



East Coast TANF Directors Meeting

Meeting and Supporting Families Where They Are

Wednesday, July 17, 2024

2:30-4:00 PM EDT



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Goal: Encourage you to engage participants where they are and meet program requirements.

Yes, it is possible!





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Opportunities at multiple levels

- Individual or interpersonal level
- Program or policy level
- Community level





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How programs design services to
address the needs of families



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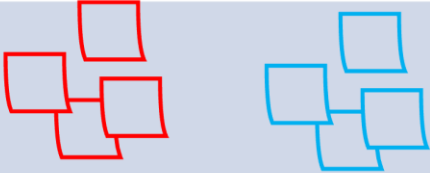

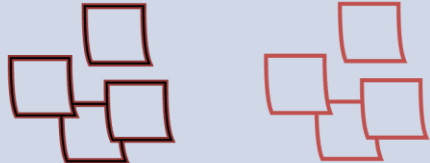
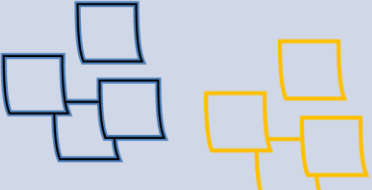
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Activity: Meeting families where they are

- Grab a stack of sticky notes and pen
- Work individually for 3 minutes (should be silent)
- Write down how your program meets families where they are
- One idea per sticky note



How we meet families where they are

How we interact with participants	Opportunities we offer
	
Resources and supports we provide	Wildcard
	



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Again, no talking while writing ideas!



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What we might do differently to meet families where they are

- How we interact with participants
- The opportunities we offer
- The resources and supports we provide





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How we interact with participants

- Starts with leadership—model the behavior you want to see in staff
- Six elements of good interactions





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Structured process for goal pursuit





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Not directive



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Supportive, trusting relationships



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Builds self-regulation and other skills



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Activates motivation



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Accountability focuses on growth and learning



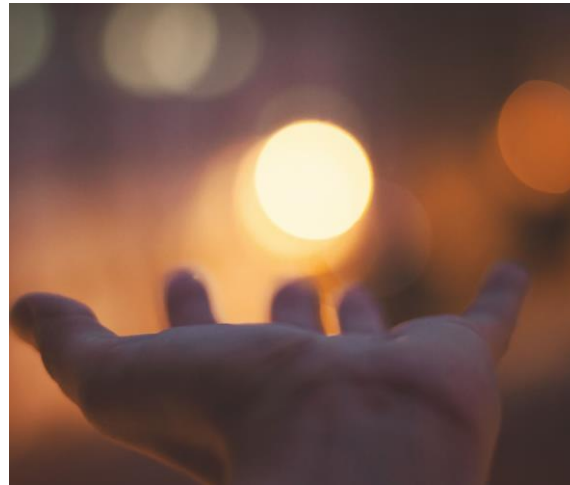
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Interactions are about

- ~~Power over~~
- Power with
- Power to
- Power within





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The opportunities we offer



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The opportunities we offer

- Make them clear
- Give participants choice
- Create consistency across staff
- Get rid of those traumatic, horrible assessments!



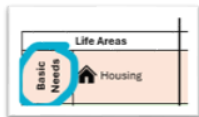


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Example: GAINing Ground Resource Areas







What would your participant like to work on?

- Which areas of life showed up as an “Area of Need” on the Road Map?
- Which GAINing Ground Resource Area resonates with you?



GAINing Ground Resource Areas

What do you want to work on? I want to...

 <p>Pay for my family's basic needs</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • I need support paying for housing and utilities. • I need cash to pay for my family's food, clothing, medical care, and other needs. 	 <p>Improve my physical and mental well-being</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • I need support with my mental health. • I want to focus on improving my nutrition and physical well-being. • I am in an unsafe relationship and need support. 	 <p>Get support for my family's well-being</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • My children need child care and/or support with their academics. • My children need support with their mental health. • I would like support in becoming an even better parent to my children.
 <p>Earn a degree or training credential</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • I want to complete my GED. • I want training that improve my ability to get a job of interest to me. • I want to build my skills in reading, writing, and math. 	 <p>Get a job/advance in my career</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • I want a job, but I don't know what I want to do or where to look. • I need help getting hired. • I need to build my work experience. 	 <p>Strengthen my digital and/or financial skills</p> <p><i>You might be thinking:</i></p> <ul style="list-style-type: none"> • I need support in order to use a laptop. • I want to learn about how to manage a budget.





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GAINing Ground Resource Maps

- Share the relevant Resource Map/(s) with the participant
- Encourage them to access the GAIN resources available to support them in their goal

I want to earn a degree or training [credential](#)

RESOURCES THAT

- Career Exploration
- Vocational Assessment: 1:1 appointment
- GED Completion (or)
- Cal-Learn, High
- Reading, Writing, and
- Adult Basic Education: Course that improves
- Training that Leads to
- Short-Term Vocational Training programs
- Work Experience While
- Work Study Program that connects
- Support to Continue
- Self-Initiated Program: Turn your existing

ADDITIONAL SERVICES AVAILABLE TO SUPPORT YOU IN YOUR GOAL OF EARNING A CREDENTIAL

- Child care
- Transportation
- English language
- Learning disabilities
- Expungement services
- Support for other
- Enhancing job skills

I want to pay for my family's basic needs

RESOURCES THAT MAY BE AVAILABLE TO ME

Basic Expenses

- CalWORKs: Flexible funds to pay for basic expenses such as food, housing and utilities, clothing, medical care, and child care (for children under the age of 13)

Housing and Utilities

- Eviction Prevention, Temporary Housing Support, and Move-In Assistance: Connection to cash assistance and other services to help address housing instability
- GAIN Family Reunification Housing Support and Moving Assistance Program: Connection to housing/rental support when I am facing personal and family challenges that interfere with my participation in GAIN activities

Food

- CalFresh: Cash for purchasing food

Medical Care

- Medi-Cal: Insurance benefits to help pay for medical, dental, vision, mental health, substance use disorders, and other health-related services. **may cover transportation costs to/from medical appointments
- GAIN Family Stabilization and/or Specialized Supportive Services Programs: Cash to pay for short-term mental health counseling for my children; connection to services to help address mental health and substance use needs, domestic violence, and other challenges

ADDITIONAL SERVICES I MAY NEED TO PAY FOR MY FAMILY'S BASIC NEEDS

- Moving assistance
- Expungement services
- Transportation
- Enhancing job skills before CalWORKs aid is exhausted





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GAINing Ground Detailed Resource Book for Staff

- Resource for staff that provides all the **DETAIL** about the services on the client-facing Resource Maps:
 - Provider
 - Eligibility requirements
 - Referral process
 - Length of service
 - Etc.

I want to pay for my family's basic needs								
Resource	Program	What can the client expect to receive from this service?	Provider	Who is eligible?	What is the referral process?	What are participants required to do?	How long do services last?	Other relevant info
Basic Expenses	CalWORKs	Flexible funds to pay for basic expenses such as food, housing and utilities, child care (and support finding child care), clothing, and medical care	CSSS (California Department of Social Services)	Income/work requirements	Apply with CSSS	Participate in GAIN	60 months OR once client income becomes greater than cash assistance	
Housing and Utilities	Eviction Prevention, Temporary Housing Support, and Move-In Assistance GAIN Family Reunification Housing Support and Moving Assistance (MA) Program	Connection to cash assistance and other services to help address housing instability. See "Homelessness Prevention" tab for details about specific programs. Housing (rental) support and moving assistance	GAIN	Shared clients with an open DCFSS Family Reunification component	FR GSW discuss housing needs with client and if services are needed, coordinates with the DCFSS Social Worker	Request FR HS or MA via the GN 106	6 months or until DCFSS termination of services	Must be eligible for GA services.
Food	CalFresh	Financial assistance for purchasing food	CSSS (California Department of Social Services)	Income requirements	RSEFI	N/A	As long as needed	
Medical Care	Medi-Cal	Medical, dental, vision, mental health, substance use (prenatal and other health-related) services. May also cover transportation to/from appointments.	DHCS (CA Department of Health Care Services)	Income requirements	Apply with DHCS, GSW refer to GSWW for MH and SUD support	N/A	As long as needed	
Medical Care	GAIN Family Stabilization (FS) Program	Services to address family/parenting issues, mental health, substance use, domestic violence and other challenges. Also provides short-term mental health services for children.	GAIN	GAIN clients facing significant barriers to participating in GAIN activities	GSW referral to FS GSW	They need to follow and comply with FS plan.	Generally up to 6 months	There's no sanctions in they don't comply with plan the case will be transferred to Regular Note: If long-term MH are needed, client would be referred to Medi-Cal.
Medical Care	GAIN Specialized Supportive Services (SSS) Program	Services to address mental health, substance use, and domestic violence and other challenges	GAIN	GAIN clients facing significant barriers to participating in GAIN activities	GSW referral to SSS			
Services that I may need in pursuit of this goal:								
Moving assistance	GAIN Family Reunification Housing Support and Moving	Housing (rental) support and moving assistance	GAIN	Clients must be eligible for GAIN FR services = shared clients with an open DCFSS Family Reunification	FR GSW discuss housing needs with client and if services are needed, coordinates with the DCFSS Social	Request FR HS or MA via the GN 106	6 months or until DCFSS termination of services	





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Resources and supports we provide

- Cash and other supports to families
- Work supports
- Peer supports (e.g., MOMS Partnership)





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Share in pairs



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Lessons from the field

- Megan Nicholls
 - Massachusetts Department of Transitional Assistance
- Brittany Knerl
 - Iowa PROMISE JOBS





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Identifying promising practices for meeting families where they are at



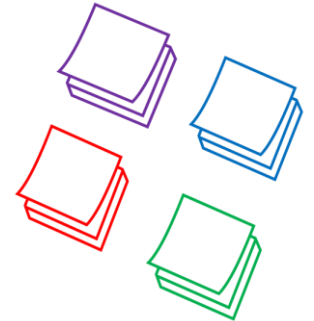
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Activity: Bullseye diagram

- Return to your design station
- 3 minutes to look at your previous design—add new ideas
- Then prioritize ideas on the diagram





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Bullseye

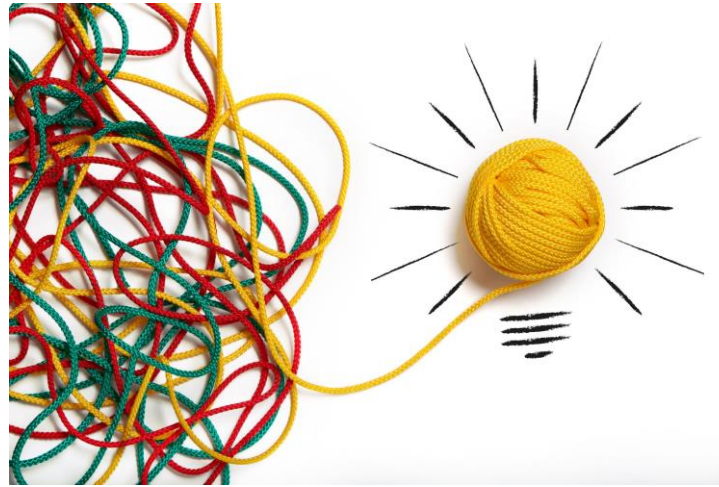
- Center: your 2 very best ideas
- Middle ring: your 4 next best ideas
- Outer ring: your good ideas





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Takeaways and “aha” moments



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July 16-18, 2024 • Hyatt Centric Southpark Charlotte • Charlotte, North Carolina

Thank you!

See you tomorrow at 9:00am



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