OFA Training & Technical Assistance Webinar: TANF and the Transition to a Remote Workforce

Thursday, April 9, 2020
12:00pm EDT

Welcome

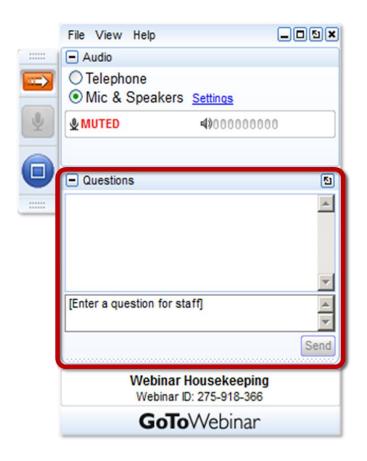❑ **James Butler, Family Assistance Program Specialist, Office of Family Assistance (OFA), Administration for Children and Families (ACF)** (Moderator)

Using GoToWebinar

Participation

Please submit your questions and comments using the Questions panel on the right hand side of your screen while phones are muted.

Presenters

- ❑ **Dr. Beth A. Heinen, Ph.D.,** Director, Human Capital, ICF
- ❑ **Gerrie Cotter,** Project Manager, Ohio Department of Job and Family Services (ODJFS)
- ❑ **Susan Pugh,** Deputy Director of the Bureau of Vocational Rehabilitation, Opportunities for Ohioans with Disabilities
- ❑ **Maria Wortman-Meshberger,** Chief, Employment and Support Services, Division of Welfare and Supportive Services, Nevada Department of Health and Human Services
- ❑ **Facilitator: Joe Raymond,** Director, Social Policy and Human Services, ICF
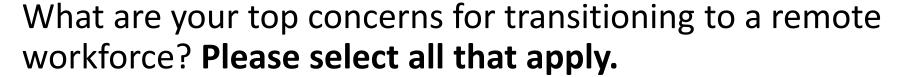
Facilitated Discussion

Joe Raymond

Director, Social Policy & Human Services

ICF

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Polling Question #1

What are your top concerns for transitioning to a remote workforce? **Please select all that apply.**

❑ Technology needs

❑ Supervising staff

❑ Communication (between teams and/or with participants)

❑ Delivering services remotely

❑ Staff safety

Opening Discussion Question

❑ Overall, what has been your state's/agency's experience transitioning to a remote workforce? Please share:

- Challenges/needs
- Strategies/successes to date

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Facilitated Discussion Themes

- ❑ Adjusting to Working from Home for Staff
- ❑ Using Technology
- ❑ Practice and Policy
- ❑ Leadership and Management
- ❑ Innovations

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Poll Question #2

What kinds of technology tools are you using to assist with the transition to remote work? **Please select all that apply.**

- ❑ Video conferencing/webinar platforms
- ❑ Texting software
- ❑ Social media
- ❑ Agency intranet
- ❑ Email communications

Promising Practices, Tips, and Strategies for Working Remotely

Beth A. Heinen, Ph.D.

Director, Human Capital

ICF

How to Manage in a Distributed Work Environment for Extended Periods

Communicate

- Keep your team informed
- Provide consistent guidance
- Consider hosting daily check-in calls
- Provide guidance in emails/intranet page
- Provide clear expectations on how to work "do's and don'ts"

Use Technology

- Establish collaboration tools
- Allow room and time to learn
- Practice, practice, practice

Manage

- Manage by results
- Stay connected individually and as a team
- Be flexible – this isn't "one-size-fits-all" for everyone
- Show support
- Ask for feedback

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Best practices in sustaining teleworking – barriers your team will encounter and possible solutions

Communication Cadence

- Start with top leadership and establish a cadence of communications (email, video, etc.)
- Managers to communicate often with teams
- Discuss challenges and solutions openly
- Be open about expectations
- Make sure emergency contact information is up-to-date

Technology Glitches

- Communicate when system is down
- Offer help desk support; ways to navigate around challenges
- Backup plans for broadband, access to files, and how to communicate

Longer Term Isolation

- Be mindful
- Address disruptions
- Stay connected, create face-to-face connections
- Set up dedicated space
- Encourage a daily routine
- Take the extra time to talk to people

Tips and tricks for a successful teleworking environment

Communicate

- Establish expectations with your manager
- Define regular work hours, check-in times, and tasks

Routine

- Segment - Focus on work during work time
- Defined start and end times to work day/periods

Home Office Space

- Set up a secure, dedicated telework area in your home to separation between work and home life

Home Technology

- Check your internet speed at home
- Consider upgrading to higher-speed internet access

Stay Connected

- Check if your company already has a remote infrastructure
- Use collaboration tools to stay connected

Don't Sit Too Long

- Make sure to take a break, stretch, and eat lunch

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Q&A

PeerTA Questions

❑ In light of the current COVID-19 pandemic, a representative of Lake County Social Services in Lower Lake, California is interested in finding out how counties are supporting their TANF staff working from home, as well as what important items are necessary to include when developing a written policy for telework. Additionally, what issues have counties encountered when allowing staff to work from home, such as breach of confidentiality, worker's comp injuries, and damage to county equipment?

❑ https://peerta.acf.hhs.gov/content/question-about-supporting-tanf-workers-who-telecommute-light-covid-19-pandemic

PeerTA Questions

❑ A representative from the Guam Department of Public Health and Social Services asks states and territories that offer non-recurrent TANF benefits: what type of benefit Is offered; is there a cap or maximum amount; what criteria are used to determine when the benefit is issued and what is the process; and what is the respondent's name, email address or phone number in case there are follow up questions?

❑ https://peerta.acf.hhs.gov/content/question-about-non-recurrent-tanf-benefits

Poll Question #3

What topics would you like to see in future webinars?

Additional Information

- ❑ OFA PeerTA website (http://peerta.acf.hhs.gov)

- ❑ A transcript and audio recording of this webinar will be available shortly on the PeerTA Network website at: https://peerta.acf.hhs.gov/. We would also like to hear from you about future webinar topics. Please send us your ideas by e-mail to peerta@icf.com.

- ❑ Future webinar topics (peerta@icf.com)

Webinar Feedback

❑ Please remember to provide your feedback using the brief survey that will launch when the webinar ends.