TANF Works!

August 8, 2019

IIEESS COACHING FOR SUCCESS

SEASON HIGHLIGHTS AND WHAT'S NEXT

Integrating Innovative Employment & Economic Stability Strategies into TANF Programs

Administration for Children & Families Office of Family Assistance

Public Strategies

mdrc Building Knowledge to Improve Social Policy

EMPath Economic Mobility Pathways

PRESENTERS

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Vice President of Public Policy
EMPath | Economic Mobility Pathways

COACHING FOR SUCCESS LEADERS

- Alabama
- Missouri
- New Hampshire
- New Jersey
- Oklahoma
- South Dakota
- West Virginia

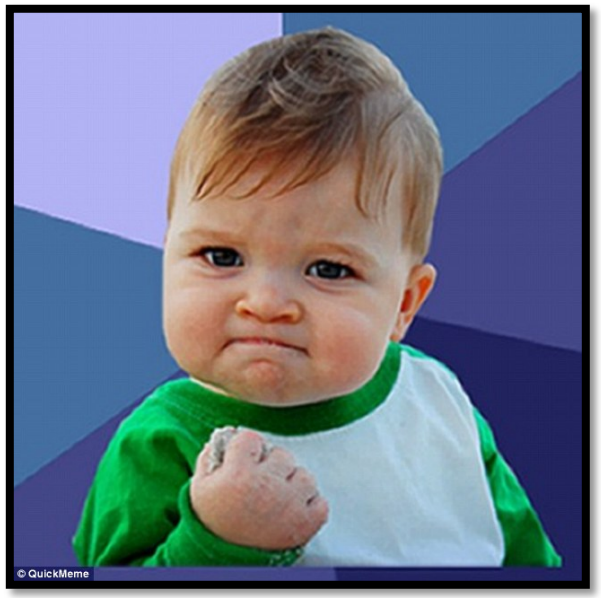
WHAT DO YOU MEME?

- Poll: Select which meme best summarizes your experience in The Learning Community. Write a couple sentences in the chat box to explain why you chose your meme.

A

B

C



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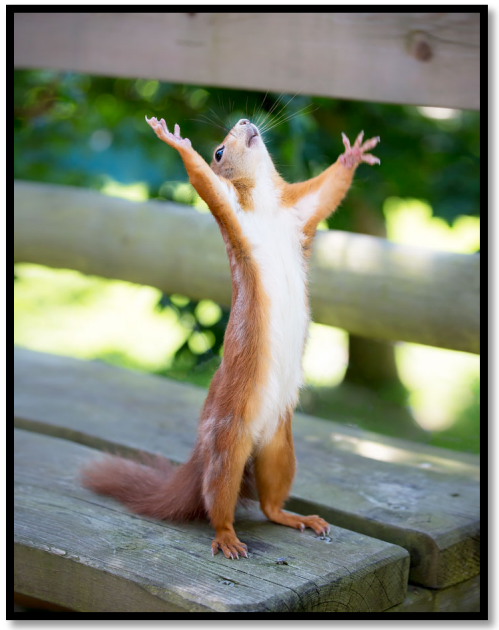


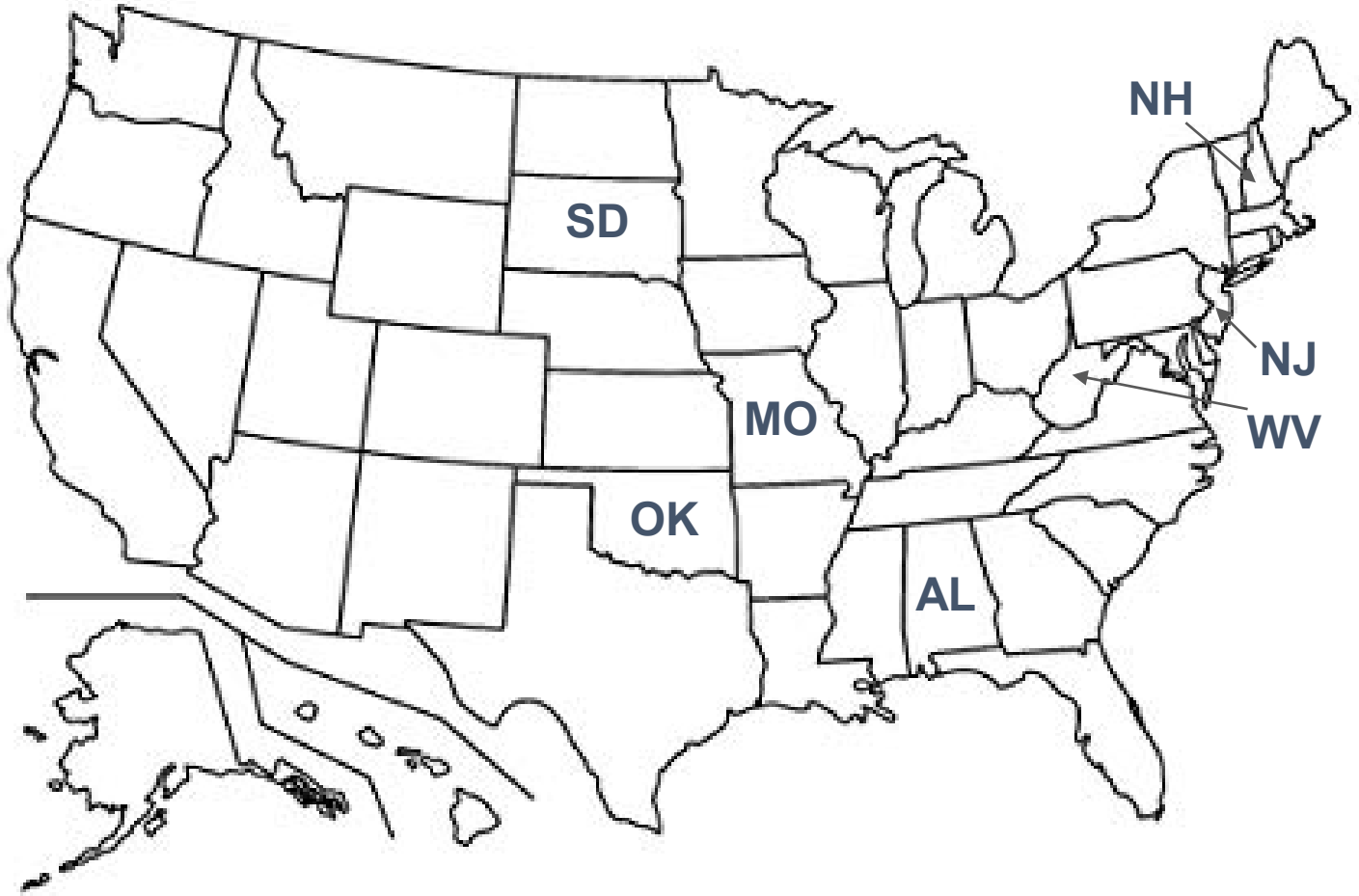
PURPOSE OF TODAY'S WEBINAR

STATES WILL:

- Take stock of their work with IIEESS
- Share future goals for coaching
- Learn about other states' efforts
- Leverage potential partnerships
- Learn about resources for sustainability

LEAGUE STATS

- 25 site visits
- 150+ training hours
- 1 Learning Community!



HIGHLIGHTS AND PLAYS OF THE GAME

ALABAMA

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ALABAMA: PLAYS OF THE GAME

- Launching a program letter pilot to test an updated JOBS program letter format
- Obtained leadership approval to restructure staff roles
  - This change in staff responsibilities was motivated by making workloads easier for staff and improving the experience for clients

ALABAMA: GAME HIGHLIGHTS

We want to create structural and process changes that will help facilitate coaching and improve client experiences.

We want to equip all workers with the skills to build better relationships with clients and to support clients in gaining sustainable employment and achieving <u>their</u> goals.

HIGH FIVE, STEAL THEIR PLAY, OR MVP

Great job!

I’m going to use that strategy for my team!

That must have taken a lot of hard work!

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NEW HAMPSHIRE

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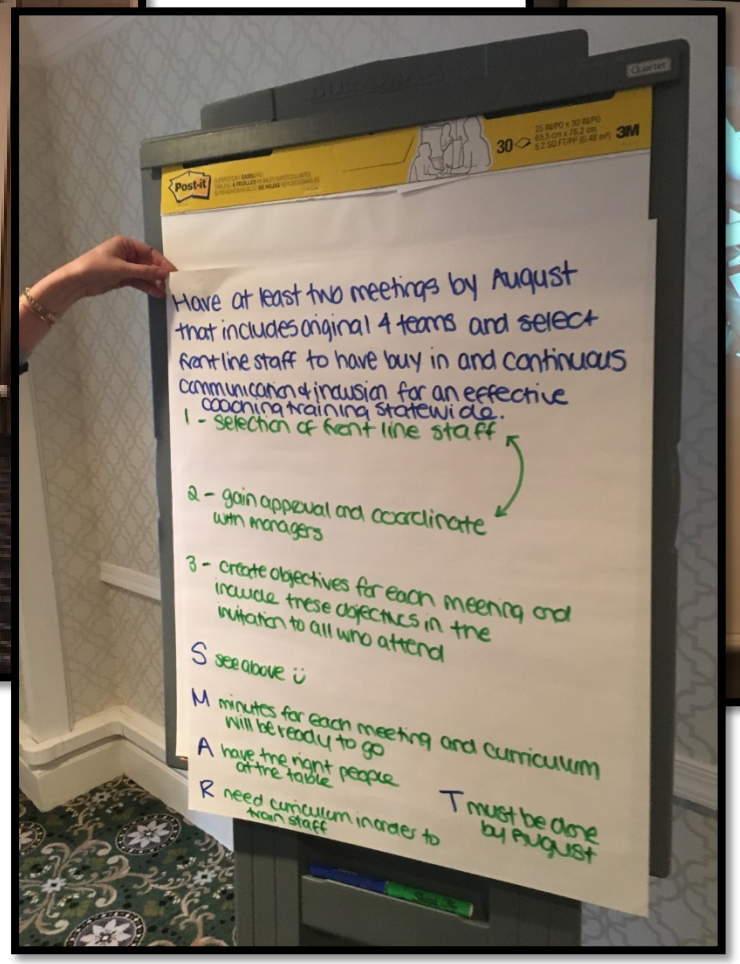
NEW HAMPSHIRE: PLAYS OF THE GAME

- Provided coaching information across agencies and staff at all levels: EAP staff, Sister Bureaus of Division of Economic and Housing Stability in the organizational refresh, contracted partners, field staff and management
- Aha! Moment: Communication is critical and having all key participants at the table together is essential for immersion in coaching and for a parallel process to ensue
- The importance of slowing down to gain ground by concentrating on one task at a time and laying out a foundational strategy for buy-in and real change

NEW HAMPSHIRE: GAME HIGHLIGHTS



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NEW JERSEY

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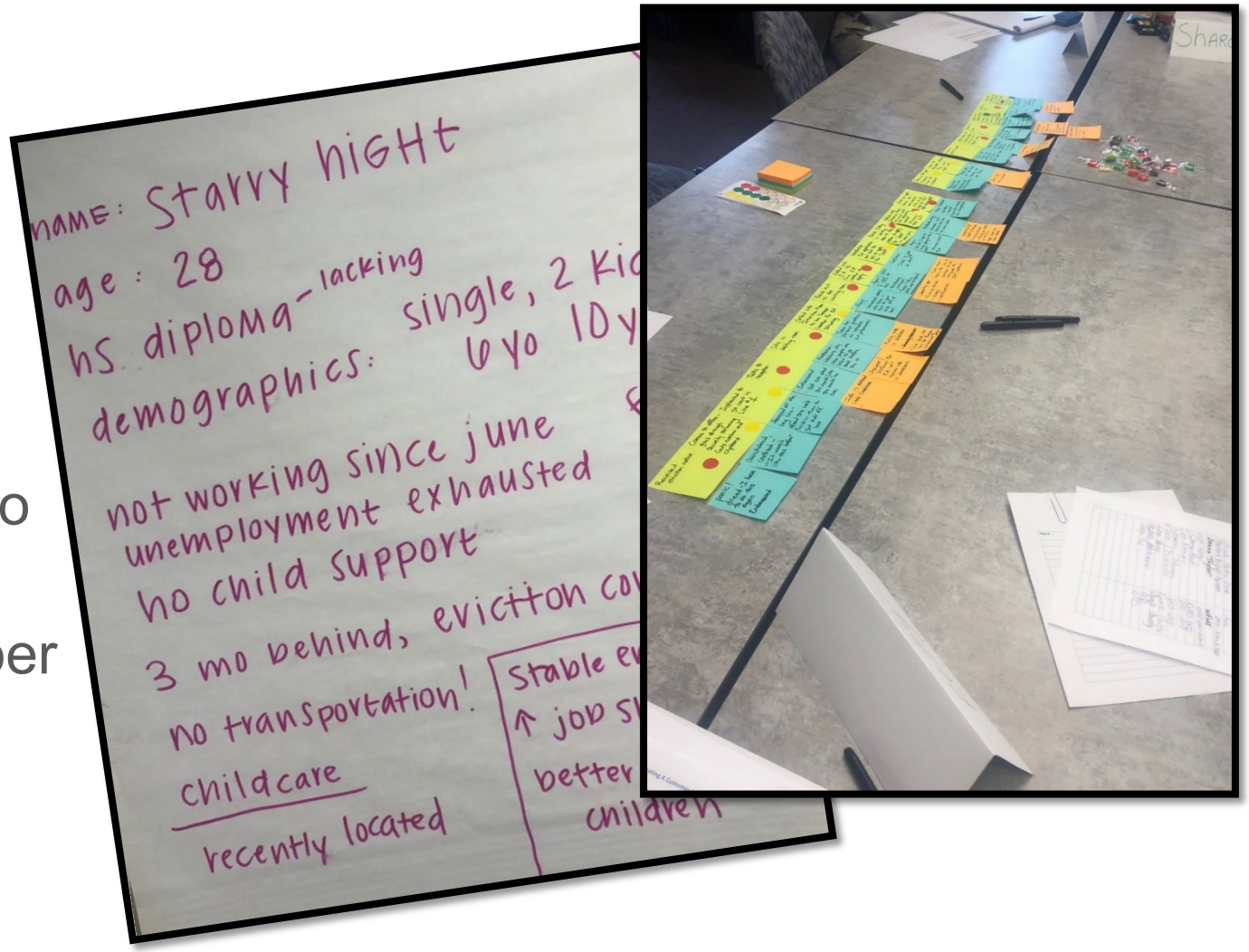
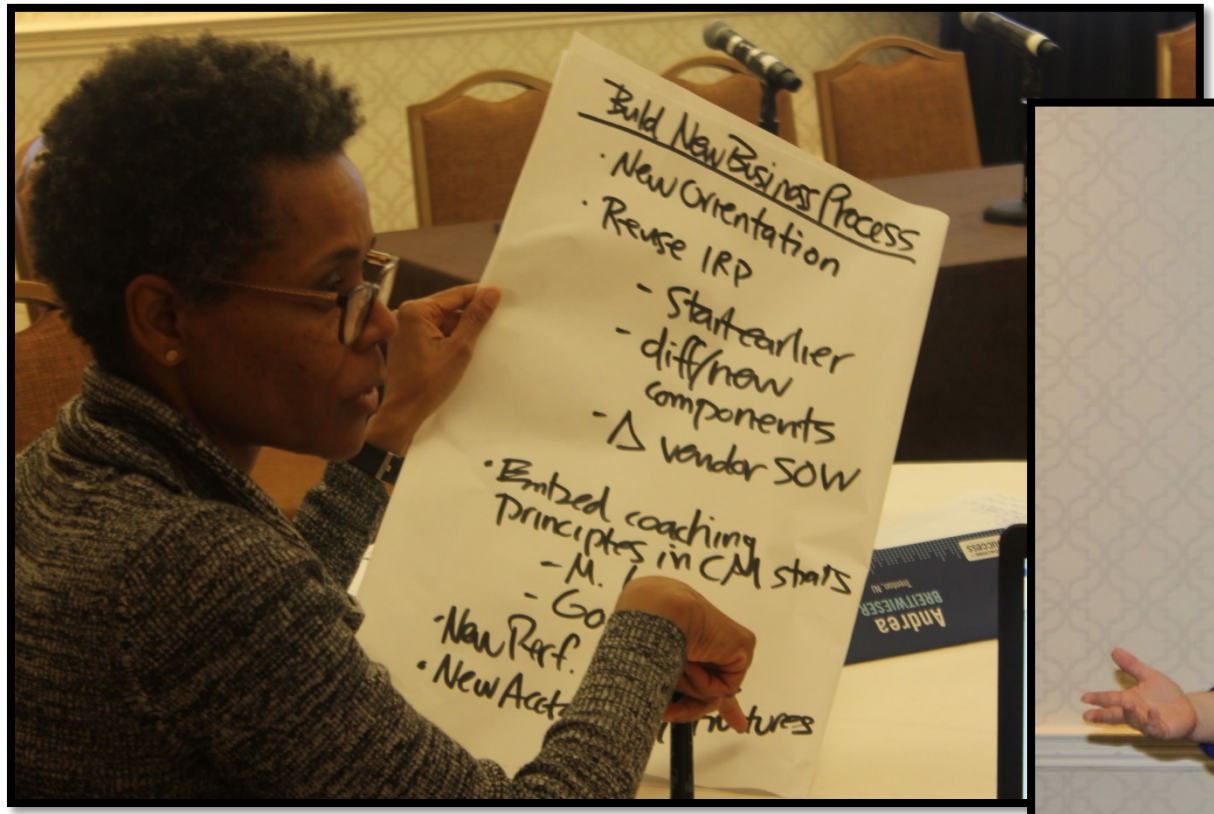
NEW JERSEY: PLAYS OF THE GAME

"The customer journey mapping activity was very helpful in allowing us, the staff, to pause and think about the client's experience. Having staff from various units and levels gave everyone a better idea of what each unit does and how it fits into the bigger picture."

-NJ DHHR Staff Member



NEW JERSEY: GAME HIGHLIGHTS



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OKLAHOMA

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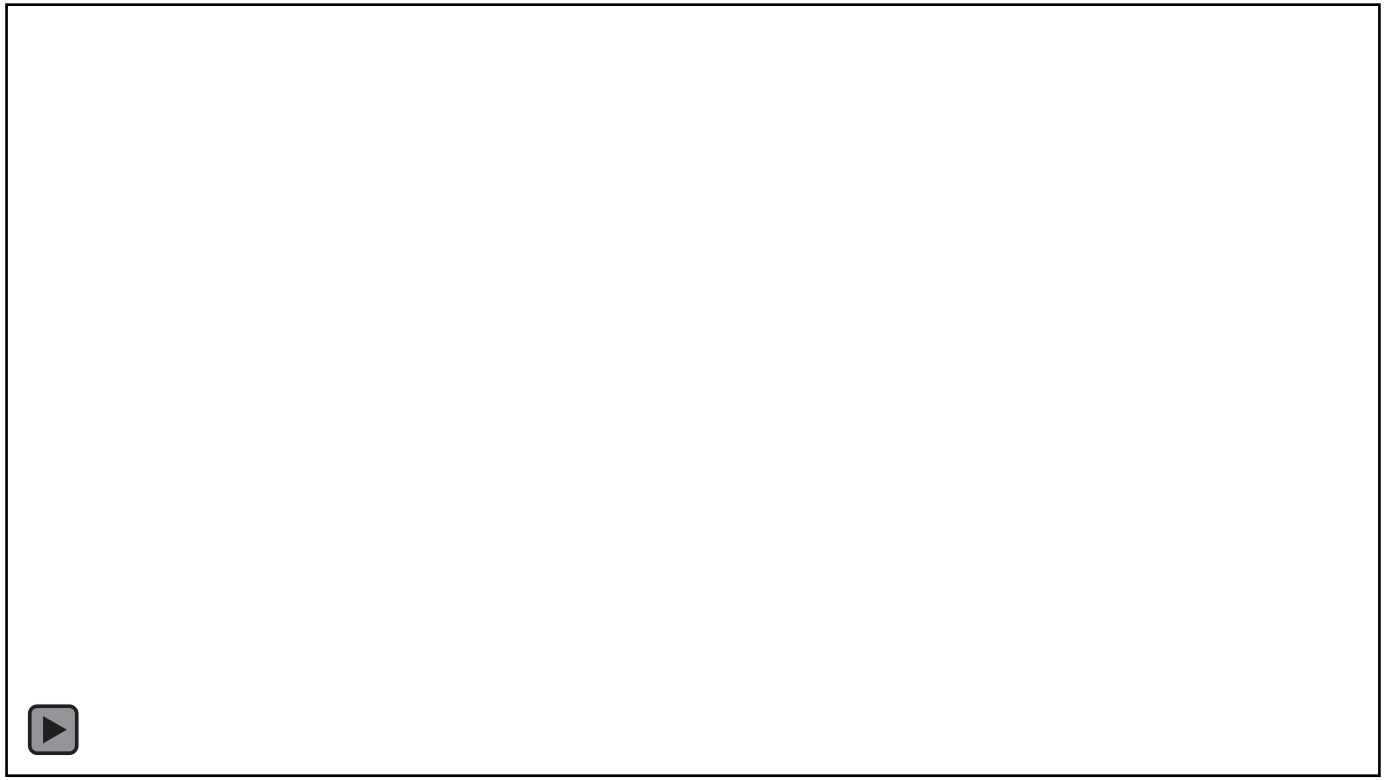
OKLAHOMA: PLAYS OF THE GAME



OKLAHOMA: GAME HIGHLIGHTS

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SOUTH DAKOTA

SOUTH DAKOTA: PLAYS OF THE GAME

- Retrained staff to be more inclusive of customer goals and plans in moving their household forward
- Aha! Moment: Replacing the “one size fits all” approach with a more responsive and inclusive approach to all customers has been a major success
- The importance of incorporating a new philosophy on the ground and learning and building from that in the future

SOUTH DAKOTA: GAME HIGHLIGHTS

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WEST VIRGINIA

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WEST VIRGINIA: PLAYS OF THE GAME

- Co-investing with participants
- Establishing bidirectional momentum and trust
- Facilitating a participant goal-setting “I can achieve” mindset
- The Power of Yet
- Client Success Story

WEST VIRGINIA: GAME HIGHLIGHTS

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MISSOURI

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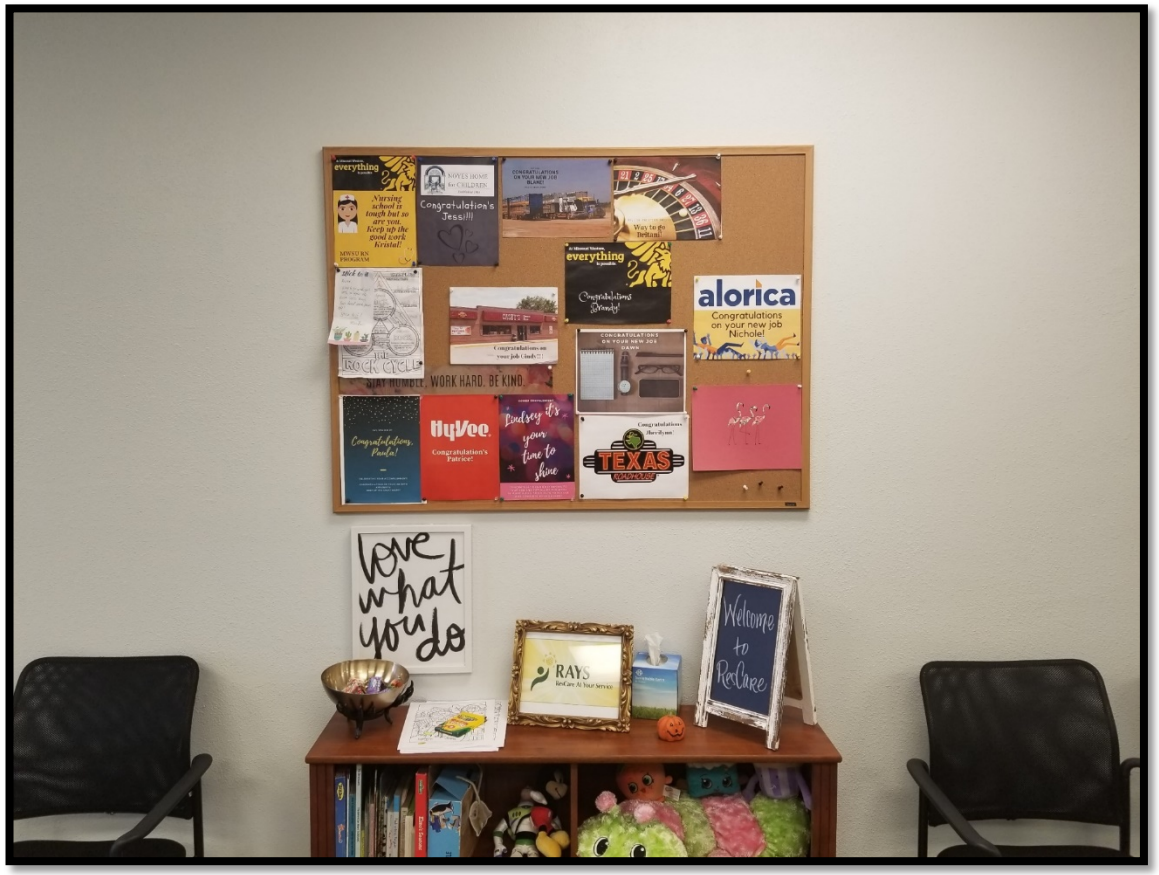
MISSOURI: PLAYS OF THE GAME

- Changing approach from traditional case management to a coaching method
- Practice, Practice, Practice
- Aha! Moment: “I am more than just a list of resources to pass on”
- Importance of recognizing effort



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NEXT SEASON

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ALABAMA'S NEXT SEASON

Short-Term Plan

- Pilot new program letter
- Develop a client survey to gather client response to the new program letter
- Train staff on new responsibilities
- Purchase and implement a coaching model

Long-Term Strategy

- Monitor pilots using data to determine best practices
- Implement coaching in all counties in the state
- Continue training and professional development opportunities for staff

NEW HAMPSHIRE'S NEXT SEASON

Short-Term Plan

- Pilot the NH Bridge for 6 months
- Utilize a survey to gather staff and client feedback

Long-Term Strategy

- Incorporate revised electronic assessments and tools, and evaluate data from the NH Bridge to provide resources for participants

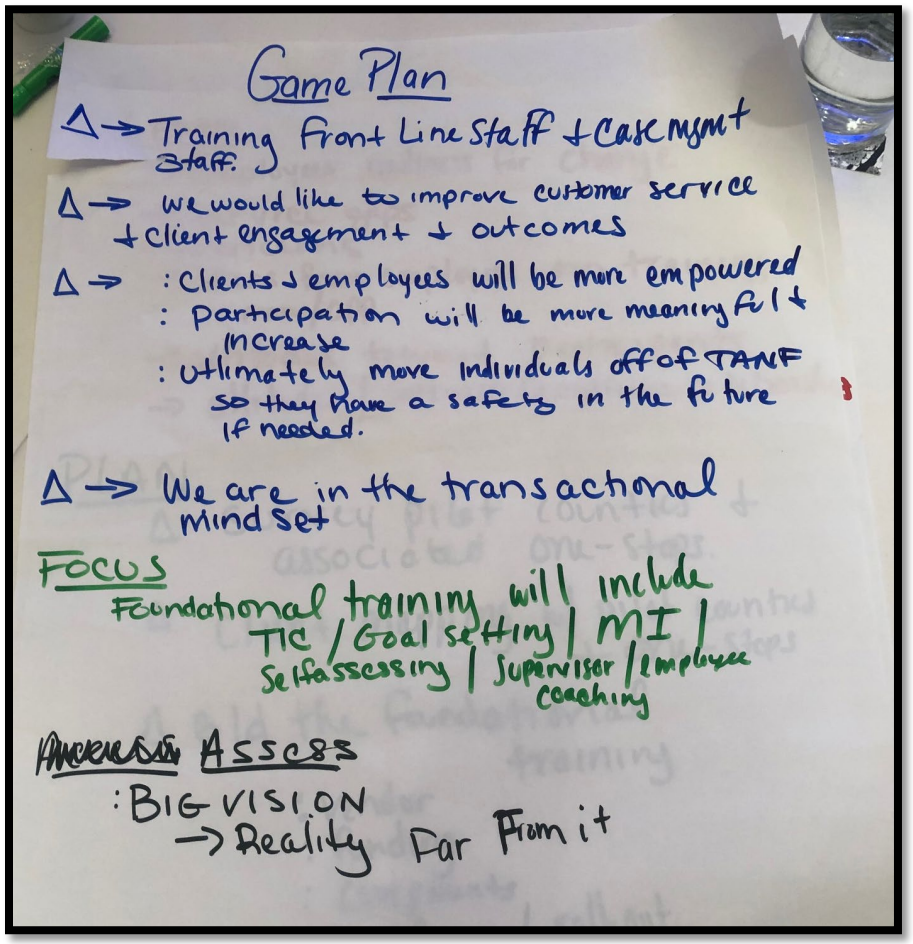
NEW JERSEY'S NEXT SEASON

Short-Term Plan

- Train frontline and case management staff
- Continue to expose staff to coaching opportunities
- Identify which programs will incorporate coaching practices

Long Term Strategy

- Build a foundation to improve customer service and client engagement outcomes



OKLAHOMA'S NEXT SEASON

Short-Term Plan

- Create physical environment that supports client-centered approaches
- Ensure staff are comfortable having coaching conversations with clients
- Create new processes to support a client-centered approach

Long-Term Strategy

- Enhance customer satisfaction by ensuring families can come to us for help to obtain employment and education and feel heard in the process

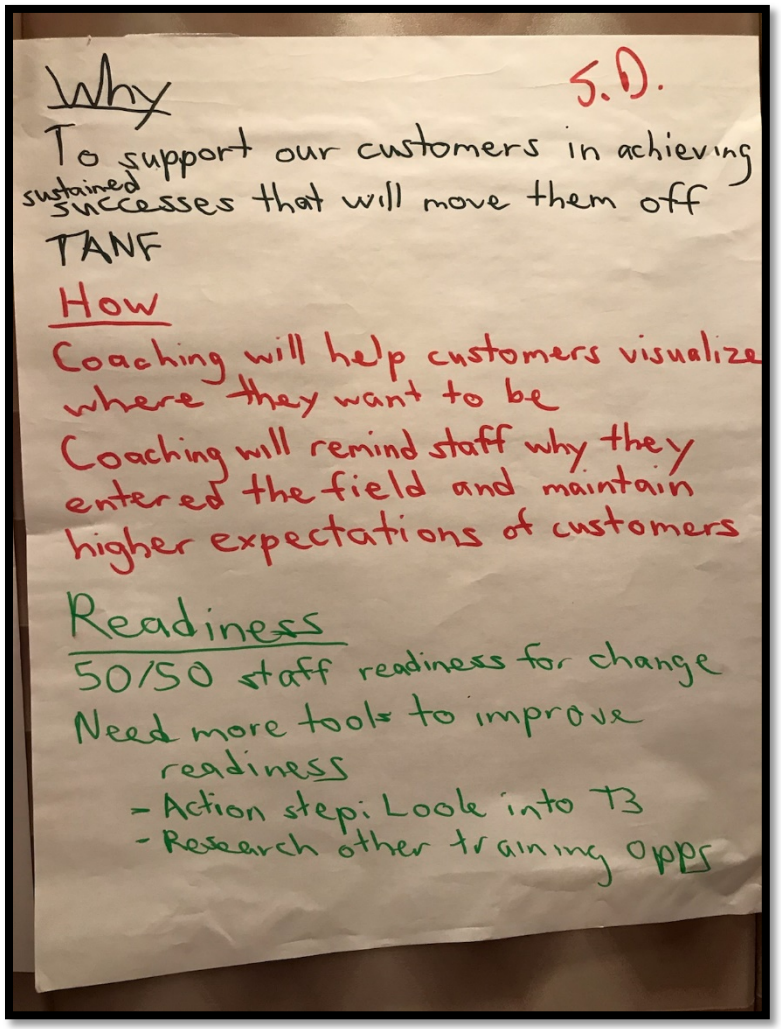
SOUTH DAKOTA'S NEXT SEASON

Short-Term Plan

- Extend pilot project in Region 2
- Refine forms and create a tool to gather documents
- Identify and develop staff and supervisor training materials

Long-Term Strategy

- Roll out the project statewide. Have all regions fully implemented in 2020
- Provide statewide quarterly training for frontline staff and supervisors
- Implement a TANF Work Management Evaluation process



WEST VIRGINIA'S NEXT SEASON

Short-Term Plan

- Monitor and support pilots (through internal trainings, TA, field reporting, and site visits)
- Join EMPath's Exchange (to evolve practice, refine tools, and extend contacts)
- Define collaborative data plan to identify program metrics

Long-Term Strategy

- Engage all counties in holistic coaching
- Collect and share participant and program goals with WORKS Council and partners
- Report on successful coaching implementation pathways

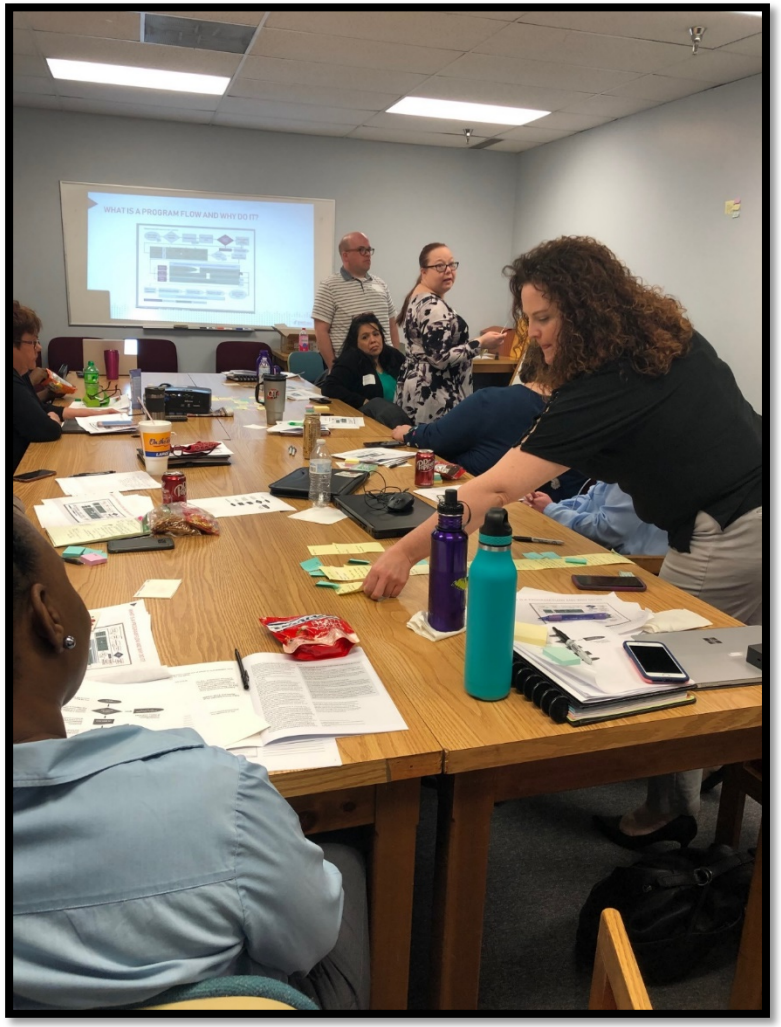
MISSOURI'S NEXT SEASON

Short-Term Plan

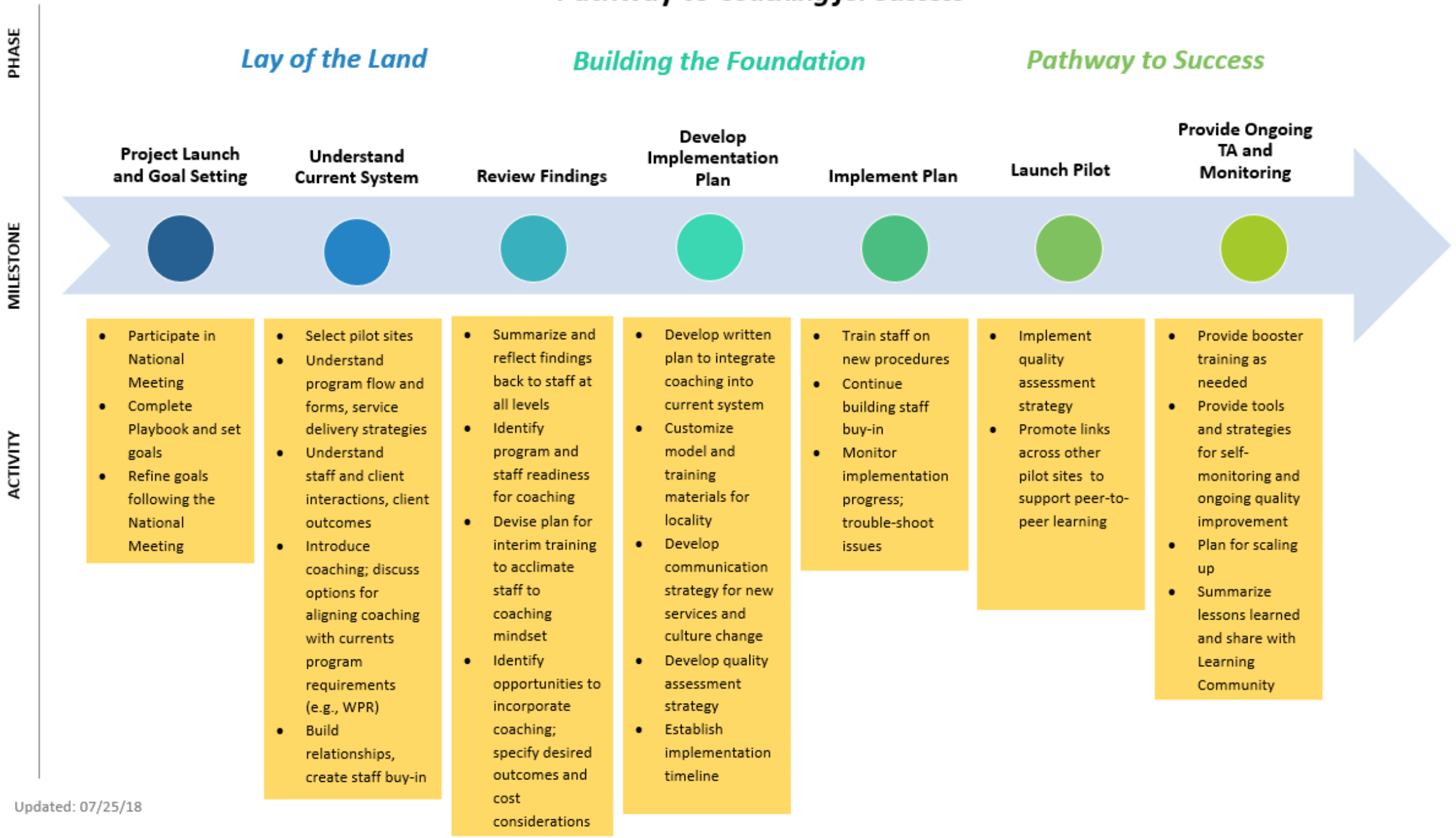
- Continue hiring Work Engagement staff
- Incorporate all employment and training programs in this model

Long-Term Strategy

- Ensure the Work Engagement team is fully staffed and continuing to evolve.
- Implement new case management system that will assist the staff and contractors in fulfilling the coaching role



Pathway to *Coaching for Success*



Updated: 07/25/18

LEAGUE COMMENTS

COMMENTS FOR OFA

- WIOA Collaboration
- Resource Sharing
- Engage the private sector to alleviate barriers (e.g., childcare, transportation)
- Build families' capacities, rather than just managing needs
- Continue supporting states in implementation to be mentored by other states further along in the process
- Extend term limits so we can invest in education / career pathways that result in higher wages
- Extend the IIEESS project another year!
- Establish focus groups around the country that include participants, community partners, businesses and local, state, and federal officials to discuss policies and their impact.
- Release TANF work requirement restrictions
- Make TANF more attractive to clients

TOOLS & RESOURCES

LEARNING COMMUNITY RESOURCES SUITE

- All Learning Community webinars, including recordings, slides, tools, and resources, will be available to you, even after the Learning Community project ends
- Access these resources in IIEESS emails
  - 8/1 email sent to National Meeting attendees includes curriculum developer slides and the Coaching for Success playbook
  - 8/9 email will include webinar recordings, slides and resources
  - Coaching Observation Skills for Supervisors of Direct Service Staff webinar and resources will be emailed after 508 compliance.
- If you need further assistance, ask your coaches!

OFA PEER TA RESOURCES

- https://peerta.acf.hhs.gov/
  - Resource Library
  - Peer Connections
  - Learning Center / Upcoming Events
  - Technical Assistance

REQUESTING TECHNICAL ASSISTANCE

OFA Peer TA
Strengthening Self-sufficiency Pathways

About Us | OFA Webinars | Newsletter | Share

TECHNICAL ASSISTANCE | RESOURCE LIBRARY | PEER CONNECTIONS | LEARNING CENTER / UPCOMING EVENTS

Technical Assistance

About Technical Assistance Requests

The OFA Peer Technical Assistance Network offers services to local*, State, County, and Tribal social service agencies that operate a Temporary Assistance for Needy Families (TANF) program or provide services to TANF families. Some of the Peer TA Technical Assistance (TA) methods include:

- Peer-to-peer roundtables
- Site visits
- Workshops
- Moderated teleconferences
- Environmental scans/annotated bibliographies
- Literature reviews

What happens after you submit a Technical Assistance Request?

TA requests are jointly reviewed by the Peer TA Network and the Administration for Children and Families (ACF).

REQUEST TA

ASK A QUESTION

FIND A RESOURCE

VISIT ONLINE LEARNING CENTER

Peer TA Resources

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TA REQUEST FORM

Request Technical Assistance

How does it work?

1. Fill out the form below and submit to the Peer TA Network

Title *

Enter a short phrase to summarize the nature of your request.

Contact Info * | Background Info * | TA Need/Request *

Please review the list below for available areas of technical assistance. Please select what best describes the area of assistance you are requesting at this time. (check all that may apply)

- ☐ Employment
- ☐ Education and Training
- ☐ Family Strengthening
- ☐ Transportation
- ☐ Asset Building
- ☐ Supportive Services
- ☐ Special Populations
- ☐ TANF Program Administration
- ☐ Other

Please briefly describe why you are requesting technical assistance for your agency/organization

About TA Requests

Please use this form to request technical assistance from the Peer TA Network.

The Peer TA Network offers services to State, County, and Tribal social service agencies implementing the TANF program including:

- Peer-to-Peer Roundtables
- Site Visits
- Workshops
- Moderated Teleconferences

LEARNING COMMUNITY CONTACTS

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West Virginia - Tammy Belmont
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PARTING ACTIVITY

HOLE-IN-ONE WORD

THANK YOU!

Coaching for Success Series 2019-23

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