

## Attachment A

Dept of Agriculture Food and Nutrition Service, 2006 Income Guidelines, FNS website

<b>People in Household</b>	<b>Gross Monthly Income Limits</b>	<b>Net Monthly Income Limits</b>
1	\$ 1,037	\$ 798
2	1,390	1,070
3	1,744	1,341
4	2,097	1,613
5	2,450	1,885
6	2,803	2,156
7	3,156	2,428
8	3,509	2,700
Each additional person	+354	+

## PORT JOBS

### Program

Port Jobs links job seekers with employment at SeaTac International Airport. The office located at the airport offers self-directed job search for a variety of jobs at the airport--- including retail, airport logistics and maintenance. Port Jobs staff provides “light touch” assistance in the form of helping job seekers fill out employment applications, and search for jobs on the computer. Port Jobs also has separate contracts with local initiatives such as the Annie E Casey Foundation’s Making Connections and the Northwest Areas Foundation’s BURRST to provide 12-18 hours of job readiness training to clients of those organizations. In addition, Port Jobs offers skills upgrade training for employees working at the airport. Airport University is a partnership with South Seattle Community College which provides leadership skills training and basic computer skills for current airport employees to help them move up to better paying jobs. Classes are paid for either by airport employers, self-pay by the student, FSE&T funds or financial aid available to the community college.

Port Jobs sees about 300-350 clients per week at the airport office and over half are returning job seekers.

Port Jobs integrates FSE&T clients into each of these service areas: self-directed job search, job readiness training and Airport University. Clients fill out an initial in-take form that inquires about their food stamp status. For those who report they are on food stamps, Port Jobs continues to track those clients through their activities. Port Jobs has limited staff capability to assist clients in enrolling into the food stamp program. One day a week, a staff person from Hopelink comes to Airport Job’s office to assist with the enrollment process.

### Performance to date

Port Jobs set fairly high enrollment targets for FSE&T in the first year of the pilot. They are currently revising down those numbers. Part of the reason Port Jobs enrolled fewer clients than expected is, for operational reasons, the staff decided to enroll only new clients into FSE&T and not returning job seekers. Going forward, Port Jobs will do outreach to returning job seekers to assist with job upgrades.

### Recruiting

Port Jobs receives clients as walk-ins to the Airport Jobs office. In addition, they receive referrals from Making Connections and BURRST.

### Infrastructure / Staffing: 6 people

% of time spent on FSE&T Start Up	% of time spent on FSE&T Current	Staff Position	Activities
20-25%	20%	Program Manager	Daily operations
25-35%	5%	Database Administrator	Entering client data
5%	0%	Researcher	Researched FSE&T program requirements and operations; duties moved to program manager
2%	2%	Billing Clerk	Preparing invoices
10%	10%	Staff Assistant	Checking eJas information
5-10%	2%	Executive Director	Program oversight

### Match Dollars

Port Jobs receives few federal dollars so their potential to match funds is very high. The challenge has been that because most of Port Jobs services are “light touch” and clients are not really enrolled in a program for any length of time it is difficult to draw down FSE&T dollars because the services Port Jobs provide are not intensive.

**Challenges:**

- Complex billing methodology
- Labor intensive for staff during start up and no compensation
- Suspect that 50% of FSE&T clients are not serious about looking for work. In follow up contacts with FSE&T clients who used Port Jobs Services, only half were actively pursuing work. Similarly, at a recent recruiting event, 30 FSE&T clients expressed interest in Port Jobs' services, 5 wanted to be contacted with follow up information, and none actually enrolled.

**Proposed Changes**

- Need a simple billing methodology for self-directed job search programs

**Benefit of FSE&T to the organization**

- FSE&T allows PortJobs to earn dollars for serving Basic Food recipients and expand services to this group.
- One of the time saving investments Port Jobs made was altering their MIS system to better accommodate FSE&T client information and therefore, the data is more automated.

## SEATTLE GOODWILL

### Program

Goodwill provides 10-week clerical and customer service training courses for low income residents through out the year. Clients can take 1-3 classes each 10-week quarter. Approximately 30 classes are offered each quarter. Goodwill also provides trainees a paid work experience in their retail stores. In addition, Goodwill operates a three week intensive job readiness/soft skills training called STRIVE.

FSE&T clients are incorporated into Goodwill's existing training programs and they are allowed open entry/open exit access in the hard skills training courses which is not an option for all other Goodwill clients.

### Recruiting

FSE&T clients come from either the White Center CSO or from Goodwill's general client population. Clients interested in enrolling into Goodwill's employment services are asked if they are on Basic Food or would be interested in enrolling into Basic Food.

The majority of FSE&T clients who enter Goodwill are already on Basic Food.

### Infrastructure / Staffing: 5 people

% of time spent on FSE&T	Staff Position	Activities
5%	Director of Employment Programs	Program oversight
40%	Analyst	Day-to-day management: class tracking; e-messaging, maintain lists, troubleshooting
50%	Case managers (2)	Enter data into eJas
5%	Finance Manager	Prepares bills
100%	Receptionist	Enroll clients into program; conducts testing, inquires about Basic Food status

Goodwill created a new Excel database to track attendance in training for FSE&T clients and they have had to add features to their internal MIS system in order to track FSE&T outcomes.

### Match Dollars

Goodwill's match source is earned revenue from their retail stores.

### Performance to date

As of 5/30/06, a total of 42 FSE&T clients have been enrolled. Goodwill enrolls approximately 8 people per quarter (10 week quarter sessions). One-third are on SSI or SSDI.

### Challenges:

- Requires a lot of staff time to implement.
- Data tracking is cumbersome.
- DSHS administrative structure a challenge: 1) there is no real system at DSHS to find out who is eligible for FSE&T; Goodwill staff needs to keep checking; 2) staff can't email to DSHS but must use e-message; 3) eJAS is difficult to work with; it drops people without explanation.
- Must resubmit bills due to clients' changing food stamp status.
- Not very accessible for immigrants/refugees.
- Clients don't want to reveal who lives in their household.
- Need to conduct cost benefit analysis of FSE&T; not sure if the FSE&T dollars are worth the amount of staff time required.

### **Recommended Changes to FSE&T**

- Would like to bill by component cost
- Need to find ways to reduce intensity of staff labor
- Would like to email names to DSHS versus faxing names

### **Benefit of FSE&T to the organization**

- Aligns with mission
- Allowed us the opportunity as a team to operate a complex program
- Created an attendance system that has allowed us to better track client performance

## Seattle Jobs Initiative

### Program

SJI integrates its FSE&T program into its current operations via its five contracted community based organizations (CBOs). CBOs provide the wrap around supports ----recruitment, assessment, job readiness training, barrier removal, case management, placement and retention services. SJI has three different routes toward employment: direct job placement; sector pathways (enrolling participants into pre-existing training program at the community college) and SJI cohort sector training at the community college (Office Occupations, Welding and Pre-Apprentice Construction). SJI places over 500 clients into full-time jobs with benefits.

In preparation of the FSE&T contract, SJI became a food stamp outreach subcontractor to Hopelink. This increased SJI's ability to assist clients with enrolling into the Basic Food program and thereby increased the number of participants into FSE&T.

In September of 2005, SJI hired a new staff member to conduct food stamp outreach at the CBOs (75% of staff time) and coordinate all of the FSE&T activities (enrolling, MIS data entry, roster tracking, case notes) (25% of staff time).

### Performance to date

SJI was ambitious in predicting its 2006 performance; by 4/2006 SJI planned to have 50% of its participants enrolled in FSE&T. SJI is currently at 50% of its contracted targets but remains hopeful that this will increase to 70-80% of its original targets by October 2006. As of 5/31/06 SJI has enrolled more than 95 participants in FSE&T.

### Recruiting

SJI CBOs recruit clients from throughout the city and continue to do so as part of its FSE&T program, however there is a special focus on recruiting clients in White Center. Approximately, 10% of the CBOs' recruits are already receiving Basic Food.

### Infrastructure / Staffing: 7 people

Start Up Time	Current (June 2006)	
25- 35%	20%	Program Director
20%	5%	Planner
25-35%	10%	Database Administrator
50%	50%	Data tracking
5%	5%	Billing Clerk
75%	40%	Basic Food Outreach
5-10%	5%	Executive Director

### Match Dollars

SJI's match dollars are City of Seattle general revenue dollars and foundation grants. SJI does not receive any federal funding.

### Challenges:

- Complex billing methodology.
- Labor intensive for staff during start up and no compensation.
- Reporting requirements; eJAS is hard to use, does not produce good reports.
- Changing status of clients on Basic Food.
- Labor intensive system of Basic Food enrollment status – SJI must fax list to DSHS, DSHS checks against system then faxes back list with answers.

### Proposed Changes

- E-jas can be improved by providing regular roster and activity reports to CBOs
- DSHS should create a better system of checking for Basic Food enrollments.
- Billing – could there be a cost per service or a “snapshot” roster account?

**Benefit of FSE&T to the organization**

FSE&T is aligned with SJI's mission and has increased awareness of the Basic Food program within SJI and its CBO vendors. FSE&T provides participants with added support services. FSE&T has also allowed SJI to more creatively collaborate with South Seattle Community College in providing training and wrap-around services to Basic Food recipients.

# SOUTH SEATTLE COMMUNITY COLLEGE

## Program

SSCC enrolls FSE&T clients into its existing vocational training, basic skills and English as Second Language classes. FSE&T clients make up a percentage of each class' student mix. There are no classes where all students enrolled are on FSE&T. Rather, SSCC has made a consciousness decision to "mainstream" FSE&T clients into the regular vocational training offerings.

## Performance to date

SSCC set a goal of enrolling 489 students into FSE&T in the first year of the pilot. The start up quarter (Fall 2005) enrollment was smaller than anticipated, however each quarter the numbers have increased.

	<u>Enrolled</u>	<u>Dollars to be matched (SSCC earned half the amount)</u>
Fall 2005	28	\$75,000
Winter 2006	43	\$84,000
Spring 2006	89	\$160,000 (anticipated)

## Recruiting

FSE&T students come to SSCC from a variety of sources. The White Center CSO refers food stamp clients; community agencies refer clients, and SSCC has a strong partnership with the Department of Corrections which refers newly released ex-offenders into training.

Most FSE&T students arrive at SSCC already on Basic Food and then they are immediately enrolled into FSE&T. For those students who are eligible for Basic Food but are not enrolled, SSCC refers them to DSHS to sign up for the program. SSCC does not have the staff capacity to eligiblize individuals for food stamps.

## Infrastructure / Staffing: 5 people

% of time spent on FSE&T	Staff Position	Activities
20%	Director of Workforce Education	Program oversight
40%	Program Manager	Day to day operations
20%	Receptionist	Client interaction
5%	Accounting/Billing Specialists	Prepare billings
5-10%	Director, Business Services	Oversight of billings

SSCC has decided to create a full-time fiscal position to manage FSE&T billing and tracking.

## Match Dollars

South Seattle Community College uses its state FTE operating dollars to match FSE&T. SSCC uses a formula for the cost of credits (based on 0-10, 10-18, 18+ credits) and another formula for overhead costs. Only those FSE&T students who finish 80% or more, or actually complete the training are charged to FSE&T.

## Challenges:

- Labor intensive; requires a lot of staff time.
- A lot of time is spent on paperwork: creating lists, confirming names on the list and re-checking names on the list.

## Proposed Changes

- Would like a set formula for the match; such as a set fee per hour for case management or education services.



**Benefit of FSE&T to the organization**

- Mission compatible. FSE&T allows students to go to training who would otherwise not be able to afford training. Already 120 students are training at SSCC who are not eligible for any other fund source.
- Allows college to generate additional FTEs.
- Enhances existing relationships with DSHS and community partners
- Provides additional leverage (matching funds) for acquiring grants and creating comprehensive packages for students to succeed.

# YWCA OF SNOHOMISH AND KING COUNTY

## Program

The YWCA created a new program for their FSE&T clients that operates similar to their other employment programs. The YWCA provides low-income residents with case management, training and support services. For the FSE&T project, the YWCA has one dedicated case manager whose entire focus is case managing FSE&T clients and linking them to training, jobs and other social services needed to address barriers to employment. Regarding FSE&T clients who are referred to training; the majority are enrolled in short-term training at South Seattle Community College. The college uses its FSE&T dollars to pay the tuition costs for YWCA FSE&T clients. If clients are referred to training entities, the YWCA uses its FSE&T funds to pay for tuition.

## Performance to date

As of 5/30/06, 62 clients are enrolled and 19 have been placed in jobs.

## Recruiting

Everyone participating in the FSE&T program is already receiving Basic Food assistance. Clients are referred from the White Center CSO, or South Seattle Community College, or from the housing residences at Park Lake Homes.

The YWCA is now serving an increasing number of single adult males as a result of the FSE&T program to the YWCA's . Typically, the YWCA in White Center serves families and immigrants/refugees. With FSE&T, they are now serving a number of single adult males. The YWCA had not anticipated this shift in clientele and made changes to better serve the new clients.

## Infrastructure / Staffing: 4 people

% of time spent on FSE&T	Staff Position	Activities
100%	Case manager	Case manages FSE&T clients
25%	Customer service	Reception
5-10%	Finance person	checks eJas, creates bills
5-10%	Supervisor	Project oversight, meetings with DSHS

## Match Dollars

The YWCA's match source includes general revenue and United Way dollars. The majority of the YWCA's job training is funded through federal dollars therefore their FSE&T program could not be integrated into their regular program. Therefore, the YWCA's FSE&T program is relatively small because the organization has few non-federal match dollars.

## Challenges:

- Reporting requirements; eJAS is difficult to use
- The changing status of clients on Basic Food
- Significant administrative staff hours are required to operate the program
- Unable to expand FSE&T because YWCA does not have a lot of non-federal dollars for employment

## Recommended Changes

- Would like to offer support services during employment and retention
- Need to examine why more men are accessing FSE&T than women

## Benefit of FSE&T to the organization

- Mission compatible
- Allowed YWCA to upgrade a .5 FTE position to full time
- While the program is anchored at a public housing site, FSE&T allows the YWCA to work with non-housing residents from the surrounding community – a target audience they are seeking to get involved in YWCA programs