Elevating the Wisdom in the Room: Enhancing Collaboration and Peer-Learning to Foster Stronger Services for Families

The 2024 OFA Regions IX and X State TANF Technical Assistance Meeting will provide an opportunity to "amplify the wisdom in the room" by fostering peer-to-peer learning and collaborative planning that will help jurisdictions identify strategies and solutions that improve outcomes for families. Over one and a half days of peer-to-peer learning, networking, and engagement, participants will come away with actionable knowledge and guidance to address the shared challenges facing their TANF programs.

Meeting Agenda

Day 1 – Thursday, August 29, 2024	
Time/Location	**Session**
7:00 a.m.–8:30 a.m. *Outside of Skyline II*	**Registration**
8:30 a.m.–8:40 a.m. *Skyline II*	**Welcome and Overview of the Day** • Julie Fong, Regional Program Manager, Region IX, Office of Family Assistance (OFA) • Shaun Stevenson, Advisory Services Analyst, Mathematica
8:40 a.m.–10:30 a.m. *Skyline II*	**Session #1: State Report Out and "Mix & Mingle"** *This interactive session will give meeting participants the opportunity to highlight their successes and challenges and what they are most looking forward to during the meeting. It will include time for jurisdictions to connect with each other and federal partners.* • Ella Gifford-Hawkins, Managing Consultant, Mathematica • Shaun Stevenson, Advisory Services Analyst, Mathematica
10:30 a.m.–10:40 a.m.	**Break**

Day 1 – Thursday, August 29, 2024	
Time/Location	**Session**
10:40 a.m.–12:10 p.m. *Skyline II*	**Session #2: Navigating Change: A Journey to Equity and Human-Centered Culture in TANF Services** *This session will be an insightful exploration of how to cultivate equity and human-centeredness within the TANF program. It will focus on strategies for making impactful changes in environments that may not be fully prepared, fostering narrative shifts, addressing internal biases, and navigating discomfort with grace during periods of transformation.* • Parker Gilkesson Davis, Senior Policy Analyst, Public Benefits Justice, The Center for Law and Social Policy (CLASP) • Teon Hayes, Policy Analyst, Public Benefits Justice, CLASP
12:10 p.m.–1:40 p.m.	**Lunch on Your Own**
1:40 p.m.–2:40 p.m. *Skyline II*	**Session #3: Conversation with OFA** *This session will be an opportunity for OFA leadership to share priorities and engage in a dialogue with meeting participants. OFA will respond to questions submitted by meeting participants in advance and will also encourage participants to ask questions during the session!* • Ann Flagg, Director, OFA • Deborah List, Associate Deputy Director, OFA • Lauren Frohlich, Deputy Director, TANF Data Division, OFA • Lauren Molineaux, Senior Advisor, OFA • Peter Germanis, Senior Policy Advisor, OFA
2:40 p.m.–2:50 p.m.	**Break**
2:50 p.m.–3:20 p.m. *Skyline II*	**Optional Group Discussion** *Meeting participants may use this time to reflect on the conversation with OFA, discuss the Fiscal Responsibility Act of 2023 (FRA) Pilot amongst themselves, or plan their next steps for the FRA Pilot application.* *Alternatively, meeting participants may collectively elect to skip this time and instead start Session 4 so that the day ends early at 4:15 p.m.* • Julie Fong, Regional Program Manager, Region IX, OFA

Day 1 – Thursday, August 29, 2024	
Time/Location	**Session**
3:20 p.m.–4:45 p.m. *Skyline II*	**Session #4: Rethinking Public Benefits to Better Meet Community Needs** *This session will provide participants an opportunity to discuss innovative TANF assistance and benefit designs, considerations for navigating changes, and lessons learned (such as the impact of child support passthroughs, minimum wage increases, and eligibility for other means tested programs) to minimize unintended consequences and better serve families. Participants will share innovative approaches they use in their jurisdictions.* • Shannon Rohall, Bureau Chief, California Department of Social Services • Ella Gifford-Hawkins, Managing Consultant, Mathematica • Shaun Stevenson, Advisory Services Analyst, Mathematica

Day 2 – Friday, August 30, 2024	
Time/Location	**Session**
8:00 a.m.–8:10 a.m. *Skyline II*	**Welcome/Recap and Looking Ahead**
8:10 a.m.–9:30 a.m. *Skyline II and III*	**Session #5: Housing and Homelessness— Where Can TANF Help?** *This session will provide meeting participants a chance to discuss the promise of—and challenges associated with—TANF and local partnerships supporting clients on the path to housing security. Meeting participants will brainstorm and discuss opportunities for improved support.* • Catherine Scardino, TANF Program Administrator, Hawaii Department of Human Services • Ella Gifford-Hawkins, Managing Consultant, Mathematica • Shaun Stevenson, Advisory Services Analyst, Mathematica
9:30 a.m.–9:50 a.m.	**Break** *This time may be used as a last chance to check out of your room.*
9:50 a.m.–11:10 a.m. *Skyline II*	**Session #6: Making the Most of Technology as a Tool for TANF Programs** *This session will focus on the use of technology as a tool to improve client experience, service provision, and internal operations while providing an opportunity to discuss navigating challenges such as modernizing technology systems and new TANF data reporting requirements.* • Nycole Tylka, Assistant Director, Utah Department of Workforce Services • Ella Gifford-Hawkins, Managing Consultant, Mathematica • Shaun Stevenson, Advisory Services Analyst, Mathematica

Day 2 – Friday, August 30, 2024	
Time/Location	**Session**
11:10 a.m.–12:30 p.m. *Skyline II*	**Session #7: Commitments and Peer-to-Peer Reflection** *During this session, meeting participants will reflect on previous sessions and identify areas of interest to explore further. With support, meeting participants will develop a detailed plan of action for making progress in their jurisdiction by addressing one or more challenges discussed at the meeting.* • Ella Gifford-Hawkins, Managing Consultant, Mathematica