



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

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

## **LASER TLC April Collective TA Session:**

### **How TANF Programs Responded to the Pandemic: Innovations in Technology, Service Delivery, and Prioritizing Well-Being**

Tuesday, April 5, 2022 - 2:00 – 3:30pm

#### **Purpose:**

The LASER TLC is focused on reimagining TANF programs to support family economic independence and mobility in a post-pandemic world. Recently, ACF's Office of Planning, Research, and Evaluation published two briefs highlighting innovative strategies for [using technology in service delivery](#) and [supporting staff and participants' mental health](#). Given the relevance of these topics for the work of LASER TLC teams, our April collective TA session will center on exploring these strategies and applying the lessons to sites' projects.

#### **Objectives:**

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

1. Be inspired by the pandemic-era innovations and lessons learned of other TANF/workforce programs.
2. Identify relevant applications and strategies for LASER TLC teams' projects.
3. Lay a foundation for future LASER TLC conversations and innovations focused on TANF modernization.

#### **Agenda:**

**2:00 – 2:05**      **Welcome and opening remarks**  
(Lisa Washington Thomas, Office of Family Assistance)

**2:05 – 2:35**      **Highlights and lessons learned**  
Andrea Barnum, Arapahoe/Douglas Works!, and Kataney Couamin, Philadelphia Works Inc., will highlight their experiences in meeting new human services delivery challenges associated with the pandemic. The presentations will be supported with the research conducted as a part of ACF supported Project Spark-Diana McCallum, Mathematica; and Michelle Derr, The Adjacent Possible.

**2:35 – 3:05**      **Breakout exchanges**

There will be two facilitated breakout discussion rooms, one focused on using technology to enhance service delivery and one focused on supporting staff/participant mental health and well-being. Site team members will choose the breakout that resonates most for them, which means that each breakout room will include a mix of representatives across sites. LASER TLC staff will facilitate dialogue in each breakout room (a few suggested prompts below):

- Which of the themes or strategies resonated most with you?

- What are some ways your TANF program has been addressing this issue to-date during the pandemic?
- What are some ideas or takeaways you have based on the information and ideas presented today?

Technology in service delivery breakout facilitator: Dr. Nicole Bossard

Supporting mental health breakout facilitator: Jeanette Holdbrook

**3:05 – 3:25 Team Time Discussions**

Following the topical breakout discussions, we will move into site team breakouts (10 rooms specific to each site) for exploration of how the information provided supports the site's TLC project work. Site coaches/liaisons will facilitate this conversation with the teams about what implications today's insights might have for the work they are doing.

**3:25 -3:30 Closing and Final Comments**

Closing is facilitated by each LASER TLC site's coach in that everyone leaves from the Team Time breakout rooms.



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