

## REPORT ON ENGAGEMENT – APRIL TO JUNE, 2011

### Population and Sample

175 individuals coded as Work Eligible were sampled for each of the three months in the quarter, for both TANF and SSP-MOE files, resulting in a total of 1050 cases. Adding all other Work Eligible adults associated with the sampled cases resulted in 1545 individuals for the analysis. The over-representation of two adult cases is an artifact of the concentration of these cases in the smaller SSP-MOE file.

### **Duplication of individuals and cases**

Although each monthly sample was composed of unique cases, our sampling process did not attempt to exclude cases which may have been sampled in prior months. Within the quarter sampled, 173 individuals (in 89 cases) were sampled more than once; 19 individuals appeared in all three months. The vast majority of duplicate cases were found in our SSP-MOE sample. With an average of 1291 cases in the SSP-MOE population, and 40,546 in the TANF population, yet the same number of cases sampled from each, these results are not surprising. All individuals will be treated as unique cases in the following analysis, without consideration of their duplicative nature.

### Work Participation – full and partial

Just under 14% of the 1545 individuals in the sample were found to be fully engaged at the point the sample was taken, while an additional 28% (429 individuals) had some countable activity hours reported. In all, 41.6% of the sample had actual hours recorded when the sample was taken. Among those individuals who were identified as partially engaged, median hours recorded was 84. Examining the hourly data suggests that some individuals with significant numbers of hours were not flagged as fully participating, despite reporting sufficient hours. By subtracting the hours in uncountable Job Search and Vocational Education, 21.6% of the total sample (333 individuals) remain with some countable hours, one third of them with at least 100 countable core hours.

As in the initial month of the Engagement Report (March, 2011) samples were pulled as early as possible after month-end to allow maximum time for manual research on non-engaged individuals. In addition to activities which were not entered timely, some processes may not have been fully executed when the sample was pulled, leading to some fully participating individuals being flagged as having insufficient hours. The combination of clients with a full participation indicator and those who appear to have sufficient hours based on an analysis of their recorded countable hours suggest that a minimum of 325 individuals in the sample fully met their work requirement.

Additional individuals were identified as having some hours of activity through a manual process of case reading. Of the 902 individuals with no recorded activity hours when the sample was pulled, 92 were identified as being engaged (partially or fully) over the ensuing weeks as cases were researched. In combination with the individuals cited above, these results indicate that 735 individuals in the sample had some work activity.

### Time-limited activities

As noted above, some individuals were identified as having uncountable Job Search or Vocational Education activity hours. Taken as a group, 116 participants (7.5% of the total sample) had uncountable

hours due to time-limited activities. Only two of them had both activities recorded, while 76 (65.5%) participated in Job Search only, and 38 (32.8%) in Vocational Education.

### Non-Participating Individuals

With 735 individuals identified as partially or fully participating, 52.4% of the sample remains with no recorded activity hours at the time the sample was pulled. The table below details the distribution of the full sample of 1545 individuals.

<b>STATUS</b>	<b>#</b>	<b>%</b>
<b>Fully Participating</b>	<b>214</b>	<b>13.9%</b>
<b>Some hours, insufficient to count in WPR numerator</b>	<b>429</b>	<b>27.8%</b>
<b>a) No countable core hours</b>	<b>96</b>	<b>22.4%</b>
<b>b) One to 99 countable core hours</b>	<b>222</b>	<b>51.7%</b>
<b>c) 100 or more countable core hours</b>	<b>111</b>	<b>25.9%</b>
<b>Hours identified after report was run</b>	<b>92</b>	<b>6.0%</b>
<b>No hours</b>	<b>810</b>	<b>52.4%</b>
<b>a) First month on assistance</b>	<b>108</b>	<b>13.3%</b>
<b>b) Assigned activity not yet begun</b>	<b>14</b>	<b>1.7%</b>
<b>c) Agency failed to engage client</b>	<b>46</b>	<b>5.6%</b>
<b>d) Relocating to new jurisdiction</b>	<b>7</b>	<b>0.9%</b>
<b>e) Disregarded from participation rate</b>	<b>95</b>	<b>11.7%</b>
<b>f) State exempt with child under 1</b>	<b>35</b>	<b>4.3%</b>
<b>g) In sanction process</b>	<b>119</b>	<b>14.7%</b>
<b>h) State exempt – ill or disabled individual</b>	<b>177</b>	<b>21.9%</b>
<b>i) Other State Exemption</b>	<b>103</b>	<b>12.7%</b>
<b>j) Other</b>	<b>106</b>	<b>13.1%</b>

The following is a discussion of the principal reasons for non-participation:

**a) First month on assistance**

These result from inevitable administrative operations. Note that in any given month, approximately 7.5% of the caseload “turns over,” creating the need to assess and engage a significant number of participants, usually between 4,500 and 5,000 per month. The 7% of the sample found to be in their first month is consistent with our population totals.

**b) Assigned activity not yet begun**

These also result from inevitable administrative operations.

**c) Agency failed to engage client**

The 46 individuals the agency has failed to engage represent 38 unique individuals. These have been brought to the attention of the responsible field staff for investigation and engagement if appropriate.

**d) Relocating to a new jurisdiction**

**e) Disregarded from participation rate**

95 individuals met a federal exemption that allows them to be disregarded from the WPR. This include single parents with children < 1 year old (who and had not used 12 months of exemption), and individuals caring for a disabled relative in the home.

**f) State exempt with child under 1**

35 individuals were exempted from work activities because they are a single parent with a child under age one but had exhausted their allowable time (12 months) for the federal disregard. The state has recently extended the exemption for single parents to a full year, from 16 weeks, without a lifetime limit. We expect to see some increase in parents qualifying for the state, but not the federal, disregard.

**g) In sanction process**

In the first 6 months of FFY 2011, an average of 1640 TANF households per month had a full-family sanction imposed for failure to comply with work requirements. The sanction process can be time consuming; first the agency that is attempting to engage the individual must attempt to determine if there was good cause for non-compliance. Then, depending on the time of the month the sanction is imposed, the case may remain open for an additional month in order for notice of adverse action to be delivered timely. Throughout that process, the TANF client is unengaged in work activities. Even clients who agree to comply are unlikely to reach full participation during the month.

**h) State exempt – ill or disabled individual**

TANF recipients deemed temporarily incapacitated or disabled by a Medical Evaluation Unit are exempt from work requirements, but remain in the WPR denominator. Documentation of the individual's illness/injury is sent to a special unit in Central Office staffed in part by Registered Nurses to determine whether the individual should be exempted, and whether the disability is temporary or permanent. Statewide, in the April through June quarter, 1556 individuals were identified as having a permanent disability, and 3715 to have a temporary medical condition precluding full-time work activities.

**i) Other State exemption**

The majority of the 103 individuals with an "other state exemption" were reported as having a temporary life crisis precluding engagement. This group includes TANF recipients who have been identified through an initial screening as individuals who may require an accommodation in order to successfully comply with the program. While additional assessment is conducted, they are designated in this fashion. The state also exempts one parent in a two parent case when there is an infant under 16 weeks, and several individuals had received this exemption.

**j) Other**

Over 13% of individuals with no activity fell into the "Other" category. The decrease in cases classified as "Other" since the initial Report on Engagement is partially due to refining our classification with practice, but also a decline in the number of individuals who should not have been identified as WEI.

- The majority of "Other" reasons, 65, or 61.5%, involved a case in the process of closing for a non-sanction reason. This might occur when a case is closed after an adverse action cut-off. For instance, a closure may be indicated after the issuance of benefits for the following month, thus the case will be part of the WPR denominator for the post-closure month but the client will be under no obligation to participate in activities. Cases were closed for a variety of reasons, including being over income (22 individuals) or requesting closure (20). Less commonly, a client had moved out of state or lost contact with the department.
- The sample also included some individuals who should not have been coded as work eligible at all, although the percentage in the current sample reflects a reduction from the initial March sample. 11% of "Other" reasons, or 0.7% of the total sample, involved ineligible individuals. No specific reason occurred more than three times, and included undocumented aliens, minors, individuals receiving interim benefits, and error in SSNs.
- Nine cases were individuals no longer part of the TANF household.

- The remaining 16 cases (15% of the “Other” category) can be broadly categorized as individuals involved in programs outside of TANF activities, including refugee programs, treatment programs, or in-kind employment.

**Insufficient Activity hours**

At the point when the sample was pulled (within the first two weeks of the subsequent month), 429 cases were identified as having some, but insufficient, work activity hours. Data on specific hours and activities exist for cases identified as having hours when the sample was initially created. The chart below details the distribution of those hours across activity types. Note that individuals may be in multiple activities.

ACTIVITY	INDIVIDUALS	PERCENTAGE	MEDIAN HOURS
Unsubsidized employment	170	39.6%	88.5
Subsidized public employment	1	0.2%	-----
Work Experience	14	3.3%	44.0
Job Search / Job Readiness	117	27.3%	48.0
Community Service	129	30.1%	40.0
Vocational Education	93	21.7%	70.0
Job Skills Education	124	28.9%	18.0
Education Leading to Employment	30	7.0%	21.0