



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance



OFA Webinar - The Whole Family Approach: How TANF Programs Can Engage Customers in Mental Health Services – Part 2

March 21, 2023



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Office of Family Assistance



Welcome



James Butler, Family
Assistance Program Specialist,
Office of Family Assistance
(OFA), Administration for
Children and Families (ACF)
(Moderator)



Using Zoom Webinar

Participation

Please submit your questions and comments using the Q&A option on the panel on the bottom of your screen. You will then see a popup of the Question and Answer box.



Chat



Raise Hand



Q&A

Question and Answer

Welcome to Q&A

Questions you ask will show up here. Only host and panelists will be able to see all questions.

Type your question here...

Who can see your questions?



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Mary Roberto,
Senior Director, ICF



Speakers on Today's Webinar

Liz Carver, Director, Workforce Development Division, Utah Department of Workforce Services

Antoinette Kitchen, Family Assistance Program Specialist, Division of State TANF Policy, Office of Family Assistance, Administration for Children and Families

Dr. Maria Aguirre-Mendoza, Executive Director, Soboba Tribal TANF Program

Lisa Guetzkow, Integrated Programs Manager (FAST), Ramsey County Workforce Solutions, Minnesota

Arnold Ontiveros, Staff Manager, New Mexico Human Services

Dr. Mary Beth Vogel-Ferguson, Research Associate Professor, Social Research Institute, University of Utah

Katie Wagoner, Workforce Development Manager, Goodwill-Easter Seals Minnesota



The Whole Family Approach: How TANF Programs Can Engage Customers in Mental Health Services

| Webinar Part 1 | Webinar Part 2 |
|---|--|
| January 26, 2023 | March 21, 2023 |
| <p>Discussed the intersection between poverty, trauma, and mental health and shared strategies that could help improve long-term mental health outcomes for low-income families. TANF programs also gave an introduction on how they incorporate and prioritize mental health with their customers.</p> | <p>Will build on these concepts by sharing practical tips and tools that TANF providers can use to help improve their mental health services and supports related to the following topics:</p> <ul style="list-style-type: none">• Program Design• Staffing and Staff Support• Integrated Services• Funding• Assessment/Screening |

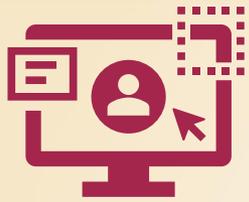




Polling Question #1

Poll # 1: From the topics and takeaways that came up from the webinar in January 2023, which is of most interest to you?

- A. Program Design
- B. Staffing and Staff Support
- C. Integrated Services
- D. Funding for Services
- E. Assessment and Screening



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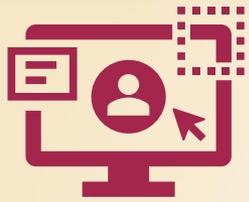
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Program Design

Program design considerations that are typical in the development and delivery of mental health services in TANF programs:

- The **types** of services to provide
- The **population** to target for services
- The range of personal and family **challenges to address**
- **Strategies to identify** clients in need of assistance
- How to **integrate** of mental health and employment services
- What administrative and service **delivery structure**
- How to **finance services**



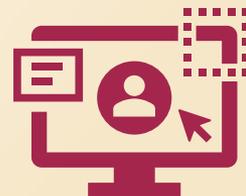


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Program Design Resources

- Building a Trauma-Informed Temporary Assistance for Needy Families Program: An Evaluative Toolkit
- OFA Webinar: Strengthening Success through Coordinated Mental Health and Substance Use Services for TANF Participants
- OFA Webinar: Addressing Intergenerational Trauma among TANF Families
- Webinar: Mental Health within Native Communities: A Story of Resilience, Recovery, and Employment





Staffing and Staff Support

After program design is complete, staffing considerations to help ensure the success of the program design are:

- The **type of staff** (contractors, agency staff utilize existing resources in other divisions) and **skills and credentials** those staff need to support the mental health needs of TANF clients.
- The kind of **training and tools** offered to leadership and staff to understand and address secondary trauma and its impacts on those who serve TANF customers.
- For leadership to reevaluate the **existing supports** that are in place for staff to continue to do their job well (i.e., employee assistance and other programs).
- For everyone within the TANF organization to **realize** the widespread impact of trauma; **recognize** the signs and symptoms; **respond** by integrating knowledge about trauma into policies, procedures, and practices; and actively **resist** re-traumatization.





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Staffing and Staff Support Resources

- Supporting Mental Wellness for Program Staff and Participants: Strategies for Temporary Assistance for Needy Families (TANF) Leaders Brief
- OFA Webinar: Building a Culture of Trauma-Informed Practices to Serve Families Receiving Tribal TANF
- Using the Trauma & Resilience at Work Guides to Create Organizational Change
- Identifying and Addressing Compassion Fatigue within TANF Programs: A Guide for Staff





Integrated Services

Integrated Services can be vital to the success of TANF customers. Questions for consideration when thinking about how to best develop and utilize integrated services for mental health:

- To what extent do the assessment and other participant interview processes **incorporate motivational interviewing** and techniques that are conducive to building rapport and leaving space for disclosure?
- Are services **fragmented, duplicative, and/or underused**? If so, how can the human service agency assess and address this?
- How do staff become **aware of services** that are already being provided to TANF customers through the human service agency or their contractors?
- Are there **other service providers in the community** equipped to support TANF customers in their economic mobility journey or journey to other forms of support, such as SSI?
- What **partnerships would be useful** to the success of both the TANF customers and the program?





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Integrated Services Resources

- OFA Webinar: Understanding and Addressing Executive Functioning in TANF Participants: Strategies for Case Workers
- Aligning Systems to Build a Culture of Health: Integrating TANF and Medicaid to Achieve Wealth and Health
- Integrating Substance Abuse Treatment and Vocational Services





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Funding

Navigating TANF funding rules and regulations can be challenging. Common funding questions for programs include...

- How can TANF be used to support TANF customers' mental health needs as they journey through their employment and economic mobility pathway?
- Can TANF....
 - a. be used to contract with mental health clinicians to support TANF customers?
 - b. be braided with other funding to support the mental health needs of those receiving cash assistance and the broader TANF eligible population?
 - c. be used for mental health services from private clinicians that do not take Medicaid if there are no other service providers available or accessible?





Use of Federal TANF Funds and State Maintenance-of-Effort (MOE) Funds to Assist Individuals from Eligible Families in Need of Mental Health and Substance Use Treatment Services

TANF-ACF-PI-2009-12 explains that, while TANF grantees are prohibited from using Federal TANF funds and commingled MOE funds for medical services, some mental health and substance use treatment services that are **non-medical** in nature may use Federal TANF funds and commingled MOE funds.

Examples:

- Counseling services such as mental health services, anger management counseling, and **non-medical** substance use treatment services to family members with barriers to employment and self-sufficiency.
- Federal TANF or State MOE funds may be used to provide **non-medical** substance or alcohol abuse services, including room and board costs at a residential treatment program.

State MOE funds (**that have not been commingled with Federal TANF funds**) may be used to pay for some medical services such as treatment of substance abuse that were not already eligible and paid for by Medicaid.

- Note: TANF funds cannot be used to supplant Medicaid, and they cannot be used to meet the required state (dollars) match for the Medicaid program.



Use of Federal TANF Funds and State Maintenance-of-Effort (MOE) Funds to Assist Individuals from Eligible Families in Need of Mental Health and Substance Use Treatment Services (cont.)

Medical vs. Non-Medical

- As stated in the preamble to the final regulation at 45 CFR 263.11, the rule makers decided not to provide a definition of medical services (and other key terms) in order to give states the maximum flexibility to provide services needed by recipients—within the constraints of the statute.
- The statute leaves the distinction between medical and non-medical services up to the **reasonable interpretation** of the state. (Note: subject to auditing and other compliance standards.)

Must Accomplish a TANF Purpose

- The TANF grantee must ensure that its activities, benefits, and services are appropriate and accomplish a TANF purpose.
- OFA Regional and Central Offices are willing to comment on the reasonableness of any specific proposal to use Federal TANF or commingled funds to provide for mental health and substance abuse treatment services.



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Funding Resources

- Providing Mental Health Services to TANF Recipients: Program Design Choices and Implementation Challenges in Four States
- Examples of Braiding and Blending to Support Community Health: a Compendium of Resources | Urban Institute - Pay for Success Initiative
- A Two-Generation Strategy: Healthy Parents and Healthy Kids





Assessment and Screening

Assessment and screening considerations for programs include:

- **Who should perform** the TANF assessment and screening, and what level of information do they gather?
- **What type** of assessment and screening tools are used?
- **How are individuals trained** to conduct assessment and screening?
- **How are participants prepared** for assessment and screening? Are they told what the information gathered is used for?
- Are assessment and screening **tools culturally and linguistically appropriate?**
- What issues related to **privacy and confidentiality** should be considered?





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Assessment and Screening Resources

- Screening and Assessment in TANF/Welfare-to-Work
- The Adverse Childhood Experiences (ACES) Survey Toolkit for Providers | Texas Youth-Friendly Initiative
- Trauma-Informed Care Screening and Assessment Toolkit





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PeerTA Resources



<https://peerta.acf.hhs.gov/>



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Additional Information

- A recording of this webinar will be available shortly on the OFA PeerTA website (<https://peerta.acf.hhs.gov>).
- We would also like to hear from you about future webinar topics. Please send us your ideas by e-mail to peerta@blhtech.com.



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Webinar Feedback

Send us your feedback via the survey that will launch when the webinar ends.

Thank you!