

Making the Connection in Social Services



Angela works at a state Department of Social Services which administers social services to over 100 local offices across its state and delivers services and benefits to over a million residents each year. This Department is responsible for administering Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Adoption, Child Care Assistance, Refugee Resettlement Services, and Child and Adult Protective Services.

Angela is a Regional Director and oversees over 20 local offices. Angela's goal leaving the institute was to schedule meetings with a Fatherhood Specialist in the Department to pursue the development of a fatherhood program and develop an online resource website for the state's residents.

Initially, at the Institute, Angela had difficulty connecting her work and the mission and values of her organization with what she was

learning. When she returned to the Department, Angela shared information from the Institute with leaders from her over 20 local offices at a standing directors' meeting. Once she shared this information with her staff, they were able to make the connection together. Most offices thought the information was very relevant and were very eager to learn more. Some of the offices expressed they could use resources like the Level 1 tip sheets at family partnership meetings, where the local offices provide child care and have meetings with families to resolve any outstanding issues.
