



2020 NRTRC TAO VIRTUAL CONFERENCE



Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon **Welcome You**

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VIRTUAL SESSION INSTRUCTIONS

- Audio and video are muted for all participants
- Use the Q&A feature to ask questions 
- Moderator will read questions to the speaker
- Presentation slides are posted at <https://nrtrc.org/sessions>. Recordings will be posted after the conference.



HRSA REGION 10 “STATE OF THE REGION” PANEL



- Moderator: Alia Fry
- Presenters:
 - John R Graham, HHS Regional Director, IEA
 - Mary Sheridan, Bureau Chief, Idaho Dept. of Health and Welfare
 - Rose Locklear, Oregon Office of Rural Health
 - Matt McCullough, Associate Director, NRTRC and UETN
 - Kimberly Miyazawa Frank, Regional Administrator, ACF
 - Rachelle Zylstra, Regional Administrator, ACL
 - Sharon Turner, Regional Administrator, HRSA
 - David Dickinson, Regional Administrator, SAMHSA
 - Tammy Arndt, Director, Northwest Telehealth
 - Darryl Means, Regional Administrator, CMS

Administration for Children & Families

Accessibility of Social Services & Supports

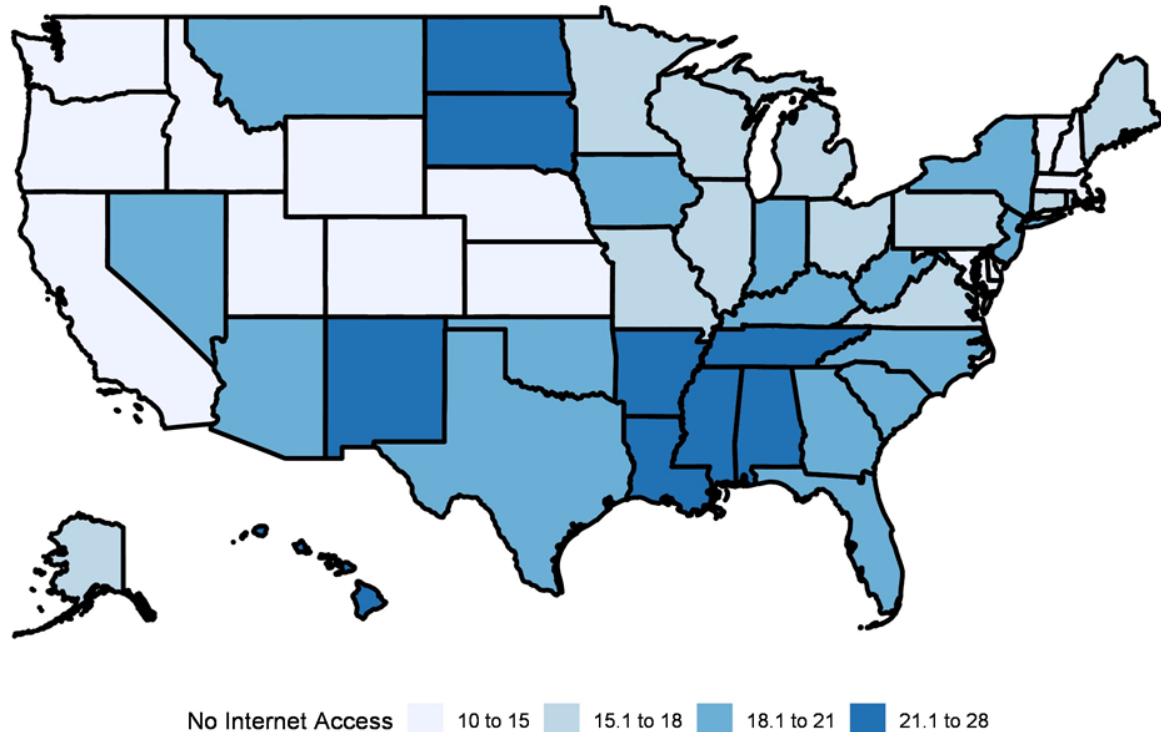


Overview

- Poverty & Internet Access
- ACF Program Resources & Online/Telephonic Access to Services
- Innovation in State Human Services Delivery

Poverty & Internet Access

- More than **1 in 6** people in **poverty** have **no internet access**.
- People in poverty in **non-metropolitan areas** are **less likely to have internet access** (8 percentage points).



Source: ASPE tabulations from the ACS

ACF Program Resources

New COVID-19 guidance promoting social service accessibility:

TANF

- Online/telephonic application/eligibility processes
- Online job training/search/work readiness activities
- Virtual case management
- Increased cash benefit levels for those w/ reduced income due to COVID-19.

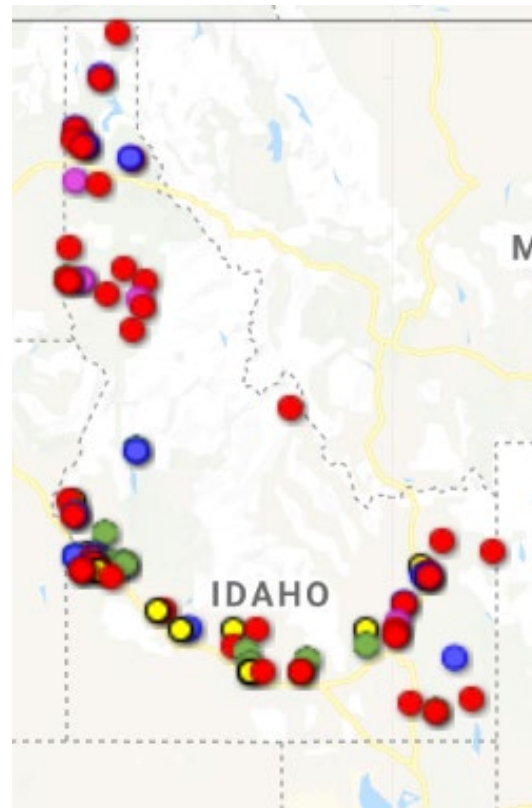
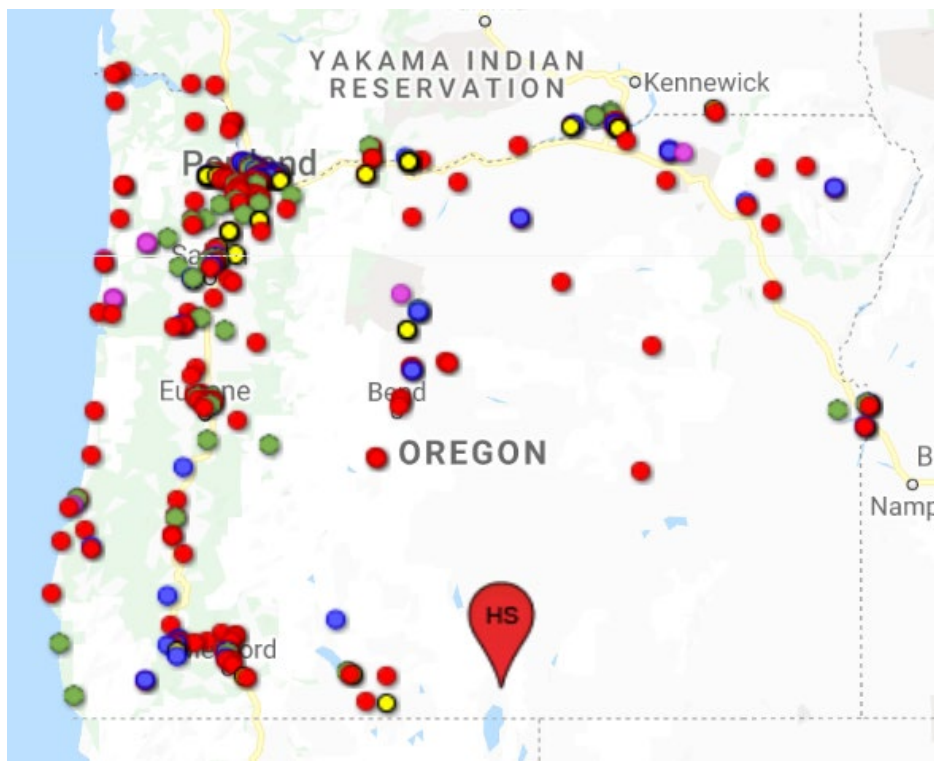
Child Welfare

- Use of videoconferencing for Title IV-B monthly caseworker visits; telephone contact w/ foster youth in college/university settings.

ACF Program Resources

Head Start

- Innovative family engagement and child development supports



State Human Services Innovation

- Idaho's integrated eligibility and enrollment system for SNAP, Medicaid, Child Care, TANF, Tax Credits and other programs.
 - Multi-page and in-person applications replaced by 2-30 minute conversation via phone with eligibility staff;
 - Reduced eligibility determination after intake from 50 days to 30 minutes;
 - Increased accuracy and decreased error rates;
 - Reduced approval for SNAP from 35 days to 1.2 days.
- Washington's current effort to increase telephone capacity to help families access benefits, including shifting staff across divisions and service units.

Thank you

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