



**Elizabeth Lower-Basch**  
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# **Integrated Service Delivery for Working Families**

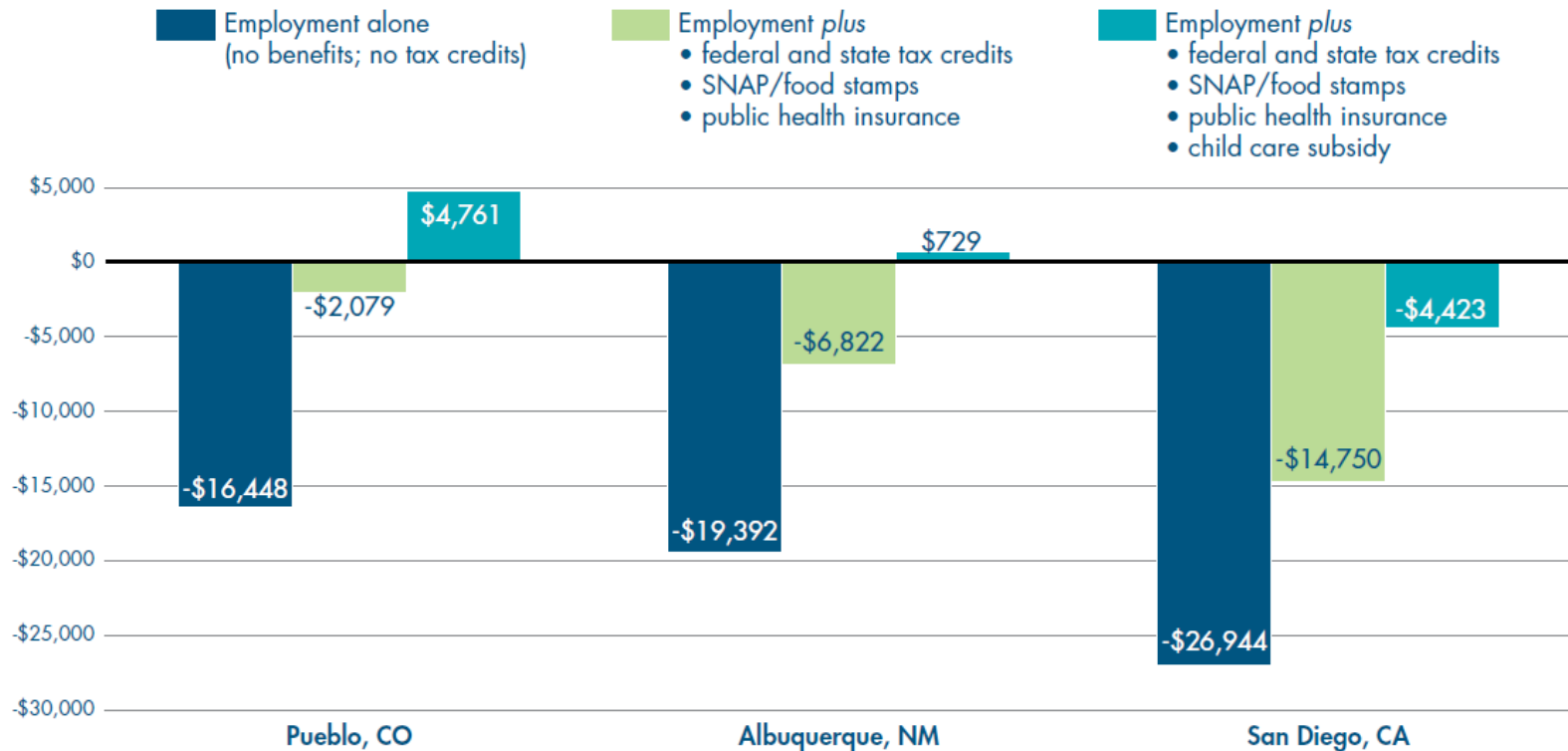
**NASCSP Mid-Winter Training Conference**

**March 4, 2011**

# Work is Not Enough

**Figure 4. Net Resources in Selected Localities**

Single-parent families with two children, one preschool-aged and one school-aged (assumes full-time employment at \$9/hour)



Source: NCCP's Family Resource Simulator <[www.nccp.org/tools/frs](http://www.nccp.org/tools/frs)>.

# Integrated Service Delivery

- Employment and career advancement
- Income enhancements and work supports
- Financial literacy and asset building

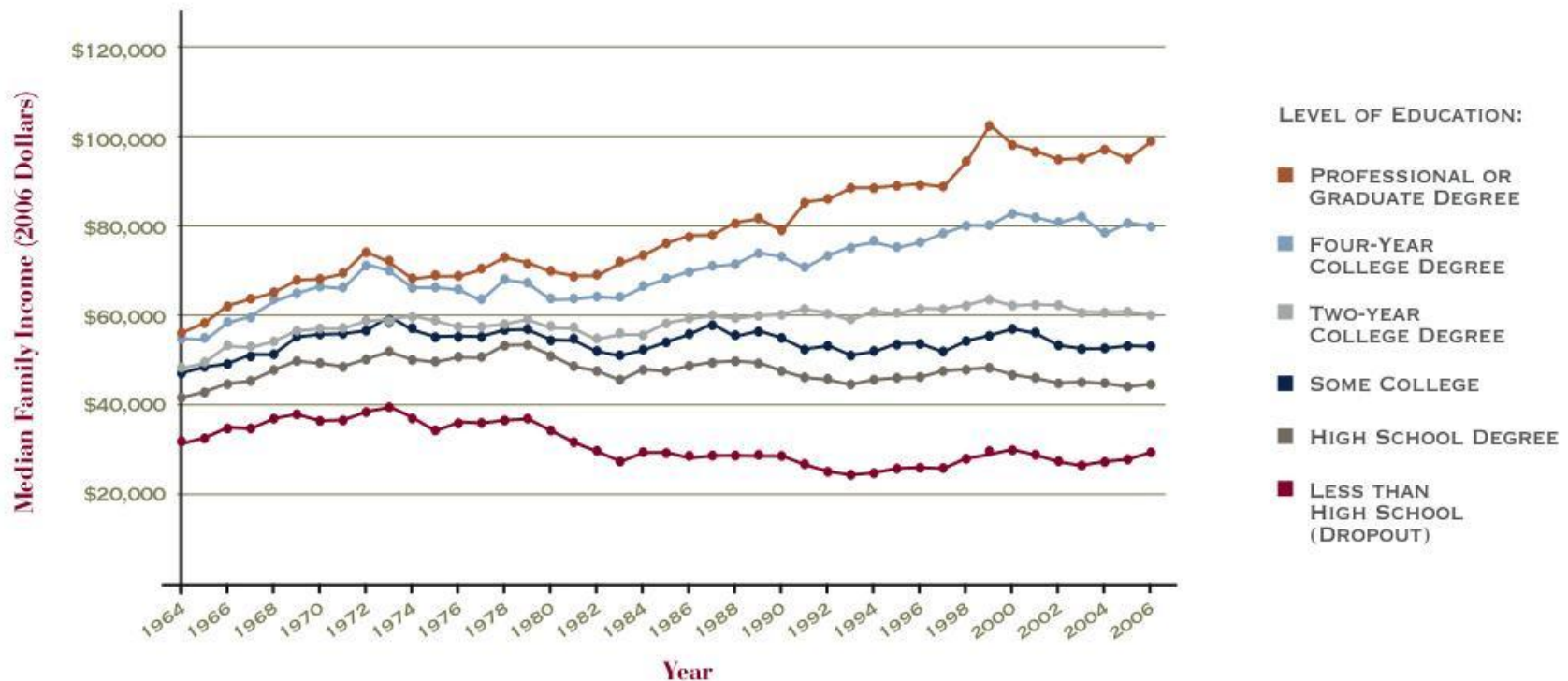


***“Earn it, Keep it, Grow it”***

# Employment and Career Advancement

FIGURE 1

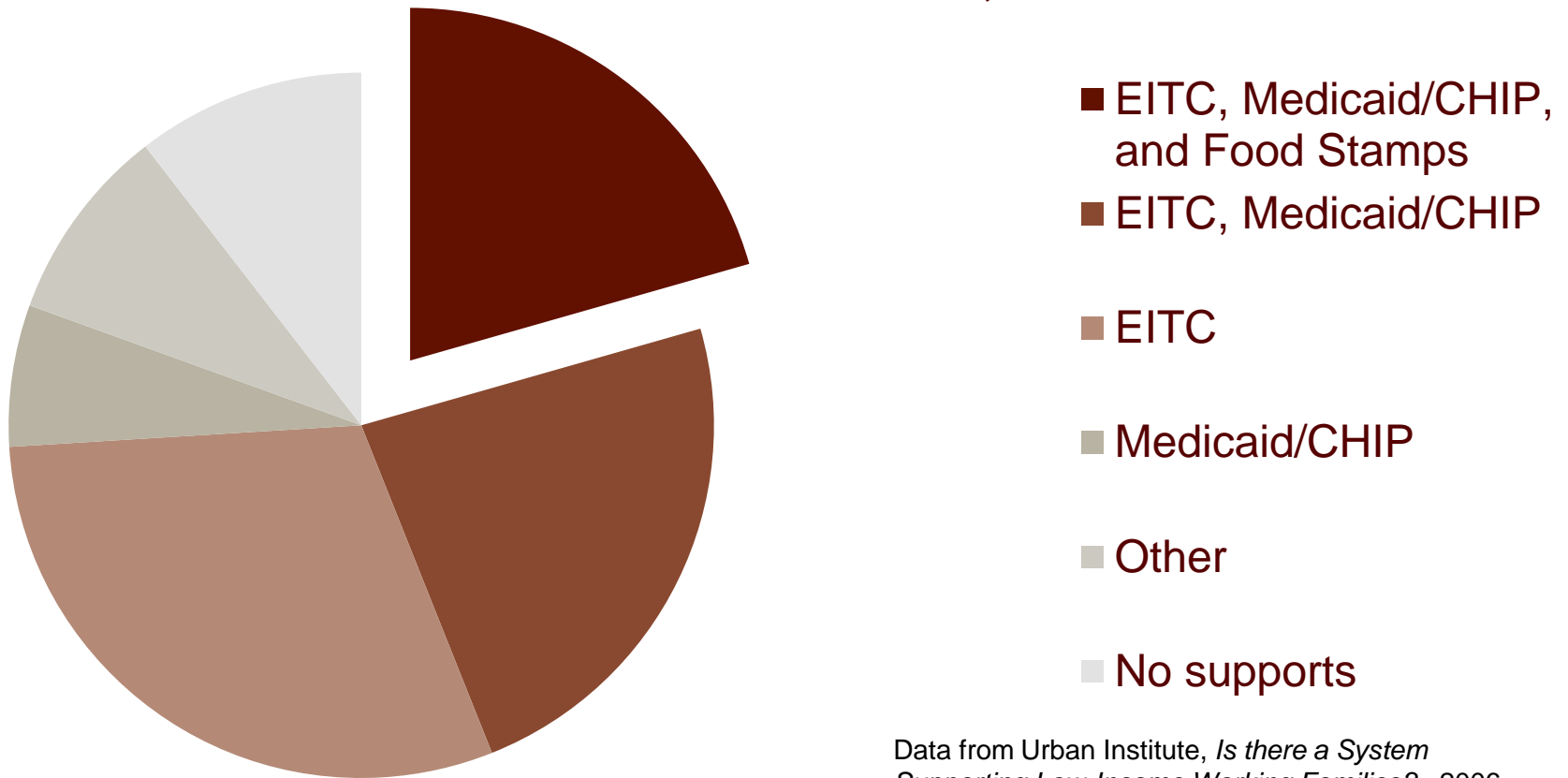
Median Family Income of Adults Ages 30-39 with Various Levels of Educational Achievement, 1964-2006



Source: Pew Economic Mobility Project

# Income Enhancements and Work Supports

## Families with Children, 2001



Data from Urban Institute, *Is there a System Supporting Low-Income Working Families?*, 2006.

# Benefit Access Activities

## Outreach

- Client learns that program exists

## Plus Screening

- Client learns that she might be eligible

## Plus Benefits Calculator

- Client gets estimate of value of benefit
- Can make judgment whether that benefit is worth the (perceived) hassle of applying

## Plus Online Application

- Information collected for screening is automatically entered into application
- Often no visit to benefits office is needed)

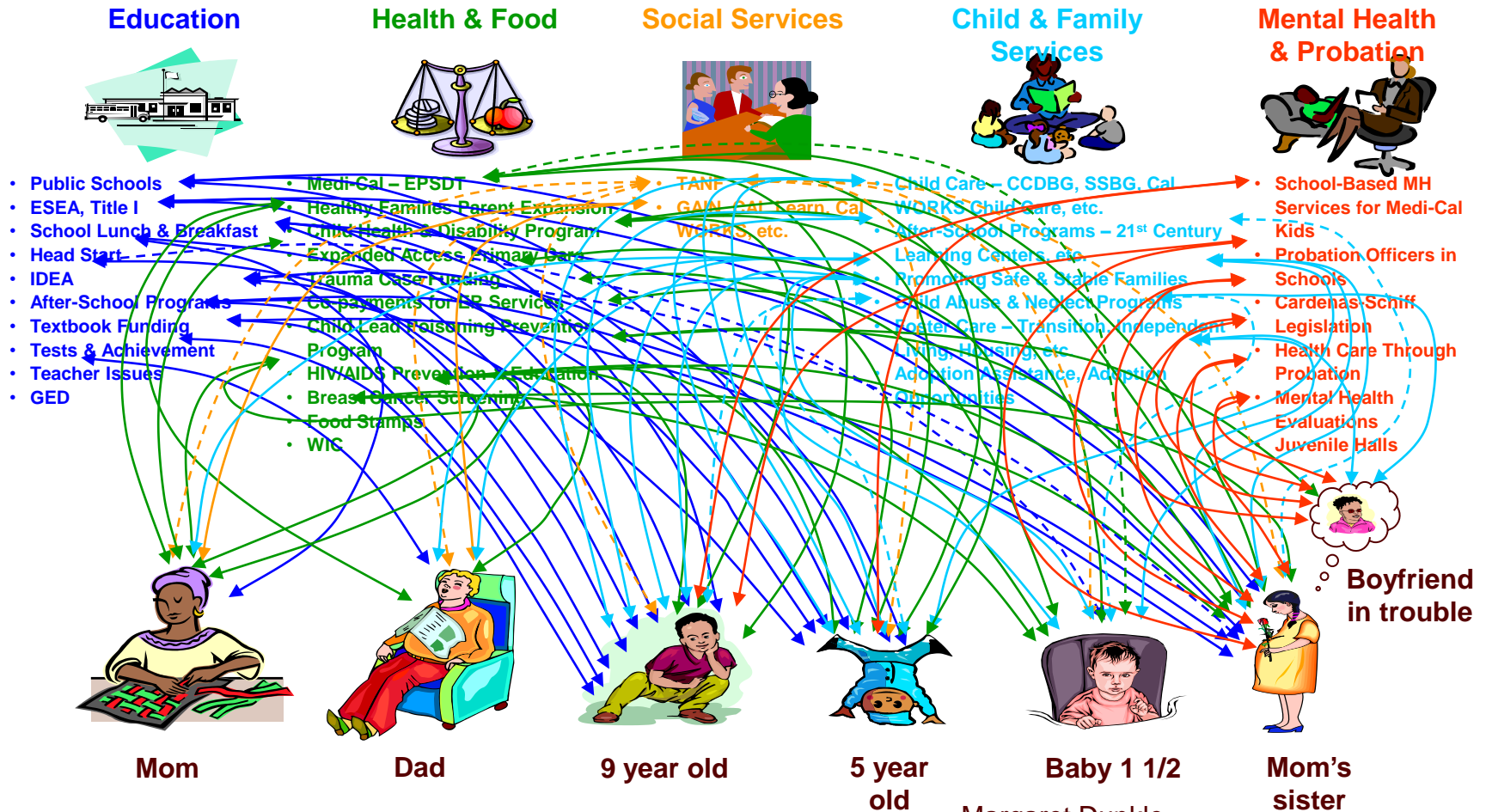
# Financial Literacy and Asset Building

- Addresses the “high cost of poverty”
- Credit score tied to employability
- Emergency savings can prevent crisis
  - Car repairs
  - Utility shutoff
- Longer term savings goals
  - Matched savings accounts

# Why bundle services?



# Families may be lost in the system



Margaret Dunkle, Understanding LA Systems That Affect Families

# Funding Bundled Services

## Flexible Block Grants

TANF

SSBG

CSBG

CDBG

## Uncapped Matching Funds

SNAP outreach

SNAP employment and training

Medicaid outreach

## Single Component Programs

WIA

Assets for Independence (AFI)

VITA grants

SNAP participation grants

CHIP outreach

## Population Focused Programs

CACGP

TRIO/SSS

TRIO/EOC

ROSS

# CSBG and Bundled Services

- Flexible funding can support all components of bundled services, and case management for low-income individuals and families
- More targeted programs are often limited to one area, constrained by performance measures
- Many CSBG agencies run other programs that can fit into integrated services: LIHEAP, Head Start, Assets for Independence

# CSBG Agencies

- Direct service provision
- Active referrals, case management, coaching and advocacy for clients
- Respond to immediate needs, but also build relationship for future
- Promote family- and community-centered approaches

# State Associations

- Develop and disseminate multi-benefit calculators
- Apply for and manage federal funding
- Training and technical assistance
- Creating partnerships with state workforce and human services agencies

# Challenges

- Limited funding, many needs
- Comprehensive long-term service delivery can be expensive
- **However, more expensive to fail**



# Thank You!

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