ADMINISTRATION FOR
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LASER
TLC
TANF Learning
Community

— *Leveraging* —
*America's Social &
Economic Resilience*

LASER TLC August Collective TA Session

The Importance of Case Management/Coaching and Staff Training for Program Impact
Tuesday, August 2, 2022, at 2:00 – 3:45 pm EDT

Background and purpose

Most LASER TLC teams have transitioned into the Innovate phase of LI^2 and are beginning to plan for implementation. 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. We featured examples from the City of New York and the State of Iowa, highlighting these on-the-ground experiences with implementing change strategies. The August Collective TA session will build upon this earlier work, and focus specifically on the importance of case management, coaching and staff training on program impact. The August Collective TA session will provide an overview of case management and coaching strategies, share different practice models and coaching frameworks, and highlight concrete examples from a variety of programs that have implemented these different models and discuss 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. Understand the various coaching models and frameworks and how to begin thinking what is best for their program, and specifically to recognize the necessary environmental and operational changes required if implementation of the coaching model is to be successful.
2. Learn from the experiences of various TANF programs and why they chose the coaching model that they chose and what they have learned.

Agenda

2:00 – 2:05   Welcome and introduction of the session (Lisa Washington-Thomas & Jeanette Hercik)

2:05– 2:20   Getting started with Coaching-A Primer (Rachel Brooks, Co-Managing Director, The Prosperity Agenda)

- Understanding coaching and how it differs from other approaches
- Why an agency would use a coaching model for TANF
- Types of coaching models

2:20 – 3:15   Practice Model Features – Feature 4 coaching models and program examples highlighting what it takes to successfully implement a coaching model. Each team will discuss the fundamentals of the model and share program insights and lessons learned.

- Family Centered Coaching – Rachel Brooks, Co-Managing Director, and Fran Moore, Senior Learning Manager, The Prosperity Agenda
  - Donna Johnson, Director for Development and Partnerships, Georgia Department of Early Care and Learning
- Goal4It! – Jon McCay, Senior Program Analyst, Mathematica
  - Gerrie Cotter, Program Manager, Ohio Department of Job and Family Services
- Goal, Plan, Do, Review/Revise GPDRR – Donna Pavetti, Vice President for Family Income Support Policy, Center for Budget & Policy Priorities
  - Rhonda Archer, Program Manager, Oklahoma Department of Human Services
- Human Services Coaching Framework – Robin O'Brien, Senior Advisor, Human Services, and Itta Johnson, Engagement Lead, Public Consulting Group
  - Kimberly Arista, Program Specialist, Hawaii Department of Human Services

3:15 – 3:45   Breakout Discussions – Four Breakout Sessions featuring each SME and Practice Model:

- **Breakout #1: Family Centered Coaching**
  Facilitator: Rachel Aucott
- **Breakout #2: Individual Participant Goals Setting – Goal4It!**
  Facilitator: Brittany Tabora
- **Breakout #3: Individual Participant Goals Setting – GPDRR**
  Facilitator: Nicole Bossard
- **Breakout #4: Human Services Coaching Framework**
  Facilitator: Charlie Palumbo

TLC site team members can decide what breakout session that they want to go to and can shift rooms during the 30-minute session. A facilitator (TLC coach) will guide discussion and Q&A.