



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance

OFA Regions V-VIII State TANF Virtual Meeting

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

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

Days 1 and 2: 11:20 a.m. – 12:30 p.m. CT



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Speakers for Today's Session

Kristin Abner (Moderator), Director, Workforce Innovations and Poverty Solutions, ICF

Amanda Briggs, Senior Research Associate, Urban Institute

Molly Kruger, Chief Operating Officer, Climb Wyoming

Liz Carver, TANF Director, Utah TANF Program



Strategies for Practitioners: Service Delivery in a Changing Landscape

Amanda Briggs, Senior Research Associate

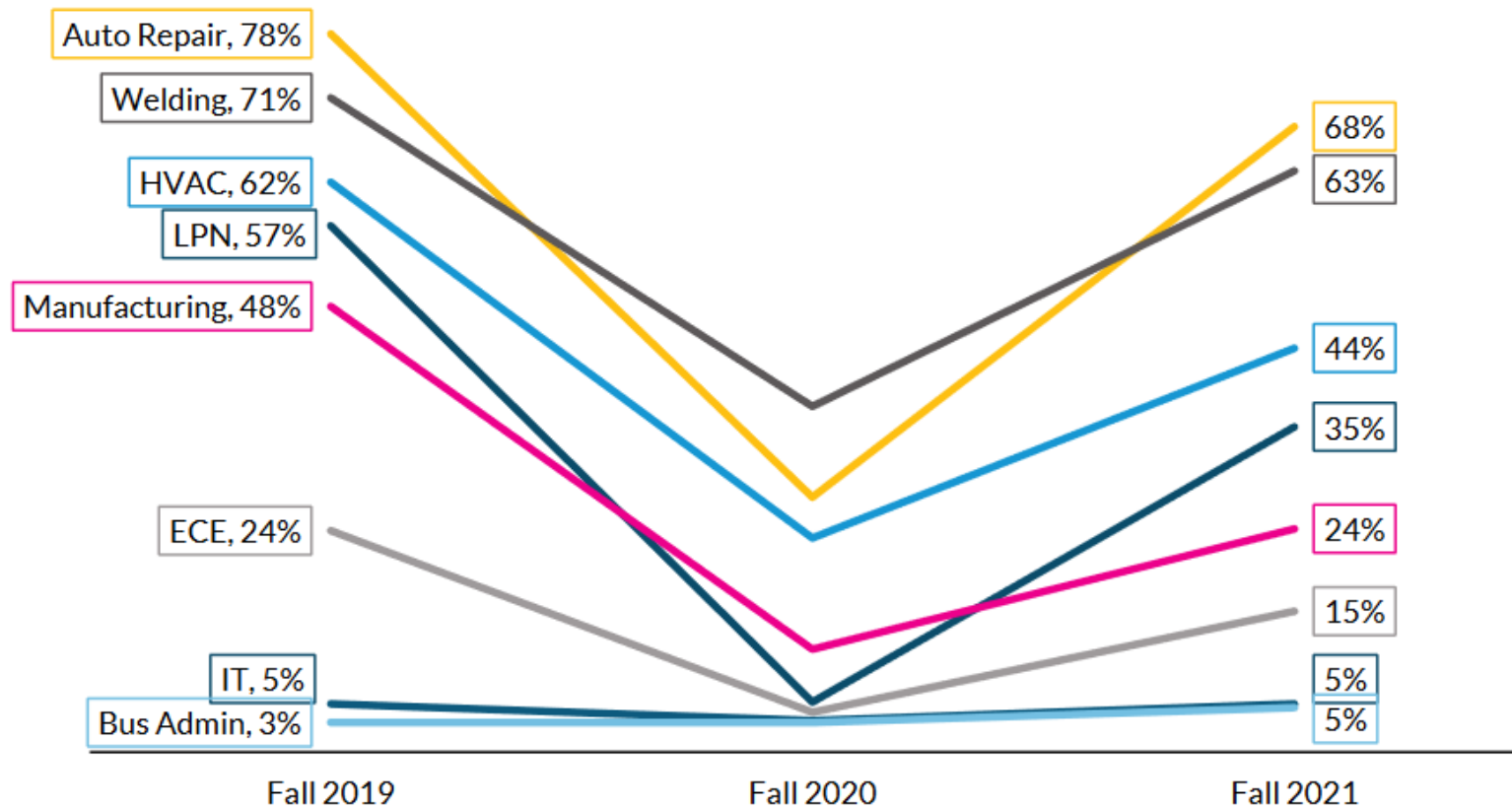
Urban Institute

Inequities and Opportunities in Remote or Virtual Service Delivery

- Families and individuals with low incomes, BIPOC individuals, people with disabilities, and other historically excluded groups are more likely to face barriers to success in remote learning due to structural inequities
- These barriers include a lack of technology, lower digital skill levels, challenging home learning environments, and material hardship
- At the same time, expanding access to technology-mediated services can create flexibility in service delivery that may work better for individuals juggling the demands of work activities, childcare, and the pursuit of additional education and training
- The increased use of technology and desire for flexible options requires adequate supports for participants and staff to reap the benefits, even as part of a hybrid (part virtual, part in-person) approach

Survey Findings: Shift Toward Hybrid Learning in Higher Education

Instructor survey results: Share of Postsecondary CTE Programs by Sector *Delivered in Person* in Fall 2019, 2020, and 2021



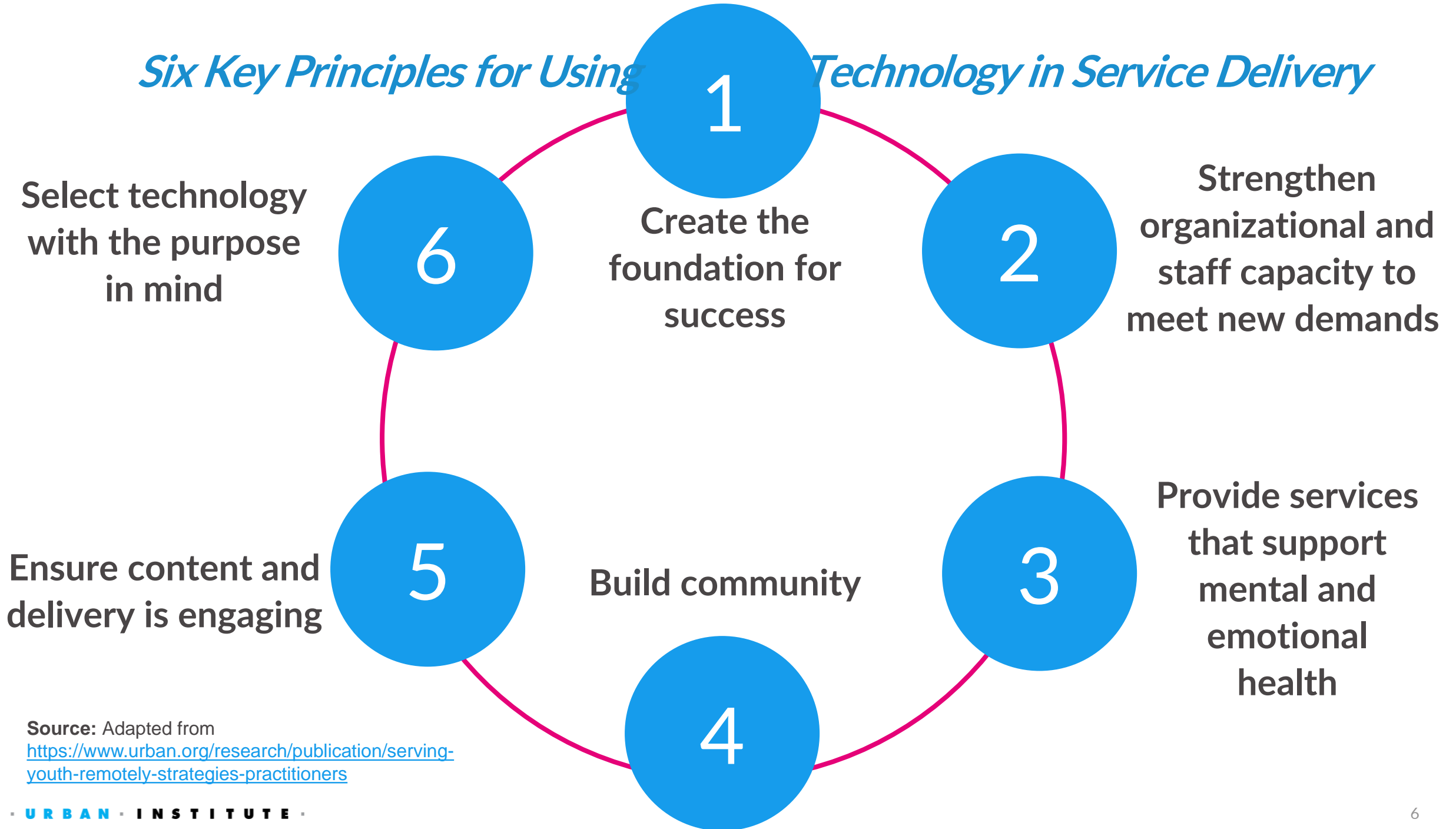
URBAN INSTITUTE

Source: Survey of community and technical colleges administered by the CTE CoLab, December 2 through December 11, 2020.

https://www.urban.org/sites/default/files/publication/104193/online-career-and-technical-education-programs-during-the-pandemic-and-after_1.pdf

Notes: Auto repair = automotive repair. bus admin = business administration. CTE = career and technical education. ECE = early childhood education. HVAC = heating, ventilation, and air conditioning. IT = information technology. LPN = licensed practical nursing. Survey respondents were asked to assume that the pandemic would end before the fall 2021 semester. N=78 unique respondents that completed surveys, representing 69 colleges across 30 states.

Six Key Principles for Using Technology in Service Delivery



Source: Adapted from <https://www.urban.org/research/publication/serving-youth-remotely-strategies-practitioners>

Implications

Considerations:

- Equity-centered services that prioritize basic needs of participants
- Programming shaped around (and by) participants' needs and interests
- Different content delivery approaches to reap benefits of virtual and in-person services

Supports needed:

- Digital skills training and technology access for participants
- Establish and leverage partnerships that enable flexible service delivery
- Staff development and training in online modalities and service delivery
- Accessible and affordable broadband, internet, and computer access
- Improved user experience for accessing public services through digital tools

Related Research

- **Online and hybrid higher education programs**
 - [Career and Technical Education CoLab \(CTE CoLab\)](#)
 - [The COVID-19 Pandemic May Have Changed College Career and Technical Education for Good](#)
 - [Supporting Community College Learners Online](#)
- **Strategies for community-based organizations providing services remotely**
 - [Serving Youth Remotely: Strategies for Practitioners](#)
- **Supporting digital skills development and access for a resilient workforce**
 - [Digital Skills and Older Workers](#)
 - [Disparities in Digital Skill Levels Among Older Youth of Color in the US](#)
- **Work-based job training programs serving older workers**
 - Service Innovations under the Senior Community Service Employment Program during the COVID-19 Pandemic (forthcoming 2022)
- **Additional research at the intersection of technology and training**
 - [Future of Learning](#)

Thank You!

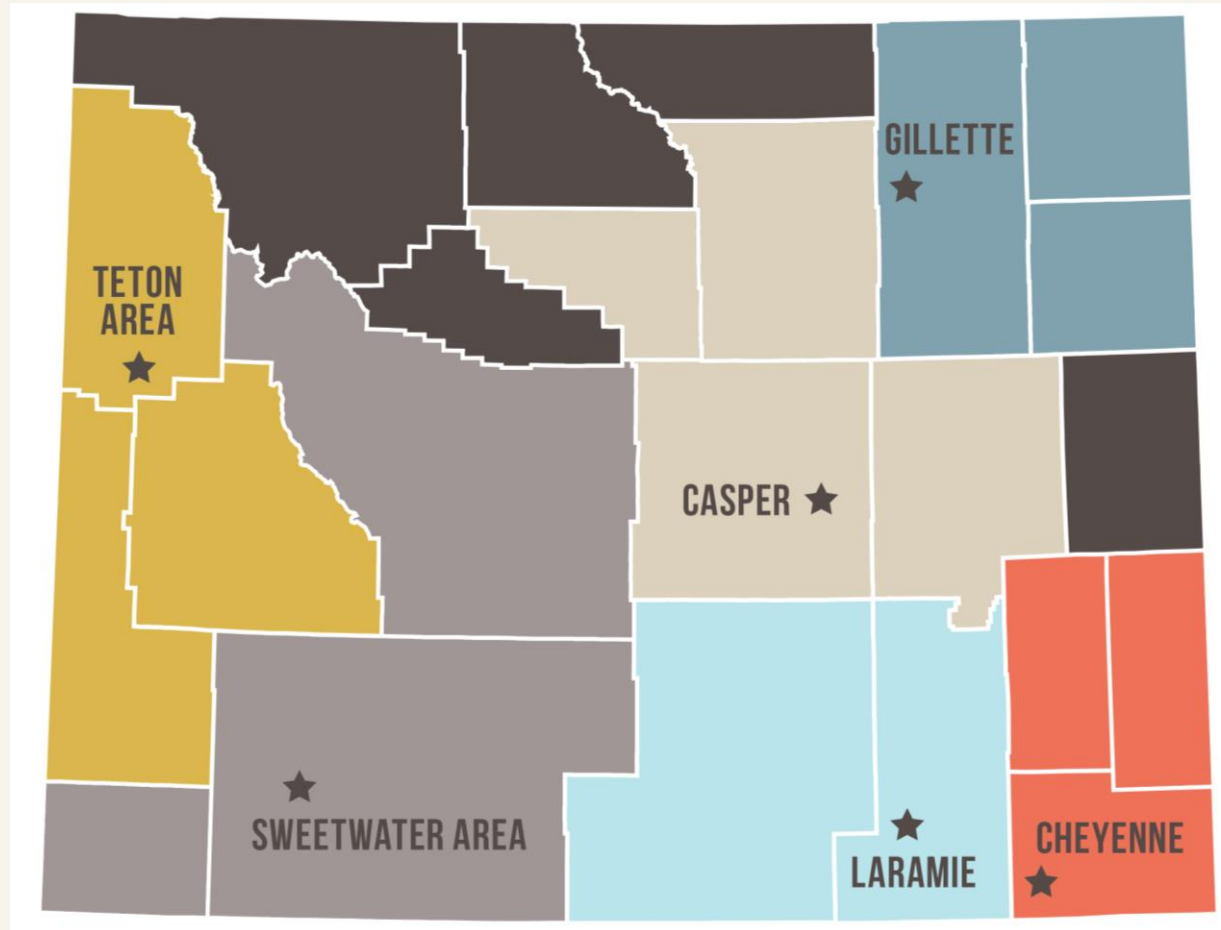
Amanda Briggs, Senior Research Associate, abriggs@urban.org



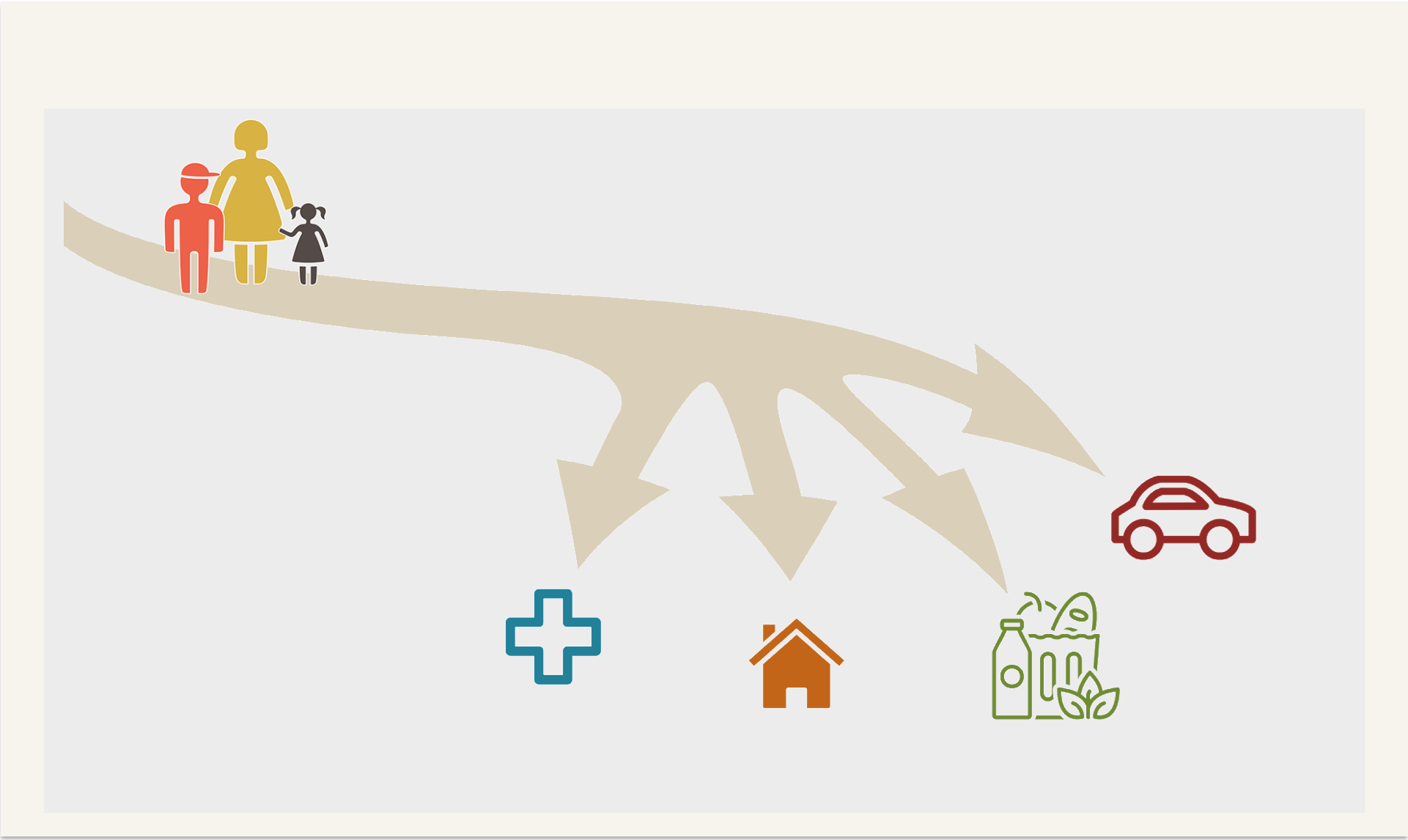
MOLLY KRUGER
Chief Operating Officer

Climb
W Y O M I N G

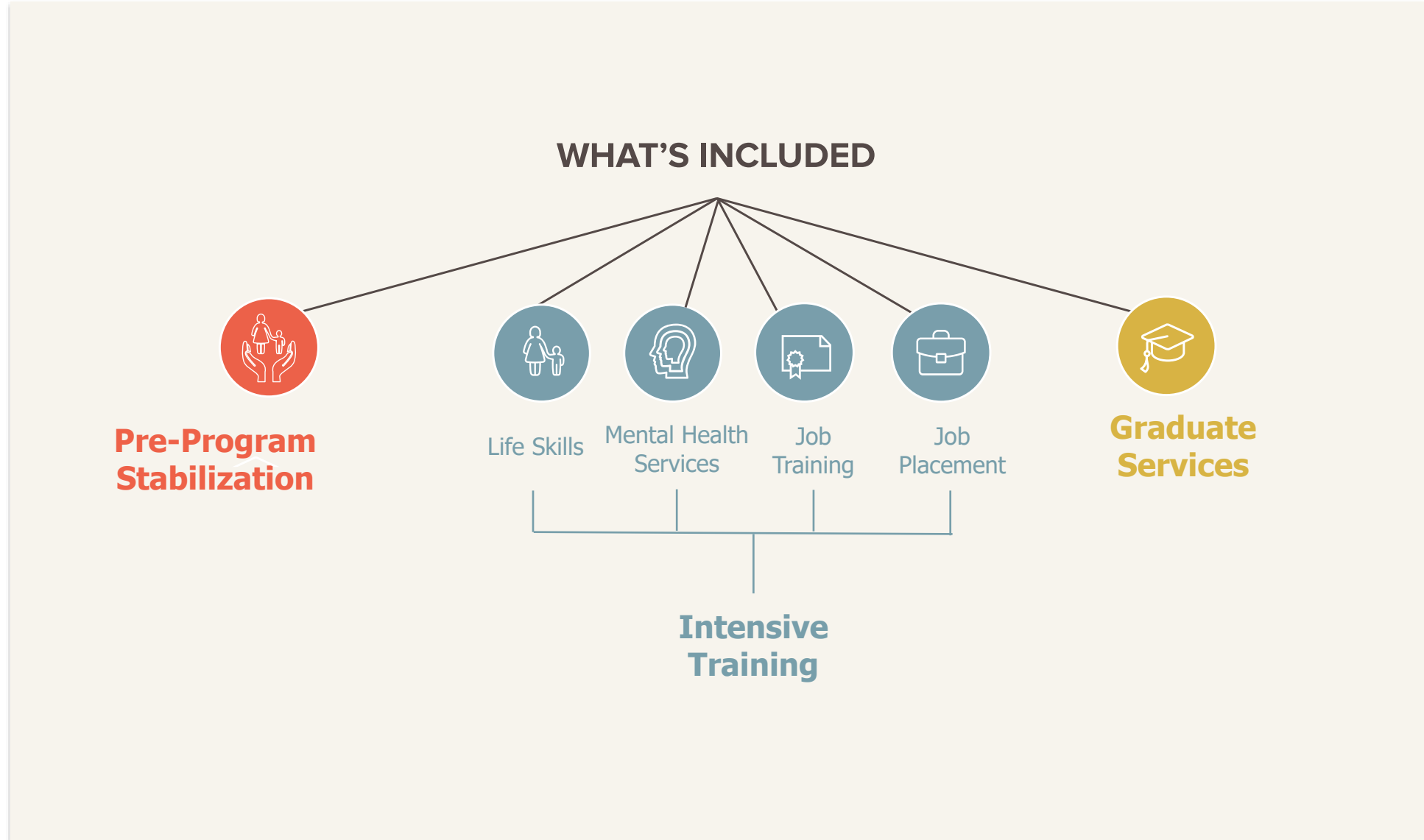
COUNTIES SERVED IN WYOMING



THE TOUGH CHOICES OF POVERTY



PROGRAM PHASES



OUTCOMES | EMPLOYMENT STABILITY



97%

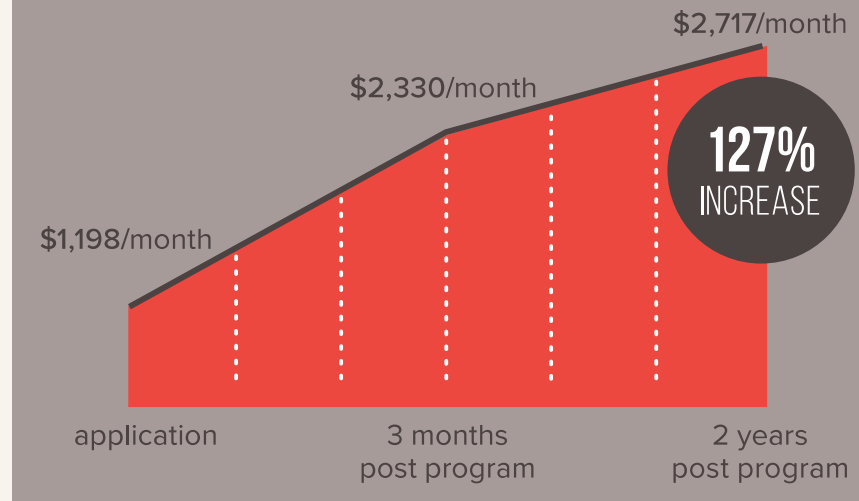
GRADUATION RATE
IN 2021



90%

GRADUATES EMPLOYED
full-time post-program in 2021

UPWARD GROWTH IN THE WORKFORCE: GRADUATE WAGE PROGRESSION



PANDEMIC RESPONSE

STABILIZATION



COHORT MODEL



EMPLOYMENT



INTERNAL PANDEMIC RESPONSE



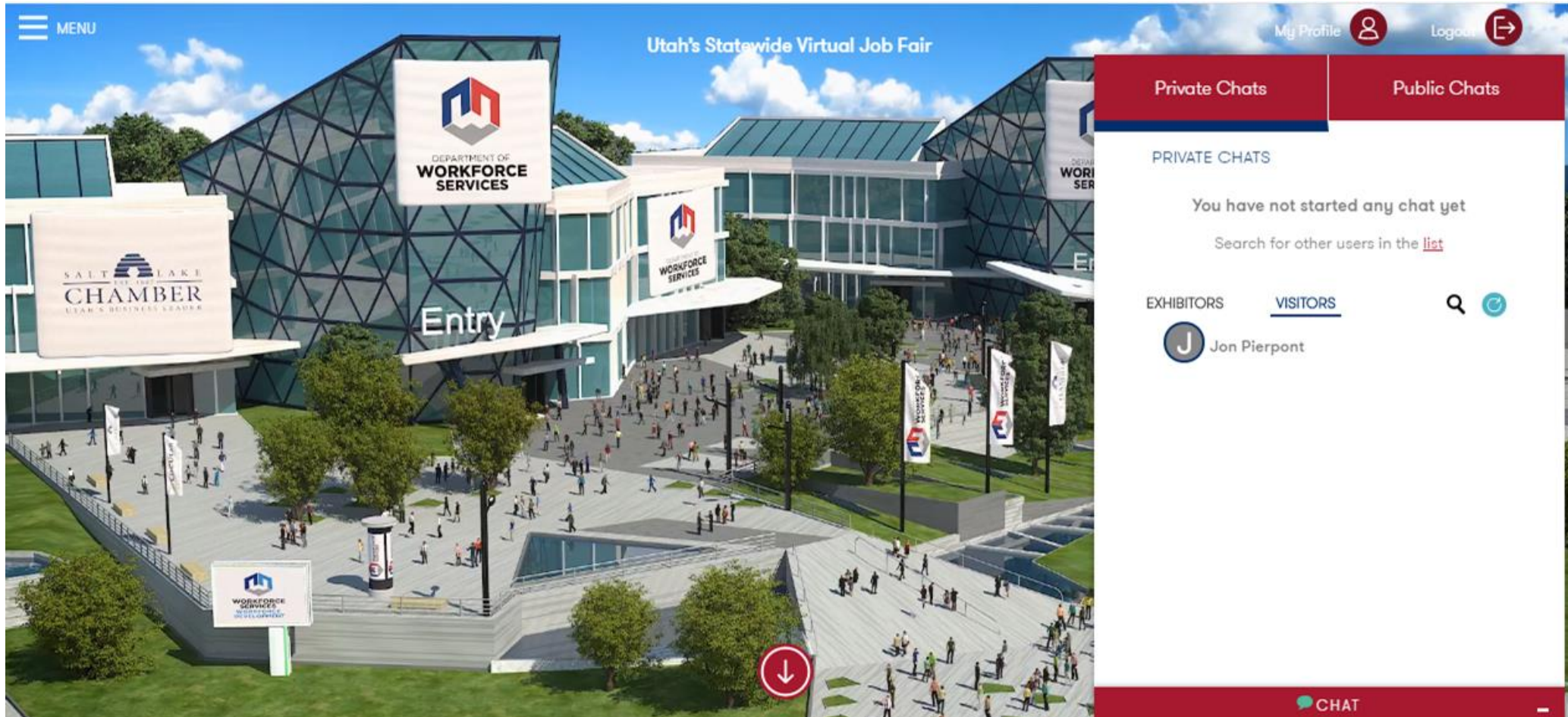
- ✓ Create structure for decision making
- ✓ Consistent communication and plan
- ✓ Build training to support staff
- ✓ Human-centered approach



UTAH DEPARTMENT OF
**Workforce
Services**

Virtual and In Person Case
Management

Pandemic Impacts



is Telecommuting right for you?

ALSO KNOWN AS TELEWORKING, working from home, remote work or flexible workplace, telecommuting is a work arrangement where you work from home or a remote office instead of traveling to an office. This is a great option, especially for rural Utahns, where jobs can be scarce and the commute can be long.

QUESTIONS to determine if telecommuting could be right for you:

- Can you create a dedicated work space in your home?
- Do you have child care arrangements for any children living at home?
- What is your typing speed? You can test your typing speed at typingtest.com.
- Are you comfortable speaking with people on the phone?
- Do you have a computer, high speed internet service, a home phone or cell phone and other equipment needed to be successful as a telecommuter?
 - ◊ If not, what resources do you have to purchase the equipment?

QUESTIONS to ask a potential employer before accepting a telecommuting position:

- Is this position fully remote, co-located, hybrid, flexible or co-working?
- Will this work be considered self employment and will I be responsible to pay state and federal income taxes on my earnings?
- Will there be times when I'm required to travel into a physical office?
- What resources are available for technical support with computer hardware, software, telephone, etc.?
- What are the expected work hours? Do I need to be available to people in another time zone?

TELECOMMUTING BENEFITS

- Time and cost savings from eliminated commute
- Increased flexibility
- Improved work productivity



TELECOMMUTING DOS AND DON'TS

DO

- Create a comfortable work space so you can focus and be productive.
- Ensure you have child care plans for children living in your home.
- Schedule set work hours, including lunch breaks.
- Remember to stand up and to take breaks.
- Stay connected to your coworkers via phone, Messenger, email or other tools.
- Stay organized. Ensure all the equipment you need for work is ready to go.

- Tell your supervisor if you need to pick up or drop off kids or go to an appointment.
- Secure your work computer, files and data.

DON'T

- Don't work in your pajamas. Dressing for the job helps you be more focused and productive.
- Don't turn on the TV or watch shows online.
- Don't spend your day doing household chores.
- Don't get stuck — occasionally work in remote locations if needed, like a coffee shop or library.
- Don't let your professionalism slip.

Find a telecommuting job at jobs.utah.gov.
On the job search page, click the box for "Telecommute Jobs Only."

A proud partner of the [American Job Center](http://americanjobcenter.org) network

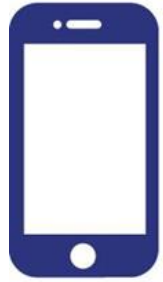
Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.



New Normal.



Customer Experience



92%
of respondents
use a
smartphone to
connect with
workers

63%
of respondents
feel
comfortable
with online
meetings



33%
of customers
want to still
meet with staff
in person



“I like one-on-one, in-person, or over the phone. Video is OK if my daughter has a fever or something. I’m okay with it occasionally, but strictly online I would not like.”

“In-person first to establish a relationship I think is better because sometimes it is awkward when you have never met the person, but I am fine with online meetings.”



Tips and Tricks●

- Customer voice
- Find ways to create connection
- Technology support
- Orientation to technology & troubleshooting
- Policy
- Monitoring work





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Q & A Session





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Thank you!!