to work soon.	Maybe WF, but have to have agency weigh in, DPA help find track. Work is not the only activities they would be paid for. Can be engaged in other activities.
Kathleen	Nine Star	Very special interest in culture diversity and refugee clients. Each CM has a few. CM's come up against cultural difference all the time, will you have someone in FF track who is trained on these issues. CM deal with these issues all the time, sometimes we just say 'not fighting your culture'. This issue will come up in FF too. For instance, the husband says the wife can't work due to culture.	Family empowerment: Nathalie – Cornell university, curriculum. Using it as a core part of CM training expectation across board, as well as other training. There is a significant amount of information about diversity and sensitivity. It does come up. With people from other countries, or this side of town instead of that side. If this is the family's decision, this the way we need to go. One parent works, the other doesn't. For the parent who works, how do we help you make more money, move forward? Public health, birth spacing. Planning family and what it looks like. How to talk about it when it comes from very strict religious culture. We are aware of it, but we don't want it to stop the work with families making progress.

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Arthur	Nine Star	In regards to work permits, what happens if a clients husband lost his legal documentation due to immigration. How should we serve this client?	Try to show the benefits of working, but in the end DPA can only do our best "good faith effort". If they say "no thank you", you respectfully say "ok". Ask again next month. We put in our best due diligence. In the real world it doesn't always work, but document us trying. Continue to show them where they could be if they continued to participate. Show them what skills they could get over this time, and where they could get and oppose that with where they would be if they didn't. We expect a lot, but not the impossible.
		Can Support Services help to pay Immigration to get legal documents so the client can work? Do we have support services to be used to help get legal documents when they are currently not in the case because they can't work?	One thing we need to know is what services do we have, that we what to keep, and where do we need to expand opportunities. If there are significant areas, we need to know. DPA will have to seek legal opinion due to federal regulations.
Leslie	Nine Star	Where does community work experience fit in with DOL?	We have talked about it, but are still in the development process.

**3. Procurement and Provision of Service Providers**

Families First & Related Services

- Competitive Procurement – Service Area
- Grant Characteristics
- Identification of Providers outside Competitive Procurement Process
- Vendor agreements for related services

Work First

- Competitive Procurement – Services Area
- Pay-for-Performance Contract Characteristics
- Identification of Providers outside Competitive Procurement Process

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		Are you going to talk about expectations for WS CM for training, and are supervisors attending the training?	Not at today's meeting. More to come. DPA hoping to send new model off with hands on training. Make sure opportunity to talk, training, family empowerment model. Start with same information.
Michelle	Anchorage	How cut and dry will it be if families are almost WF, but more FF. Can we have more information about what to do with families that seems a little of each?	Will have more, but not at this meeting. We hope to be streamlining OJTs and job start.
Leslie	Nine Star	For FF recruitment, will DOL be doing the job start and job development.	Yes. In the FF model, all of the teams will work together to go through planning process. We will look at connections because everyone is involved in job development on FF side.

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<p>Concerned about transition. Rather see 50 / 50. The organization of the grant is likely to have a grant signed, probably in June. Want to be able to hire good staff to serve places we have never served before. To hire good people takes time. Some have professional obligations. Does the month of July have to be a start up month? Can we leave some room in grant for negotiation, can we start in communities familiar with. If we don't have enough time we won't be hiring right people.</p>	<p>Janean – From a procurement stand point, understand grant cannot be in place until the money is available. We do have a RFP now, we need to have people completely read through it and find items where feel it not fully address issues in order to make a responsible proposal. Forward questions, comments, concerns in writing. We can't be sure we are addressing concerns entirely if it isn't in writing. Send to me as Procurement Officer before the March 6<sup>th</sup> teleconference. Once we address concerns, we will post any clarifications as amendments online so everyone can see it equally at the same time.</p>
<p>When will the RFP for work be released?</p>	<p>Next month. Janean - Not sure, the contract RFP is in development. Don't have an exact date for when it will be posted. Procurement code requires a minimum of 21 days once posted. A RFP has gone out to three current providers. We encourage people to go to the OPN to register for daily procurements as they get posted. Department of Administration has authority to extend current contracts before we make it public. We are not planning to try to transition both WF and FF at the same time, FF will be first.</p>
<p>WF current providers:</p>	<p>Anchorage, Mat Su, South East, Maximus, Nine Star, Catholic, and Center for Community.</p>
<p>How does Catholic offering refugee work services for families on welfare fit in WF or FF?</p>	<p>Similar to moving to WF or FF track, include FFF, circumstances, work search, and would consider the move over to WF from FF. Same thing if identified as WF, but through the course of services, challenges and if the barriers are continuing, may need additional support. Coming back to DPA to transition to FF services. Regardless of provider, staffing would be the same. DPA will be helping to staff those families, and based on characteristics, moving to WF or FF, and determining where to go next.</p>