



Region IX and X Virtual Tribal TANF Technical Assistance Meeting
Building Capacity to Support Families in the New Reality
December 8–10, 2020

Day One: Infrastructure and Tribal TANF/NEW Administration – December 8, 2020

Meeting Opening and Prayer

Opening Remarks and Introduction of Opening Prayer:

10:00 a.m. – • Julie Fong, Region IX TANF Program Manager, Office of Family Assistance

10:15 a.m. *Opening Prayer:*

- Tilford P. Denver, Owens Valley Paiute-Shoshone Board of Trustees/Bishop Paiute Tribal Chairman

Welcome and Meeting Opening

During this opening address, OFA leadership will provide an overview of the Office’s current priorities, focus, and vision.

10:15 a.m. – *Speaker:*

- 10:45 a.m.**
- Clarence H. Carter, Director, Office of Family Assistance

Moderator:

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

10:45 a.m. – **Break**
11:00 a.m.

Day One: Infrastructure and Tribal TANF/NEW Administration – December 8, 2020

Session 1: Expanding Your Program’s Capacity to Pivot in Response to COVID-19

The COVID-19 pandemic has required Tribal TANF and NEW programs to not only shift to more virtual service provision and telework, but also consider and increase digital inclusion. Speakers in this session will discuss issues of internet accessibility, how to streamline virtual application processes and procedures, and administrative concerns regarding cybersecurity and confidentiality given remote work environments. Additionally, speakers will share resources and tools that can be used to make virtually engaging with clients more effective, including strategies for how case managers can stay virtually connected with families in lieu of traditional in-person meetings.

11:00 a.m. –
12:15 p.m.

Speakers:

- Irene Flannery, Director, Critical Infrastructure, AMERIND
- Amber Young, IT Director, California Tribal TANF Partnership
- DeeAnn Harris, Workforce Development Programs Manager, South Puget Intertribal Planning Agency (SPIPA)

Moderator:

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

12:15 p.m. –
12:30 p.m.

Break

Session 2: Rethinking the Office – Peer-to-Peer Guided Discussions

This session provides time for a peer-to-peer discussion of the topics discussed in Session 1. Participants will be placed into smaller breakout rooms, each moderated by a facilitator. Facilitators will provide a series of guided questions related to “rethinking the office,” which encourage interactivity and discussions among all participants. Facilitators will take notes during each breakout session. These notes will be consolidated across all breakout rooms and will be provided to participants in follow-up to the meeting.

12:30 p.m. –
1:15 p.m.

Facilitation Support from OFA Staff, ICF, and BLH

Moderator:

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

Day One Closing

1:15 p.m. –
1:30 p.m.

Speaker:

- Patrick Heiman, Region X Program Specialist, Office of Family Assistance
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Day Two: Economic Mobility – December 9, 2020

Keynote/Opening: Priority Issues in Tribal Communities' Health and Well-Being

Day Two's keynote will be presented by the Division of Tribal TANF Management and will address current priority issues throughout Indian Country. In particular, the actions and steps OFA has taken to provide support and flexibilities to Tribal TANF and NEW programs in the context of COVID-19 will be highlighted. Information will also be shared about the ACF Missing and Murdered Native American Public Health Framework for Action.

**10:00 a.m. –
10:30 a.m.**

Speaker:

- Stan Koutstaal, Ph.D., Division Director, Tribal TANF Management and Regional Operations, Office of Family Assistance

Moderator:

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

**10:30 a.m. –
10:45 a.m.**

Break

Session 3: Identifying and Planning for Employment Opportunities in a COVID-19 Reality

COVID-19 has already had longer-term impacts than many of us would have predicted. Given this reality, how can tribes adjust to assess current and future employment opportunities for their community? This session will share strategies and tools tribes can use to assess the potential for mid- and longer-term changes in employment trends, including new opportunities. Subject matter experts will share insight into how tribes can establish partnerships and target business opportunities to create new work environments and adapt to the changing reality of COVID-19.

Fifteen minutes of this session will be reserved for participants to interact with one another within smaller breakout rooms to reflect on lessons learned and how strategies can be applied for individual contexts. While facilitators will be present to guide the conversation and to take notes, the emphasis remains on peer-to-peer sharing.

**10:45 a.m. –
11:45 a.m.**

Speakers:

- Theresa Lujan, Director, Indian and Native American Employment Rights Program (INAERP)
- Mike Yoder, Workforce Development Manager, Nevada Department of Health and Human Services
- Isla Young, Senior Program Development & Engagement Specialist, Governor's Office of Workforce Innovation (OWINN), State of Nevada
- Evette Cullen, Tribal Liaison, Nevada Department of Health and Human Services

Moderator:

- Elma Reber, Region IX Program Specialist, Office of Family Assistance
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Day Two: Economic Mobility – December 9, 2020

**11:45 a.m. –
12:00 p.m.** **Break**

Session 4: Preparing Participants for New Post-COVID-19 Opportunities

This session will explore various ways in which tribes can prepare participants to find new or adapt existing training, employment, and career pathways opportunities. Speakers will share their experiences in adapting online training and educational programs to help upskill or reskill clients looking for work. In this context, training can range from teaching clients about basic computer skills to providing work-based learning opportunities to clients looking to advance their careers. Speakers will also discuss how partnerships can be leveraged, such as when expanding subsidized employment opportunities.

The last 15 minutes of this session is reserved for a brainstorming session to encourage participant interaction. Participants will be placed into smaller groups with facilitators, where they will brainstorm how to adapt employment and training opportunities for their own cultural and community contexts. Each breakout room will brainstorm one of the following options:

**12:00 p.m. –
1:00 p.m.**

- Approaching economic challenges considering COVID-19
- Utilizing partnerships
- Subsidized employment and career pathways

Facilitators will keep time and will take notes on ideas provided during the brainstorming session. Notes from each breakout session will be consolidated, summarized, and provided to participants as a take-away after the meeting ends.

Speakers:

- Katy Ciotti, TANF Director, The Morongo Band of Mission Indians
- Drew Hanson, Director of Academic Success, Salish Kootenai College
- Ryan Howard, Executive Director, Owens Valley Career Development Center (OVCDC)

Moderator:

- Patrick Heiman, Region X Program Specialist, Office of Family Assistance
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Day Two Closing

**1:00 p.m. –
1:15 p.m.**

Speaker:

- Samuel Stitt, Region X Program Specialist, Office of Family Assistance
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Day Three: Virtual Case Management and Mental Health – December 10, 2020

Listening Session with Division of Tribal TANF Management, OFA Leadership, and Regional Staff

Day Three opens with a listening session, where participants will have the opportunity to dialogue with Division of Tribal TANF Management leadership and Regions IX and X program staff, to ask questions and openly discuss issues relevant to their programs and communities. Participants will be strongly encouraged to e-mail questions in advance of the session.

**10:00 a.m. –
10:45 a.m.**

Panel:

- Stan Koutstaal, Ph.D., Division Director, Tribal TANF Management and Regional Operations, Office of Family Assistance
- Denise Edwards, M.A. (Tuscarora Nation), Branch Chief, Division of Tribal TANF Management, Office of Family Assistance

Moderator:

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

**10:45 a.m. –
11:00 a.m.**

Break

Session 5: Client Case Management in the Time of COVID-19

The COVID-19 pandemic has had a compounded impact on tribal communities, resulting in increasing rates of physical and mental illness, high unemployment, homelessness, the loss of loved ones, and extreme financial insecurity. This session will explore approaches that TANF and NEW caseworkers can take in responding effectively to the holistic needs and challenges faced by their clients. Strategies and approaches that will be explored include ways in which caseworkers can engage clients to identify and utilize existing support networks, strengths, assets, and community capital to improve their economic, mental, and emotional well-being. The unique needs of child-only cases will also be covered.

**11:00 a.m. –
12:00 p.m.**

Speakers:

- Geni Cowan, Ph.D., Eagle Blue Associates
- Maria Aguirre-Mendoza, DPA, TANF Executive Director, Soboba Tribal TANF Program
- Carey Reyes, Program Manager, Colville Tribal TANF

Moderator:

- Samuel Stitt, Region X Program Specialist, Office of Family Assistance

**12:00 p.m. –
12:15 p.m.**

Break

Day Three: Virtual Case Management and Mental Health – December 10, 2020

Session 6: Strategies for Identifying and Interrupting the Impact of Trauma in Caseworkers and Managers

In this session, participants will learn about the differences between chronic work stress, secondary traumatic stress (STS), compassion fatigue, and burnout. Participants will also learn what emotional labor and secondary resilience mean in practice, and how trauma impacts brain function and performance. As a result of this session, participants will understand the individual, team, and organizational symptoms of trauma, and will be able to identify strategies to intervene at each level of impact (including on individual, team, and organizational levels).

**12:15 p.m. –
1:30 p.m.**

Speakers:

- Nicole Bossard, Ph.D., Consultant and Positivity Strategist, ICF Consultant
- Barbara Pierce, Ph.D., Associate Professor of Social Work at Indiana University, Robert Wood Johnson Clinical Scholar Fellow

Moderator:

- Julie Fong, Region IX TANF Program Manager, Office of Family Assistance
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Meeting Closing and Prayer

Introduction of closing prayer:

- Samuel Stitt, Region X Program Specialist, Office of Family Assistance

Closing Prayer:

- Frank Canizales, Director of Social Services and TANF, Tuolumne Band of Me-Wuk Indians

**1:30 p.m. –
1:45 p.m.**

Closing Remarks:

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