



DC Department of Human Services

The Customer's Perspective of the ESA Listening/Information Sessions

Presented by:

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of The Division of Customer Workforce
and Employment and Training

Definitions

- TANF – Temporary Assistance to Needy Families
- TEP - TANF Employment Provider
 - EOT - Employment and Occupational Training
 - JP - Job Placement
- SNAP – Supplemental Nutritional Assistance Program, formerly the Food Stamp Program
- SNAP E & T Program – **DHS**
 - SNAP E & T Grantee is a third-party partnership or third-party program like a college or community-based organization

The purpose of the ESA Listening/Information Sessions

- This project began as the TANF Ambassador Program.
- It was a forum for TANF customers to share thoughts, insights, and suggestions about DHS operations and possible improvements.
- The customers were also asked to take part in beta testing of DHS applications and software - as needed.

Other changes to the TANF Ambassador program...

- Now, also included are participants in the Supplemental Nutritional Assistance Program Employment and Training ([SNAP E & T](#)) program, formerly the Food Stamp Education and Training (FSET) program,
- Hence the name change to the **ESA** Listening/Information Sessions which is inclusive of both programs.

Primary Objectives

- Coordinate and host at least, two ESA Listening/Information Sessions with customers each month.
 - *This has been mostly successful with a couple of exceptions, due to the need to cancel or reschedule because of extenuating circumstances.*
- Present topics on information that is helpful to customers
- Schedule sessions on the same day so that it is easy for the customers to remember and become a part of their schedule,
 - *Sessions are held on Wednesdays from 10:00 am to 11:00 am.*

Secondary Objective

Before COVID-19 these sessions were held at:

- The Office of Work Opportunities (OWO),
- TANF Employment Provider's (TEP) Offices
- One was scheduled to be held at the SNAP E & T Program's Office

Since COVID-19 the sessions are now held virtually - via WebEx.

Some Past Presentation Topics

- Adult Education with OSSE
- Childcare with OSSE and DHS
- Cooking Demonstration with SNAP Education
- DC School Lottery
- Dress for Success DC
- DC Public Library

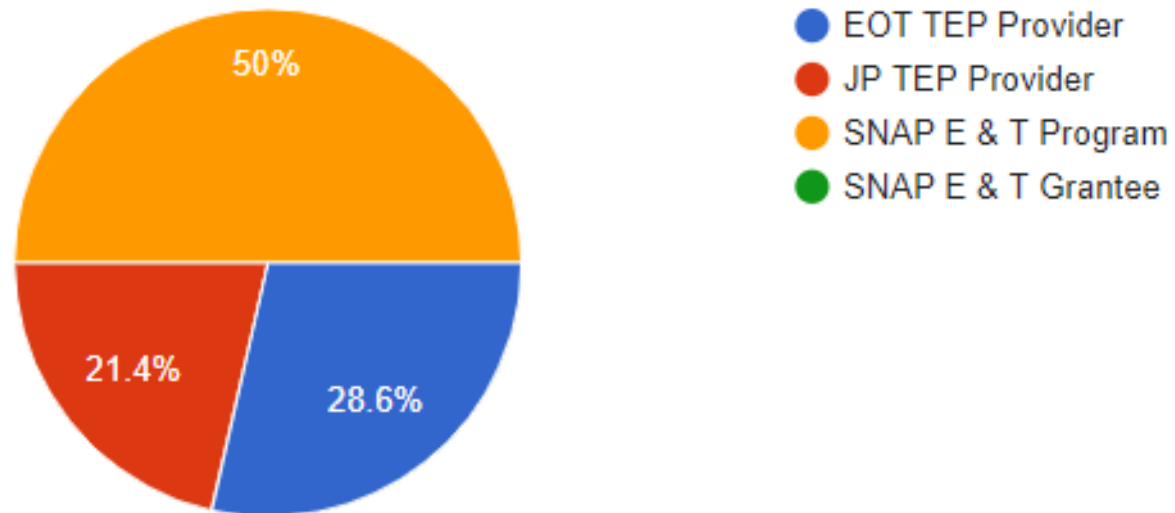
The Feedback Survey Process

- Via email we invited 119 customers that are from various providers, to take a brief survey.
- The survey asked them to share their feedback and experiences of participating in ESA Listening/Information Sessions.
- 28 individuals participated.

Where did the participants come from?

Provider Type

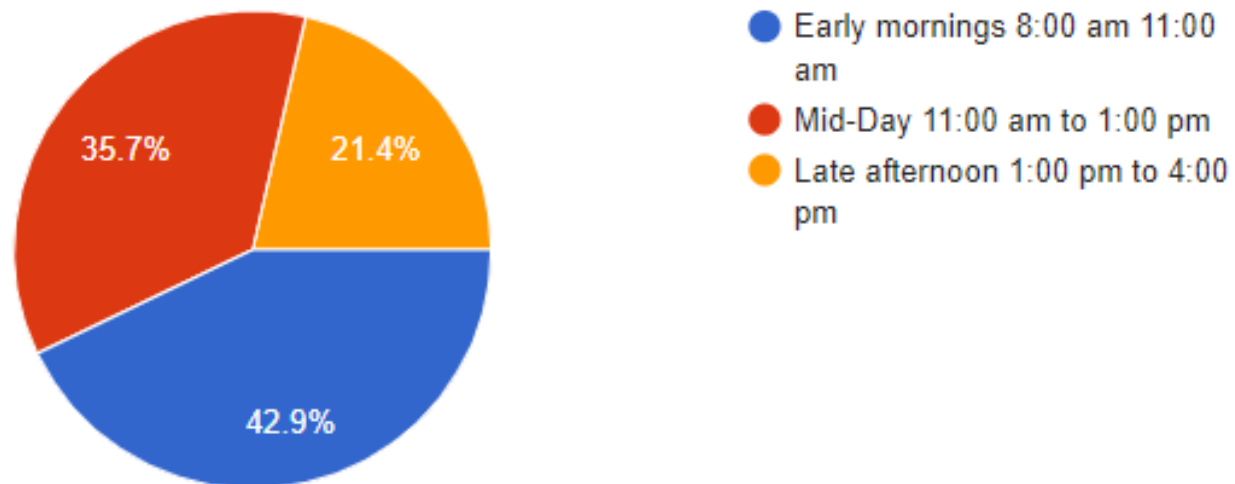
28 responses



How does this fit into the customer's schedule?

What is the best time for you to attend an hour-long virtual workshop on a weekly basis?

28 responses

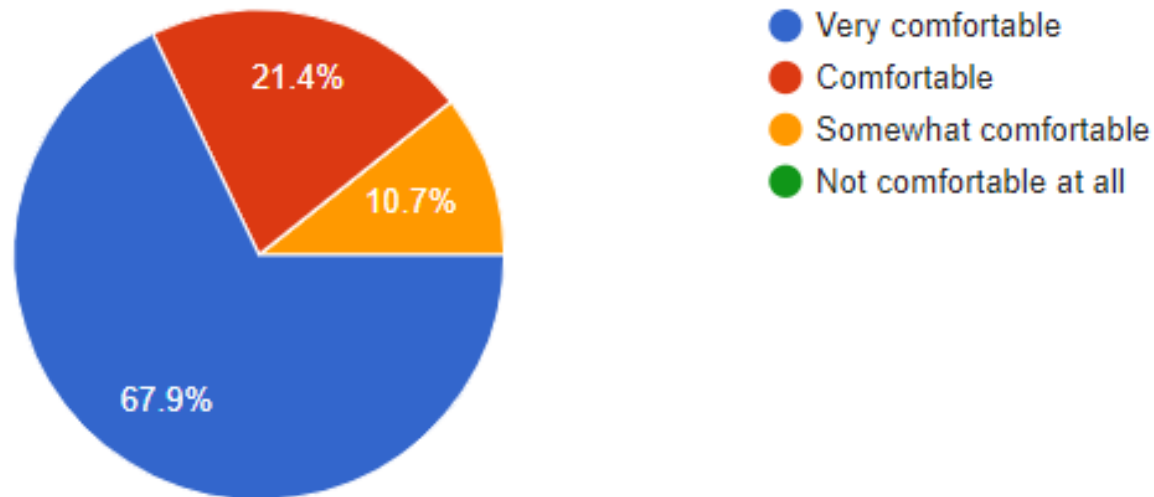


The Listening Sessions are held on Wednesday from 10 am to 11 am.

Virtual participation and meetings

How comfortable are you with participating in Webex, Zoom, or other virtual platforms?

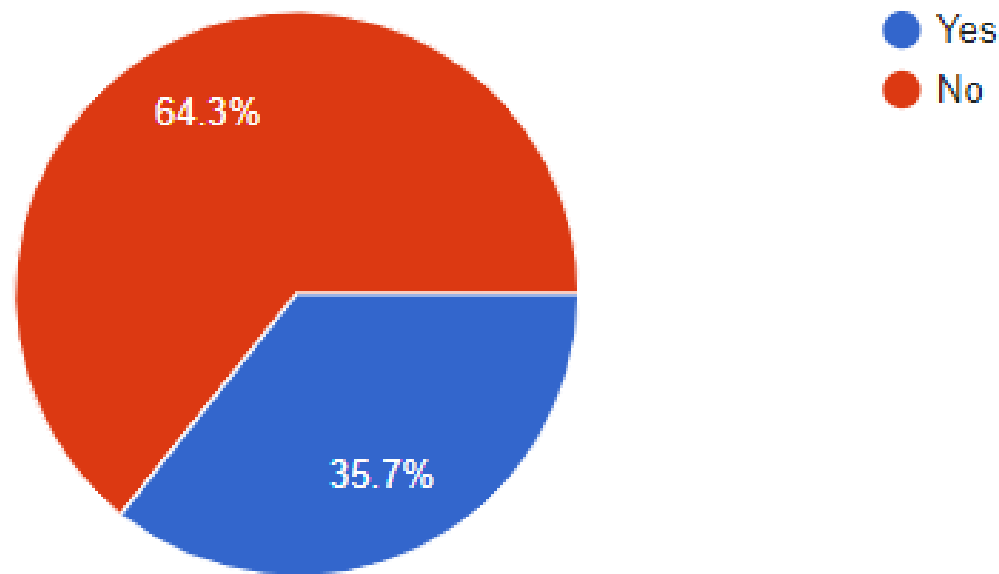
28 responses



School involvement

Are you an active member of your child's Parent Teacher Advisory (PTA) or Local School Advisory Team (LSAT)?

28 responses

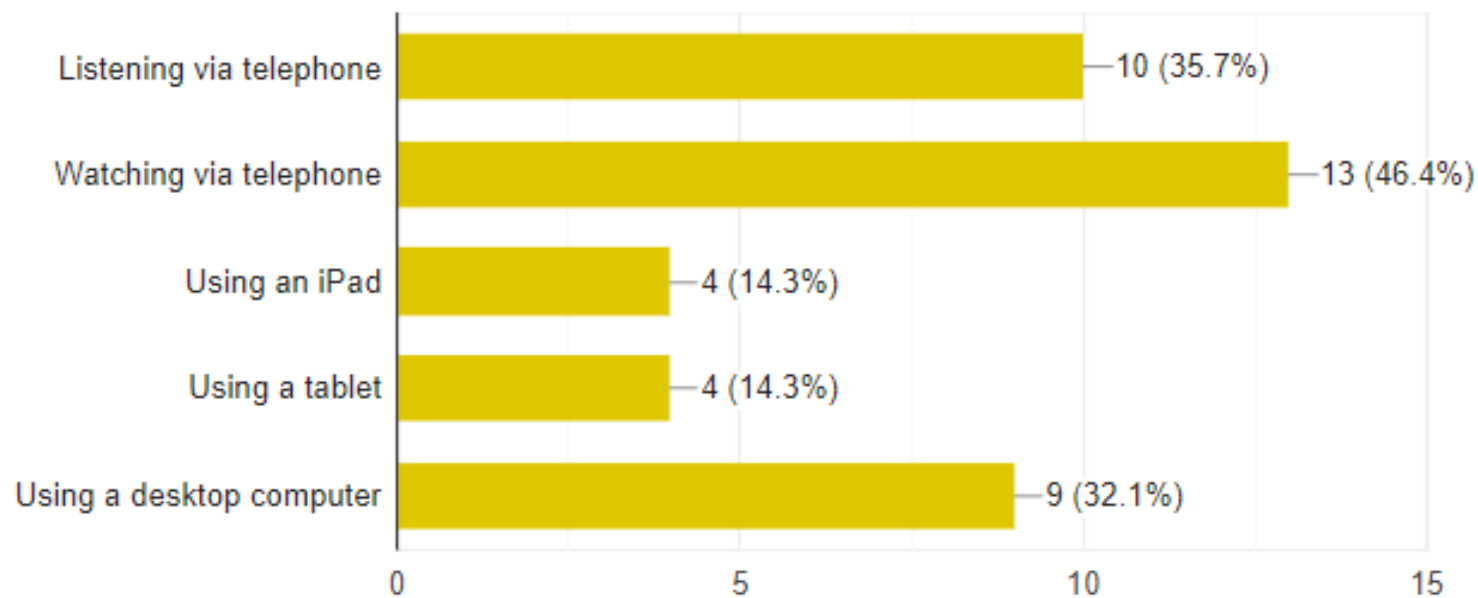


We would like to help increase parent participation.

How do customers participate in the sessions?

How do you participate in the ESA Listening Session?

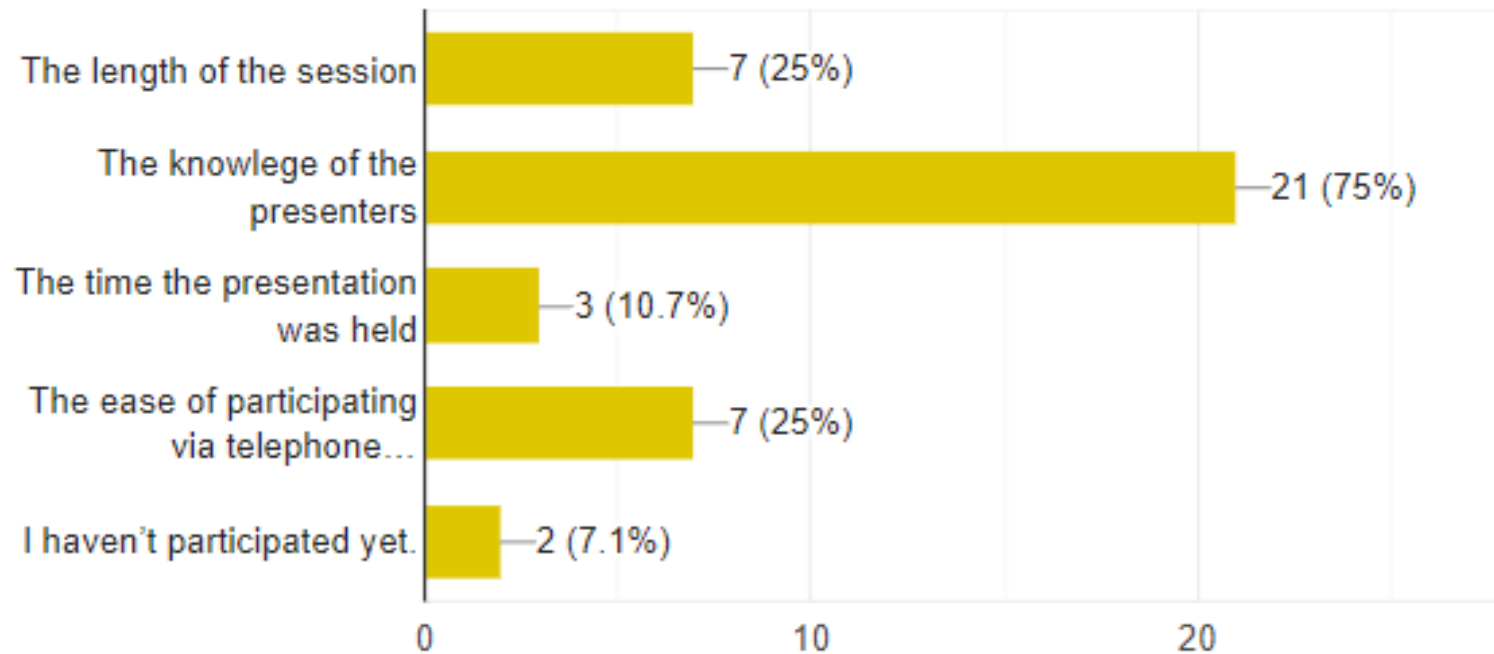
28 responses



Effectiveness of the Sessions

If you have participated in an ESA Listening Session what did you enjoy most? (select all that apply)

28 responses



What would encourage you to attend more sessions?

- Stipends
- Learning information that helps with daily living
- Employment assistance information
- Credit for participating

***What do you
hope to gain
from
participating
in the ESA
Listening
Sessions?***

- More resources to assist my family
- Knowledge and information on teaching children at home
- Information about employment opportunities
- New information of any kind that can help me and my family

*These are
topics the
customers
would
like covered
in
future
sessions:*

- How to start a home business or be an entrepreneur
- How to find employment that allows them to work from home
- Parenting classes for all age groups of children
- Classes that teach skills for parents with children that have learning challenges

*What do you
feel is
missing from
the sessions?*

- Nothing
- Sessions that include their children
- Job information



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Join the **Department of Employment Services**
Every 3rd Tuesday for a Virtual Workshop
that will give employers an opportunity to provide
detailed information about the organizations,
careers within the organizations, current and
future trends in the industry.

For more information, contact the Office of Talent and Client Services
at 202-724-7000 or talent@dc.gov



*Please send any suggestions or ideas
for collaboration to:*

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Thank you for
your time...

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DC Department of Human Services

Virginia Williams Family Resource Center (VWFRC)

Monday, December 14, 2020

Family Services Administration (FSA)

Mission

The Family Services Administration (FSA) provides protection, intervention and social services to meet the needs of vulnerable adults and families to help reduce risk and promote self-sufficiency.

Family and Refugee Services provided in collaboration with a network of service providers to ensure that the necessary support and assistance is given.

Virginia Williams Family Resource Center (VWFRC)

- Serves as the **main entry point** for DC families who are experiencing homelessness or at risk of experiencing homelessness.
- The ultimate goal is to help families find a safe, sustainable solution to an acute or chronic housing crisis.
- Accepts walk-ins Monday-Thursday 8:30 AM – 4:00 PM and Friday 8:30 AM – 12:00 Noon.



Virginia Williams Family Resource Center (VWFRC)
Public Health Emergency

As part of the District Government's Coronavirus (COVID-19) response, the Virginia Williams Family Resource Center (VWFRC) will not be open to the public for an in-person interview during the COVID-19 Emergency. Staff will continue to provide services via the Shelter Hotline.

Virginia Williams Family Resource Center (VWFRC) Programs

- Emergency Rental Assistance (ERAP)
 - Salvation Army
 - United Planning Organization (UPO)
 - Greater Washington Urban League
 - Housing Counseling Services
 - The Community Partnership (TCP)
- Homelessness Prevention Programs (HPP)
 - MBI
 - Community of Hope (COH)
 - Wheeler Creek
 - Everyone Home DC

Questions

Thank You! 😊