



Staff Training and Retention

Presented by:

Nicole Grogan

Case Management Supervisor

Muscogee (Creek) Nation Tribal TANF





Choosing people for interviews

- What type of people are we looking for to cover this position?
- Is there someone within the office that can transfer to this position?
- How does their experience help them in this position?





Interviews

- What do they know about TANF?
- How passionate were they about their job?
- TEAM- Will they fit well into the team?





Initial Training

- Week 1 and 2
 - Handbook Review
 - Policy Review
 - Job Introductions
 - All staff





Internal Trainings

- Case Notes
- Plans





Hands On Experience

- 1- 1 ½ months
 - Observe and complete intakes
 - Observe file review with Case Management Supervisor
 - Sit in with Lead Case Management Specialist





Transferring Cases to new worker

- In the first 1 ½ months case workers include new worker on any cases that would be transferring to them.
- Child only cases are transferred first
- Cases transferred 10 at time





Office Set up

- Case workers share an office
 - Observation of other workers
 - Better communication





Continuing Training

- TAS training
- National Tribal TANF Institute (UC Davis)
- Eaglesun Conference
- Appeal Reviews
- Monthly Meetings
- Case Workers sit in on Monthly-Quarterly Report Meetings





Retaining Employees

- Job Duty Changes
- Team Building Activities
- Supervisor/Manager Availability
- Supportive Management



National **TRIBAL** TANF Summit



Questions????



ADMINISTRATION FOR
CHILDREN & FAMILIES

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families