

Agenda

2012 Region IX TANF Innovations in Action Forum

Westin St. Francis | San Francisco, California

Meeting Objectives

Over the course of the forum, State and Territory TANF program representatives from Region IX will:

- Engage in peer-to-peer dialogue on a variety of topics relating to TANF program implementation.
- Learn new strategies for improving program performance and increasing program opportunities and services.
- Provide policy and program updates on the current status of TANF programs at the local level.
- Receive updates on current TANF policy developments.

August 14, 2012

8:00 a.m. – 8:30 a.m.

Registration and Networking

8:30 a.m. – 8:45 a.m.

Welcome and Introductions

Julie Fong

TANF Program Manager

Administration for Children and Families, Region IX

Agenda Overview

Tracy Donovan

Program Specialist

Administration for Children and Families, Region IX

8:45 a.m. – 10:00 a.m.

TANF Policy and Priorities Update

During this facilitated discussion, Region IX State and Territory representatives will engage with ACF Region IX and OFA leadership on key issues, including: guidance concerning waiver and expenditure authority under Section 1115; the extension and reauthorization of TANF; Work Participation Rate challenges; changing EBT requirements; administrative flexibility; and other national and state-level policy developments that impact the effective administration of the TANF program.

Presenters: Earl S. Johnson

Director

Office of Family Assistance

Julie Fong

TANF Program Manager

Administration for Children and Families, Region IX

10:00 a.m. – 10:15 a.m.

Break

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10:15 a.m. – 11:45 a.m.

Partners Roundtable: Work-oriented Programs for Vulnerable Populations and Youth

Partnerships provide an opportunity to leverage resources for TANF participants and maximize opportunities for developing and expanding social supports for low-income vulnerable populations. During this session, representatives from local organizations and agencies will discuss their program's mission and employment preparedness activities and ways they engage with low-income and other vulnerable populations. In addition, presenters will highlight practical strategies for working with and partnering with other organizations or agencies. Specific topics of discussion will include work-oriented programs for non-custodial parents, youth, homeless individuals, and people with disabilities.

Discussants: Karen M. Roye

Director
San Francisco Department of
Child Support Services

Rob Hope

Director of Economic Empowerment
Rubicon Programs

Jamie Fountain

Manager, Workforce Development
Hire Up
Larkin Street Youth Services

Kevin Hickey

Senior Manager of High School
and Bridge Programs
Jewish Vocational Services

Facilitator: Tracy Donovan

Program Specialist
Administration for Children and Families, Region IX

11:45 a.m. – 1:15 p.m.

Working Lunch: Frontline Forum Discussion

During this working lunch session Region IX State and Territory representatives will provide brief updates on issues of local significance and discuss with national and regional representatives local TANF program changes and challenges.

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1:15 p.m. – 3:00p.m.

Innovative Practice Discussion: Improving Employment Outcomes for TANF Participants and Low-Income Individuals through Subsidized Employment and Transitional Jobs

Subsidized employment and transitional jobs programs are effective strategies to increase potential long-term employment among TANF clients and low-income populations. In this session, participants will have the opportunity to learn about various subsidized employment models, the strategies for integrating them into TANF programs, and the keys to success as identified through firsthand experience and the research literature. Representatives from the National Transitional Jobs Initiative and ICF International will provide background and lessons learned about subsidized employment initiatives, including those funded by the TANF Emergency Contingency Fund of the American Recovery and Reinvestment Act (ARRA) of 2009. Representatives of the California State TANF Program will share their innovative financial management strategies for maintaining subsidized employment programs after ARRA; and representatives from the San Francisco County Subsidized Employment Program will present an overview of their program, including tips on collaborating with public sector, private sector, and non-profit employers.

Discussants: **Melissa Young**
Deputy Director
National Transitional Jobs Network

Damon Waters
Technical Specialist
ICF International

Presenters: **Todd Bland**
Deputy Director
Welfare to Work Division
California Department of
Social Services

Kären Dickerson
Branch Chief
Welfare To Work Division
California Department of
Social Services

Noelle Simmons
Policy & Planning
San Francisco Human
Services Agency

Facilitator: **Tracy Donovan**
Program Specialist
Administration for Children and Families, Region IX

3:00 p.m. – 3:15 p.m.

Break

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3:15 p.m. – 4:30 p.m.

Roundtable Discussion: San Francisco County Subsidized Employment Program

The San Francisco Human Services Agency is expanding employment opportunities for TANF clients and low income families through their JOBS NOW program. With a focus on improving work readiness, employability, and immediate incomes, this program is a successful model for jurisdictions seeking to create or expand their capacity around subsidized employment. During this roundtable, attendees will learn first-hand from program administrators, participants, and employers how the program operates to help unemployed individuals successfully address barriers to employment, gain needed income, and obtain work experience.

Facilitator: **Steve Arcelona**

Deputy Director, Self-Sufficiency Programs
San Francisco Human Services Agency

Discussants: **Chona Piumarta**

Owner
The Pastry Cupboard

Mateesha Lacour

Employee
The Pastry Cupboard

Damon Lew

Assistant Director
Community Relations
University of California-
San Francisco

Yasmeen Gonzalez

Employee
University of California-
San Francisco

Andy Howard

Owner
HomeCare Professionals, Inc.

Jeannette Alvarado

Employee
HomeCare Professionals, Inc.

4:30 p.m. – 4:45 p.m.

Day One Close Out and Evaluation



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Wednesday, August 15, 2012

8:30 a.m. – 9:15 a.m.

Welcome and Remarks from the Regional Administrator

Julie Fong

TANF Regional Program Manager
Administration for Children and Families, Region IX

Sharon Fujii

Regional Administrator
Administration for Children and Families, Region IX

Day One Recap

Tracy Donovan

Program Specialist
Administration for Children and Families, Region IX

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9:15 a.m. – 10:30 a.m.

Innovative Practice Discussion: Innovative Case Management and Service Coordination Activities

In order to maximize available resources and improve client service provision, TANF jurisdictions have adopted innovative case management strategies. In addition to maximizing resources, these strategies can streamline processes and enhance client engagement; Nevada's tiered case planning and Hawaii's integrated process management are two examples of such strategies that have been effective in increasing productivity, accountability, and performance. During this session, representatives from the Hawaii and Nevada TANF programs will discuss their innovative case management systems and present practical strategies for implementing similar initiatives, and will highlight the keys to the success of these strategies.

Presenters: Marybeth Burroughs

Division of Welfare and Supportive Services
Nevada Department of Health and Human Services

Donna E. Bartell

Division of Welfare and Supportive Services
Nevada Department of Health and Human Services

Pankaj Bhanot

Division Administrator
Benefit, Employment and Support Services Division
State of Hawaii Department of Human Services

Scott Nakasone

Assistant Division Administrator
Benefit, Employment and Support Services Division
State of Hawaii Department of Human Services

Facilitator: Tracy Donovan

Program Specialist
Administration for Children and Families, Region IX

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10:30 a.m. – 10:45 a.m.

Break

10:45 a.m. – 11:30 a.m.

Innovative Practice Discussion: Developing Stable Career Pathways and Work Study Programs for TANF Participants

Guam has been recognized for its proactive, sector-based career pathways initiatives and apprenticeship initiatives. Through these programs, and successful strategic partnerships with employers, community colleges, apprenticeship programs, and local workforce development organizations, Guam has been able to increase the employability and long-term economic outcomes for low-income families. During this peer discussion, representatives from Guam's TANF program will discuss the components of its career pathways initiatives and practical strategies for implementing similar initiative and highlight the keys to success. A representative from CalWORKS program will discuss strategies for placing individuals in education programs that will lead to employment self-sufficiency.

Presenters:

Christine San Nicolas

Division of Public Welfare-Bureau of
Management Support – Work
Programs Section
Department of Public Health and
Social Services, Territory of Guam

Annie Vertudes T. Gozum-Soto

Human Services Program
Administrator
Department of Public Health and
Social Services, Territory of Guam

Jason Orta

Coordinator, CalWORKS
California Community College
Chancellor's Office

Krystal Romero

Interim Director of Student
Support Services
College of San Mateo

Facilitator:

Tracy Donovan

Program Specialist
Administration for Children and Families, Region IX

11:30 a.m. – 11:40 a.m.

Break

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11:40 a.m. – 12:25 p.m.

Utilizing Privatization Models and Call Centers in Social Service Delivery: Arizona and San Bernardino County Updates

Several years ago, Arizona implemented an innovative pilot program to privatize aspects of its TANF Program in order to streamline processes and expand service options for TANF participants and low-income families. During this peer-led discussion, Arizona's TANF program representatives will discuss the components of the program redesign and the practical strategies for implementing similar programs and highlight the keys to success. San Bernardino will also provide a discussion of strategies for success and lessons learned from Social Services agencies that have begun using call centers as part of their service delivery model. Specific topics of discussion will include contractor selection criteria, contractor monitoring, public and private coordination of services, and performance measures for contractors.

Presenters:

Amy Graybeal

Policy Manager
Employment Administration
Support Unit
Arizona Department of
Economic Security

Melissa Williams

Program Manager
Employment Administration
Support Unit
Arizona Department of
Economic Security

June Hutchison

Deputy Director
San Bernardino County Human Services
California Transitional Assistance Department
Customer Service Center

Facilitator:

Tracy Donovan

Program Specialist

12:25 p.m. – 12:45 p.m.

Closing Remarks and Evaluation

Julie Fong

TANF Program Manager
Administration for Children and Families, Region IX