



2011 ACF/OFA Region IX Tribal TANF Meeting

July 27, 2011 – July 28, 2011

San Francisco, California

Summary Report



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"TANF Training and Technical Assistance"



ICF International for Contract No. HHSP23320095636WC,
Task Order HHSP23337005T "TANF Training and Technical Assistance"



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Executive Summary

The Region IX Administration for Children and Families, Office of Family Assistance convened a meeting for the Region IX Tribal TANF grantees in California and Nevada in July of 2011. The meeting, the first of two, provided TANF directors and administrators with an open forum for discussing critical issues impacting their TANF participants and to network both amongst themselves and with Region IX leadership. The meeting brought together TANF programs to discuss and share information on detecting and investigating fraud and supporting victims of domestic violence on their path to achieving self-sufficiency.

Acknowledgements

The Administration for Children and Families Office of Family Assistance Region IX would like to thank all who participated in the planning and implementation of the 2011 ACF/OFA Region IX Tribal TANF Meeting.

- James Butler, Family Assistance Program Specialist at the United States Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance;
- Guy Christian, Supervising Welfare Fraud Investigator, Tulare County District Attorney's Office Welfare Fraud Unit;
- Phillip Karl, Secretary, California Welfare Fraud Investigators Association;
- Dana Eisenberg, Communications Specialist, BLH Technologies Inc., Welfare Peer TA Network; and
- Tina Olson, Co-Director, Mending the Sacred Hoop.

Background

Tribes operating Tribal TANF programs in California and Nevada have requested technical assistance and guidance on a number of program operations, management and improvement issues related to the administration of their Tribal TANF programs. In the past, Tribal TANF program meetings have been an effective mechanism for providing face-to-face technical assistance to grantees, and for addressing ongoing and/or emerging Tribal TANF reporting and program issues.

Region IX convened this meeting as the first in a series of two meetings to respond to and address the needs of the California and Nevada Tribal TANF Programs. These meetings seek to:

- Facilitate consistent face-to-face contact and communication between and among Tribal grantees and ACF staff;
- Provide technical assistance that is responsive to the unique needs of California and Nevada Tribal TANF grantees; and
- Support Tribal TANF grantees' comprehensive efforts to contextualize, evaluate, and improve their programs.

Overview of Meeting

The 2011 Administration for Children and Families, Office of Family Assistance (ACF/OFA) Region IX Tribal TANF Meeting was held in San Francisco, California, on Wednesday, July 27, 2011 and Thursday, July 28, 2011 at the Sir Frances Drake Hotel.

Region IX organized this meeting to directly address the topics California and Nevada Tribal TANF programs expressed wanting additional training and technical assistance on in order to strengthen their programs. Specific topics and subject areas were determined from a review by ACF staff of comments and requests from evaluations of prior meetings, an analysis of emerging and new “hot button” issues relating to low-income Tribal communities, and as grantees identified areas of interest and specific training needs.

Region IX Tribal TANF Meeting Objectives:

- To provide a more applicable response to grantee needs that will foster a deeper level of engagement in and commitment to the training;
- To allow for strategic planning for programs to further explore and identify their program goals and strategies for ultimate success;
- To learn positive strategies and solutions from peer programs that lead to improved service delivery; and
- To provide an opportunity for open communication and collaboration with the Region IX ACF staff.

The event was held to provide Tribal TANF administrators with an opportunity to discuss current and past Tribal TANF issues and to learn from experts and each other about solutions to barriers for delivering effective services to Tribal populations.

Topics covered at the meeting included:

- Current critical Tribal TANF issues and a follow-up discussion on outstanding issues;
- How to identify and request technical assistance opportunities for Tribal TANF programs;
- How to detect, prevent, investigate and prosecute fraud; and
- How to improve assessment of and service delivery to victims of domestic violence in Indian Country that will ultimately lead to gainful employment.

The meeting, held over one and one-half days, was moderated by Julie Fong and Rick Wever, Co-Acting TANF Program Managers, Administration for Children and Families, Office of Family Assistance – Region IX. Both days began with registration and an opportunity for participants to network and strategize, an opening blessing, a welcoming address, and a meeting overview. There were four sessions, three held on the first day and one held on the second day. Each day was concluded with a wrap-up session and closing blessing. The full agenda can be found in Appendix A.

Day One

The first day opened with a blessing and welcoming remarks from Ms. Fong and Mr. Wever. The day was structured to promote open dialogue about critical current issues with Regional leadership and to provide informational workshops. The afternoon sessions provided Tribal TANF programs with step-by-step guidance on requesting

individual technical assistance through the Welfare Peer Technical Assistance Network and a back-to-basics review of detecting, preventing, investigating, and preventing fraud.

Dialogue with Region IX Staff: Current Critical Tribal TANF Issues and Follow-up on Past Issues

The welcoming remarks were followed by a session entitled Dialogue with Region IX Staff: Current Critical Tribal TANF Issues and Follow-up on Past Issues. This session provided Tribal TANF programs an opportunity to discuss critical issues and challenges impacting their programs and share best practices and lessons learned with Regional staff and other Tribal programs. During this facilitated, solutions-focused session, the Region provided updates on outstanding issues and topics that were discussed in previous Tribal TANF meetings. A complete list of these items and their resolutions can be found in Appendix B.

Technical Assistance Options for Tribal TANF Programs

Following the morning discussion, Dana Eisenberg delivered a presentation entitled Technical Assistance Options for Tribal TANF Programs. This session provided participants with an overview of technical assistance opportunities available through the Welfare Peer Technical Assistance Network (Peer TA). The presenter shared what other TANF programs, and specifically Tribal TANF programs, have requested and received technical assistance on as well as provided a step-by-step walk through on how to request technical assistance that fits each Tribe's unique needs.

Dana Eisenberg, Communications Specialist, BLH Technologies Representative of the Welfare Peer Technical Assistance Network

Ms. Eisenberg opened by discussing the goals of Peer TA and explaining the types of technical assistance activities that can be requested through the network. Peer TA is a federally-funded initiative through the U.S.

Department of Health and Human Services (DHHS) Administration for Children and Families (ACF) Office of Family Assistance (OFA). It is a vehicle for facilitating information sharing about promising practices and lessons learned in implementing TANF programs by establishing linkages among TANF agencies, low-income families, and their partners at the State, Tribal, county, and local levels.

One of the main goals of Peer TA is to provide both onsite and virtual training and technical assistance to TANF program offices. To this end, the Peer TA Web site serves as an outreach and dissemination tool that features an online portal for reviewing and requesting technical assistance activities across the country. In addition, the website also houses over 2,200 welfare resources and features an interactive question and answer forum, as well as many other features.

The Welfare Peer Technical Assistance Network provides technical assistance on a variety of topics:

- Case management and motivational interviewing;
- Data and information technology;
- Healthy marriage and responsible fatherhood;
- Faith-based and community-based organizations;
- Integrated services and collaboration;
- Interoperability;
- Rural and urban TANF agency needs;
- Tribal TANF agency needs; and
- Transportation.

Since its inception, Peer TA has provided technical assistance for States, Tribes, and Territories on a variety of topics including case management and motivational interviewing; data and information technology; faith-based and community-based organizations; healthy marriage and responsible fatherhood; integrated services and collaboration; interoperability; rural and urban TANF agency needs; Tribal TANF agency needs; and transportation . Ms. Eisenberg highlighted the ultimate impact of Peer TA interventions – building linkages within and among agencies.

Some examples of past Peer TA activities include:

- Earned Income Tax Credit program support in Georgia and Michigan;
- Motivational interviewing training in Texas;
- A subsidized employment panel at the National Association of State TANF Administrators Annual Conference;
- A webinar on domestic violence incidence among English-Language learners; and
- Wraparound case management training for the Chippewa Cree Tribe in Montana.

Ms. Eisenberg demonstrated the online portal for submitting technical assistance requests on the Peer TA Web site and walked participants through the process for filling out and submitting the TA Request Form for Tribal Agencies.

Ms. Eisenberg discussed the review process for TA requests, explaining that the main criteria in the review of requests are the extent to which the technical assistance that is requested:

- Is likely to move TANF participants from welfare to work, self-sufficiency, and family stability;
- Is related to TANF priorities;
- Will foster information exchange among Tribes, States, and counties, and communities;
- Will create value for other Tribes, States, or programs; and
- Is cost-effective.

Ms. Eisenberg shared the Peer TA team's contact information and encouraging the participants to seek technical assistance through the Network.

Fraud Detection, Prevention, Investigation, and Prosecution

The final session on Wednesday was entitled Fraud Detection, Prevention, Investigation, and Prosecution. In this session, participants learned the essential basics of fraud detection, prevention, investigation, and prosecution from professional investigators and representatives of the California Welfare Fraud Investigators Association. Participants were encouraged to discuss and share best practices, challenges and successes for the prevention, identification and investigation of both internal (staff) and external (TANF participant) fraud. The presentation was followed by an open forum to discuss specific issues related to fraud. The panelists also responded to specific questions from Tribal TANF programs regarding fraud, investigating fraud, and fraud prevention.

Guy Christian, Vice President of the California Welfare Fraud Investigators Association and Supervising Investigator for the Tulare County District Attorney's Office Welfare Fraud Unit

Karl Phillips, Vice-President of the California Welfare Fraud Investigators Association

Mr. Christian began the session by defining welfare fraud and explaining the threat that fraud poses to the welfare system. He emphasized the importance of having well-defined policies and procedures in place to provide clients with assistance, while also protecting and safeguarding resources. These policies and procedures should cover:

- How interviews are conducted;
- How applications will be processed and reviewed;
- How rights and responsibilities will be reviewed;
- Timelines for processing applications; and
- How case narratives are written and entered.

Since eligibility staff represent those in need, those who receive assistance, as well as taxpayers, it is important that they understand the rules and regulations around welfare fraud and that they have a strong sense of ethics. Eligibility staff are the front line of defense against fraud.

Mr. Christian discussed the process for investigating possible or suspected cases of welfare fraud. He began by telling the story of Food Stamp fraud in Tulare County that was halted because of the quick action of investigators from the local Welfare Fraud Unit. A manager from a local grocery store alerted the Welfare Fraud Division of a possible Food Stamp fraud incident when a female and five other subjects purchased approximately \$2,000.00 of bulk food items using an Electronic Benefit Transfer (EBT) card. An investigation of this EBT account revealed that 58 deposits had been made to the food stamp account on January 7, 2009 for a total of \$17,962.00, of which \$5,524.01 had already been spent. The account was suspended immediately preventing a further loss of \$12,437.99 to the county. The county was able to identify the glitch in their system that led to this error and prosecuted the parties abusing the program.

Having a consistent review plan in place for early fraud detection and a dedicated staff who understand and appreciate the review procedure are key factors in keeping instances of client fraud to a minimum.

Early fraud detection and investigation during the application process and before the granting of assistance helps preserve resources and maintain legitimate welfare programs. The earlier external fraud is detected, the better. Early fraud detection requires field work on the part of eligibility staff and investigators

identify any fraudulent applicants and information and determine an applicant's eligibility. In some states, welfare fraud investigators are considered non-Peace Officers with specialized training in public assistance rules, regulations, policies, and procedures, while in other states, like California, welfare investigators have full Peace Officer standing. Regardless of fraud investigator status, having a consistent review plan in place for early fraud detection and a dedicated staff who understand and appreciate the review procedure are key factors in keeping instances of client fraud to a minimum.

Besides the threat from external fraud, welfare agencies also must also be aware of the possibility of internal fraud. Nothing destroys confidence, morale, and the ability to be successful more than internal fraud within your department and to combat internal fraud, it is important that agencies have policies and procedures in place that address fraud cases where eligibility staff are related to or have a close, personal relationship with the client and requires review of staff's work product by supervisors. It is also critical for agencies to establish a computer tracking system that reviews access to every case file. Adequate training to ensure that staff understand the rules, regulations, and policies; quality control measures, such as random case reviews; and an open dialog between supervisors and staff can all help to cut down on the incidence of internal fraud.

Adequate training to ensure that staff understand the rules, regulations, and policies; quality control measures, such as random case reviews; and an open dialog between supervisors and staff can all help to cut down on the incidence of internal fraud.

To illustrate the seriousness of internal welfare fraud, Mr. Christian related another Food Stamp Fraud case. In this case the eligibility worker applied and obtained Food Stamp benefits for his mother-in-law and was anonymously reported for suspected fraud. The defense requested that since this was a first offense, the defendant had children at home, and was sorry for the crime, the sentence be reduced to a misdemeanor with no jail time. The resulting verdict was much harsher than requested and the offender was ordered to serve 180 days of jail time with no access to TANF services during their time in jail, followed by five years of probation. The defendant was ordered to pay full restitution and fines. This story highlights the seriousness of welfare fraud – that it should not be taken lightly.

Mr. Christian returned to the issue of external fraud, with in-depth coverage of interview techniques and a presentation of interview instances that present various red flags that eligibility workers should be wary of because he noted that more fraud will be identified during an interview than from any other source. In fact, as much as 85 percent of fraud reports come as a result of an eligibility worker's contact with program participants. Mr. Christian described the importance of atmosphere, effective planning, an open mind, open eyes and ears, tone of voice, facial expression, posture, gestures, and the need to establish trust to conduct successful interviews. He discussed the physical signs that someone may be lying and presented the audience with a number of scenarios that they should be mindful of during an interview. These included a client living in one location and driving an unusual distance for childcare, or the client failing to provide a phone number, physical address, or personal history, as well as many others.

To conclude his presentation, Mr. Christian discussed in depth the various steps and procedures involved in a welfare fraud investigation. He shared the types of technology needed to carry out an investigation, arrest and transport considerations, investigator duties, documentary evidence needed, investigation interviews, jurisdictional considerations, as well as courtroom procedure and personnel. He emphasized the defense attorney's role – to get their client off, so it is important to include everything in an investigation report.

Mr. Christian closed the presentation by saying that CWFIA is committed to providing assistance to the Tribal TANF program in any way that they can and opened up the floor for discussion and questions.

Question and Answer Session

Following the Fraud Detection, Prevention, Investigation, and Prosecution presentation, meeting participants had an opportunity to share comments and ask questions. Comments, questions, and answers are listed below.

- If people are reporting income from a check but they do not receive the check for several months, when do you report it?
 - You can find out when the check was issued and when it was cashed. You ultimately want to know when they had access to the money.
- What kind of fraud do you see a lot of?
 - I see a lot of duplication of services. Many programs do not have access to other program's systems, which involves a lot of interagency collaboration. As part of CWFIA, we can help with that.

Day One Wrap Up and Close-out

Following the discussion, Julie Fong and Rick Wever gave a quick overview of the highlights of the day.

The day provided a look at Regional hot-button issues and included a follow-up from conversations from the previous year. The two presentations gave participants an opportunity to get in-depth information and direction for applying for technical assistance through the Welfare Peer Technical Assistance Network and for preventing, identifying, and prosecuting fraud.

Day Two

Day Two of the 2011 ACF/OFA Region IX Tribal TANF Meeting began with an opening blessing and welcoming remarks. Julie Fong and Rick Wever introduced the day's session, Domestic Violence in Indian Country: Strategies for Improving Assessment, Service Delivery, and Employability for Tribal DV Survivors presented by Tina Olson, Co-Director of Mending the Sacred Hoop.

Domestic Violence in Indian Country: Strategies for Improving Assessment, Service Delivery, and Employability for Tribal DV Survivors

This session provided a broad picture of the domestic violence issues throughout Indian Country and addressed how to build partnerships to better serve participants impacted by domestic violence. Additionally, the presenter facilitated discussions around service delivery strategies including crisis management, advocacy, medical assistance, counseling, and peer-to-peer personal strengthening.

Tina Olson, Co-Director, Mending the Sacred Hoop

Ms. Olsen has 25 years of experience working with American Indian and Alaska Native (AI/AN) women survivors of domestic violence. She opened her presentation with a brief historical analysis of oppression of AI/AN women and the impact of the confluence of culture, gender bias, xenophobia on Native American culture and Native women. She stressed the importance of cultural sensitivity and the influence of cultural mores in the development of effective strategies for engaging and servicing Native survivors of domestic violence.

To this end, Ms. Olson posed the following questions:

- Why are women considered sacred?
- Are women sacred in your community?
- What kinds of rights did women traditionally have in your community?
- What is the role of men in your community?
- What role did spirituality have in keeping women safe?
- Where did the lessons about safety come from?
- What traditionally happened to people who hurt women and children?
- What does it mean to be Native?
- Are there stories or traditions in your community that explains what a good marriage was?

Ms. Olson then related a story about the Sundance, a ritual that involves raising the “tree of life”. In this story men are struggling in a storm to raise the tree, when suddenly, one by one, the women ran into the arbor, each taking a place on the ropes helping to raise the tree; young women, young girls, mothers and old women taking up a position, standing in their positions, drenched by the rain for a long-time as the men shouted instructions – pull to the south side, hold steady on the north – until finally the tree was raised. This story illustrates the simple yet powerful demonstration of community; a sense of accomplishment and belonging. This story of the Sundance sets the tone for Ms. Olson’s discussion of domestic violence survivors and Tribal TANF programs, emphasizing the importance of community and the inherent strength of Native women.

According to Ms. Olsen, domestic violence is based on various theories and have various causes and takes many forms and the power & control theory i.e., coercive behaviors that establish power and control, provides a framework for understanding domestic violence in Tribal communities. This theory frames domestic violence in a social context, looking at violence in relationships as a result of learned social behaviors that are rooted in many institutions and reinforced by cultural values. Physical and sexual violence includes using coercion and threats, intimidation, emotional abuse, isolation, minimizing, denying and blaming; using children; using male privilege; and using economic privilege to exert power and control over women. It is important for social workers to understand the power dynamics of domestic violence in order to more effectively provide safety for women.

Even though there are many barriers for women impacted by domestic violence to escape the abuser, there are strategies that social workers can use to address those barriers. Native women face barriers such as access to transportation, access to childcare, limited work experience and ability to earn livable wages, geographic isolation, access to adequate housing, and access to an education. Ms. Olson shared strategies for addressing these barriers and helping domestic violence victims move up the ladder of self-sufficiency.

To address transportation barriers, one strategy would be to work with the Tribal government to support community transportation methods, such as a shuttle service. Improving the relationship between TANF and child support enforcement can help to provide child care support. The development of Tribal child care co-ops hiring youth and/or elders can also help with the barrier of childcare, as well as help families with youth and elders increase family

wages. Many of these barriers could be addressed by creating opportunities for life skills classes, such as budgeting, feeding large families on a budget, and gardening and cooking classes.

To address issues of education, work experience, and livable wages, job training is a useful tool for overcoming barriers. For example, training women to work in green construction creates economic opportunities in jobs that are not typical for women, provides mentoring, provides steady wages, and is a sustainable skill. The development of private entrepreneurships for victims to enter small business and sell crafts, quilts, pottery, and beadwork has been useful for helping women in abusive relationships become self-sufficient. To address housing issues, working with tribal housing authorities to prioritize housing needs for victims of domestic violence and sexual assault to obtain affordable housing, as well as home weatherization and grants for home improvement can also help victims achieve self-sufficiency.

Ms. Olson closed the session by addressing safety planning and barriers to confidentiality that can affect caseworkers' ability to effectively serve victims of domestic violence. On one end of the continuum, caseworkers' immediate goal is to help the victim get away from imminent physical violence and on the other end of the continuum is the goal of creating opportunities that will allow victims and potential victims to be self-sufficient, minimizing the threat of re-engaging in an abusive relationship. Ultimately, the top most priority of any program that addresses domestic violence should be the safety of the victims.

Question and Answer Session

Following the session, meeting participants had an opportunity to share comments and ask questions. Generally, the participants engaged in discussions on the basic strategies employed to service domestic violence survivors. From information sharing and service referrals, Tribal TANF programs with the available resources typically provide medical, behavioral health, and counseling services to domestic violence survivors and stress the importance of heightened staff awareness and understanding of the service offerings, processes for service provision, and available exemptions from TANF requirements. It was stressed that Elders—when available and accessible—play a critical role in the provision of services to Native domestic violence survivors because they are more easily able to provide guidance and are an authority in the community.

Closing Remarks

Following Tina Olson's presentation, *Domestic Violence in Indian Country: Strategies for Improving Assessment, Service Delivery, and Employability for Tribal DV Survivors*, Julie Fong and Rick Wever provided a meeting wrap-up.

The second day focused on the strategies for addressing the needs of victims of domestic violence. While their needs are common for TANF participants, their situation of violence requires unique strategies for providing solutions to overcome barriers, including mental and physical health barriers. The session provided participants with an opportunity to share best practices and strategies being employed within their own communities.

Summary

Region IX sought to provide their Tribal TANF programs with a hands-on how-to sessions on identifying and dealing with fraud cases and providing intensive case management and support to victims of domestic violence. The Region IX Tribal TANF programs had the opportunity to discuss these topics with experts in the respective fields that provided them with ideas and strategies for contextualizing, evaluating, and improving their own programs. Additionally, the meeting provided a forum for seeking further technical assistance from the Welfare Peer Technical Assistance Network which provides technical assistance that is directly responsive to the unique needs of each individual requestor. Overall, the meeting gave Tribal TANF participants an opportunity to meet with Region IX staff to discuss ongoing questions and concerns regarding Tribal TANF in California and Nevada and the reauthorization of Tribal TANF.

From this session, the Region IX Tribal TANF grantees can share the strategies learned with their own staff to work towards improving their programs' ability to identify and handle cases of fraud and provide support and services to victims of domestic violence, two very critical issues impacting Tribal TANF programs nationwide.

Appendices



Administration for Children and Families
Office of Family Assistance

Agenda

2011 ACF/OFA Region IX Tribal TANF Meeting

Wednesday, July 27, 2011

- | | |
|--------------------------------|--|
| 8:30 a.m. – 9:00 a.m. | Registration, Networking, and Continental Breakfast |
| 9:00 a.m. – 9:15 a.m. | Opening Blessing |
| 9:15 a.m. – 9:30 a.m. | Welcoming Remarks and Meeting Overview
Introduction to goals for the day

<i>Julie Fong, Co-Acting TANF Program Managing
Administration for Children and Families- Region IX</i>

<i>Rick Wever, Co-Acting TANF Program Managing
Administration for Children and Families- Region IX</i> |
| 9:30 a.m. – 10:30 a.m. | Dialogue with Region IX Staff: Current Critical Tribal TANF Issues and Follow-up on Past Issues

This session will provide Tribal TANF Programs an opportunity to discuss critical issues and challenges impacting their programs and share best practices and lessons learned with Regional staff and other Tribal programs.

Session Leaders: <i>Region IX Tribal TANF Team</i> |
| 10:30 a.m. – 10:45 a.m. | Break |
| 10:15 a.m. – 12:00 p.m. | Dialogue with Region IX Staff: Current Critical Tribal TANF Issues and Follow-up on Past Issues (continued) |
| 12:00 p.m. – 1:00 p.m. | Technical Assistance Options for Tribal TANF Programs: Lunch Presentation (<i>Lunch will be provided</i>)
This session will provide participants with an overview of technical assistance opportunities available through the Welfare Peer Technical Assistance Network (PeerTA). The presenter will share what other TANF programs, and specifically Tribal TANF programs, have requested and received technical assistance on as well as provide a step-by-step walk through on how to request technical assistance that fits each Tribe's unique needs.

Presenter: <i>Dana Eisenberg, Communications Specialist
BLH Technologies
Representative of the Welfare Peer Technical Assistance
Network</i> |
| 1:00 p.m. – 1:15 p.m. | Break |



Administration for Children and Families
Office of Family Assistance

Agenda

2011 ACF/OFA Region IX Tribal TANF Meeting

1:15 p.m. – 3:30 p.m.

Fraud Detection, Prevention, Investigation, and Prosecution

In this session, participants will learn the essential basics of fraud detection, prevention, investigation, and prosecution from professional investigators and representatives of the California Welfare Fraud Investigators Association. Participants will be encouraged to discuss and share best practices, challenges and successes for the prevention, identification and investigation of both internal (staff) and external (client) fraud.

Presenter: *Guy Christian, Vice President of the California Welfare Fraud Investigators Association and Supervising Investigator for the Tulare County District Attorney's Office Welfare Fraud Unit*

Ralph Alvarado, Past President of the California Welfare Fraud Investigators Association and Fraud Manager for the Contra Costa County Employment & Human Services

3:30 p.m. – 3:45 p.m.

Break

3:45 p.m. – 5:00 p.m.

Fraud Detection, Prevention, Investigation, and Prosecution Panel Discussion

This session is a continuation of the previous session and will include an open forum to discuss specific issues related to fraud. Panelists from the previous session will respond to specific questions from Tribal TANF programs regarding fraud, investigating fraud, and fraud prevention.

Facilitators: *Guy Christian, Vice President of the California Welfare Fraud Investigators Association and Supervising Investigator for the Tulare County District Attorney's Office Welfare Fraud Unit*

Ralph Alvarado, Past President of the California Welfare Fraud Investigators Association and Fraud Manager for the Contra Costa County Employment & Human Services

5:00 p.m. – 5:15p.m.

Wrap-up and Day One Close-out

*Julie Fong, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*

*Rick Wever, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*

5:15p.m.-5:20p.m.

Closing Blessing



Administration for Children and Families
Office of Family Assistance

Agenda

2011 ACF/OFA Region IX Tribal TANF Meeting

Thursday, July 28, 2011

- 8:30 a.m. – 9:00 a.m.** **Registration, Networking, and Continental Breakfast**
- 9:00 a.m. – 9:15 a.m.** **Opening Blessing**
- 9:15 a.m. – 9:30 a.m.** **Welcoming Remarks and Meeting Overview**
*Julie Fong, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*
*Rick Wever, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*
- 9:30 a.m. – 10:30 a.m.** **Domestic Violence in Indian Country: Strategies for Improving Assessment, Service Delivery, and Employability for Tribal DV Survivors**
This session will provide a broad picture of the domestic violence issues throughout Indian Country and address how to build partnerships to better serve participants impacted by domestic violence. Additionally, the presenters will discuss and facilitate participant discussions around service delivery strategies including crisis management, advocacy, medical assistance, counseling, and peer-to-peer personal strengthening.

Presenter: *Tina Olson, Co-Director
Mending the Sacred Hoop*
- 10:30 a.m. – 10:45 a.m.** **Break**
- 10:45 a.m. –12:15 p.m.** **Domestic Violence in Indian Country: Strategies for Improving Assessment, Service Delivery, and Employability for Tribal DV Survivors (continued)**

This session is a continuation of the previous session and will end with a facilitated discussion around service delivery to TANF participants who are impacted by domestic violence.

Facilitator: *Tina Olson, Co-Director
Mending the Sacred Hoop*
- 12:15 p.m. – 12:25 p.m.** **Wrap-up and Self-Assessment**
*Julie Fong, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*
*Rick Wever, Co-Acting TANF Program Manager
Administration for Children and Families- Region IX*
- 12:25 p.m. – 12:30 p.m.** **Closing Blessing**

Appendix B: Critical Issues Discussion

Combined October and August, 2010 Region IX Tribal TANF Meeting(s) Follow-up and Action Items

August Issues	Follow-up/Action Required	Accomplished/Date
Request a guidance memo on site visits, identifying ACF expectations; goals and objectives; and how the Tribal TANF program should prepare for the visit.	Develop, draft and distribute memo. (ACF, Region IX staff)	Currently drafting; target date for completion, February, 2011
Request a guidance memo, clarifying ACF position on the submission of new Resolutions for plan renewals.	Develop, draft and distribute memo. (ACF Regional and CO staff)	Working with CO on this
- Clarification of communication process regarding plan amendments.	Develop, draft and distribute memo. (ACF Regional and CO staff)	Working with CO on this
Would like targeted technical assistance and/or training around implementing TANF activities that support culturally relevant traditions and language (what is allowable?)	Develop training/TA and present at quarterly meeting(s); individual Tribal TANF programs schedule time with RO staff for training in the SF office at any time	Working on developing training; Tribal TANF grantees may contact RO at any time to request training in the SF office
For those "universal" types of Tribal TANF program/fiscal issues or policy/process types of issues, would like ACF to develop and implement a process that facilitates the dissemination of this type of "universal impact" information to everyone on a timely and consistent basis.	Discuss with CO to establish parameters and capacity; if allowable, develop process in RO to be used in disseminating this type of information consistently and in a timely manner. (Region IX and CO staff)	Currently in discussion
Would like to organize and convene a Region IX Tribal TANF grantee process to facilitate formal collaboration around program and program operations.	Further discuss with grantees; develop strategy and plan to organize working group. (Region IX staff and grantees)	Item to be included for discussion at quarterly Tribal TANF grantee meeting
Costs of program evaluation: Would the costs of the development and implementation of a program evaluation and assessment process all be considered administrative? How can the Tribal TANF programs undertake this type of activity, without exceeding their admin cap?	Work on developing response/guidance draft and disseminate	Currently working on developing response

October Issue	Follow-up/Action Required	Accomplished/Date
Status update on issues identified at August meeting	Provide status update to Tribal TANF grantees on next steps/actions to be taken and when	Status update provided in combined document on follow-up and action items from August and October meetings
Need a guidance memo on subsidized employment Subsidized employment activity parameters	Develop, draft and distribute memo. (CO and Region IX staff)	Currently working on this
Plan and facilitate "caucus" prior to meetings with the RO	Send out e-mail to all Tribal TANF programs prior to first quarterly meeting to establish date and time for "caucus"; book meeting room for participants in SF Federal building	Predicated on scheduling of first quarterly meeting; will facilitate planning and booking of meeting room one month or more, prior to scheduled quarterly meeting
Clarification and guidance/training on cultural activities and allowable TANF costs	Develop training/TA and present at quarterly meeting(s); individual Tribal TANF programs schedule time with RO staff for training in the SF office upon request from Tribal grantee	In discussion for development
Development of process and policy on the sharing and dissemination of critical information/guidance with new programs	Complete development of "Region IX New Tribal TANF Guide"; obtain approval to distribute	In process
Ancillary programs operated by the State (Food Stamps, Medi-cal) are instituting new rules and guidelines in response to the economic crisis; these new rules are impacting Tribal TANF clients and are based upon criteria that are currently inconsistent with Tribal TANF program guidelines (example- Tribal TANF clients who are attending school, rather than participating in a work activity, are being cut off from Food Stamps.)	Tribal TANF programs meet and discuss/develop resolution(s) at caucus(?) prior to quarterly meeting	Region IX will book a meeting room for Tribal TANF programs to conduct caucus session(s)
Process for ACF and the Tribes to collaboratively develop quarterly meeting agendas	Schedule conference call with Tribal TANF programs to discuss scheduling and agenda for first quarterly meeting	RO will send out e-mail for conference call scheduling in mid-January
Need to work with counties, ACF and State to address the issue of client fraud; there are currently no mechanisms in place to detect or investigate fraud, conduct due process/bring charges, and/or officially share information with counties and the State	Topic to include as agenda item at quarterly meeting; invite State to participate?	RO will include in list of proposed and possible topics for quarterly meeting agenda(s)
Access to MEDS or IEVES; cooperation and/or collaboration between counties, state and Tribal TANF programs to provide Tribes access to information needed to determine eligibility status	Document and distribute strategy developed by Tribal TANF participants at October meeting	RO has documented strategy that Tribal TANF programs developed at October RRTA meeting and will distribute via e-mail



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