



IIESS Coaching for Success

Peer-to-Peer Learning
Opportunity

Integrating Coaching Strategies
Beyond the TANF Program

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Presenters



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Purpose

- This is a peer-to-peer discussion around spreading the client coaching model and related concepts beyond the TANF program.
- This call is open to anyone who is thinking about expanding coaching beyond TANF, even if your TANF coaching program is not yet up and running.
- During this call, select IIEESS Learning Community members will share ideas and approaches on how to engage state partners in the “coaching revolution,” and there will be opportunity for questions and open discussion.



New Hampshire

- Fall 2017 – Attended Enhancing Economic Security Conference in DC
 - Introduced to EMPATH Mobility Mentoring and concepts surrounding coaching and mentoring practices
- November 2017 – Presented plan to the Director to implement Coaching & Motivational Interviewing
 - Received full support to proceed
 - Goal – complete immersion into coaching for full ownership and systemic culture shift
- May 2018 – In the meantime, we experienced a reorganization



Integration Model

Division of Economic & Housing Stability (DEHS), Human Services & Behavioral Health

DEHS will play a key role in promoting a more holistic, multi-generational and integrated approach for high risk individuals, families and children.

Realigned into Five New Bureaus

- Bureau of Family Assistance
- Bureau of Child Support Services
- Bureau of Housing Supports
- Bureau of Child Development & Head Start Collaboration
- Bureau of Employment Supports

(This includes the New Hampshire Employment Program)



Integration Model

- **Motivational Interviewing 2018**
- **Coaching 2019**
- Employee Assistance Program
- Contracted Partners
- Stakeholders
- Administration
- Middle Management
- Field Staff
- Families



Introduction to the Coaching Model

9:00 am – 3:00 pm

5/3/2018

Brown Building Auditorium
129 Pleasant Street, Concord, NH

Coaching models in the health and human services field have gained significant recognition in recent years and are having a profound impact on the delivery of services to underserved populations, which includes children and adults. In an effort to increase understanding and implementation of this

effective learning model, we have collaborated with Public Consulting Group (PCG). PCG developed a specialized training tailored for supervisors and managers of the NH Department of Health & Human Services. The training will include an overview of the coaching



In preparation for this training, please review the attached [Adult Executive Skills Profile pdf](#)

And view the following videos:
[Overview of Executive Function](#)
[How to Build Executive Skills](#)

model, with focus on brain science and executive functioning. The presenters will also discuss why DHHS is exploring this model, and how coaching fits into TANF case management initiatives in our state.

The coaching model encourages the use and development of executive function skills in an effort to assist clients in managing and controlling their own lives, to include obtaining and maintaining employment.

Executive functioning:

- affects the behaviors we see from others
- can be developed into adulthood
- adversely affected by stress and trauma
- benefits the client AND staff

Please join us for a day of learning, discussion, and collaboration!



ADMINISTRATION FOR
CHILDREN & FAMILIES

Missouri

Statewide caseload | Operating in 114 counties and the city of St. Louis

- Resource Centers in each county
 - Discuss benefits
 - Public Access computers
 - SNAP phone interviews
 - Submit Verification documents
 - Administrative Hearings
- Merit-based Call Center
- Contracted Call Center
- Work Engagement Unit



Promoting Success

- Get the agency and vendors on the same page
- Train agency staff and vendors for more consistent service provision



Steps to Success

- Established a statewide work unit to work with and monitor vendors
- Training all staff in Family Support Division
- Training vendors in Coaching for Success
- Ongoing training sessions with vendors around policy and participant interactions
- Encouraged out-of-the-box thinking!



How Was This Received?

- Excitement among staff and vendors for the collaboration
- More open communication



Next Steps

- Apply this concept to programs requiring work participation
 - Currently just TA and SNAP
- More collaborative meetings between agency and vendors
- Train in Heart of Coaching
- Develop robust reporting methods to show results
- Develop materials to address the cliff effect and help clients embrace employment

The Sky is the Limit!



Discussion | Q & A

