

**larimer county  
workforce center**



**Strategies to Engage  
TANF Recipients**

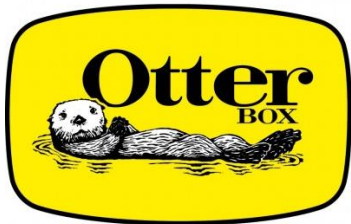


**September 29, 2017**

# About Larimer County

---

- Larimer County is in Northern Colorado, encompasses 2,640 square miles, and has an estimated population of 333,577.
- We're home of Colorado State University (CSU) and Rocky Mountain National Park.
- We're known for innovative manufacturing, craft beer and outdoor adventure.



ROCKY MOUNTAIN  
NATIONAL PARK

1915-2015

WILDERNESS • WILDLIFE • WONDER

# About the Larimer County Workforce Center

---

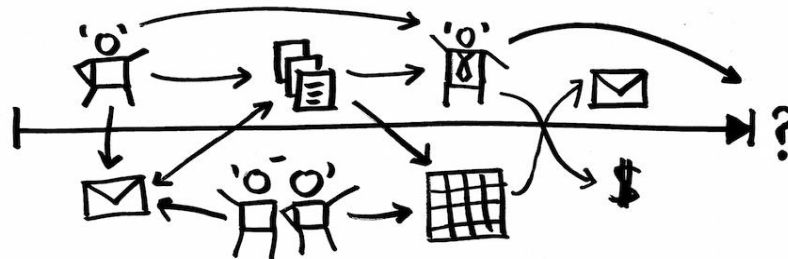
- The Workforce Center provides all Temporary Assistance for Needy Families (TANF) related program services with emphasis on employment.
- County caseload averages 650 per month.



# How We Got Here

---

- Funding to the Workforce Center for TANF services decreased 43% over two years.
- Needed new strategy to provide meaningful services to our families with less staff AND we knew that *there had to be a better way.*
- Began working with Mathematica Policy Research (May 2015) and learned about executive functioning, behavioral economics, toxic stress, and evidence-based goal achievement strategies.
- Moved from a Work Participation Rate (WPR) program ~~ to an Employment-Focused program ~~ to a *Goal Achievement program.*



# A New Purpose Emerged

---

- The foundation of the Larimer County Works program focuses on evidence-based [goal achievement](#) strategies.
- The strategies are supported by three specific approaches:
  - (1) reducing external stress;
  - (2) cultivating responsive and supportive relationships; and
  - (3) building life and work skills.
- We work with our families to set and achieve their goals, earn personal success, and increase their economic security.
- We have a standardized coaching process that leads to an individualized experience for the customer through integrated, [in-person coaching](#) and [goal-oriented technology](#) called My Journey to Success (MJTS).

# Why Goal Achievement?

---

- Goal Achievement builds upon skills and experiences many customers already possess.
- Progress moves at the speed of trust ~~ customers select the life areas/topics that are important to work on.
- Customers are engaged ~~ they identify and set goals with relative ease.
- It's portable ~~ customers can take it with them and apply to other parts of their lives.

# Why Goal Achievement?

---

- Coach engagement ~~ supports personal coaching styles while providing a standardized coaching methodology.
- Customers see progress and respond more favorably to discussions of accountability.
- We are still learning, discovering, and refining!







**Two Key Parts:**

**In-Person Coaching + Goal-Oriented Technology**

---

# Part I: In-Person Coaching

---

- Standardized coaching model
  - A Snapshot of My Journey (i.e., Assessment is an ongoing process)
  - Goal, Plan, Do, Review & Apply
  - My Roadmap
  - Potholes and Detours
  - Goal Storming

# In-Person Coaching: A Snapshot of My Journey

*A Snapshot of My Journey*

My Name: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_  
 My Coach: \_\_\_\_\_

1) Where do you feel you and your family currently are in these Life Areas? (Fill in a circle in each Pathway column)

Life Areas →	Family Stability			Well-Being			Financial & Legal		Education & Training		Job Search & Employment		
	Housing	Dependent Care	Transportation	Personal Well-Being	Family Well-Being	Social Support	Financial Health	Legal	Education/ Training	Technology Skills	Job Search Skills	Career Exploration	Employment
	We have stable and safe housing.	We have reliable child care and a reliable back up plan.	We have reliable transportation and a backup plan.	I am doing well and am fully able to work.	My family is doing well and supports me.	I have consistent and effective social support.	My income is stable, I am current on my bills, I have money for saving or spending.	I have no current legal issues.	I have a degree or industry-recognized certificate(s) in a high demand occupation.	I regularly use technology to complete work tasks. I can use different software.	I am being invited to interviews and/or I have been offered a job.	I know my career pathway. I have a plan for advancing my career.	I love my job!
	My family doesn't have housing.	We have no child care.	We have no transportation.	My personal well-being needs my attention.	Family challenges interfere with my progress.	I have no social support or my network is not supportive.	My income is not enough to cover my basic living expenses.	I work certain jobs or I have lost jobs because of my legal issues.	I don't have a high school diploma, GED or entry-level certificate.	I don't have access or I don't know how to use computers or smart phones.	I don't know where to find work; the jobs I apply for don't hire me.	I don't know what I would like to do for work.	I am working in a survival job that I don't like or I am not working.

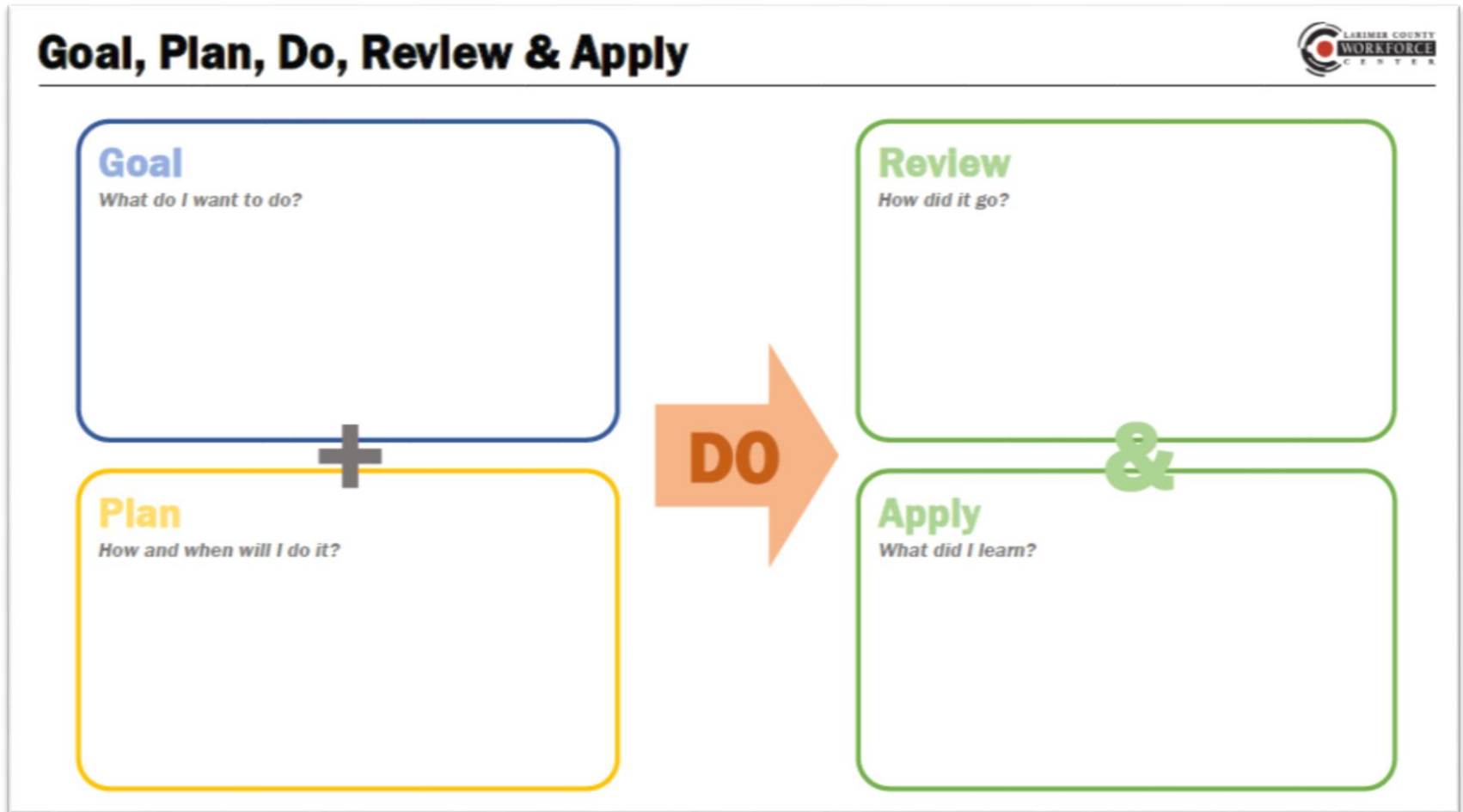
2) What is your current, overall stress level right now? (Fill in a circle)

3) What is going on in your life that you want your coach to know about?

4) Is there something specific you want to talk about during this meeting with your coach?

5) Do we need to update any of your information? (Example: address, phone #, email, employment, etc.)

# In-Person Coaching: Goal, Plan, Do, Review & Apply



# In-Person Coaching: Goal Storming

---



# In-Person Coaching: My Road Map

**My Road Map**

**Where I'm headed:**  
*My ultimate goal*

**Progress Goal #3:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Progress Goal #2:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Progress Goal #1:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# In-Person Coaching: Potholes & Detours

**Potholes & Detours**

The diagram illustrates a winding road with three potholes and three detours. Each pothole is represented by a yellow-bordered box with a yellow and black striped barrier icon and the word "Pothole". Each detour is represented by a red-bordered box with a red octagonal sign with a white 'h' and the word "Detour". The road is shown as a black path with white dashed lines, curving through the scene. A red octagonal sign with a white 'h' is placed on the road at the first detour point. A red octagonal sign with a white 'h' is placed on the road at the second detour point. A red octagonal sign with a white 'h' is placed on the road at the third detour point. The Larimer County Workforce Center logo is in the top right corner.

LARIMER COUNTY  
WORKFORCE  
CENTER

Pothole

Detour

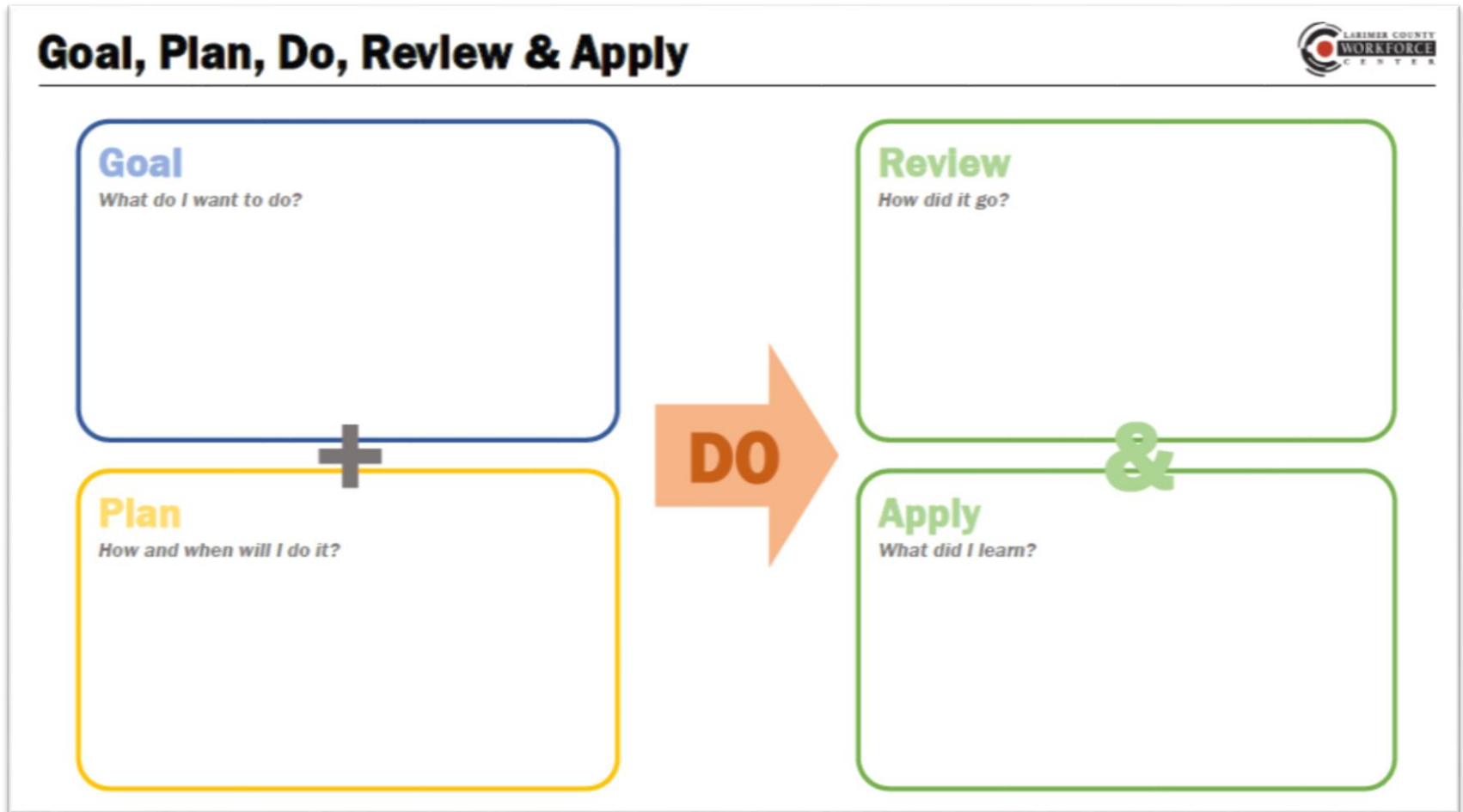
Pothole

Detour

Pothole

Detour

# In-Person Coaching: Goal, Plan, Do, Review & Apply





# Part II: Goal-Oriented Technology Called My Journey to Success

---



# Goal-Oriented Technology: My Journey to Success

---


- A technology built upon insights from behavioral science and related fields regarding the successful use of goal-oriented skills.
- The technology absorbs cognitive burdens and reduces barriers faced by clients by breaking complex tasks into smaller, more attainable action steps, and encourages the user toward goal achievement.
- Reduces staff responsibilities by automating data input and client notifications, freeing staff to more meaningfully engage with clients and their goals.
- An accessible, 24/7, two-way facing technology that can be easily accessed on a mobile device.

# My Journey to Success: What it looks like

Prepare to move forward

Larimer County Works Program

Other Services:

 [Click here to view step-by-step instructions on how to register and complete your Connecting](#)

**WHAT CAN YOU EXPECT?**

Take charge of more than you thought possible...  
Designed for you and your unique circumstances, the Larimer County Works Program is a proven passport to help you discover your own...

User Name

Password

Forgot Password

Forgot Username  Remember me

New User? Register Here

Larimer County Workforce Center

Secure | https://roadmapdemo.tuapath.com/roadmap\_library

# My Journey to Success!

zzzzzz | Log Out

- Roadmap
- Action Step Library
- Documents
- Communications
- MTS
- Resources
- Settings

Family Stability	Well-Being	Financial Health & Legal	Education & Training	Job Search & Employment	Supporting My Goals
<ul style="list-style-type: none"><li>• Housing</li></ul>	<ul style="list-style-type: none"><li>• Personal Well-Being</li></ul>	<ul style="list-style-type: none"><li>• Financial Health</li></ul>	<ul style="list-style-type: none"><li>• Education/Training</li></ul>	<ul style="list-style-type: none"><li>• Job Search Skills</li></ul>	<ul style="list-style-type: none"><li>• Organization and Planning</li></ul>
<ul style="list-style-type: none"><li>• Dependent Care</li></ul>	<ul style="list-style-type: none"><li>• Family Well-Being</li></ul>	<ul style="list-style-type: none"><li>• Legal</li></ul>	<ul style="list-style-type: none"><li>• Technology Skills</li></ul>	<ul style="list-style-type: none"><li>• Career Exploration</li></ul>	<ul style="list-style-type: none"><li>• How I react to things</li></ul>
<ul style="list-style-type: none"><li>• Transportation</li></ul>	<ul style="list-style-type: none"><li>• Social Support</li></ul>			<ul style="list-style-type: none"><li>• Employment</li></ul>	<ul style="list-style-type: none"><li>• Getting Things Done</li></ul>

© 2017 - TuaPath. All Rights Reserved  
Action Step Content and LCWC Logo ©2017 - Larimer County Workforce Center | All Rights Reserved

# My Journey to Success: Home Page



# My Journey to Success!

Home Participants Reports Connections Resources

speterson | Log Out

All Participants Test 1, WFTST1 X

Your Path to Success: Housing

Action Steps

Documents

Communications

Resources

Settings

MTS

Action Step Library

## Housing -

Find a place for tonight

3 of 3

Difficult due to my background

0 of 3

Find long-term housing

0 of 2

My housing goals

1 of 0

I'm being evicted; what do I do?

0 of 0

# My Journey to Success: Housing



# My Journey to Success!

All Participants Test 1, WFTST1 X

Your Path to Success / Housing / Find a place for tonight

Action Steps

Documents

Communications

Resources

Settings

MTS

Action Step Library

## Find a place for tonight - I don't have a place to stay tonight

### Action Step Legend

- Action Step Not Started
- Action Step Started
- ✓ Action Step Completed

✓ Find a place at a housing resource

✓ Find a family member or a friend to stay with

✓ Find resources that will meet your basic needs

# My Journey to Success: Action Step Legend

Find a place at a housing resource
✕

**Description**  
Finding a safe place to stay is important before doing anything else.

**Instructions**  
**CLICK HERE** to find housing help. Call each place. If you have to, leave a message. Write down who you called and what happened. Call places you left messages with again if needed. When you talk to a person, ask these questions:

Is there room for me and my family to sleep tonight?

- If YES, what do I need to do so we can stay there tonight? Is there a curfew? What is the exact address?
- If NO, do you have any suggestions for other options for my family?

**Recommended Action Step**  
Remove this Action Step from your path. This will delete any progress you made on this Action Step including any stored files.

Remove

**Make it mine:**

go to Catholic Charities

**Tips from your coach:**

Try Catholic Charities. Talk to Sheri

**Due Date**

5/26/2016, 2:16 PM
📅

Save personal note

**Record of Contacts Report**

Date of Contact	Type of Contact	Contact by	Topic	Duration

Print

**Find a place to stay through housing resources**

**Were you able to find a place to stay tonight?\***

If YES, answer the questions below.

If NO, contact your coach right away so they can assist you.

**Which resources did you contact?\***

211 and friends

**Where will you stay tonight? (Name of place, address, phone number)\***

Bill's, 814 Arbor Ave

**How can your coach contact you? (Phone number, a friend's phone number, etc.)**

\*

my cell phone still works, same number

\*Indicates Required Field

Save

Submit

Close

# My Journey to Success: Housing Resources



Search Career Resources

Emergency Housing ▾

Narrow Your Search

Where Am I Headed?

▾

About Me

▾

Industry

▾

Sort Results By:

Relevance ▾

TRENDING TOPICS ▾

RESOURCE RESULTS

Angel House

"Angel House is a program of House of Neighborly Service serving homeless families with children.

The Day Center is equipped with computers for job searching, homework, and accessing services, a full kitchen, secured closet for each family's personal items, laundry facility, showers, nap rooms, a play area with books, toys, and games for the children. Participants have access to the Day Center seven days a week from 7:00 am until 5:00 pm and have regular check-in appointments with case managers.

Night shelter and an evening meal is coordinated with caring churches on a rotating basis seven nights a week. To stretch the family's resources transportation is provided to the current church each afternoon at 5:00 pm and back to the Day Center at 7:00 am. Angel House is not a drop in shelter."

Tags: Emergency Housing, Support, Financial Health

STAFF PICK 21 views

The Mission (Fort Collins/Catholic Charities)

(From United Way 2-1-1 site) Temporary emergency overnight shelter for single individuals and families with children. Lengths of stay vary based on client needs and progress toward goals. Breakfast (6:30 am) and dinner (7:00 pm) served daily to shelter residents.

Life skill classes, Laundry, personal care items and shower facilities are available.

Shelter Resident's Levels Programs- 18 beds for men, 6 beds for women, and 4 family rooms.

Tags: Emergency Housing

STAFF PICK 11 views

211 United Way Resource Lists





# My Journey to Success!

### 6 victories!

- ✓ Find childcare for special needs children
- ✓ Get before or after school care for your child
- ✓ Keep notes on childcare search activities
- ✓ Find help with civil legal matters
- ✓ My Legal Goal #1
- ✓ Find childcare providers

### Additional Support

[Email My Coach](#)

### My Destination...where I am heading...

I want to get a regular place to stay and then get certified to become an X-Ray Technician so I can pay all our bills.

### My Roadmap

#### Find a place for tonight

- Pathway Housing Goal
- Find a family member or a friend to stay with
- 
- Find a place for tonight
- Find resources that will meet your basic needs

#### My Goal: Get my car out of the impound yard

- Pathway Technology Skills Goal
- My Technology Skill Goal #1
- My technology skills goals

#### My Goal: Apply to Otterbox

- Pathway Technology Skills Goal
- Apply for a free phone
  - Learn how to use computers
- I need access to basic technology

#### My Goal: Close out my bankruptcy

### My Next Meeting with My Coach

10:00:00 AM, September 27, 2017

### My Completed Roadmaps

- September 6, 2017
- September 5, 2017
- August 24, 2017

[Print My Current Roadmap](#)

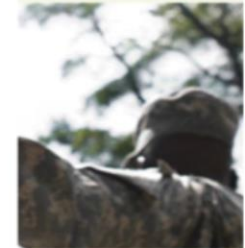
### Other Services:



## Veterans Workforce Investment Program

**WANT TO MAKE YOURSELF MORE MARKETABLE IN THIS ECONOMY?**

**> Click here to learn more**



# My Journey to Success: My Roadmap

# What Customers are Saying:

---

- “Felt good”
- “A good use of my time”
- “We accomplished a lot today”
- “Can we meet next week?”
- “This made sense to me.”



# More Engagement Strategies

---

- Branded marketing materials to reflect more accurately the program we are and what we aspire to be



## More Engagement Strategies... continued

---

- Trained staff in Motivational Interviewing and WOOP (Wish, Outcome, Obstacle and Plan)
- Conducted road tests for many new parts of program ~~ actively seek input & feedback from customers and other affected parties
- Offered incentives for completing survey (random selection; debit gift cards)
- Redesigned lobby and interviewing rooms
- Intentionally support our staff = supporting your customers

## Final Thought:

---



# A Sincere Thanks to Our Partners

---

**MATHEMATICA**  
Policy Research, Inc.



**COLORADO**  
Department of Human Services



# Strategies to Engage TANF Recipients

---

## Contact me:

Dena Jardine  
Associate Director  
Larimer County Workforce Center  
djardine@larimer.org  
970.498.6623

## The Larimer County Workforce Center

200 West Oak Street, Suite 5000  
Fort Collins, CO 80521  
larimerworkforce.org