

## 2012 Program Report Card: Jobs First Employment Services Program - Department of Labor

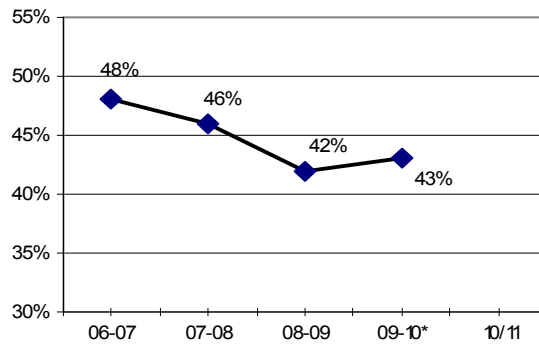
**Quality of Life Result:** All Connecticut working age residents have jobs that provide financial self-sufficiency.

**Contribution to Result:** Jobs First Employment Services provides employment services such as case management, job search assistance, vocational education, subsidized work experience, adult basic education and support services to families in receipt of time-limited Temporary Family Assistance (TFA).

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 11	\$17,557,585	0	0	\$17,557,585
Estimated FY 12	\$17,741,841	0	0	\$17,741,841

**Partners:** CT Departments of Labor, Social Services and Education, Bureau of Health/Nutrition Family Services and Adult Education; Five Regional Workforce Investment Boards and numerous contracted service providers.

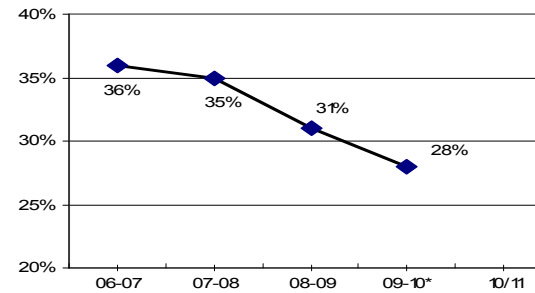
**Performance Measure 1:** Number of participants to obtain employment during the State Fiscal Year



Time Period SFY	Caseload	Obtained Employment	
		#	% of Caseload
2006-07	16,272	7,724	48%
2007-08	15,915	7,264	46%
2008-09	16,704	7,047	42%
2009-10*	11,713	4,983	43%
2010-11	16,490		

**Story behind the baseline:** The majority of the JFES families are single parents with multiple, serious barriers to participating in the program and becoming employed (e.g., lack of access to transportation, lack of child care or funds to pay for child care, no high school diploma or GED, no work history, non-English speaking, unstable housing, health and/or behavior health issues.) Performance is impacted by reduction in program funding translating to higher case managers' caseloads and fewer quality services such as vocational education and subsidized employment. Trend ▼

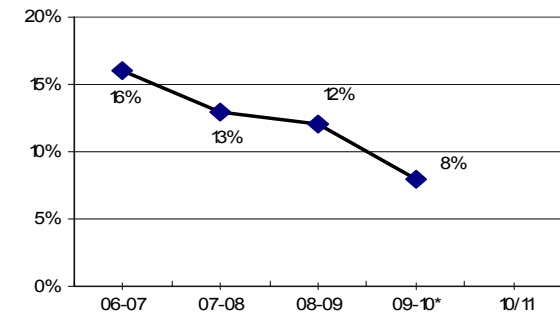
**Performance Measure 2:** Number of participants and percentage of JFES caseload to obtain employment with wages higher than the cash benefit that they receive during the State Fiscal Year



Time Period SFY	Caseload	Wages Above TFA	
		#	% of Caseload
2006-07	16,272	5,932	36%
2007-08	15,915	5,638	35%
2008-09	16,704	5,194	31%
2009-10*	11,713	3,334	28%
2010-11	16,490		

**Story behind the baseline:** JFES case managers develop individualized employment plans that help participants obtain employment before the end of their 21-month time limit. If at the end of the 21-month time-limit participants are earning \$90 more than their cash benefit amount, they are not eligible for an extension and their eligibility for JFES services ends. Federal TANF work participation and verification requirements that became effective in SFY 2006 and 2007 consume program resources making it more difficult for case managers to focus on resolving barriers to more lucrative jobs. Trend ▼

**Performance Measure 3:** # of participants and % of JFES caseload to obtain employment with wages higher than the federal poverty level for their family size during the State Fiscal Year



Time Period SFY	Caseload	Wages Above FPL	
		#	% of Caseload
2006-07	16,272	2,594	16%
2007-08	15,915	2,105	13%
2008-09	16,704	1,961	12%
2009-10*	11,713	897	8%
2010-11	16,490		

**Story behind the baseline:** The recession has made it more difficult for a single parent who lacks a high school diploma, marketable skills, work history, child care and reliable transportation to obtain a job when competing with the skilled and experienced unemployed. To increase the number of JFES participants obtaining jobs with wages that are higher than the federal poverty level (FPL), JFES provides vocational skills training opportunities within funding limits. Once a family's income exceeds the FPL, which is far less than the self-sufficiency standard, eligibility for JFES services ends. Trend ▼

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### *Proposed Actions to Turn the Curve:*

- Incorporate the attainment of a secondary education credential into the JFES program operating principles for developing individual plans for finding and retaining employment.
- Continue to coordinate with other programs and agencies to maximize existing resources such as leveraging training vouchers through the Workforce Investment systems, adult basic education and ESL classes through local adult basic education programs and specialized employment services through the Bureau of Rehabilitation Services.
- Implement a standardized JFES employment assessment tool and process.
- Within appropriations continue to provide training to front line case managers and job developers on the latest approaches to service delivery and on the resources available to assist JFES customer to overcome barriers to employment.

### *Data Development Agenda:*

- Shift the focus of performance measurement of contractors from the federal TANF Work Participation Requirements to the quality of employment outcomes.