



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

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## OFA State and Tribal Technical Assistance and Resources *The Whole Family Approach: How TANF Programs Can Engage Customers in Mental Services, Part II* Webinar Resource List

### PROGRAM DESIGN

#### [Providing Mental Health Services to TANF Recipients: Program Design Choices and Implementation Challenges in Four States](#)

This report profiles the efforts of four states (Florida, Oregon, Tennessee, and Utah) to address the mental health conditions of welfare recipients, one of the many barriers that they may face. This report is based on the findings from a study conducted for the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation. This study was designed with three purposes in mind: (1) to identify and provide detailed information about the design and structure of mental health services developed by state and local welfare offices to address the mental health needs of welfare recipients, (2) to highlight options for delivering these services, and (3) to discuss the key implementation challenges involved in and the lessons learned from providing mental health services to welfare recipients.

#### [Building a Trauma-Informed Temporary Assistance for Needy Families Program: An Evaluative Toolkit](#)

Experiences of trauma can have significant short and long-term effects on individual functioning and family well-being. Many human services agencies have begun to recognize the profound implications this issue has on how agency staff interact with their customers, and how staff themselves are impacted. In response, some agencies have provided training and support to staff to help them become more trauma informed, as well as given self-care tips and assistance to human services professionals to combat compassion fatigue and vicarious trauma.

#### [Building a Multi-System Trauma-Informed Collaborative](#)

This guide offers a framework and process for establishing a multi-system trauma-informed collaborative that addresses the impact of trauma on children and families. The guide identifies the collaborative as including the health care system as well as child welfare, education, early child development, first responder, and related systems; these components must support each other in policies and practices to best serve children exposed to violence and other adverse childhood trauma. The guide is designed for public agency administrators, local and state policy makers, trauma professionals, and other service stakeholders.

#### [State Actions to Prevent and Mitigate Adverse Childhood Experiences](#)

The National Governors Association Center for Best Practices, in partnership with the Duke-Margolis Center for Health Policy and the National Academy for State Health Policy, conducted an intensive, multi-state technical assistance project on statewide approaches to address



adverse childhood experiences (ACEs) across the lifespan. This paper highlights lessons learned from states that served as models for statewide approaches that prevent and address ACEs and the development of trauma-informed policies (Alaska, California, New Jersey, and Tennessee). The paper also addresses the goals, policy, and programs developed and launched by states that were selected for the project (Delaware, Maryland, Pennsylvania, Virginia, and Wyoming).

### [TANF Supported Employment Pilot Participant Characteristics](#)

This report describes 219 participants who enrolled in the Temporary Assistance for Needy Families Supported Employment Pilot (TANF SEP) between April 2015 and June 2017. The TANF SEP program used the Individual Placement and Support (IPS) model of supported employment services to help TANF clients with mental health and co-occurring substance abuse disorders obtain and maintain competitive employment. TANF SEP participants faced a variety of barriers to employment, including housing instability, poor employment history, behavioral health treatment needs, other chronic health conditions, criminal justice system involvement, and childcare needs. Despite these challenges, employment rates almost doubled for program participants who enrolled in the program by June 2016 between the pre- and post-periods, and housing instability rates decreased by 22 percent.

### [OFA Webinar: Improving Employment Outcomes for TANF Recipients with Substance Use Disorders](#)

This webinar outlined employment-focused strategies that can contribute to, rather than inhibit, substance use treatment and featured experts with backgrounds in research and practice on working with TANF recipients who have substance use disorders. Speakers discussed national trends in substance use disorders and strategies to move those with substance use disorders towards treatment, employment, and economic stability.

### [Improving Maternal Mental Health as a Pathway to Economic Mobility in the TANF System](#)

This study reports on findings from a pilot study of embedding a depression treatment for mothers into a large, urban TANF system. The topic of this study has important ramifications for the integration of mental health and social service delivery, as it pertains to the acceptability of a scalable model to train TANF staff to embed mental health services within a large government social service system and measures initial outcomes across both health and economic dimensions.

### [Coordination of Tribal TANF and Child Welfare Services: Early Implementation](#)

This report describes the first year of activities of the 14 tribes and tribal organizations who in 2011 received demonstration grants from the Office of Family Assistance (OFA) for Coordination of Tribal TANF and Child Welfare Services to Tribal Families at Risk of Child Abuse or Neglect. Since many families are involved with both the welfare (TANF) and child welfare (CW) systems, TANF and CW agencies are ideal partners to coordinate efforts to provide services that can address family risk factors, as TANF is intended not only to encourage parents to improve their socio-economic status, but also to provide stable homes.



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### [OFA Webinar: Strengthening Success through Coordinated Mental Health and Substance Use Services for TANF Participants](#)

An interactive webinar **Strengthening Success through Coordinated Mental Health and Substance Use Services for TANF Participants** was held on May 30, 2017; during the webinar, TANF programs shared how they support participants in addressing mental health and substance use challenges. This webinar included an in-depth look into how the featured programs have developed partnerships with mental health and substance use providers and how they ensure continuous support of TANF participants through ongoing collaboration.

### [Resource Guide to Trauma-Informed Human Services](#)

This guide provides human services leaders at the local, state, tribal, and territorial levels with information and resources on recent advances in understanding of trauma, toxic stress, and executive functioning. It especially highlights what these advances mean for program design and service delivery. The guide helps professionals learn about trauma-informed care and helps those currently engaged in trauma-informed work to improve their practice.

These resources provide an overview of key concepts related to trauma and a guide to resources from a range of HHS federal agencies and respected sources outside government. These materials are both a “front door” to the topic of trauma and a “road map” to relevant resources.

### [OFA Webinar: Addressing Intergenerational Trauma Among TANF Families](#)

During this facilitated webinar, presenters defined intergenerational trauma and explored the ways in which trauma is transferred from parents to their children. Participants learned how TANF programs can minimize the impacts of intergenerational trauma, as well as heard about current research initiatives and from programs that are working to address intergenerational trauma in their communities. Presenters also examined the ways in which COVID-19 exacerbates trauma and strategies for TANF programs to identify and lessen these effects.

### [Listening to Young Parents: The Multigenerational Making of Mental Health](#)

This CLASP webinar focused on learning from lived experiences of young parents of color and their perspective on mental health. The two presentations by Dr. Nia West-Bey and Clelie Choute were comprised of qualitative reports based on conversations with young parents about the role of intergenerational trauma in shaping families’ relationships to mental health. They identified unique forms of trauma and chronic stress to which young parents are susceptible, such as infant mortality, environmental stress, deferring dreams, and stress linked to policy and program barriers. The webinar offered practice, program, and policy solutions to address their mental health needs.



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[Webinar: Mental Health within Native Communities: A Story of Resilience, Recovery, and Employment](#)

This virtual dialogue offered perspectives from Native people who have navigated mental health conditions and/or substance use disorder while also seeking employment. Three American Indian/Alaska Native individuals shared their journey and offered information and strategies that they found beneficial along their pathway to employment. Their experience was combined with evidence-based strategies that can promote employment for Native individuals.

**STAFFING AND STAFF SUPPORT**

[Supporting Mental Wellness for Program Staff and Participants: Strategies for Temporary Assistance for Needy Families \(TANF\) Leaders](#)

The COVID-19 pandemic took its toll on state and local TANF program staff, in addition to families. Racial violence and unrest compounded the challenges of managing COVID-19. TANF program staff reported that they and the families they serve were showing signs of stress, including lack of focus, fatigue, agitation, and a sense of hopelessness. In response to these crises, TANF leaders adapted in new and innovative ways to support staff and families. This brief captures how TANF programs adapted to promote staff and participant wellness and the innovative adaptations that leaders might consider adopting or sustaining moving forward.

[OFA Webinar: Building a Culture of Trauma-Informed Practices to Serve Families Receiving Tribal TANF](#)

Tribal TANF programs can adopt a variety of trauma-informed principles into their offices and interactions with participants, with the goal of supporting Native families while avoiding re-traumatization and stigma. This Office of Family Assistance webinar on July 28, 2022 provided a historical overview of trauma and how it impacts Native families, including many individuals who come into Tribal TANF offices for services. Speakers shed light into how cultural practices can be used and incorporated into services and shared their experiences in incorporating trauma-informed practices into their work with Native families and children. Attendees also learned about resources they can use when considering adopting trauma-informed practices into their own offices and work. The webinar ended with a facilitated Q&A with all speakers.

[Project IMPROVE Webinar: Building Resilience and Reducing Trauma in TANF and Workforce Program Leaders and Staff](#)

The Office of Family Assistance's Project IMPROVE team hosted this webinar, which was designed to support TANF agencies across the country as they manage staff trauma and improve resilience in public human service and workforce systems. Project IMPROVE has assembled a panel of experts on trauma-informed care and two TANF program directors from the Massachusetts Department of Transitional Assistance (DTA), who are applying these principles and practices in cultivating strong leaders and staff throughout the agency. This



webinar offered practical tips on how to support staff and create a trauma-informed organizational culture.

#### [OFA Training Available on Vicarious Trauma](#)

Vicarious trauma can occur when indirectly exposed to another person's trauma through images and/or verbal or written stories; it is an occupational challenge for people working in victim services, law enforcement, emergency medical services, and human services. Individuals who experience vicarious trauma may experience a shift in world view and symptoms of post-traumatic stress disorder. Organizations with staff experiencing vicarious trauma may experience higher instances of staff turnover, absenteeism, and reduced work quality. Developed as a resource for the Online Work Readiness Assessment (OWRA), this on-demand August 2020 training session defines vicarious trauma, identifies its common symptoms, and offers strategies for organizations and workers to address vicarious trauma.

#### [Using the Trauma & Resilience at Work Guides to Create Organizational Change](#)

The Corporation for a Skilled Workforce hosted a webinar on January 11, 2023 which discussed how to create organizational change using the [Trauma and Resilience at Work Guides](#). These guides are designed to help workforce development practitioners understand the neuroscience behind trauma and resilience and receive actionable steps to mitigate and manage toxic stress and trauma to cultivate a culture of resiliency for staff and organizations. The four guides covered in the webinar are entitled: The Brain Science of Trauma & Resilience; Trauma in Workforce Development; Responding to Trauma Triggering in Real Time; and Cultivating a Culture of Resiliency in Organizations.

#### [OFA TANF Trauma-Informed Practice Briefs and Tip Sheets](#)

These Office of Family Assistance practice briefs and tip sheets focus on trauma-informed practices in TANF programs. Each resource has been informed by State and Tribal TANF staff and former customers and provides practical tips to TANF staff on supporting and implementing trauma-informed practices to improve collaboration between staff and with customers:

- **Brief #1: Laying the Foundation: Trauma-Informed Practices in TANF Programs.** This brief is for TANF leadership and administrators to support programs in designing and implementing trauma-informed practices.
- **Brief #2: Applying Trauma-Informed Practices in Case Management and Supervision.** This brief is for TANF case managers and supervisors to design and implement trauma-informed practices when working with customers.
- **Tip Sheet: Applying Trauma-Informed Practices for TANF Eligibility Workers.** This tip sheet is for TANF eligibility workers engaging directly with customers.
- **Tip Sheet: Applying Trauma-Informed Practices for TANF Case Workers.** This tip sheet is for TANF case workers engaging directly with customers.



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### [Interrupting the Impact of Traumatic Stress Virtual Meetings, February and March 2021](#)

The U.S. Department of Health and Human Services, Administration for Children and Families (ACF), Office of Family Assistance (OFA), held three virtual meetings with state Temporary Assistance for Needy Families (TANF) agencies and stakeholders. The Interrupting the Impact of Traumatic Stress virtual meetings focused on how programs can best identify and address trauma among staff. The meetings provided state TANF programs with tools to better understand the impact of trauma on staff, identify how it shows up at work, and learn actionable ideas for building buffer zones of partnership, safety, and support in the workplace.

### [Identifying and Addressing Compassion Fatigue within TANF Programs: A Guide for Managers](#)

This brief, which was prepared in conjunction with PeerTA Podcast Episode 2: Combatting Compassion Fatigue, focuses on emerging issues related to compassion fatigue within the context of managing teams. The brief addresses the following questions: What is compassion fatigue and how may it affect the teams I manage? What are the factors that lead to compassion fatigue? How might I recognize compassion fatigue within my teams? As a manager, what steps can I take to help mitigate the effects of compassion fatigue? What can I learn from other TANF programs that implemented strategies to address issues associated with compassion fatigue?

### [Identifying and Addressing Compassion Fatigue within TANF Programs: A Guide for Staff](#)

This brief, which was prepared in conjunction with PeerTA Podcast Episode 2: Combatting Compassion Fatigue, focuses on emerging issues from the perspective of a program staff member. The brief examines the following questions: What is compassion fatigue and why should I care about it? What are the factors that may lead to compassion fatigue and how might I recognize it? What steps can I take to help combat compassion fatigue and alleviate its effects? What can I learn from colleagues at other TANF programs about compassion fatigue?

## **INTEGRATED SERVICES**

### [TIP 38 Integrating Substance Abuse Treatment and Vocational Services](#)

This Treatment Improvement Protocol (TIP) is intended for providers of substance abuse treatment services. However, it can also be of use to vocational rehabilitation (VR) staff, social service workers, and all who are involved in arranging for and providing vocational and substance abuse treatment services. The TIP introduces vocational issues and concepts and describes how these can be incorporated into substance abuse treatment.

### [Aligning Systems to Build a Culture of Health: Integrating TANF and Medicaid to Achieve Wealth and Health](#)

Historically, TANF has focused on steering families toward work without adequate behavioral and mental health supports. Medicaid, on the other hand, has been successful in improving access to health care and health outcomes, but has not traditionally addressed upstream



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causes of poor health and well-being. Aligning the two programs may offer opportunities to promote both health and economic well-being. Findings from [the Building Wealth and Health Network](#) demonstrate the effectiveness of integrating behavioral health components into financial programming on improving physical, mental, emotional and financial outcomes.

[OFA Webinar: Understanding and Addressing Executive Functioning in TANF Participants: Strategies for Case Workers](#)

The Office of Family Assistance hosted a free webinar on understanding how to assess and build executive functioning skills in TANF participants. Executive function and self-regulation skills are the mental processes that enable us to plan, focus attention, remember instructions, and juggle multiple tasks successfully. Trouble with executive function can make it hard for individuals to navigate life, including obtaining and retaining employment. TANF case managers with an understanding of executive functioning can better support TANF participants on their pathway to self-sufficiency.

[We Can Prevent Childhood Adversity](#)

Adverse childhood experiences, or ACEs, are potentially traumatic events in childhood (0-17 years), such as neglect and experiencing or witnessing violence. ACEs include aspects of a child's environment that can undermine their sense of safety, stability, and bonding, such as living in a household with substance misuse or mental health problems. ACEs can negatively impact physical, mental, emotional, and behavioral development. ACEs can also have lasting effects on health, well-being, and prosperity well into adulthood.

## FUNDING

[Providing Mental Health Services to TANF Recipients: Program Design Choices and Implementation Challenges in Four States](#)

This report profiles the efforts of four states (Florida, Oregon, Tennessee, and Utah) to address the mental health conditions of welfare recipients, one of the many barriers that they may face. This report is based on the findings from a study conducted for the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation. To address the mental health needs of these individuals, the states featured in the study have used TANF funds primarily in three ways: (1) to identify clients with mental health conditions and refer them to Medicaid-funded providers, (2) to provide specialized short-term counseling services, and (3) to augment existing Medicaid-funded mental health treatment.

[Mental Health Services: How to Get Treatment if You Can't Afford It](#)

This article describes strategies for finding and financing mental health services for people that cannot afford typical mental healthcare costs. This article aims to help the 56 percent of American adults with mental illness that do not receive treatment.



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### [A Two-Generation Strategy: Healthy Parents and Healthy Kids](#)

This September 2014 brief from Voices for Utah's Children expounds on the benefits of expanded Medicaid coverage for low-income adults. Among the benefits discussed is better health coverage for parents results in less toxic stress for their children.

### [Examples of Braiding and Blending to Support Community Health: A Compendium of Resources](#)

The blog series "Uniting funding streams for health and social innovation" is a collaboration between the Urban Institute's Pay for Success Initiative (PFSI) and The Brookings Institution-hosted Braiding and Blending Working Group. This series provides a compendium of resources and examples to help local and state level entities as they explore braiding and blending funds to support multi-sector health improvement initiatives.

## ASSESSMENT AND SCREENING

### [The Adverse Childhood Experiences \(ACES\) Survey Toolkit for Providers](#)

ACE data can increase awareness about the breadth and impact of exposure to childhood adversity and the resulting complex trauma. This resource focuses on the use of this toolkit with girls and young women. The toolkit aims to help service providers to use ACE surveys to support screening, assessment, treatment and self-empowerment; to further refine interventions at the agency level; to educate the broader community; and to inform public policy.

### [Oregon Department of Human Services Family Assessment Form DHS 7823](#)

Oregon TANF primarily identifies clients in need of mental health services through referrals from employment case managers to co-located contracted mental health counselors. The case managers can identify client need through all the interactions the Department of Human Services has with families, from initial branch contact and screening, through intake and engagement and case management contacts. Oregon also uses screening tools like this Family Assessment form to identify family strengths, needs, and goals.

### [Screening and Assessment in TANF/Welfare-to-Work](#)

This report explores the issues and challenges to screening and assessment within the TANF context and identifies ten questions that TANF agencies and their partners should consider as they develop approaches to screening and assessing for barriers to employment.

### [Conducting In-Depth Assessments: Assisting TANF Recipients Living with Disabilities to Obtain and Maintain Employment](#)

A study was conducted for the Administration for Children and Families to meet two objectives: first, to provide TANF program administrators with information on strategies they could consider implementing to help TANF recipients living with a disability reach their full employment potential, and second, to identify potential opportunities to advance understanding of the most effective strategies for helping TANF recipients living with a



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disability find and sustain paid employment through rigorous random assignment evaluations. This brief describes five different approaches to assessment: disability screening, psychosocial assessments, clinical and psychological assessments, functional needs assessments, and vocational assessments.

[MFIP Assessment Tools Overview](#)

This document provides an overview of screening tools used by the Minnesota Family Investment Program and considerations case workers should make when utilizing those tools.

[Trauma-Informed Care Screening and Assessment Toolkit](#)

This toolkit outlines the trauma screening and assessment process for community-based care organizations and mobile crisis units and the impact of trauma-informed and resilience-oriented care. The guidance, tools and resources within this toolkit were collected and created to assist organizations with the foundation to support mental health and substance use care.