



Department of  
**Labor & Workforce  
Development**

**WIOA & TANF:**  
*One Stop Partnership*

# Overview

- WIOA provides a means for enhancing the (TANF) service delivery model to be more responsive to our customers varying needs, delivery services more holistically, and accelerate connections to promote employment.
- Specifically, WIOA calls for aligning services that are assisting individuals find employment by establishing a true "one-stop system" to streamline access to services via multiple entry points (i.e. no-wrong-door entry) into the workforce development system, promoting workplace skills and employment.

# Service Delivery

## Enhanced Access to Services:

1. Program staff physically present at the one-stop location;  
or
2. Partner program staff physically present at the one-stop with knowledge of the program and capable of assisting customers
3. Direct linkage to meaningful services via through technology and/or program staff.

# Service Delivery (cont'd)

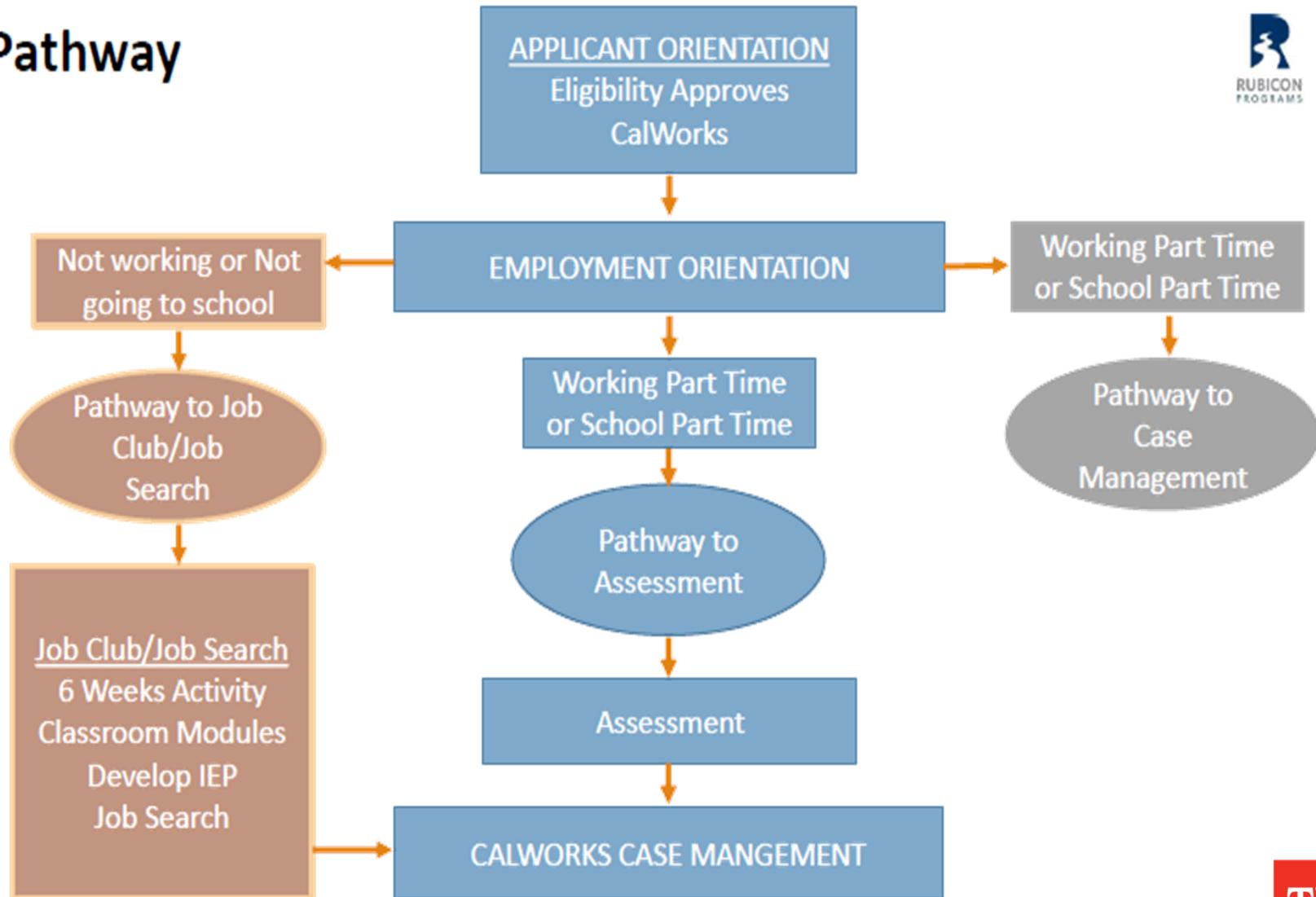
- A human service department staff person on site, who can provide access to TANF; or
- A direct technical link (e.g. webcam, video conferencing) to the human service department staff who can provide access to TANF in real time; or
- Workforce center staff trained on TANF and the application process for TANF and is able to assist applicants with the application process (e.g. paper application or electronic)

# Collaborative Approach

- There are several benefits to leveraging opportunities presented by WIOA
- Greater partnership and collaboration yields better customer experiences, greater employment outcomes, and reduced duplication of services resulting in cost savings over time.
- Some questions for counties to consider in building partnerships:
  - Do you have a business developer? If so, is this position doing the same work accomplished through a professional at your local One-Stop? Do these services need to be duplicated?
    - Are efforts duplicated in the areas of creating meaningful work experiences that lead to work within your community or connect to your communities Labor Market Information, classes on interviewing, job postings, and/or building skills and/ or credentials requested by employers to up skill or employ job seekers?

# WIOA/TANF Career Pathway (Example)

## CEC Pathway



# Challenges

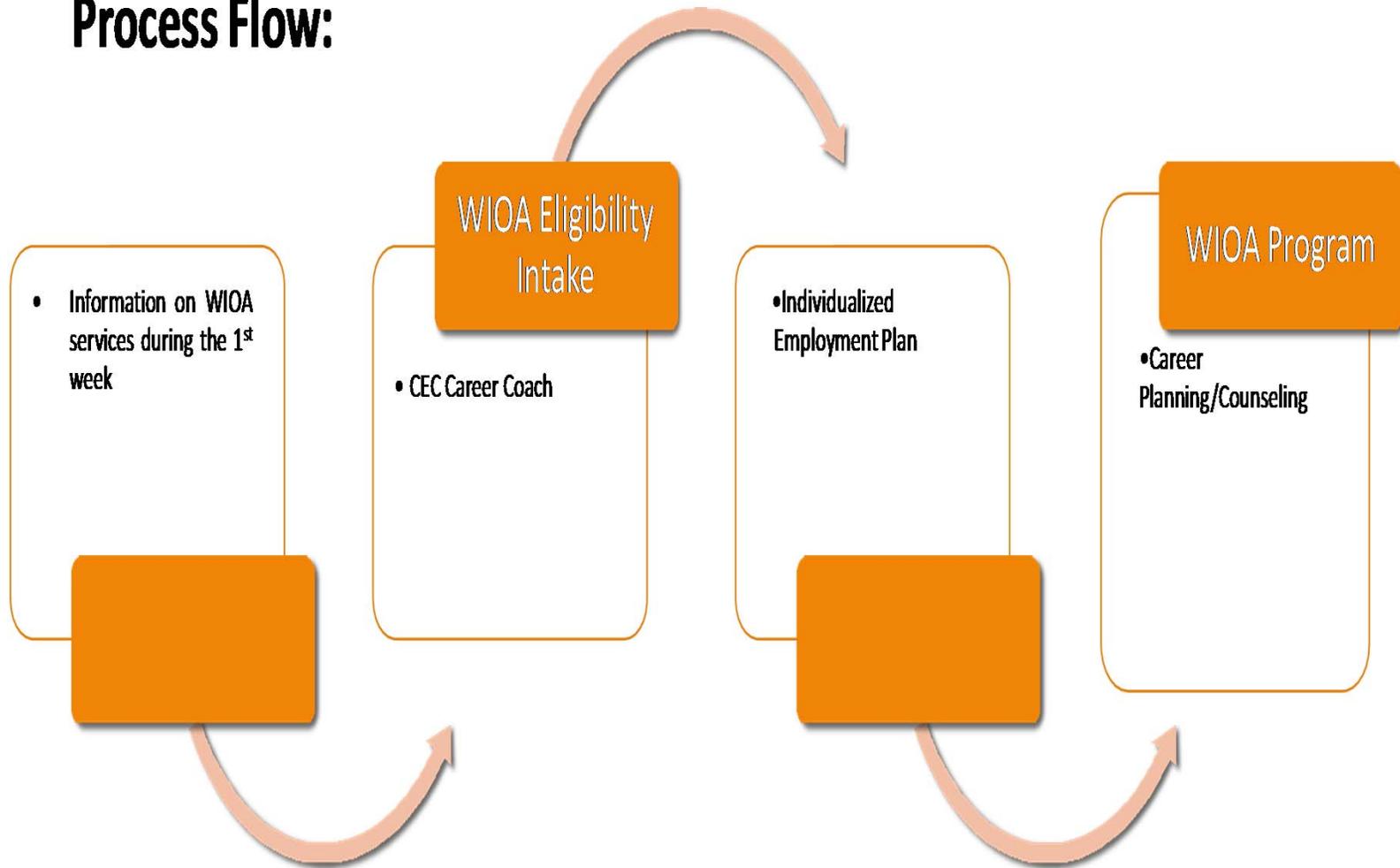
## Data Factors

- Eligibility issues
  - Selective service
  - Proper eligibility documents
- Attrition
- Barriers to job readiness
  - Child care
  - Transportation
- Mindset – Not seeing the benefits
- Distrust of agency
- Seasonal participation



# Customer Flow (Examples)

## Process Flow:



# Recommendations

- Start the co-enroll process early
- Patience/relationship building
- Simplify the process
- Warm hand-off process/communication
- Additional Support

# Opportunities

- Priority access for most vulnerable workers
- Policy and planning input through local boards
- Expanded education and training options
- Development of partnerships with workforce and human service providers
- “Pipeline Expansion”
- Additional Benefits....(impact on individuals and families)