



SESSION DESCRIPTIONS

TUESDAY, SEPTEMBER 1, 2015

1:00–1:15 p.m.: Welcome and Greetings

Speaker:

Nisha Patel, *Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC*

1:15–2:30 p.m.: Opening Plenary: Reflections, Resilience, and Recommendations to Improve Parent Employment and Family Well-Being

Putting customers and their experiences at the forefront of human service programs is integral to effective program design. Seasoned program administrators will discuss how their personal experiences as prior customers of these systems have informed their own program and service delivery models. The panelists will offer perspectives on how to create customer-focused approaches that will improve parental employment and family well-being.

Speakers:

Sheknita Davis, *Director, Middle Georgia Regional Commission, Department of Workforce Development, Macon, Georgia*

Joe Jones, *Founder, Center for Urban Families, Baltimore, Maryland*

Gertrude Lynn Brown, *Owens Valley Career Development Center, Bishop, California*

Moderator:

Dr. Sheila Katz, *Assistant Professor of Sociology, University of Houston, Houston, Texas*

2:45–3:45 p.m.: Gateway Gabs

Gateway Gabs provide the opportunity to engage in peer-to-peer dialogues and information sharing. Gateway participants will engage in two self-selected 30-minute, interactive discussions on topics identified below. Each facilitated “gab” will explore peer successes, lessons learned, and strategies for addressing challenges. At 3:15 p.m., participants will transition to the second topic of their choice.

Topic #1: Staff Development: Moving the Focus from Process to Outcomes

Moderator:

Sheryl Thompson, *Deputy Director, Field Operations, Michigan Department of Health and Human Services, Lansing, Michigan*

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Topic #2: TANF at the Frontline of Job Retention

Moderator:

Gilda Kennedy, Program Manager, Division of Employment Services, South Carolina Department of Social Services, Columbia, South Carolina

Topic #3: Job-Driven Training Strategies

Moderator:

Dorothy Hall, FEP/Clinical Program Manager, Workforce Development Division, Utah Department of Workforce Services, Salt Lake City, Utah

Topic #4: Improving Employment Outcomes and Meeting the Work Participation Rate

Moderator:

Sisifo Taatiti, TANF Program Manager, Workforce Development Division, Utah Department of Workforce Services, Salt Lake City, Utah

Topic #5: Domestic Violence Assessment and Service Coordination

Facilitator:

Dr. Marylouise Kelley, Director, Family Violence Prevention and Services Program, Family and Youth Services Bureau, Washington, DC

Topic #6: Ending Family Homelessness

Moderator:

Nora Gilligan, Special Assistant, Office of Family Assistance, Washington, DC

Topic #7: Drug Testing Practices in TANF

Moderator:

Gary Allen, Regional Program Manager, Office of Family Assistance-Region VII, Kansas City, Missouri

Topic #8: Integrating Career Pathways Components into TANF Programs

Moderator:

Kermit Kaleba, Federal Policy Director, National Skills Coalition, Washington, DC

Topic #9: Changing Organizational Culture: From Compliance to Achieving Outcomes

Moderator:

Kate Probert Fagundes, MFIP/DWP Employment Services Division Manager, Ramsey County Workforce Solutions, North St. Paul, Minnesota

Session Descriptions

4:00–5:15 p.m.: Commissioners Panel on State Innovation and Challenges

No single program can address the opportunities and challenges of children and families when it comes to economic and social well-being. Senior leadership from state human services agencies will discuss efforts to coordinate multiple programs within and outside their departments to provide more comprehensive and accessible services to families. Panelists will discuss strategies to build effective partnerships, secure necessary resources, and gain support and buy-in from managers and staff, as well as other key stakeholders.

Speakers:

Pankaj Bhanot, Deputy Director, State of Hawaii Department of Human Services, Honolulu, Hawaii

Elizabeth Connolly, Acting Commissioner, New Jersey Department of Human Services, Trenton, New Jersey

David Stillman, Assistant Secretary, Washington Department of Social and Health Services, Economic Services Administration, Olympia, Washington

James Koppel, Assistant Commissioner, Children and Family Services, Minnesota Department of Human Services, St. Paul, Minnesota

Moderator:

Mark Greenberg, Acting Assistant Secretary, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

Session Descriptions

WEDNESDAY, SEPTEMBER 2, 2015

8:40–9:50 a.m.: Plenary: Helping Families Develop Social Capital to Foster Economic Security

Access to social capital can be critical to the economic success of low-income families. The support of a strong network of peers, friends, neighbors, community organizations, and business connections appear to play an important role in helping families move out of poverty. Social capital is also one of the key components of two-generation approaches to building family economic security. This panel of researchers and practitioners will explore innovative programs that help families develop social capital and improve access to supportive social networks.

Speakers:

Dr. Mario Small, Professor, Harvard University, Cambridge, Massachusetts

Dr. Megan Smith, Director, New Haven Mental Health Outreach for Mothers (MOMS) Partnership, Concord, New Hampshire

Mauricio Lim Miller, Lead Development of Services, Family Independence Initiative, Oakland, California

Moderator:

Nisha Patel, Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

9:50–11:00 a.m.: Listening and State Sharing Session with ACF Leadership

Participants will have the opportunity to engage in a dialogue with ACF leadership on TANF and related issues and concerns. Participants are also encouraged to share TANF innovations and challenges in their states.

Listening Panel:

Mark Greenberg, Acting Assistant Secretary, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

Nisha Patel, Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

11:15 a.m.–12:30 p.m.: Concurrent Workshops

Concurrent Workshop 1: ACF Leadership Briefing with State Commissioners

ACF Acting Assistant Secretary, Mark Greenberg invites the State Human Services commissioners, secretaries, and their designees to discuss current and emerging issues in human services delivery and ACF priorities.

Discussant:

Mark Greenberg, Acting Assistant Secretary for the Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

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Concurrent Workshop 2: Case Management and Coaching (Part One)

A growing number of human service agencies are transitioning from traditional case management to a coaching model that more clearly puts the customer at the helm in mapping out his or her future. In this approach, customers take the lead in identifying their strengths, setting individual goals, and developing action steps to achieve these goals. Coaching has shown promise in increasing recipients' motivation to complete education and training, and other activities critical to finding and retaining employment. Jodie Sue Kelly will lead a discussion of the elements of coaching and strategies for implementing a coaching approach.

Speaker:

Jodie Sue Kelly, *President, Cygnet Associates, Annapolis, Maryland*

Moderator:

Larry McDowell, *TANF Program Specialist, Office of Family Assistance-Region VI, Dallas, Texas*

Concurrent Workshop 3: Promoting Child Well-Being and Family Self-Sufficiency through Improved Non-Custodial Employment

Positive engagement of non-custodial parents in the economic and social lives of their children is an important goal shared by TANF and the child support system. Child support payments provide a critical financial resource for low-income families while increased interaction of non-custodial parents with their children can promote child well-being. Grantees of the Office of Child Support Enforcement's (OCSE) non-custodial parent employment demonstrations will discuss their strategies to improve family stability by helping non-custodial parent become successfully employed.

Speakers:

Bob Prevost, *Deputy Director, Arapahoe County Human Services, Aurora, Colorado*

Tamara Thomas, *Director, Stanislaus County Department of Child Support Services, Modesto, California*

Moderator:

Lauren Antelo, *Senior Program Specialist, Office of Child Support Enforcement, Washington, DC*

Concurrent Workshop 4: Two-Generation Approaches

Two-generation approaches are an innovative solution that TANF programs with dual goals—of increasing parental employment and family well-being—are beginning to explore. Program designers will share their experiences and lessons learned from developing and implementing two-generation programs at the community level.

Speakers:

Gloria Perez, *President and CEO, Jeremiah Program, Minneapolis, Minnesota*

Megan Smith, *Director, New Haven's MOMS Project, New Haven, Connecticut*

Moderator and Speaker:

Shelley Waters Boots, *Senior Consultant, Annie E. Casey Foundation, Silver Spring, Maryland*

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Concurrent Workshop 5: TANF and Child Care Coordination

The recent reauthorization of the Child Care Development Fund (CCDF) is stimulating new discussions about the role of child care as both an early childhood development program and a work support. In TANF, access to child care is frequently identified as one of the most significant employment barriers for recipients. During this workshop, the Director of ACF's Office of Child Care will present an overview of key components of the CCDF reauthorization including the increased focus on quality and the potential implications for TANF.

Speakers:

Rachel Schumacher, Director, Office of Child Care, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

Concurrent Workshop 6: TANF and WIOA Partnerships

The inclusion of TANF as a required partner at the Workforce Innovation and Opportunity Act (WIOA) One-Stops can provide TANF recipients and other individuals with employment barriers with improved access to comprehensive employment services and job-driven training. At the federal level, the Department of Health and Human Services, the Department of Labor, and the Department of Education have been working together to develop guidance and provide technical assistance for WIOA implementation. Representatives from these federal agencies will provide insights and updates on WIOA implementation.

Speakers:

Cheryl Keenan, Director, Adult Education and Literacy Division, Office of Career and Technical Education, U.S. Department of Education, Washington, DC

Amanda Ahlstrand, Administrator, Office of Workforce Investment, Washington, DC

Moderator and Speaker:

Eileen Friedman, Regional Program Manager, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services-Region III, Philadelphia, Pennsylvania

2:00–3:00 p.m.: Idea Labs

Idea Labs are networking opportunities for Gateway participants to engage in peer-to-peer dialogues on selected topics. The facilitator will share information about an idea or concept to spark discussion and then moderate a highly interactive conversation. Gateway participants will engage in two self-selected 30-minute Idea Labs. At 2:30 p.m., participants will transition to the second self-selected Idea Lab from the choices below.

Idea Lab 1: PACE-STED

Erica Zielewski, PACE-STED, will highlight the 2010-2017 Subsidized and Transitional Employment Demonstration project. This project is evaluating subsidized and transitional employment approaches for low-income populations, including TANF recipients and non-custodial parents. The project is examining the efficacy of subsidized employment strategies in: (1) providing work-based income support for people who are not able to find regular, unsubsidized jobs; and (2) improving the employability of disadvantaged groups.

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Idea Lab 2: BIAS-GOALS

Emily Schmitt, Office of Planning, Research and Evaluation (OPRE), will highlight OPRE's Behavioral Interventions to Advance Self-Sufficiency (BIAS) project (2010–2016). This project will provide insights on the applicability of behavioral economics (a discipline which combines findings from psychology and economics) to human services program design. The BIAS project is testing TANF and child support program strategies that have been informed by a more realistic understanding of human behavior and decision making in order to improve enrollment, participation, and compliance of recipients.

Idea Lab 3: TANF Data Q&A – OFA Division of Data Collection and Analysis Division

Yun Song and Debbie Perez, statisticians with the Office of Family Assistance, will be available to answer questions related to states' collection and submission of data and how states can ensure that their data are accurate, timely, and complete. TANF data collection is a systematic approach to gathering information on the TANF program and the population served, from states, the District of Columbia, and the U.S. territories. Local, state, and federal decisions are informed by the reports on TANF work participation rates, time-limit data, and caseload data. Quality assurance and quality control of TANF data are essential components of a strong data system.

Idea Lab 4: Show Me the Money: How States Spend TANF and MOE Funds

Peter Germanis, Office of Family Assistance, will provide an overview of newly released TANF/MOE financial data for FY 2014. He will review trends over time, particularly the drop in spending on core TANF program components and activities, and examine the possible implications.

Idea Lab 5: Developmental Needs: Serving Young Adults and Parents of Infants in TANF

Elizabeth Lower-Basch, CLASP, will highlight recent work on how TANF can best serve the developmental needs of two overlapping groups of TANF recipients: young adults and parents of infants. Ms. Lower-Basch will highlight improvements that can be made within TANF cash assistance and work programs, as well as ways to collaborate with other programs, such as the Workforce Innovation and Opportunity Act's (WIOA) youth programs and Maternal Infant and Early Childhood Home Visiting programs.

Idea Lab 6: Strategic Partnerships: Office of Community Services – Assets for Independence

Jennifer Medina, CFED, will discuss resources that encourage financial and economic asset building for TANF recipients and low-income individuals. ACF has encouraged human service agencies to integrate financial services and asset development into their programs. This Idea Lab will highlight an interactive resource guide, Building Financial Capability: A Planning Guide for Integrated Services. This guide provides step-by-step procedures to develop a plan to assist TANF recipients and other low-income individuals to develop assets.

Idea Lab 7: Program for the International Assessment of Adult Competencies (PIACC)

Kyo Sin Kang from American Institutes for Research will provide an overview of the Program for the International Assessment of Adult Competencies (PIAAC) Survey of Adult Skills and ways participants can access PIAAC data to help plan for adult and basic education services. PIAAC Online Tools exhibit will showcase tools and resources accessible through the PIAAC Gateway. International research has found declining literacy rates among Americans. Improving individual literacy is key to improving employment outcomes.

Idea Lab 8: Strategic Partnerships: U.S. Department of Housing and Urban Development

Jayne Brown from the U.S. Department of Housing and Urban Development (HUD) will provide information on HUD's self-sufficiency programs and HUD's future priorities around interagency partnerships. TANF and HUD have consistently worked together to improve housing and economic outcomes for families. This session will provide information on how states and communities can create strong interagency partnerships.

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Idea Lab 9: Executive Skills: A New Lens for Helping TANF Recipients to Set and Achieve Goals

LaDonna Pavetti, Center for Budget and Policy Priorities (CBPP), will highlight the emergence of an ever-growing body of research on the importance of individuals' executive skills in achieving individual goals and experiencing employment success. The research provides a new lens to use when working with customers. This session will explore the concept of executive skills and it can be incorporated into case management and service delivery.

Idea Lab 10: Improving Business Processes for Delivering Work Supports for Low-Income Families: Findings from the Work Support Strategies Evaluation

Heather Hahn, Urban Institute, will discuss evaluation findings from the experiences of the six states involved in the Work Support Strategies initiative as they worked to streamline and integrate their delivery of work supports including SNAP, Medicaid, and child care. Families are often challenged in accessing services by having to provide information multiple times and to apply and re-certify for benefits at different locations or through different processes. The Urban Institute examined the states' strategies for diagnosing problems and developing solutions, the changes states made the factors that facilitated or hindered the change process, and the effects of the changes on program efficiency and client well-being.

Idea Lab 11: Strategic Partnerships: Office of Refugee Resettlement

While refugees and immigrants represent a small proportion of the TANF caseload, they often require specialized services. The development of strategic partnerships among TANF, workforce development, and refugee serving organizations have shown promise in improving employment outcomes for refugees and immigrants. Mariestella Fischer, Assistant to the Director, Office of Refugee Resettlement, will provide an overview of relevant state and local programs.

3:15–4:30 p.m.: TANF on the Horizon: Legislative Panel

Recent activity, including subcommittee hearings and a draft TANF proposal in the House Ways and Means Committee, indicate that Congressional action on TANF reauthorization may be a real possibility. Key staff from Senate Finance and House Ways and Means committees will discuss prospects for reauthorization, Congressional priorities for reform, provisions of current proposals, and possible timelines. Participants will have the opportunity to participate in questions and answers with panel members.

Speakers:

Becky Shipp, Health Policy Advisor for U.S. Senator Orrin Hatch (R-Utah)

Matt Weidinger, Staff Director, House Ways and Means Subcommittee on Human Resources

Nick Gwyn, Staff Director, House Ways and Means Subcommittee on Human Resources (invited)

Moderator:

Susan Golonka, Deputy Director, Office of Family Assistance, Washington, DC

Session Descriptions

THURSDAY, SEPTEMBER 3, 2015

8:20–9:45 a.m.: Reframing Human Services for the 21st Century

Demographic, economic, technological, and social changes require human services agencies to rethink, redesign, and reframe their programs and systems to meet the realities of the 21st century. Cross-sector partnerships among the public, private, nonprofit, and philanthropic sectors can help support development of new strategies to improve outcomes for families. This panel will explore new approaches to both communicating about and delivering human services for greater impact.

Speakers:

Julie Sweetland, Ph.D., Director of Learning, Frameworks Institute, Washington, DC

Michael Laracy, Director of Policy Reform and Advocacy, Annie E. Casey Foundation, Baltimore, Maryland

Loren Harris, Director of Family Economic Security, W.K. Kellogg Foundation, Battle Creek, Michigan

Moderator:

Nisha Patel, Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC

9:45–11:00 a.m.: Strategic Implementation Workshops: Practical Solutions for Human Services Administrators

This round of strategic implementation workshops, led by researchers, practitioners, and peers, will provide participants with opportunity to build skills and explore practical tools and resources across nine different topic areas.

Strategic Implementation Workshop 1: Case Management and Coaching Workshop (Part Two: Motivational Interviewing)

Keeping customers engaged over the long haul is crucial to any program's success. Sometimes it seems nearly impossible to motivate "hard-to-serve" recipients and prevent them from dropping out of a program. Programs can bolster a participant's enthusiasm quickly. Part Two of the training around case management and coaching focuses on motivational interviewing. This workshop will demonstrate the six keys to maintaining motivation and provide examples, such as post-employment plans that motivate recipients to sustain employment and "peer coaches" to support client success.

Speaker:

Jodie Sue Kelly, President, Cygnet Associates, Annapolis, Maryland

Moderator:

LaMonica Shelton, Regional Program Manager, Office of Family Assistance-Region IV, Atlanta, Georgia

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Strategic Implementation Workshop 2: Integrating Career Pathways into a TANF Context

Presenters from two career pathways programs will highlight their strategies for developing long-term career growth opportunities for TANF recipients and other low-income individuals. The strategies include developing strategic partnerships with workforce development and postsecondary institutions, aligning job training with labor market information and growth industries, and identifying employer partners.

Speakers:

Gilda Kennedy, Project Coordinator, Division of Employment Services, South Carolina Department of Social Services, Columbia, South Carolina

Dr. Karon Rosa, Program Director, Career Pathways Initiative, Arkansas Department of Higher Education, Little Rock, Arkansas

Moderator:

Louisa Jones, Principal, ICF International, Fairfax, Virginia

Strategic Implementation Workshop 3: TANF and WIOA Partnerships

The new Workforce Innovation and Opportunity Act (WIOA) presents both opportunities and challenges for TANF and workforce development agencies. Building on the first TANF and WIOA workshop, presenters in this strategic implementation workshop will highlight several state and local workforce development programs that are coordinating employment and training services for TANF recipients through American Job Centers (or One-Stops). Speakers will share strategies for collaborating across TANF and WIOA, as well as other partner agencies and organizations.

Speakers:

Heidi Wicks, Statewide Program Manager of TANF Employment and Training program, Iowa, PROMISE JOBS, Des Moines, Iowa

Laurie Bouillion Larrea, Workforce Solutions Greater Dallas, Dallas, Texas

Moderator:

Ed Trumbull, Principal, ICF International, Fairfax, Virginia

Strategic Implementation Workshop 4: Customer-Centered Design and Design Thinking

Human-centered design and design thinking have emerged as potential approaches to improving customer outcomes. Presenters will provide an overview of practical guidance and tools for putting TANF recipients at the center of program design and improvement.

Speakers:

Stephanie Wade, Director, Innovation Lab at OPM, Washington, DC

Arianne Miller, Deputy Director, Innovation Lab at OPM, Washington, DC

Blair Corcoran de Castillo, Detaille, Innovation Lab at OPM/Program Specialist, ACF, Washington, DC

Session Descriptions

Strategic Implementation Workshop 5: Improving Program Engagement of TANF Families

The share of families with children receiving cash assistance has declined over time. In order to achieve greater responsiveness, families first need to have access to the program. This session will cover the following topics related to access to TANF benefits:

1. *The TANF-to-Poverty Ratio (TPR) as a measure of access to TANF*
2. *How the TPR has changed over time*
3. *Variation in the TPR across the states*
4. *The factors that influence the number of families served by TANF*
5. *Why access is important*
6. *What can states do to improve access*

Speakers:

LaDonna Pavetti, *Vice President for Family Income Support Policy, Center on Budget and Policy Priorities, Washington, DC*

Elizabeth Schott, *Senior Fellow, Center on Budget and Policy Priorities, Washington, DC*

Ife Floyd, *Research Associate, Center on Budget and Policy Priorities, Washington, DC*

Moderator:

Michelle Derr, *Senior Researcher, Mathematica, Washington, DC*

Strategic Implementation Workshop 6: Promoting Interoperability across Human Services and the ACA

Although the primary goal of the Affordable Care Act (ACA) is the creation of increased health insurance options for many low-income and vulnerable Americans, it also has service delivery implications for modernizing health and human services agencies and the healthcare workforce. From enhancing eligibility systems and processes to aligning data sources and reporting across the health and human services, the ACA provides additional resources to promote interoperability. Panelists will describe efforts to improve cross-program systems integration and take advantage of the resources afforded by the ACA.

Speakers:

Uma S. Ahluwalia, *Director, Montgomery County, Maryland Department of Health and Human Services, Montgomery County, Maryland*

Jack Rogers, *North Carolina Division of Social Services, Durham, North Carolina*

Stan Dorn, *Senior Fellow, Urban institute, Washington, DC*

Moderator:

Susan Golonka, *Office of Family Assistance, Washington, DC*

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Strategic Implementation Workshop 7: Integrating Mental Health Services for TANF Recipients Through ACA Collaboration

Mental health issues, diagnosed and undiagnosed, continue to present major challenges to economic security for many low-income individuals and TANF recipients. Identifying and treating mental health issues is a critical component of a responsive program. This strategic implementation workshop will provide examples of how TANF agencies and mental health providers, along with other social service agencies, are coordinating service delivery to better meet the mental health needs of TANF recipients and other low-income individuals.

Speakers:

Lori Beyer, Trauma Clinician and Lead Trainer, DC Connections, Washington, DC

Denise Marzullo, President and CEO of Mental Health America, Jacksonville, Florida

Moderator:

Phyllis Ottley, Senior Manager, ICF International, Fairfax, Virginia

Strategic Implementation Workshop 8: Post-Employment Coordination with SNAP Employment and Training

Both the SNAP Employment and Training and TANF programs focus on connecting recipients to employment and the workforce. Finding ways to coordinate at the state and local levels, in addition to engaging employers and workforce development agencies, requires new thinking in developing post-employment services that help low-income workers sustain their participation in the workforce.

Speakers:

Susan O’Callaghan, Contract Manager, Seattle Jobs Initiative, Seattle, Washington

Moderator:

Marcie Foster, Office of Employment and Training, Food and Nutrition Services, U.S. Department of Agriculture, Washington, DC

Strategic Implementation Workshop 9: Integrating Trauma-Informed Care into Human Services Programs

Human service programs are working with and learning from behavioral health and related systems to integrate trauma-informed care into service delivery to reduce the harmful effects of trauma and violence. During this session, practitioners will share strategies, tools, and lessons learned about integrating trauma-informed care into their daily practice.

Speakers:

Kathy Szafran, President, Crittenton Services of West Virginia, Wheeling, West Virginia

Susan Dreyfus, President and CEO, Alliance for Strong Families and Communities, Milwaukee, Wisconsin

Moderator:

Heather Zenone, Senior Advisor, Tribal Children, Children’s Bureau, Washington, DC

Session Descriptions

11:15 a.m.–12:00 p.m.: Does 1 + 1 =3? Two-Generation Approaches to Improve Parental Employment and Family Well-Being Outcomes

Two-generation approaches provide opportunities for and meet the needs of children and their parents together. TANF agencies are beginning to design and implement these approaches with a focus on increasing parental employment and child and family well-being outcomes. Utah and Connecticut are each at different stages of development with two-generation approaches in TANF. Panelists will share insights and lessons learned from their work on two-generation approaches.

Speakers:

Peter Palermino, Program Manager, Connecticut Department of Social Services, Hartford, Connecticut

Sisifo Taatiti, TANF Program Manager, Department of Workforce Services, Salt Lake City, Utah

Moderator:

Nisha Patel, Director, Office of Family Assistance, Washington, DC

12:00–12:15 p.m.: Closing Remarks

Nisha Patel, Director, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services, Washington, DC