

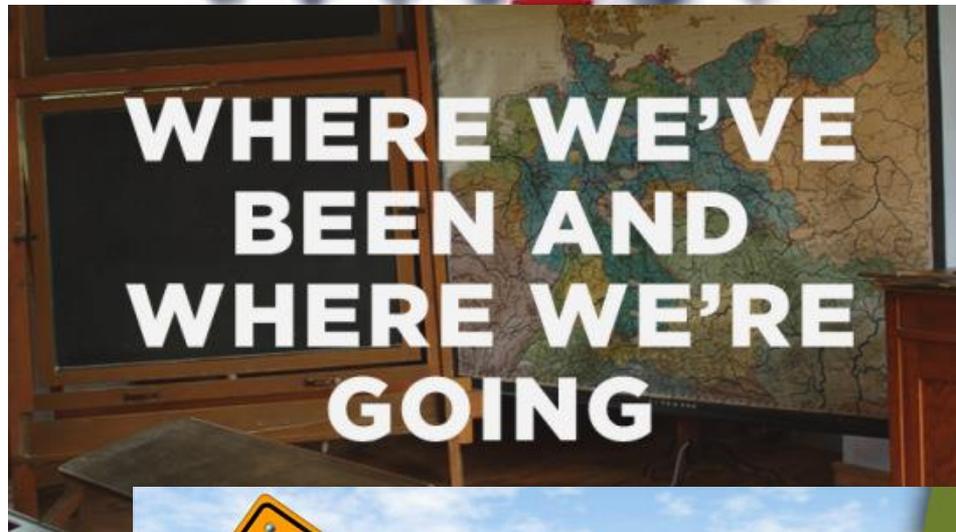


26 FOR TN

TN DEPARTMENT OF
HUMAN SERVICES

Our Focus

Who we **Are?**



About DHS

Purpose and Mission:

- To offer temporary economic assistance, work opportunities, and protective services to improve the lives of Tennesseans.

Our Vision:

- To be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.



About DHS



We are a Learning Organization

“Growing Capacity, Reducing Dependency”

DHS Adheres to a Strength Perspective

Every individual, group, family, and community has strengths.

Trauma and abuse, illness and struggle may be injurious but they may also be sources of challenge and opportunity.

Assume that you don't know the upper limits of the capacity to grow and change and take individual, group, and community aspirations seriously.

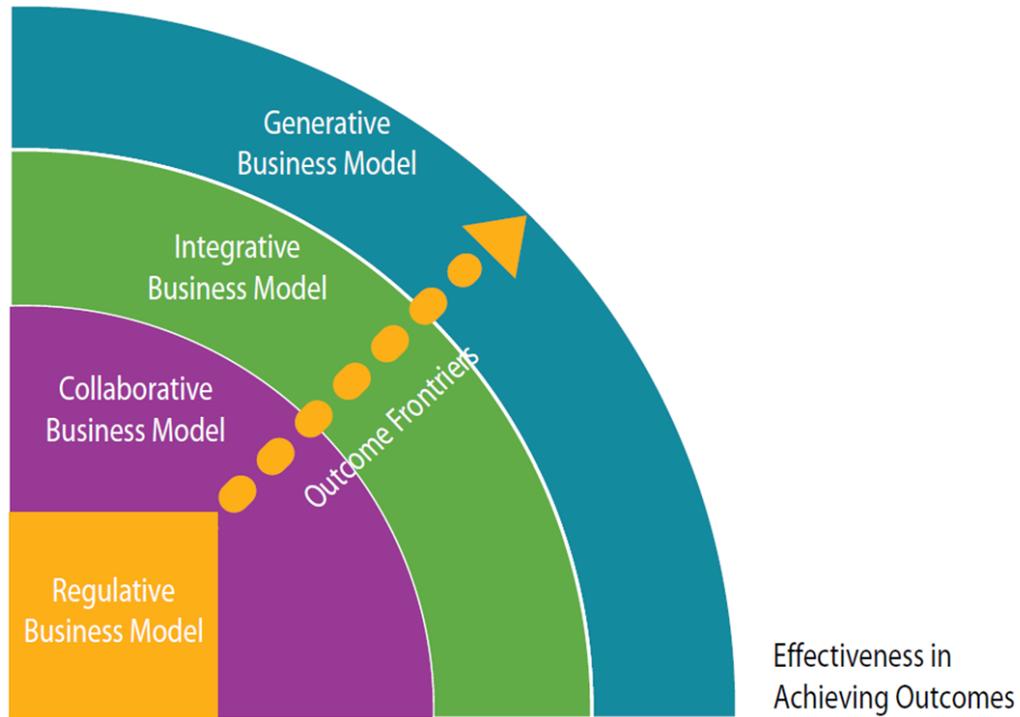
We best serve clients by collaborating with them.

Every environment is full of resources.

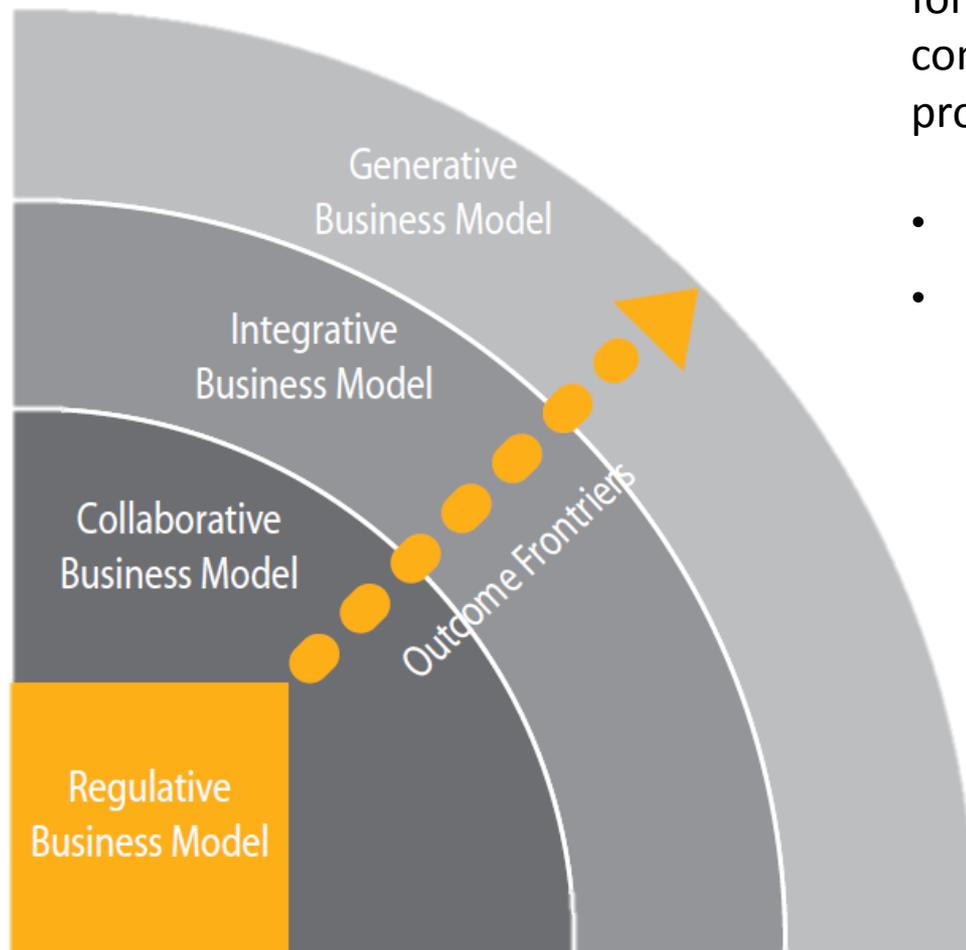
Strength Perspective

Human Services Value Curve

Efficiency in
Achieving Outcomes



Regulative Business Model



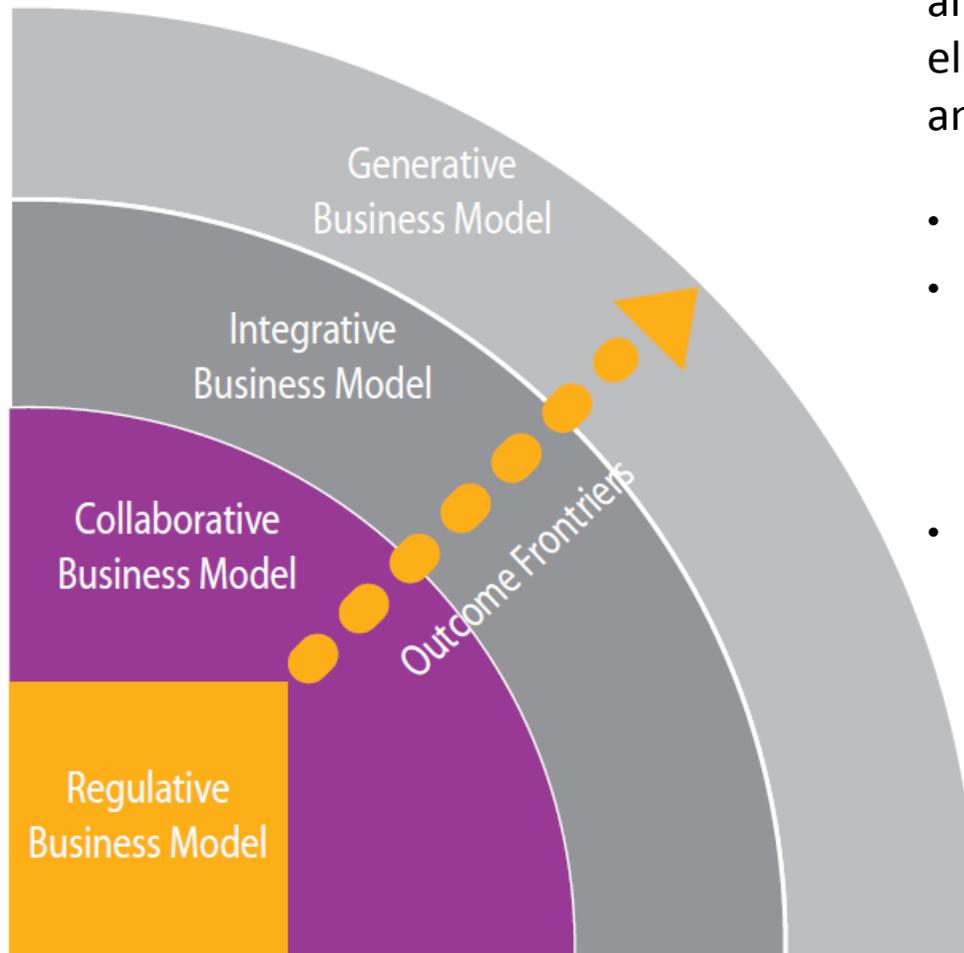
Regulative Focus:

Serving citizens who are eligible for particular services while complying with policy and program regulations.

- This level serves as a baseline
- All human services organizations start here and must meet this level in order to comply with program requirements

Collaborative Business Model

Efficiency in
Achieving Outcomes



Collaborative Focus:

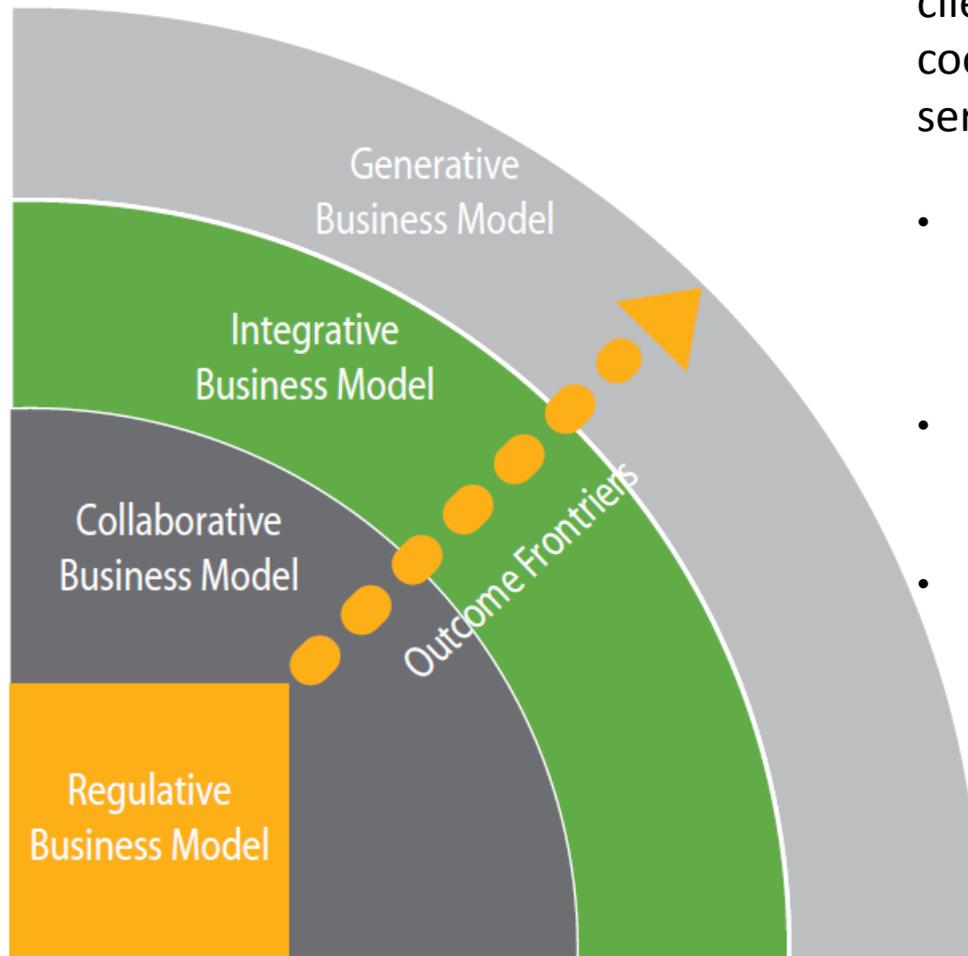
Supporting citizens in receiving all the services for which they're eligible by working across agency and programmatic boundaries.

- Expands beyond program “silos”
- Find intersections where agencies and programs can collaborate in order to improve outcomes and create outcomes goals that include multiple programs and organizations
- Allow and enable caseworkers across programs and organizations to collaborate on solutions and help move clients to self-sufficiency faster

Effectiveness in
Achieving Outcomes

Integrative Business Model

Efficiency in
Achieving Outcomes



Integrative Focus:

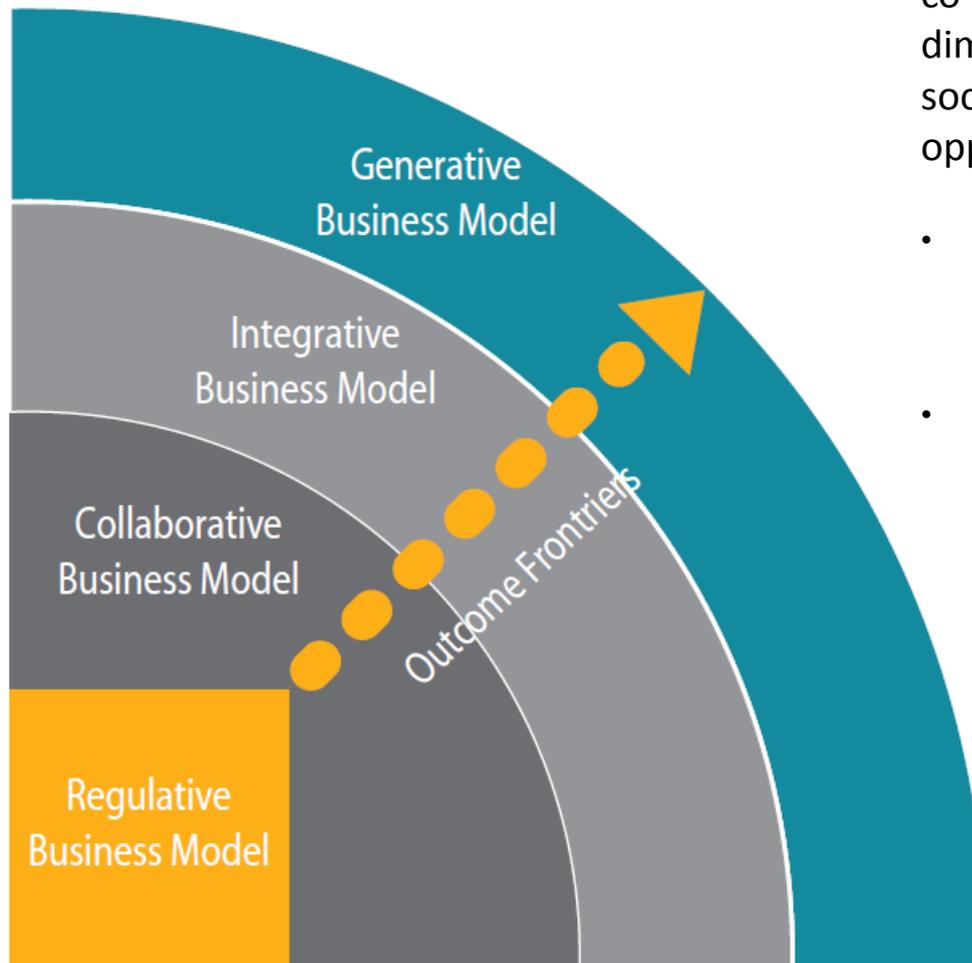
Addressing the root causes of client needs and problems by coordinating and integrating services at an optimum level.

- Strategically and operationally, address family centric outcomes through seamless, cross-boundary collaboration
- Implement an integrated, single-view system for case management across programs and organizations
- Formulate a human services model that connects desired outcomes to overall community priorities

Effectiveness in
Achieving Outcomes

Generative Business Model

Efficiency in
Achieving Outcomes



Generative Focus:

Generating healthy communities by co-creating solutions for multi-dimensional family and socioeconomic challenges and opportunities.

- Foster an adaptive organizational culture that can anticipate changing community and client circumstances and shift priorities to maximize outcome achievement
- Synthesize information enterprise-wide to support predictive analysis and policy and program innovation
 - Enables co-creation of policy and program modifications in response to real-time conditions

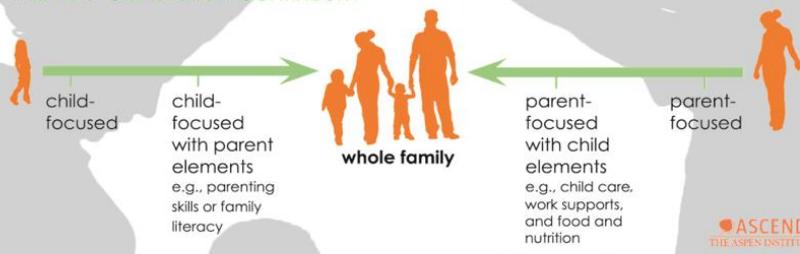
Effectiveness in
Achieving Outcomes

Creating a 21st Century Human Services Delivery Model

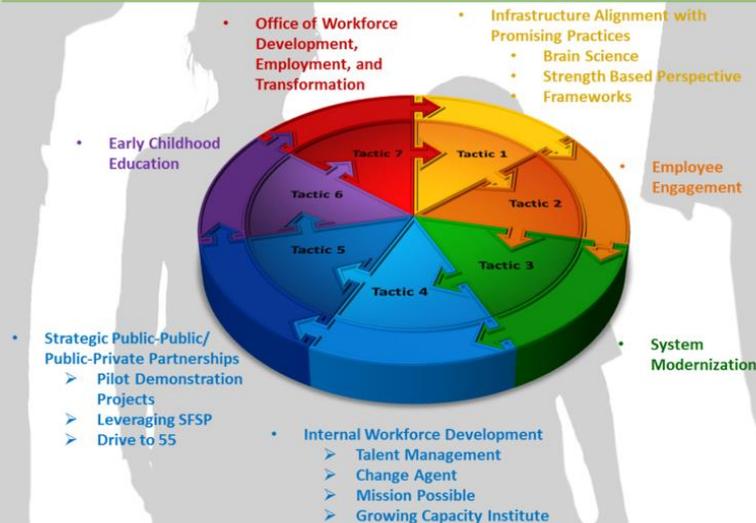
*Moving Families Forward: Transformational Pathways out of Poverty
By Operating at the Generative Level*

Overarching Strategy: 2 Generational Approach

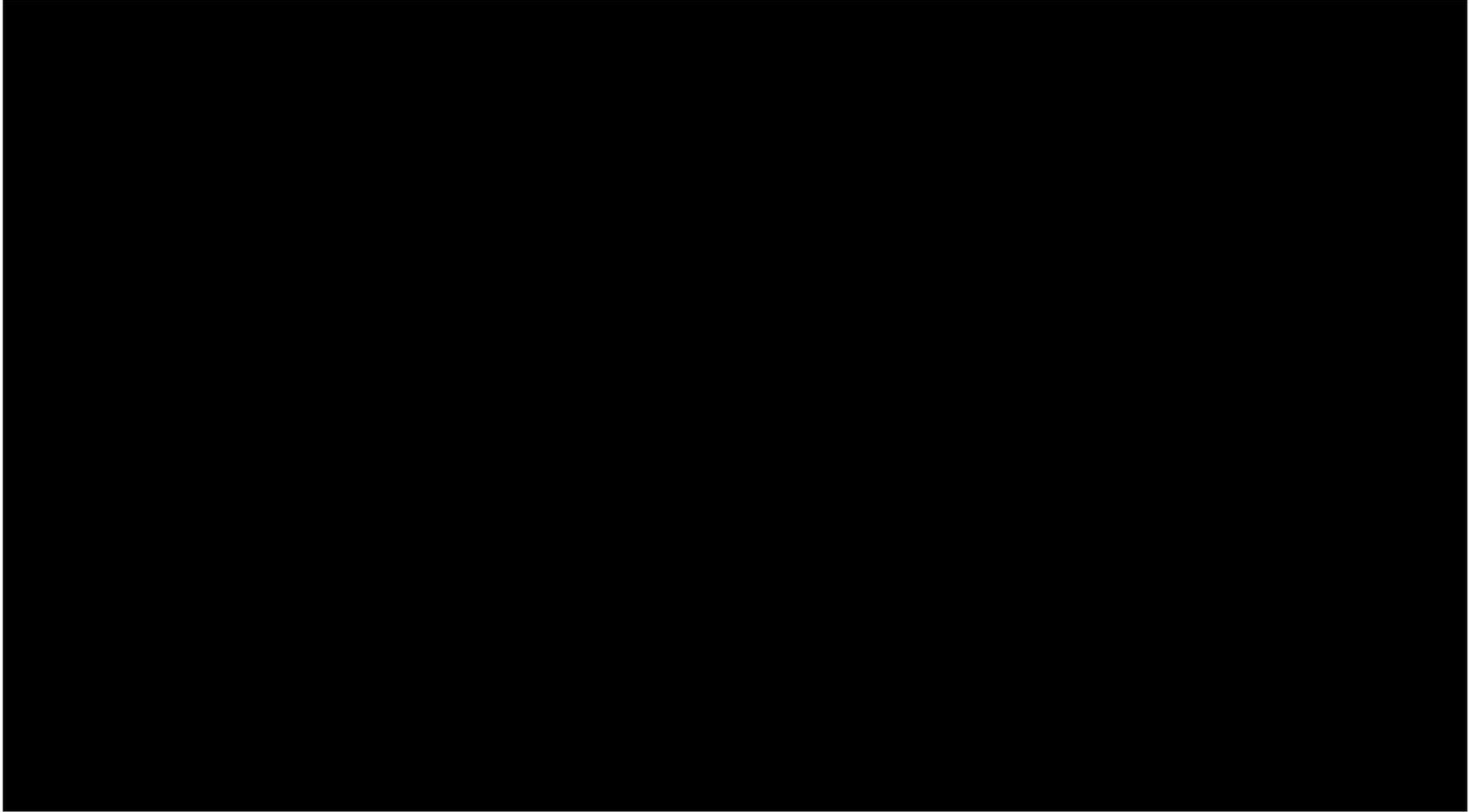
The Two-Generation Continuum



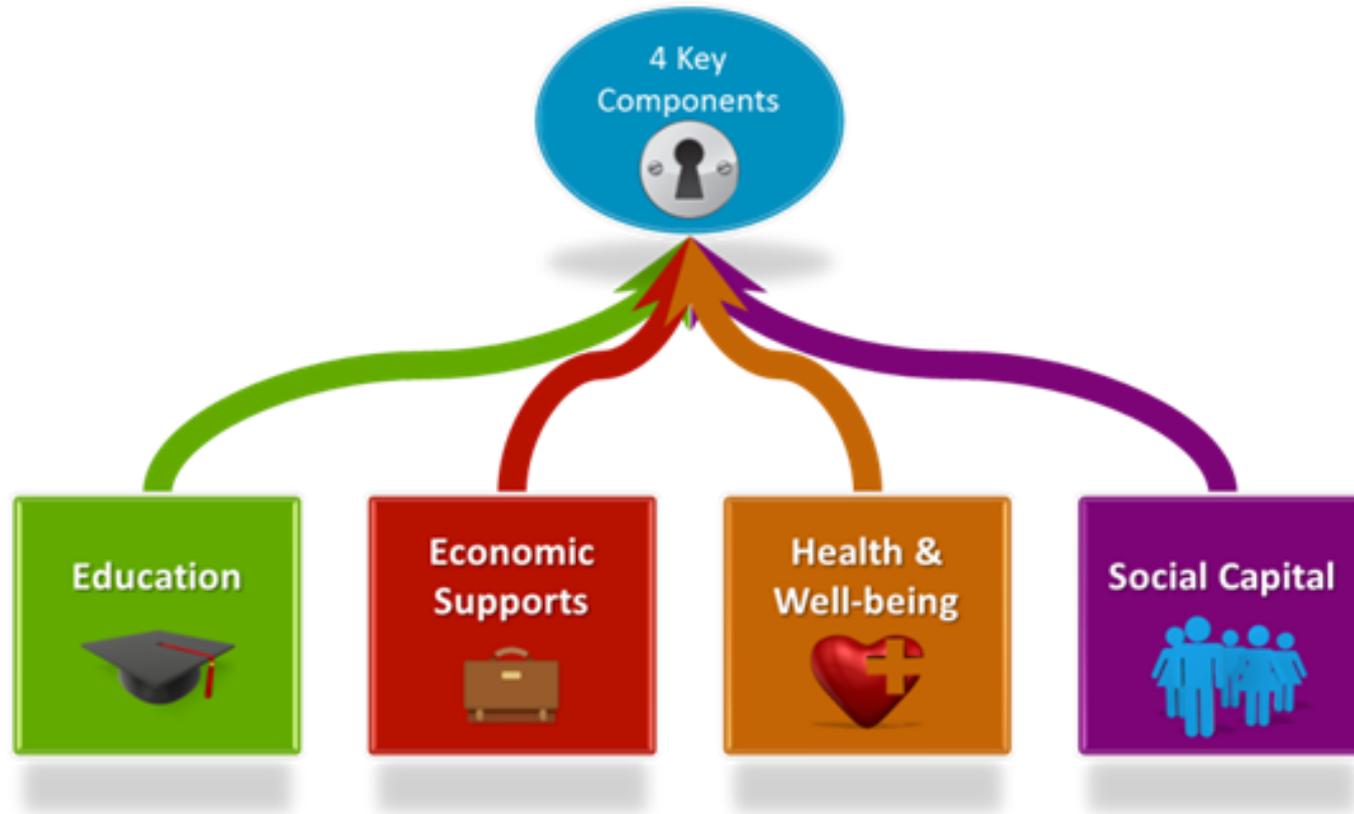
Tactics:



2 Gen Video



4 Key Components of 2 Gen



2G for Tennessee

2G for Tennessee

2 Generation Strategy

The Overarching Strategy for Creating Cycle of Success for Tennessee Families

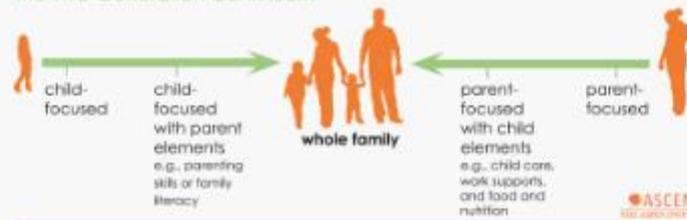
The Tennessee Department of Human Services is developing a new service delivery model that is consistent with the 2 Generation Approach that we have adopted as an organization. Our goal is to develop a foundational framework for the Department, where all programs are aligned and in synch – ensuring 2 generation tactics are applied when dealing with all customers in all aspects of case management and service delivery.



Two-generation approaches can be found along a continuum. The graphic below illustrates the starting point (parent or child) and the relative emphasis. Whole-family approaches focus equally and intentionally on services and opportunities for the parent and the child. Child-parent approaches focus first or primarily on the child but are moving toward a two-generation approach and also include services and opportunities for the parent. Parent-child approaches focus first or primarily on the parent but are moving toward a two-generation approach and also include services and opportunities for children.

Click the image below to learn more about the 2 Generation Approach from the Aspen Institute

The Two-Generation Continuum



26 for Tennessee

 Education

 Economic Supports

 Health & Well-Being

 Social Capital

Enhancing Educational 2 Gen Initiatives with Drive to 55



The Imagination Library



Summer Foods



26 for Tennessee

Education

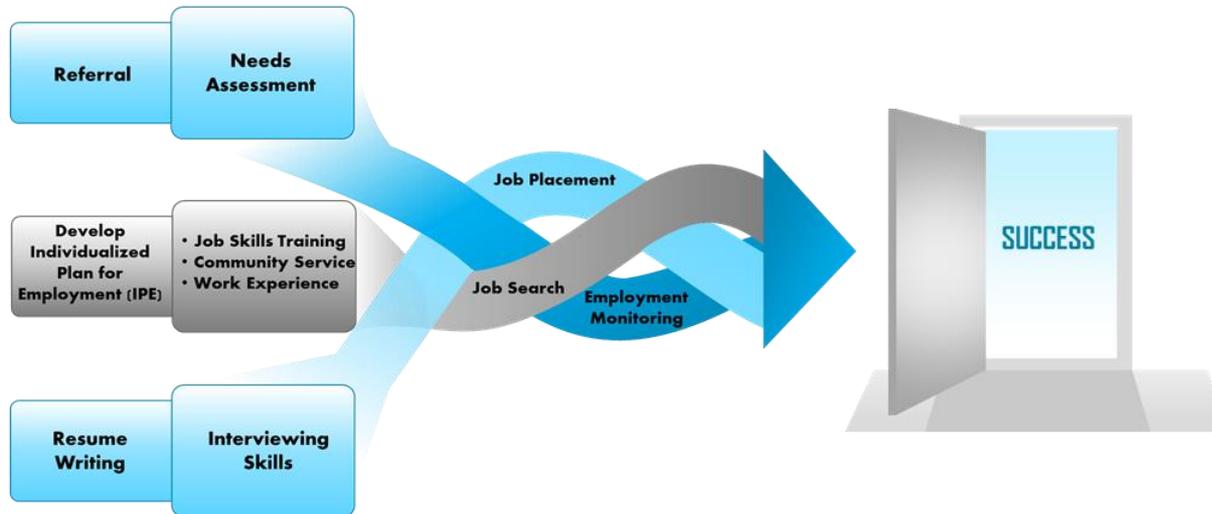
Economic Supports

Health & Well-Being

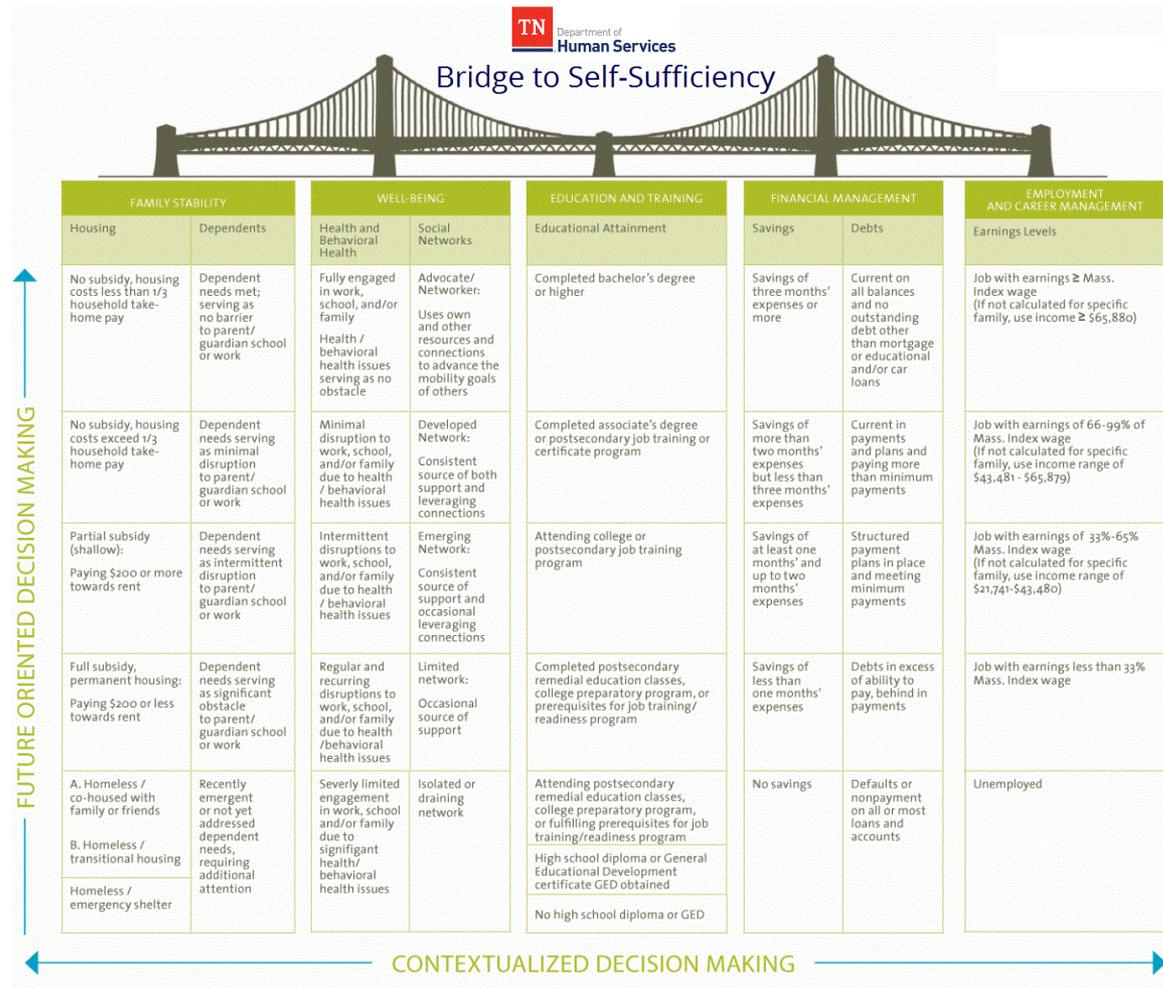
Social Capital

Workforce Development and Employment

DHS Workforce Development Process



Improving Health and Well Being through Brain Science Informed Practices



Education

Economic Supports

Health & Well-Being

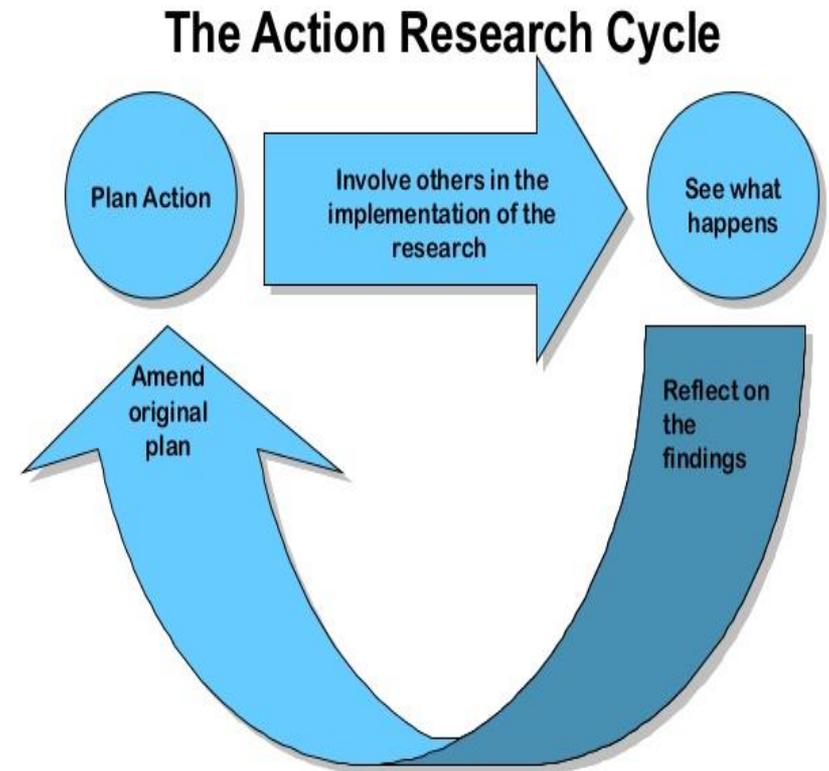
Social Capital

The Importance of Social Capital



Pilot Overview- Action Research

Action research sets out to address both the practical concerns of people in an immediate problematic situation and to further the goals of social science simultaneously. With that in mind, there is a dual commitment in action research to study a system while at the same time collaborating with members of the system in changing it in what is regarded as a desirable direction. Accomplishing this collective goal requires the active collaboration of researcher and client, and thus it stresses the importance of co-learning as a primary aspect of the research process.



The Problem - Poverty

In order to create cycles of success for the TN TANF population in Shelby County, the department realizes that there is a need to increase efforts around case management in order to effectively partner with customers to assist them in reaching self-sufficiency.

The Poverty Rate in Shelby County and the Memphis Poverty Rate is amongst the highest in the country. The High school graduation rate is the lowest in the state.

These and other factors create challenges for the Shelby County TANF population to realize economic well being.



Measuring Progress

EDUCATION

- Parents enrolled in Post-Secondary education
- Parents progressing in post secondary education
- Parents successfully completing post secondary education
- Children participating in the Imagination Library
- Children demonstrating appropriate developmental progress in Reading
- 3rd Graders Reading proficiently
- Youth enrolled in TN Promise
- Youth meeting TN Promise milestone
- TN Promise youth enrolled in post-secondary education

ECONOMIC SUPPORTS

- Securing Job placements in field of study
- Securing employment with meaningful wages and benefits
- Improved housing
- Consistent reliable transportation
- Leverage other income-based assistance programs
- Increased assets building

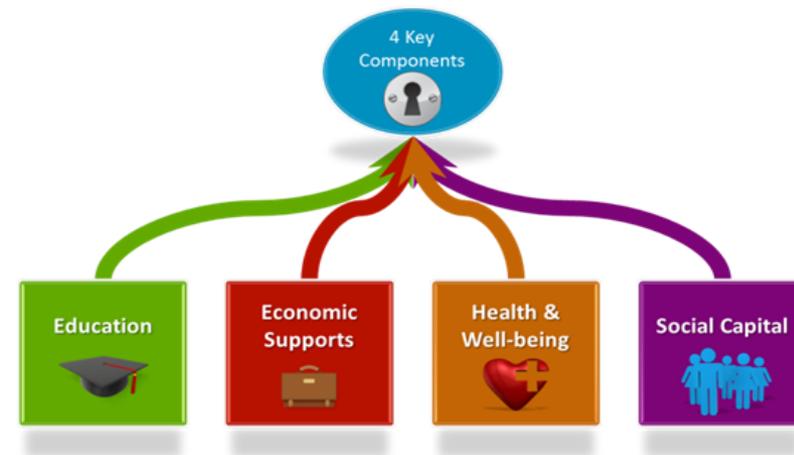
HEALTH & WELL-BEING

Reduction in Barriers such as:

- Substance Abuse
- Domestic Violence
- Learning Disabilities
- Emotional Well Being
- Child Behavior

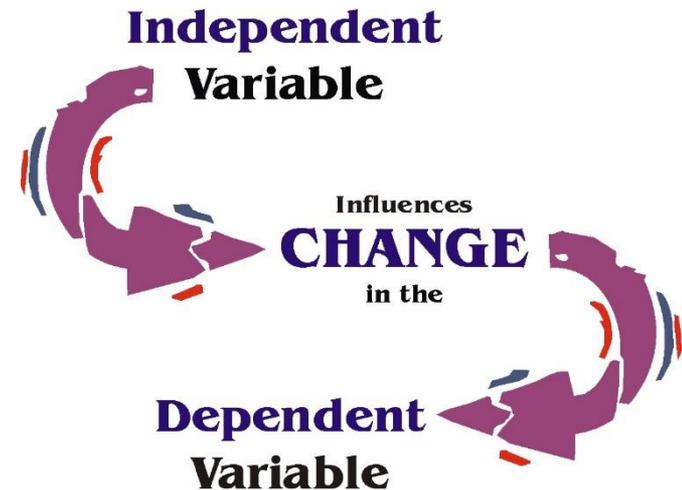
SOCIAL CAPITAL

- Well Developed Support System



Pilot Focus

The pilot is not an empirical study, in an effort to provide a framework to understand the variables of influence, the Department has identified key elements to apply to the case management approach. The ***Independent Variable*** for this Action Research pilot is building internal capacity (investing in Staff Development). The ***Dependent Variable*** is the effect on Customer outcomes.

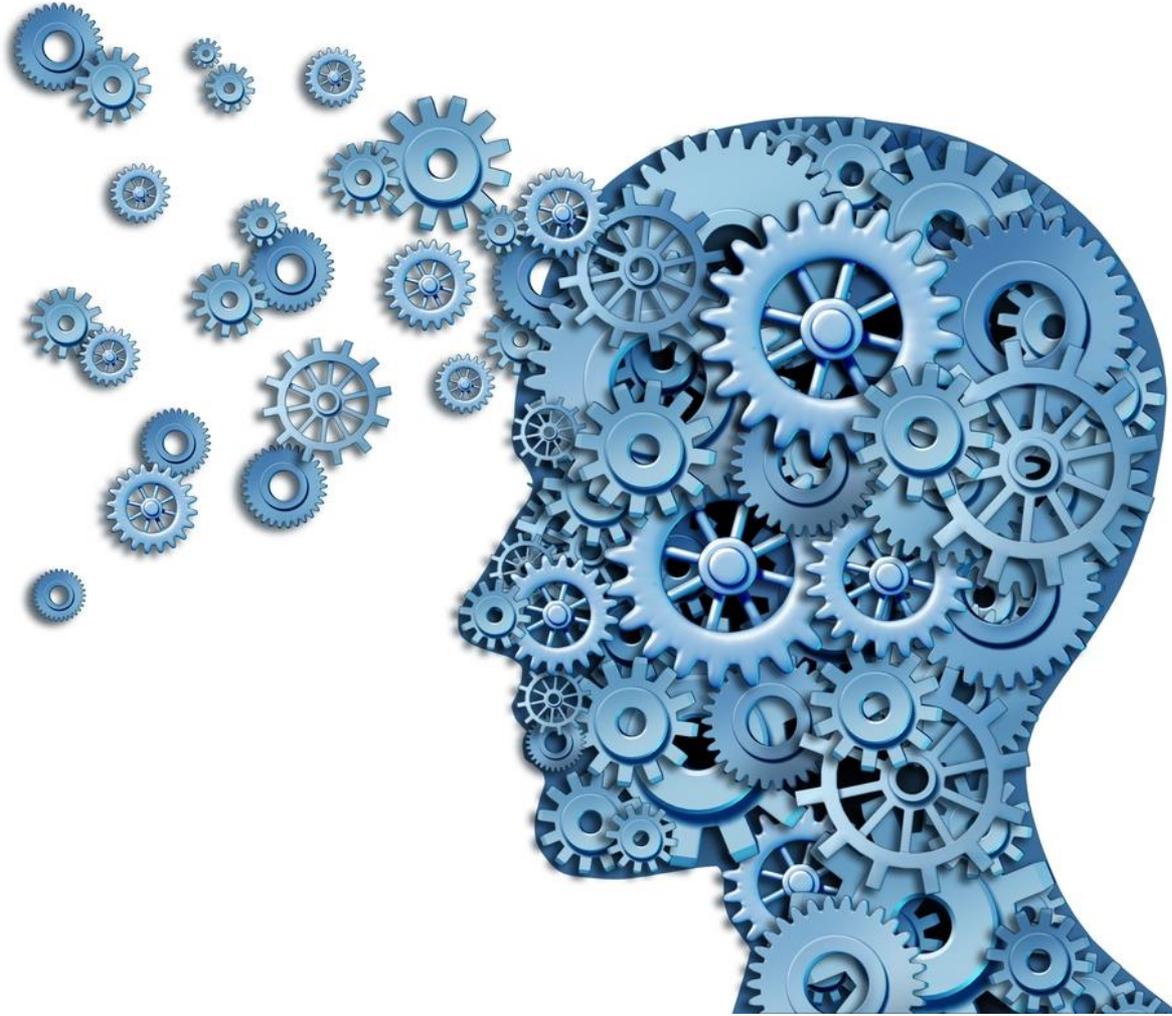


Hypothesis

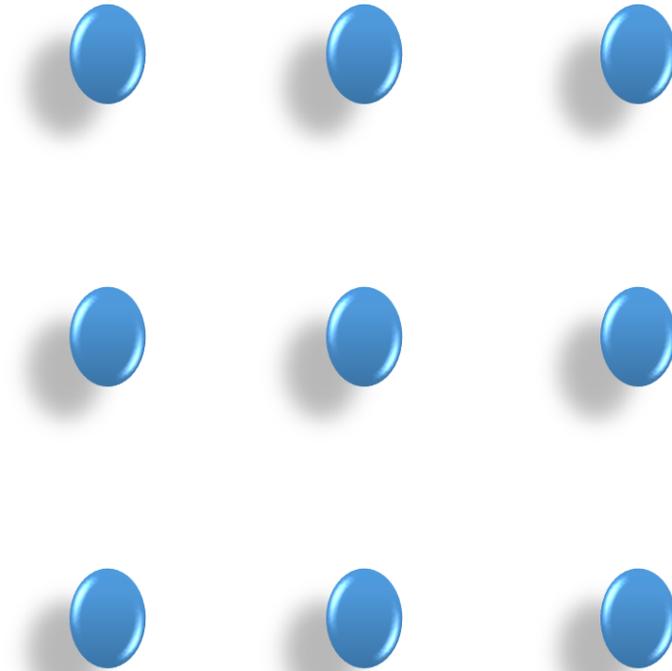
The Hypothesis or basic premise is that,
Changing how we deliver the services and engage the customer, will yield better overall outcomes for the family unit.



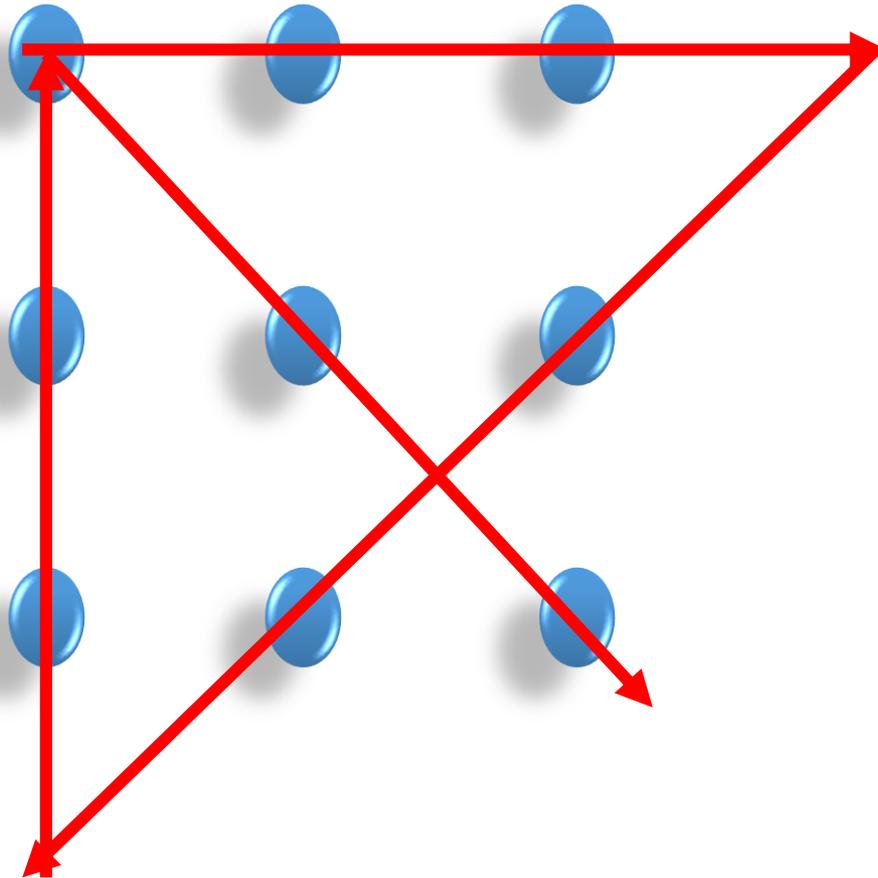
Mind-Shift



“Connect Four” Exercise



“Connect Four” Exercise - Solution

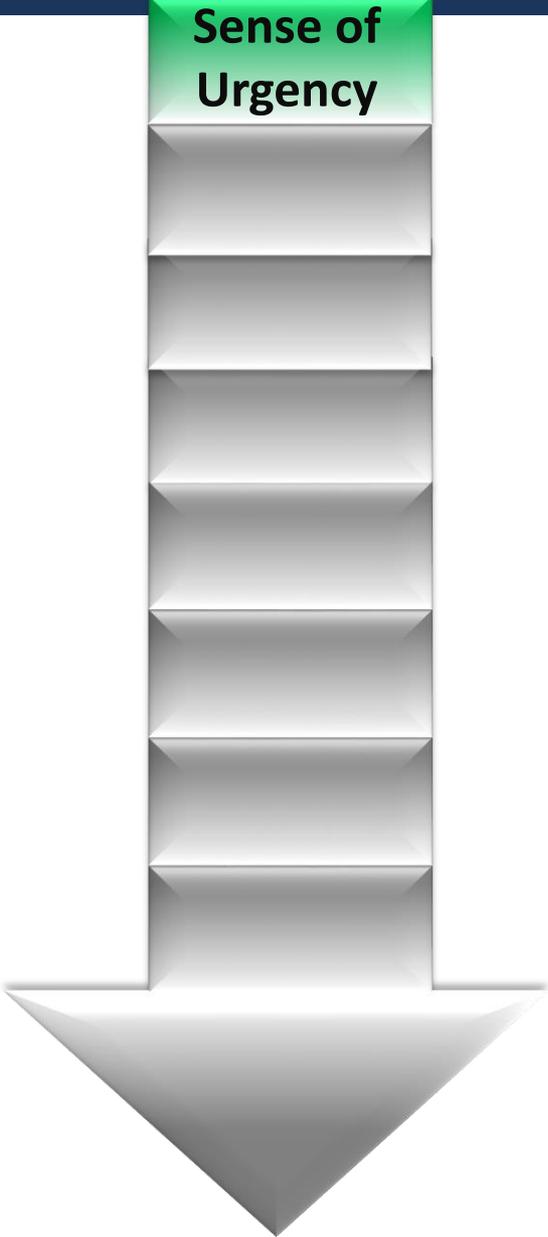


Leading Organizational Change



Leading Change - Sense of Urgency

Sense of Urgency

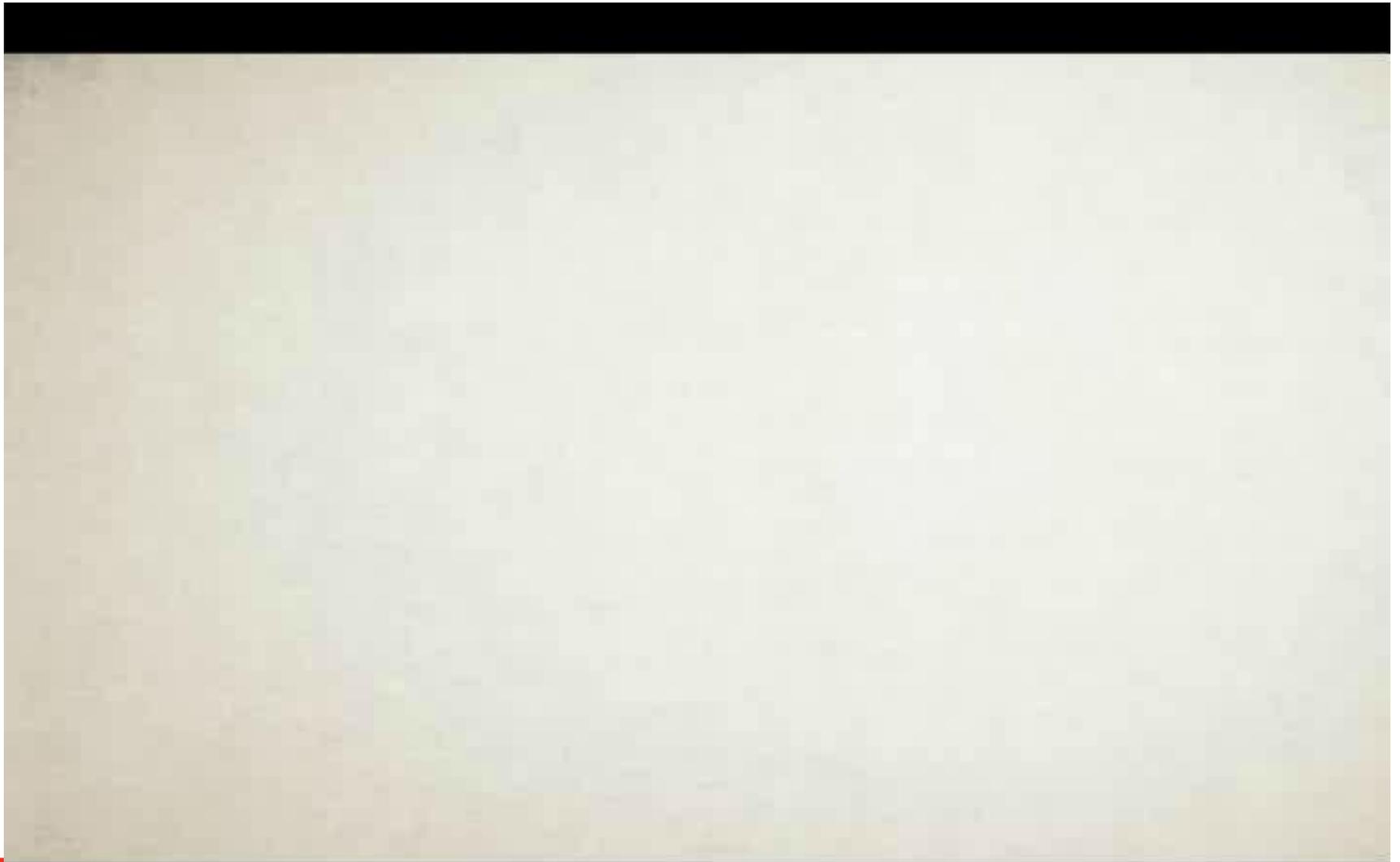


Step 1

Establish a Sense of Urgency

- Articulate a powerful rationale and business case for change

Poverty in America



Leading Change - Form a Coalition

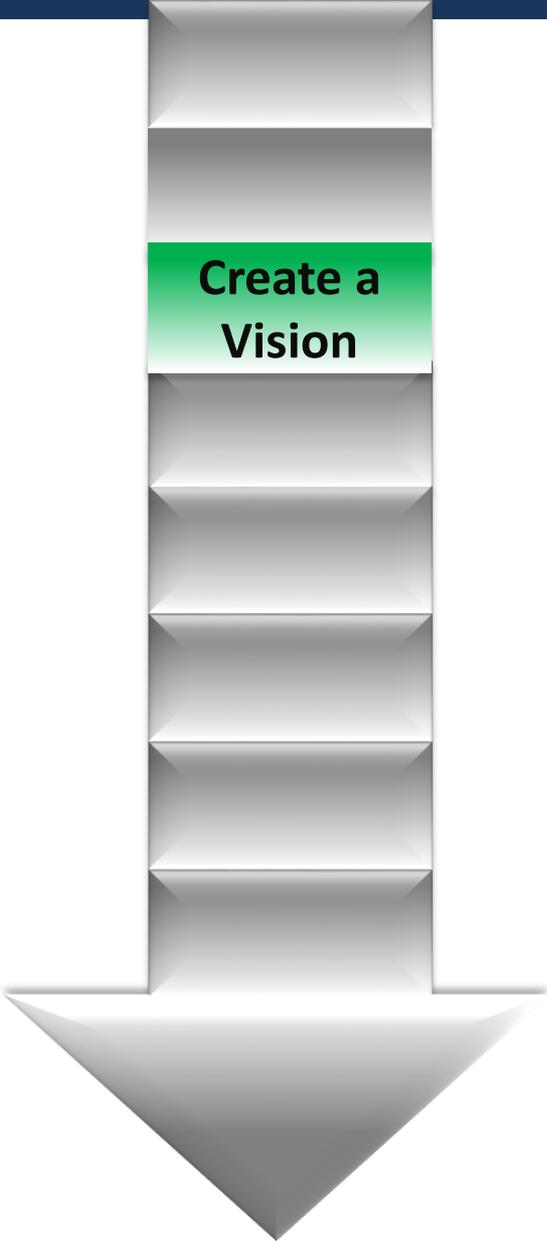
Form a
Coalition

Step 2

Create a Guiding Coalition

- Assemble a Team with enough power & influence in the organization to lead the change effort

Leading Change - Create a Vision



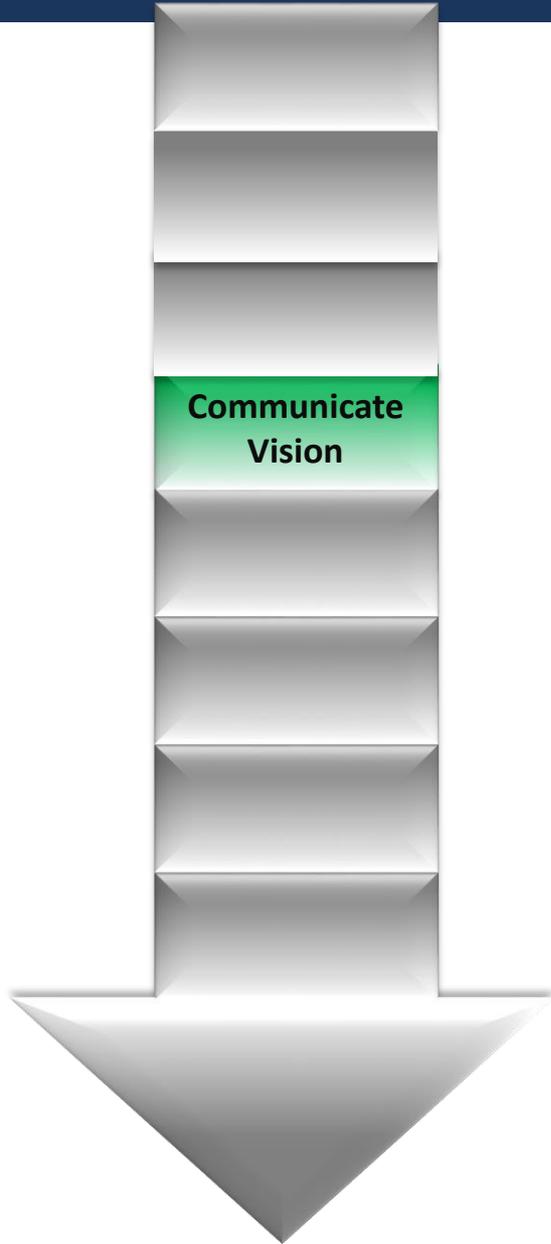
**Create a
Vision**

Step 3

Develop a Clear Shared Vision

- Create a compelling vision of the future to guide the direction of the change

Leading Change - Communicate Vision



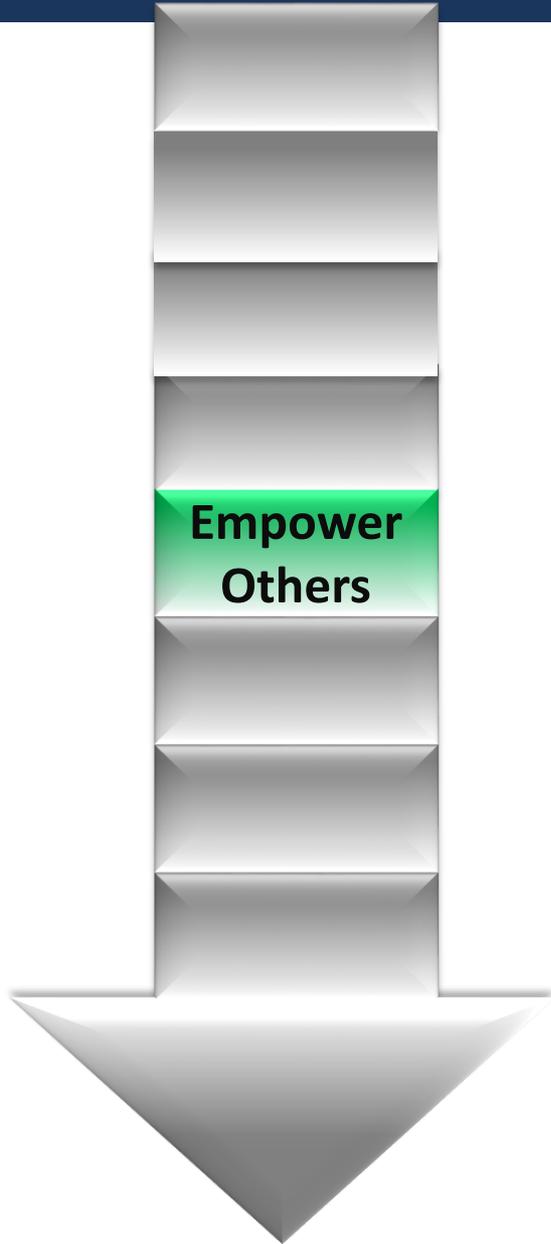
Communicate
Vision

Step 4

Communicate the Vision

- Use every possible vehicle to communicate the vision
- Role-Model new behaviors

Leading Change - Empower Others

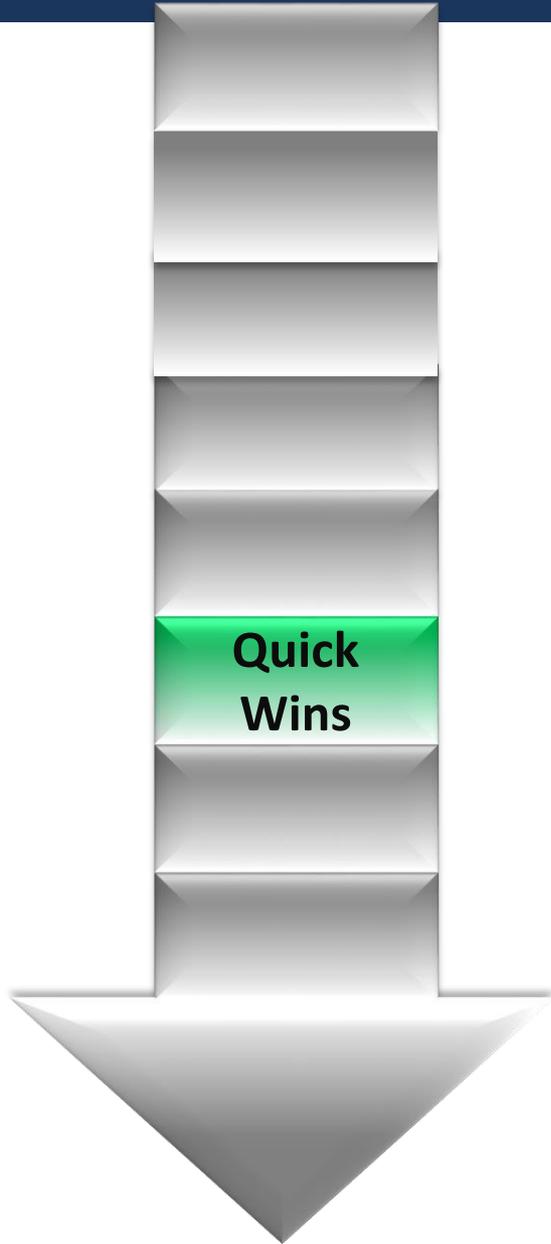


Step 5

Empower People to act on the Vision

- Remove obstacles to the change
- Change systems, or structures that undermine the vision

Leading Change - Quick Wins

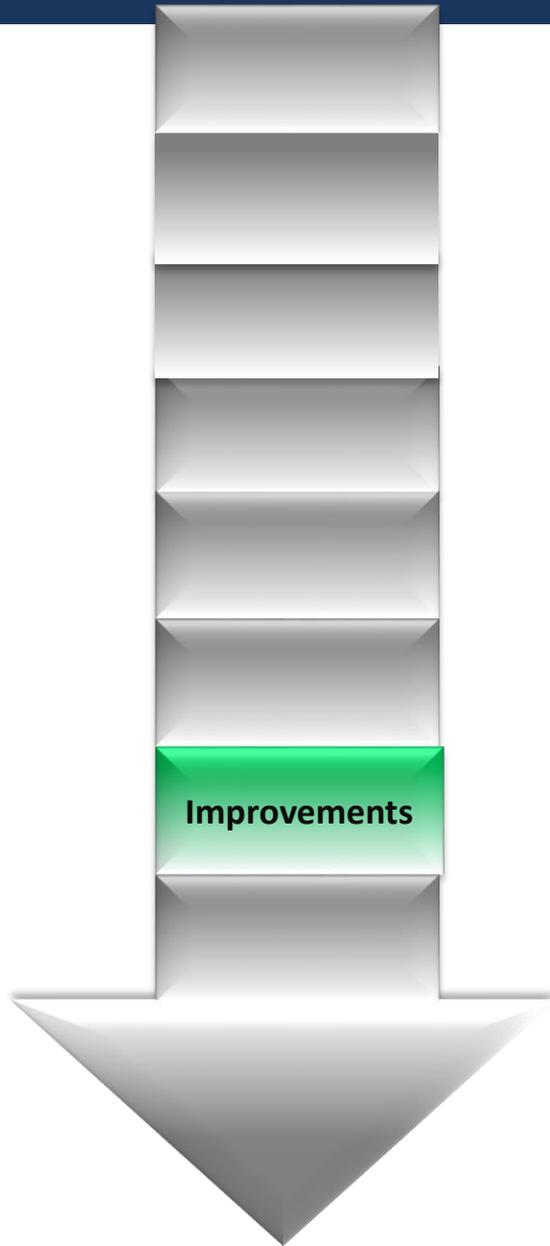


Step 6

Create Short Term/Quick Wins

- Plan visible Quick Wins
- Implement and recognize and reward employees involved

Leading Change - Build on Improvements



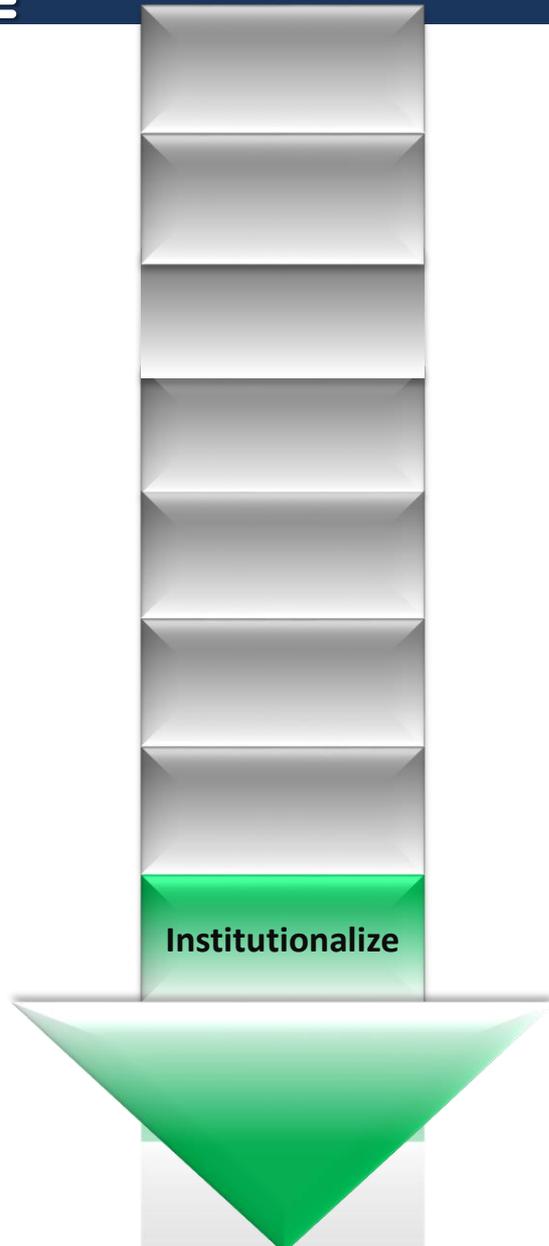
Improvements

Step 7

Consolidate & Build on the gains

- Use credibility to change policies & procedures that don't fit the vision
- Recruit and promote employees who can implement the vision

Leading Change - Institutionalize Change



Step 8

Institutionalize the Change

- Continually articulate the connections between the new way of working and corporate success
- Weave new corporate style/structure into the leadership development and succession planning

Building Bridges - Choluteca Bridge

”Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow”

-William Pollard



Think About It!



QUESTIONS?

