

## Home Opportunities for Progress in Employment: A successful service delivery model

Home Opportunities for Progress in Employment (HOPE) is a program designed to assist TANF recipient families who have been sanctioned or are facing sanction as a result of not enrolling in Cal WORKs. HOPE family advocates use mail, phone and door to door outreach to find the clients referred for services. After completing assessment to determine the reason for not enrolling, family advocates provide referrals and linkages, advocacy and all other needed services to assist the families interested in getting the sanction lifted.

In the first year of operation, staff was faced with many challenges that revolved around the provision of accurate data on referrals from the county and unrealistic contract expectations. The Perinatal Council (TPC) worked very closely with other providers with similar contracts and by sharing information, were able to go back to the county and renegotiate the contract to financially compensate for the classifications of services differently, without reducing the total financial amount of our contract. This step not only enabled TPC to get financially compensated fairly for the services provided but also enabled service providers to maintain contact with clients for longer periods of time and reduce the gaps in service by which we were losing them. Overall, this was possible by evaluating the process.

Between July 1, 2001 and June 30, 2002, 162 clients were referred to The Perinatal Council. These clients were all English speaking, over age 18 and female. Of 140 clients for which we have information, 65% (91) of the clients were of African American descent, 19% (26) were Caucasian; 11% (15) were Hispanic/Latino and others identified as Asian/Pacific Islander (6), Afghan (1), and Indian/Alaskan Native (1).

Contractual goals were exceeded in all classifications. The contracted units were as follows: location—85 clients were to be located, assessment—65 assessments had to be completed, short term goals—64 short term goals had to be achieved, and long terms goals—15 long term goals had to be achieved. Ninety-nine of the 162 clients who were provided outreach and were located were determined eligible for HOPE services by the County. Of these, 66 face-to-face in home assessments were completed thereby enabling case managers to determine the state of the families and the reasons that put them in sanction status. Ninety-five short-term goals were met; thus 48 clients (73%) had their sanctions lifted. Fifteen clients accomplished their long-term goal of getting off welfare; 2 applied for Social Security Disability Income, 10 remained gainfully employed for 180 consistent days by the end of the contract term; 1 returned to school; 1 was terminally ill, and 1 client had a non-specified reason. Clients who did not successfully meet their short or long term goals were carried over to the next year of service delivery.

Such promising results are likely to yield another successful year of service delivery at The Perinatal Council via HOPE, thereby, increasing self-sufficiency among participants. It also suggests that it's success as a service delivery model be replicated.