

## 2012 Program Level Report Card: DCF Work / Learn

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

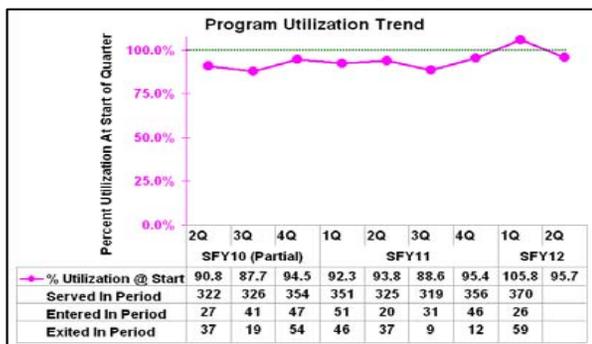
**Contribution to the Result:** The Work/Learn program addresses the need to assist referred young people (ages 14 - 23) from the greater Bridgeport, Hartford, New Haven and Waterbury areas with challenges that stand in the way of a successful transition to a self-sufficient adulthood. Jobs that provide 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, supportive personal relationships.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 11	\$1,964,770 (DCF)	\$479,996 (Chaffee)	\$290,000 (CSSD Pass-Through)	\$2,734,766
Estimated FY 12	\$1,975,055 (DCF)	\$462,496 (Chaffee)	\$290,000 (CSSD Pass-Through)	\$2,727,551

**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



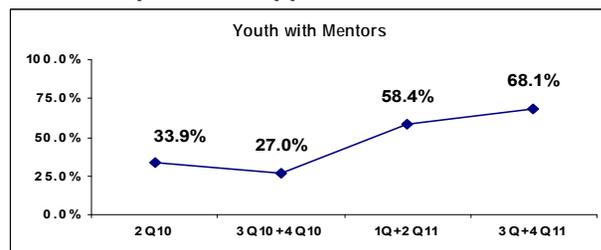
#### Story behind the Baseline:

Referrals to the program were initially low because referral sources needed additional education about the service. Providers began to attend referral agency staff meetings to raise awareness about the service, and agencies appointed liaisons to the providers within each office served by the program to answer questions and facilitate referrals. These efforts continue, to the point where providers actually were using more total slots than contracted during 3Q11.

**Trend:** ▲

### How Well Did We Do It?

#### Performance Measure 2: Percentage of active clients who have an identifiable, active relationship with a supportive adult or mentor



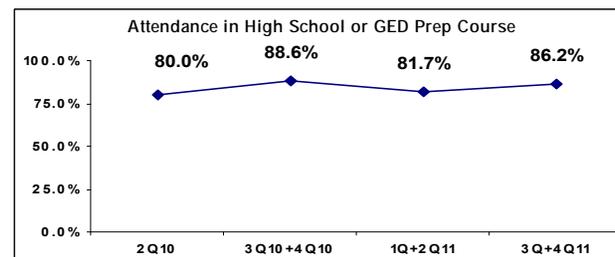
#### Story behind the Baseline:

Clients are provided with a wide variety of adults with whom they can connect and develop supportive relationships through internships, other volunteer/ leadership activities or formal mentoring programs. Creating and sustaining such relationships is often a challenge for adolescents, but program staff consistently engage them on this subject and help develop and nurture connections with positive adults. These may include coaches, pastors, employers, neighbors or family members. Additionally, providers identified a need to refer more clients to DCF One-on-One Mentoring.

**Trend:** ▲

### How Well Did We Do It?

#### Performance Measure 3: Percentage of active clients without a HS Diploma or GED who are currently attending HS or a GED prep course



#### Story behind the Baseline:

Performance has varied between 80 and 90%. Clients between the ages of 14 and 17 performed much better (about 93%), than do those ages 18 or older (only 65%). Of the remaining clients age 18 or older, more than half (58%) were involved in either the Youth Business Center, an internship or were employed at least part-time during the period. Clients of any age who aren't attending HS or GED are often those who are marginally involved and at risk of dropping out of all services. This program continues active efforts to re-engage this group.

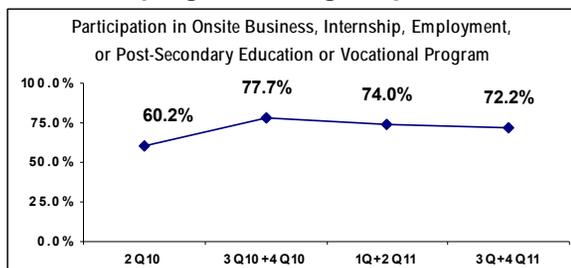
**Trend:** ◀▶

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

### How Well Did We Do It?

**Performance Measure 4: Percentage of active clients who participated in a Youth Business Program, Internship, were Employed or attending a Post-Secondary Educational or Vocational program during the period**



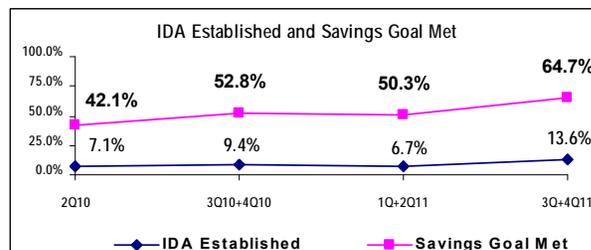
#### Story behind the Baseline:

While the majority of clients perform well on this measure, it is expected that some will either not be quite ready for a work experience (i.e. under age 16, learning disabled or working through mental health issues), are involved in other healthy activities (i.e. educational supports, extracurricular activities, etc) that compete for their time, or may need to spend free time on improving educational achievement. There are also a number of clients who have trouble engaging or staying involved with services. Providers find that these clients may be involved with the courts or court/probation mandates, current/prior gang involvement and/or behavioral health issues. Providers continue to work with this population to ensure they become, and remain, consistently involved in at least one of these activities.

**Trend:** ▼

### Is Anyone Better Off?

**Performance Measure 5: Percentage of eligible clients who established an Individual Development Account (IDA), and/or met their IDA savings goals during the period**



#### Story behind the Baseline:

Jim Casey Foundation research show that "IDAs create financial stability within families and make communities more stable as well" and that "holding assets at age 23 is associated with later positive outcomes such as better labor market experience, marriages, health and political interest." Clients often have difficulty providing required identification documents and/or coordinating with DCF workers to open the IDA. Providers vary in pre-requisites (fiscal literacy class), eligibility requirements and identification documents required to open an IDA. All providers give incentives to open an IDA, but some clients have difficulty understanding the importance of saving. Once the IDA is established a majority of clients meet their savings goals, though some have difficulty setting reasonable expectations for savings goals, or resist changing already established goals. FSW, Inc. (Bridgeport) recently changed the minimum number of Asset-Specific trainings required prior to withdrawals from an IDA with a match. This increased attendance at trainings, as well as deposits into IDAs.

**Trend:** ▲

### Proposed Actions to Turn the Curve:

1. Providers will increase the level of client outreach and collateral contacts to re-engage clients who do not stay engaged with services.
2. Providers will increase the rate of referrals to the DCF Mentoring Program.
3. Providers will work more closely with older youth to assess their goals/objectives, determine the best course of action for achieving those goals, or whether youth should be discharged.
4. DCF staff will work with providers to increase access to required client documents needed for employment and establishing bank accounts
5. Providers will share with each other effective practices for streamlining the process for opening IDAs. They are also assessing the use of contracting with clients to streamline deposits into IDAs, and automatically depositing Youth Business Center paychecks into a client's IDA.

#### Data Development Agenda:

Providers are now transitioning to a new data collection system that will allow reporting on:

1. Breakouts of utilization figures by Levels of Service for more precise analysis of capacity
2. The percentage of active clients involved in some form of educational support services. First report should be available by 1/12;
3. The number of discharged clients attending a secondary or post-secondary ed./voc. program, or if already graduated or obtained a GED, were FT employed. First report should be available by 1/12.
4. The number of active 12<sup>th</sup> grade clients, who graduated or obtained GED, and of those, the number who enrolled in post-secondary ed./voc. program. Measure will be annual, based on a 9/1 - 8/31 school year. First report should be available by 9/12.