



Office of the District of Columbia Auditor

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**LETTER REPORT: ASSESSMENT OF THE IMPACT
OF REDUCTIONS IN FEDERALLY OR LOCALLY
FUNDED TEMPORARY ASSISTANCE TO NEEDY
FAMILIES (TANF) BENEFITS ON FAMILIES OR
THEIR CHILDREN**

December 9, 2011

Audit Team:
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Office of the District of Columbia Auditor

004:12:ID:cm

The Honorable Jim Graham, Chairman
Committee on Human Services
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W., Suite 504
Washington, D.C. 20004

Letter Report: Assessment of the Impact of Reductions in Federally or Locally Funded Temporary Assistance to Needy Families (TANF) Benefits on Families or Their Children

Dear Chairman Graham:

Pursuant to your September 8, 2011 request, the Office of the District of Columbia Auditor conducted a survey of 70 families who were affected by reductions in TANF benefit payments.

OBJECTIVES, SCOPE, AND METHODOLOGY

The objectives of this assessment were to determine:

1. The short and long term human impact of benefit reductions; and
2. The effectiveness of the Department of Human Services' (DHS) programs to connect families to training, education, and employment opportunities.

DHS provided the names and contact information for families affected by reductions in TANF benefits. In October 2011, we conducted telephone surveys of 70 TANF recipients whose benefits were reduced. During the surveys we asked questions that were devised in collaboration with your staff (Appendix 1). Twenty two of the 70 respondents also participated in a June 2011 survey of 35 families that we conducted for the Council. A copy of the June 30, 2011 report is attached (Appendix 2).

The examination of 70 families was conducted as a nonaudit service.¹

BACKGROUND

TANF provides cash assistance to needy families with dependent children when available resources do not fully address the family's needs. TANF also prepares participants for independence through work. Adults with dependent children applying for or receiving TANF

¹ See Government Auditing Standards, July 2007 Revision A3.02 and A3.03a, which states in part that Audit organizations in government entities frequently provide nonaudit services that differ from the professional services provided by an accounting or consulting firm to or for the audited entity. The types of nonaudit services are often performed in response to a statutory requirement, at the discretion of the authority of the audit organization, or for a legislative oversight body or an independent external organization and do not impair auditor independence. Examples of these types of services include providing information or data to a requesting party without auditor evaluation or verification of the information or data.

must meet financial and technical eligibility requirements. Conditions of eligibility include compliance with child support obligations, participation in work activities, and compliance with substance abuse provisions.

In order to qualify for the TANF program, recipients must be a resident of the District of Columbia; either pregnant or responsible for a child under 19 years of age; a United States national, citizen, legal alien, or permanent resident; have low or very low income; and be either under-employed (working for very low wages), unemployed, or about to become unemployed.²

The Fiscal Year (FY) 2011 Supplemental Budget Support Act (BSA) of 2010 made a number of changes to the TANF program. For example, effective April 1, 2011, recipients of TANF who had received benefits for over 60 months had their benefits reduced by 20 percent.³ Figure 1 presents TANF payment levels based on family household size as of March 1, 2011 and after the April 1, 2011 reduction.

FIGURE 1
TANF Payment Levels Effective March 1, 2011 and after April 1, 2011 with
Applied 20 Percent Reduction⁴

Family Size	Payment levels March 1, 2011	Payment levels after April 1, 2011 Reduction
1	\$ 270	\$ 216.00
2	\$ 336	\$ 268.80
3	\$ 428	\$ 342.40
4	\$ 523	\$ 418.40
5	\$ 602	\$ 481.60
6	\$ 708	\$ 566.40
7	\$ 812	\$ 649.60
8	\$ 897	\$ 717.60
9	\$ 987	\$ 789.60
10	\$ 1,072	\$ 857.60
11	\$ 1,131	\$ 904.80
12	\$ 1,216	\$ 972.80
13	\$ 1,271	\$ 1,016.80
14	\$ 1,340	\$ 1,072.00
15	\$ 1,391	\$ 1,112.80
16	\$ 1,461	\$ 1,168.80
17	\$ 1,602	\$ 1,281.60
18	\$ 1,639	\$ 1,311.20
19	\$ 1,673	\$ 1,338.40

² <http://www.dhs.dc.gov/dhs/cwp/view,a,3,q,641231.asp>

³ There were several categories of TANF recipients who were not impacted by the 60 month reductions. These include: Program on Work, Employment, and Responsibility (POWER) clients, child-only cases, and Supplemental Security Income (SSI) recipients.

⁴ The actual benefit payment to a family may be lower than the TANF Payment Level based on family size, due to a number of possible factors, including employment of the head of household which adjusts the family income, or subtraction of the head of household from the family size calculation due to a lack of U.S. citizenship or sanctioning by DHS.

The FY 2011 BSA of 2010 also changed the TANF program to include the implementation of the new TANF Universal Service Delivery Model (Model) by September 30, 2011. This Model:

- (1) Addresses customer needs based on personal and family circumstances, to the extent feasible;
- (2) Requires orientation and a detailed assessment and referral to an appropriate array of services and supports, which shall be provided through:
 - (A) Contract job placement;
 - (B) Education and training vendors, and
 - (C) District agencies;
- (3) Emphasizes education, training, and skills enhancement;
- (4) Assists customers in addressing and overcoming challenges that are barriers to employment;
- (5) Includes financial disincentives to customers who without good cause remain unemployed;
- (6) Provides for participation with the TEP program; [Transitional Employment Program through the Department of Employment Services (DOES)]
- (7) Provides for an Individual Responsibility Plan for each customer; and
- (8) Includes a system of sanctions for a customer who fails to participate or complete an Individual Responsibility Plan.

Further, the BSA states that a TANF recipient "who fails to participate or complete an Individual Responsibility Plan shall be subject to a progressive, graduated sanction policy, as established by the Department of Human Services. Each level of sanctions shall reduce further the maximum grant a customer will be eligible to receive." On August 19, 2011, DHS published in the DC Register a Notice of Proposed TANF Sanction Rulemaking, which ranges from a reduction of the head of households' cash assistance for one month to withholding cash assistance from the whole family for six months.⁵

DHS has contracted with six vendors to provide employment resources for TANF recipients: ARCH Training Center, Arbor Education & Training, Career Team, Inc., Maximus, Inc., Pilgrim AME Church, and United Planning Organization. DHS also provided educational resources through two education partners: University of the District of Columbia/PATHS (Paving Assess Trails to Higher Security) and Community College of the University of the District of Columbia (Pilot Program).

RESULTS OF THE TELEPHONE SURVEY

We conducted a telephone survey of 70 households receiving TANF benefit reductions. Specifically, we surveyed the respondents regarding:

- the impact of TANF reductions on the family, including children's health and household disruptions;
- the effect of the benefit reductions on the head of the household's search for employment;
- information DHS provided TANF recipients regarding changes to the TANF program;

⁵ District of Columbia Register, Volume 58 – Number 33, August 19, 2011.

- the effectiveness of training, education, and employment opportunities provided by DHS and its vendors that provide educational and employment resources; and
- suggestions for DHS to improve employment services and transition out of the TANF program.

A complete list of questions and respondents' answers, as well as information about the respondent's family size and TANF payment level are included in Appendices 3-8.

Human/Family Impact

A large majority of respondents, 63 of the 70, reported that since the TANF reductions, the respondents have been more concerned with maintaining their child's appearance. As a result of the reductions, respondents lacked money to launder clothes, or buy items such as shoes, school clothes, gloves, or scarves. More than half of respondents, 48 of the 70, reported that the TANF benefit reductions have personally impacted them. Respondents cited increased levels of anxiety, depression, sleep disruptions, anger, and/or arrests. See Appendix 3 for each respondent's answer to the Human/Family Impact survey questions.

More than half of respondents, 46 of the 70, had their utilities and/or phone service interrupted as a result of lack of payment. Six respondents reported that since April 2011 their families have stayed, or at the time of the telephone survey, were staying at a homeless shelter. Six other respondents reported that since the benefit reductions, the respondents lost their homes and were living with relatives or friends.

The lack of money to pay for transportation to and from appointments for medical care for their children was an issue for 23 of the 70 respondents. The lack of money to pay for transportation was not an issue for most respondents because their health insurance provided transportation. However, one respondent reported that she shared the cost of transportation for children's medical care with another TANF recipient. Figure 2 presents a summary of survey results regarding the impact of the TANF benefit reductions on the children and family.

FIGURE 2
Summary of Survey Results Regarding Family Impact of TANF Benefit Reductions

Unable to take child to the doctor because of a lack of money for transportation	Called an ambulance to take child to the hospital	Increased concern about children's appearance	Utilities interrupted because of a lack of payment	Family is currently, or has stayed, at a homeless shelter	Head of household personally affected by benefit reductions
23 of 70 families	12 of 70 families	63 of 70 families	46 of 70 families	6 of 70 families	48 of 70 families

Search for Employment

More than half of the respondents, 46 of 70, reported applying for jobs since the April 1, 2011 reduction in benefits. Respondents who did not apply for jobs since the reduction in benefits most commonly stated that they had medical conditions that prevented them from seeking employment. Of the 46 respondents that applied for jobs, only 8 respondents have obtained jobs. Some of the reasons respondents provided for why they did not receive jobs

included: the economic climate, lack of a high school diploma/college degree, and family obligations. Only 6 of the 46 respondents, who applied for jobs, reported that they applied because of skills learned thru DHS training. See Appendix 4 for each respondent's answer to Search for Employment survey questions.

Half of the respondents, 35 of the 70, reported that they applied for a job but were unable to go to a job interview due to a lack of money to pay for transportation to and from the interview. Overall, respondents were split about whether reducing TANF benefits motivated them or others to find work:

- 31 said the reductions in TANF benefits motivated them to find work;
- 24 said the reductions in TANF benefits did not motivate them to find work;
- 13 said the reductions in TANF benefits both did and did not motivate them to find work; and
- 2 were unsure.

Although 31 respondents stated that they were motivated to get off TANF and start careers to support their families, the reductions made it difficult for the respondents to meet the basic needs of the family. Figure 3 presents a summary of survey results regarding how the benefit reductions impacted each respondent's search for employment.

FIGURE 3
Summary of Survey Results Regarding Impact on Respondent's Search for Employment

Unable to go to a job interview due to lack of money for transportation	Applied for employment since benefit reductions	Applied for the job because of skills learned thru DHS training	Obtained a job
35 of 70 families	46 of 70 families	6 of 70 families	8 of 70 families

DHS Communication Regarding Changes in the TANF Program

While DHS was required to implement the TANF Universal Service Delivery Model by September 30, 2011, at the time of the telephone survey, very few respondents had knowledge of all the changes in the TANF program. For example, when asked what they knew about changes to the TANF program, 22 of the 70 respondents reported knowing nothing about any changes, and 45 were aware only of the benefit reductions. Only 3 respondents were not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training. See Appendix 5 for each respondent's response to questions about DHS Communication Regarding Changes in the TANF program. Figure 4 presents a summary of survey results regarding communication respondents received about changes to the TANF program.

FIGURE 4
Summary of Survey Results Regarding DHS Communication Regarding Changes in the TANF Program

Knowledge of changes to the TANF program:		Source of information regarding TANF changes:		Aware of a new DHS assessment to review the skills of TANF recipients	Contacted by DHS about conducting a skills assessment
22 of 70 families	Nothing	39 of 70 families	DHS	4 of 70 families	1 of 70 families
45 of 70 families	Aware only of benefit reductions	25 of 70 families	No Source of Information		
3 of 70 families	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	6 of 70 families	Friends, Family, or community members		
		2 of 70 families	The media		

Experience with DHS Vendors

Thirty six of the 70 respondents attended GED classes or received job training from DHS vendors since April 1, 2011. Less than half of the 36 respondents, 16, stated that the classes/training improved their skills. Based on the responses, the quality of training offered is an area that requires further review by DHS, with many respondents commenting that the training was too basic. One respondent reported that they were not aware of GED classes and training, and 3 respondents reported that they contacted DHS for more information about classes and training, but DHS had not been responsive. Of the 36 respondents, 3 reported that the vendors DHS contracted to provide employment and education resources were disrespectful or unprofessional. The respondents suggested that DHS should take a more active role in providing oversight of the vendors. It is important to note that the appropriateness of the training may soon be addressed by the new TANF Universal Service Delivery Model's emphasis on customization. See Appendix 6 for each respondent's answer to Experience with DHS Vendors survey questions. Figure 5 presents a summary of survey results regarding respondents' experiences with DHS vendors.

FIGURE 5
Summary of Survey Results Regarding Quality of Services from Vendors

Received GED classes or job training from DHS vendors	Classes/training improved skills
36 of 70 families	16 of the 36 families

Services that Respondents Suggested to Assist Employment Searches

While 20 of the 70 respondents stated that DHS did not need to take additional steps to assist them in their search for employment, 50 respondents made a wide variety of recommendations. The Auditor separated the recommendations into 15 different categories including: job identification, increased specialized training, and an increased transportation stipend. See Appendix 7 for each respondent's response to Services that Respondents Suggested to Assist Employment Searches.

Many of the respondents' suggestions for steps that DHS should take to improve the effectiveness of employment search services overlapped with components of the TANF Universal Service Delivery Model. For example, 16 respondents wanted increased job placement and job identification resources, and 9 respondents wanted more internships/mentoring/on-the-job training. Internships/mentoring/on-the-job training may be provided under the new Model. Fourteen respondents wanted more specialized training and indicated DHS' current job training was too remedial and the training was a "waste of time." The issue of specialized training may also be addressed by the new Model's requirement for a "detailed assessment and referral to an appropriate array of services and supports" for each recipient.

However, of the respondents' suggestions of recommendations to improve employment searches, some suggestions are not included in the new TANF Universal Service Delivery Model. For example, respondents suggested increasing the transportation stipend, improving access to child care resources, increasing oversight of DHS vendors, giving TANF recipients access to Project Empowerment (a District program designed for ex-offenders), creating incentives for employers of TANF recipients, and altering the benefit structure to create greater economic self-sufficiency for recipients. Figure 6 presents a summary of respondents' suggested improvements to the TANF program.

FIGURE 6
Summary of Survey Results Regarding Services that Respondents Suggested to Assist Employment Searches

Types of additional services that DHS should offer to help recipients find work	
20	Nothing additional from DHS/Not applicable
16	Job identification/job placement, (including part-time jobs)
14	More specialized training (e.g. advanced computer certifications)
9	More internships/mentoring/on-the-job training
6	Increased transportation stipend
5	Improved DHS case management
5	Improved communication about DHS programs, resources, and jobs
5	Improved/increased child care
5	Increased resources for higher education
3	Bring back Project Empowerment
3	Improved career centers and resources/materials, (including increased computer access)
3	Referrals to social services (e.g. housing, mental health)
3	Increased vendor oversight

2	Alter benefit structure (e.g. provide full benefits for 6 months into a new job to help recipient generate household savings)
1	Financial literacy/education
1	Incentives for employers hiring TANF recipients

Other Types of Assistance Received

We asked respondents whether the respondent or their children were receiving other types of assistance, such as Supplemental Security Income (SSI), child support, or food stamps. See Appendix 8 for each respondent's answer to the Other Types of Assistance Received survey question. Figure 7 presents a summary of respondents' answers to the question about other types of assistance the household is receiving.

FIGURE 7
Summary of Survey Results Regarding Other Types of Assistance Received

Other types of assistance received*	
8 of 70 families	SSI
9 of 70 families	Child Support
52 of 70 families	Food Stamps

* Some families received more than one type of assistance.

Additional Comments About the TANF Benefit Reductions

Much like the results gathered in the survey the Auditor conducted in June, when asked if they had any additional comments about the reduction in TANF benefits, many respondents stated that benefit reductions should be done on a case-by-case basis because while some recipients are abusing the system, others are trying hard to find work. Several others stated that benefits should not be reduced during an economic downturn, as it is harder than usual to find a job. Eleven respondents stated the reduced benefits are too low to be able to support their families and continue their efforts to become economically independent. Two respondents believed that the benefit reductions have caused an increase in crime, one of whom spoke of increased prostitution. See Appendix 8 for each respondent's answer to Additional Comments on the TANF Benefit Reductions survey question.

One notable comment from a respondent outlined a fundamental problem with the program: because she now has a part time job paying \$7.55/hour, her benefits have been further cut, so she feels she could be doing better financially on TANF than she is while working. In fact, several respondents raised the point that DHS and its vendors were pushing recipients into low-wage jobs, which does little to raise their family out of poverty, and are much more interested in career development that would put them on a path to economic self-sufficiency. Several respondents also explained that the program was poorly serving skilled professionals who had long work histories, but have been out of work due to layoffs caused by the economic downturn.

CONCLUSION

We found that 68 of the 70 respondents' families had in some way been negatively impacted by the TANF benefit reductions, including household disruptions, increased concern about maintaining their child's appearance, and increased levels of anxiety, depression, and other emotional stress upon the head of household.

We found that only 8 of the 70 respondents were able to obtain jobs since the TANF benefit reductions, and similarly, only 6 of the 70 respondents reported that they applied for a job because of skills learned in training offered through DHS and its vendors. The quality of classes/training offered through DHS and its vendors is an area that DHS should address to better prepare TANF recipients for self-sufficiency. Based on respondents' feedback, it appears that DHS and its vendors are not meeting the needs of TANF recipients for specialized training, and assistance identifying solid job opportunities.

While DHS was required to implement the new TANF Universal Service Delivery Model (Model) by September 30, 2011, we found that very few respondents were informed or impacted by the implementation of the new Model. For example, only 3 of the 70 respondents were aware of any changes underway in the TANF program aside from the benefit reductions, and only 1 of the 70 respondents reported being contacted by DHS about conducting a skills assessment, a component of the new model. Given the short timeframe between when the Auditor conducted the surveys and the Model's implementation deadline it is understandable that many of the respondents were not impacted by the changes, but it is not clear why DHS has not fully informed respondents about the changes. Communication about the Model is not the only area in which it appears that DHS could communicate better with TANF recipients, as survey respondents also mentioned receiving a lack of information about DHS training and education programs.

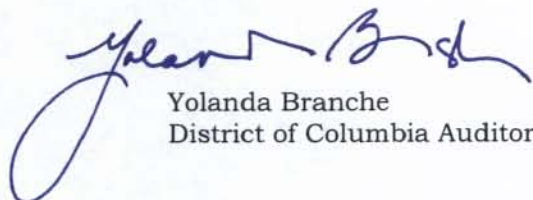
Based on the results of the survey, we see a value in the Council further examining DHS's management of changes to the TANF program. For example, we recommend that the Council review:

1. DHS' timelines and strategies for communicating all TANF program changes to recipients;
2. DHS oversight of vendors and the quality of their programming; and
3. How DHS and its vendors plan to better support the unique needs of TANF recipients with advanced skills and work experience.

Anecdotally, we can say that many of the respondents enthusiastically participated in the survey. Respondents said that they had never been asked to provide feedback on the TANF program and the respondents provided many suggestions on how the program could better serve TANF recipients. A majority of the suggestions, such as offering specialized training, offering financial literacy education, and identifying mentors and internships seem concrete, reasonable, and worth further examination by DHS and the Council. Several respondents also expressed interest in testifying before hearings the Committee on Human Services might hold on changes or improvements to the TANF program. The Auditor will provide contact information for these individuals in a separate document.

We believe that the results of the survey provide relevant, timely data that will inform the work of both DHS and the Council of the District of Columbia. We look forward to continuing to work with the Council on this important issue.

Sincerely,



Yolanda Branche
District of Columbia Auditor

APPENDICES



Office of the District of Columbia Auditor

The following questions will be posed during an October 2011 phone survey of 70 families that received reduced TANF benefits. The questions are a follow up to questions presented in an audit report issued by the Office of the D.C. Auditor on June 30, 2011, titled "**Assessment of reductions in federally or locally funded TANF benefits on families and their children.**"

1. How many adults and children live with you?
2. What do you know about changes in the TANF program?
3. Since the reductions in the TANF program, were you unable to take your child to the doctor because you did not have money for transportation?
4. Since the reductions in the TANF program, were you unable to go to a job interview because you did not have money for transportation?
5. Since the reductions in the TANF program, was your electricity or phone service interrupted because of a lack of payment?
6. Since the reductions in the TANF program, have you called an ambulance to take your child to the hospital?
7. Since the reductions in the TANF program, has your family stayed at a homeless shelter?
8. Since the reductions in the TANF program, have you been concerned about your children's clothes? Have you had money to wash their clothes? Have your children refused to go to school because of their clothes?
9. How did the reductions in TANF benefits personally affect you? (Anger, Depression, Anxiety, Arrests, Lack of sleep)
10. Have you received GED classes and job training from companies that the Department of Human Services uses to provide training: Arch, Maximus, UPO?
11. If you participated in a training class offered by Arch, Maximus, UPO, did the training improve your skills?
12. Since your TANF payment was reduced, have you applied for employment? Did you apply for the job because of skills that you learned through DHS training?
13. Did reducing TANF payments motivate you to look for a job? Why or why not?
14. What services should the Department of Human Services offer that would help you find work?
15. Are you aware of a new DHS assessment to review the skills of TANF recipients? Has DHS contacted you about conducting a skills assessment?
16. Are you and/ or your children receiving other types of assistance such as SSI, child support or Food Stamps?
17. Do you have additional thoughts or comments about the reductions in the TANF program?



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**Letter Report: Assessment of Reductions in Federally
or Locally Funded Temporary Assistance to Needy
Families (TANF) Benefits on Families
or Their Children**

June 30, 2011



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The Honorable Jim Graham, Chairman
Committee on Human Services
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W., Suite 504
Washington, D.C. 20004

Letter Report: Assessment of reductions in federally or locally funded Temporary Assistance to Needy Families (TANF) benefits on families or their children

Dear Chairman Graham:

Pursuant to Section 455 of the District of Columbia Home Rule Act, as amended, Public Law 93-198, D.C. Code, Section 1-204.55¹ and the "Fiscal Year 2011 Supplemental Budget Emergency Act of 2010,"² the District of Columbia Auditor conducted an examination of information provided by the Department of Human Services to determine the impact of reductions in federally or locally funded Temporary Assistance to Needy Families (TANF) on families and their children.

OBJECTIVES, SCOPE, AND METHODOLOGY

The objectives of this information examination were to determine the:

1. number of families affected;
2. total amount of reductions;
3. number of children affected in specific age categories;
4. timeliness of reduction notifications;

¹ See section 455 (b) of the District of Columbia Home Rule Act, approved December 24, 1973 (Pub. L. No. 93-198, 87 Stat. 803); D.C. Official Code §1-204.55 (b) (2001) which states: "The District of Columbia Auditor shall each year conduct a thorough audit of the accounts and operations of the government of the District in accordance with such principles and procedures and under such rules and regulations as he [she] may prescribe." See also, section 455 (c) of the District of Columbia Home Rule Act, as amended, approved December 24, 1973, (87 Stat. 803, D.C. Official Code § 1-204.55 (c) (2001) which states: "The District of Columbia Auditor shall have access to all books, accounts, records, reports, findings and all other papers, things, or property belonging to or in use by any department, agency, or other instrumentality of the District government and necessary to facilitate the audit."

² See the Fiscal Year 2011 Supplemental Budget Emergency Act of 2010 which states, in relevant part that, "Within 60 days of the effective date of this act, the Auditor shall conduct an assessment of the impact of reductions in assistance pursuant to this act on families and their children and issue a Human impact statement. . ."

5. number of service providers providing educational and employment training programs; and
6. human impact of TANF benefit reductions.

In conducting this examination, the Auditor reviewed TANF reduction information provided by the Department of Human Services (DHS), interviewed key staff from DHS responsible for compiling this information, and conducted a telephone survey of 35 families receiving TANF benefit reductions. The examination was conducted as a nonaudit service.³

BACKGROUND

TANF provides cash assistance to needy families with dependent children when available resources do not fully address the family's needs while preparing program participants for independence through work. Adults with dependent children applying for or receiving TANF must meet financial and technical eligibility requirements. Conditions of eligibility include cooperation with child support, participation in work activities, and compliance with substance abuse provisions. Earned and unearned income cannot exceed the benefit level paid for the assistance unit size and assets are limited to \$2,000.⁴

In order to qualify for this benefit program, recipients must be a resident of the District of Columbia, either pregnant or responsible for a child under 19 years of age, a United States national, citizen, legal alien, or permanent resident, have low or very low income, and be either under-employed (working for very low wages), unemployed, or about to become unemployed.⁵

Effective April 1, 2011, recipients of TANF who have received benefits for over 60 months would have their benefits reduced by 20 percent. However, there are several clients who would not be impacted by the 60 month reductions. These include:

- POWER Clients – this program is locally funded for clients who have a disability that prevents them from participating in work activities. While clients must be eligible for TANF to be considered for the POWER program, POWER benefits are not TANF benefits.
- Child-Only Cases – these are cases where a relative is caring for the children. The parents are not in the home.
- Supplemental Security Income (SSI) Recipients – these clients are not recipients of TANF, only the children receive a TANF benefit.

³ See Government Auditing Standards, July 2007 Revision A3.02 and A3.03a, which states in part that Audit organizations in government entities frequently provide nonaudit services that differ from the professional services provided by an accounting or consulting firm to or for the audited entity. The types of nonaudit services are often performed in response to a statutory requirement, at the discretion of the authority of the audit organization, or for a legislative oversight body or an independent external organization and do not impair auditor independence. Examples of these types of services include providing information or data to a requesting party without auditor evaluation or verification of the information or data.

⁴ <http://www.dhs.gov/dhs/cwp/view,a,3,q,641231.asp>

⁵ Ibid

Table I presents the TANF payment levels based on family household size, prior to the reductions, and the TANF payments levels effective April 1, 2011.

Table I
TANF Payment Levels Effective March 1, 2011 and April 1, 2011 with Applied 20 Percent Reduction

Family Size	March 1, 2011 Payment Levels	April 1, 2011 Payments Levels
1	\$270	\$216.00
2	\$336	\$268.80
3	\$428	\$342.40
4	\$523	\$418.40
5	\$602	\$481.60
6	\$708	\$566.40
7	\$812	\$649.60
8	\$897	\$717.60
9	\$987	\$789.60
10	\$1,072	\$857.60
11	\$1,131	\$904.80
12	\$1,216	\$972.80
13	\$1,271	\$1,016.80
14	\$1,340	\$1,072.00
15	\$1,391	\$1,112.80
16	\$1,461	\$1,168.80
17	\$1,602	\$1,281.60
18	\$1,639	\$1,311.20
19	\$1,673	\$1,338.40

Source: Council of the District of Columbia

RESULTS OF THE AUDITOR'S EXAMINATION

As of March 2011, DHS documentation indicates there were 14,242 household/recipients receiving TANF benefits who could be subject to the District of Columbia Public Assistance Emergency Amendment Act of 2010 at a total cost of \$5,252,497 per month.⁶ The total number of persons in the recipients' household (excluding the recipient) is presented, by age group, Table II.

TABLE II
Household Totals as of March 2011

Children age 0-3	Children age 4-9	Children age 10-13	Children age 14-18	Children age 19 or older	Total
8,445	9,241	4,269	3,792	5	25,752

Source: DHS

Effective April 2011, DHS documentation indicates that a total of 5,888 household/recipients had their TANF benefits reduced as a result of receiving benefits for 60 consecutive months or more. In March, total benefits paid to these 5,888 recipients/households totaled \$2,361,152 per month. Effective April 1, 2011, these benefits would reduce by 20 percent, or \$476,578, to \$1,884,574 per month. According to DHS documentation, DHS officials provided notification to the 5,888 recipients via registered mail on March 14, 2011 for an effective reduction implementation date of April 1, 2011.⁷

⁶ The following clients are not impacted by the 60 month reductions and have not been included in the figures submitted by the Auditor: (1) POWER Clients – this program is a locally funded for clients who have a disability that prevents them from participating in work activities. While clients must be eligible for TANF to be considered for the POWER program, POWER benefits are not TANF benefits. (2) Child-Only Cases – these are cases where a relative is caring for the children. The parents are not in the home. (3) Supplemental Security Income (SSI) Recipients – these clients are not recipients of TANF, only the children receive a TANF benefit.

⁷ See D.C. Code § 4-205-55 (a)(1) which states: the Mayor shall give timely and adequate notice in cases of intended action to discontinue, withhold, terminate, suspend, reduce assistance, or make assistance subject to additional conditions, or to change the manner or form of payment to a protective vendor, or 2-party payment. "Timely" means that the notice is postmarked at least 15 days before the date upon which the action would become effective, except as provided in § 4-205.54(d).

The total number of persons in the 5,888 recipients' households (excluding the recipient) is presented in Table III, by age group.

TABLE III
Household Totals of those Affected by the Reductions as of March 2011

Children age 0-3	Children age 4-9	Children age 10-13	Children age 14-18	Children age 19 or older	Total
2,275	5,269	3,166	2,844	2	13,556

Source: DHS

Information provided by DHS indicates that DHS established six vendors to provide employment resources for TANF recipients and two education partners to provide educational resources. Table IV presents the educational and employment resources, including the total customer capacity numbers.

TABLE IV
FY 2011 Educational and Employment Resources for TANF Recipients

Provider	Provider Type	Capacity Amount
ARCH Training Center	Employment	600
Arbor Education & Training	Employment	800
Career Team, Inc.	Employment	500
Maximus, Inc.	Employment	800
Pilgrim AME Church	Employment	600
United Planning Organization	Employment	600
University of the District of Columbia/PATHS (Paving Assess Trails to Higher Security)	Education	500
Community College of the University of the District of Columbia (Pilot Program)	Education	150

Source: DHS

Human Impact

The Auditor surveyed the 35 families on the effect of TANF reductions, including a consideration of the children regarding:

- Changes in school performance;
- Changes in after-school performance;
- Changes in health status; and
- New interactions with Court Social Services or Department of Youth Rehabilitation Services;

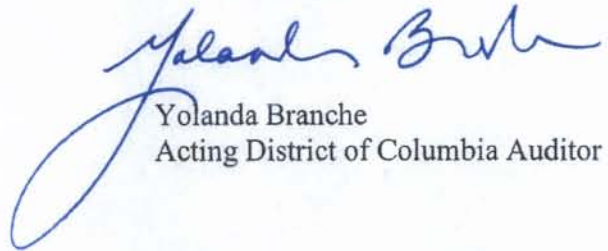
Of the 35 recipients surveyed: seven recipients stated that their children's school performance had changed (20 percent); six stated that their children's after-school performance had changed (17 percent); seven stated that their children's health had changed (20 percent); and two stated that their child has had a new interaction with the Court Social Services or the Department of Youth Rehabilitation Services (5.7 percent).

For example, more than one recipient stated that due to the reduction in benefits the household has had to cut back on baths, washing and purchasing children's clothes and shoes, and other health-related activities. Also, one recipient stated that the reduction in benefits resulted in the household not being able to pay for after-school programming. **Appendix I** presents the survey results by each of the 35 recipients, as well as their benefit amounts prior to and following the reduction.

Our survey also found there were three major themes conveyed in comments from recipients during the survey about problems with the current TANF reforms, as well as ways to improve the program: 1) benefit reductions should be done on a case-by-case basis because some recipients are abusing the system, while others are dependent on the benefits due to health and other personal issues; 2) DHS could do a better job of connecting recipients to actual jobs; and 3) DHS could improve its job readiness workshops by offering both beginning and advanced workshops to better meet the needs of the recipients. One recipient recommended that DHS make available a list of the schools that accept TANF money for education. Another suggested that DHS help pay the costs of licensing fees after recipients go through training programs.

Also, many of the recipients expressed a desire to be fully employed instead of receiving TANF, but had difficulty securing employment due to the economic climate. One recipient was frustrated by the lack of notice given regarding the reduction in benefits. Another suggested that food stamp benefits be further increased because the cost of food has increased.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Yolanda Branche". The signature is fluid and cursive, with a large loop at the end of the last name.

Yolanda Branche
Acting District of Columbia Auditor

APPENDIX

APPENDIX I

Results of Survey of TANF Recipients Regarding Family Impact from Benefits Reduction

Survey respondent number	Children's School Performance Has Changed (0=no; 1=yes)	Children's After-School performance Has Changed	Children's Health Status Has Changed	New Interactions with Court Social Services or the Department of Youth Rehabilitation Services	Benefit Amount Pre-Reduction/ Post-Reduction (Family size, including parent)
1	0	0	0	0	\$428/\$342 (3)
2	0	0	0	0	\$270/\$216 (2)
3	0	0	0	0	\$471/\$377 (4)
4	0	0	1	0	\$336/\$269 (2)
5	1	1	1	1	\$336/\$269 (2)
6	0	0	0	0	\$428/\$342 (3)
7	0	0	1	0	\$428/\$342 (3)
8	0	0	0	0	\$523/\$418 (4)
9	0	0	1	0	\$428/\$342 (3)
10	1	0	0	0	\$602/\$482 (5)
11	0	0	0	0	\$270/\$216 (2)
12	0	0	0	0	\$336/\$269 (3)
13	0	0	0	0	\$392/\$313 (4)
14	0	0	0	0	\$336/\$269 (2)
15	0	0	0	0	\$428/\$342 (3)
16	1	1	1	0	\$243/\$195 (1)
17	0	0	0	0	\$471/\$377 (4)
18	0	0	0	0	\$336/\$269 (3)

Survey respondent number	Children's School Performance Has Changed (0=no; 1=yes)	Children's After-School performance Has Changed	Children's Health Status Has Changed	New Interactions with Court Social Services or the Department of Youth Rehabilitation Services	Benefit Amount Pre-Reduction/ Post-Reduction (Family size, including parent)
19	1	0	1	1	\$428/\$342 (4)
20	1	0	0	0	\$523/\$418 (4)
21	0	0	0	0	\$428/\$342 (3)
22	0	0	0	0	\$428/\$342 (3)
23	0	0	0	0	\$336/\$269 (3)
24	0	0	0	0	\$523/\$418 (4)
25	0	0	0	0	\$270/\$216 (2)
26	0	0	0	0	\$523/\$418 (5)
27	1	0	0	0	\$428/\$342 (4)
28	0	1	0	0	\$341/\$236 (4)
29	0	0	0	0	\$602/\$482 (5)
30	0	0	0	0	\$602/\$482 (5)
31	0	0	1	0	\$602/\$482 (5)
32	0	0	0	0	\$428/\$342 (3)
33	0	1	0	0	\$428/\$256 (3)
34	0	1	0	0	\$336/\$269 (2)
35	1	1	0	0	\$428/\$342 (3)
TOTAL	7	6	7	2	

Appendix III: Human/Family Impact Questions

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
1	2	\$336/\$269	No	Child's health care program provides transp.	No		Yes		No	Has TANF phone from DHS	No		No	But paying utilities is kind of stressful
2	2	\$336/\$269	No		No		Yes		No		No		Yes	Sleeps less, worries more
3	3	\$428/\$342	No		No		No		No		No		Yes	A little bit
4	5	\$602/\$482	Yes		No		Yes		Yes	Now has Safelink phone	No		Yes	Anxiety, anger, depression
5	3	\$336/\$269	No	They give out transp. vouchers at doctor's office	No		No		Yes		No		Yes	More angry
6	2	\$336/\$269	No		No		Yes		Yes	All of the utilities	No	But lost apartment, and is staying in sister's home	No	But a little more anxious

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
7	4	\$428/\$342	No		No		Yes	Drastically	Yes		No	But does not have a residence and is staying with friends and relatives	No	Already anxious, depressed, etc.
8	4	\$523/\$418	Yes		No		Yes	Very much	Yes		No	But is in an indep. living center	Yes	More depressed, and trying to find a class to attend
9	4	\$523/\$418	Yes		Yes		Yes		Yes		No		Yes	Depressed
10	3	\$428/\$342	Yes		No		Yes		Yes		No		Yes	It is frustrating
11	2	\$303/\$243	Yes		No		Yes		Yes		No		Yes	More angry
12	3	\$336/\$269	No		No		Yes	There is not enough money to buy clothes as they need them	No		No		Yes	Anxious

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
13	4	\$523/\$418	No		Yes		Yes		No		No		Yes	More depressed, especially around birthdays and holidays because unable to buy gifts for children
14	3	\$428/\$342	No	Gets ride from health care provider	No		Yes		Yes		No		Yes	Sleeps less, worries more
15	4	\$341/\$236	Yes		No		Yes		Yes		Yes		Yes	Frustrated

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
16	5	\$602/\$482	Yes	Respondent gave neighbor, who is on TANF, their child's school transp. \$, so the neighbor could take child to the doctor, but this meant that respondent's daughter stayed home from school	No		Yes		Yes		No		Yes	Wants to go to counseling for depression
17	3	\$428/\$342	Yes		No		Yes		No	But has gotten several notices of interruption	No		Yes	Feels helpless

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
18	3	\$336/\$342	No		No		Yes		No		Yes		No	It is upsetting, but understands DHS trying to get recipients motivated
19	5	\$436/\$482	Yes		No		No		Yes		No		No	
20	3	\$428/\$342	Yes		No		Yes		Yes		No		Yes	Depressed
21	7	\$812/\$650	No		No	But has had to use one for self	Yes		Yes		No		Yes	
22	1	\$270/\$216	No		No		Yes		No		No		No	
23	4	\$386/\$308	No		No		Yes		No		No		Yes	Depressed
24	5	\$602/\$482	No		No		Yes	Very much so	Yes		No		No	
25	2	\$336/\$269	Yes		No		Yes		Yes		No		Yes	
26	4	\$523/\$418	No		No		No		No		No		No	
27	4	\$193/\$88	Yes		No		Yes		Yes		No		Yes	
28	2	\$336/\$269	No		No		Yes		Yes		No		Yes	
29	5	\$602/\$482	Yes		No		Yes		Yes		No		Yes	
30	4	\$523/\$418	No		No		Yes		Yes		No		Yes	
31	2	\$336/\$269	No		Yes		No		Yes		Yes		No	

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
32	2	\$270/\$216	No		No	But, has had to use one for self	Yes		Yes		No		Yes	Very depressed and struggling to keep the lights on
33	3	\$428/\$342	No		No		Yes		Yes		No		Yes	
34	3	\$336/\$269	Yes		No		Yes		Yes		No	Not yet, but thinking about it	Yes	
35	5	\$602/\$482	Yes		No		Yes	This the biggest problem with the reductions	No		Yes		Yes	
36	4	\$386/\$308	Yes		No		Yes		No		No		Yes	It is depressing
37	2	\$303/\$243	Yes	While, Medicaid provides transp., has missed appointments because the transp. service is not reliable	No		Yes		Yes		No	But under payment program with apartment complex, and it is hard to keep up with	Yes	Depressed
38	3	\$336/\$269	No		Yes		Yes		No	But on the verge	No		No	

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
39	3	\$336/\$342	No		No		Yes		Yes		Yes	In shelter now	Yes	
40	3	\$428/\$342	No		Yes		Yes		Yes		No		No	
41	5	\$523/\$418	No		Yes		Yes		Yes		No		No	
42	2	\$336/\$269	No		No		Yes		No		No		Yes	
43	3	\$336/\$269	No		No		Yes		No		No		Yes	
44	2	\$336/\$269	Yes		Yes		Yes		Yes		No	But with friends and family because of long wait for shelter	Yes	Anxious
45	2	\$204/\$137	No		No		Yes		Yes		No		No	
46	2	\$270/\$216	No		Yes		No		No		No		Yes	
47	4	\$523/\$418	No		No		Yes		No		No		Yes	Depressed
48	3	\$336/\$269	No		No		Yes		Yes		No		Yes	
49	4	\$523/\$418	No		No		No		No		No		No	It actually helped emotionally because wanted to be off of TANE
50	4	\$523/\$418	Yes		Yes		Yes		Yes		No		Yes	Angry and stressed
51	5	\$602/\$482	No		No		Yes	Not able to purchase uniforms for school	No		No		Yes	Stressed

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Have you been unable to take your child to the doctor because of a lack of money for transp.?	Comments	Have you called an ambulance to take your child to the hospital?	Comments	Have you been concerned about your children's clothes? (i.e. less money for laundry or new clothes?)	Comments	Was your electricity or phone service interrupted because of a lack of payment?	Comments	Has your family stayed at a homeless shelter?	Comments	Did the benefit reductions personally affect you? (i.e. anger, depression, lack of sleep, etc)	Comments
52	5	\$512/\$392	No		No		Yes		Yes		No		No	But the lack of communication from DHS is really frustrating
53	2	\$270/\$216	No		No	But, has had to use one for self	Yes		Yes		No		No	
54	5	\$602/\$482	No		No		Yes		No		No		No	
55	2	\$270/\$216	No		No		Yes		No		No		No	
56	3	\$336/\$269	Yes		No		Yes		Yes		No		Yes	Depressed and very stressed
57	5	\$602/\$482	No		No		Yes		Yes		No		Yes	Depressed that she can't get kids what they need and want
58	2	\$270/\$216	No		No		Yes		No		No		Yes	
59	2	\$270/\$216	No		No		Yes		Yes		No		Yes	Angry, depressed, and stressed

[illegible]

Appendix IV: Search for Employment Questions

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
1	2	\$336/\$269	N/A	Not able to work due to disability	No	Not able to work due to disability	N/A		N/A		No	The previous low payment was not incentive, and work cannot be found; No money for uniforms
2	2	\$336/\$269	No		No	Getting GED	N/A		N/A		Yes	
3	3	\$428/\$342	No		No	Has medical issues now	N/A		N/A		Yes&No	Depends on the person themselves
4	5	\$602/\$482	Yes		Yes	Found a job as a certified medical assistant	No		Yes		Yes&No	But it is hard to find work with less money
5	3	\$336/\$269	No		No		N/A		N/A		Yes	Respondent wants something to do
6	2	\$336/\$269	No		No		N/A		N/A		Yes	Because respondent doesn't want to be on TANF, and it may help others
7	4	\$428/\$342	No		Yes		No		No		Yes	People who just don't want to work, but there are some people who really need the benefits
8	4	\$523/\$418	Yes		Yes		No		No		No	Check was so low prior to cuts that people needed to work even then
9	4	\$523/\$418	Yes		No		N/A		N/A		Yes	Because if you don't have enough money to survive you need a job

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
10	3	\$428/\$342	Yes		Yes		No		No		Yes&No	The frustration of the lower payment can be a distraction from finding work
11	2	\$303/\$243	Yes		Yes	Providence & Howard Univ. hospitals, CareCo, Wash. Hospital Center	No		No		No	
12	3	\$336/\$269	No		No	Is trying to get disability, full-time work is hard, wants part-time work	N/A		N/A		Yes	
13	4	\$523/\$418	No		Yes	Government jobs, office automation; always sending resume out	Yes	Based on UDC training	No		Yes	
14	3	\$428/\$342	No		Yes		No		Yes		Yes	
15	4	\$341/\$236	Yes		Yes	Office jobs, cashier	No		No		No	Creates more of a damper on the person trying to find a job

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
16	5	\$602/\$482	Yes		Yes	Recreation centers, group homes	No		No	Because she doesn't have a degree	Yes&No	It helps motivation, but also a handicap because there isn't money to find a job
17	3	\$428/\$342	N/A	Exempt from jobs due to health problem	No	Under doctor's care	N/A		N/A		No	People will take a job if they have an offer, but jobs are not available
18	3	\$336/\$342	No		No	In school	N/A		N/A		Yes&No	Some people can't get a job
19	5	\$436/\$482	Yes		No		N/A		N/A		Unsure	
20	3	\$428/\$342	Yes		Yes	Hospitals and medical offices	No		No		No	It is frustrating
21	7	\$812/\$650	Yes		Yes	Home health aid	No		No		Yes	But payments were so low before reductions
22	1	\$270/\$216	No		No		N/A		N/A		No	
23	4	\$386/\$308	No		Yes	Malls, grocery stores, Ross, etc	No		No		Unsure	Respondent was searching for work before the reductions
24	5	\$602/\$482	N/A		Yes		No		Yes	And trying to get a second job	No	
25	2	\$336/\$269	Yes		Yes	DOES, online, medical assistant	Yes		No		Yes&No	It is hard to both survive and find a job
26	4	\$523/\$418	No		Yes		No	Got it through college	Yes		Yes	It was just a stepping stone thru school

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
27	4	\$193/\$88	Yes		No	Because of medical reasons	N/A		N/A		No	It is so hard to find and keep a job, especially with kids and child care; it also increases crime
28	2	\$336/\$269	Yes		Yes	Jobs Council, everywhere	No		No		Yes&No	But it is stressful because there is not a lot of hiring
29	5	\$602/\$482	Yes		Yes	Home health aid	Yes		No		Yes&No	
30	4	\$523/\$418	Yes		Yes		Yes		No		Yes	
31	2	\$336/\$269	No		Yes		No		No		Yes	
32	2	\$270/\$216	No		Yes	Kennedy Center	No		No		Yes	
33	3	\$428/\$342	Yes		Yes	Pepco, Washington Gas	No		No	Mainly because work hours conflicted with kid's schedules	No	Makes it harder for the family to keep afloat, and transportation is limited
34	3	\$336/\$269	Yes		Yes	BestBuy, Target, Whole Foods, etc	No		No		No	Respondent cannot make ends meet
35	5	\$602/\$482	No		Yes	Retail and grocery stores	No		No	Due to lack of high school diploma	Yes	
36	4	\$386/\$308	Yes		Yes	Day care, food services	No		No		No	Respondent has always been looking for work

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
37	2	\$303/\$243	Yes	That and childcare	No	Has a 3 mth old; needs to find child care voucher first	N/A		N/A		No	It feels more like a punishment than a motivator
38	3	\$336/\$269	No		Yes	Clerical, retail, child care	No		No		No	It sets people back from taking care of their families
39	3	\$336/\$342	No		Yes	IT and adult education	No		No	But has more than 10 years of federal govt. service	No	
40	3	\$428/\$342	No		Yes	Restaurants, admin.	No		No		Yes	Because does not want to get in this situation again
41	5	\$523/\$418	No		Yes	Fast food, retail	No		No		Yes	Because people need more money now and need to find work
42	2	\$336/\$269	Yes		No		N/A		No		Yes	You have to do something
43	3	\$336/\$269	Yes		Yes		N/A		Yes		Yes	But does not have enough money to get the supplies for new job as a cosmetologist (shampoo, etc)
44	2	\$336/\$269	Yes		Yes	Retail and grocery stores	N/A		No		Yes	But, some people may not be motivated and become more depressed
45	2	\$204/\$137	No		No	Just became unemployed	N/A		No		No	The reductions are not motivating, people have to be motivated
46	2	\$270/\$216	Yes		Yes	Unity Health	No		Yes		No	Was already involved in finding employment

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
47	4	\$523/\$418	No		Yes	Retail and restaurants	No		No		Yes	
48	3	\$336/\$269	No		No		No		No		Yes	But, if there had been more communication it could have eased the transition
49	4	\$523/\$418	No		No	Already had a job prior to reductions	No		N/A		Yes	
50	4	\$523/\$418	Yes		Yes	Retail and grocery stores	No		No		Yes	But DHS should not have made reductions out of the blue
51	5	\$602/\$482	No		Yes	Everyday, and everything (admin)	No		No		No	Was looking for a job before the reductions because respondent wanted a career and income.
52	5	\$512/\$392	No		Yes	IHOP	Yes		Yes		Yes&No	
53	2	\$270/\$216	N/A	Is claustrophobic and cannot find a job outside of neighborhood	No		N/A		N/A		Yes	
54	5	\$602/\$482	N/A		Yes		No		N/A		Yes&No	
55	2	\$270/\$216	No		Yes	Fast food, retail, security	No		No		No	Needs benefits to be increased to be able to find work
56	3	\$336/\$269	Yes		Yes	Customer service	Yes		No		Yes	
57	5	\$602/\$482	No		No		N/A		No		Yes	It makes people take action

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
58	2	\$270/\$216	Yes		Yes	Dental assistant	No		No		No	It is hard to find clothes for interviews
59	2	\$270/\$216	Yes		Yes	Security, all types	No		No		No	It slows the job search process down
60	3	\$428/\$342	Yes		Yes	CVS, grocery	N/A		No		Yes	Because TANF is not going to be around forever
61	2	\$270/\$216	No		Yes	Retail	No		No		Yes	There is a need to bring in more money to meet bills.
62	2	\$243/\$195	No		No	Had a job, but needed to quit job because didn't have maternity leave.	No		N/A		Yes	Makes people try to find work.
63	3	\$336/\$269	Yes		No		N/A		N/A		Yes&No	Respondent wants to work, but others may not want to.
64	2	\$336/\$269	No		No	Just had a baby	N/A		N/A		Yes	Respondent hates the social services and the lines, etc.
65	3	\$428/\$342	Yes		No		N/A		N/A		No	It is hard to juggle your budget, it is frustrating
66	4	\$471/\$377	Yes		Yes	Everywhere	No		No		No	People still have bills to pay while they are looking for work.
67	3	\$336/\$269	Yes		No		N/A		N/A		No	Respondent is in the same situation regardless of the reductions due to daughter's special needs

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Were you unable to go to a job interview because you did not have money for transp.?	Comments	Since your payment was reduced, have you applied for employment?	If so, where? If no, why?	Did you apply for the job because of skills learned thru DHS training?	Comments	If Yes, did you get the job?	Comments	Do you think reducing payments helps to motivate you and others to find work?	Why or why Not?
68	2	\$336/\$269	Yes		Yes	Crossing guard	No	But Maximus tried to get credit for her	Yes	But has since been fired	Yes&No	Respondent wants to work, and is used to bi-weekly pay checks. It is harder to find a job because of limited resources.
69	3	\$428/\$342	Yes		Yes	Contractor, maintenance	No		No		Yes	
70	3	\$336/\$269	Yes		Yes	Airport	No		No		Yes&No	You can't survive off of the money
Total: Yes			35		46		6		8		31	
Total: No			30		24		40		41		24	
Total: N/A			5		0		24		21		0	
Total: Yes/No			0		0		0		0		13	
Total: Unsure			0		0		0		0		2	
Grand Total			70		70		70		70		70	

Appendix V: DHS Communication Regarding Changes in the TANF Program

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Level of knowledge of TANF program changes			Where did you get your information?	Source of Information				Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
				Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training		None	DHS or vendor	The media	Friends, family, community		
1	2	\$336/\$269	Nothing	1			None	1				No	No
2	2	\$336/\$269	Nothing	1			None	1				No	No
3	3	\$428/\$342	Nothing	1			None	1				No	No
4	5	\$602/\$482	Heard from other recipients that it is hard to do what the program asks because of the low benefit payments; DHS sent initial letter about the benefit reductions		1		Friends and neighbors; DHS		1		1	No	No
5	3	\$336/\$269	Nothing	1			None	1				No	No
6	2	\$336/\$269	Because has been on/off for 60 mths benefits have been reduced		1		DHS		1			No	No
7	4	\$428/\$342	After 5 years you get terminated, there will be cuts; the programs will change to better help females			1	vendor		1			No	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?		Has DHS contacted you about conducting a skills assessment?
8	4	\$523/\$418	Only change is the cuts in the checks		1		DHS		1			Yes	Case manager mentioned it briefly	No
9	4	\$523/\$418	Heard that if you have been on for 6 years you would be cut		1		DHS		1			No		No
10	3	\$428/\$342	Nothing but has seen a reduction		1		None	1				No		No
11	2	\$303/\$243	DHS had to cut benefits because of the time limits and the economy, including the debt ceiling debate		1		media			1		No		No
12	3	\$336/\$269	Not heard of any recent changes	1			None	1				No		No
13	4	\$523/\$418	Benefits are reduced based on time in program		1		DHS		1			No		No
14	3	\$428/\$342	Nothing	1			None	1				No		No
15	4	\$341/\$236	Benefits will be reduced even more, and possibly, eliminated altogether		1		Community rep. at daughter's school				1	No		No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
16	5	\$602/\$482	Decreased payments in April, based on how long in TANF, very drastic		1		DHS		1			No	No
17	3	\$428/\$342	Knows there were reductions		1		None	1				No	No
18	3	\$336/\$342	The program is trying to help women to get job training and jobs			1	Media; friends			1	1	No	No
19	5	\$436/\$482	Nothing	1			None	1				No	No
20	3	\$428/\$342	Family income has been lowered		1		None	1				No	No
21	7	\$812/\$650	Sanctioned afer 5 years		1		DHS - letter		1			No	No
22	1	\$270/\$216	There have been reductions		1		DHS - letter		1			No	No
23	4	\$386/\$308	Reductions		1		DHS - letter		1			No	No
24	5	\$602/\$482	Just about the reductions		1		DHS		1			No	No
25	2	\$336/\$269	Nothing	1			None	1				No	No
26	4	\$523/\$418	Nothing	1			None	1				No	No
27	4	\$193/\$88	DHS is enforcing the 5 year rule		1		DHS		1			No	No
28	2	\$336/\$269	Cutting benefits after 60 mths		1		DHS		1			No	No
29	5	\$602/\$482	Cutting benefits		1		DHS		1			No	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
30	4	\$523/\$418	TANF will come to an end in 2015		1		DHS		1			No	No
31	2	\$336/\$269	There will be cuts		1		DHS		1			No	No
32	2	\$270/\$216	There will be cuts		1		DHS		1			No	No
33	3	\$428/\$342	If you are in TANF 5 years in a row the program will be cut off		1		DHS		1			No	No
34	3	\$336/\$269	Nothing	1			None	1				No	No
35	5	\$602/\$482	Decreased payments		1		DHS		1			No	No
36	4	\$386/\$308	Cut in benefits		1		DHS		1			No	No
37	2	\$303/\$243	Benefits were to be reduced, unclear on timeframe for complete reductions		1		DHS		1			No	No
38	3	\$336/\$269	After 60 mths you get cut a % of the check		1		DHS		1			No	No
39	3	\$336/\$342	60-mth policy will be implemented, reducing the rolls, DHS will break up the vendors into 3 types			1	DHS		1			Yes	No
40	3	\$428/\$342	DHS will gradually cut people from the program		1		DHS		1			Yes	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
41	5	\$523/\$418	Has heard they will continue cutting		1		DHS		1			No	No
42	2	\$336/\$269	There will be 20 % cuts		1		DHS		1			No	No
43	3	\$336/\$269	Nothing	1			None	1				No	No
44	2	\$336/\$269	There would be cuts, and was cut, but has not been on TANF for 60 mths		1		DHS letter after the cuts		1			No	No
45	2	\$204/\$137	Heard about the reductions		1		DHS letter prior to cuts		1			No	No
46	2	\$270/\$216	There will be reductions		1		DHS letter prior to cuts		1			No	No
47	4	\$523/\$418	Doesn't know much about any changes	1			DHS did send letter about the cuts		1			Yes	Yes
48	3	\$336/\$269	Nothing	1			None	1				No	No
49	4	\$523/\$418	Heard that they were cutting off the program in 2014		1		Vendor		1			No	No
50	4	\$523/\$418	There are benefit reductions because DHS did not have enough funds in the program anymore		1		Friends				1	No	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
51	5	\$602/\$482	Families on TANF for over the 60 months will have benefits cut		1		DHS letter		1			No	No
52	5	\$512/\$392	Nothing	1			None	1				No	No
53	2	\$270/\$216	Nothing	1			None	1				No	No
54	5	\$602/\$482	Nothing	1			None	1				No	No
55	2	\$270/\$216	Nothing	1			None	1				No	No
56	3	\$336/\$269	Reducing the benefits because they are trying to stop the program		1		Friends				1	No	No
57	5	\$602/\$482	Benefits were reduced		1		Did not receive a letter from DHS notifying of the reductions	1				No	No
58	2	\$270/\$216	Nothing	1			Nothing	1				No	No
59	2	\$270/\$216	Nothing	1			Received a letter from DHS, but communic. has been poor in terms of appointments		1			No	No
60	3	\$428/\$342	Some people's benefits and food stamps have been reduced		1		DHS sent letter		1			No	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?
61	2	\$270/\$216	Nothing	1			None	1				No	No
62	2	\$243/\$195	Reductions of benefits		1		DHS		1			No	No
63	3	\$336/\$269	Nothing	1			DHS sent letter about the benefit reduction		1			No	No
64	2	\$336/\$269	There is a 5 year plan to remove people from the program		1		Family and friends				1	No	No
65	3	\$428/\$342	Benefit reductions		1		Did not receive a letter from DHS informing of the reductions	1				No	No
66	4	\$471/\$377	Those who have been in the program for 5 years will have their benefits reduced		1		DHS letter		1			No	No
67	3	\$336/\$269	Nothing	1			None	1				No	No
68	2	\$336/\$269	The reductions		1		DHS letter		1			No	No
69	3	\$428/\$342	The reductions in benefits		1		No letter from DHS informing of the reductions	1				No	No
70	3	\$336/\$269	Nothing but benefit reductions		1		Letter from DHS		1			No	No

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What do you know about changes in the TANF program?	Nothing	Aware only of benefit reductions	Not only aware of benefit reductions, but also of programmatic changes, i.e. more specialized training	Where did you get your information?	None	DHS or vendor	The media	Friends, family, community	Are you aware of a new DHS assessment to review the skills of TANF recipients?	Has DHS contacted you about conducting a skills assessment?	
			Total	22	45	3	Total Source of Information:	25	39	2	6	Total: Yes	4	1
												Total: No	66	69
												Grand Total	70	70

Appendix VI: Experience with DHS Vendors

# of Survey Rspndnt	Family Size (includes parent)	Benefits Before & After Reduction	Have you received GED classes or job training from companies that DHS uses, such as <i>Arch</i> , <i>Maximus</i> , <i>UPO</i> ?	Comments	If you participated, did the training/classes improve your skills?	Comments
1	2	\$336/\$269	No		N/A	
2	2	\$336/\$269	Yes		Yes	
3	3	\$428/\$342	No		N/A	
4	5	\$602/\$482	No		N/A	
5	3	\$336/\$269	No		N/A	
6	2	\$336/\$269	No	6 mths ago respondent did, but now gets medical waiver for son	N/A	
7	4	\$428/\$342	Yes		Yes	They give good advice, but too many workshops that are not needed; some skills, like resume writing, are helpful to some people, but respondent knows most of it
8	4	\$523/\$418	No		N/A	
9	4	\$523/\$418	Yes		Yes	
10	3	\$428/\$342	No	It is hard to get the information about these opportunities	N/A	
11	2	\$303/\$243	No		N/A	
12	3	\$336/\$269	Yes		No	
13	4	\$523/\$418	Yes		Yes	
14	3	\$428/\$342	No	Has not received any info. about these opportunities	N/A	
15	4	\$341/\$236	Yes		No	
16	5	\$602/\$482	Yes	But it is hard to get money for transportation	No	You can do the same thing at home
17	3	\$428/\$342	No		N/A	
18	3	\$336/\$342	Yes		Yes	
19	5	\$436/\$482	No		N/A	

# of Survey Rspndnt	Family Size (includes parent)	Benefits Before & After Reduction	Have you received GED classes or job training from companies that DHS uses, such as Arch, Maximus, UPO?	Comments	If you participated, did the training/classes improve your skills?	Comments
20	3	\$428/\$342	Yes	Completed the job training programs so many times, but did not get placed in a job; respondent should be placed in a job	Yes	But became redundant
21	7	\$812/\$650	No		N/A	
22	1	\$270/\$216	No		N/A	
23	4	\$386/\$308	No		N/A	
24	5	\$602/\$482	No		N/A	
25	2	\$336/\$269	Yes		No	
26	4	\$523/\$418	No		N/A	
27	4	\$193/\$88	Yes		No	
28	2	\$336/\$269	Yes		No	
29	5	\$602/\$482	Yes		Yes	
30	4	\$523/\$418	Yes		Yes	
31	2	\$336/\$269	No		N/A	
32	2	\$270/\$216	Yes		No	
33	3	\$428/\$342	Yes		No	Only helpful for beginners
34	3	\$336/\$269	Yes		Yes	
35	5	\$602/\$482	No		Yes	But only somewhat
36	4	\$386/\$308	Yes		Yes	
37	2	\$303/\$243	Yes		No	PR Harris staff are kind, but the program is not helpful because respondent knows how to do what they are teaching
38	3	\$336/\$269	Yes		No	Time consuming and did not improve skills, too basic
39	3	\$336/\$342	Yes		No	UPO was a waste of time, Career Team is better but unnecessary
40	3	\$428/\$342	Yes		Yes	But too remedial
41	5	\$523/\$418	No		N/A	

# of Survey Rspndnt	Family Size (includes parent)	Benefits Before & After Reduction	Have you received GED classes or job training from companies that DHS uses, such as Arch, Maximus, UPO ?	Comments	If you participated, did the training/classes improve your skills?	Comments
42	2	\$336/\$269	No		N/A	Technical Institute - is somewhat helpful
43	3	\$336/\$269	No		N/A	
44	2	\$336/\$269	No	Respondent called DHS to get connected to these opportunities, but DHS did not return the call	N/A	
45	2	\$204/\$137	No		N/A	
46	2	\$270/\$216	Yes		Yes	
47	4	\$523/\$418	Yes		Yes&No	Yes to the workshops; employment classes are not helpful, can do it at home, should be option to do the job searching at home
48	3	\$336/\$269	Yes		Yes	
49	4	\$523/\$418	Yes		Yes	
50	4	\$523/\$418	No	Child care is a problem	N/A	
51	5	\$602/\$482	Yes		No	Waste of time, has graduated from college, and has not known anyone to find a job through the vendors
52	5	\$512/\$392	Yes		No	Computers are outdated, materials are outdated
53	2	\$270/\$216	No		N/A	
54	5	\$602/\$482	No		N/A	
55	2	\$270/\$216	Yes		No	
56	3	\$336/\$269	Yes		No	
57	5	\$602/\$482	No		Yes&No	Yes – in terms of GED; No – in terms of job readiness classes, which are too basic
58	2	\$270/\$216	Yes		No	

# of Survey Rspndnt	Family Size (includes parent)	Benefits Before & After Reduction	Have you received GED classes or job training from companies that DHS uses, such as <i>Arch</i> , <i>Maximus</i> , <i>UPO</i> ?	Comments	If you participated, did the training/classes improve your skills?	Comments
59	2	\$270/\$216	No	Case manager has not sent any details about these programs despite respondent's request	N/A	
60	3	\$428/\$342	No		N/A	
61	2	\$270/\$216	No		N/A	
62	2	\$243/\$195	No		N/A	
63	3	\$336/\$269	Yes		Yes	
64	2	\$336/\$269	Yes		No	But the counselors really vary
65	3	\$428/\$342	No		N/A	
66	4	\$471/\$377	No		N/A	
67	3	\$336/\$269	No		N/A	
68	2	\$336/\$269	Yes		No	Maximus was horrible; did not improve skills; they pick and choose who they help; job leads were crummy jobs, such as just one security company they were pushing
69	3	\$428/\$342	Yes		No	
70	3	\$336/\$269	Yes		No	Redundant, too basic
Total: Yes			36		16	
Total: No			34		20	
Total: N/A			0		32	
Total: Yes&No			0		2	
Grand Total			70		70	

Appendix VII: Services that Respondents Suggested to Assist Employment Searches

[illegible]

[illegible]

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What other services should DHS offer to help you find work?	Nothing additional from DHS/Not applicable	Job identification/placement	More specialized training	More internships/mentoring/on-the-job training	Improved DHS case management	Improved communication about DHS programs, resources, and jobs	Increased transportation stipend	Improved/increased child care	Increased resources for higher education	Referrals to social services	Increased vendor oversight	Improved career centers and resources/materials	Bring back Project Empowerment	Alter benefit structure	Incentives for employers hiring TANF recipients	Financial literacy/education
28	2	\$336/\$269	1) Job interviews and placement; 2) DHS used to offer really good on-the-job training with employers such as the Department of Parks and Recreation and the fire department.		1		1												
29	5	\$602/\$482	Nothing	1															
30	4	\$523/\$418	1) more concrete job leads; 2) more specialized training for each recipient; 3) DHS should pay college application fees		1	1						1							
31	2	\$336/\$269	Housing resources										1						
32	2	\$270/\$216	More advanced computer classes			1													
33	3	\$428/\$342	1) Job placement; 2) internships with specific companies in order to get hired		1		1												
34	3	\$336/\$269	Nothing - DHS has done all it can do	1															
35	5	\$602/\$482	More computers at training sites												1				
36	4	\$386/\$308	On-the-job training program, so people have a trial basis to prove themselves and get a job				1												
37	2	\$303/\$243	1) offer more employment opportunities; 2) more advanced computer or telephone services classes, certificate classes		1	1													
38	3	\$336/\$269	1) stipend for transportation; 2) cover costs of a training program			1				1		1							

[illegible]

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What other services should DHS offer to help you find work?	Nothing additional from DHS/Not applicable	Job identification/placement	More specialized training	More internships/mentoring/on-the-job training	Improved DHS case management	Improved communication about DHS programs, resources, and jobs	Increased transportation stipend	Improved/increased child care	Increased resources for higher education	Referrals to social services	Increased vendor oversight	Improved career centers and resources/materials	Bring back Project Empowerment	Alter benefit structure	Incentives for employers hiring TANF recipients	Financial literacy/education
55	2	\$270/\$216	Nothing	1															
56	3	\$336/\$269	1) Could provide more selected job resources; DHS/vendors often promote jobs that are too competitive for people; 2)Has had to stop working because has not had enough money for transportation.		1					1									
57	5	\$602/\$482	Nothing	1															
58	2	\$270/\$216	Nothing	1															
59	2	\$270/\$216	Better communication						1										
60	3	\$428/\$342	Child care referrals								1								
61	2	\$270/\$216	Nothing	1															
62	2	\$243/\$195	1) Better communication with vendors because vendors act disrespectful, esp. Arbor and Pilgrim. They are quick to sanction people unjustly; 2) Child care is poorly coordinated, they make you take your kids all over town; 3) Sometimes they assign vendors that are across town, should be assigned to nearby vendor.								1			1					
63	3	\$336/\$269	On-the-job training in the medical/dental field.				1												
64	2	\$336/\$269	Monitor the vendors more										1						

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	What other services should DHS offer to help you find work?	Nothing additional from DHS/Not applicable	Job identification/placement	More specialized training	More internships/mentoring/on-the-job training	Improved DHS case management	Improved communication about DHS programs, resources, and jobs	Increased transportation stipend	Improved/increased child care	Increased resources for higher education	Referrals to social services	Increased vendor oversight	Improved career centers and resources/materials	Bring back Project Empowerment	Alter benefit structure	Incentives for employers hiring TANF recipients	Financial literacy/education
65	3	\$428/\$342	1) On-the-job training; 2) DHS should use Project Empowerment as a model for a jobs program.				1									1			
66	4	\$471/\$377	Better programs – especially Project Empowerment													1			
67	3	\$336/\$269	Child care services for teenager with special needs								1								
68	2	\$336/\$269	1) offer child care vouchers for older kids; 2) be more sensitive to people's needs; 3) vendors look at people as a number/quota, they try to get people in a job, not a career					1			1			1					
69	3	\$428/\$342	More skills for men, HVAC, etc.			1													
70	3	\$336/\$269	1) Better job training programs; 2) more internships; 3) more job placement; 4) should not reduce payment when in school, respondent is trying to get off TANF by pursuing a career		1	1	1										1		
TOTAL				20	16	14	9	5	5	6	5	5	3	3	3	3	2	1	1

Appendix VIII: Other Types of Assistance Received and Additional Comments on the TANF Benefit Reductions

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Are you and/or your children receiving other types of assistance such as SSI, child support, or food stamps?	SSI	Child Support	Food Stamps	Do you have additional thoughts or comments about the reductions in the TANF program?
1	2	\$336/\$269	Food stamps, and is applying for SSI			1	DHS should not do reductions on group basis, but go on a case-by-case basis
2	2	\$336/\$269	No				Not enough money to survive
3	3	\$428/\$342	Food stamps			1	None
4	5	\$602/\$482	Food stamps; DHS has not found the father to get child support			1	DHS could do a better job finding the fathers to collect child support; respondent has applied 3 times for that to happen, and it hasn't happened.
5	3	\$336/\$269	Food stamps			1	None
6	2	\$336/\$269	SSI, food stamps	1		1	Those that really need TANF get caught in a tight spot
7	4	\$428/\$342	None				None
8	4	\$523/\$418	Food stamps			1	Before they reduce benefits, DHS should make sure there are jobs available
9	4	\$523/\$418	Food stamps			1	None
10	3	\$428/\$342	No				None
11	2	\$303/\$243	SSI	1			DHS could do more to speak with employers to find out what skills they need people to have to fill job openings.
12	3	\$336/\$269	Food stamps			1	DHS should take a look at the economic state to see how hard it is to get work, desperate times push people into desperate measures (fraud, crime)
13	4	\$523/\$418	Father lost job, thus, no more child support				It is unfair if people who are using the program as a bridge are penalized, that the cuts are not just targeting those who have abused the program; respondent has a long history of work
14	3	\$428/\$342	Food stamps			1	When DHS makes the cuts, they should send paperwork about jobs opps, food and clothing donations, etc.
15	4	\$341/\$236	Food stamps			1	DHS could be more targeted about the families to be reduced
16	5	\$602/\$482	Food stamps			1	DHS needs more partnerships with DC businesses for internships and mentoring.

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Are you and/or your children receiving other types of assistance such as SSI, child support, or food stamps?	SSI	Child Support	Food Stamps	Do you have additional thoughts or comments about the reductions in the TANF program?
17	3	\$428/\$342	Food stamps			1	DHS could add more food stamps, the price is so high and the food stamps do not last through the month; should have taken money from checks and put into food stamps
18	3	\$336/\$342	No				None
19	5	\$436/\$482	No				None
20	3	\$428/\$342	Food stamps			1	Why cut TANF when some people, like self, are trying to find employment?
21	7	\$812/\$650	Child support, food stamps		1	1	Respondent is actively looking for a job, has trade and college education and needs job placement, thus shouldn't have to go thru job training program repeatedly
22	1	\$270/\$216	SSI, food stamps	1		1	None
23	4	\$386/\$308	Food stamps			1	None
24	5	\$602/\$482	Food stamps			1	Since respondent now has a part time job at \$7.55/hour, benefits have been further cut, so it seems that people can do better on TANF than working, and this is a problem.
25	2	\$336/\$269	Food stamps			1	Due to lack of follow-thru from a vendor, has not gotten to get new clothes thru program for job interview clothes; DHS Case Managers are not doing their job
26	4	\$523/\$418	No				DHS should mandate training and GED classes for those who need it
27	4	\$193/\$88	Food stamps, child support		1	1	Help support people when they find a job so people keep the job and do not get back on TANF; hard to find a job that is flexible for school age parents
28	2	\$336/\$269	Food stamps			1	None
29	5	\$602/\$482	Food stamps			1	None
30	4	\$523/\$418	Food stamps			1	People who are participating in the programs should not be penalized by benefit reductions.
31	2	\$336/\$269	None				Since the reductions, prostitution has risen, as well as homicides; has been robbed 3 times in last several months.
32	2	\$270/\$216	Food stamps			1	None

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Are you and/or your children receiving other types of assistance such as SSI, child support, or food stamps?	SSI	Child Support	Food Stamps	Do you have additional thoughts or comments about the reductions in the TANF program?
33	3	\$428/\$342	Food stamps			1	None
34	3	\$336/\$269	Food stamps; stopped getting child support in Sept. but has not been told why			1	None
35	5	\$602/\$482	Food stamps, child support		1	1	None
36	4	\$386/\$308	Food stamps			1	None
37	2	\$303/\$243	Food stamps, waiting for child support court date			1	Program should focus more on out-of-work professional-class families, not only on those who have never worked before. The program is not currently making respondent more competitive for the workplace.
38	3	\$336/\$269	Food stamps			1	UDC VMT program was helpful; if benefits payment was higher people could go to classes/training everyday, and have more consistency in their lives
39	3	\$336/\$342	None				Is frustrated/confused that government-funded groups and contractors are prohibited from hiring TANF recipients, and thinks this should be changed.
40	3	\$428/\$342	Food stamps, SSI (in process)			1	None
41	5	\$523/\$418	SSI, food stamps	1		1	None
42	2	\$336/\$269	Food stamps			1	It is stressing a lot of people out.
43	3	\$336/\$269	Food stamps			1	None
44	2	\$336/\$269	Food stamps			1	Should do more accurate counting of who was eligible for cuts
45	2	\$204/\$137	Food stamps			1	None
46	2	\$270/\$216	SSI	1			Keep vocational training in place. DHS could do more outreach/door-to-door. Affordable housing is a big issue.
47	4	\$523/\$418	Food stamps			1	Reductions should only be applied to those who have been on TANF for a long time and not working. Has been on TANF for awhile, but has also been employed during most of the time.
48	3	\$336/\$269	Food stamps			1	Communicate more with the community, instead of making changes so rapidly.

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Are you and/or your children receiving other types of assistance such as SSI, child support, or food stamps?	SSI	Child Support	Food Stamps	Do you have additional thoughts or comments about the reductions in the TANF program?
49	4	\$523/\$418	Food stamps			1	None
50	4	\$523/\$418	Food stamps			1	Had to quit medical school for lack of transportation.
51	5	\$602/\$482	Food stamps			1	The reductions and the economy makes it hard on the family. Should have made the reductions when the recession was over since more jobs would be available.
52	5	\$512/\$392	Food stamps, child support		1	1	DHS not as efficient in person or in correspondence. Much more impersonal than in the past.
53	2	\$270/\$216	None				Needs a job can walk to because can't get on public transportation.
54	5	\$602/\$482	SSI, foods stamps	1		1	None
55	2	\$270/\$216	SSI	1			None
56	3	\$336/\$269	Child support		1		It is really impossible to take care of children on the reduced benefits. Has had to stop working because has not had enough money for transportation.
57	5	\$602/\$482	Food stamps, child support		1	1	None
58	2	\$270/\$216	Food stamps			1	None
59	2	\$270/\$216	Supposed to get child support, but it has been very inconsistent		1		None
60	3	\$428/\$342	Food stamps			1	The benefits are not enough to cover what the kids need.
61	2	\$270/\$216	Food stamps			1	None
62	2	\$243/\$195	Food stamps			1	When DHS owes people back money, it is very hard to get it. DHS fights very hard.
63	3	\$336/\$269	Food stamps			1	The payments are very low, and very hard to make ends meet.
64	2	\$336/\$269	Food stamps			1	The reductions should not have happened because it is too hard for families to meet basic needs.

# of Survey Respondent	Family Size (includes parent)	Benefits Before & After Reduction	Are you and/or your children receiving other types of assistance such as SSI, child support, or food stamps?	SSI	Child Support	Food Stamps	Do you have additional thoughts or comments about the reductions in the TANF program?
65	3	\$428/\$342	None				Used to go to Jubilee Jobs, but it is no longer able to provide transportation vouchers so cannot go any longer; The reductions are a stagnating process; Wants DC to create more jobs, such as ticket writing, because running stop signs happens all the time in respondent's neighborhood. DHS should use Project Empowerment as a model for a jobs program.
66	4	\$471/\$377	Child support		1		None
67	3	\$336/\$269	Child support		1		None
68	2	\$336/\$269	Food stamps, SSI	1		1	They should have thought about benefit reductions before they did it. A lot of people are out of work because of the economy, such as self, not because of a motivation problem.
69	3	\$428/\$342	Food stamps			1	Knows of people abusing the system by paying for drugs with benefit payments. DHS should either offer drug treatment or find a way to prevent people from spending the benefits in the wrong ways.
70	3	\$336/\$269	Food stamps			1	Increase the benefits for those who are looking for work, or in school.
Total				8	9	52	