



Virtual Case Management & Engagement

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2021 National TANF Directors' Meeting
September 21, 2021



Initial Pandemic

- Transition period as an agency; Shift to new technology
- Pivot traditional service provision
- Primary goal: eligibility, maintenance of services
- Flexibility in acceptance of documents
- Adjustment to new normal for staff & participants
- Skill development stage



Challenges: Equity & Access

- Digital divide and access to technology
- Rural challenges
- How to reach our most vulnerable? (DV, Substance Use, Mental Health, Isolation, Health)
- Loss of connection
- Supporting staff as an agency
- Service navigation
- Policy changes to meet changing needs
- Zoom fatigue



Engagement Approaches

- Site focus -- eligibility and getting funds into the hands of families (Purpose 1 & 2)
- Tailored communication, specific to site, area, case, and individual
- Rural case management experience to bridge connections
- Constant communication/over communication
- Department collaboration- Culture & Wellness, Career Services (Youth)



Virtual Engagement

- High Impact Workshops/Trainings
- Opportunity to bring participants/staff together across geographic regions
- Creativity with content, access, & times
- Supply pick-ups, study packets
- Utilizing virtual offerings from other agencies to supplement
- Collaboration with other TANF programs (Tribal TANF Coalition)



Future Forward/Lessons Learned

- Virtual mitigates traditional roadblocks and barriers -- increase in attendance
- Keep & extend virtual offerings; self-guided curriculum
- Maintain flexibility with intakes, documents, virtual changes, paperless
- Virtual staff trainings, in-house and outside -- cost & time effective
- Increase in educational access
- Content, consistency, collaboration



Questions?

