



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Family Assistance | 330 C Street, S.W., Washington, DC 20201
www.acf.hhs.gov/ofa

LASER TLC September Collective TA Session

Adapting Outcomes – Identifying New Metrics for Success

Tuesday, September 13, 2022, at 2:00 – 3:30 pm EDT

Background and purpose

This Collective TA Session will focus on outcomes—how to identify new metrics for success, how to approach accountability and explore strategies to adapt outcomes for both clients and frontline staff. In the June Collective TA session, we explored strategies that would help the LASER TLC sites to shift organizational culture and to align staff mindsets and skillsets with their planned program changes. The August Collective TA session built upon this earlier work, centered specifically on the importance of case management, coaching and staff training on program impact. The September Collective TA session provides a variety of different examples of states and counties that have implemented various approaches to establishing performance metrics and outlines how they determined what was best for their TANF program. This session will provide opportunity for presentation, as well as provide ample breakout time for discussion and interaction.

Objectives

By the end of this session, LASER TLC site teams will:

1. Learn from the experiences of various TANF programs and why they chose how to approach establishing performance metrics for their programs, and what they have learned.
2. Work together in cross-site teams to explore how these success metrics would work for their programs and hear from their peers about their strategies to improve their families' outcomes.

2:00 – 2:05 **Welcome and Introduction of the Session** (Lisa Washington-Thomas & Jeanette Hercik)

2:05 – 2:25 **Overview of Various Approaches to Establishing Metrics and Adapting Outcomes**

Mary Nelson, Policy Associate, American Public Human Services Association, will outline a variety of approaches that TANF programs around the country have considered as they have looked to establish both short- and long-term outcomes.

Jess Praphath, Managing Director for Economic Mobility, and Joanna Williams, Manager for Federal Business Development at Third Sector, will provide an overview of aligning to outcomes during procurement to improve service delivery to TANF families and provide more context on their work with Massachusetts Department of Transitional Assistance

2:25 – 2:55

Practice Model Features

- Presentation on the Cal-OAR Conceptual Framework, its phased-in approach to success metrics, and implementation strategies - Shannon Rohall, California Department of Social Services
- Exploration into establishing effective outcome measures within service provider procurements and practices to track better TANF family outcomes – Tina Dudzinski and Rebecca Golden, Hennepin County, Minnesota Department of Social Services

2:55 – 3:30

Breakout Discussions – Two Rounds of Discussion

Round #1: Establishing New Benchmarks of Success – Mary Nelson, APHSA, and Shannon Rohall, California Department of Social Services

Round #2: Effectively Engaging Vendors in New Performance Measures – Jess Praphath and Joanna Williams, Third Sector and Tina Dudzinski and Rebecca Golden, Hennepin County, Minnesota

Each panelist is assigned to a breakout room, with a facilitator and note taker (TLC coach and site liaison). The TLC site team members are randomly assigned into one of the two breakout rooms. At the 15-minute mark, the presenters and facilitators/note takers will switch breakout rooms. This process will allow all TLC site members the opportunity to interact with each presenter in a breakout setting for Q&A.