



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance

Regions I-IV TANF Technical Assistance Virtual Meetings

NAVIGATING NEW PATHWAYS TOWARDS BUILDING THRIVING COMMUNITIES



Thursday, February 18, 2021 • Wednesday, March 10, 2021 • Monday, March 22, 2021

ADAPTING CLIENT-CENTERED APPROACHES TO A VIRTUAL ENVIRONMENT

**Regional State TA Meeting: Topic #3
Participant Worksheets**

Adapting Client-Centered Approaches to a Virtual Environment

This tool provides an *optional* resource for participant use during the **Adapting Client-Centered Approaches to a Virtual Environment** session. The intent of this tool is to facilitate active participation by helping participants to identify, capture, and prepare themes they wish to share and reflect upon during the activities and culminating round robin session. Use of this tool is entirely voluntary, and participants are encouraged to utilize mechanisms that work for their individual working styles.

Session 1: Responding to Trauma in a Virtual Setting

As TANF programs continue to serve their participants virtually, what strategies and practices support deploying trauma-informed practice in a virtual environment? This session features a brief context-setting discussion about the importance of participant-lived experience and the role of human services programs in responding to participant needs, followed by a series of state spotlights that describe specific techniques and strategies for adopting, deploying, and assessing trauma-informed practice in a virtual setting. As you listen to the speakers today, make note of strategies that inform your approach and next steps.

Listening Prompts	Notes
When considering our program, what elements of our approach align with trauma-informed practice?	
What parts of our TANF program could be better aligned?	
What strengths can we use to bring about those improvements?	
What resources do we still need?	
How will we know we have succeeded?	

Adapting Client-Centered Approaches to a Virtual Environment

Session 2: Overcoming Barriers to Technology and Supporting Clients in a Virtual Environment

In the past year, TANF programs have witnessed more than ever the importance of accessibility to virtual technology for the success of their programs and clients. This session will cover how TANF programs can use different strategies and technology to help clients meet work requirements, build partnerships to bridge the technology/broadband equity issue in a virtual case management environment, and how to use TANF funds to support digital inclusion among participants.

Listening Prompts	Notes
What specific challenges do we face operating in a virtual setting?	
What are the implications of these challenges for participants and families?	
What strategies discussed today would help mitigate these challenges?	
What resources do we still need?	
How will we know we have succeeded?	

Adapting Client-Centered Approaches to a Virtual Environment

Session 3: Looking Forward: 2021 Visions

Use the notes on this page *throughout the event* to identify areas in which you would like more information or reflections from speakers. Consider solutions you have drafted in your state and what types of targeted coaching or guidance you might request from the speakers in this final session or to seek clarity from speakers on previous panels. Jot your thoughts/questions down here to raise during the final session.

Idea/Question	Speaker	Notes