

A top-down view of several people's hands clasped together in a circle over a wooden table. The table is covered with various documents, including one titled 'AGREEMENT' and another 'PROJECT PLAN YEAR'. A large white circular graphic with a gear-like border is centered over the hands, containing the title 'Wilson Fish TANF Coordination Program in Review'. There are also smaller circular icons around the main graphic: one in the top left showing a group of people, one in the bottom left showing three people in business attire, and one in the bottom right showing three people in business attire.

## Wilson Fish TANF Coordination Program in Review

The Wilson Fish TANF Coordination Program provides customized, culturally, and linguistically appropriate services to help eligible refugees navigate barriers, become economically self-sufficient, and improve their social and economic well being.

The Wilson Fish TANF Coordination Program in Review highlights empirical evidence on client barriers and Wilson Fish TANF Coordination Program interventions. The aim is to inform and to suggest operational adjustments based on Program interventions to overcome them.

### Access to State Vehicles

One of the most important factors the Wilson Fish TANF Coordination Program team has learned was that due to constraints with our refugee population's access to reliable transportation and translation needs, the vast majority of the interactions between staff and clients happen out in the community, at the residence of the refugee clients. Home visits proved to be the best way to serve clients, and this would not be possible without access to state vehicles. This also gave clients a reliable source of transportation to job interviews and orientations. Arriving with clients to these events allowed Program staff to be punctual, coach clients, and introduce clients to their interpreters. State vehicles were also important to maintain the connection between the Tucson and Phoenix offices. A state vehicle was a good source to manage monthly check ins, shadowing, and one on one reviews.

### Building Relationships with the Employer Community

Program staff established new connections through outreach activities (cold calling, email correspondence, on-site visits) to employer personnel on behalf of clients. Working with a variety of employers in different industries who are willing to work with refugees gives clients more job opportunities to match their skills and interests.

### Building Relationships with Clients

Program staff built rapport with clients which supported placing clients in jobs that fit their skill set. The team found by placing clients in a job that fit their skill set, the client will stay in that position for longer. Staff made a strong effort to understand cultural differences within the community in order to achieve a strong relationship with clients.

### Interview Preparation

Program staff worked with clients to strengthen their interview experience. This included mock interviews, review of job descriptions, and selecting appropriate interview attire.

## Collaborations

The partnership between the Family Assistance Administration (FAA) Refugee Unit, refugee resettlement agencies and the Wilson Fish TANF Coordination Program helped serve refugee clients in reporting the changes in their cases or renewing their benefits plus finding jobs or referring to services. The Wilson Fish TANF Coordination Program refers clients to outside services that can assist them with obtaining bus passes and other means of transportation. While it can be a new experience, clients are taught how to access public transportation.



## Child Care

Program staff assisted clients in completing and submitting DES child care applications and following through with application status. Upon approval, the team helped clients with touring and selecting the correct child care facility. Child care services are extremely important in clients retaining employment.



## AZTECS

Utilization of the Arizona Technical Eligibility Computer System (AZTECS) was an essential part of the program's success. Resettlement agencies could refer TANF clients, however the only way to confirm they were receiving these state benefits was through AZTECS.



DEPARTMENT OF  
ECONOMIC SECURITY  
*Division of Employment & Rehabilitation Services*

