

Transition to Success: A Model for Engaging Child Support Participants

Demonstrating how Wisconsin effectively administers benefits and services for Child Support, TANF and Refugee program participants and other vulnerable populations under the same roof





The Division of Family and Economic Security

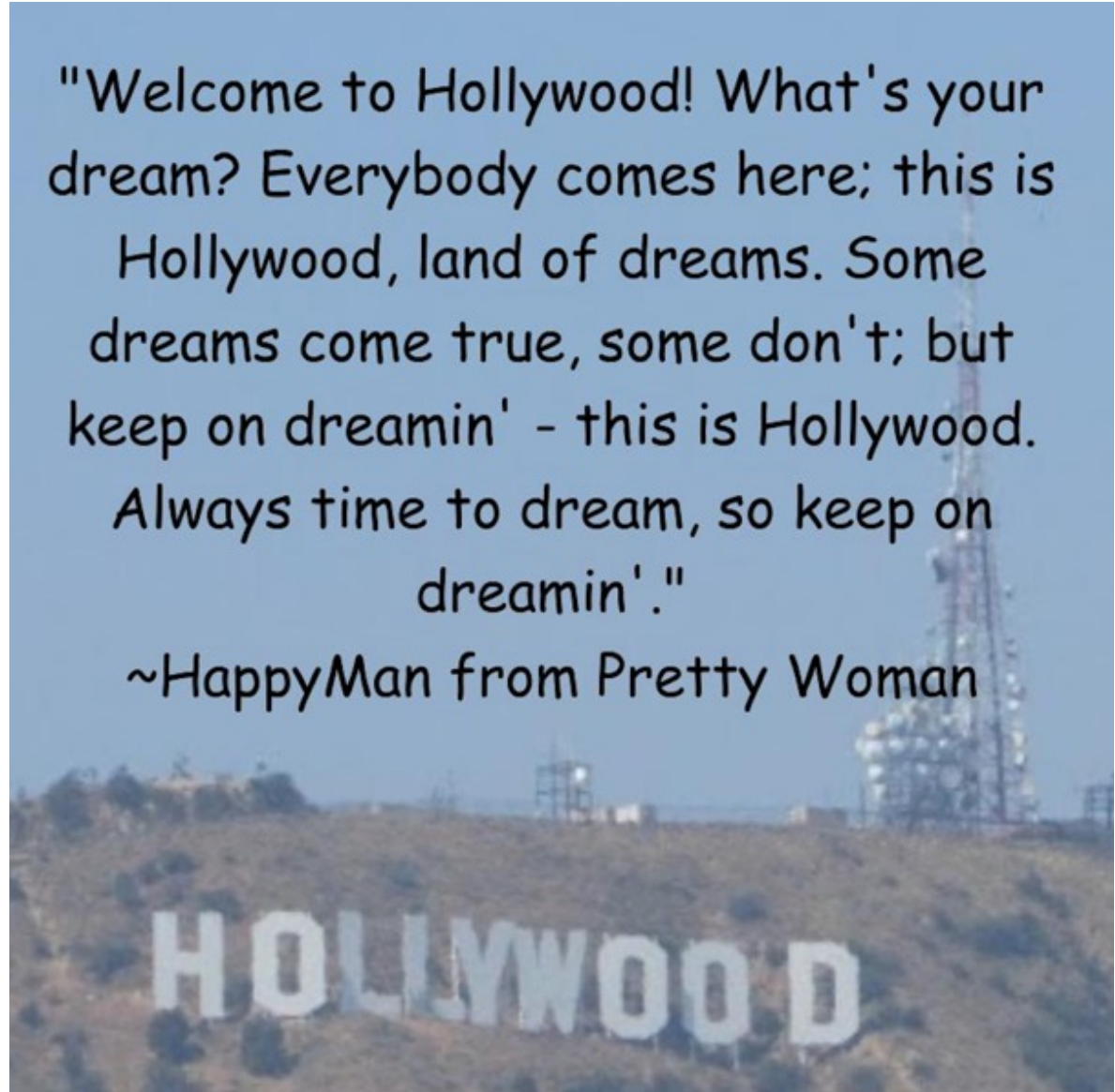
- Bureau of Child Support
- Bureau of Working Families
- Bureau of Refugee Programs
- Bureau of Analytics and Research



From Dreams to Reality

"Welcome to Hollywood! What's your dream? Everybody comes here; this is Hollywood, land of dreams. Some dreams come true, some don't; but keep on dreamin' - this is Hollywood. Always time to dream, so keep on dreamin'."

~HappyMan from Pretty Woman





Wisconsin's ELEVATE Program

Section 1115 Employment Demonstration Waiver

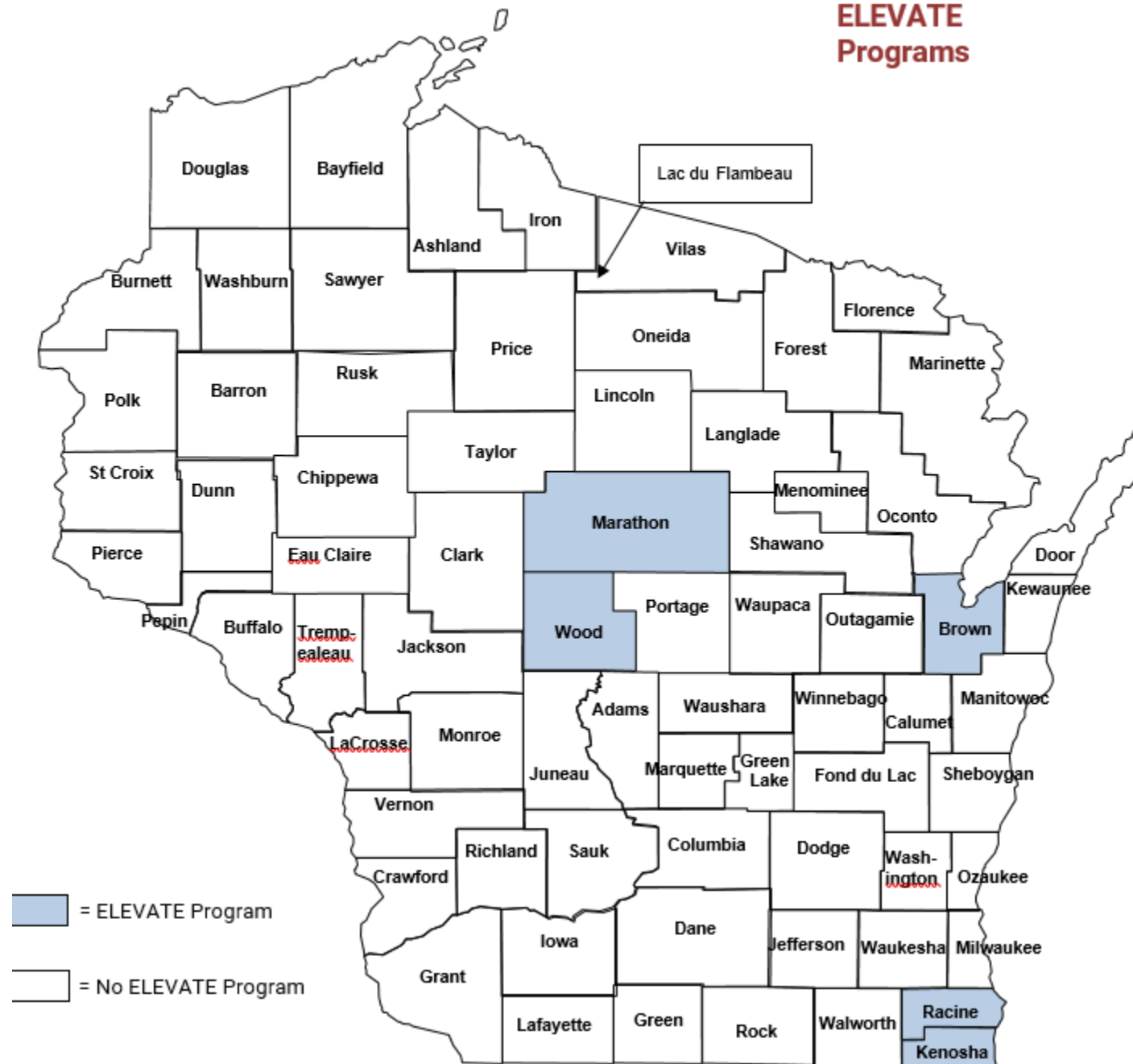
Project Goals

The goals of FCDP are as follows:

- **Underlying goal**: Increase NCP compliance with child support orders
- **Strategic goal**: Increase NCP participation in the workforce
- **Operational goal**: Shift CSA and BCS culture from traditionally enforcement focused to a more supportive and engaging approach to NCPs
- **Social goal**: Increase NCP engagement in the lives of their children as a means to increase family social and economic well-being



FCDP/ ELEVATE Programs





DIAGNOSIS: POVERTY

A new approach to
understanding and
treating an epidemic

Marcella Wilson, PhD
Founder of Transition To Success®





(c) The child support guidelines established under [paragraph \(a\)](#) of this section must at a minimum:

(1) Provide that the child support order is based on the noncustodial parent's earnings, income, and other evidence of [ability to pay](#) that:

(i) Takes into consideration all earnings and income of the noncustodial parent (and at the [State's](#) discretion, the custodial parent);

(ii) Takes into consideration the basic subsistence needs of the noncustodial parent (and at the [State's](#) discretion, the custodial parent and children) who has a limited ability to pay by incorporating a low-income adjustment, such as a self-support reserve or some other method determined by the [State](#); and

(iii) If imputation of income is authorized, takes into consideration the specific circumstances of the noncustodial parent (and at the [State's](#) discretion, the custodial parent) to the extent known, including such factors as the noncustodial parent's assets, residence, employment and earnings history, job skills, educational attainment, literacy, age, health, criminal [record](#) and other employment barriers, and [record](#) of seeking work, as well as the local job market, the availability of employers willing to hire the noncustodial parent, prevailing earnings level in the local community, and other relevant background factors in the case.

45 CFR 302.56 Guidelines for Setting Child Support



A Standard of Care to Treat the Social Determinants of Health

Marcella Wilson, Ph.D.
President & Founder
Transition To Success® LLC

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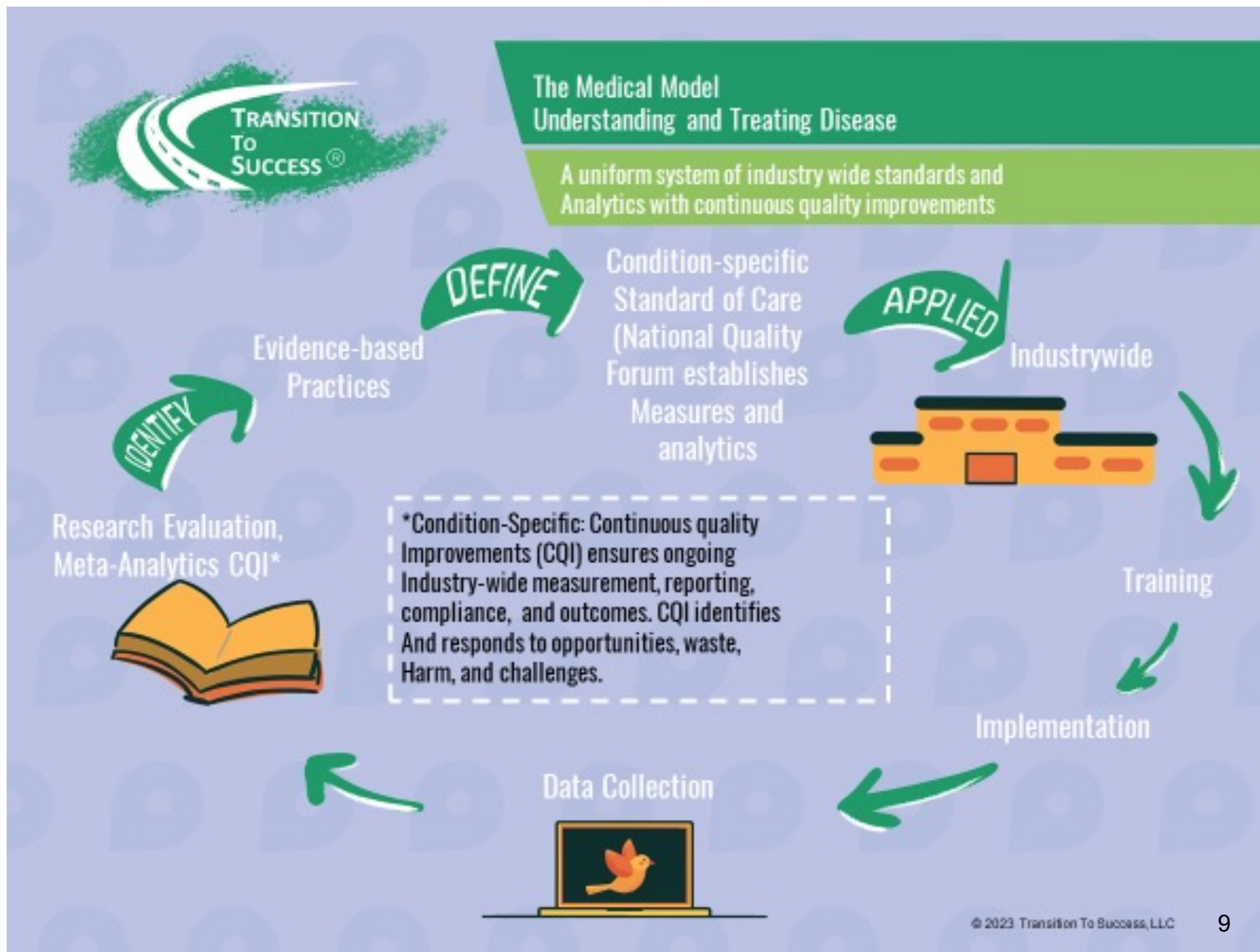
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The Medical Model



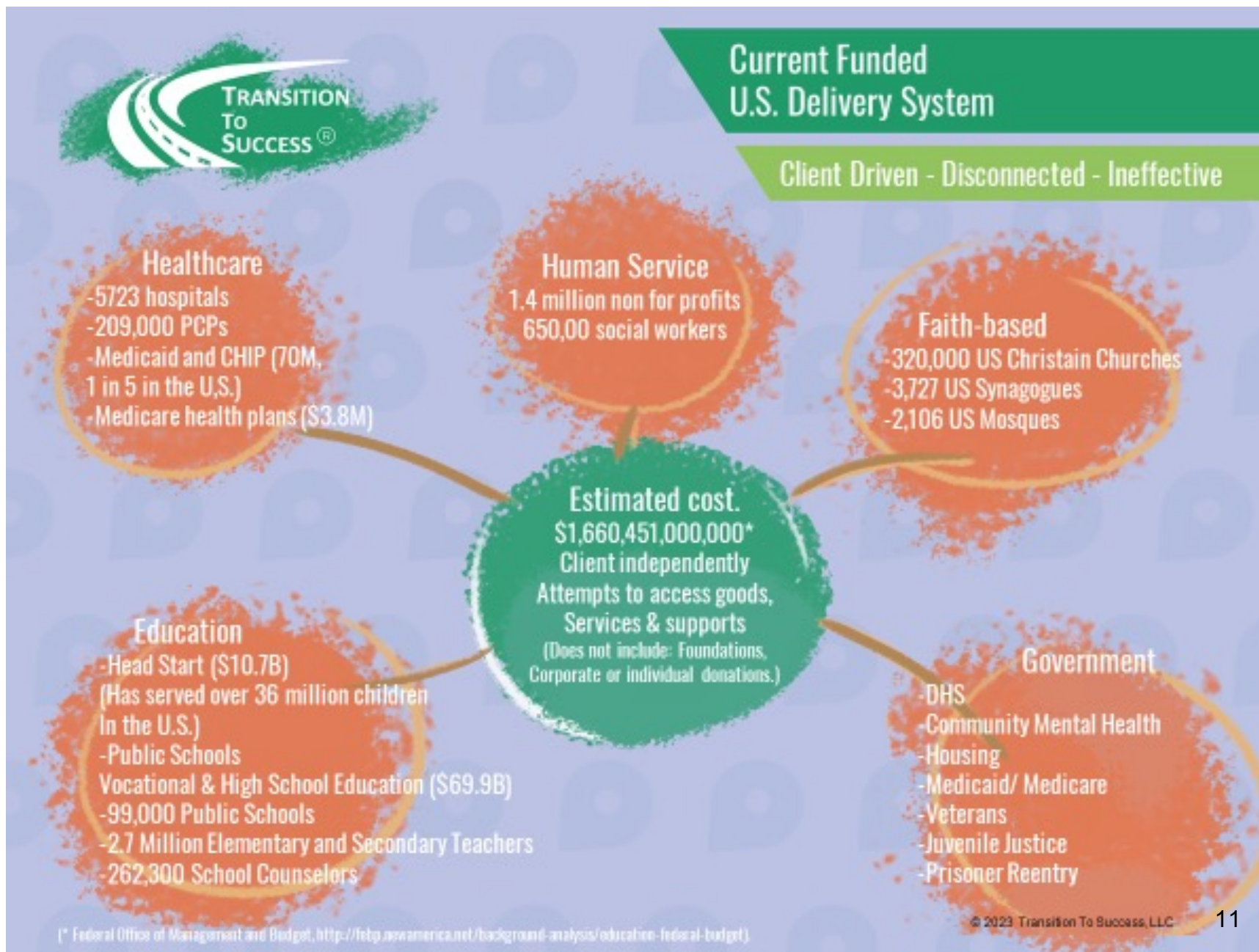


Poverty in America





Funded Delivery System





Poverty & Disease



Health Disparities For Those Living In Poverty

Poverty status is based on Gallup's best estimate of those in poverty, according to the U.S. Census Bureau's 2011 thresholds

	Percentage with Disease in Poverty	Percentage with Disease Not in Poverty	Difference (percentage points)
Depression	30.9	15.8	15.1
Asthma	17.1	11.0	6.1
Obesity	31.8	26.0	5.8
Diabetes	14.8	10.1	4.7
High blood pressure	31.8	29.1	2.7
Heart attack	5.8	3.8	2.0
Cancer	6.3	7.1	-0.8
High cholesterol	25.0	26.0	-1.0

(Gallup-Healthways Well-Being Index, 2011)



Environmentally Based



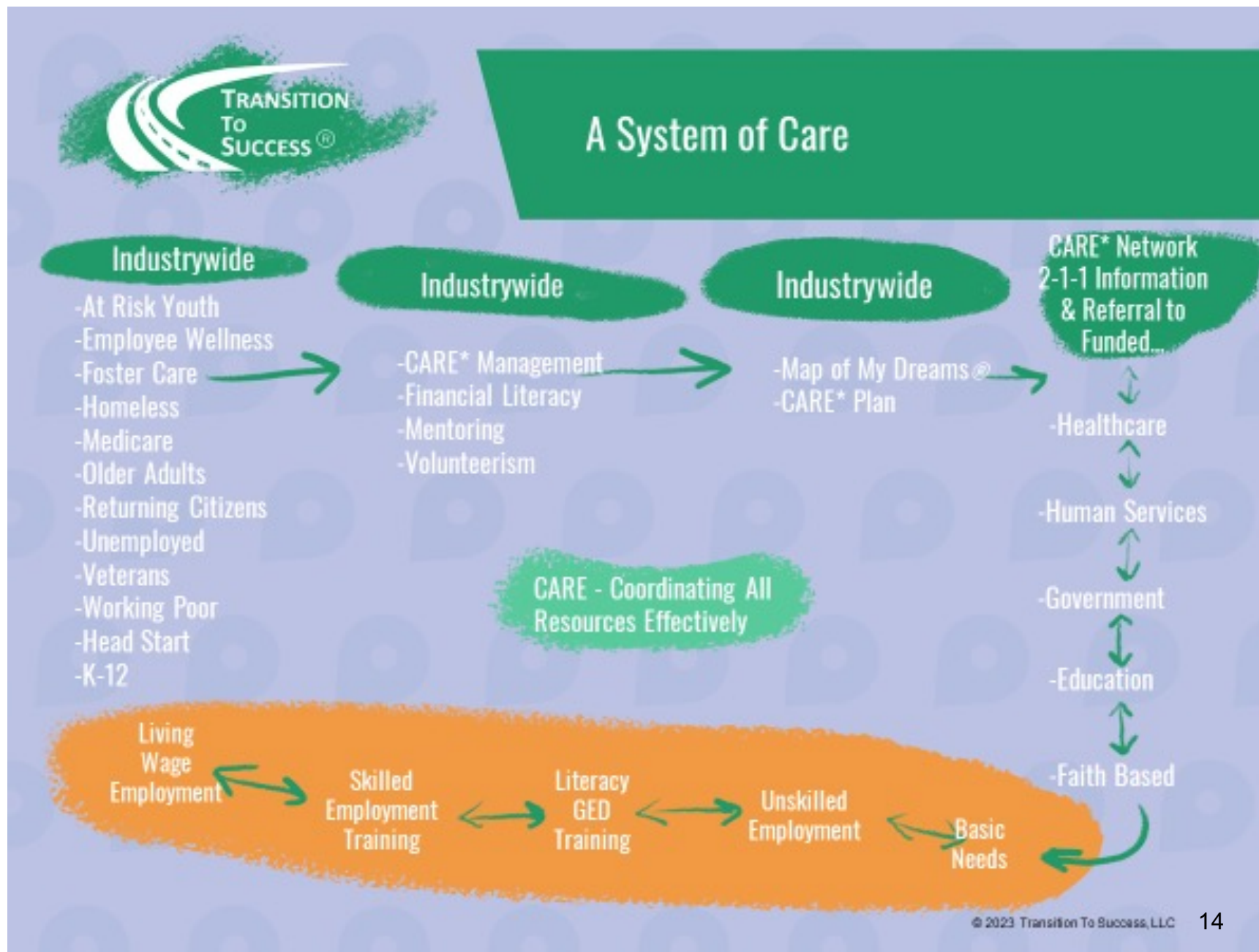
Treating Environmentally-based, Industry-Accepted Medical Conditions*

Environmental Exposures	Symptoms	Diagnosis	Standard of Care	Billable
Lead ingestion	Irritability, high blood pressure, long-term neurological damage	Lead poisoning *	Required	™
Asbestos	Trouble breathing, nausea, vomiting	Cancer/ Mesothelioma *	Required	™
Pollution	Difficulty breathing, decrease in lung function, wheezing	Asthma/COPD	Required	™
Social Determinants of Health Food insecurity, high crime rates, inadequate/unaffordable housing, lack of access to basic needs/resources, limited access to quality healthcare, poorly performing schools, racism, and unemployment, transportation	Increased rates of diabetes and blood pressure, infant and maternal mortality, increased depression and mental health disorders, asthma, compromised immune system and brain development, higher death rates	Extreme Poverty (ICD 10 Z59.5) Homelessness (ICD 10 Z59.0) Lack of adequate food or safe drinking water (ICD 10 Z59.4) Low Income (ICD 10 Z59.6)	Transition To Success (TTS): Screening & CARE (Coordinating All Resources Effectively)	Behavioral Health and Substance Abuse. Billable CPT Codes for Medicaid, Medicare and Third Party

Note: Recognized disease without genetic predispositions



How it Works





Data Confirms



	1	2	3	4	5	6	7	%
SDOH Exposure	Detroit Head Start (Parents / Guardians)	Detroit Outpatient Behavioral Health	Detroit Homeless Youth	Kauai Head Start (Parents / Guardians)	Maul Human Services	Hawaii State Wide	RWJF Memphis FQHC	Studies Showing Impact
Family Relations	☑	☑	☑	☑	☑	☑	☑	100%
Food / Nutrition	N/A ¹	☑	☑	N/A ¹	☑	☑	☑	100%
Community Involvement	☑	☑	☑	☑	☑	☑		86%
Employment	☑	☑	N/A ²	☑	☑	☑		83%
Financial Management	☑			☑	☑	☑		57%
Health Care	☑	☑		☑			☑ ³	57%
Housing	☑		☑	☑			☑	57%
Mental Health		☑		☑		☑	☑ ⁴	57%
Transportation	☑				☑	☑	☑	57%
Adult Education	☑			☑	☑			43%
Child Care	☑	☑		☑				43%
Child Education		☑			☑	☑		43%
Income	☑	☑		☑				43%
Life Skills	☑				☑	☑		43%
Substance Abuse	☑				☑	☑		43%
Disabilities				☑	☑			29%
Legal					☑		☑	29%
Parenting	☑			☑				29%
Safety			☑					14%

Statistically Significant Change
Data Comparison

Transition To Success®
Independent Evaluations

1. Food programs in place before TTS Implementation
2. Employment excluded due to client age <18
3. Additional HbA1c Levels in diabetic patients decreased
4. Additionally, statistically significant improvement in PQH9 scores for patients with depression.



Stories Compel



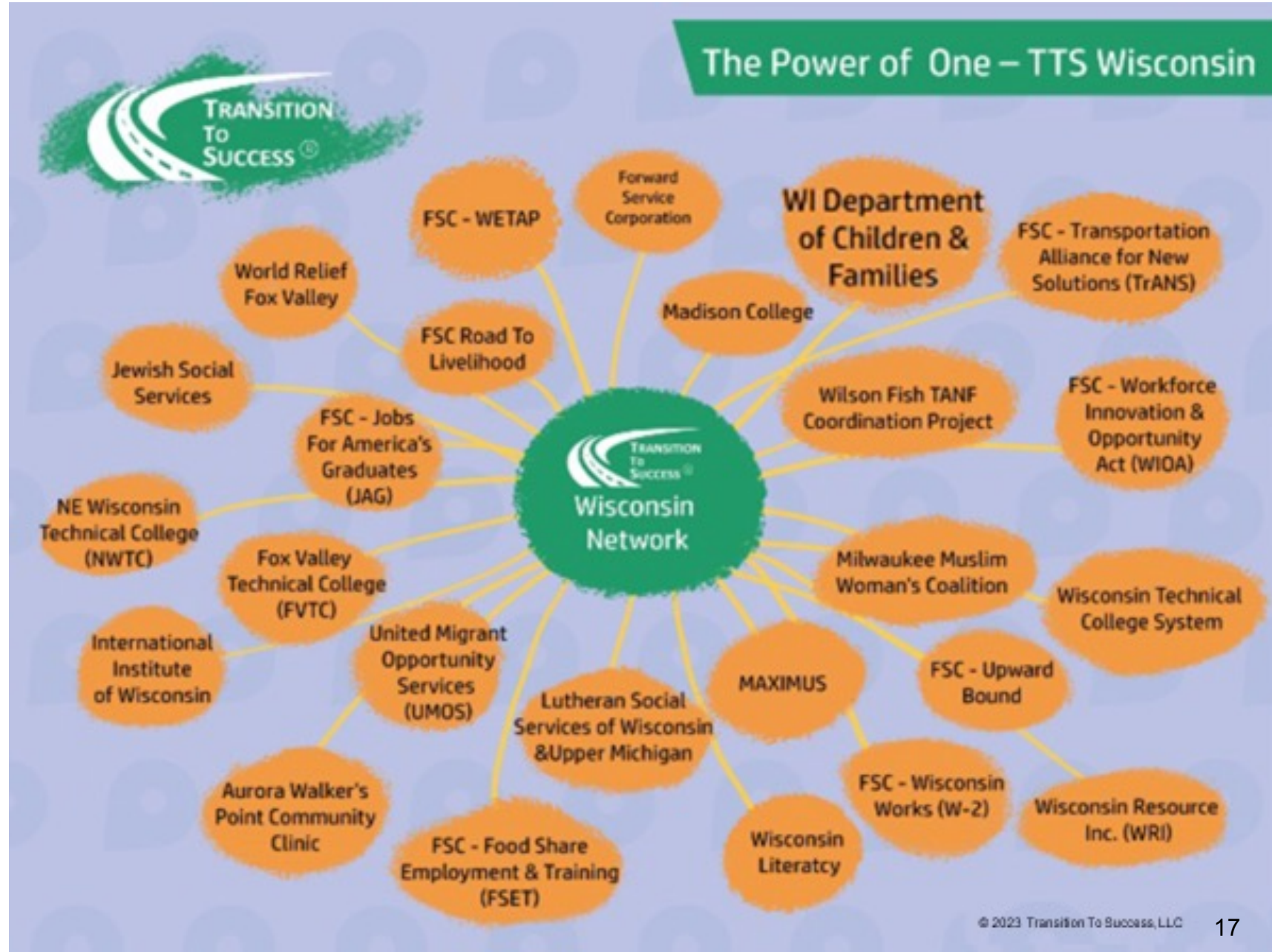
Detroit NBC Affiliate News Story Dreams Coming True



Access Video: www.TransitionToSuccess.org



The Power of One





TTS Today

Transition To Success® (TTS): Today A National Standard of Care To Treat the Condition of Poverty



- 2 Robert Wood Johnson Foundation Initiatives
- Recognized as a Clinton Global Initiative
- 7 Statistically Significant Independent Evaluation Results
- Pilots:
 - Department of Children and Families, WI – Immigration / Refugee Services / Child Support
 - TN DHS over 100 organizations including United Way Mid South & Assisi Foundation
 - Child and Family Services, HI (Statewide integration)
 - Third New Hope Baptist Church/Community CARE Network, Detroit, MI
 - Cass Community Clinic, Detroit MI
 - ACCESS, Dearborn, MI
 - Forward Service Corporation WI
 - Northeast Wisconsin Technical College, WI
 - Orange County Head Start, CA
 - Heart Mountain Clinic, Cody, WY
- Publications:
 - “Diagnosis: Poverty - A new approach for understanding and treating an epidemic” – Book and Curriculum
 - The Online Journal of Issues in Nursing: “Child Poverty, Toxic Stress, and Social Determinants of Health: Screening and Care Coordination.”
 - The American Journal of Health Promotion: “Social Determinants of Health, A Call to Action, An Organization’s Transformational Story, and What Can Employers Do?”
 - National Association of Social Workers (NASW), Commission for Case Manager Certification (CCMC): “Rethinking poverty: An evidence-based approach to treatment.”

Changing the way We Understand and Treat the Condition of Poverty!

Forward Service Corporation



FSC
PROVIDES SERVICES
46 COUNTIES
IN WISCONSIN



www.fsc-corp.org | www.facebook.com/ForwardServiceCorp



Dr. Wilson's Influence

[HOME](#)[ABOUT](#)[HOW IT WORKS](#)[TTS IN ACTION](#)[TRENDING](#)[GET INVOLVED](#)[THE BOOK](#)[CONTACT](#)

Marcella Wilson, Ph.D. / Founder and Chief Executive Officer

Marcella Wilson, Ph.D., has more than 30 years of extensive experience in healthcare administration, not-for-profit management, behavioral health, criminal justice and public sector programming.

Her life's work is dedicated to developing a national standard of care that changes the paradigm of understanding and response to the condition of poverty as a treatable condition, not a character flaw. This is the model for Transition to Success.

- Dr. Wilson's presentation, October 2017
- FSC all staff presentation, April 2018

Video: Making Dreams a Reality

<https://www.youtube.com/watch?v=mbpL4QVT99g&feature=youtu.be>





FSC's Transition To Success (TTS) Vision:

The Transition To Success framework provides a singular, strength-based, family-focused and client-driven delivery system unifying our practice and creating transformational change producing industry-leading service outcomes that are replicable, scalable and supported by science and data.



FSC's Implementation of TTS

- Communication, early and often
- FSC becomes a member of the TTS network
- Implementation planning team
 - CEO, COO, Director of Excellence and Innovation
- Creating the first cohort of Champions/Coaches (August 2018)



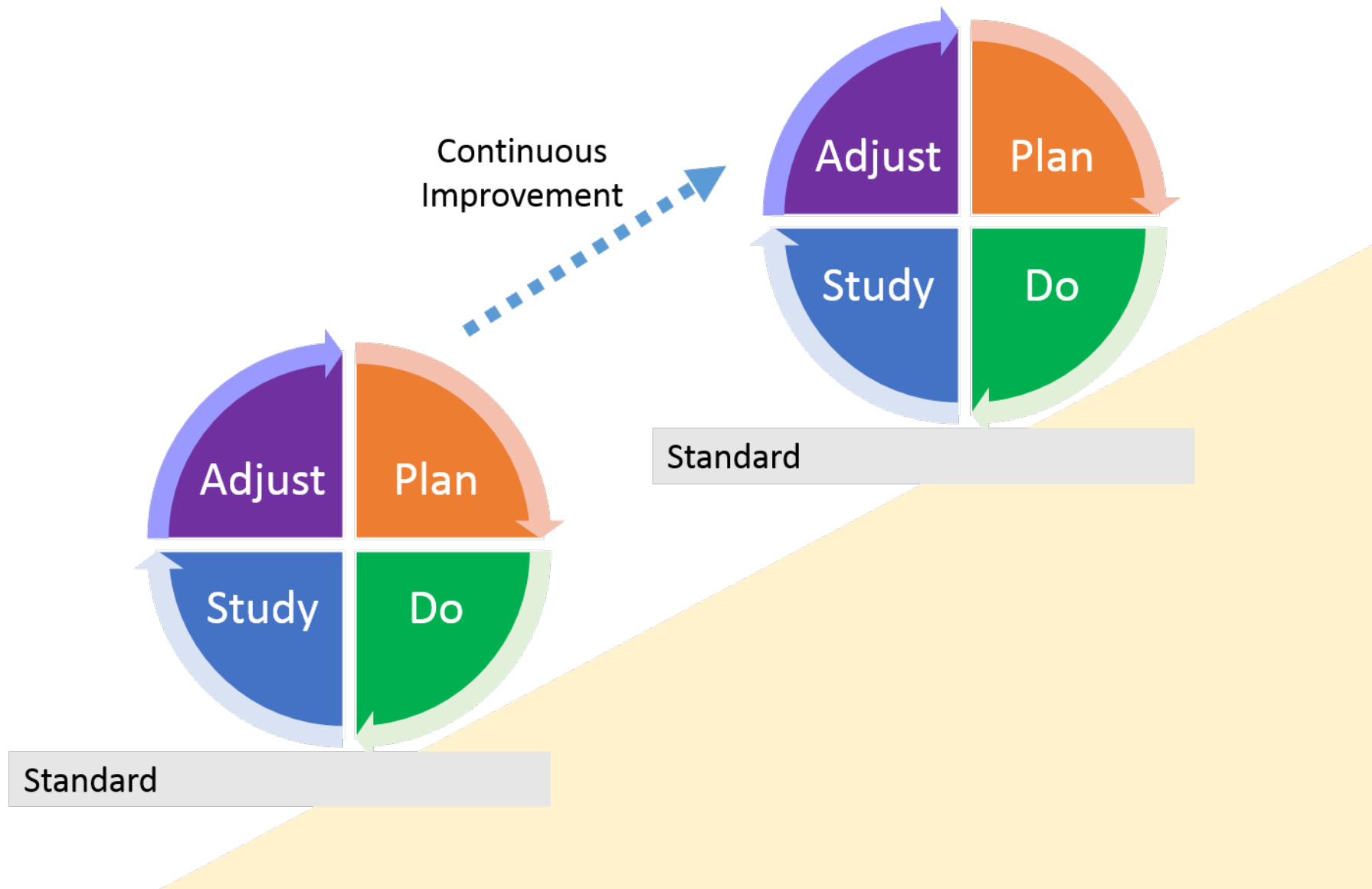


- Two Certified TTS Instructors
- All staff (244) trained: August 2018-April 2019
- Refresher and core competency training
- Third Certified TTS Instructor
- Ad hoc TTS Trainers



Strategic Implementation Decisions

- Implementation Organization Wide
- Learn together, share stories together, use CQI together
- Build the infrastructure
- Constant pioneer mode

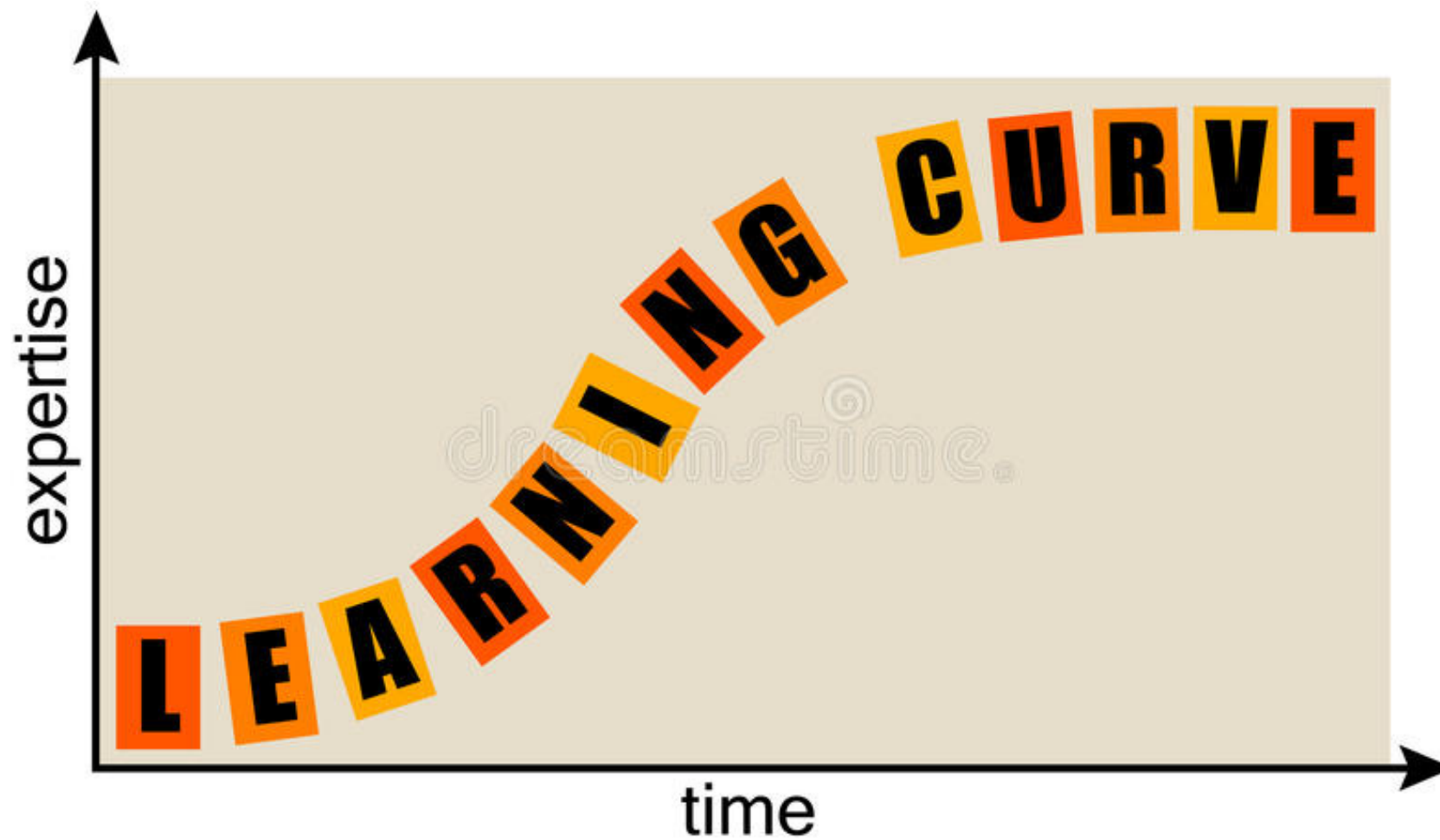




Resistance

- Staff serving youth
 - Life Area Survey
- Staff using programmatic labels

*We believe the TTS Approach is
program and age neutral.*





- Vital part of TTS
- FSC = Qualitative first
- Stories and experiences
- Guide to framing TTS stories



Collecting, Cataloging, Storing Stories

- Internal TTS SharePoint site
- Designate point person
- Cataloging is a challenge
 - Perspective and key words
- TTS Dream Support team



Quantitative Data: TTS Map of My Dreams Web Application



[Dashboard](#)[Dreams](#)[Life Area Surveys](#)[CARE Plans](#)[The Journey](#)[CARE Network](#)[My Clients](#)



Dashboard

🔍 Active dreams

0

View dreams

☰ Life Area Surveys

0

View life area surveys

📖 Referrals

0

View all referrals

☑ To-Do's

0

View all to-do's

Previous page

Next page

Welcome to Transition To Success and Map of My Dreams

Your Journey Begins Here

Welcome to Transition To Success® (TTS). This TTS Workbook and Guide is designed specifically for YOU. Together with your Transition To Success (TTS) Coach, you will map your journey to your dreams and work together to make those dreams come true. Just like taking a trip, know where you are going to make sure you get there. Go after what you want. Make your dreams become reality. Mapping Dreams is for everyone, regardless of your age, race, religion, male or female, rich or poor. All of us have dreams.

How do I make my dreams come true?



Wisconsin: Beyond FSC

- Northeast Wisconsin Technical College
- Department of Children and Families
 - Wilson-Fish TANF Coordination Project
 - Child Support
- Representatives from 37 agencies have participated in FSC's Coach Certification training



Our TTS journey continues...

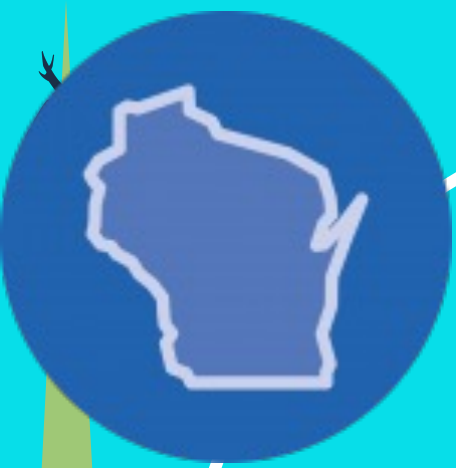




Bureau of Refugee Programs

**Bojana Zorić Martinez,
Director**





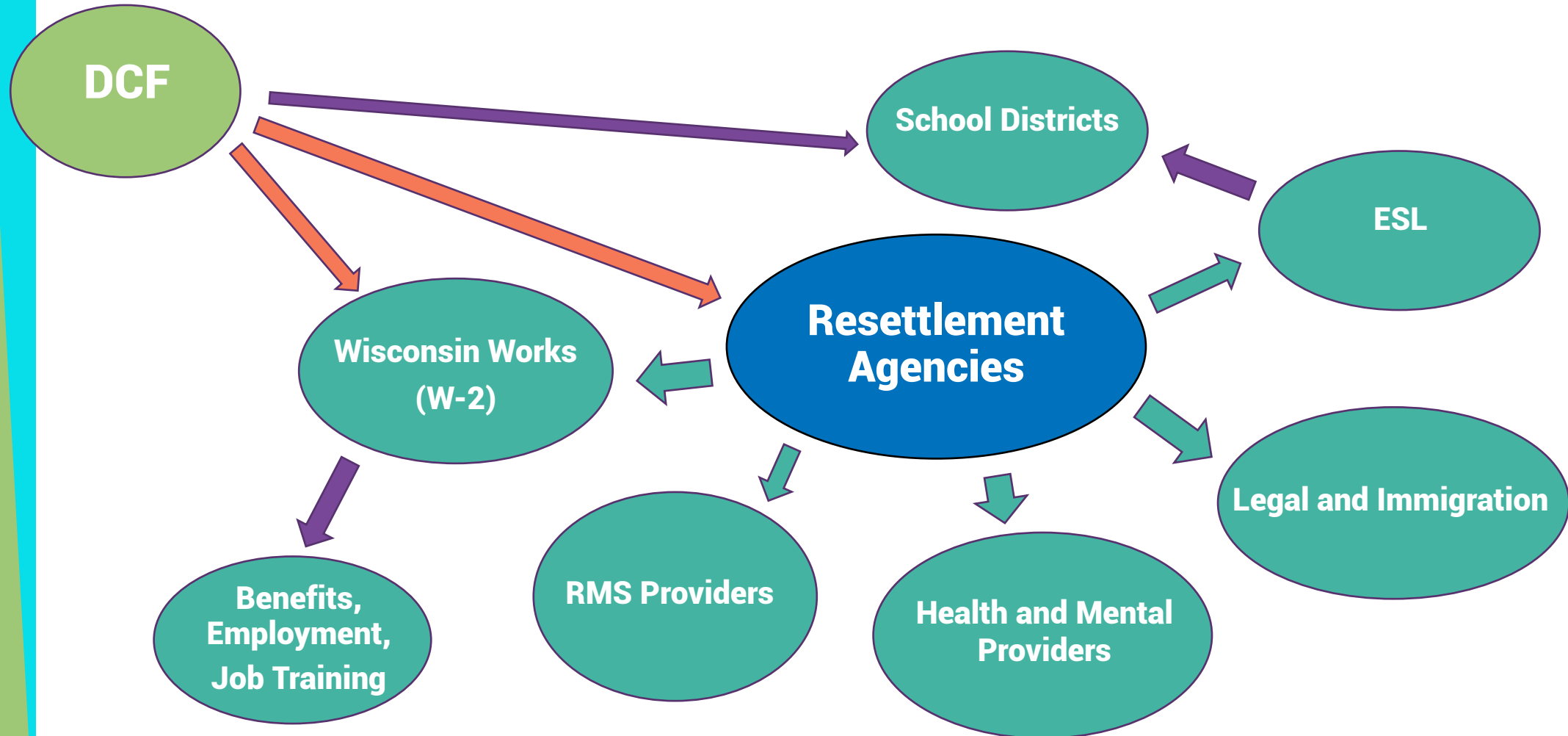
Bureau of Refugee Programs(BRP)



- Refugee 101
- History of BRP
- Programs
- State TANF Office Collaboration
- Wilson Fish TANF Coordination Program
 - Map of My Dreams
- BRP Vision



Resettlement Agency Connections





Wisconsin Works (W-2)

- W-2 provides case management and other services that are strength-based, family centered, and consistent with the W-2 participant's interests and goals
- W-2 services and benefits also include employment preparation and cash assistance for families
- W-2 provides subsidized and unsubsidized program placements that enable participants to make progress toward career goals
- Eligibility is based largely on family income and custodial parent status

<https://dcf.wisconsin.gov/w2/parents/w2>



Refugee Cash Assistance (RCA)

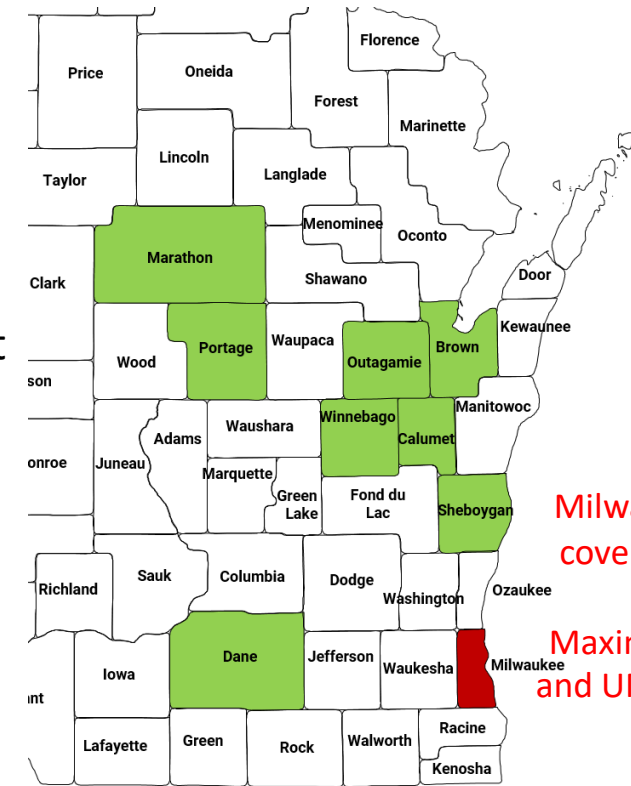
- The goal of the RCA program is to provide a basic standard of living to those recently arrived refugees who do not qualify for W-2 and to promote rapid economic self-sufficiency
 - Single individuals, childless couples, teen parents, and two-parent families with no minor children who meet the financial eligibility standards of W-2 may qualify
- RCA recipients must participate in mandatory employment and training activities until either attaining employment or the end of the RCA benefits period
 - The RCA program is modeled after the W-2 program and is administered by W-2 agencies.
 - Participants may receive benefits for up to eight months from the date of arrival



Wisconsin Wilson-Fish TANF Coordination Program (WFTCP)

- WFTCP is a four-year program (FFY21-FFY24) funded by a grant from DHHS' Office of Refugee Resettlement (ORR) designed to:
 - better identify and address the needs of refugee families receiving Wisconsin Works (W-2) – W-2 is the state's TANF program
 - develop opportunities that advance each WFTCP family's social and economic self-sufficiency
- WFTCP is currently in nine Wisconsin counties (where historically most refugees have resettled in the state)
- Three W-2 Agencies, experienced in working with refugee populations, are contracted to implement the WFTCP
- Overall, the Wisconsin WFTCP program: will enhance the Wisconsin Works (W-2) program for recent refugee and other eligible arrivals – including Afghan and Ukrainian parolees

Eight counties are covered by one
W-2 agency:
Forward Service Corporation (FSC).



Milwaukee County is
covered by two W-2
agencies:
Maximus (north side)
and UMOS (south side)



Wisconsin WFTCP Objectives

- 1) Adapt existing in-person and remote W-2 resources and services to increase accessibility to refugees and other eligible arrivals;
- 2) Increase the effectiveness of and access to job-skills through enhanced English courses;
- 3) Reduce service gaps and increase refugee family well-being through:
 - Enhanced case management - use of the Transition to Success (TTS) framework
 - Services delivered in alignment with Culturally and Linguistically Approved Services (CLAS) standards



Key Elements of the Wisconsin WFTCP



- Each W-2 agency designates a Refugee Program Liaison (RPL) to work exclusively with WFTCP participants
- RPL's use the TTS Map of My Dreams Client Workbook to assess needs and plan employability services required for W-2 recipients
- DCF's Bureau of Refugee Programs (BRP) oversees the WFTCP to ensure that program objectives, including the TTS framework, are implemented
- Details about Wisconsin's WFTCP Program Requirements at dcf.wisconsin.gov/files/w2/ops-memos/pdf/22-05.pdf





Wisconsin WFTCP - Results and Highlights

- 241 W-2 clients have enrolled in the WFTCP during the period August 2021 through March 2023 – this equals 741 total persons (W-2 clients and their family members) served by the program.
- Translated priority W-2 forms, publications and other materials into the various languages of new arrivals who are resettling in Wisconsin.
- W-2 agencies assess WFTCP client's employability and life skills and then provide assistance, through workshops and referrals to community resources, to address client's needs in these areas.
- WFTCP team partners with the state's technical college system and literacy agencies to trial employer-based, job-specific English Language Learning (ELL) support.
- Ongoing Challenge: Clarifying gaps in participant's family financial management and digital/communications literacy – the program has developed tools to identify and address gaps in these areas.



Communities Assisted by BRP

ORR-Eligible
Populations

- Refugees (including secondary migrants)
- Asylees (persons who received asylum while in the U. S.)
- Special Immigrant Visa (SIV) recipients - Iraq and Afghanistan
- Amerasians
- Haitian and Cuban Entrants
- Victims of Human Trafficking
- **Afghans (as of 10/1/21)** – three categories of Parolees
- **Ukrainians (as of 5/24/21)** – two categories of Parolees



THANK YOU!

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