



Case Study: Subject Matter Expertise: Indiana Family and Social Services Administration: Division of Family Resources

CHALLENGE

The Indiana Family and Social Services (FSSA) Division of Family Resources (DFR) staff did not have the deep expertise or bandwidth to fully support the State's Temporary Assistance to Needy Families (TANF) or the Indiana Manpower Placement and Comprehensive Training (IMPACT) programs.

PROBLEM

The DFR was facing multiple challenges with the TANF and IMPACT programs, including:

- The federal Fiscal Responsibility Act of 2023 brought changes to the TANF program; the DFR needed assistance interpreting the changes and implementing them
- The implementation of a new TANF eligibility system during the COVID pandemic impacted the DFR's ability to access the data needed for federal reporting
- Existing staff did not possess the knowledge of federally required TANF reporting, especially in regard to the Work Participation Rate (WPR)
- Existing staff did not have the bandwidth to research TANF-related questions, monitor TANF-related legislation, or analyze the effects of legislative, policy, and financial changes to the TANF program
- The available performance data on the IMPACT program offered limited insights and did not fully capture the program's accomplishments

SOLUTION

netlogx' previous experience with the State of Indiana on these and other human services-related programs demonstrated our ability to provide practical solutions and informed guidance. As a result, the DFR engaged netlogx to assist in resolving the immediate and longer-term needs. Our responsibilities included:

- Creating monthly TANF cash assistance and WPR dashboards providing easy-to-understand progress updates
- Creating tools to assist DFR employees in determining the effect of policy changes on TANF cash assistance cases



SOLUTION (Continued)

- Researching and producing “white papers” and other materials to assist the DFR in explaining various TANF-related issues to the Legislature, the Governor’s Office, and community advocates
- Developing processes to produce meaningful data from basic information available in order to generate IMPACT status dashboards on a weekly and monthly basis

RESULT

Using the reports and tools created by netlogx, the DFR was able to provide the information needed to comply with new regulations in an easy-to-understand format. In addition, netlogx’ ongoing production of “white papers” on Indiana’s TANF programs and TANF in general provide current information and understanding to DFR employees, enabling them to provide up-to-date, clear information to other stakeholders.

ADVANTAGES

- netlogx’ deep understanding of Indiana’s human service programs enabled us to provide the needed TANF expertise to develop a comprehensive analysis of the health of the TANF and IMPACT programs
- netlogx’ report writing experience enabled us to define easy-to-understand metrics, making the information more accessible