



OFA Regions V-VIII State TANF Virtual Meeting

July 19–21, 2022 • 11:00 a.m.–2:30 p.m. CT

Agenda

Tuesday, July 19, 2022

10:00 a.m. – 10:20 a.m. MT
11:00 a.m. – 11:20 a.m. CT
12:00 p.m. – 12:20 p.m. ET

Welcome and Introductions

Moderator:

- Kisha Russell, Regions VI and VIII TANF Program Manager, Office of Family Assistance

Speaker:

- Ann Flagg, Director, Office of Family Assistance

10:20 a.m. – 11:30 a.m. MT
11:20 a.m. – 12:30 p.m. CT
12:20 p.m. – 1:30 p.m. ET

Concurrent Sessions (Participants will choose one of the following sessions to attend)

State TANF Essentials

This session will be led by Regions V-VIII staff and will provide an overview of TANF fundamentals, covering topics such as history, funding, work requirements, reporting, and ensuring the best outcomes for TANF families. The session will conclude with Q&A.

Speakers:

- Janelle Jones, Region VIII TANF Program Specialist, Office of Family Assistance
- Caprisca Randolph-Robinson, Region V TANF Program Specialist, Office of Family Assistance
- Marjorie Hudspeth, Region VIII TANF Program Specialist, Office of Family Assistance

The New Normal: How Our Shift to the Virtual World Has Impacted TANF Customers and Agencies in the Long Run

Since March 2020, many aspects of life, including work, quickly shifted to the virtual world. As TANF agencies continue to operate under a “new” normal, decisions are being made on what aspects of case management and customer services should remain virtual, and which should transition back to in person. In this session, participants will hear about the opportunities and obstacles to providing both virtual and in-person services, what efficiently balancing those services looks like, and what resources are available to help empower service delivery agencies to successfully navigate the new hybrid world.

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Speakers:

- Amanda Briggs, Senior Research Associate, Urban Institute
- Molly Kruger, Chief Operating Officer, Climb Wyoming
- Liz Carver, TANF Director, Utah TANF Program

Moderator:

- Kristin Abner, Director, Workforce Innovations and Poverty Solutions, ICF

Refocusing the Customer Experience Across the TANF Journey

After more than two years of constant change and adaptations for TANF programs, now is the time to take a fresh look at how families experience TANF, including their unique needs and challenges as they navigate social services, search for employment, and strive for self-sufficiency. This presentation will feature two human service agencies who have worked with ACF's Project SPARK (Supporting Partnerships to Advance Research and Knowledge); they will discuss their approach to changing their programs to support customers throughout their TANF journey. Strategies include how to look beyond the Work Participation Rate (WPR), reduce wasteful practices and procedures, build and foster relationships, and build and achieve goals.

Speakers:

- Jerrard Johnson, Director, Great Lakes Bay Michigan Works
- Erin Oalican, Director, Reach Up – Vermont TANF Program

Moderator:

- Courtney Barthle, Senior Director, Poverty Solutions, ICF

11:30 a.m. – 11:45 a.m. MT
12:30 p.m. – 12:45 p.m. CT
1:30 p.m. – 1:45 p.m. ET

Coffee/Water/Stretch Break

11:45 a.m. – 12:45 p.m. MT
12:45 p.m. – 1:45 p.m. CT
1:45 p.m. – 2:45 p.m. ET

Concurrent Peer-to-Peer Sessions

Participants will choose their peer-to-peer breakout session based on the concurrent topic they attended earlier and their role within their state (case management, data personnel, or administrative/leadership). These breakouts will allow each participant a safe space to discuss ideas, best practices, and challenges with their peers.

- Back to Basics: Eligibility and Work Requirements (Case Management)
 - *Facilitators* – Janelle Jones and Marjorie Hudspeth, Region VIII TANF Program Specialists, Office of Family Assistance and Caprisca Randolph-Robinson, Region V TANF Program Specialist, Office of Family Assistance
- TANF Essentials (Data and Analytics)
 - *Facilitator* – Joe Raymond, Director, Workforce Innovations and Poverty Solutions, ICF
- TANF Essentials (Administration/Leadership)
 - *Facilitator* – Frances Dixon, Region V TANF Program Specialist, Office of Family Assistance
- The New Normal (Data and Analytics)
 - *Facilitator* – John Disque, Region VI TANF Program Specialist, Office of Family Assistance

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- The New Normal (Administration/Leadership)
 - *Facilitator* – Theresa Renfrow, Region VII TANF Program Specialist, Office of Family Assistance
- Refocusing the Customer (Data and Analytics)
 - *Facilitator* – Kisha Russell, Regions VI and VIII TANF Program Manager, Office of Family Assistance
 - *Speakers:* Edwin Bishop, Departmental Analyst, and Katie Zeiter, State Assistant Administrator for Policy and Special Projects, Michigan Department of Human Services, TANF Data Collaborative
- Refocusing the Customer (Administration/Leadership)
 - *Facilitator* – Karen Beckerman, Regions V and VII TANF Program Manager, Office of Family Assistance

12:45 p.m. – 1:00 p.m. MT

Day One Wrap-Up and Debrief

1:45 p.m. – 2:00 p.m. CT

Moderator:

2:45 p.m. – 3:00 p.m. ET

- Karen Beckerman, Regions V and VII TANF Program Manager, Office of Family Assistance

Wednesday, July 20, 2022

10:00 a.m. – 10:20 a.m. MT

Welcome and Agenda Overview

11:00 a.m. – 11:20 a.m. CT

Moderator:

12:00 p.m. – 12:20 p.m. ET

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- Kristin Abner, Director, Workforce Innovations and Poverty Solutions, ICF

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- TANF Work Support and Employment Strategies (Case Management)
 - *Facilitators* – Janelle Jones and Marjorie Hudspeth, Region VIII TANF Program Specialists, Office of Family Assistance and Caprisca Randolph-Robinson, Region V TANF Program Specialist, Office of Family Assistance
- TANF Essentials (Data and Analytics)
 - *Facilitator* – Joe Raymond, Director, Workforce Innovations and Poverty Solutions, ICF
- TANF Essentials (Administration/Leadership)
 - *Facilitator* – Frances Dixon, Region V TANF Program Specialist, Office of Family Assistance

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	<ul style="list-style-type: none">• The New Normal (Data and Analytics)<ul style="list-style-type: none">– <i>Facilitator</i> – John Disque, Region VI TANF Program Specialist, Office of Family Assistance• The New Normal (Administration/Leadership)<ul style="list-style-type: none">– <i>Facilitator</i> – Louisa Jones, Senior Director, ICF• Refocusing the Customer (Data and Analytics)<ul style="list-style-type: none">– <i>Facilitator</i> – Kisha Russell, Regions VI and VIII TANF Program Manager, Office of Family Assistance<ul style="list-style-type: none">▪ <i>Speakers:</i> Edwin Bishop, Departmental Analyst, and Katie Zeiter, State Assistant Administrator for Policy and Special Projects, Michigan Department of Human Services, TANF Data Collaborative• Refocusing the Customer (Administration/Leadership)<ul style="list-style-type: none">– <i>Facilitator</i> – Karen Beckerman, Regions V and VII TANF Program Manager, Office of Family Assistance
12:45 p.m. – 1:00 p.m. MT 1:45 p.m. – 2:00 p.m. CT 2:45 p.m. – 3:00 p.m. ET	Day Two Wrap-up and Debrief <i>Moderator:</i> <ul style="list-style-type: none">• Kisha Russell, Regions VI and VIII TANF Program Manager, Office of Family Assistance

Thursday, July 21, 2022

10:00 a.m. – 10:10 a.m. MT 11:00 a.m. – 11:10 a.m. CT 12:00 p.m. – 12:10 p.m. ET	Welcome and Agenda Overview <i>Moderator:</i> <ul style="list-style-type: none">• Kisha Russell, Regions VI and VIII TANF Program Manager, Office of Family Assistance
10:10 a.m. – 11:15 a.m. MT 11:10 a.m. – 12:15 p.m. CT 12:10 p.m. – 1:15 p.m. ET	Housing in Crisis: Tools for Addressing Housing Insecurity <p>Human service agencies have long struggled with the crisis of homelessness in the communities they serve, a problem that has been exacerbated by the COVID-19 pandemic. Barriers such as unemployment, rent increases, mental health issues, substance use, and many others that contribute to housing instability have risen, creating a spike in housing challenges for TANF participants. While efforts have increased from many federal, state, and local agencies to try and mitigate the impact of homelessness on communities, there is still more work to be done. This session will start by addressing the contributing factors to rising rates of homelessness and what housing assistance resources are available to TANF participants, and close with best practices that have been implemented in communities that have shown positive results in addressing the homelessness crisis.</p> <i>Speakers:</i> <ul style="list-style-type: none">• Chris Warland, Director of Field Support, Heartland Alliance• Phil Harris, Assistant Director, Arkansas Department of Workforce Services• Claire Seguin, Deputy Director of Self-Sufficiency and Ashley Marshall, Housing Policy Advisor, Oregon Department of Human Services <i>Moderator:</i> <ul style="list-style-type: none">• Kira Zylstra, Lead Homeless Services Specialist, ICF

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11:15 a.m. – 11:30 a.m. MT 12:15 p.m. – 12:30 p.m. CT 1:15 p.m. – 1:30 p.m. ET	Coffee/Water/Stretch Break
11:30 p.m. – 12:45 p.m. MT 12:30 p.m. – 1:45 p.m. CT 1:30 p.m. – 2:45 p.m. ET	Understanding and Responding to the Racial and Ethnic Disparities in Service Delivery <p>Research has identified that human service delivery systems, including TANF, have shown disparities by race and ethnic group in categories such as access, services provided, treatment, and outcomes. Although identifying the disparities is a strong initial step, the impact of change continues with creating an action plan to address changes needed, implementing those actionable next steps, and then evaluating the outcomes. This session will discuss what racial and ethnic disparities are present in TANF service delivery and what changes can be made/are taking place to address these problems. Participants will actively participate in an open discussion to share the biggest obstacles they are facing and what impactful changes are taking place in their TANF agencies to address racial and ethnic disparities in service delivery.</p> <p><i>Speakers:</i></p> <ul style="list-style-type: none">• Marla McDaniel and Linda Giannarelli, Senior Fellows, Urban Institute• Pamela McCauley, TANF Program Manager, Economic Assistance and Employment Supports Division, Minnesota Department of Human Services <p><i>Moderator:</i></p> <ul style="list-style-type: none">• Dr. Nicole Bossard, Positivity Strategist/Consultant, TGC Consulting and ICF
12:45 p.m. – 1:15 p.m. MT 1:45 p.m. – 2:15 p.m. CT 2:45 p.m. – 3:15 p.m. ET	Inspirational Closing Speaker <p><i>Speaker:</i></p> <ul style="list-style-type: none">• Joseph Jones, Jr., Founder/CEO of the Center for Urban Families
1:15 p.m. – 1:30 p.m. MT 2:15 p.m. – 2:30 p.m. CT 3:15 p.m. – 3:30 p.m. ET	Day Three Wrap Up and Meeting Closing <ul style="list-style-type: none">• Karen Beckerman, Regions V and VII TANF Program Manager, Office of Family Assistance