



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**  
Office of Family Assistance



# Partnering to Build A Stronger Society

September 17 – 19, 2019  Crystal Gateway Marriott  Arlington, VA

## Agenda

### Session Tracks:

- **Track 1 (●): Individual capacity:** Investing in individuals to improve their work and social opportunities and promote economic mobility so they are best able to help their families reduce dependency and overcome adversity.
- **Track 2 (●): Work supports:** Coordinating services offered by Temporary Assistance for Needy Families (TANF) programs, government agencies, public and private sector organizations, and other stakeholder groups to facilitate access, supplement employment opportunities, and build a stronger society.
- **Track 3 (●): Workforce development and service innovation:** Designing programs and services to upskill workers and removing barriers so families can achieve self-sufficiency.
- **Track 4 (●): Research and evaluation:** Translating research and evaluation findings to enhance TANF programming, partnership opportunities, and resource development.
- **Track 5 (●): Program administration and strengthening staff capacity:** Sharing information on the fundamental elements of TANF, strategies, and best practices for program administration and analysis.
- **Track 6 (●): Innovation:** Exploring cutting-edge strategies to improve human services, increase employment, and create family success.

### DAY 1: TUESDAY, SEPTEMBER 17, 2019

**12:30 p.m. – 1:30 p.m. Registration and Check-In**

**1:30 p.m. – 2:00 p.m. Greeting from the Administration for Children and Families and Arlington Ballroom Office of Family Assistance**  
*(This session will be live streamed)*

#### Speakers:

- *Lynn Johnson, Assistant Secretary, Administration for Children and Families*
- *Clarence H. Carter, Director, OFA*

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2:00 p.m. – 2:30 p.m.  
Arlington Ballroom  
Salons III and IV

### **OFA Director Carter’s Vision: Rethinking the American Safety Net** *(This session will be live streamed)*

*Director Carter will provide his insights on the need to transform the American Safety Net by grounding it in a collection of core values and supporting principles and by engaging all sectors of society. This transformative effort would redefine how American society assists vulnerable individuals and families so they can grow beyond their need for supports.*

2:30 p.m. – 2:45 p.m.

### **Break**

2:45 p.m. – 3:45 p.m.  
Arlington Ballroom  
Salon I

### **Joint Tribal/State Workshops**

#### ■ **Wish, Outcome, Obstacle, Plan (WOOP): A Tool for Goal Achievement and Positive Habit Change** ●

*Overcoming barriers to employment and self-sufficiency requires motivation, planning, and deliberate coaching. The speaker will discuss her use of the WOOP framework in Larimer County, Colorado to more effectively and efficiently serve TANF customers. Participants will learn how WOOP can help reduce barriers as well as how to implement WOOP skills in their own programs.*

#### **Speakers:**

- *Ella Gifford-Hawkins, Larimer County Works Manager, Larimer County Economic and Workforce Development Department*

#### **Moderator:**

- *Damon Waters, Family Assistance Program Specialist, OFA*

Grand Ballroom  
Salon J

#### ■ **TANF and USDA: Opportunities for Program Integration and Service Coordination** ●

*The Confederated Tribes of Siletz Indians TANF and U.S. Department of Agriculture (USDA) programs, along with their Oregon Department of Health and Human Services collaboration will discuss food security as part of their approach for helping low-income individuals achieve and maintain self-sufficiency. The Mississippi Community Education Center will also discuss their collaborative work with the Mississippi Department of Human Services in providing Families First for Mississippi, a holistic, two-generation approach to family stability and self-sufficiency.*

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### Speakers:

- *Kurtis Barker, 477 SSP Director, Confederated Tribes of Siletz Indians*
- *Nancy New, Executive Director, Mississippi Community Education Center*
- *Steve Pickering, Program Director, The Mississippi Community Education Center*

### Moderator:

- *John Disque, TANF Program Specialist, Region VI, OFA*

### Grand Ballroom Salon H

#### ■ Utilizing Social Enterprises to Strengthen Community and Workforce Development Efforts ●●

*Social enterprise organizations are recognized for their sustainable, business-driven strategies geared towards positive social impact. Speakers will share their experiences developing, implementing, and expanding social enterprises within their communities. They will share pragmatic advice for creating a sustainable financial model while generating job growth and community development.*

### Speakers:

- *Lacey Stevenson Warrior, Native Works Manager, Chief Seattle Club*
- *Andrew Freeberg, Director of Community Programs, Goodwill-Easter Seals Minnesota*

### Moderator:

- *Frances Dixon, Children & Families Program Specialist, Region V, OFA*

### Arlington Ballroom Salons III and IV

#### ■ Strategies for Addressing the Opioid Crisis ●

*(This session will be live streamed)*

*Addiction and the misuse of opioids is a national health crisis that affects the quality of life, economies, and social cohesion of communities across the United States. While the scale of this epidemic is well known, community rehabilitation and harm reduction strategies are often less discussed. Speakers in this workshop will describe different approaches to addressing the opioid crisis, from direct service interventions that emphasize the importance of stabilizing the entire family, to a range of community-based supportive services such as capacity-building, technical assistance, and culturally sensitive approaches.*

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### Speakers:

- *Jessica Leston, Clinical Programs Director, Northwest Portland Area Indian Health Board*
- *Luanne Valentine, Operations Director, Workforce Department within the Community Action Organization of Scioto County*

### Moderator:

- *Tonya Taylor, Program Specialist, Division of Tribal TANF Management, OFA*

### **Arlington Ballroom Salon II**

#### ■ **Managing Secondary Trauma and Compassion Fatigue in Social Services** ●

*Secondary trauma can have harmful impacts on stakeholders involved in social service work. A speaker from the Center for Work Education and Employment will explore tools for assessment and intervention that can be used with individuals and teams, as well as at the organizational and systemic levels. Participants will learn more about the foundational concepts of trauma, secondary trauma, and compassion fatigue, with specific attention paid to the context of poverty, TANF, and social services. They will leave with tools for increased self-awareness and environmental assessment, and an expanded capacity to integrate trauma-informed practices to support a healthy and sustainable work environment.*

### Speakers:

- *Anna Tekippe, Manager of Clinical Services, Center for Work Education and Employment (CWEE)*

### Moderator:

- *Lisa Washington-Thomas, Director, Self-Sufficiency Technical Assistance, OFA*

### **Arlington Ballroom Salon V**

#### ■ **Overcoming Trauma and Adversity Through Building Social Capital and Financial Health** ●

*Healing-centered approaches within education and training programs can help many families overcome adversity and succeed in the workforce. A healing-centered approach recognizes and addresses the consequences of exposure to trauma and adversity. Staff from the Building Wealth and Health Network will discuss their trauma-informed financial empowerment program created to improve health and economic security and help families break out of poverty. Session participants will learn about the prevalence of trauma among TANF participants, understand the nature of healing-centered*

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*approaches and importance of group-oriented peer support frameworks, and identify best practices and barriers to implementation.*

### **Speakers:**

- *Mariana Chilton, Founder, Building Wealth and Health Network*
- *Jessica Seigle, Fund Developer and Advisor, Building Wealth and Health Network*
- *Kevin Thomas, Jr., Director of Operations and Asset Building, Building Wealth and Health Network*

### **Moderator:**

- *Carol Mizoguchi, Family Assistance Program Specialist, OFA*

**3:45 p.m. – 4:45 p.m.**  
**Arlington Ballroom**  
**Salons III and IV**

### **Young Adult Participant Success Panels (State/Tribal)**

*(This session will be live streamed)*

*The TANF program provides family assistance to create a stable foundation and economic opportunities for low-income young adults. Growing up in a low-income household creates uniquely challenging circumstances for children, making it critically important to focus on this population. Young participants in TANF programs will share their experiences and successes in working towards economic stability and a bright future.*

### **Speakers:**

- *Rebecca Hulbert, Student, California Baptist University*
- *Marissa Hulbert, Student, California Baptist University*
- *Teonna Johnson-Franks*
- *Alyssa Remley, Student, Pennsylvania State University*

### **Moderator:**

- *Denise Edwards, Branch Chief, Division of Tribal TANF Management, OFA*

**4:45 p.m. – 5:00 p.m.**  
**Arlington Ballroom**  
**Salons III and IV**

### **End of Day Closing**

## DAY 2: WEDNESDAY, SEPTEMBER 18, 2019

8:45 a.m. – 8:55 a.m.  
Arlington Ballroom  
Salons III and IV

### Welcome and Opening Remarks

#### Speaker:

- *Lisa Washington-Thomas, Director, Self-Sufficiency Technical Assistance, Office of Family Assistance*

8:55 a.m. – 10:25 a.m.  
Arlington Ballroom  
Salons III and IV

### Opening Plenary: Insights from ACF Leadership

*The Administration for Children and Families (ACF) is committed to helping families through difficult circumstances via a broad range of activities. Participants will hear from ACF leadership from the Offices of Head Start, Child Support Enforcement, Child Care, and Family Assistance about collaborative efforts to improve social services through economic growth and work-based public policies. (This session will be streamed live.)*

#### Speakers:

- *Deborah Bergeron, Director, Office of Head Start*
- *Shannon Christian, Director, Office of Child Care*
- *Scott Lekan, Commissioner, Office of Child Support Enforcement*

#### Moderator:

- *Clarence H. Carter, Director, Office of Family Assistance*

10:25 a.m. – 10:35 a.m.

### Break and Transition to Workshops

10:35 a.m. – 11:50 a.m.

### Concurrent Workshops Session 2

Arlington Ballroom  
Salon I

#### 1) **Assessing Readiness for a Coaching Approach to TANF Case Management: How to Get Started** ●

*TANF agencies across the country have expressed an interest in strengthening employment services, investing in the skills of staff, and ultimately increasing positive outcomes for children and families. Coaching has emerged as a promising approach to achieve this vision. Speakers will discuss existing coaching models and introduce a readiness tool that explores ways to prepare sites for implementing a programmatic change to service delivery. Participants will learn how other TANF programs are implementing coaching models and identify whether their TANF programs are ready to implement coaching by assessing need, fit, and capacity.*

#### Speakers:

- *Bethany Boland, Consultant, Manhattan Strategy Group*
- *Lisa Roberts, Executive Vice President, SL Start and Associates LLC*
- *Larry McDowell, TANF Program Manager, Region VI, Office*

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*of Family Assistance*

- *Kristal Walton, County Director, Oklahoma Department of Human Services*

**Moderator:**

- *Carol Mizoguchi, Family Assistance Program Specialist, Office of Family Assistance*

**Arlington Ballroom  
Salon II**

**2) Pathways to Work Evidence Clearinghouse: Distilling Research to Inform Policy and Practice ●**

*To provide reliable, accessible information about what works to help low-income people find and keep gainful employment, the Office of Planning, Research and Evaluation (OPRE) has launched the Pathways to Work Evidence Clearinghouse. Speakers will suggest questions that the new Clearinghouse website could help TANF administrators answer as well as describe how it can help, with a focus on key features and layout considerations. Speakers will share initial ideas for promoting the website and ensuring its information can reach the intended audiences. Participants will be able to offer thoughts about the types of employment and training approaches that Pathways briefs should focus on and will have an opportunity to provide direct feedback to state and local TANF administrators, researchers, and other attendees on these plans.*

**Speakers:**

- *Elizabeth Carver, Director of Workforce Program, Policy and Training Division, Utah Department of Workforce Services*
- *Kimberly Clum, Senior Social Science Research Analyst, Pathways Clearinghouse Project Officer, Office of Planning, Research and Evaluation*
- *Ella Gifford-Hawkins, Larimer County Works Manager, Larimer County Economic and Workforce Development Department*
- *Natasha Nicolai, Branch Chief, CalWORKs and Family Resilience, California Department of Social Services*
- *Laura Zeilinger, Director, DC Department of Human Services*

**Moderator:**

- *Diana McCallum, Senior Researcher, Deputy Project Director for the Pathways to Work Evidence Clearinghouse, Mathematica*

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Arlington Ballroom  
Salons III and IV

### 3) **Shifting the Poverty Paradigm: Moving to Results that Matter** ●● (This session will be live streamed)

*Human service agencies across America are exploring how to achieve whole-family outcomes for those they serve by transitioning procurement systems to an outcomes-oriented approach, which rigorously tracks priority outcomes using data and incentives to improve the impact of services. Speakers will showcase the outcomes-oriented work in Washington state by the Ballmer Group, the lessons learned, and the achievements in the context of the broader national outcomes' movement that Third Sector Capital Partners has spearheaded around the country. Participants will understand the outcomes-oriented framework and how one state shifted the "poverty paradigm" using data to change funding protocols and contracts to make systems-level changes.*

#### **Speakers:**

- *Ross Hunter, Secretary, Washington State Department of Children, Youth, and Families*
- *Andrea Smith, Executive Director-Washington, The Ballmer Group*
- *Caroline Whistler, CEO and Co-Founder, Third Sector Capital Partners*

#### **Moderator:**

- *Eileen Friedman, Regional Program Manager, Region III, Office of Family Assistance*

Arlington Ballroom  
Salon V

### 4) **Environmental Changes to Boost Client Success** ●

*The burden of increasing self-sufficiency can often fall disproportionately on the client, so it is important to remember that TANF offices play a significant role in making the process as easy as possible for them. Drawing from research on trauma-informed care and the impact of poverty and racism on executive functioning, speakers will discuss how low-cost and simple changes to physical layout, décor, signage, front desk interactions, and processes can better prepare a client to engage in TANF services. The presentation will feature real-life state examples of office spaces that set TANF clients up for success. Participants will engage in fun, hands-on exercises that highlight the value of these improvements, and will receive a one-page graphic that highlights the content of the workshop to guide changes in their office settings.*

#### **Speakers:**

- *Paulette Kendrick, TANF Program Manager II, Oklahoma*

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### *Department of Human Services*

- *Ruthie Liberman, Vice President for Public Policy, Economic Mobility Pathways (EMPath)*
- *Flynn Mason, Career Development Specialist, Division of Adult and Family Services, Oklahoma Department of Human Services*
- *JaCinda Rainey, Work Engagement Manager, Family Support Division, Missouri Department of Social Services*

### **Moderator:**

- *Melissa Duis, Family Assistance Program Specialist, Office of Family Assistance*

### **Arlington Ballroom Salon VI**

### **5) Improving Workplace Performance by Strengthening Healthy Relationship Skills ●**

*Stress leads to higher workplace absenteeism than illness and injury and has been linked to a range of health issues including depression and heart disease. Although we often attribute stress to the workplace, research shows that much of that stress originates in the home. Many businesses offer Employee Assistance Programs to address these and other issues impacting employees, but these services are often underutilized because of stigma and concern that acknowledging issues could have negative career implications. Speakers in this interactive workshop will offer free, research-based resources to support healthy relationships as well as share Tennessee's efforts in this area. Participants will learn innovative strategies for integrating skill-building interventions into existing infrastructures (such as job training and professional development efforts) as a non-punitive approach to proactively strengthening interpersonal skills such as communication and conflict management.*

### **Speakers:**

- *Robyn Cenizal, Director, Family Strengthening, ICF/National Resource Center for Healthy Marriage and Families*
- *Lakecia Peterson, Program Director, Division of Family Assistance and Child Support, Families First Program and Medical Evaluation Unit, Tennessee Department of Human Services*

### **Moderator:**

- *Megan Heffron, Family Assistance Program Specialist, Office of Family Assistance*

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### Grand Ballroom Salon F

#### 6) Co-Regulation and Staff Self-Care ●

*Learning about self-care can help staff manage stress and feel more in control throughout the day. The speakers will define co-regulation and self-care, describe stress responses, and share self-care strategies. Participants will develop their own-self-care plan, practice calming techniques, and learn about user-friendly tools to support coaching clients or staff in managing stress.*

##### Speakers:

- *Stephanie Brueck-Cassoli, Director of Curriculum and Instruction, Economic Mobility Pathways (EMPath)*
- *Keith Kearns, Regional Manager for Economic Assistance, South Dakota Department of Social Services*
- *Samantha Wulfsohn, Senior Operations Associate, MDRC*

##### Moderator:

- *Veronica Young, Family Assistance Program Specialist, Region IV, Office of Family Assistance*

### Grand Ballroom Salon G

#### 7) Supporting Employment Success through Employment Services and Employer Engagement ●●

*Helping families reach self-sufficiency through connections to employment along the career pathway is a goal shared by many human service agencies. The Health Profession Opportunity Grants (HPOG) Program will present two HPOG resources – an employment resource guide and an employer investment paper – that summarize the main points across employment services and employer engagement. Speakers will share two related employer engagement videos that showcase employer testimonials. Two grantees who contributed to the resources will elaborate on their practices that support participant employment success across employment services and employer engagement. Participants will learn about effective strategies for engaging employers and building employment services throughout the training journey and come away with tangible resources to aid their efforts.*

##### Speakers:

- *Reina Ravago Contreras, HPOG HOPES Program Manager, Pima Community College*
- *Danita Wadley, HPOG Program Director and Vice President of Houston Services, Volunteers of America Texas*
- *Dvora Wilensky, HPOG Program Specialist, Office of Family Assistance*

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**Moderator:**

- *Kim Stupica-Dobbs, HPOG Program Manager, Office of Family Assistance*

**Grand Ballroom  
Salon K**

**8) Enhancing TANF and WIOA Systems Coordination and Collaboration: Frameworks and Actionable Strategies ●**

*Several federal public systems and funding streams that target individuals and families living in poverty, including TANF, have a primary or secondary goal to increase employment and economic opportunity among the individuals served. Many of those individuals and families face barriers that require specialized services and resources for mitigation, and resources and services within the Workforce Innovation and Opportunity Act (WIOA) system can be important to meeting these goals in partnership with state and local TANF systems. Heartland Alliance will discuss their toolkit, which aims at enhancing collaborative partnerships between TANF and WIOA systems. Speakers will provide practical guidance and support for increasing employment and economic opportunity among low-income or unemployed TANF participants by equipping TANF administrators on several fronts.*

**Speakers:**

- *Caitlin Schnur, Senior Policy Associate, Heartland Alliance*
- *Melissa Young, Director, Heartland Alliance*

**Moderator:**

- *Mikaela Smith, Family Assistance Program Specialist, Region IX, Office of Family Assistance*

**11:50 a.m. – 12:00 p.m. Break and Transition to Peer Exchange Sessions/Time with OFA Leadership**

**12:00 p.m. – 1:00 p.m. Peer Exchange Sessions: Session 1 / The TANF Doctor Is In**

**Arlington Ballroom**

*Peer Exchange Sessions are small group, moderated discussion sessions which will allow meeting participants the opportunity to share challenges and innovative strategies at the state and local levels with their peers.*

**Salon III and IV  
(Tables 1-6)**

- **Table 1: Improving Housing and Employment Stability**
- **Table 2: Addressing Mental Health Challenges to Improve Employability**
- **Table 3: Incorporating 2-Gen Approaches**
- **Table 4: Building Stable Career Pathways**
- **Table 5: Challenges to Incorporating Adult Education Activities**

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- Table 6: Building Peer Client Networks to Enhance Employment Opportunities
- Salon I (Tables 7-9)**
- Table 7: Addressing Substance Abuse and Addiction Barriers to Employment
  - Table 8: Improving Workforce Participation for Non-neurotypical TANF Clients
  - Table 9: Engaging Disaster-Impacted Participants
- Salon II (Tables 10-12)**
- Table 10: Addressing Programmatic Collaboration Barriers
  - Table 11: Engaging Non-Custodial TANF Parents for Improving Employment Outcomes
  - Table 12: Engaging Opportunity Youth
- Salon V (Tables 13-15)**
- Table 13: Easing the Effects of the Benefits Cliff
  - Table 14: Measuring Employment Outcomes in TANF
  - Table 15: Implementing Data Sharing Agreements to Develop an Integrated, Client-Centered Human Services System
- Salon VI**      **The TANF Doctor Is In: An Informal Policy and Data Dialogue**

**1:00 p.m. – 2:30 p.m.**      **Lunch on Your Own**

**2:30 p.m. – 3:30 p.m.**      **H2O Family Forum**  
*(This session will be live streamed)*

**Arlington Ballroom**

**Salons III and IV**

*The TANF program can help individuals overcome significant obstacles on their path toward economic mobility and self-sufficiency. In the theme of Helping Families to Overcome (H2O), individuals will share their stories and the initiatives they have taken to transcend barriers and use their experiences as a catalyst to create change for themselves and their communities.*

**Speakers:**

- Josephine Talieh, Owner, Easton Healthcare Agency LLC
- Tony Vinson, Recruitment Specialist, DC Central Kitchen
- Jason Watson, Director of Beyond Jobs, Mission: Saint Louis

**Moderator:**

- Clarence H. Carter, Director, Office of Family Assistance

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**3:30 p.m. – 3:40 p.m. Break and Transition to Regional Breakout Sessions**

**3:40 p.m. – 5:10 p.m. Regional Breakout Sessions**

*Participants will meet with their regional peers to discuss policies and issues specific to their geographic locations. Additionally, OFA Regional office leaders and State TANF administrators will converse about shared program challenges and existing and potential solutions.*

*Participants will gather according to the groupings below:*

<i>Region I</i>	<i>Salon I, Arlington Ballroom</i>
<i>Region II, III, and IV</i>	<i>Salon III and IV, Arlington Ballroom</i>
<i>Regions V and VII</i>	<i>Salon V, Arlington Ballroom</i>
<i>Region VI</i>	<i>Salon VI, Arlington Ballroom</i>
<i>Region VIII</i>	<i>Salon F, Grand Ballroom</i>
<i>Region IX</i>	<i>Salon G, Grand Ballroom</i>
<i>Region X</i>	<i>Salon II, Grand Ballroom</i>

*Regional Breakout Sessions will be moderated by Regional Program Managers.*

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**8:45 a.m.—9:00 a.m. Day Three Welcome: Recap and Synthesis of Day Two**  
**Arlington Ballroom**  
**Salons III and IV**

**Speaker:**

- *Lisa Washington-Thomas, Director, Self-Sufficiency Technical Assistance, Office of Family Assistance*

**9:00 a.m.—10:15 a.m. Peer Exchange Sessions: Session 2**  
**Arlington Ballroom**  
**Salons III and IV**

*Peer Exchange Sessions are small group, moderated discussion sessions which will allow meeting participants the opportunity to share challenges and innovative strategies at the state and local levels with their peers. Topics for this peer exchange session will be collected from participants on Wednesday afternoon.*

**10:15 a.m. – 10:30 a.m. Break and Transition to Concurrent Workshops**

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10:30 a.m. – 11:45 a.m. **Concurrent Workshops Session 3**

**Arlington Ballroom  
Salon I**

### 1) **Building Organizational Capacity to Manage Staff Turnover** ●

*Staff turnover is a part of any organization, but human service agencies can experience higher staff turnover due to the intense demands of the job. That turnover can negatively affect organizations, as well as the people being served. The HPOG Program will present a summary of the Staff Transition Planning Toolkit, developed by HPOG, which is applicable to any human service agency. Two grantee speakers who interviewed for the toolkit will elaborate on their practices and teach participants practical information to help prevent staff turnover, limit disruption caused by staff turnover, and effectively manage staffing gaps.*

#### **Speakers:**

- *Janae Bradford, Assistant Director of Family Advancement, Community Action Project of Tulsa County, Inc. (CAP Tulsa)*
- *Priscila Silva, Program Specialist, Office of Family Assistance*
- *Charles Thompson, Associate Dean for Workforce Funding Programs, Edmonds Community College*

#### **Moderator:**

- *Kailiah Thomas, HPOG UP Program Specialist, Office of Family Assistance*

**Arlington Ballroom  
Salons III and IV**

### 2) **TANF Data Collaborative: Assessment of TANF Data Analytic Needs and Plans to Address Them** ●

*(This session will be live streamed)*

*Data is essential for programs to evaluate how well they are helping families in need. As part of the TANF Data Innovation (TDI) project, a needs assessment of TANF state agencies was conducted in early 2019 that focused on the use of TANF data and other related state program data, priorities for data analysis and research, and states preferences on technical assistance. Speakers will first provide an overview of the states' research and analysis on data infrastructure, data sharing, priorities for data use, and use of employment and earnings data. Second, they will describe how the TANF Data Collaborative, an initiative of TDI, will address the identified needs through a robust pilot and training and technical assistance effort. The workshop will share key*

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*components to becoming and remaining a data-driven organization. Participants will learn strategies to sustain use of data to inform decisions and operational improvement.*

### **Speakers:**

- *Robert Goerge, Senior Research Fellow, Chapin Hall*
- *Richard Hendra, Senior Fellow, MDRC*

### **Moderator:**

- *Jacqueline Jackson, Family Assistance Program Specialist, Region IV, Office of Family Assistance*

**Arlington Ballroom  
Salon II**

### **3) Employment-Oriented Programs for Noncustodial Parents: What Works and What's Next? ●**

*Employment is a key step toward self-sufficiency and improving TANF customers' economic circumstances. Three major demonstrations of employment-oriented programs for noncustodial parents have recently ended – the Enhanced Transitional Jobs Demonstration, Parents and Children Together, and the Child Support Noncustodial Parent Employment Demonstration. Speakers will discuss what was learned from these demonstrations and focus on how two states are using this information.*

### **Speakers:**

- *Janice Peters, Deputy Division Administrator, Division of Family and Economic Support, Wisconsin Department of Children and Families*
- *Ki'i Powell, Director, Office of Economic Security, Colorado Department of Human Services*
- *Elaine Sorensen, Technical Advisor, Office of Child Support Enforcement*

### **Moderator:**

- *James Butler, Family Assistance Program Specialist, Office of Family Assistance*

**Jefferson Room,  
Lobby Level**

### **4) Improving Participant Engagement Using a Human-Centered Approach to Service Redesign ●**

*TANF and workforce programs often struggle to engage individuals in employment services because obstacles in the program environments and individuals' challenging circumstances can get in the way of their participation. Speakers will help TANF administrators think through how they can redesign their services to hook individuals' motivation to improve their lives and*

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*overcome their barriers to participation. Speakers from Philadelphia will share their experiences using an innovative systematic and analytic framework to identify and remove obstacles in their intake, enrollment, and orientation processes. Participants will learn about “behavioral bottlenecks,” think behaviorally about how individuals experience program services, understand best practices for engaging individuals’ motivation and reducing barriers to engagement, and participate in design-thinking exercises to generate potential solutions for their programs to address behavioral bottlenecks.*

### **Speakers:**

- *Patricia Blumenauer, Vice President of Operations, Philadelphia Works*
- *Tyrone Hampton, Manager of Workforce System Initiatives, Philadelphia Works*

### **Moderator:**

- *AnnaMaria McCutcheon, Lead Program Analyst, Mathematica*

**Arlington Ballroom  
Salon VI**

## **5) Linking Evidence to Practice: Implementing and Evaluating Employment Coaching ●●**

*To support TANF’s goal of creating economically secure and self-sufficient families, some programs have begun to use trained coaches. Research suggests that coaching may strengthen self-regulation skills and, in turn, may improve employment outcomes for low-income people. Coaches work with participants to set individualized employment goals and provide motivation, support, and feedback as the participants pursue their goals. Speakers will summarize the rationale for, and science behind, coaching, present practitioner perspectives on employment coaching from programs involved in OPRE’s Evaluation of Employment Coaching for TANF and Related Populations, and share some of the benefits and challenges of the coaching approach. Participants will learn about the promise of coaching for helping low-income populations achieve economic stability, as well as ways to successfully implement coaching in their programs.*

### **Speakers:**

- *Elizabeth Carver, Workforce Development Program and Training Director, Utah Department of Workforce Services*
- *Kelly Davydov, Program Manager, Iowa Department of Human Rights*
- *Sophie Sahaf, Chief Program Officer, LIFT*

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### Moderator:

- Victoria Kabak, Social Science Research Analyst, Office of Planning, Research and Evaluation

Madison Room,  
Lobby Level

### 6) Oklahoma DHS (OK DHS) Relationship Education Program: Equipping TANF Participants with Soft Skills for Employment Success ●

*Far too often, TANF programs connect participants with job opportunities, only to learn a short time later that the employment has ended due to the lack of soft skills necessary to navigate the workplace, including the ability to effectively communicate and resolve conflicts. With the workforce readiness curriculum WorkForward, OK DHS is preparing TANF participants for navigating workplace relationships by bridging its relationship education program with its job training program. Speakers will explore the OK DHS program model and perform a live demo classroom presentation. Participants will learn strategies for helping their clients develop soft skills to obtain and sustain employment.*

### Speakers:

- Rhonda Archer, TANF Program Manager, Oklahoma Department of Human Services
- Jerry Regier, Senior Project Director, Public Strategies
- Scott Roby, Senior Project Manager, Public Strategies

### Moderator:

- Jacqueline Proctor, Family Assistance Program Specialist, Healthy Marriage and Responsible Fatherhood Program, Office of Family Assistance

Jackson Room,  
Lobby Level

### 7) Identifying and Combatting Third-Party EBT Fraud in the 21<sup>st</sup> Century ●●

*In the age of technology, third-party attacks on EBT cards and accounts—represent an increasingly prevalent—and evolving—issue. These threats hurt clients and potentially state budgets. Speakers from California and Missouri will share their experiences in dealing with third-party, or external, fraud, discuss the ways they identified and managed this threat, and share their ideas for combatting future third-party fraud. Participants will understand the changing nature of fraud in TANF and SNAP and learn how states are beginning to detect and mitigate threats to apply these strategies within their own programs.*

## DAY 3: THURSDAY, SEPTEMBER 19, 2019

### Speakers:

- *Todd Bland, Assistant Director, California Department of Social Services*
- *Melissa Wolf, Assistant Deputy Director, Income Maintenance, Family Support Division Missouri Department of Social Services*

### Moderator:

- *Julie Fong, Regional Program Manager, Region IX, Office of Family Assistance*

**Arlington Ballroom  
Salon V**

### **8) A Roundtable on Sector-Based Training for Disconnected Youth ●●**

*Recent changes in the labor market have made it difficult for youth to participate in the workforce and earn family-supporting wages. This problem is exacerbated among disconnected youth because, compared with connected or in-school youth, they are less likely to have any post-secondary education and frequently lack social support networks needed to access and advance in the workforce. One potential solution is to use sector-based employment training approaches that pair organizations that provide employment training for low-skill workers (e.g., nonprofit organizations or community colleges) with employers aiming to fill specific occupational vacancies. This roundtable will feature a panel of researchers, TANF program administrators, service providers, and current or former disconnected youth to discuss the potential for sector-based approaches to help disconnected youth that receive TANF benefits.*

### Speakers:

- *Gerrie Cotter, CCMEP Project Manager, Ohio Department of Job and Family Services*
- *Harry Holzer, John LaFarge SJ Professor of Public Policy, Georgetown University*
- *Joy King-Pike, Managing Director, Per Scholas*
- *Jackson Miller, Researcher, Insight Policy Research*
- *Rachel Sokol, Instructional Assistant, Per Scholas*
- *Meg Tucker, Senior Researcher, Insight Policy Research*

### Moderator:

- *Janelle Jones, TANF Program Specialist, Region XIII, Office of Family Assistance*

**11:45 a.m. – 1:15 p.m.**

**Lunch on Your Own**

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1:15 p.m. – 2:30 p.m.  
Arlington Ballroom  
Salons III and IV

### **Plenary: Listening and State Sharing Session with OFA Leadership**

*(This session will be live streamed)*

*Participants will have the opportunity to engage in a dialogue with OFA leadership on TANF policies and implementation, including current and emerging trends, challenges, and service-delivery innovations.*

#### **Speakers:**

- *Clarence H. Carter, Director, Office of Family Assistance*
- *Susan Golonka, Deputy Director, Office of Family Assistance*

2:30 p.m. – 2:45 p.m.

### **Transition to Concurrent Workshops**

2:45 p.m. – 4:00 p.m.

### **Concurrent Workshops Session 4**

Arlington Ballroom  
Salon I

#### **1) Building a Coaching Culture ●**

*Coaching is a person-centered, strength-based approach to working with others. TANF staff trained in coaching can help people direct, own, and experience the changes that they want to see in their lives. Speakers will explore the design, implementation, and outcomes of coaching programs in Hawaii and New Hampshire, and discuss all steps of the coaching model, from designing a model, to aligning it with other agency efforts, to measuring its effectiveness. By the end of the workshop, participants will be familiar with the coaching framework and its key tools, understand how coaching can fit with other initiatives, understand opportunities and pitfalls of implementation, and understand how to measure coaching outcomes.*

#### **Speakers:**

- *Deb Joffe, Associate Manager, Public Consulting Group*
- *Wendy LeClair, Field Support Manager, Bureau of Employment Supports, New Hampshire Department of Health and Human Services*
- *Catherine Scardino, Employment and Training Program Administrator, Hawaii Department of Human Services*

#### **Moderator:**

- *Sanje Dawdanow, Family Assistance Program Specialist, Office of Family Assistance*

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Arlington Ballroom  
Salon II

### 2) Surveying Colorado's TANF Leavers: Getting us Through the Rough Patches ●●

*Since 2016, the Colorado Department of Human Services (CDHS) has partnered with ICF to conduct a study to better understand former Colorado Works participants' experiences. Speakers will explain how the statewide survey was initially developed, the recent modifications to capture the effect of Colorado's child support pass through policy, as well as the data collection methodology. Speakers will summarize key findings from the survey and discuss how survey findings are being used at the state and county levels. Moderated discussions with participants will focus on state and county level TANF engagement, the partnership with Child Support Services, and strategies for how participants can learn from their states' TANF participants.*

#### **Speakers:**

- Courtney Barthle, Senior Director, Social Policy, ICF
- Danielle Dunaway, Acting Director, Employment and Benefits Division, Colorado Department of Human Services
- Shelley Osborn, Senior Manager, ICF

#### **Moderator:**

- Kisha Russell, Regional Program Manager, Region VIII, Office of Family Assistance

Madison Room,  
Lobby Level

### 3) The Role of Dignity in Service Delivery and Economic Success ●●

*Brain science, behavioral economics, and other experimental research demonstrate that how people are treated can significantly affect their responses. Applying for TANF cash assistance and other supports could be stripping people of their dignity and hampering their ability to move out of poverty. Drawing on this research and the work of the U.S. Partnership on Mobility from Poverty, the speaker will explore the roles of autonomy, dignity, respect, and engagement in the community in promoting economic success. Participants will learn how program design and service delivery can empower people to take control of their destiny, and how this mindset has the potential to positively affect self-efficacy, program compliance, and civic engagement in ways that promote constructive life changes beyond the immediate interaction with the social service office.*

#### **Speaker:**

- Heather Hahn, Senior Fellow, Urban Institute

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### Moderator:

- *Theresa Renfrow, Family Assistance Program Specialist, Office of Family Assistance*

Arlington Ballroom  
Salon V

#### 4) **Developing a Performance Management System to Promote Client Service Delivery** ●●

*Shifting to a more client-centered, skill-building service delivery approach in TANF programs has been tried by many counties and states. One of the tensions with adopting such an approach is when the performance management—and ultimately accountability of staff and program managers—continues to focus exclusively on the work participation rate and job placement numbers. This tends to push staff toward activities to achieve those metrics, rather than the client-centered, skill-building activities they optimally would utilize. Participants will learn how the California Work Opportunity and Responsibility to Kids (CalWORKs) Outcomes and Accountability Review (Cal-OAR) expands the TANF performance measures beyond the work participation rate to incorporate measures of client progress toward achieving economic independence.*

### Speakers:

- *Natasha Nicolai, Branch Chief, CalWORKs and Family Resilience, California Department of Social Services*
- *Julianna Vignalats, Section Chief, Process Outcomes and Performance Section, California Department of Social Services*

### Moderator:

- *Gary Allen, Regional Program Manager, Region VII, Office of Family Assistance*

Arlington Ballroom  
Salon VI

#### 5) **Virtual Tools for Integrating Executive Function and Self-Regulation Principles into Work and Human Service Programs** ●●

*Strengthening the executive functioning and self-regulation skills of TANF customers can increase the chances that participants will be successful in achieving their goals. Participants will learn two techniques to integrate executive function and self-regulation tools into their TANF work programs – WOOP (Wish, Outcome, Obstacle, Plan) and GPDR/R (Goal, Plan, Do, Review, Revise) – as well as explore three newly minted virtual tools that TANF programs can use to train staff on these approaches.*

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### Speakers:

- *Tonya Melton, Director, Career Compass, NADAP, Inc. of Family Assistance*
- *LaDonna Pavetti, Vice President for Family Income Support, Center on Budget and Policy Priorities*
- *Nancy Saengjaeng, Division Chief, Children and Families, Santa Barbara County Department of Social Services, Economic Assistance and Employment Services Branch*

### Moderator:

- *Mikaela Smith, Family Assistance Program Specialist, Region IX, Office of Family Assistance*

Arlington Ballroom  
Salons III and IV

### 6) **WIOA and TANF Integration: Uncovering the Benefits of Blending Funding Through Interagency Services Agreements** ●

*(This session will be live streamed)*

*Since the enactment of WIOA, TANF agencies and workforce development/labor agencies have taken steps to align their services such as through fund blending and braiding. Yet, there are often barriers to this blending and braiding of funds, such as different rules between agencies and resistance to organizational change. Participants in this workshop will learn how Massachusetts overcame such challenges through the use of Interagency Service Agreements (ISAs), which set expectations for collaboration, service delivery, and performance. This approach has proven to be a successful practice to increase the alignment and coordination between TANF and WIOA programs. Participants will learn about approaches they can use to promote greater coordination and alignment across TANF and WIOA programs, as well as the challenges and benefits of blending and braiding funding.*

### Speakers:

- *Romuald Tassigne, Research Associate, American Public Human Services Association (APHSA)*
- *Amy Kershaw, Associate Commissioner for Economic Assistance and Employment, Massachusetts Department of Transitional Assistance*

### Moderator:

- *Jennifer Senechal, Program Specialist, Region IX, Office of Family Assistance*

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Jefferson Room,  
Lobby Level

### 7) Learning from Studies of Employment and Training Programs Targeting TANF Participants and Other Low-Income Individuals ●●

*Sector-based education and training can provide promising career opportunities for TANF recipients and other low-income individuals without a four-year college degree. Speakers will discuss how nine career pathways programs evaluated under the Pathways for Advancing Careers and Education (PACE) study implemented supports to help students persist in and complete their occupational training programs, as well as share what practitioners learned from participating in rigorous evaluation, including why they chose to participate in the evaluation and the unexpected benefits of their participation. Participants will learn about findings from an analysis of promising occupations in each state for people with less than a four-year college degree, as well as resources for TANF administrators on how to use labor market information and to help clients explore their career options.*

#### **Speakers:**

- *Jill Hamadyk, Associate, Abt Associates*
- *Karen Gardiner, Principal Associate, Abt Associates*
- *Nicole Constance, Senior Social Science Research Analyst, Office of Planning, Research and Evaluation*

#### **Moderator:**

- *Elma Reber, Children and Families Program Specialist, Region IX, Office of Family Assistance*

4:00 p.m. – 4:10 p.m.

**Break and Transition to Legislative Panel**

4:10 p.m. – 5:00 p.m.  
Arlington Ballroom  
Salons III and IV

**Legislative Perspectives from Capitol Hill on TANF Reauthorization**

*(This session will be live streamed)*

*Interest is building in substantive TANF reforms, but is there time and enough political consensus to make it happen? Key staff from Senate Finance and House Ways and Means committees will discuss Congressional priorities for welfare reform, provisions of current TANF proposals, and possible timelines. Attendees will have the opportunity to participate in questions and answers with panel members.*

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**Speakers:**

- *Laura Bernsten, Domestic Policy Advisor and Chief Human Services Advisor, Committee on Finance, United States Senate*
- *Anne DeCesaro, Republican Staff Director, Worker and Family Support Subcommittee, Committee on Ways and Means, U.S. House of Representatives*
- *Ryan Martin, Senior Human Services Advisor, Committee on Finance, United States Senate*

**Moderator:**

- *Susan Golonka, Deputy Director, Office of Family Assistance*

**5:00 p.m.**

**Closing Remarks**

- *Susan Golonka, Deputy Director, Office of Family Assistance*