

Reflecting on the Past: Looking Forward to the Future

OFA Regions I, II, III, and IV
East Coast TANF Directors Meeting



JULY 12-14, 2016 | PROVIDENCE, RI

Agenda

Meeting Objectives

- Learn about and integrate the key concepts, strategies, and phases of human-centered design as a framework for infusing alternative strategies to improve TANF participant outcomes.
- Learn about promising and evidence-informed approaches used by peers to drive better outcomes for children and families in the areas of career pathways, TANF/WIOA coordination and implementation, and integrating executive functioning skills into services, especially for “hard to serve” populations.
- Engage and network with state and territory colleagues and share innovative ideas, strategies, and collaborations that promote economic and social well-being for individuals, families, and communities.

Day 1

Tuesday, July 12, 2016

Time

Session Description

7:30 a.m.–8:30 a.m.

Registration

7:30 a.m.–5:00 p.m.

Interactive Kiosks – Foyer

The Pennsylvania Department of Labor and Industry released three new work readiness apps developed by youth in October 2015. These three apps – Get Prepared!, Get Dressed!, and Get Hired! – are user friendly and were designed by youth to help youth practice realistic decision-making skills related to time management and preparation for interviews. Three interactive kiosks will be available throughout the 2½-day meeting for meeting participants to explore each of the three apps.

8:30 a.m.–9:00 a.m.

Welcome and Introductions

Speaker:

Carol Monteiro, Acting Regional Administrator, Administration for Children and Families; TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region I (Boston)

Time	Session Description
9:00 a.m.–11:45 a.m.	<p>Setting the Context: Human-Centered Design</p> <p><i>Human-centered design (HCD) (also known as design thinking) has emerged as an approach to improving customer outcomes. Facilitators will provide an overview of HCD as a practical, repeatable approach for putting TANF participants at the center of program design, policies, implementation, and improvement, or re-design, as well as engage meeting participants in an interactive activity to apply the principles of HCD to a practical challenge they may face in their work administering the TANF program. HCD strategies will be used throughout the meeting.</i></p> <p>Speakers:</p> <p>Moderator: Eileen Friedman, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region III (Philadelphia)</p> <p>Damon Waters, Family Assistance Program Specialist, Office of Family Assistance, Administration for Children and Families</p>
11:45 a.m.–1:00 p.m.	<p>Lunch (on own)</p>
1:00 p.m.–3:00 p.m.	<p>Plenary: Learning from the Past and Creating Opportunities for the Future</p> <p><i>This plenary dialogue will provide a reflection on the past 20 years of TANF, including a brief retrospective on the ideas and models that led to welfare reform in the 1990s, as well as an interactive discussion about the future of TANF and how states and federal partners can strengthen the TANF program.</i></p> <p>Speakers:</p> <p>Moderator: Susan Golonka, Acting Director, Office of Family Assistance, Administration for Children and Families</p> <p>Ron Haskins, Senior Fellow, Brookings Institution</p> <p>Luke Shaefer, Associate Professor of Social Work and Public Policy, School of Social Work and Ford School of Public Policy, University of Michigan</p> <p>Mark Greenberg, Acting Assistant Secretary, Administration for Children and Families</p>
3:00 p.m.–3:15 p.m.	<p>Break</p>

Time	Session Description
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3:15 p.m.–5:00 p.m.

WIOA Implementation: Where does TANF “fit” moving forward?

The inclusion of TANF as a required partner in the Workforce Innovation and Opportunity Act (WIOA) One-Stops can provide TANF participants with improved access to comprehensive employment services and job-driven training. In this session, speakers at the federal, state, and local levels will:

- Provide an initial overview of the WIOA legislation,
- Discuss strategies for serving youth,
- Explore how TANF “fits” into the framework,
- Explain the role of state and local workforce entities in providing meaningful services to TANF participants, and
- Identify concrete opportunities to ensure alignment and coordination of services.

Following this overview, participants will participate in a 45-minute interactive activity that focuses on sharing where they are with current WIOA implementation, including their successes, barriers, and strategies for ensuring that the American Job Centers (AJCs) are meeting the needs of the TANF population. At the end of this session, a Pennsylvania Department of Labor and Industry representative will provide an overview of three new work readiness apps developed by youth and released in October 2015: Get Prepared!, Get Dressed!, and Get Hired. The apps are user friendly and are designed to help youth practice realistic decision-making skills related to time management and preparation for interviews. Meeting participants will be able to access kiosks during the 2½-day meeting to further explore each of these apps.

Speakers:

Moderator: LaMonica Shelton, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region IV (Atlanta)

Tim Martin, Director, Employment and Training Administration, U.S. Department of Labor

Susan Golonka, Acting Director, Office of Family Assistance, Administration for Children and Families

Sara K. Muempfer, Director of Workforce Development, Family Investment Administration, Maryland Department of Human Resources

Vera Krekanova Krofcheck, Chief Strategy Officer, 3 Rivers Workforce Investment Board

Day 2

Wednesday, July 13, 2016

Time	Session Description
8:30 a.m.–5:00 p.m.	<p>Interactive Kiosks – Foyer</p> <p><i>The Pennsylvania Department of Labor and Industry released three new work readiness apps developed by youth in October 2015. These three apps – Get Prepared!, Get Dressed!, and Get Hired! – are user friendly and were designed by youth to help youth practice realistic decision-making skills related to time management and preparation for interviews. Three interactive kiosks will be available throughout the 2½-day meeting for meeting participants to explore each of the three apps.</i></p>
8:30 a.m.–8:45 a.m.	<p>Knowledge Share</p> <p>Speaker:</p> <p>Damon Waters, Family Assistance Program Specialist, Office of Family Assistance, Administration for Children and Families</p>
8:45 a.m.–10:15 a.m.	<p>Lab One: Using Two-Generation Approaches to Break the Cycle of Poverty</p> <p><i>Two-generation approaches to serving low-income families combine comprehensive, career-focused employment and training opportunities for parents with educational, employment and/or other enrichment opportunities for their children. This session will provide an overview of two state and local two-generation programs, including policy components, tools, lessons learned, implementation strategies, and specific resources that may be applicable to TANF programs.</i></p> <p>Speakers:</p> <p>Moderator: LaMonica Shelton, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region IV</p> <p>Tracy L. Bell, Chief Officer of Workforce Development, Employment, and Transformation, Tennessee Department of Human Services</p> <p>Dr. Carolyn N. Graham, President/Founder, The Elizabeth Ministry</p>
10:15 a.m.–10:30 a.m.	<p>Break</p>

Time	Session Description
10:30 a.m.–12:00 p.m.	<p>Lab Two: Career Pathways and Employment Outlook</p> <p><i>A recent surge in career pathway and apprenticeship programs for TANF participants showcases an increase in TANF agencies’ strategic partnerships with workforce development, employers, and postsecondary institutions. During this lab, speakers will discuss their programs and strategies, including developing strategic partnerships with workforce development and postsecondary institutions, aligning job training with labor market information, and identifying employer partners.</i></p> <p>Speakers:</p> <p>Moderator: Eileen Friedman, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region III (Philadelphia)</p> <p>Tamila Lay, Director, Division of Employment & Training, Pennsylvania Department of Human Services</p> <p>Elisabeth Sachs, Executive Director, Jobs Opportunity Task Force</p> <p>Ana-Maria Garcia, Data Dissemination Specialist, Data Dissemination Branch, Customer Liaison & Marketing Services Office, U.S. Census Bureau</p>
12:00 p.m.–1:30 p.m.	<p>Lunch (on own)</p>
1:30 p.m.–2:45 p.m.	<p>Interactive HCD Activity</p> <p><i>Following the morning sessions, meeting participants will engage in an interactive activity working with their peers and HCD facilitators to explore the employment outlooks in their own state and to identify strategic opportunities to partner or strengthen existing partnerships with workforce development, employers, and postsecondary institutions.</i></p> <p>Speakers:</p> <p>Damon Waters, Family Assistance Program Specialist, Office of Family Assistance, Administration for Children and Families</p>
2:45 p.m.–3:00 p.m.	<p>Break</p>

Time	Session Description
3:00 p.m.–4:45 p.m.	<p data-bbox="527 252 795 294">Round Robin Tables</p> <p data-bbox="527 304 1445 378"><i>During this session, participants will have the opportunity to spend approximately 20 minutes at four different topic tables:</i></p> <p data-bbox="527 388 673 420"><u>Moderator:</u></p> <p data-bbox="560 430 1421 504">Carol Monteiro, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region I</p> <p data-bbox="527 514 1421 588">Round Robin One: WIOA/TANF Partnership and Implementation in Massachusetts</p> <p data-bbox="560 598 1347 672">John Stella, Director, TANF/Cash Department of Transitional Assistance, Massachusetts</p> <p data-bbox="527 682 1453 756">Round Robin Two: Setting up Apprenticeship and Pre-Apprenticeship Programs for TANF Participants</p> <p data-bbox="560 766 1266 808">Elisabeth Sachs, Executive Director, Jobs Opportunity Task Force</p> <p data-bbox="527 819 1291 850">Round Robin Three: 2-Gen and the Tennessee Experience</p> <p data-bbox="560 861 1356 934">Tracy L. Bell, Chief Officer of Workforce Development, Employment, and Transformation, Tennessee Department of Human Services</p> <p data-bbox="527 945 1421 1018">Round Robin Four: WIOA/TANF Partnership and Implementation in Maryland</p> <p data-bbox="560 1029 1388 1102">Sara K. Muempfer, Director of Workforce Development, Family Investment Administration, Maryland Department of Human Resources</p>

Day 3

Thursday, July 14, 2016

Time	Session Description
8:45 a.m.–12:30 p.m.	<p>Interactive Kiosks – Foyer</p> <p><i>The Pennsylvania Department of Labor and Industry released three new work readiness apps developed by youth in October 2015. These three apps – Get Prepared!, Get Dressed!, and Get Hired! – are user friendly and were designed by youth to help youth practice realistic decision-making skills related to time management and preparation for interviews. Three interactive kiosks will be available throughout the 2½- day meeting for meeting participants to explore each of the three apps.</i></p>
8:45 a.m.–9:00 a.m.	<p>Knowledge Share</p> <p>Speaker:</p> <p>Frank Ceruto, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region II (New York)</p>
9:00 a.m.–10:30 a.m.	<p>Interactive Activity</p> <p><i>Understanding the life circumstances and economic realities of participants is vital to designing responsive programs. Empathy provides program officials with needed information for developing program components and timelines that achieve the desired goal of improving the socioeconomic outcomes of families. Attendees will review personal stories and reflections from TANF participants and eligibles and gain a better understanding of the different circumstances that individuals are navigating. From program directors to frontline caseworkers, staff play an important role in developing human-centered programs. Policy decisions, staff decisions, and case worker decisions impact participant outcomes and attendees will reflect on the information gleaned from those stories and discuss how the information can inform program design activities.</i></p> <p>Speaker:</p> <p>Damon Waters, Family Assistance Program Specialist, Office of Family Assistance, Administration for Children and Families</p>
10:30 a.m.–10:45 a.m.	<p>Break</p>

Time	Session Description
10:45 a.m.–12:00 p.m.	<p>Working with the Hard to Serve – Developing Executive Skills with TANF Participants to Set and Achieve Goals</p> <p><i>Who are the “Hard to Serve”? What is the definition of executive functioning in the context of TANF, and what separates poor executive skills from other barriers to employment and self-sufficiency? This session will explore approaches to addressing the complex needs of TANF participants that stem from toxic stress and generational poverty, including strategies such as motivational interviewing and coaching. Presenters will provide practical applications, lessons learned, and an overview of how they incorporated executive functioning skills into curriculum, case management, and service delivery.</i></p> <p>Speakers:</p> <p>Moderator: Frank Ceruto, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region II</p> <p>Deborah Joffe, Associate Manager, PCG CalWorks Welfare-to-Work Program, Public Consulting Group</p> <p>Kate Probert Fagundes, MFIP/DWP/SNAP Employment Services Division Manager, Ramsey County Workforce Solutions</p>
12:00 p.m.–12:30 p.m.	<p>Closing Remarks</p> <p>Speakers:</p> <p>Carol Monteiro, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region I</p> <p>Frank Ceruto, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region II</p> <p>Eileen Friedman, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region III</p> <p>LaMonica Shelton, TANF Regional Program Manager, Office of Family Assistance, Administration for Children and Families, Region IV</p>
12:30 p.m.	<p>Adjourn</p>