Regions I–IV TANF Technical Assistance Virtual Meetings

NAVIGATING NEW PATHWAYS TOWARDS BUILDING THRIVING COMMUNITIES

Thursday, February 18, 2021 • Wednesday, March 10, 2021 • Monday, March 22, 2021

Topic 3: Adapting Client-Centered Approaches to a Virtual Environment
Monday, March 22, 2021 1:00 p.m. to 4:00 p.m. ET

	Agenda
	Welcome, Overview, and Logistics
1:00 p.m. – 1:10 p.m.	*Welcome Speaker:* • LaMonica Shelton, Region IV TANF Program Manager, Office of Family Assistance (OFA) *Logistics Speaker:* • Steve McLaine, BLH Technologies, Inc.
1:10 p.m. – 1:50 p.m.	**Responding to Trauma in a Virtual Setting** As TANF programs continue to serve their participants virtually, what strategies and practices support deploying trauma-informed practice in a virtual environment? This session features a brief context-setting discussion about the importance of participant lived experience and the role of human services programs in responding to participant needs, followed by a series of state spotlights that describe specific techniques and strategies for adopting, deploying, and assessing trauma-informed practice in a virtual setting. *Speakers:* • Laurel Kiser, Ph.D., M.B.A, Principal Investigator and Strengthening Families Coping Resource Team Leader, The Family-Informed Trauma Treatment Center • Diana Cockrell, Section Manager, Prenatal to 25 Lifespan Mental Health and Substance Use Services, Washington State Health Care Authority • Melissa Bocash, Benefit Program Administrator, Vermont Economic Services Division, Vermont Agency of Human Services *Moderator:* • Jackie Rhodes, Senior Manager, Poverty Solutions, ICF
1:50 p.m. – 2:00 p.m.	**Break with Time for Reflections/Notes and a Poll Question**

2:00 p.m. – 2:45 p.m.	**Overcoming Barriers to Technology and Supporting Clients in a Virtual Environment** In the past year, TANF programs have witnessed more than ever the importance of accessibility to virtual technology for the success of their programs and clients. This session will cover how TANF programs can use different strategies and technology to help clients meet work requirements. The session includes a discussion of how to build partnerships to bridge the technology/broadband equity issue, and how programs can use TANF funds to support digital inclusion among participants. *Speakers:* • Anna Read, Officer, Broadband Research Initiative, Pew Charitable Trusts • Charles Thompson, Associate Dean for Workforce Funding Programs at Edmonds College • DaiJuan TR Wade-Jones, Supervisor of Special Projects, Operations and Training, Division of Customer Workforce Employment and Training, DC Department of Human Services • Michael Yoder, Workforce Development Manager, Division of Welfare and Supportive Services, Nevada Department of Health and Human Services *Moderator:* • Bryana Carroll, Manager, Poverty Solutions, ICF
2:45 p.m. – 3:00 p.m.	**Break with Time for Reflections/Notes and a Poll Question** In reflecting on what you have heard today, which presentation topic(s) would you like to hear more about in the Looking Forward session?
3:00 p.m. – 3:50 p.m.	**Looking Forward: 2021 Visions** Drawing from their own experiences and the questions posed by participants, all speakers will participate in a Sunday news show-style session where they offer strategies for how to reframe 2020 as a springboard for innovation into 2021, while recognizing the challenges and hardships of the year. This session includes reflections and lessons learned from OFA's April 2020 webinar "TANF and the Transition to a Remote Workforce." *Discussants:* • Gerrie Cotter, Program Manager, Comprehensive Case Management and Employment Program (CCMEP), Ohio Department of Job and Family Services • Anna Tekippe, Clinician, Center for Work Education and Employment *Moderator:* • Joe Raymond, Director, Social Policy and Human Service Programs, ICF
3:50 p.m. – 4:00 p.m.	**Closeout and Next Steps** *Speaker:* • Carol Monteiro, Region I TANF Program Manager, OFA