



Administration for Children and Families Office of Family Assistance Regions V and VII



2011 TANF Directors Technical Assistance Meeting

June 28-29, 2011

Summary Report



This technical assistance activity was funded by the
United States Department of Health and Human Services,
Administration for Children and Families,
Office of Family Assistance Regions V and VII
and managed by ICF International

James Butler, Federal Project Officer
Louisa Jones, Project Manager
Damon Waters, Task Lead

Table of Contents

Introduction.....	2
Meeting Overview.....	2
Day One.....	3
Strategies for Addressing the Needs of Clients Impacted by Domestic Violence and Human Trafficking.....	5
Effectively Using TANF Data to Enhance Services and Improve Outcomes.....	9
ASSET Initiative Overview.....	11
State of the States Updates.....	13
Engaging Refugees in TANF Programming.....	17
Day Two.....	19
Patient Protection and Affordable Care Act of 2010	19
TANF-National Perspectives and Priorities.....	22
Closing Remarks.....	22
Summary.....	22
Appendices.....	23

Introduction

In 1996, the Temporary Assistance for Needy Families (TANF) Program was created through the Personal Responsibility and Work Opportunities Reconciliation Act (PRWORA), dramatically changing the social welfare system in the United States. The implementation of the TANF program at the State and local levels brought about significant decreases in the number of low-income families receiving public welfare from approximately 4,543,397 cases in 1996 to 1,880,696 families in 2011.¹ Since the onset of the Great Recession in 2007, the United States has struggled with national unemployment rates that have stagnated at 9.1 percent.² Given this difficult economic climate, TANF remains an important part of the safety net for low-income families and children, yet TANF agencies are being charged to do more with less. The Regions V and VII 2011 Directors Technical Assistance Meeting provided State TANF directors with the opportunity to engage in strategic dialogue in order to identify innovative practices and partnerships that better support America's children and families during these challenging times.

Meeting Overview

Held June 28-29, 2011 in Kansas City, Missouri, the *2011 Regions V and VII TANF Directors Technical Assistance Meeting* brought together more than 30 representatives from States across the Midwest. The meeting facilitated the exchange of promising ideas and practices among State TANF directors in an effort to improve economic and social outcomes for low-income individuals. This year's meeting focused on the deliberate use of data to drive programmatic decisions; strategies for engaging refugees, victims of domestic violence, and the unengaged; asset-building approaches; and the implications of the Affordable Care Act.

The format of the meeting was a combination of information sharing and conversation along with panel presentations. It included a day of State information sharing and a design that supported the dissemination of information between State TANF Administrators, Federal policy representatives, and other key stakeholders. Participants were asked to focus their information sharing on challenges they have encountered along with strategies and potential solutions they have used. The two-day meeting was sponsored by the United States Department of Health and Human Services, Administration for Children and Families (ACF), Office of Family Assistance (OFA), Regions V and VII.

¹ United States Department of Health and Human Services, Administration for Children and Families. (2011, August 10). *Data and Reports*. Retrieved September 9, 2011, from Office of Family Assistance: <http://www.acf.hhs.gov/programs/ofa/data-reports/index.htm>

² United States Department of Labor, Bureau of Labor Statistics. (2011, September 2). Economic News Release. Retrieved September 9, 2011, from Bureau of Labor Statistics: <http://www.bls.gov/news.release/empsit.nr0.htm>

Day One

Implementing Effective Work Programs in a Tough Economy

Dr. LaDonna Pavetti, Vice President for Family Income Support Policy, Center on Budget and Policy Priorities

Dr. LaDonna Pavetti, Vice President for Family Income Support Policy at the Center on Budget and Policy Priorities began her session by distributing the Administration for Children and Families (ACF) 812 data. To frame her discussion, Dr. Pavetti asked several questions about the data:

- What is the purpose of the data?
- What can we learn about those who are unengaged?
- What can we do differently to engage the under-engaged and unengaged?

Dr. Pavetti distributed tables that represented the “Distribution of Work Eligibles by Participation Status” created using the ACF summary reports. Due to variance in data reporting methods, the tables did not represent all of the States, but rather those that could be manipulated into summary tables. The tables indicated diversity across the State TANF programs, providing State TANF agencies with an opportunity to learn from one another. Data provided by Dr. Pavetti documented the proportion of TANF participants not fulfilling requirements to be counted in the denominator of the WPR calculations. When asked what they could learn from the data, the meeting attendees noted it is difficult to make assumptions from this data because Work Participation Rates do not account for caseload size, unemployment rate, or the economic diversity of the States. They also recognized that a large percentage of TANF participants participate in work activities but do not meet their requirements. The meeting attendees expressed that these high participation levels reflect the effort being put forth by the TANF agencies to increase participation in countable activities. To account for these efforts, the State TANF Directors would like ACF to consider providing partial credit for TANF participants who are engaging in countable activities but are not meeting the work participation hour requirements.

The meeting attendees also analyzed the “Distribution of Individuals Participating in Work Activities Comparison of Those Meeting Work Requirements and Those with Insufficient Hours of Participation” tables (from 2009 data). In Michigan, the majority of those individuals categorized as having insufficient hours are in unsubsidized employment or job search. This analysis should prompt the State to explore what can be done to boost participation in those areas. It is also notable how distribution of resources affects data, with Minnesota and Wisconsin – two States who make large investments in their community college systems - showing rates above the national average with regard to training and education. In most States, the difficulty in meeting Work Participation Rate requirements comes from participants with insufficient hours. One meeting attendee noted that this is often related to the employment that TANF participants are placed in, where hours are often irregular and assigned at the last minute.

Representatives from the State TANF agencies had the opportunity to reflect on their recommendations for data collection and use based on what they learned from the collection and submission of the ACF 812 data. Some noted that when a new data reporting requirement is enacted it needs to be extremely explicit

so there is consistency in who is counted and how they are counted. Other representatives suggested education be counted as a core activity; English as a Second Language (ESL) be countable as a core activity for refugees; and giving partial credit toward Work Participation Rates for those TANF participants with insufficient hours. Some requested a restructuring of the Federal reports to make them useful for program management purposes. A representative from Illinois requested increased resources for subsidized employment. Kansas TANF officials noted that they would like to remove the time limits for job search, job readiness, and education and increase the number of people who are eligible for education. A representative from Minnesota noted that it would be helpful to remove some of the core and non-core activity distinctions. Given the movement toward career pathways programs, such as the Health Professions Opportunities Grants (HPOG) under the Affordable Care Act (ACA), meeting attendees expressed an interest in changing education requirements to align with these types of programs.

Attendees considered what the “status quo” option is for TANF participants. Meeting attendees from Iowa identified two groups: those who need a little help now and those who need a lot of help. The failure to engage those individuals needing a lot of help results in them either falling through the cracks or being sanctioned. Others noted that while some TANF participants are not difficult to employ, other barriers make them difficult to fully engage, e.g., individuals participating in parenting programs and personal development activities, which do not meet the definition of job skills preparation, but instead seek to prepare individuals for work or enhance personal development to help the individual become job ready.

Dr. Pavetti highlighted some encouraging statistics and programmatic innovations that are helpful to consider when attempting to engage the unengaged. Approximately half of the individuals who come to TANF were recently employed and thus have some connection to the labor force. A substantial share of TANF participants find employment or enroll in education and training on their own. Additionally, TANF participants with a history of non-participation participated eagerly in subsidized job programs and thus some States may find it easier to engage the unengaged if they can use subsidized employment as an option. In Illinois, over 60,000 people applied for subsidized employment and 30,000 people were placed in jobs paying \$10 per hour over a period of 3 months.

Other activities have been found to have a positive effect on outcomes for TANF participants. Individuals participating in a job search program earn \$550 more per year than those not required to participate in a job search program. Furthermore, when individuals are given a choice of activities to participate in, including education and training, they earned \$1,200 more per year. In Oregon, TANF participants did not have to take the first job they were offered, resulting in sustained employment outcomes. It was also found that those who participate in short-term training programs have significantly higher earnings and work more steadily than those not given the chance to participate in short-term training programs. Programs not directly focused on employment, such as the Building Nebraska Families Home Visiting Programs, which designed to improve both basic life skills and job readiness of hard-to-employ TANF participants, can significantly increase participants’ earnings. Programs that require work but also provide individuals with financial incentives or earning supplements have substantial payoff: the combination of increased earnings and increased benefits lead to substantially higher income, more than \$1,300 per year.

Dr. Pavetti asked meeting attendees to consider what programmatic changes could be made to prevent TANF participants from becoming unengaged. TANF agencies can maintain participant engagement by

creating new program options or a different mix of programs that clearly define what TANF participants have to gain from participating. Dr. Pavetti also suggested using new approaches, such as paying participants for getting jobs rather than paying contractors. In this time of shrinking budgets, it is important for States to look for ways to shift resources to spend their limited funds in innovative ways to achieve desired outcomes.

Strategies for Addressing the Needs of Clients Impacted by Domestic Violence and Human Trafficking

Tina Malinowski, Advocacy and Education Coordinator, Rose Brooks Center

Traci Francis, Director of Programs, Hope House Center

Cynthia L. Cordes, Human Trafficking Coordinator, Assistant U.S. Attorney, U.S. Attorney's Office, Western District of Missouri

Maggie Wynne, Director, Anti-Trafficking in Persons Division, U.S. Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement

The barriers created by domestic violence have remained a significant challenge to TANF participants and often limit the ability of domestic violence survivors to successfully transition into the world of work. Similarly, victims of human trafficking encounter significant barriers when attempting to transition into employment. There is increased attention being paid to domestic violence and human trafficking, how they intersect, and how each impact a variety of clients. During this session, attendees heard about specific program strategies that have been implemented in an effort to meet the needs of TANF participants affected by domestic violence and human trafficking.

Ms. Tina Malinowski began this panel discussion by sharing information about the services provided by the Rose Brooks Center, a domestic violence agency located in the Kansas City metropolitan area. Domestic violence occurs when one partner is violent to the other at any point in the relationship. Statistics show that one in four women will experience domestic violence in her lifetime and half of perpetrators of domestic violence also abuse children in the home. In 2010, Rose Brooks Center served 18,000 people through their various programs. Over the course of the 30 years that Rose Brooks Center has been serving victims of domestic violence, they have developed an understanding that a shelter and a hotline are not sufficient resources to meet the needs of survivors in their community. To address the needs of this population, they have collocated services in hospitals, schools, law enforcement offices, and local court systems; administered crisis intervention and training programs; and expanded their services to include case management, advocacy, and spiritual support. By allowing staff to interface with victims in the places they frequent, Rose Brooks Center is able to keep survivors of domestic violence connected with services over a longer period of time.

In Kansas City, there are six domestic violence agencies scattered throughout the metropolitan area that provide a network of services to survivors of domestic violence. Domestic violence agencies in the United States are organized within State and National Domestic Violence organizations. In Missouri, the State organization is the Missouri Coalition Against Domestic and Sexual Violence. All local service providers are

members of the State level coalition and they receive training and technical assistance through this coalition, as well as State level advocacy support. The National agencies are comprised of the State coalition members and they are responsible for much of the advocacy work at the Federal level. Many other organizations provide culturally specific domestic violence support, although they are not exclusively domestic violence agencies, such as the Kansas City Anti-Violence Community, which provides support to victims of domestic violence in the Gay, Lesbian, Bisexual, and Transgender community.

As Ms. Malinowski noted, TANF caseworkers are often first responders for victims of domestic violence. It is important for TANF caseworkers to understand that healing for survivors of domestic violence occurs most effectively when they experience an environment of autonomy and safety. Because women who leave violent relationships face a 75 percent increase of serious injury or death at the hands of their abusers, it is imperative that caseworkers and domestic violence survivors work collaboratively to develop a safety plan to support women as they exit violent relationships. Access to financial resources is a key component to exiting a relationship safely and exemptions, such as those associated with the Family Violence Option, help ensure survivor safety. Ms. Malinowski advocated educating TANF caseworkers so they can exercise trauma-informed case management. This type of case management requires case managers to be empathetic, non-judgmental, and flexible. Organizationally, it requires a system for connecting workers with resources to assist them in analyzing and strategizing to help survivors.

Ms. Traci Francis, Director of Programs for Hope House, noted that there are many factors that make it difficult for victims of domestic violence to escape abusive situations. The child support cooperation requirement is often a reason women do not apply for TANF because victims will be unsafe if they pursue child support. Some other challenges facing survivors of domestic violence are legal citizenship requirements and residency requirements. Women are often allowed to put the P.O. Box of the shelter on their application forms, but they cannot put their physical address for safety reasons. The five-year (60 month) time limit for TANF also provides a challenge for survivors of domestic violence because although they may have left the abusive relationship, they often do not have access to resources that allow them to fully transition away from the caseload without risking their safety or a return to an abusive relationship.

Ms. Francis suggested that the TANF Directors encourage their local offices to provide information about local domestic violence service providers in a place that can be accessed by interested parties without others noticing. She also emphasized the importance of trauma-informed care. For victims of domestic violence the fight or flight response occurs often and automatically, even in non-dangerous situations, making it difficult for these individuals to regulate their emotions. Understanding this reaction can help TANF caseworkers in their interactions with participants who are victims of domestic violence. It is also essential for these caseworkers to remember their obligation to keep the disclosure of domestic violence confidential.

Next, Ms. Cynthia Cordes, Human Trafficking Coordinator and Assistant U.S. Attorney for the U.S. Attorney's Office, Western District of Missouri provided a picture of human trafficking in the State of Missouri. Currently, over 27 million individuals are modern day slaves and 800,000 are trafficked across international borders. In Missouri, the Human Trafficking Rescue Project was developed to combat modern day slavery and involves a Law Enforcement Working Group and a Coalition Against Human Trafficking that encompasses the human services components. In the five years since the start of the project, the Western

District of Missouri has prosecuted more human trafficking defendants than any other district in the United States. These numbers do not reflect more human trafficking occurring in Missouri, but rather a more proactive approach to addressing this issue.

A significant challenge to addressing cases of human trafficking is that victims are groomed to not cooperate with law enforcement and human services agencies. For example, in cases where victims are forced into prostitution, the traffickers often use this as leverage, telling their victims that they are breaking the law and can also be turned in to the authorities. While drug and firearm trafficking are easily recognizable, this is often not the case with human trafficking. Human trafficking is the third most profitable form of trafficking and due to the lack of recognition, is often low-risk for the trafficker. It also yields higher profits because trafficking victims can be sold repeatedly.

While the Thirteenth Amendment to the United States Constitution outlaws slavery and involuntary servitude, the old laws require specific types of coercion. In modern times, the specificity of these laws often resulted in mild sentences for traffickers. The Trafficking Victims Protection Act of 2000 provided immigration relief to victims of human trafficking and their immediate family, access to benefits, alternatives to detention, and support of benefit and enforcement efforts. There are two large categories of human trafficking in the United States: commercial sex and forced labor. Commercial sex is defined as providing or obtaining persons for commercial sex acts through force, fraud, or coercion. Traffickers convicted of commercial sex trafficking can receive a sentence of 10 years up to life per victim. Those convicted of forced labor practices can be sentenced for up to 20 years, unless there are other factors, which can raise the sentence to life. One hundred twenty-five victims have been rescued in the Western District of Missouri as a result of stricter laws and the efforts of the Human Trafficking Rescue Project.

Ms. Maggie Wynne, Director of the Anti-Trafficking in Persons Division for the Office of Refugee Resettlement spoke about national efforts to identify, certify, and serve victims of trafficking in persons. There is a major effort to increase public awareness about trafficking, as many victims of human trafficking do not see themselves as such. Certification of these victims allows foreign trafficking victims in the United States to access Federally funded benefits and services to the same extent as a refugee, and these benefits are available notwithstanding Title IV of Personal Responsibility and Work Opportunity Act (PRWORA). The U.S. Department of Health and Human Services and the Office of Refugee Resettlement issue certification letters to adult victims and eligibility letters to their children. To determine eligibility of these individuals, TANF caseworkers only need to look for this certification letter that can be accepted in lieu of immigrant documentation. If a caseworker needs to verify this letter, they can contact 1-866-401-5510. It is important that these caseworkers maintain confidentiality and return the letter to the victims. If the victim is not eligible for TANF or Medicaid, they can receive Refugee Benefits such as Refugee Cash Assistance and Refugee Medical Assistance. Children trafficking victims may be eligible for the Unaccompanied Refugee Minor Program or for TANF, Medicaid, State Children's Health Insurance Program (SCHIP), or Refugee Cash Assistance. In the United States, there is a national network of support service providers for victims of human trafficking consisting of 101 agencies in 128 locations. These agencies rely on State Refugee Coordinators to coordinate services for victims of human trafficking and to troubleshoot difficulties. Additionally, the Office of Refugee Resettlement is in the process of developing a new resource guide for social service providers.

Traffickers often groom their victims to foster a feeling of dependence and then break down the victim, creating a feeling of isolation and causing fear through threats and actions. Because of the tactics used by traffickers, victims often experience depression and other mental health issues. They also engage in self-blame, have feelings of shame or worthlessness, and may suffer from physical health problems. Additionally, they are often concerned about their family members, worry about outstanding debts they have to their trafficker, and experience anxiety about unfamiliar U.S. laws and systems. When interacting with trafficking victims, Ms. Wynne noted that it is important to consider the concerns and feelings they may be experiencing.

Following the discussion, the panelists answered questions posed by the meeting attendees.

Questions and Answers:

Question: What is the main source for identifying victims of human trafficking?

Response: Initially, victims were identified by dedicated law enforcement pursuing cases of human trafficking. Now, because of public education, more are coming through call-in leads from the public.

Question: Of the 125 cases of human trafficking in Missouri, what is the breakdown of domestic cases versus international cases?

Response: One hundred seven of the cases were international and were usually multi-victim cases. The remaining 18 were domestic and were usually individual cases.

Question: Are there task forces in all of the Offices of United States Attorneys within the Department of Justice?

Response: No, there are approximately 30 task forces throughout the United States.

Question: Have you seen increased involvement of gangs in human trafficking in Missouri?

Response: Yes

Question: There have been reports of human trafficking surrounding large sporting events. Do you see this across the United States?

Response: This is an interesting phenomenon that has not been seen in Kansas City, Missouri. Another interesting phenomenon is that women who are now involved in prostitution often began as children. There is not much that prosecutors can do once the former trafficking victim becomes an adult engaging in prostitution. Complicating this issue, is the fact that the once victim often aids the trafficker as an adult.

Question: What do TANF offices need from Foreign Trafficking Victims?

Response: All the TANF office needs is the benefit letter. All other aspects are handled by the Office of Refugee Resettlement.

Question: What is the difference between smuggling and human trafficking when it comes to forced labor?

Response: To differentiate between the two, one must analyze whether they have a debt they are trying to pay off, if they have the option to leave their employer, and if they are accruing interest at an outrageous rate. If they have a debt, are accruing high interest, and cannot leave their employer, they are likely victims of human trafficking.

Question: What are good screening techniques for victims of domestic violence?

Response: Ask the individual if he or she is afraid at home or if someone at home hurts him or her. It is important to develop a trust relationship with victims of domestic violence if they are going to be comfortable disclosing this information. There is no single approach that will work for all people.

Effectively Using TANF Data to Enhance Services and Improve Outcomes

Gary Allen, TANF Regional Program Manager, U.S. Department of Health and Human Services, Administration for Children and Families Region VII

Dr. Michelle Derr, Senior Researcher, Mathematica Policy Research

States are constantly collecting and using vast amounts of client and program data for operating and evaluating the effectiveness of their programs. During this session, attendees had the opportunity to learn about available TANF data and strategic uses of this data.

Mr. Gary Allen, TANF Regional Program Manager from Region VII, gave an overview of the Administration for Children and Families Data requirements, noting the most common issues and challenges encountered when processing and managing the data. In the TANF summary table, which is distributed monthly, the data that is used to compute rates is listed. Sometimes, the data from the States does not match the data reported by the Region. Errors should be reviewed and corrected because when used correctly, the data can give State agencies a picture of what is happening in their program.

Dr. Michelle Derr gave participants a list of report types that can be used for program monitoring and program planning that included transaction histories, error flags, problem cases, rate data, summary tables, time-limit summary tables, and other variables collected. A participant from Iowa noted that they look at rate data and compare it to their State report, looking for variance. A representative from Wisconsin echoed that their State agency also does this and combs the data for information on domestic violence. In Illinois, the data staff uses the reports and looks at the rate data, troubleshooting problems as needed. Representatives from Michigan noted that they like to look at the data first by State, and then as a

breakdown by county. As evidenced by the responses from meeting attendees, there are a variety of ways that people choose to use the same data.

Dr. Derr asked the State TANF directors to reflect on why they use data in their programs. Representatives from the State of Missouri shared that they use data to identify problems and places where they need to automate a process. In Wisconsin, where contractors administer the TANF programs on the county level, they use data to measure performance and award contracts based on job entry rates, earning stabilization (retention), and customer satisfaction. The Ohio TANF agency uses data for training purposes and to influence policy change. In Iowa, TANF program administrators look at the data over time to document trends and cycles. In Illinois, data is used as a supervisory tool to pinpoint the offices and caseworkers who are excelling or are in need support.

Despite the many advantages to using data, there are also challenges. As participants from Iowa and Missouri noted, when the data is inaccurate, one cannot use it to inform programmatic decisions. A participant from Minnesota also commented that one needs to unbundle the data to analyze subpopulations and compare to other States subpopulations. A participant from Iowa also noted that to truly see programmatic implications, one needs to look at data beyond just TANF data, such as employment data from Departments of Labor. This type of comparison allows States to see how participants fared after exiting TANF, and what actions were taken while they were in a TANF program to get them to that point. Another challenge identified by participants is sifting through the large amount of data to prioritize the important information.

When trying to develop a system for using data effectively, Dr. Derr suggested beginning with a logic model and asking what one wants to capture with the data. It is important to link data to core outcomes and track what happens over time. By establishing these expectations in a logic model, it ensures that everyone involved in the program has common goals and expectations of how they will achieve those goals. Dr. Derr provided an example of a logic model used by Child Trends that graphically maps out what outcomes should flow from certain indicators.

Dr. Derr presented information about Utah and New York City, where agencies created indicators that they tracked over time in an effort to increase their Work Participation Rates. In New York City, the Work Participation Rate is dependent on certain processes, such as sanctioning processes, engagement in work processes, and fair hearings. New York City TANF offices turned increasing Work Participation Rate into a competition; over an 18-month period, employees met to discuss how to improve processes to boost Work Participation Rates. There are many different ways to track data to make it meaningful, including measuring data over time. To be effective, Dr. Derr suggested tracking data that is important to the State TANF agency and starting on a small scale.

At the end of the session, meeting attendees provided additional input on how to use data effectively. Dr. LaDonna Pavetti commented that often times the national data masks the State stories and that there is much to be learned from the variation among States. She also noted that it is hard for States to make bold changes when there are penalties at stake, but if Work Participation Rates can be looked as something that is done along the way to outcomes, rather than as an outcome in and of itself, State agencies could begin to be bold in their programmatic decisions. Representatives from Iowa echoed Dr. Pavetti's comments, noting

that they are utilizing the Department of Labor data because they need to know what happens after participants exit the TANF caseload. Minnesota reflected on the importance of humanizing the data to make the legislators care, citing the usefulness of children's outcomes in this effort.

ASSET Initiative Overview

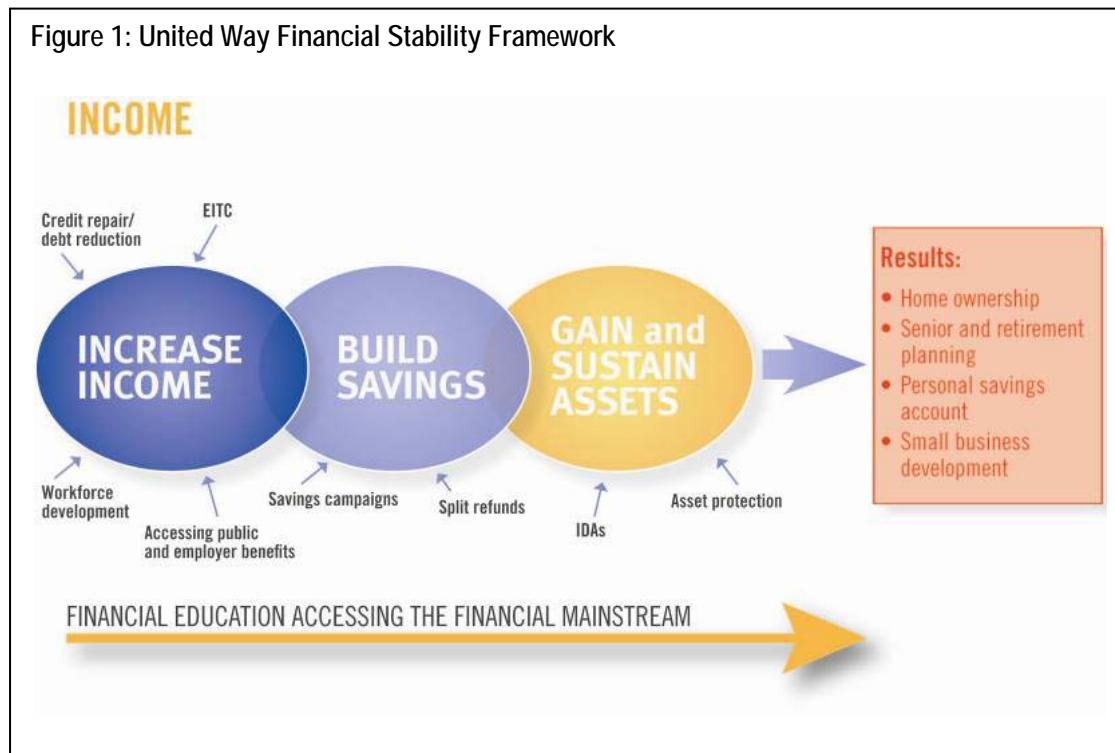
Denise DeVaan, Region V Regional Representative, Administration for Children and Families ASSET Initiative

Ms. Denise DeVaan began her session by asking the meeting attendees to reflect on what they learned about money as a child. She then asked them to consider what today's TANF children learn about money and where these children's parents bank. The reality is that many of these children's parents are among the over 28 million Americans who do not bank at all. Minorities are disproportionately asset poor and face significant challenges to asset development. There is increased focus among the ASSET Initiative, TANF, and other partners to improve the self-sufficiency outcomes for low-income families and a heightened focus on the economic self-sufficiency needs of those disproportionately asset poor. As Michael Sherraden said in his book, Assets and the Poor, "Few people have ever spent their way out of poverty. Those who escape do so through saving and investing for the long-term." Financial education helps individuals build financial assets such as cash savings, bonds, stocks, financial securities, and real property. Additionally, it helps them to build intangible assets such as improved credit scores, access to credit, and human capital. The possession of these assets affects individuals economically, socially, and psychologically.

Conceived through the U.S. Department of Health and Human Services Interoperability Initiative, the ASSET Initiative seeks to connect people with tools such as Volunteer Income Tax Assistance (VITA) sites (free tax preparation services), financial education, and credit and debt counseling. The initiative includes special programs for survivors of domestic violence, people with disabilities, refugee communities, Native American communities, fathers and families, and families with young children. One tool often used for asset-building is the Individual Development Account (IDA) which provides matched dollars for savings made by an individual. The matched savings component of IDAs incentivizes saving and helps individuals build savings faster to invest in other assets such as education and safe housing. Additional asset-building tools include financial education, help managing credit and debt, banking opportunities, free tax preparation, tax credits, and access to public benefits.

Ms. DeVaan shared the story of Christa McMichael, an IDA program participant in Kentucky. In 2005, Ms. McMichael moved to Kentucky where she received TANF, workforce system support, and Supplemental Nutrition Assistance Program (SNAP). During this time, she also participated in financial education classes and received budgeting instruction. Ms. McMichael credits two advocates with her success: her TANF caseworker and her IDA advocate. Also essential to her successful outcome, were monthly peer support group meetings. Because child care and dinner were provided, Ms. McMichael had the opportunity to attend these meetings. Through an education IDA, Ms. McMichael was able to save for and invest in her education, becoming first a Certified Nursing Assistant (CAN) and then a Licensed Practical Nurse (LPN). Through her participation in financial education and the IDA program, she was also able to improve her credit score by more than 150 points. In 2009, through a homeownership IDA, Ms. McMichael was able to buy a home.

Embracing an asset development approach requires an understanding that there is a difference between income and asset poverty. To be considered income poor, a family lives at or below the Federal poverty line. Asset poverty is determined by whether or not a family has enough savings to cover three months of expenses if income were interrupted. This would require \$4,600 in savings for a family of three. By combining income poverty and asset poverty measures, a more realistic picture of a family's financial health is created. The United Way has created a Financial Stability Framework (see Figure 1)³ to guide efforts to improve financial stability for low-income individuals. It involves increasing income and repairing credit, building savings, and then gaining and sustaining assets, all while participating in financial education. Financial assets help families move beyond paycheck-to-paycheck living, lead to long-term thinking and planning, increase community involvement, increase self-esteem, and provide hope for the future.



Individuals can build assets through participation in one of the 400 Assets for Independence (AFI) Grant Projects administered by the U.S. Department of Health and Human Services, Office of Community Services. Through this matched savings Individual Development Account (IDA) program, individuals can deposit savings in an IDA account to receive a match deposit, from \$1 for every dollar saved up to \$8 for every dollar saved. Individuals can then use these funds to invest in the purchase of a home, higher education or training, or small business start-up.

³ Denise DeVaan. (2011, June). ASSETS for Independence (AFI) and The ASSET Initiative. PowerPoint presented at the 2011 Regions V and VII TANF Directors Technical Assistance Meeting, Kansas City, Missouri.

TANF agencies can help individuals build assets in a variety of ways. They can partner with existing AFI grantees in their States. They can also help participants get free credit reports, support the development of free IRS sponsored VITA Tax preparation sites, and encourage participants to access Earned Income Tax Credits (EITC).

Under the current TANF regulations, financial education and financial fitness training is not a countable activity. A representative from the State of Minnesota noted that fact, but recommended that it would be beneficial to make financial education a required component of job readiness because budgeting for expenses is applicable to entering the workforce. More importantly, the participant recommended that Congress consider that TANF reauthorization reclassify financial education as a countable activity under TANF regulations. Meeting attendees from Iowa noted that they have built the Money Smart⁴ curriculum into their work readiness program. Another meeting attendee stated the importance of financial education for children, noting the Share, Save, Spend method developed by Nathan Dungan⁵.

State of the States Updates

Missouri

In Missouri, new legislation has been passed requiring drug screening and drug testing for all TANF participants. The State TANF agency is currently in the process of developing the program and establishing the rules for its administration. They foresee several challenges to the implementation of this new legislation including budgeting for the cost of the program, which will be paid for by the State; developing necessary tools for the program; addressing pushback from advocates and other entities; and coordinating the process for the drug testing contract. It is estimated that the cost of each negative test will be \$42 and \$96.76 for a positive test, which will include all costs for the process with the exception of expert testimony. Under the new drug testing legislation, TANF participants will be screened periodically throughout the year. The Missouri TANF agency is hoping to develop a screening tool to identify "reasonable suspicion" that creates an automatic referral of the participant to the drug testing company. If participants test positive, they must pursue a treatment option in order to continue to receive TANF benefits. They expect the cost of this treatment will be covered by Medicaid. If the participant refuses treatment, they will not receive benefits, although their family can continue to receive benefits. If the participant chooses to pursue a treatment option and then fails the drug test again, they will be ineligible for benefits for three years.

Additional changes in TANF related policy in Missouri include the requirement that all EBT cards with a TANF benefit include a photo of the issuer. They are also implementing a new Web-based TANF case management system that was built by the Office of Administration, Information Technology Department of the State of Missouri. This system will allow the state agency to make any system changes necessary should additional reporting requirements occur.

⁴ FDIC: *Money Smart - A Financial Education Program*. (2011). Retrieved September 13, 2011, from <http://www.fdic.gov/consumers/consumer/moneysmart/index.html>

⁵ *Share Save Spend*. (2011). Retrieved September 13, 2011, from <http://www.sharesavespend.com/>

Ohio

In Ohio, drug testing legislation has not been signed by the Governor, but the legislature is actively involved in discussions with State agencies around this topic. There will not be any treatment options for participants if they test positive. They are grappling with issue of determining what actions are necessary if there are children in the home of the participant who tests positive.

Caseload numbers in Ohio are declining, while Work Participation Rates are increasing following three years of penalties. The Ohio TANF agency attributes caseload declines to an increased focus on Work Participation, also noting that as sanctions increase, the number of TANF participants decrease. Additionally, seven counties in Ohio are merging for the purpose of performing eligibility functions but will keep their workforce components separate. Each county will be required to have an office for in person interviews, but e-signatures will allow for online paperwork.

Kansas

Representatives from Kansas noted that they have a new Governor and many new legislators. They expect to have an opportunity to move away from a barrier-reduction focus toward an employment-focused solution for their TANF program. Partnering with other agencies, communities and creating better work readiness programs will create an atmosphere of success. This shift will require staff to be retrained and a change in the mindset of how business is done, presenting potential challenges.

Wisconsin

In Wisconsin, a transitional jobs program has been implemented for individuals who are TANF eligible but are not eligible for the Wisconsin Works (W-2) program. This program was not repealed so it will continue for the next two years. It targets non-custodial parents and works with private, non-profit organizations. Participants are eligible for 1,040 hours of subsidized employment. Representatives from Wisconsin noted that they have had remarkable results for those entering employment from this program. Many of the jobs have been sustainable; 50 percent of participants who have left their subsidized job have entered unsubsidized employment. Approximately 2,000 individuals have been served through this program since November 2010. The Wisconsin TANF agency is also working on subsidized private sector employment programs for those in the W2 program, which is set to be implemented January 1, 2012. Both the transitional jobs program and the subsidized employment program are funded by TANF and ARRA dollars. Employers are required to support those in the subsidized employment program for six months after the end of their subsidy, whether or not they continue in unsubsidized employment.

Other updates from Wisconsin include new legislation that reduces the amount of cash assistance for those in job programs by \$20 per month. Additionally, because all W2 services throughout the State are subcontracted, Wisconsin is beginning to plan for the release of a new Request for Proposal. They are seeking stakeholder input through their website and will post the results of this feedback on the W2 website.

Minnesota

At the time of the meeting, the government of the State of Minnesota was on the verge of a shutdown and was in the process of determining which critical services must be maintained during a period of shut down. The Minnesota Legislature had also proposed changes in policies for Electronic Benefits Transfer (EBT) card usage. Legislation passed in July restricted use of EBT cards in the following ways:

- Requiring cash benefits to be issued on separate EBT cards (Minnesota has a combined cash and food program), and
- Prohibiting EBT debit cardholders from using the EBT debit card to purchase tobacco products or alcoholic beverage, of which use for these purposes constitutes fraud and can result in disqualification.

The counties within the State are looking for ways to increase efficiency, such as case-banking, beginning with their food support cases. Minnesota's TANF agency has also developed an employability measure as a way to assess barriers to employment. They are training case managers in motivational interviewing and analysis of the results of these interviews, in an effort to focus on increasing participant engagement. Additionally, they are working to implement a "no hours left behind" approach to documentation that gives both participants and case managers credit for the all of the work they do.

The Minnesota TANF agency has analyzed disparities in outcomes, and found the greatest disparities in outcomes for the African American and Native American populations. They are working to improve Work Participation Rates and the results on the Self-Support Index (a Minnesota measure that tracks whether adults are either (1) working an average of 30 or more hours per week or (2) no longer receiving MFIP cash, three years from a baseline quarter. for African American and Native American populations in the State.

The State of Minnesota continues to do some subsidized work using State funds and has targeted some of the efforts to specific populations, such as a summer youth program for African American and Native American teens. The teen program was a collaboration with the Minnesota Department of Employment and Economic Development, which provided some matching funds. The TANF agency is also working with the Minnesota Department of Transportation (MnDOT) to place TANF participants in work. This is a win-win arrangement as it is assisting the DOT in meeting its workforce diversity requirements while placing TANF participants in permanent jobs. The representative from Minnesota noted that building relationships with employers has been very important in the development and maintenance of employment programs.

Illinois

General assistance programs were eliminated which may impact the number of TANF cases. As of July 1, 2011, there will be a 50 percent reduction in SNAP and TANF employment training funding, however, this reduction will not affect youth. The State of Illinois has seen a 56 percent increase in TANF caseloads since 2009 and thus finding resources for TANF participants has been a challenge. To combat this challenge, Illinois' TANF agency is working to build partnerships with community organizations. They are also collaborating with eight agencies in Illinois that are administering Health Professions Opportunity Grants (HPOG) through the Affordable Care Act. TANF caseworkers will be referring TANF participants to these programs that are targeted at TANF participants and Workforce Investment Act (WIA) participants. Illinois is also discussing drug testing of TANF participants.

Additionally, Illinois' TANF agency is in the midst of developing a TANF Work Verification System pilot that will eliminate paper, track hourly documentation, track home work hours, and allow contractors to interface with caseworkers in real time. This system is being built by Deloitte, a consulting firm, and will have built-in management reports.

Iowa

The current Iowa legislative climate includes a Republican Governor and House of Representatives, and a Democratic Senate. Unlike other States, drug testing legislation has failed in Iowa. They received approximately \$20 million in additional State funds for their cash assistance program to replace American Recovery and Reinvestment Act (ARRA) funds.—Legislation to increase the Earned Income Tax Credit (EITC) from seven percent to ten percent was vetoed by the Governor. The Iowa TANF agency plans changes to determination of countable income for those who are self-employed, and will potentially use a system that is a flat percentage of gross income.

Iowa's TANF agency is also working on a data-brokering project to automate their system and they expect to roll out a new eligibility system in the near future. They are also developing a centralized system for collecting overpayments.

The TANF caseloads in Iowa have dropped over the past 12 months, including the number of one-parent and two-parent household cases. Despite caseload reductions, the cost per case has risen slightly. Representatives from Iowa projected that these fluctuations will continue over the next year but will eventually level out.

Iowa's TANF agency contracts with the State's Workforce Development agency. The contract includes specific deliverables and the costs of the program will be paid with TANF funds. Using the data they have gathered, the State of Iowa is attempting to identify what staff resources are needed to engage the unengaged. There has been a shift in their case management training focus from Work Participation Rate to effective case management techniques. As part of this training, the agency is considering utilizing motivational interviewing. They credit this shift in focus to analysis of the data and working together to create a process to engage participants.

Michigan

Representatives from Michigan noted that they are in the process of establishing a 48-month time limit. Previously, the State of Michigan did not have a time limit and they expect 128 cases to be closed based on this newly established 48-month time limit. They are also limiting the criteria for hardship to encompass individuals who are disabled, victims of domestic violence, or age 65 or older. Additionally, under new regulations a child will be defined as an individual who is not emancipated from the family or caretaker and has not reached the age of 19. So, as a result of the redefinition of "child" all 19 year olds will be eliminated from households and deemed ineligible for cash assistance unless they are a head of household eligible for benefits as such.

Michigan's TANF agency is implementing new sanctioning policies: for the first offense, participants will be ineligible for three months; for the second offense, participants will be ineligible for six months; after the third offense, participants will be permanently ineligible for TANF. Other changes include a change to policies regarding earned-income disregards, an increase in cash grants, and a policy that prevents those with property assets over \$500,000 from being eligible for cash assistance. Like many other States, Michigan's TANF agency is designing a drug testing program to present to their legislature, requiring the testing of TANF participants on reasonable suspicion. Additionally, new restrictions will prevent TANF participants from using their EBT cards at casinos.

The State of Michigan is changing the focus of their employment program to emphasize Work Participation Rates through a subsidized employment program that will be funded through TANF. As a part of this changing focus, they plan to decrease the reasons for not participating in work activities by half. In an effort to streamline processes, Michigan's TANF agency is developing a web-based application system and as of December 1, 2011, all program applications will be available online. Michigan's TANF agency has formed a partnership with the Office of the Inspector General (OIG) to immediately verify cash assistance applications in an effort to reduce fraud. This partnership has been praised by caseworkers, the legislature, and the public.

Engaging Refugees in TANF Programming

Kenneth Tota, Deputy Director, Office of Refugee Resettlement, Administration for Children and Families

Lewis A. Kimsey, State Refugee Services Coordinator, Kansas Department of Social and Rehabilitation Services

Dr. Edwin Silverman, Chief, Bureau of Refugee and Immigrant Services, Illinois Department of Human Services

The TANF program provides States with significant flexibility to assist refugee families in achieving self-sufficiency. During this panel discussion, featuring Mr. Kenneth Tota, Mr. Lewis A. Kimsey, and Dr. Edwin Silverman, the panelists shared promising strategies for engaging refugee populations.

Mr. Tota provided an update and overview of the refugee resettlement program in the United States. There are 14 million refugees worldwide and over nine million are in refugee camps for more than five years. Less than 0.5 percent of all refugees are resettled annually, with the U.S. taking the largest percentage worldwide, more than all other countries combined. The limits on refugee resettlement within the United States are set by President Obama and include specific refugee limitations by region. In 2011, this included: 80,000 refugees, 24,000 asylees, 20,000 Haitian and Cuban entrants, 300 victims of trafficking, 300 Unaccompanied Refugee Minors, and 3,000 Special Immigrant Visa (SIV) holders.

Refugees are eligible for mainstream benefits such as TANF, Medicaid, Supplemental Security Income (SSI), and Food Stamps with time limits. Of the 129,000 projected arrivals, approximately 50 to 60 percent are referred to TANF based on their eligibility. When refugees do not meet eligibility criteria for these mainstream benefit programs, the Office of Refugee Resettlement provides Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) for up to 8 months after arrival in the United States through

the State Refugee Office. Approximately 40 percent of refugees will receive RCA or assistance through an alternative program. In fiscal year 2010, \$75 million in RCA was administered through State Refugee Offices. Each State has a State Refugee Coordinator who is responsible for overseeing RCA, RMA, health screenings, social services, language training, employment, and general adjustment of refugees. On average, 42 percent of refugees are employed within 180 days, earning an average wage of \$9.02 per hour, and 61 percent of those employed individuals are receiving health benefits through their employer. The Office of Refugee Resettlement (ORR) often encounters secondary migration of refugees who are initially placed in a location, but may decide to move due to employment opportunities or family connections. This presents a challenge to ORR because it is difficult to track these individuals and as a result they are not necessarily connected with the appropriate supportive services. Another challenge facing ORR is working with resettlement regions to get them to recognize and accept the new refugees into their communities.

The Office of Refugee Resettlement (ORR) and the Office of Family Assistance (OFA) are working together to engage and support the refugee community within the United States through the coordination of technical assistance efforts, data sharing, and resource mapping. Data sharing will allow OFA and ORR to get a complete picture of their clients and the systems they are accessing. More information about the services available to refugees and the providers of these services can be found on the State interactive map at http://www.acf.hhs.gov/programs/orr/data/state_prg_annual_overview.htm.

Following the overview of the national refugee resettlement program, Mr. Edwin Silverman, State Refugee Coordinator for Illinois, gave an overview of Refugee resettlement in his State. Over 140,000 refugees have been resettled in Illinois since 1975, with approximately 3,000 being resettled annually. Of these 3,000, approximately 60 percent are eligible for TANF and 40 percent are eligible for Refugee Cash Assistance (RCA). These individuals are eligible for TANF or RCA benefits for 24 months, and refugees are not counted as part of the TANF Work Participation Rate. Refugees are, however, required to participate in work activities such as competency-based English as a Second Language (ESL) coursework.

Upon arrival in Illinois, refugees are referred to local human services agencies by the resettlement agencies. In Illinois, ORR base funding is used for holistic service delivery through the Refugee Social Service Consortium consisting of 12 organizations. This consortium offers ESL courses, job training, job placement, child care, transportation, and services for K-12 students. Extensive case management is offered in 45 languages and is necessary to successfully place refugees in employment while addressing the multiple barriers they are facing. Many refugees have experienced extreme violence or trauma, and need additional support if they are to move on a path to self-sufficiency in a new environment. For refugee families, adults often struggle on the path to self-sufficiency, while their children flourish. For many refugees, their professional accomplishments are not transferable to the United States and wage is often correlated with English proficiency. In Illinois, 72 percent of the jobs refugees are placed in have health benefits and the average wage is \$8 per hour. In order for rent to be no more than 31 percent of their income, hourly wages for refugees in Illinois need to be \$11. Refugees resettled in the United States face considerable challenges and will need access to supportive services if they are to move toward self-sufficiency.

Mr. Lewis A. Kimsey, State Refugee Coordinator for Kansas spoke about what is happening in his State with regards to the Refugee population. This State-administered program settles between 300 and 350 refugees annually, with the majority being resettled in Kansas City. Of the 70 different ethnic groups

resettled in the United States, Kansas settles ten of these groups. Garden City, Kansas, however, is a popular area for secondary migrants, particularly Somali refugees, and 1,500 refugees pass through the city each year. These refugees often work at the meat packing plants where they are able to make approximately \$13 per hour and receive health benefits. Mr. Kimsey stressed the importance of preparing communities for the arrival of refugees, citing an example from Emporia, Kansas, where Tyson Foods brought in 450 Somali refugees to work in their plant without debriefing the community and explaining cultural differences.

In Kansas, the Office of Refugee Resettlement directly funds social services providers who are responsible for the development of employability and self-sufficiency plans for refugees and for ensuring that Work Participation Rate and other requirements are met. Refugees are required to take the first job they are offered, unless transportation is not available. The State of Kansas saw a large increase in their caseload from 2010 to 2011, with 211 refugees in 2010 and 708 refugees in 2011. As part of State Department policy, refugees with multiple wives must choose a primary wife and primary children. Their additional wives and children must be treated as separate cases, often resulting in the initial separation of these family units followed by secondary migration.

Following the discussion, the panelists answered questions posed by the meeting attendees.

Questions and Comments:

Question: What advice do you have for States struggling to get interpreters for their clients?

Response: One suggestion is to share caseworkers for interpretation, but not for case management. One can also use telephonic interpretation services, utilize community centers for immigrant groups, and establish an interpreter bank. Interpreters can be certified through the Bridging the Gap Training and video interpretation services may be a solution in the future

Comment: Minnesota noted that refugees often struggle during the first two years after resettlement but they tend to do better than other populations after they exit the program and is interested in understanding why this happens, how to duplicate these results with the Minnesota African American and Native American populations.

Day Two

Patient Protection and Affordable Care Act of 2010

Sandra Levels, Health Insurance Specialist, Centers for Medicare and Medicaid Services

Barbara Cotterman, Health Insurance Specialist, Centers for Medicare and Medicaid Services

During this discussion with Ms. Sandra Levels and Ms. Barbara Cotterman, both Health Insurance Specialists with the Centers for Medicare and Medicaid Services (CMS), meeting attendees had the opportunity to hear about the Affordable Care Act of 2010 and the implications it may have for TANF participants.

On March 23, 2010 President Obama signed the Patient Protection and Affordable Care Act of 2010 that consisted of ten separate Titles. Additionally, he signed the Health Care and Education Reconciliation Act of 2010. When discussing the Affordable Care Act, it is these two pieces of legislation that are being referenced.

The goal of Title I is to provide quality, affordable health care for all Americans and immediate access to insurance for uninsured individuals with a preexisting condition. The Pre-Existing Condition Insurance Plan Program (PCIP) is administered by the Federal government when States choose not to administer it themselves. Currently, 27 States administer their own programs, while the remaining 23 States and the District of Columbia have their programs administered by the Federal Government. Regardless of Federal or State administration of the PCIP program, the implementation process will be the same.

Following the discussion, the panelists answered questions posed by the meeting attendees.

Question: What advantages are there to a State for administering the Pre-Existing Condition Insurance Plan?

Response: This is mostly a political decision that is being made by State Governors. PCIP is a transition program and will only be in existence through 2014.

Question: In 2014, can it again be either Federally or State administered?

Response: Yes.

Question: Do you expect there to be more Federally or State administered programs?

Response: We expect there to be more State administered programs.

In order to be eligible for a PCIP program an individual must:

- Reside within the program's service area;
- Be a United States citizen or reside within the United States legally;
- Have been without health coverage for a minimum of six months;
- Have a pre-existing condition as defined by the PCIP program and approved by the U.S. Department of Health and Human Services; and
- Provide documentation from a physician indicating they have had a medical condition in the last six months.

Under the PCIP program, individuals receive all the benefits of typical health insurance and are responsible for paying monthly premiums, visit co-pays, and other cost sharing fees. TANF administrators and individuals can learn more about the PCIP program by visiting www.pcip.gov.

Subtitle D under Title I of the Affordable Care Act addresses Available Coverage Choices for All Americans. Part I of this subtitle establishes qualified health plans, and Part II addresses consumer choices and insurance competition through health benefits. Subtitle D is effective

as of 2014 and will require all States to have an insurance exchange. The goal of these Health Care Exchanges is to provide a one-stop shop that offers lower-cost health insurance with greater benefits and protection. Currently, more States are engaged in the process of creating exchanges than they are in the PCIP process.

Question: Will insurance have to meet any standard level of benefits to participate in the exchanges?

Response: Yes, this is outlined in the Affordable Care Act.

Question: How does this relate to Medicaid and refugee services?

Response: This is another service that individuals can be directed to that offers an array of health insurance options if they are not eligible for another program, such as Medicaid. While there is a six month wait for PCIP, there is no wait for acquiring insurance through the exchanges.

Question: What is the exchange and who is responsible for it?

Response: Statute states that the exchange will be administered and overseen by the Federal government.

Under Title II, Role of Public Programs, Subtitle A outlines improved access to Medicaid. Currently, there are no Medicaid options for single adults who are not disabled. The expansion of Medicaid will cover single adults and children up to 100 percent of the Federal Poverty Level. Under Title II, Modified Adjusted Gross Income (MAGI) will be used to determine the eligibility of non-elderly individuals, thereby eliminating the use of resource tests, asset tests, and disregards. There will be exemptions of certain individuals from this requirement including the elderly, blind, disabled, and those in foster care. Former foster care children will be Medicaid eligible until age 26. Additionally, this title will cover free-standing Birth Center Services that will provide concurrent care for children. Under the State Eligibility Option for Family Planning Services, States will have the opportunity to provide many different types of services.

The Center for Medicare and Medicaid Services hopes that the Affordable Care Act will encourage service coordination among programs. An outreach plan for children is now incorporated into each State's plan and each State will be required to maintain a website for their program. For additional information, a timeline of the rollout of the Affordable Care Act, and provisions of the Act, visit www.healthcare.gov.

Question: Will there be a standard for how many claims can be denied by Health Exchanges?

Response: There will be a lot of oversight of the Health Exchanges and the Center for Medicaid and Medicare Services does not foresee this being an issue.

TANF-National Perspectives and Priorities

Mark Greenberg, Deputy Assistant Secretary for Policy, Administration for Children and Families, U.S. Department of Health and Human Services

Dr. Earl S. Johnson, Director, Office of Family Assistance, Administration for Children and Families, Office of Family Assistance, U.S. Department of Health and Human Services

During this session, meeting attendees had the opportunity to interact with Deputy Assistant Secretary for Policy, Mark Greenberg, and the Director of the Office of Family Assistance, Earl S. Johnson. Mr. Greenberg and Dr. Johnson answered questions posed by the States and elicited feedback on the current climate of State TANF programs.

Closing Remarks

Steven Krasner, Region V Program Manager, and Gary Allen, Region VII Program Manager, concluded the two-day meeting by thanking the State TANF Directors for their participation and knowledge sharing. Mr. Krasner and Mr. Allen encouraged the State TANF Directors to submit their concerns to the Office of Family Assistance during the Administrative Flexibility Period. State TANF directors were also encouraged to reach out to the Regional Offices for assistance to improve their ability to serve children and families through the TANF program.

Summary

State TANF agencies continue to grapple with the effects of the economic downturn, while simultaneously facing legislative changes on the State-level that require the implementation of new policies. As they search for ways to cut costs while maintaining services, State TANF agencies must also find resources to support new policies, such as the drug testing programs that are being implemented in many States in Regions V and VII. The 2011 TANF Directors Technical Assistance Meeting hosted by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance-Regions V and VII, provided TANF stakeholders with the opportunity to share visions and strategies that will aid them in adapting their programs to align with the changing legislative and economic climates. The conversations initiated at this meeting will shape the dialogue and on-going technical assistance aimed at enhancing services, increasing opportunities, and improving lives.

Appendices



Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

Tuesday, June 28, 2011

7:30 a.m. – 8:30 a.m. Registration and Networking

8:30 a.m. – 8:45 a.m. Welcoming Remarks

Gary Allen
TANF Regional Program Manager
Office of Family Assistance
Administration for Children and Families- Region VII

Steven Krasner
TANF Regional Program Manager
Office of Family Assistance
Administration for Children and Families- Region V

8:45 a.m. – 10:15 a.m.

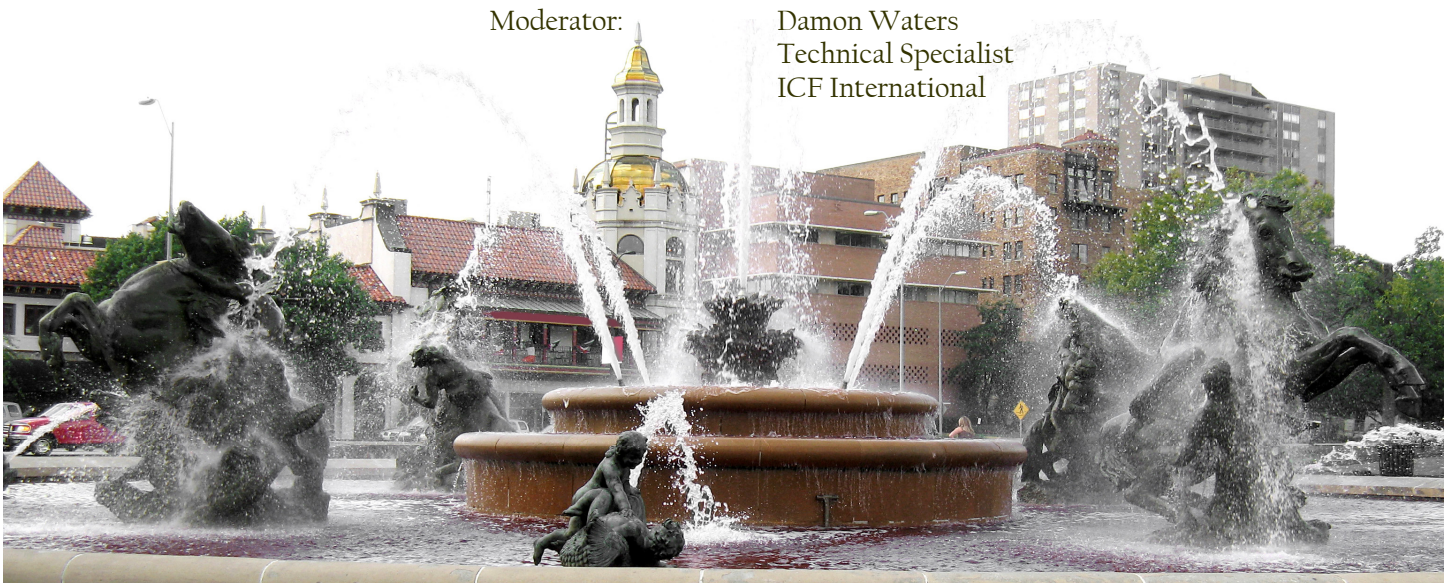
Implementing Effective Work Programs in a Tough Economy

A review of what we can learn from the recently submitted ACF-812 reports. Using what we know about effective work programs to consider potential strategies for engaging recipients who are unengaged and for improving the outcomes of those who are engaged. Participants will share their best ideas and help each other solve their most difficult challenges in this interactive session.

Presenters: Dr. LaDonna Pavetti
Vice President for Family Income Support Policy
Center on Budget and Policy Priorities

Dr. Michelle Derr
Senior Researcher
Mathematica Policy Research

Moderator: Damon Waters
Technical Specialist
ICF International





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

10:15 a.m. – 10:30 a.m.

Break

10:30 a.m. – 11:30 a.m.

Strategies for Addressing the Needs of Clients Impacted by Domestic Violence and Human Trafficking

Domestic violence has remained a significant challenge to TANF participants and limits their ability to successfully transition into the world of work. Additionally, there is increased focus on the intersection of domestic violence and human trafficking. During this session, attendees will hear about specific program strategies that have been implemented for meeting the needs of clients affected by domestic violence.

Presenters:

Cynthia L. Cordes
Human Trafficking Coordinator,
Assistant U.S. Attorney
U.S. Attorney's Office, Western District of Missouri

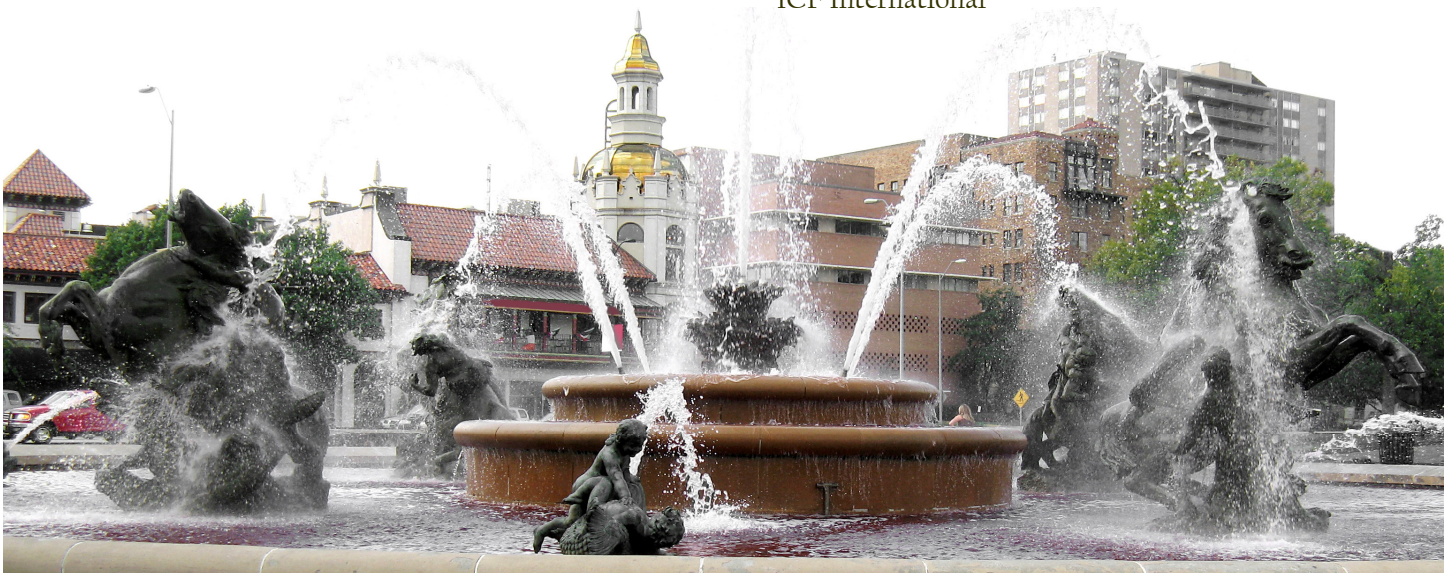
Traci Francis
Director of Programs
Hope House Center

Tina Malinowski
Advocacy and Education Coordinator
Rose Brooks Center

Maggie Wynne
Director
Anti-Trafficking in Persons Division
Office of Refugee Resettlement
Administration for Children and Families

Moderator:

Caterina Bumbara
Senior Associate
ICF International





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

11:30 a.m. – 12:30 p.m.

Effectively Using TANF Data to Enhance Services and Improve Outcomes
States are constantly collecting and using a vast amount of client and program data for operating and evaluating their programs. During this session, attendees will hear about available TANF data and strategic uses of this data.

Presenters: Gary Allen
TANF Regional Program Manager
Office of Family Assistance
Administration for Children and Families-
Region VII

Dr. Michelle Derr
Senior Researcher
Mathematica Policy Research

Moderator: Damon Waters
Technical Specialist
ICF International

12:30 p.m. – 2:00 p.m.

Working Lunch – ASSET Initiative Overview

During this working lunch, participants will learn about the ACF ASSET Initiative, a three-year cross-agency effort based in the Administration for Children and Families that brings asset building to low-income families.

Presenter: Denise DeVaan
Region V Regional Representative
ACF ASSET Initiative

Moderator: Caterina Bummara
Senior Associate
ICF International





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

2:00 p.m. – 3:00 p.m.

State of the States Updates – Part I

During this session each State will have five minutes to provide updates on legislative and programmatic changes and their resulting impacts and challenges, as well as other issues of interest and concern to their States.

Moderator: Damon Waters
 Technical Specialist
 ICF International

3:00 p.m. – 3:15 p.m.

Break

3:15 p.m. – 4:15 p.m.

State of the States Updates – Part II





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

4:15 p.m. – 5:15 p.m.

Engaging Refugees in TANF Programming

The TANF program provides States with significant flexibility to assist refugee families in achieving economic self-sufficiency. During this session attendees will hear from Office of Refugee Resettlement (ORR) State Coordinators about promising strategies for engaging refugee populations.

Presenters:

Kenneth Tota
Deputy Director
Office of Refugee Resettlement
Administration for Children and Families

Lewis A. Kimsey
State Refugee Services Coordinator
Kansas Department of Social and Rehabilitation
Services

Dr. Edwin Silverman
Chief, Bureau of Refugee and Immigrant
Services
Illinois Department of Human Services

Moderator:

Caterina Bummara
Senior Associate
ICF International

5:15 p.m. – 6:15 p.m.

Networking and Information Sharing





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

Wednesday, June 29, 2011

8:00 a.m. – 9:00 a.m.

Day Two Check-In and Informal Networking

9:00 a.m. – 9:45 a.m.

Patient Protection and Affordable Care Act of 2010

During this session, attendees will learn how the Affordable Care Act impacts TANF programs and clients and discuss strategies to enhance the partnership between TANF programs and Medicaid/CHIP.

Presenters:

Sandra Levels
Health Insurance Specialist
Centers for Medicare and Medicaid Services

Barbara Cotterman
Health Insurance Specialist
Centers for Medicare and Medicaid Services

Moderator:

Caterina Bummara
Senior Associate
ICF International

9:45 a.m. – 10:15 a.m.

Break and Check Out





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Agenda

10:15 a.m. – 11:30 a.m.

TANF-National Perspectives and Priorities

An informal discussion via conference call with Administration for Children and Families Leadership in Washington, DC.

Presenters: Mark Greenberg
Deputy Assistant Secretary for Policy
Administration for Children and Families

Earl S. Johnson
Director
Office of Family Assistance
Administration for Children and Families

Moderator: Damon Waters
Technical Specialist
ICF International

11:30 a.m. – 11:45 a.m.

Meeting Conclusion and Evaluations

Gary Allen
TANF Regional Program Manager
Office of Family Assistance
Administration for Children and Families- Region VII

Steven Krasner
TANF Regional Program Manager
Office of Family Assistance
Administration for Children and Families- Region V





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Region V

Caprisca Randolph-Robinson
Director of TANF Employment and Training
Illinois Department of Human Services
8001 S. Cottage Grove
Chicago, Illinois 60419
Phone: 773-602-4313
Fax: 773-602-4220
Email: caprisca.randolph-robinson@illinois.gov

Kimberly Keilen
Division Director of Family Program Policy
Michigan Department of Human Services
235 S. Grand Avenue
Lansing, Michigan 48909
Phone: 517-331-0186
Fax: 517-335-7771
Email: Keilenk@michigan.gov

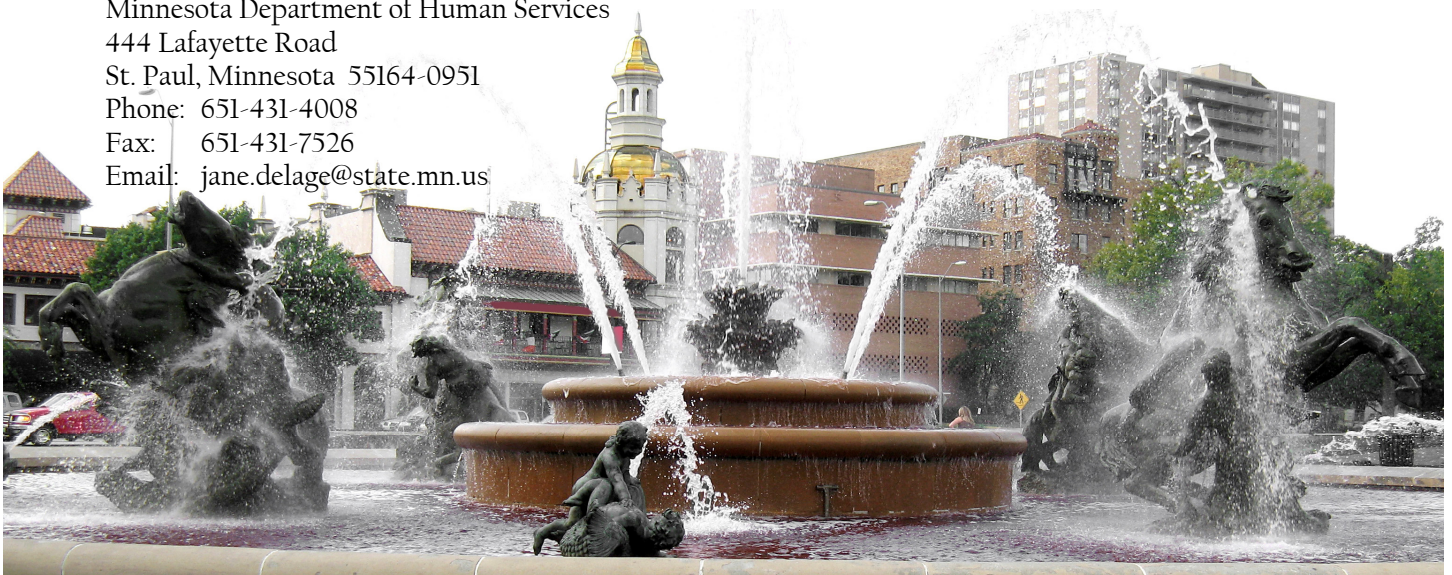
Dale Shaw
Cash Assistance Senior Policy Analyst
Michigan Department of Human Services
235 S. Grand Avenue
Lansing, Michigan 48909
Phone: 517-712-5598
Fax: 517-335-7771
Email: Shawd2@michigan.gov

Jane Delage
Program Manager
Minnesota Department of Human Services
444 Lafayette Road
St. Paul, Minnesota 55164-0951
Phone: 651-431-4008
Fax: 651-431-7526
Email: jane.delage@state.mn.us

Kara Wentz
Cash and Food Assistance Section Chief
Ohio Department of Job and Family Services
50 W. Town Street, 6th Floor
Columbus, Ohio 43215
Phone: 614-752-0747
Fax: 614-466-1767
Email: kara.bertke-wentz@jfs.ohio.gov

Janice Peters
Director, Bureau of Working Families
Wisconsin Department of Children and Families
201 E. Washington Avenue
Madison, Wisconsin 53708
Phone: 608-266-7456
Email: Janice.Peters@wisconsin.gov

Kris Randal
Division Administrator
Wisconsin Department of Children and Families,
Division of Family & Economic Security
201 E. Washington Avenue, Room A200
Madison, Wisconsin 53703
Phone: 608-266-8719
Fax: 608-261-6376
Email: kris.randal@wisconsin.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Region VII

Bob Krebs

Executive Officer 2
Iowa Department of Human Services
1305 E. Walnut Street
Des Moines, Iowa 50319
Phone: 515-281-7315
Fax: 515-281-6248
Email: rkrebs@dhs.state.ia.us

Janet Shoeman

Program Planner 3
Iowa Department of Human Services
1305 E. Walnut Street
Des Moines, Iowa 50319
Phone: 515-281-6082
Fax: 515-281-7791
Email: jshoema@dhs.state.ia.us

Kathe Decker

Director of Economic and Employment Support
Kansas Social and Rehabilitation Services
915 S.W. Harrison
Topeka, Kansas 66612
Phone: 785-296-6750
Fax: 785-296-6960
Email: kathe.decker@srs.ks.gov

Judy Kennedy

TANF Program Manager
Kansas Social and Rehabilitation Services
915 S.W. Harrison
Topeka, Kansas 66612
Phone: 785-296-2968
Fax: 785-296-6960
Email: judy.kennedy@srs.ks.gov

Jeannie Olson

Assistant Deputy Director
Missouri Department of Social Services
615 Howerton Court
Jefferson City, Missouri 65102
Phone: 573-751-3178
Fax: 573-522-6220
Email: jeannie.olson@dss.mo.gov

Julie Philbert

Unit Manager
Missouri Department of Social Services
615 Howerton Court
Jefferson City, Missouri 65102
Phone: 573-522-2314
Fax: 573-526-5592
Email: julie.k.philbert@dss.mo.gov

Jennifer Roberts

Missouri Work Assistance Program Manager
Missouri Family Support Division
615 Howerton Court
Jefferson City, Missouri 65102
Phone: 573-526-5444
Fax: 573-522-9557
Email: jennifer.roberts@dss.mo.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Federal Partners

Earl S. Johnson

Director
U.S. Department of Health and Human Services,
Administration for Children and Families,
Office of Family Assistance
370 L'Enfant Promenade, S.W.
Washington, District of Columbia 20447
Phone: 202-401-9276
Fax: 202-401-4746
Email: Earl.Johnson@acf.hhs.gov

Barbara Cotterman

Health Insurance Specialist
Centers for Medicare and Medicaid Services
Room 235,
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-6426
Email: Barbara.Cotterman@cms.hhs.gov

Sandra Levels

Health Insurance Specialist
Centers for Medicare and Medicaid Services,
Region VII
Room 235,
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-6428
Fax: 816-235-7082
Email: sandra.levels@cms.hhs.gov

Mark Greenberg

Deputy Assistant Secretary for Policy
U.S. Department of Health and Human Services,
Administration for Children and Families
370 L'Enfant Promenade, S.W.
Washington, District of Columbia 20447
Phone: 202-401-1822
Email: Mark.Greenberg@ACF.hhs.gov

Ken Tota

Deputy Director
U.S. Department of Health and Human Services,
Administration for Children and Families,
Office of Refugee Resettlement
370 L'Enfant Promenade SW
Washington, District of Columbia 20447
Phone: 202-401-9246
Fax: 202-401-0981
Email: ktota@acf.hhs.gov

Maggie Wynne

Director, Anti-Trafficking in Persons Division
U.S. Department of Health and Human Services,
Administration for Children and Families,
Office of Refugee Resettlement
370 L'Enfant Promenade, S.W., 8th Floor West
Washington, District of Columbia 20447
Phone: 202-401-4664
Fax: 202-401-5487
Email: maggie.wynne@acf.hhs.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Region V Staff

Frances Dixon

Program Specialist
U.S. Department of Health and Human Services,
Administration for Children and Families,
Region V
233 N. Michigan Avenue, Suite 400
Chicago, Illinois 60601
Phone: 312-886-4924
Fax: 312-886-5373
Email: frances.dixon@acf.hhs.gov

Tom Schindler

Program Specialist
U.S. Department of Health and Human Services,
Administration for Children and Families,
Region V
233 N. Michigan Avenue
Chicago, Illinois 60601
Phone: 312-886-9540
Fax: 312-886-5373
Email: tschindler@acf.hhs.gov

Steven Krasner

TANF Regional Program Manager
U.S. Department of Health and Human Services,
Administration for Children and Families,
Region V
233 N. Michigan Avenue, Suite 400
Chicago, Illinois 60601
Phone: 312-353-3265
Fax: 312-886-5373
Email: steven.krasner@acf.hhs.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Region VII Staff

Gary Allen

TANF Regional Program Manager
U.S. Department of Health and Human Services
Administration for Children and Families,
Office of Family Assistance, Region VII
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-2236
Fax: 816-426-2228
Email: gary.allen@acf.hhs.gov

DeLoach Draine

TANF/Trafficking Lead Specialist
U.S. Department of Health and Human Services
Administration for Children and Families,
Office of Family Assistance, Region VII
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-2273
Fax: 816-426-2888
Email: deloach.draine@acf.hhs.gov

Arseni Popov

Financial Operations Specialist
U.S. Department of Health and Human Services
Administration for Children and Families,
Office of Family Assistance, Region VII
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-2287
Email: arseni.popov@acf.hhs.gov

Sebastin Zachery Weaver

Program Specialist
U.S. Department of Health and Human Services
Administration for Children and Families,
Office of Family Assistance, Region VII
601 E. 12th Street
Kansas City, Missouri 64106
Phone: 816-426-2225
Email: sebastin.weaver@acf.hhs.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Speakers

Cynthia Cordes

Human Trafficking Coordinator, Assistant U.S.
Attorney
U.S. Attorney's Office, Western District of
Missouri
Phone: 816-426-3188
Email: Cynthia.Cordes@usdoj.gov

Denise DeVaan

AFI Regional Consultant: National Coordinator
AFI Regional Consultants
ICF International
5508 Cumberland Road
Minneapolis, Minnesota 55410
Phone: 612-926-8116
Email: denise.devaan@idaresources.org

Michelle Derr

Senior Researcher
Mathematica Policy Research
600 Maryland Avenue, S.W., Suite 550
Washington, District of Columbia 20024
Phone: 202-484-4830
Fax: 202-863-1763
Email: mderr@mathematica-mpr.com

Traci Francis

Director of Programs
Hope House, Inc.
PO Box 520409
Independence, Missouri 64052
Phone: 816-461-4188
Email: tfrancis@hopehouse.net

Lewis A. Kimsey

State Refugee Coordinator
Social and Rehabilitation Services
915 S.W. Harrison
Topeka, Kansas 66612
Phone: 785-296-0147
Fax: 785-296-6960
Email: lewis.kimsey@srs.ks.gov

Tina Malinowski

Advocacy and Education Coordinator
Rose Brooks Center
PO Box 320599
Kansas City, Missouri 64132
Phone: 816-523-5550
Fax: 816-523-8177
Email: tina@rosebrooks.org





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

LaDonna Pavetti

Vice President
Center on Budget and Policy Priorities
820 First Street N.E.
Washington, District of Columbia 20002
Phone: 202-325-8736
Fax: 202-408-1056
Email: pavetti@cbpp.org

Edwin Silverman

Chief, Bureau of Refugee and Immigrant
Services
Illinois Department of Human Services
401 South Clinton
Chicago, Illinois 60607
Phone: 312-793-7120
Fax: 312-793-2281
Email: Edwin.Silverman@Illinois.gov





Administration for Children and Families
Office of Family Assistance
Regions V and VII

2011 TANF Directors Technical Assistance Meeting Participant List

Staff

Caterina Bumbara

Senior Associate
ICF International
9300 Lee Highway
Fairfax, Virginia 22031
Phone: 703-225-2239
Email: Cbumbara@icfi.com

Damon L. Waters

Technical Specialist
ICF International
9300 Lee Highway
Fairfax, Virginia 22031
Phone: 703-225-2308
Email: dwaters@icfi.com

Lynn Carrier

Research Assistant
ICF International
9300 Lee Highway
Fairfax, Virginia 22031
Phone: 703-225-2185
Email: LCarrier@icfi.com





Administration for Children and Families
Office of Family Assistance
Regions V and VII



Evaluation Analysis



This technical assistance activity was funded by the
United States Department of Health and Human Services,
Administration for Children and Families,
Office of Family Assistance Regions V and VII
and managed by ICF International.

James Butler, Federal Project Officer
Louisa Jones, Project Manager
Damon Waters, Task Lead



2011 TANF Directors Technical Assistance Meeting *Evaluation Analysis*

Administration for Children and Families
Office of Family Assistance
Regions V and VII

The Administration for Children and Families; Office of Family Assistance, Regions V and VII 2011 TANF Directors Technical Assistance Meeting was held in Kansas City, Missouri at the Marriott Country Club Plaza. This year's meeting provided State TANF directors with the opportunity to engage with Federal and State partners through interactive sessions and discussions around promising program models and strategies for service delivery.

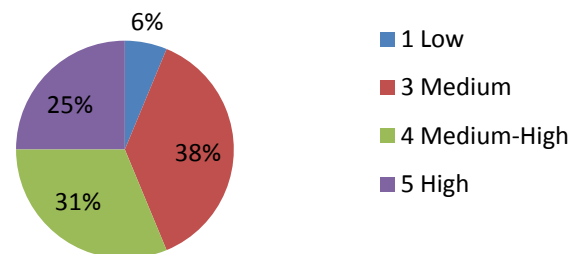
Over the one and one-half days, attendees were exposed to a variety of sessions by 13 distinguished experts and peers. Specific topical areas discussed during the meeting included:

- TANF in a Changing World: Opportunities for innovation and interoperability;
- Addressing the needs of TANF recipients affected by domestic violence;
- Effectively using TANF data to enhance service and improve outcomes;
- Engaging refugees in TANF programming; and
- Asset building as a vehicle for reaching self-sufficiency.

Of the 16 total attendees, 16 evaluation forms were completed, equaling 100 percent. Overall, the meeting was well received. Highlights of the evaluation results reveal that:

- All respondents indicated that presenters were skilled in their topical areas.
- All respondents thought that the information provided was clear.
- The majority of respondents (94%) thought that the topics were applicable and relevant to their programs' needs.

Applicability and Relevance of the Topic(s) to Participants' program needs



No participants provided a score of "2".



2011 TANF Directors Technical Assistance Meeting Evaluation Analysis

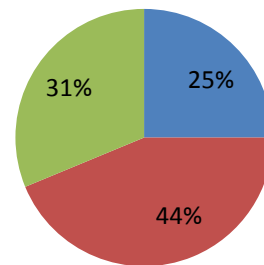
Administration for Children and Families
Office of Family Assistance
Regions V and VII

- The majority of participants (94%) positively viewed the responsiveness of the technical assistance strategy to their program's needs, and most respondents ranked this as medium-high or high.
- The majority of participants (94%) viewed the meeting materials as relevant, as well as usable, and most respondents ranked this as medium-high or high.
- All of the participants viewed the meeting itself as an appropriate vehicle for achieving their programs' technical assistance needs, with 75% of respondents providing a score of either medium-high or high.
- Overall, the respondents' comments about the meeting and the sessions were positive and complementary and were focused on additional follow-up activities, technical assistance, and suggestions for future meetings.

Additionally, attendees were asked to provide responses indicating what new knowledge and/or skill they learned; how they plan to apply the new knowledge and/or skills; whether they anticipate any barriers to implementing the new knowledge and/or skills; and, what additional technical assistance they need to implement the knowledge and/or skills. Many individuals took the time to write responses to these questions, and these responses are provided on the subsequent pages of this Evaluation Summary.

Clarity of Information Shared

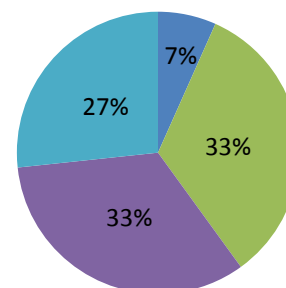
■ 3 Medium ■ 4 Medium-High ■ 5 High



No respondents provided a score of "1" or "2".

Relevance of Materials Provided

■ 1 Low ■ 3 Medium ■ 4 Medium-High ■ 5 High



No respondents provided a score of "2".



2011 TANF Directors Technical Assistance Meeting *Evaluation Analysis*

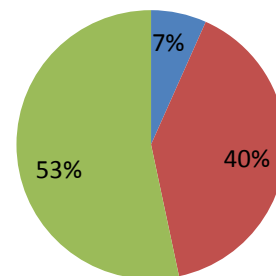
Administration for Children and Families
Office of Family Assistance
Regions V and VII

The highlights of the meeting, as indicated by participants, were the programmatic topics and data reporting.

In conclusion, the *2011 TANF Directors Technical Assistance Meeting* was a success in the eyes of the attendees. They recognized the hard work of the conference coordinators and appreciated the substance of the meeting and the wealth of material covered for State TANF Directors in Regions V and VII. Many of the comments indicated knowledge that was gained through participation in the meeting and planned application of the subject matter.

Participants' View of Presenters' Expertise

■ 3 Medium ■ 4 Medium-High ■ 5 High



No respondents provided a score of "1" or "2".