



## Agenda

### Tuesday, September 11, 2012

8:00 a.m. – 8:30 a.m.      **Registration and Networking**

8:30 a.m. – 8:45 a.m.      **Welcome and Opening Remarks**

8:45 a.m. – 10:15 a.m.      **Peer-to-Peer Networking**

During this session, each State will have the opportunity to engage in peer-to-peer dialogue and networking around pre-identified topics and discuss legislative updates and recent policy implementations within their States. State participants will have the opportunity to network and engage with their peers on local innovations in action that have been implemented to improve program outcomes.

**Speakers: All State Presenters**

**Facilitator: Louisa Jones**  
Senior Project Manager, ICF International

10:15 a.m. – 10:30 a.m.      **Break**

10:30 a.m. – 11:30 a.m.      **Federal Updates Panel**

During this facilitated discussion, Region V and VII State representatives will have the opportunity to hear from ACF and OFA leadership on key issues. States will have the chance to engage in conversations with ACF leadership during this Question & Answer Session.

**Speakers: Mark Greenberg**

Deputy Assistant Secretary for Policy, Administration for Children and Families, U.S. Department of Health & Human Services

**Earl S. Johnson**

Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health & Human Services



**11:30 a.m. – 12:30 p.m.      Business Process Management**

During this session, Kansas Department for Children and Families (DCF) staff will share information on their successful new Business Process Management model. By using teams rather than traditional caseloads, offices where the model has been implemented have streamlined their operations, provided expedited service to clients, and virtually eliminated case status inquiries. In a time of diminishing resources and increasing workloads, DCF will describe a practical way to really “do more with less” while improving service delivery.

**Speaker:    Judy Kennedy**

TANF Program Manager, Kansas Department for Children and Families

**Facilitator: Caterina Bumbara**

Project Manager, ICF International

**12:30 p.m. – 1:45 p.m.      Lunch on Your Own**

**1:45 p.m. – 3:00 p.m.      Strategies to Improve Postsecondary Career Pathways for Low-Income Workers**

During this moderated panel, presenters will discuss local career pathways initiatives and partnerships and hear about and discuss strategies to increase/improve TANF work participation using innovative career pathways models and collaboration with postsecondary education systems. Specific topics will include career laddering, skill-building, and employer engagement. Participants will learn strategies for engaging potential partners and integrating career pathways into TANF programming.

**Speakers:    Tracy Conklin**

Kansas Health Profession Opportunity Project (KHPOP) Program Director, Kansas Department of Commerce

**Leslie Durr**

Chief Program Officer, Southland Healthcare Forum, HPOG grantee

**Tawana Woods**

Program Manager, 21<sup>st</sup> Century Healthcare Works, Full Employment Council, HPOG grantee

**Facilitator: Louisa Jones**

Senior Project Manager, ICF International

**3:00 p.m. – 3:15 p.m.      Break**



**3:15 p.m. – 4:15 p.m.**

**Developing and Sustaining Employment Entry, Access, Retention, and Advancement for TANF Participants and Low-Income Clients**

During this panel session, State participants will learn strategies for developing and sustaining employment opportunities for TANF participants and low-income clients. Specific topics include funding, employer engagement, partnering with SNAP, Employment and Training, and WIA.

**Speakers: Carrie Thomas**

Associate Director, Chicago Jobs Council

**Chris Warland**

Manager, Program Quality and Technical Assistance, National Transitional Jobs Network, Heartland Alliance for Human Needs and Human Rights

**Facilitator: Caterina Bummara**

Project Manager, ICF International

**4:15 p.m. – 5:15 p.m.**

**Improving Services and Tracking Outcomes for Special Populations**

In this interactive session, State representatives will describe their challenges and successes in serving special populations (including disabled workers and teen parents) and then lead a discussion where all participants can share their experiences in assessing and serving these populations as well as possible ways to address disparities in outcomes for various groups.

**Session Leaders: Bob Krebs**

Executive Officer, Division of Adult, Children and Family Services, Iowa Department of Human Services

**Jane Delage**

TANF Program Manager, Minnesota Family Investment Program, Minnesota Department of Human Services

**5:15 p.m.**

**Day One Close and Evaluation**



## Agenda

### Wednesday, September 12, 2012

8:55 a.m. – 9:00 a.m.    **Opening Remarks**

9:00 a.m. – 10:00 a.m.    **Innovative Strategies for Client Assessment and Service Coordination**

During this moderated discussion, State participants will hear about and discuss innovative approaches for assessing client barriers and linking clients to appropriate barrier removal activities. Participants will learn practical strategies for assessing client barriers to employment, linking clients to supportive services, and tracking client progress.

**Speakers: Melinda Shamp**

Mental Health Program Consultant, Chemical and Mental Health Division, Adult Rehabilitative Mental Health Services (ARMhs), Minnesota Department of Human Services

**Tori Conley**

Project Director, ResCare Workforce Services

**Judy Moon**

Senior Director, Quality and Technical Assistance, ResCare Workforce Services

**Facilitator: Louisa Jones**

Senior Project Manager, ICF International

10:00 a.m. – 10:15 a.m.    **Break and Check-Out**



**10:15 a.m. – 11:15 a.m.    Effective Strategies for Engaging Workforce Partners through Summer Youth Employment and Subsidized Employment**

During this session, State participants will learn about opportunities and strategies for engaging workforce partners and strengthening client service systems. Participants will learn practical strategies for interacting with new partners to enhance and broaden services for TANF participants, including summer youth employment and subsidized employment, as well as promising strategies for engaging businesses to provide sustainable employment for low-income individuals.

**Speakers:**    **Corey Bulluck**  
Division Chief, Office of State Systems, Division of Workforce Investment, Employment and Training Administration, U. S. Department of Labor

**James Chapman**  
Program Development Specialist, Southeast Tennessee Development District

**John Wilcox**  
Executive Director, Corporate Voices for Working Families

**Facilitator:**    **Caterina Bummara**  
Project Manager, ICF International

**11:15 a.m. – 11:45 a.m.    Technical Assistance Feedback and Follow-Up Session**

During this moderated session, State participants will learn of technical assistance resources available through the Welfare Peer TA (WPTA) network and will identify and provide feedback to OFA on future technical assistance topical areas and activities.

**Speakers:**    **All State Presenters**

**Facilitator:**    **Louisa Jones**  
Senior Project Manager, ICF International

**11:45 a.m. - Noon            Meeting Close and Evaluation**