



Learning from a shifting world:
Opportunities and challenges in the
delivery of social supports



59th NAWRS Workshop
October 8th-11th, 2023
Sheraton Salt Lake City
Salt Lake City, Utah

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WELCOME



Yekaterina (Kate) Probert Fagundes
NAWRS President

From our NAWRS (National Association for Welfare and Research Statistics) Board of Directors to you, we extend a warm welcome to Salt Lake City, Utah! The combination of the state's natural beauty paired with the creativity and innovation offered by the state's public service agencies made Utah an ideal choice for our 59th interactive workshop.

We believe that you will find this year's content to be informative, innovative, and inspiring. Together, more than 190 attendees will explore how we can "Learn from a Shifting World: Opportunities and Challenges in the Delivery of Social Supports" over the next three days.

Health and Human Services (HHS) and workforce development systems are committed to addressing the needs of residents through building community partnerships and utilizing family-, resident-, and community-centric models. These agencies are working hard to balance the needs of both residents and families while being faced with a lack of technology; shrinking budgets; high stress levels and burn out of staff; and challenges with attraction and retention of employees. In the midst of these hardships, the lights of innovation and opportunity shine brighter than ever.

NAWRS, a community of practice, brings together brilliant practitioners and researchers who are focused on developing and administering effective human services programs. During the course of this conference, we are inviting you to learn from each other, embrace the unknown, and emerge stronger. We hope that each of you will walk away with at least one innovative idea, one action plan item, and one new connection that you made as result of attending this year's workshop. We look forward to seeing everyone!

Yekaterina (Kate) Probert Fagundes
NAWRS President

Welcome to the 59th annual NAWRS Workshop! I want to express my gratitude to everyone for taking time out of our busy schedules to prioritize growing our community of practice. The connections that we make over the next three days can result in innovative ideas that have a lasting impact on the communities we serve. For example, research presented from Wisconsin can impact policy changes in New York and set the stage for national policy reform. Please keep this in mind as you attend our exceptional plenary and breakout sessions and many networking opportunities.

I also want to express my sincere gratitude to NAWRS President, Yekaterina (Kate) Probert Fagundes for her service to the NAWRS community. Kate has tirelessly served as the NAWRS President for over six years. Her belief in the mission of NAWRS and dedication to effective human services programming has made her a truly engaged and engaging leader. We are grateful that she will continue to serve on the board – and personally I am extremely grateful for the support she has and will continue to provide me. Kate's passion for the work is something to be admired. Thank you, Kate!

Lastly, I want to encourage each of you to consider how you can support our community of practice after the workshop has ended. This could be through attending a NAWRS virtual event, joining a NAWRS committee, helping plan our 60th workshop, or even applying to the Board of Directors. Consider what you can do to help connect rocket science (research) to social science (practice) and make a lasting change in the lives of the people we serve!

Kristina Trastek
NAWRS President-Elect



Kristina Trastek
NAWRS President Elect

OUR OFFICIAL SPONSORS

PLATINUM



GOLD



EXHIBITOR



OUR OFFICIAL SPONSORS

DINNER, LUNCH, BREAKS




NAWRS BOARD OF DIRECTORS

OFFICERS

President	Kate Probert-Fagundes, Carver County, MN
President Elect	Kristina Trastek, Wisconsin DOJ
Secretary	Maggie Renno, Wisconsin DCF
Treasurer	Edith Kealey, New York, NY DSS
Federal Liaison	Lauren Antelo, US DHHS, ACF, & Co-Chair of the Virtual Events Committee

DIRECTORS

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Tony Ong	Co-Chair, Partnership and Fundraising Committee
Matthew Lyons	Co-Chair, Partnership and Fundraising Committee
Letitia Passarella	Co-Chair, Strategic Planning Committee
Asaph Glosser	Co-Chair, Virtual Events Committee
Hannah Betesh	Co-Chair, Virtual Events Committee
Ben Jaques-Leslie	Co-Chair, Program Committee
Mary Beth Vogel-Ferguson	Co-Chair, Program Committee
Jamie Haskel	Technology Lead
Barbara Startz	Member At Large; Chair, Finance & Budget Comm.
Nancy Aguirre	Member at Large
Sarah Leopold	Member at Large
Shane Riddle	Member at Large
Lorrie Briggs	Member at Large
Konitra Jack	Member at Large

 The National Association of Welfare Research and Statistics (NAWRS) is a 501(c)(3) non-profit association whose purpose is to promote the exchange of ideas on how research and statistical analysis can contribute to the development and administration of effective human services programs.

The membership of NAWRS includes representatives from federal, state, local government, universities, and research organizations. NAWRS represents the full spectrum of human services programs. NAWRS membership is open to all persons interested in public human services programs.

SPECIAL TUESDAY EVENING EVENT



The Natural History Museum of Utah

Location:

301 Wakara Way, Salt Lake City, UT 84108

Time:

6:00 PM – 10:30 PM

Wanna stretch your legs?

Catch the early bus to the
museum and stroll along the
Bonneville shoreline right next to
the Natural History Museum!



Located in the foothills of Wasatch Mountain Range, "The Natural History Museum of Utah is the state's official museum of natural history. Nestled in the foothills above Salt Lake City, the Museum's home—the Rio Tinto Center—is an architectural wonder that houses 163,000 square feet of breathtaking exhibitions exploring billions of years of natural history."



Featuring Special Guest: Mikelia Heberer

Mikelia Heberer is a 2nd year PhD student in the Department of Geology and Geophysics working with Dr. Kathleen Ritterbush. Her research is focused around extinct, externally shelled cephalopods called ammonites (closely related to a modern-day octopus or squid).

Sunday, October 8

Registration Open	3:00pm – 5:00pm Canyons Lobby
President's Reception	4:30pm – 6:00pm Zion Room

Monday, October 9

Registration Open	7:30am – 4:30pm Canyons Lobby
Breakfast	7:30am – 8:00am Bryce/Canyons
Welcome and local presentation	8:00am – 9:00am Bryce/Canyons
Concurrent Session I	9:15am – 10:30am
Concurrent Session II	11:00am – 12:15pm
Lunch <i>Sponsored by Westat</i>	12:15pm – 1:00pm Bryce/Canyons
Afternoon Plenary <i>Academic-government Partnerships to Improve Social Services</i>	1:00pm – 2:00pm Bryce/Canyons
Break <i>Sponsored by MDRC</i>	2:00pm – 2:30pm Canyons Lobby
Concurrent Session III	2:30pm – 3:45pm
NAWRS Community Building Workshop	4:00pm – 5:00pm Arches

Tuesday, October 10

Registration Open	7:30am – 4:30pm Canyons Lobby
Breakfast	7:30am – 8:00am Bryce/Canyons
Announcements and Morning Plenary <i>Invitation to the Kitchen Table: A Bold Aspiration for a Shifting World</i>	8:00am – 9:00am Bryce/Canyons
Concurrent Session IV	9:15am – 10:30am
Speed and Poster Sessions	10:45am – 11:45am Arches/Deer Valley
Lunch <i>Sponsored by MEF</i>	11:45am – 12:30pm Bryce/Canyons

AGENDA AT A GLANCE

Afternoon Plenary
Beyond Methods and into Humanity: What if research rocked our orientation?

12:30pm - 1:30pm
Bryce/Canyons

Break
Sponsored by MDRC

1:30pm - 2:00pm
Canyons Lobby

Concurrent Session V

2:00pm - 3:15pm

Concurrent Session VI

3:30pm - 4:45pm

Special Tuesday Evening Event
Natural History Museum of Utah

6:00pm - 10:30pm

Wednesday, October 11

Registration Open

7:30am - 9:00am
Canyons Lobby

Breakfast

7:30am - 8:00am
Bryce/Canyons

Announcements and Morning Plenary

8:15am - 9:45am
Bryce/Canyons

Utah's First Lady Abby Cox
Connecting through our differences

Federal Panel
Worker Shortages in Human Services and the Care Economy

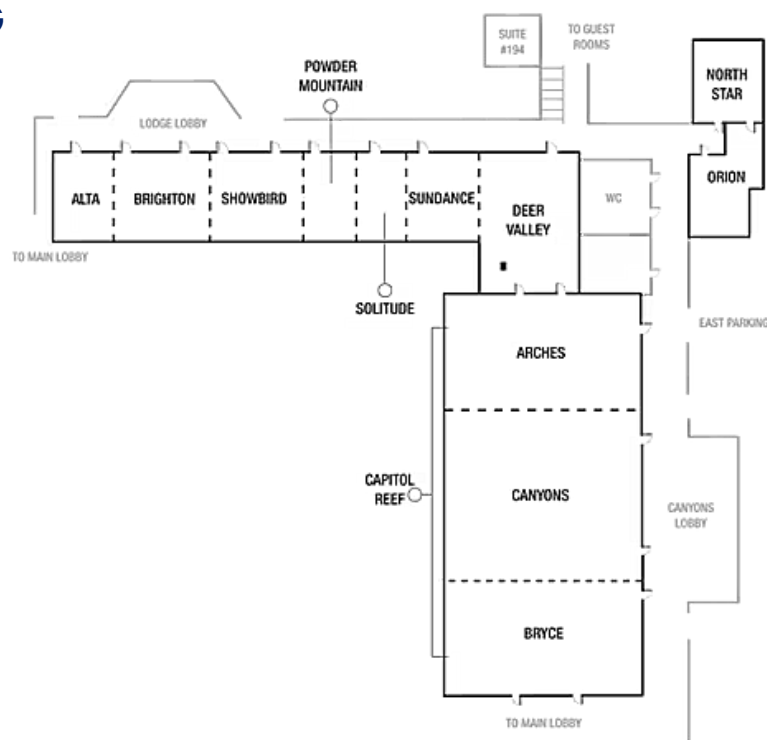
Concurrent Session VII

10:15am - 11:30am

Awards and Closing

11:45am - 12:15pm
Bryce/Canyons

HOTEL MEETING ROOM MAP



OUR PLENARY SPEAKERS



Samia Amin

Samia Amin is an expert in workforce development innovation. As a managing director at the American Institutes for Research, she manages the organization's Workforce Innovation and Learning portfolio. She is passionate about accelerating evidence-driven innovation and improvement in workforce development and economic mobility policy and programs. She leads multiple projects for Federal, state, local, and nonprofit clients piloting new ways of using technology, design thinking, behavioral science and rapid cycle learning to improved program performance and employment outcomes. She has expertise in Evidence to Action strategies, leading a portfolio project for the U.S. Department of Labor on that topic, as well as lending her evidence translation expertise to the Pathways Clearinghouse at HHS.



Tiffany Boiman

Tiffany Boiman joined the Women's Bureau in 2014, bringing several years of experience working in the area of gender and working women's issues with a background in research, evaluation, policy analysis, and strategic planning. At the Institute for Women's Policy Research, she held the position of Senior Outreach and Policy Associate. She served as the Director of Policy and Programs for Women Work!, the largest national network of education and job training programs for women. Additionally, at the request of Congress, she spent more than five years at the U.S. Government Accountability Office, researching and evaluating federal workforce development, human services and education programs.



Kim Burgess Simms

Kimberly Burgess Simms serves as Acting Policy & Strategy Director for the Administration for Children and Families' Office of Early Childhood Development. In that role, she works to advance early childhood policies and executive actions that are responsive to the needs of children, families, and the early care and education workforce. Kim also leads interagency and cross-program efforts to increase compensation and career advancement opportunities for the early care and education workforce. Prior to joining ACF, Kim led a team of early childhood research and policy analysts in the Office of the Assistant Secretary for Planning and Evaluation at the U.S. Department of Health and Human Services. During the Obama Administration, she served as Policy Advisor for Education at the White House Office of the Domestic Policy Council, where she advised on early education issues.



Elizabeth (Liz) Carver

Liz Carver currently serves as the Workforce Development Division Director at the Utah Department of Workforce Services. Utah is one of a small number of states that has fully integrated their TANF and Workforce Development programs into one unified system. Liz started her career at the department 23 years ago as an employment counselor working to help TANF recipients find and maintain employment. In her current role, Liz is responsible for ensuring high quality program implementation, including identifying ways to use data on recipients' characteristics and employment outcomes to improve the program.

OUR PLENARY SPEAKERS



Abby Cox – First Lady of Utah

Abby Palmer Cox became the first lady of Utah when her husband Spencer J. Cox was sworn in as governor. She and Gov. Cox, her high school sweetheart, have been married for 26 years and are the proud parents of 4 children. Born and raised in the small rural town of Mt. Pleasant, Utah, Abby graduated from North Sanpete High School and Snow College, then went on to earn her degree in Special Education with a dual emphasis in Early Childhood and Severe Disabilities at Utah State University. As Utah's first lady, Abby hopes to inspire Utahns to break down the barriers that separate people and is an advocate for "getting proximate" and connecting through our differences. She uses her platform to champion educator wellness, statewide service, foster care awareness, and expanding access to Special Olympics Unified Sports teams in schools across the state. These four areas are the pillars to her Show Up Initiative.



Tracy S. Gruber

Deemed executive director of the Utah Department of Human Services in January 2021. Previously, she was director of the Office of Child Care at the Utah Department of Workforce Services (DWS) and senior advisor for the Intergenerational Poverty Initiative. Among her many accomplishments, she was also named "Government Official of the Year" in 2017 by Community Action Partnership of Utah. Additionally, she served as the chair of the National Association of State Child Care Administrators and represents Utah on the Education Commission of the States.



Jenny Douville

Jenny Douville is the Pathways to Prosperity and Well-Being (P2PW) Manager at Dakota County. With leadership experience in for-profit and nonprofit organizations as well as state and county government, Jenny is skilled at seeing systems and disrupting the status quo in order to move us closer to equity and integrated service delivery driven by the people we serve. Jenny has a Master of Public Policy from the Humphrey Institute at the University of Minnesota and nearly 2 decades of operational expertise in disability services.



Anna Jefferson

Dr. Anna Jefferson is an anthropologist who has spent her career for the past dozen years creatively and rigorously applying ethnographic, participatory, and community-based methods to make policy research more person-centered. Doing so furthers her commitment to expanding equitable access to the research process and to improving the quality and scope of evidence used in support of policy. She is a subject matter expert in inequality, guaranteed income, consumer finance, and U.S. housing policy. She is a Senior Associate at Abt Associates and holds a Ph.D. in anthropology from Michigan State University.

OUR PLENARY SPEAKERS



Day Manoli

Day Manoli completed his PhD in economics in 2008 at the University of California, Berkeley, and he is currently an associate professor at the McCourt School of Public Policy at Georgetown University. Professor Manoli uses econometric strategies to analyze data, examine how public policies and programs impact individuals, and gain insights to improve government programs and policies. His research has focused on tax administration and tax policy for low-income individuals. In recent projects, Professor Manoli has worked with government agencies to test strategies to increase take up of tax benefit and understand the long-term impacts of IRS audits on low-income taxpayers.



Ami McReynolds

Ami McReynolds serves as the first Chief Equity Officer for Feeding America. In her role she leads a portfolio of work focused on building a more equitable and inclusive network, deepening programmatic partnerships and leveraging organizational knowledge in support of achieving our mission. Her broad understanding of Feeding America programs, network, funding, and partners enables her to design and launch new initiatives, drive organizational strategy, and help chart the future of Feeding America. Ami joined Feeding America in 2011 and has held leadership roles across the organization. She hosts the podcast Elevating Voices, Ending Hunger, a series of conversations with individuals building more equitable futures to improve food security across the country.



Janae G. Moss

Janae Moss is a mother of seven, grandmother of four, co-owner of multiple businesses, family advocate, and community organizer. She is the co-founder of Parents Driving Change, which encourages parents to use their innate ability to lead by sharing their experiences with the organizations that support them. In supporting Barbara Leavitt in bringing Help Me Grow to the state of Utah, she found her passion for strengthening all families with protective factors and began her research journey of what it means to be a parent leader. She has a BA in Integrated Studies, an emphasis in Psychology and Leadership, and a Master's in Sport and Performance Psychology. Janae is a passionate social entrepreneur trained in performance psychology because she believes all organizations are based on the people who make them great.



Kara Patin

Kara Patin is a Licensed Clinical Social Worker, now ABD in the Ph.D. program at the University of Utah College of Social Work as an alumni fellow for the American Psychological Association Interdisciplinary Minority Fellowship Program. She has worked on research teams to evaluate the presence and impact of trauma in public service organizations, and in several agencies as a clinical mental health therapist. She has developed and delivered trauma-specific trainings to state and local agencies around Utah to thousands of employees working within the helping professions. She assists agencies seeking to improve their programs with a trauma-informed lens and now serves as the Program Director for Trauma-Informed Utah.

OUR PLENARY SPEAKERS



Jeff Price

Jeff serves as both the Director of Research and Planning and the Chief Data Officer for the Virginia Department of Social Services where he leads agency-wide data warehouse reporting, data governance operations, performance measurement, program evaluation, and research. His office coordinates agency level strategic planning, provides research and business intelligence to state and local agency directors and program managers, and coordinates data management initiatives in support of research and reporting needs. Jeff earned his master's degree in anthropology and a PhD in agricultural and applied economics from the University of Georgia. He has published peer reviewed articles in archaeology, economics, renewable energy, fuels, and transportation. Jeff has been a Virginia state employee for 20 years.



Ann Rivera

Ann Rivera began her federal career as a Society for Research in Child Development Executive Branch Policy Fellow at OPRE. Her focus is on increasing access to high-quality early care/education and improving human services for vulnerable, low-income, children and families. Ann's portfolio at ACF includes: Child Care and Early Education Policy Research Consortium, Child Care Research Scholars, Early Childhood Training and Technical Assistance Cross-System Evaluation Project, National Research Center on Hispanic Children and Families, and Professional Development Tools to Improve the Quality of Infant and Toddler Care. She works on a variety of internal projects intended to communicate and bridge research to practice more effectively promote cultural and linguistic responsiveness in ACF services.

PROGRAM AGENDA

Sunday, October 8th

3:00pm – 5:00pm
Canyon's Lobby

Registration Open

4:30pm – 6:00pm
Zion Room

President's Reception

Monday, October 9th

7:30am – 4:30pm
Canyon's Lobby

Registration Open

7:30am – 8:00am
Bryce/Canyons

Breakfast

8:00am – 9:00am
Bryce/Canyons

Welcome to NAWRS – President Yekaternia (Kate) Probert Fagundes

Welcome to Utah – Governor Spencer J. Cox (video)

Utah Context

Tracy S. Gruber, Executive Director, Utah Department of Human Services

Elizabeth (Liz) Carver, Workforce Development Director, Utah Department of Workforce Services

BREAK

Concurrent Sessions 1

9:15am – 10:30 am
Arches

Beyond Customer Satisfaction: Partnering With Families To Improve TANF And Child Support Programs

Moderator: *Lorrie Briggs*

Jeanette Holdbrook, Mathematica

Shaun Stevenson, Mathematica

Imani Hutchinson, MEF Associates

Asaph Glosser, MEF Associates

Lisa Rau, MEF Associates

9:15am – 10:30 am
Deer Valley

Technologically Enhanced Learning Methods for Reaching Expert Performance in Human Services

Moderator: *Mary Roberto*

Chad McDonald, Social Research Institute, University of Utah College of Social Work

Matt Davis, Health Systems Innovation and Research in Population and Health Sciences, University of Utah

9:15am – 10:30am
Sundance

Tennessee TANF Opportunity Pilots: An Exciting State Learning Laboratory

Moderator: *Deb Joffe, PCG*

Mike Fishman, MEF Associates

Dakota Simpson, State of Tennessee Department of Human Services

Suzanne Carr, TN Department of Human Services

Marielle Lovecchio, Martha O'Bryan Center

Megan Spurgeon, Upper Cumberland, TN Human Resources Agency

PROGRAM AGENDA

9:15am – 10:30am
Powder
Mountain/Solitude

Evidence, Bias and Barriers: Advancing Solutions in Employment Programs

Moderator: *Sarah Leopold*

Using the Pathways to Work Evidence Clearinghouse to Identify Programs that Work

Kimberly Clum, US Department of Health and Human Services, Administration for Children and Families, Office of Planning, Research, and Evaluation.

Racial Bias in Low-Wage Work: Understanding Sources of Bias and Potential Mitigation Strategies

Marissa Cuellar, Abt Associates

Structural Barriers in Low-Wage Work: Implications for Understanding Employment Programs

Deena Schwartz, Abt Associates

9:15am – 10:30am
Snowbird

Meeting the Needs of Early Care and Education Providers

Moderator: *Kristina Trastek*

Pay What They Are Worth: Correlational Relationship Between Wages & Quality in Early Child Education

Jason Aleman, United Way of San Antonio and Bexar County, TX

Relief, But Not Enough: A Study of the Child Care Counts Stabilization Program in Wisconsin

Hilary Shager, Institute for Research on Poverty, University of Wisconsin-Madison

Liesl Hostetter, Institute for Research on Poverty, University of Wisconsin-Madison

Statewide Training in Trauma-Informed Infant/Early Childhood Mental Health for ECE Providers

Alysse Loomis, University of Utah

Jennifer Mitchell, The Children's Center

Devon Musson Rose, University of Utah

9:15am – 10:30am
Brighton

Cultivating An Evidence-Driven Leadership Practice In TANF And Related Programs

Moderator: *Ben Jaques-Leslie*

Michelle Derr, The Adjacent Possible

Mark Ezzo, Mathematica

Brittany Tabora, Mathematica

BREAK

Concurrent Sessions 2

11:00am – 12:15pm
Arches

Radical Events + Radical Process Improvement = Radical Impact on Unemployment Services

Moderator: *Sarah Suiter*

Fatima Elamin, GetInsured/Change and Innovation Agency (C!A)

Carl Medley, Change and Innovation Agency (C!A)

Brian Donohoe, Change and Innovation Agency (C!A)

Peter Brady, Change and Innovation Agency (C!A)

Freja Gutierrez, Arizona Department of Economic Security (DES)

Matt Harrison - Get Insured/Change and Innovation Agency (C!A)

PROGRAM AGENDA

11:00am - 12:15pm
Deer Valley

Collecting and Using Data on Employment Outcomes to Improve TANF Employment Programs

Moderator: *Megan Rymicki PCG*

LaDonna Pavetti, MEF Associates

Melissa Kenney, Community Services Division, Economic Services Administration, Dept. of Social and Health Services

Benjamin Jaques-Leslie, Minnesota Department of Human Services

Elizabeth Carver, Utah Department of Workforce Services

Lisa Nicoli, Washington Department of Social and Health Services

11:00am - 12:15pm
Sundance

Understanding Safety Net Assistance Programs

Moderator: *Barbara Startz*

Electronic Referral Systems: Making Them Work To Give You That Warm Hand Off You Are Looking For.

Dallas Oberlee, Social Policy Research Associates

Kate Dunham, Social Policy Research Associates

Jakki Bungart-Bibb, W.E. Upjohn Institute / Michigan Works! Southwest

Do They Stay Or Do They Go? Understanding Individual Use Of Cash Assistance Over Time

Fang Cheng, NYS Office of Temporary and Disability Assistance

Britany Orlebeke, NYS Office of Temporary and Disability Assistance

The Military – Medicaid Connection: Engaging Military Family Support Personnel

Christopher Plein, West Virginia University

11:00am - 12:15pm
Powder Mountain/Solitude

Strategies for Elevating Social and Economic Mobility and Strengthening the Safety Net

Moderator: *Mary Roberto*

Building Social and Economic Mobility for Families

Lillie Seels, National Community Action Partnership

Lessons from Three Case Studies of Strategies to Improve Safety Net Services for Young People

Amelia Coffey, Urban Institute

Using Customer Voice and Evaluation Learnings to Scale a Holistic Coaching Model

Elena O'Quinn, LIFT Inc

11:00am - 12:15pm
Snowbird

Empowerment and Equity in Child Welfare, Domestic Violence Survivor Support and Adoption Case Management

Moderator: *Kate Probert*

Child Welfare Decisions in the Intersectional Context of Regional Poverty, Race, & Urbanicity

Melanie Nadon, The University of Chicago Crown Family School of Social Work, Policy, and Practice

Supporting DV Victims' Transition to Self-Sufficiency Through Embedded Survivor-Centered Research

Pamela Jordan, Mid-Shore Council on Family Violence

Jeanne Yeager, Mid-Shore Council on Family Violence

A Data-Driven Case for Person-Centered Adoption Case Management Rates to Improve Equity

Samantha Bone, Public Consulting Group

Sarah Goad, Michigan Dept. of Health and Human Services

PROGRAM AGENDA

11:00am – 12:15pm
Brighton

Responding to COVID-19: Innovative Program Adaptations

Moderator: *Allison Hyra, Westat insight*

Adapting Health Profession Opportunity Grants in Response to COVID-19

Radha Roy, Abt Associates

Addressing COVID-19 Challenges: Lessons Learned from Child Welfare Community

Collaborations Grantees

Rachel Cook, American Institutes for Research (formerly Abt Associates)

Washington State Trends in Public Assistance Caseloads Before and During the COVID-19 Pandemic

Deleena Patton, Washington Department of Social and Health Services

12:15pm – 1:00 pm
Bryce/Canyons

Lunch

Sponsored by Westat insight



1:00pm – 2:00pm
Bryce/Canyons

Afternoon Plenary

Academic-government Partnerships to Improve Social Services

Dayanand (Day) S. Manoli, McCourt School of Public Policy, Georgetown University

Jeff Price, Virginia Department of Transportation

BREAK

Sponsored by MDRC



Concurrent Sessions 3

2:30pm – 3:45pm
Arches

The CCMEP Leadership Academy: Strengthening Sustainability By Developing Leaders and Local Champions

Moderator: *Mike Suchowksi, TuaPath*

Jonathan McCay, Mathematica

Ella Gifford-Hawkins, Mathematica

Marcie Littlejohn, Franklin County, OH, Dept of Job & Family Services

PROGRAM AGENDA

2:30pm – 3:45pm
Deer Valley

Building Data Collaboratives for Evidence-Based Policy and Program Improvement in Human Services

Moderator: *Tony Ong PCG*

Rick Hendra, MDRC
Ahu Yildirmaz, Coleridge Initiative

2:30pm – 3:45pm
Sundance

Research Practice Partnerships for Innovation in Workforce Programs

Moderator: *Edith Kealey*

Phomdaen Souvanna, American Institutes for Research
Samia Amin, American Institutes for Research
Grace Johnson, Nebraska Department of Labor
Whitney Cade, American Institutes for Research
Siobhan Mills De La Rosa, American Institutes for Research

2:30pm – 3:45pm
Powder
Mountain/Solitude

Supporting an Understanding of the Child Welfare System

Moderator: *Letitia Passarella*

An Interdisciplinary Approach to Supporting Child Welfare Engaged Families with Young Children

Jennifer Mitchell, The Children's Center Utah
Tiffany Perry, The Children's Center Utah

Comparing Characteristics of Permanent Exits through Guardianship

Nick Kolupanowich, University of Maryland, Baltimore

Trial Home Visits Impact on Successful Reunification

Terry Shaw, University of Maryland, School of Social Work

2:30pm – 3:45pm
Snowbird

Understanding Issues in SNAP Participation

Moderator: *Shane Riddle*

Robotic Process Automation in SNAP: Collaborating with States to Evaluate Costs and Benefits

Kathy Wroblewska, Westat Insight
Courtenay Kessler, Westat Insight

Characteristics and Outcomes of Exiting SNAP Households in Maryland, 2010–2020

Lauren Hall, University of Maryland School of Social Work

SNAP, SSI, and MSP Participation Rates Among Older Adults in County and Substate Areas

Ilham Dehry, Urban Institute

PROGRAM AGENDA

2:30pm – 3:45pm
Brighton

Fostering Holistic Parent and Family Well-Being

Moderator: *Mark Rauth, TuaPath*

Helping Louisiana Families Become Whole: Poverty-Informed Approaches to Service

Terri Ricks, LA Department of Children and Family Services

‘It’s Hard to Know What to Expect’: Parents of Children with Disabilities in Retirement

Molly Costanzo, Institute for Research on Poverty, University of Wisconsin-Madison

Lisa Klein Vogel, Institute for Research on Poverty, University of Wisconsin-Madison

Coordinating Human Services: Findings from the Understanding the Value of Centralized Services Study

Mary Farrell, MEF Associates

BREAK

SPECIAL SESSION – ALL ARE WELCOME!

4:00pm – 5:00pm
Arches

NAWRS Community Building Workshop

We invite you to attend the NAWRS Community Building Workshop to meet current Board members, brainstorm with fellow attendees about ways to strengthen the NAWRS portfolio of activities, and learn about opportunities to get involved. Please join us and help NAWRS thrive!

NAWRS is a community of practice, founded in 1956, with a focus on improving economic mobility and alleviating poverty for families in the United States. We are a member-driven organization with representation from researchers, practitioners, and policymakers from local, state, and Federal human service agencies. The 2023 Workshop in Salt Lake City is a critical opportunity to engage our members in charting a path forward for NAWRS, building on strategic planning efforts undertaken by the current Board, and recruiting new volunteers to make that vision a reality.



Learning from a shifting world:
Opportunities and challenges in the
delivery of social supports

PROGRAM AGENDA

Tuesday, October 10th

7:30am – 4:30pm
Canyon's Lobby

Registration Open

7:30am – 8:00am
Canyon's Lobby

Breakfast

8:00am – 9:00am
Bryce/Canyons

Announcements and Morning Plenary

Invitation to the Kitchen Table: A Bold Aspiration for a Shifting World

Ami McReynolds, Chief Equity Officer – Feeding America

BREAK

Concurrent Sessions 4

9:15am – 10:30am
Arches

Evidence to Impact: Lessons from the Peer TA Employment Coaching Collaborative

Moderator: *Letitia Passarella*

Michelle Derr, The Adjacent Possible

Emily Schmitt, The Adjacent Possible

Tara LaMont, Jefferson County Human Services

9:15am – 10:30am
Deer Valley

Pathways to Prosperity and Well-Being: Experiences in Human Service Redesign

Moderator: *Kate Probert*

Jenny Douville, Dakota County (MN) Community Services Administration

Kate Lerner, Dakota County Community Services,

Jennifer Friesen, Dakota County Community Services

Amanda Olson, Dakota County Family Advisory Council

9:15am – 10:30am
Sundance

Who Helps the Helper? Building the Workforce with a Trauma-Informed Approach

Moderator: *Emily Bennett, Trauma-Informed Utah*

Kara Patin, Trauma-Informed Utah

Rachel Garrett, Trauma-Informed Utah

Mary Beth Vogel-Ferguson, Social Research Institute, University of Utah, College of Social Work

9:15am – 10:30am
Powder
Mountain/Solitude

Technological and Business Process Innovations in Human Services

Moderator: *Sarah Leopold*

Can Chatbots Improve Enrollment Outcomes? Evidence from New York State.

Linsey Edwards, New York University

Business Process Management: How Human Services Programs Can Make Time For What Really Matters If That's Okay.

Katie Bodenlos, Mathematica

Findings from the Integrating Financial Capability and Employment Services Study

Sam Elkin, MEF Associates

PROGRAM AGENDA

9:15am – 10:30am
Snowbird

Inequity In Access To Unemployment Insurance, Retirement Plans, And Family Medical Leave Act

Moderator: Samia Amin, American Institutes for Research (AIR)

Allison Hyra, Westat insight

Siobhan Mills De La Rosa, American Institutes for Research

Radha Roy, Abt Associates

9:15am – 10:30am
Brighton

Lessons in Improving Service Delivery and Administration

Moderator: Mark Fauth, TuaPath

How To Reduce Administrative Burden with A Benefits Information Tool

Ellyn Terry, University of Washington

Utilizing Research-Practice Partnership in Implementation Evaluation: The “Pathways to Industrial and Construction Careers”

Edith Kealey, NYC Department of Social Services

Elizabeth Ezratty, NYC Department of Social Services

Lessons Learned from Designing, Implementing, and Scaling a Motivation Driven Practice Model

Jonathan McCay, Mathematica

Lisa Guetzkow, Ramsey County Workforce Solutions

BREAK

SPEED AND POSTER SESSION

Speed Sessions
10:45am – 11:45am
Arches

A – Characteristics of Complex Families in Maryland’s Child Support Caseload

Letitia Logan Passarella, University of Maryland School of Social Work

B – Creating Accessible Tableau Dashboards for Enhanced Public Reporting

Molly Sir, Minnesota DHS

C – Developing Enhanced SNAP E&T Reporting Measures

Fang Cheng, NYS Office of Temporary and Disability Assistance

Bill Koncelik, NYS Office of Temporary and Disability Assistance

Jerrold Ogden, NYS Office of Temporary and Disability Assistance

D – Implementing New TANF Work Outcomes Measures

Lauren Frohlich, US Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance

E – Private Collaboration to Implement Evidence-Based Programming

Tim Wood, Family Centered Treatment Foundation

Karen Hallenbeck, Public Consulting Group (PCG)

F – Simulating A National Guaranteed Income Program: Program Costs and Interactions with Social Safety Net

Ellyn Terry, University of Washington

G – Utilizing A Brief Assessment Of Recovery Capital To Inform Goal Setting And Case Planning

Troy Bennett, Social Research Institute, College of Social Work, University of Utah

Larissa Shuppy, Social Research Institute, College of Social Work, University of Utah

Meghan Broadbent, Social Research Institute, College of Social Work, University of Utah

Rebecca Brown, Utah Support Advocates for Recovery Awareness (USARA)

PROGRAM AGENDA

<p>Posters 10:45am – 11:45 am Deer Valley</p>	<p>Engaging Fathers and Paternal Relatives in Child Welfare <i>Sarah Campbell, Mathematica</i></p> <p>Using Targeted Case Reviews to Build Evidence for Providing Families with Concrete Services to Keep <i>Jerry Poppe, Wisconsin Dept of Children and Families</i> <i>Meghan Sluga, Wisconsin Dept of Children and Families</i></p> <p>Using TANF's Flexibility to Adjust Benefits with Inflation to Support Low Income Families <i>Sarah Knowles, The Urban Institute</i></p>
<p>11:45am – 12:30pm Bryce/Canyons</p>	<p>Lunch Sponsored by MEF</p> 
<p>12:30pm – 1:30pm Bryce/Canyons</p>	<p>Afternoon Plenary Beyond Methods and into Humanity</p> <p><i>Moderator: Anna Jefferson, Abt Associates</i></p> <p><i>Panel: Samia Amin, American Institutes for Research (AIR)</i> <i>Janae Moss, Parent/Community Advocate</i> <i>Kara Patin, Trauma-Informed Utah</i></p>
<p>2:00pm – 3:15pm Arches</p>	<p>BREAK (Sponsored by MDRC)</p> 
	<p>Concurrent Sessions 5</p> <p>Leveraging Cross Sector Partnerships and Transforming Child Welfare System Through an Equity Lens <i>Moderator: Kate Probert Fagundes</i></p> <p><i>Romuald Tassigne, American Public Human Services Association</i> <i>Shannelle Dupri, Kansas Department of Children and Families</i> <i>Kortney Carr, Kansas University School of Social Welfare</i> <i>Becci Akin, PhD Program Director, University of Kansas School of Social Welfare</i></p>
<p>2:00pm – 3:15pm Deer Valley</p>	<p>Employment Services for People in Recovery from Substance Use Disorder: Findings from Building Evidence on Employment Strategies <i>Moderator: Megan Rymski PCG</i></p> <p><i>Hannah Betesh, Abt Associates</i> <i>Hannah Engle, Abt Associates</i></p>
<p>2:00pm – 3:15pm Sundance</p> <p>NAWRS WORKSHOP 2023</p>	<p>Practical Considerations in Community Engagement in Human Services Research <i>Moderator: Jonathan McCay, Mathematica</i></p> <p><i>Deena Schwartz, Abt Associates</i> <i>Brooke Abrams, Abt Associates</i> <i>Anna Jefferson, Abt Associates</i> <i>Ashlee Smith, Abt Associates</i> <i>Gabrielle Newell, Discussant</i></p>

PROGRAM AGENDA

2:00pm – 3:15pm Powder Mountain/Solitude	<p>Supporting Inclusion in the Child Support System Moderator: <i>Asaph Glosser</i></p> <p>African American Fathers' Child Support Experiences: An Overview of Social Characteristics <i>Cassandra Bolar, National African American Child and Family Research Center</i> <i>Latrice Rollins, National African American Child and Family Research Center</i></p> <p>Cultivating Inclusion: Transforming the Office of Child Support through Anti-Racism <i>Erin Frisch, Michigan Office of Child Support</i></p> <p>Trajectories of Non-Custodial Parents on Custodial Parents' TANF/Cash Assistance Cases <i>Edith Kealey, NYC Department of Social Services</i></p>
2:00pm – 3:15pm Snowbird	<p>Lessons Learned on the Benefits Cliff and Research and Evaluation Design Moderator: <i>Jamie Haskel</i></p> <p>Integrating a Benefits Cliff Information Tool into Existing Career Counseling Services: Lessons Learned <i>Ellyn Terry, University of Washington</i> <i>Alexander Ruder, Federal Reserve Bank of Atlanta</i> <i>Alvaro Sanchez, Federal Reserve Bank of Atlanta</i></p> <p>Assessing Maryland's TANF Program: A Preliminary Discussion on Research Design and Measurement <i>Lauren Hall, University of Maryland School of Social Work</i></p> <p>Evaluation Technical Assistance: Common Approaches And Evidence Of Effectiveness <i>Alexandra Stanczyk, Mathematica</i></p>
2:00pm – 3:15pm Brighton	<p>Innovation in Safety Net Responses to COVID-19 Moderator: <i>Tony Ong, PCG</i></p> <p>Effects Of SNAP On Minnesota College Students During The Covid-19 PHE: A Brief Survey <i>Elizabeth Borchert, Minnesota Department of Human Services</i></p> <p>Minnesota Emergency SNAP Data Story <i>Benjamin Jaques-Leslie, Minnesota Department of Human Services</i></p> <p>State TANF Policies During the COVID-19 Pandemic <i>Ilham Dehry, Urban Institute</i></p>
3:30pm – 4:45pm Arches	BREAK
	Concurrent Sessions 6
	<p>Creating a Whole Family Approach to Economic Supports Moderator: <i>Lorrie Briggs</i></p> <p><i>Erin Frisch, Michigan Office of Child Support</i> <i>Mary Nelson, American Public Human Services Association</i></p>
3:30pm – 4:45pm Deer Valley	<p>Unlocking Your Administrative Data's Potential: TANF Data Collaborative Pilot Moderator: <i>Jamie Haskel</i></p> <p><i>Rick Hendra, MDRC</i> <i>Benjamin Jaques-Leslie, Minnesota Department of Human Services</i> <i>Nycole Tylka, Utah Department of Workforce Services</i></p>

PROGRAM AGENDA

3:30pm – 4:45pm
Sundance

Making Child Support Work for Families: What's New in Wisconsin?

Moderator: *Asaph Glosser*

Hilary Shager, Institute for Research on Poverty, University of Wisconsin-Madison

Lisa Klein Vogel, University of Wisconsin

Samina Hossain, University of Wisconsin – Madison

Hanna Han, Institute for Research on Poverty, University of Wisconsin-Madison

Liesl Hostetter, Institute for Research on Poverty, University of Wisconsin-Madison

3:30pm – 4:45pm
Powder
Mountain/Solitude

Insights on Navigating Well-Being and Benefit Receipt

Moderator: *Mike Suchowski, TuaPath*

Administrative Burdens in TANF: Terminations Related to Not Completing Mid-Certification Reviews

Lisa Nicoli, WA Department of Social and Health Services

Measuring the Effects of \$4,000 in Cash Assistance for Young Adults with Child Welfare Experience

Benjamin Schenck, Allegheny County, PA, Department of Human Services

Poverty and Benefit Receipt Among Public Housing Residents in New York City

Edith Kealey, NYC Dept of Social Services

3:30pm – 4:45pm
Snowbird

New Findings on Connecting Families with Income Supports

Moderator: *Hannah Betesh, Abt Associates*

Implementation Findings from a Collaborative Effort to Support Benefit and Tax Credit Access

Amelia Coffey, Urban Institute

Paige Sonoda, Urban Institute

The Effects of Ride-Hailing Subsidies for Low-Income Mothers: Evidence from a Field Experiment

Seth Chizeck, Carnegie Mellon University

The Reach Of Low-Income Tax Credits In California

Tess Thorman, Public Policy Institute of California

3:30pm – 4:45pm
Brighton

Elevating Voices in Human Services

Moderator: *Barbara Startz*

Equity Stories: Using Storytelling To Elevate The Lived Expertise Of Those Experiencing Homelessness

Carrie Oliver, Atlanta, GA, Regional Collaborative for Health Improvement

Learn, Innovate, & Improve Together: Building Culturally Responsive Partnerships With Tribal TANF

Jonathan McCay, Mathematica

Diana Gates, Mathematica

Lauren Tingey, Mathematica

Brittany Tabora, Mathematica

Talking With Parents To Understand How Human Services Programs Impact Well-Being

Elizabeth Brown, Mathematica

PROGRAM AGENDA

Tuesday Evening Event Natural History Museum of Utah 6:00pm–11:00pm



Wednesday, October 11th

7:30am – 9:00am
Canyon's Lobby

Registration Open

7:30am – 8:00am
Bryce/Canyons

Breakfast

8:15am – 9:45am
Bryce/Canyons

Announcements and Morning Plenary

First Lady of Utah – Abby Palmer Cox – Connecting Through Our Differences

Federal Panel: Federal Efforts to Understand and Address Worker Shortages in Human Services and the Care Economy

- Kim Burgess Simms, Office of Early Childhood Development, Administration for Children and Families, US Department of Health and Human Services
- Ann Rivera, Office of Planning, Research, and Evaluation, Administration for Children and Families, US Department of Health and Human Services
- Tiffany Boiman, Women's Bureau, US Department of Labor
- Discussant: Jenny Douville, Dakota County (MN) Community Services Administration

BREAK

Concurrent Sessions 7

10:15am – 11:30am
Arches

Promising Occupations Career Exploration Tool: Demonstration And Digital Scavenger Hunt

Moderator: Mary Beth Vogel-Ferguson

Annalisa Mastri, Mathematica
Asaph Glosser, MEF Associates

10:15am – 11:30am
Deer Valley

Using Learn, Innovate, Improve (Li2) To Support Evidence-Driven Change: Lessons From The Redesign of the Iowa Family Development and Self-Sufficiency (FaDSS) Home Visiting Program

Moderator: Ben Jaques-Leslie

Page Humphrey, Iowa Department of Health and Human Services
Michelle Derr, The Adjacent Possible
Nichole Griese, Northeast Iowa Community Action Corporation

PROGRAM AGENDA

10:15am – 11:30am
Sundance

Human Services Insights from Rural Workforce, Self-Sufficiency, and Guaranteed Income
Moderator: *Deena Schwartz*

Challenges and Opportunities for Workforce Programs in Rural Areas: Evidence from HPOG 2.0 Programs

Radha Roy, Abt Associates
Doug Walton, Abt Associates

Factors Associated with (Re-) Gaining Self-Sufficiency after Leaving Food Assistance
Bridget Pavelle, WA DSHS

Guaranteed Income And Child Welfare In the South
Tresa Kappil, Abt Associates

10:15am – 11:30am
Powder
Mountain/Solitude

Lessons from Colorado Works (TANF) Leavers
Moderator: *Sarah Leopold*

Megan Rymski, Public Consulting Group
Robert Thompson, Colorado Department of Human Services

10:15am – 11:30am
Snowbird

Understanding Poverty and Inequality: Wage Theft, Psychological Distress, and Unconscious Bias

Moderator: *Hannah Betesh, Abt Associates*

Understanding Wage Theft and Its Impacts on Poverty

Milagros Ramirez, NYC Dept. of Social Services/Human Resources Administration

Social Safety Nets and Maternal Psychological Distress: Race and Ethnicity Matters
Kristy Anderson, Florida State University

Addressing Unconscious Bias in Qualitative Data Analyses
Allison Gress, Public Consulting Group
Lindsay Kenney, Public Consulting Group

10:15am – 11:30am
Brighton

The Statewide Evaluation of Ohio's Comprehensive Case Management and Employment Program (CCMEP)

Moderator: *Matt Lyons, APHSA*

Nicole Risk, ICF
Shelley Osborn, ICF
Jennifer Meek Eells, Ohio Workforce Association
Theresa Groth-Joynt, Ohio Department of Job and Family Services

BREAK

11:45am – 12:15pm
Bryce/Canyons

Awards and Closing

A place for jotting down your thoughts:



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