



Why and How We Measure Agency Outcomes And Reporting Tools and Lists, Part 1

For Employment Guidance Counselors

Ramsey County Employment Services

Last modified 9-26-2011

Why Performance Goals?

It is not an evil plot to drive you insane



Some - the WPR and Self Support Index – are required by higher powers.

- ✖ One is complicated and time consuming; the other is just kind of complicated.
- ✖ The WPR is not a participant outcome measure.
- ✖ To the extent that they push all of us to strive for increased engagement, higher work hours, better incomes and more exits from MFIP with income, they are good for our families.

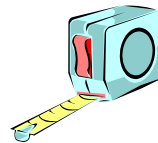
Why Performance Goals?

Cont'd

Others focus on very direct and important results of our work– employment, increasing income and leaving MFIP with wages

- ✖ Everything we do is for the purpose of helping families be less poor through employment whenever possible. The measures are linked to that goal, whether the participant is in the WPR calculation or is FSS,
- ✖ So the real purpose of the paperwork and the counting and the documenting and the verifying is **that's what we have to do to understand the results of our work with participants.**
- ✖ The measures help point to where we excel and where we must take on the challenge of doing better.
- ✖ We can see performance over time for all providers and learn from each other.

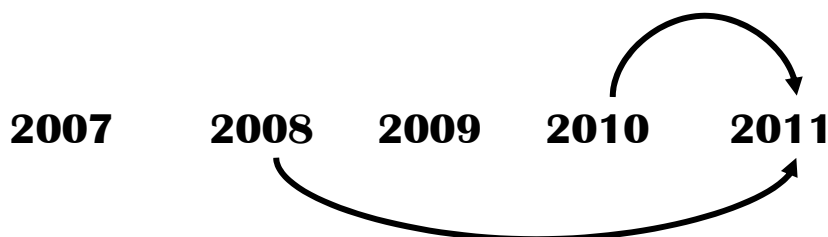
Five Overall Measures



- Part of Employment Services Contracts
- Represent the county's goals for MFIP
 1. Self-Support Index (from DHS)
 2. Work Participation Rate (from DHS and US Government)
 3. Employment
 4. Increasing Income
 5. Exiting MFIP with Wages
- Once every calendar quarter

It measures the status of MFIP participants to indicate whether they are off the cash grant or working full-time now.

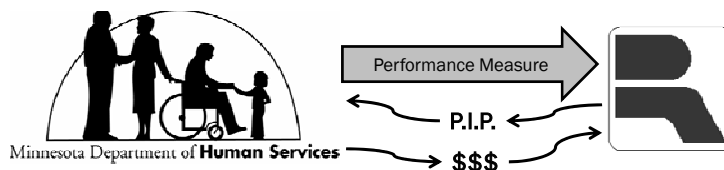
Measure 1: SELF SUPPORT INDEX

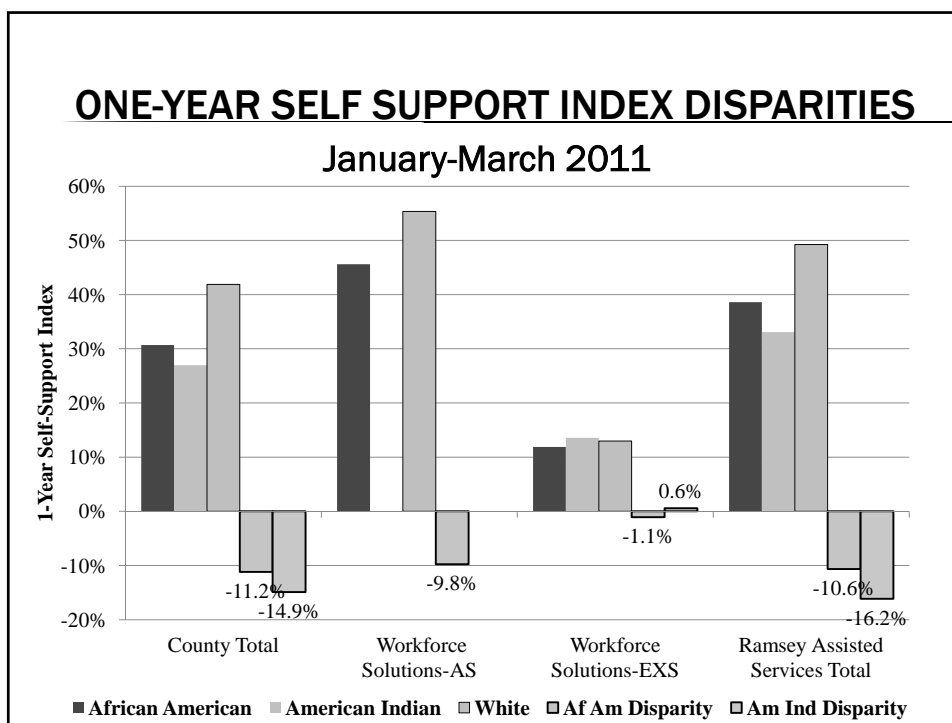


Measure 1: SELF SUPPORT INDEX

WHY DO WE MEASURE THIS?

- × Ramsey County is held accountable to the 3-Year index by statute.
- × DHS evaluates the 1-year Index for racial disparities initiatives and through the Biennial Service Agreement (BSA) with the county.
- × Each year 2 ½% of Consolidated Fund—the source of the Ramsey County money for your agency—is based on achieving the 3-Year index. If the index is not met, the County must submit Performance Improvement Plan (PIP) to DHS.





Measure 1: SELF SUPPORT INDEX

HOW IS IT MEASURED?

- ✖ DHS determines who was on MFIP one or three years prior and who was last on MFIP in Ramsey County (Denominator).
- ✖ DHS counts those MFIP participants who are off MFIP cash or are working at least 130 hours per month all three months of the current quarter (Numerator).



Those sanctioned off or timed off are “successful” only if they are off MFIP cash or working 130+ hours .



This can include anyone not in the WPR, such as 2-parent cases and FSS.

It measures those MFIP participants who are involved in enough work participation hours to reach the federally required target hours.

MEASURE 2: TANF WORKFORCE PARTICIPATION RATE (WPR)

Add Mass Participation Hours									
	Program:	MFIP	Staff Entering:	MH	Staff Assigned:	Michelle	Month/Year:	May, 2010	
Showing All Names	Go to:	A	B	C	D	E	F	G	H
Name/SSN	Activity Status Type	Start Date/End Date	Wk 1 1-May	Wk 2 2-May	Wk 3 9-May	Wk 4 16-May	Wk 5 23-May	Wk 6 30-May	Month Total
	Job Search	02/16/2010							
	Holiday								

MEASURE 2: TANF WPR

WHY DO WE MEASURE THIS?

- ✖ Each year Ramsey County is given a targeted WPR of 50% or 5 percentage points higher than the previous year's WPR performance, if it was lower than 50%.
- ✖ Ramsey County is held accountable to this index by state and federal statutes, by racial disparities initiatives, and through its Biennial Service Agreement (BSA) with DHS.
- ✖ Each year 2 ½% of the Consolidated Fund is based on achieving the WPR. If the WPR is not met, the County must submit Performance Improvement Plan (PIP) to DHS.

MEASURE 2: TANF WPR



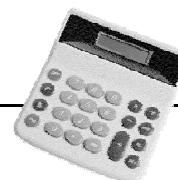
WHO IS MEASURED?

- ✖ MFIP participants who are enrolled in Ramsey County during each month of the quarter.
- ✖ DHS determines which MFIP cases were single-parent, non-FSS, and receiving a cash grant (Denominator).



Those receiving only the food portion of MFIP, in the first three sanctions over the past 12 months, or some (not all) with a child under 1 are excluded.

MEASURE 2: TANF WPR



HOW IS IT MEASURED?

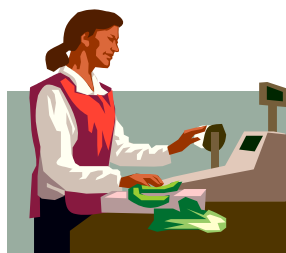
- ✖ DHS counts those MFIP participants who reached the federally required target hours (87 or 130 monthly depending on age of youngest child) for work participation hours (Numerator).
- ✖ For cases with at least one child under age six, 87 core hours are required. All others must have 87 core hours plus another 43 core or non-core hours for a total of 130.
- ✖ Some activities have limits on the number of hours or months that can count toward the WPR (see training manuals).

They measure the percentage of MFIP participants who have at least 20 hours of paid employment and the percentage who are employed at least half-time.

Measures 3a and 3b: percent employed at Least 20 hours or 87 hours per month



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Measures 3A and 3B: Percent Employed At Least 20 Hours and Percent At Least 87 Hours

WHY DO WE MEASURE THIS?

- ✘ The percent of MFIP participants employed at least 20 hours per month is an indication of the proportion of MFIP participants with some work skills.
- ✘ The percent of MFIP participants employed at least half-time (87 hours per month) is an indication of the proportion of MFIP participants who could potentially be ready to move off MFIP.



Measures 3A and 3B: Percent Employed At Least 20 Hours and Percent At Least 87 Hours

WHO IS MEASURED?

- ✕ All MFIP participants enrolled in Ramsey County by the first of each month.
- ✕ Also includes two-parent cases, those on FSS, and those receiving just the food portion of MFIP.



This includes everyone, not just those in the WPR



Measures 3A and 3B: Percent Employed At Least 20 Hours and Percent At Least 87 Hours

HOW IS IT MEASURED?

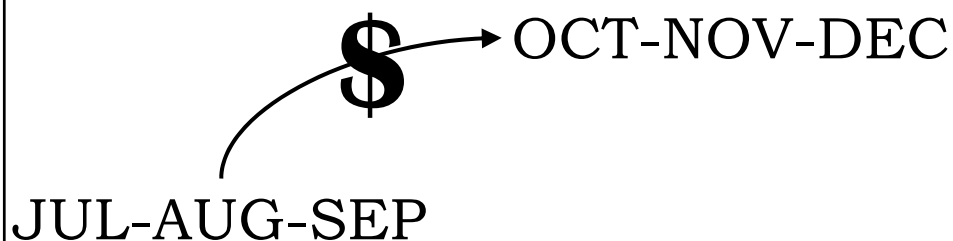
- ✕ We determine the total number of MFIP eligible participants in Ramsey County, including FSS cases, two-parent cases, and those receiving just the food portion (Denominator).
- ✕ We count how many of those MFIP participants were working in paid employment at least 20 hours per month (3A) and the number who were working in paid employment at least 87 hours per month (3B) for each of the three months of the quarter
- ✕ The hours are taken from the MAXIS JOBS, BUSI, and RBIC panels, not WF1. Only retrospective hours are used, not prospective (preliminary) hours.

Pay Stubs reaching the Financial Worker and accuracy on MAXIS are crucial !



It measures the MFIP participants who have reached a minimum level of economic self-sufficiency or are moving in that direction.

Measure 4: increase in income or maintaining full-time minimum wage income



Measure 4: Increase in Income or Maintain Full-time Minimum Wage Income

WHY DO WE MEASURE THIS?

- ✕ This is an indication of the number of MFIP cases who are increasing or maintaining their economic self-sufficiency.
- ✕ These MFIP participants are potentially earning income towards leaving MFIP.



We measure how the individual family improves, regardless of how little income they started with or how much they exactly earned.



Measure 4: Increase in Income or Maintain Full-time Minimum Wage Income

HOW IS IT MEASURED?

- ✖ We determine the number of all MFIP eligible cases in Ramsey County, including FSS cases, two-parent cases, and those receiving just the food portion (Denominator).
- ✖ The monthly income of both parents are added.
- ✖ We count how many of those MFIP cases or households had any increase in average earned income over the previous quarter (Numerator)

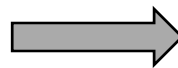
or \$\$\$\$ \$\$\$\$

- ✖ Earned over \$940 per month (from one or both parents combined) in the second quarter. This is the equivalent of the minimum wage at 130 hours per month.

It measures the MFIP participants who have exited MFIP on MAXIS with a minimum wage and have remained off MFIP for three straight months.

Measure 5: Off MFIP With Wages

JUL-AUG-SEP



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OCT-NOV-DEC

Measure 5: Off MFIP With Wages

WHY DO WE MEASURE THIS?

- ✖ This is an indication of the number of cases who are able to maintain some minimum economic self-sufficiency after becoming entirely ineligible for MFIP, both the food and cash portions.
- ✖ The measure indicates these MFIP participants have the work skills to sustain employment and remain off MFIP for at least three months.



Measure 5: Off MFIP With Wages

WHO IS MEASURED?

- ✖ All MFIP eligible cases enrolled in previous quarter
- ✖ Also includes two-parent cases, those on FSS, and those receiving just the food portion of MFIP, plus WPR cases
- ✖ Transfers to other counties during the second quarter still count in this measure for Ramsey agencies.
- ✖ Exiting off WF1 while still eligible on MAXIS does not count as “exiting.”



Measure 5: Off MFIP With Wages

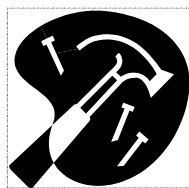
HOW IS IT MEASURED?

- ✖ We count those MFIP cases or households where all parents exited MFIP cash and food and remained off MFIP for three straight months during the measurement (2nd) quarter.

AND

- ✖ After exit the combined parents' wages must exceed \$940 per month or at least one parent had to begin receiving supplemental security income in the second quarter if they exited MFIP three straight months (Numerator).

Tools For Counselors to Achieve Performance Measures:



How to Use the Lists and Indicators

Purposes of Monthly Lists

- ❖ To indicate caseload and client events
- ❖ To improve client outcomes and agency results
- ❖ To correct inaccuracies in data

Types of Monthly Lists

Preliminary Hours – before outcome data are “frozen”



Current Info – “fresh” but changeable data



Frozen – final results

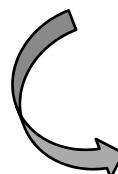
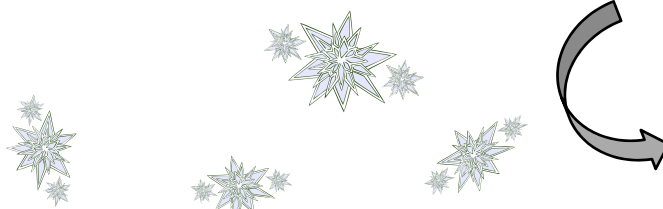


Other lists – sanction outreach, holiday and excused absence hours, TANF WPR by counselor

Preliminary Hours Report



The data are getting cold . . .



PRELIMINARY HOURS REPORT SAMPLE

Preliminary WPR Report Mar 10

WF1 Agency and Staff as of: 03/07/10

Preliminary Mar 2010		MAXIS		Parents	Young gest Age	Enroll Date	Exit Date	Target Hours	MAXIS Prospect . Hours	WF1 Core Hours	Total Core Hours	WF1 Core +			Est. Cash Grant
Worker Name, Client Name*	Age	#	Non- core Hours									Non- core Hours	Differ- ence		
Counselor Lastname, Firstname															
ALEUTIAN, EVE	19	369190	1p	1	6/9/08	3/1/10	WB	0	0	0		45	-87	\$0	
ANA, LOUISE E.	42	208756	1p	10	3/11/10		130	0	0	0	78	78	-87		
BAHDEED, ABEL	22	954091	1p-D	5	8/25/07		130	10	0	10	0	10	-120	\$621	
BEACH, SANDY	35	1257628	1p	15	6/23/09		130	113	0	113	7	120	-10	\$585	
CLONE, CY	31	1272258	1p	5	4/29/08		87	120	54	174	4	178	91	\$415	
FLOOR, IDA	21	1266654	1p		11/29/09			0	0	0	0	0		\$364	
FORCE, GAIL	22	1054631	1p	1	11/8/08	2/22/10	87	0	0	0	0	0	-87	\$164	
BOREALIS, AURORA	27	236299	1p	0	6/1/06		87	72	0	78	6	84	-9	\$65	
NAMI, SUE	33	975476	1p	0.8	3/23/07		Child<1	16	0	16	0	16	-71	\$65	
SOTA, MINI	40	588002	2p	1	6/1/09		130	74	0	74	0	74	-56	\$0	
ABAMA, AL	33	444444	1p	4	1/30/08		FSS-26	0	0	0	0	0	-130	\$437	
SIPPI, MISSY	27	555555	1p	10	5/19/08		FSS-30	0	0	0	0	0	-130	\$437	

About this report

- ❖ The list can be used for many other purposes, such as finding who is really on FSS or not.
- ❖ Clients are listed by the *last* agency and counselor assigned—not necessarily who had the case in the preliminary month.
- ❖ The preliminary month is always two months before the current month (created in May 2010 in previous sample).
- ❖ Generally used to record data for work participation rate (WPR) before 60-day deadline
- ❖ Keys: Target Hours, FSS, and Difference from Target Hours



This symbol indicates data or documents to look up.

WPR Target Hours



- ❖ 87 or 130 per month depending on age of youngest
- ❖ “Child < 1”: if the case has a child less than 12 months and has been disregarded fewer than 12 months over the life of the case, it will not count in the WPR.
- ❖ Work Benefit cases (WB) are off MFIP yet count in WPR.
- ❖ For the FSS cases the primary employment status number (from the MAXIS EMPS panel) is shown instead of the target hours. However, the FSS status can change and this report shows their status 2 months ago.



Check the FSS / Target Hours, if they appear incorrect. If you thought they were FSS but show Target Hours, they will need WPR hours, and you may need to submit documentation to change them to FSS on MAXIS.

MAXIS Prospective Hours

- ❖ MAXIS prospective hours are just that—prospective, not retrospective work hours—and they could change. The financial worker estimates them *before* the month.
- ❖ Do not compare to the current month—these hours are for two months ago.
- ❖ This information impacts Report Card Measures 3a and 3b.



If you think they worked more than shown for 2 months ago, verify that all the pay stubs were submitted to the FW and recorded on the MAXIS JOBS panel. WF1 employment does not count.

Difference



- ❖ Difference is the target hours minus the sum of the core (including work) and countable non-core hours.
- ❖ Those within 10 hours of reaching their target hours are highlighted to help prioritize your action.
- ❖ All cases must have at least 87 core hours



If the target is 130 and the case has 87-129 core hours, check to see if there are additional non-core hours that can be included as well.

If they have less than 87 core hours, check to see if they should have more core activities recorded.

Current Info Report



The data are fresh . . . but . . .

The numbers can change.



CURRENT INFO REPORT SAMPLE

WF1 Agency Assignments and Job
Search/Assessment Data as of: 06/10/10
Cash Grant and Sanction Data as of: 06/10/10

ES Worker's Name	MAXIS #	Age	2nd Parent Target Hours	Monthly cash grant Current	Monthly cash grant Prior	Maximum Weekly Unpaid Hours	Excused Absence hours 12 Prior Months	Person "S" in Self- Sanctio Holdingns since n Start 2003	Support Index Current Quarter	Months Disregarde d in WPR Under 1 Exemption	MFIP Months (highlight ed for extension review) 6/10/10	Financial Worker
Agency				963Participants								
(counselor) Indie, Anna												
ALEUTIAN, EVE	369190	35.5	2 130	\$714	\$916	26		3/15/10	3	S	12	48 Watto
ANA, LOUISE E.	208756	44.7		\$621	\$265	23			3		9	Watto
BAHDEED, ABEL	954091	28.4	87	\$571	\$571	12	16		5	S	3	24 Palpatine
BEACH, SANDY	1257628	28.8	2 130	\$437	\$437	18			4	S		54 Palpatine
CLONE, CY	1272258	35.9	FSS		\$247			4/28/10	0		9	8 Watto
FLOOR, IDA	1266654	29.9	2 130	\$532	\$532	26			2		6	6 Watto
FORCE, GAIL	1054631	27.5	130	\$437	\$437	34		4/6/10	8			6 Lando
HURRY, CAIN	236299	24.6	87	\$0	\$346	4	3		6	S		42 Lando
NAMI, SUE	588002	21.7	87	\$140	\$318	9			2	S		29 Palpatine
SOTA, MINI	975476	23.7	FSS	\$456	\$456	31				S		52 Lando

About this report

- ❖ Like the Preliminary report, the Current Info report determines the last assignment by agency and counselor from WF1 data.
- ❖ In contrast to the Preliminary report, currently open clients are listed, and all the Current Info data are “hot.”



- ❖ Figures are usually current as of the last one or two days from WF1 or MAXIS updates under the “MAXIS Summary” in the “DHS-IX” tab.



This symbol indicates data or documents to look up.

About this report- continued

- ❖ Agencies are evaluated on other MFIP outcomes besides WPR, which the Current Info Report addresses.
- ❖ Cases in FSS, with a zero cash grant, or with two parents are not excluded from these other measures.
- ❖ The cases in the Current Info report are sorted by case name first.
- ❖ The highlighting indicates clients who have attributes that may require additional review or extra monitoring of certain activities.
- ❖ Keys: cash grant and self-support index



Cash Grant



- ❖ Current month grant is highlighted if \$200 less than OR more than previous month's grant.
- ❖ A big change likely indicates a change in income or work hours. A rise in the grant could mean a loss of work hours.
- ❖ A \$0 grant for all three months in a calendar quarter is a success in the Self-Support Index, Report Card Measure 1.
- ❖ If no grant is shown, they may have left MFIP. Off MFIP with income for 3 months in a row is a success in Report Card Measure 5.
- ❖ A drop in the grant could indicate increasing income for the family and success in Report Card Measure 4.

Self-Support Index

- ❖ An "S" indicates the client will count in the current quarterly index because they were on MFIP in the quarter 3 years ago. They are *not* necessarily successful in the index.
- ❖ Their current outcome with their latest agency determines the result. It doesn't matter who had them before. Remember, each case can make a difference.
- ❖ This determines Report Card Measure 1.
- ❖ The county is within only a few participants of making the DSH target—even a few could make the difference!

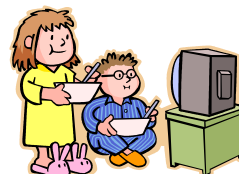


Participants still open on MFIP can achieve the Self-Support Index if they are working 130 or more hours per month or have no cash grant all three months of the current quarter. Sanctioning or timing off alone does not count.

OTHER INDICATORS in “CURRENT INFO” LIST

- ❖ Case name is highlighted if no WF1 activities open
- ❖ Holding Sanction start date on WF1
- ❖ Estimated number of sanctions
- ❖ Excused Absence hours, to determine if over limit
- ❖ Maximum unpaid hours allowed (for labor law)
- ❖ MFIP months counted, for checklists and transfers

These will be covered in greater detail in a second presentation . . . Stay tuned



Summary of Preliminary Hours Report

- ❖ The Preliminary Hours list is for two months ago before the data are frozen at the end of the month you receive it. It's considered “refrigerated.”
- ❖ The Preliminary Hours list is primarily for sorting out WPR hours and who will count or be disregarded.
- ❖ The list should also be used to indicate whether FSS counselors have WPR cases that need participation hours.
- ❖ The reverse is also true: WPR cases under FSS counselors will need documentation to convert on MAXIS.



Summary of Current Info Report

- ❖ The Current Info report is “fresher” and highlights important developments but much less stable, except for self-support index indicator.
- ❖ Activities, cash grant, sanctions, target hours, FSS status all could change quickly.
- ❖ Some items are less likely to change, such as number of parents, MFIP months, and age.
- ❖ Make use of MAXIS inquiry and the WF1 DHS tab to check up on the status of cases that appear incorrect in this list



Other Lists

- ❖ **Sanction Outreach**
 - In sanction with 3 or more
 - Sent first week of month
- ❖ **Excess Holiday or Excused Absence Hours**
 - Sent with Preliminary Hours lists for corrections
 - More holiday recorded hours for WF1 activity than actual holidays in month
 - More excused hours than activity hours
- ❖ **TANF WPR by Counselor**
 - Sent after frozen WPR results by agency
 - Lists result for each participant counting in the WPR
 - For supervisor and counselor to review best practices
- ❖ **Persistently Unaccounted Participants (PUP)**
 - Once every three months listing those with <10 total hours



Summary of Reports

- ❖ Many items in the lists are linked to the Report Card. All 5 measures except WPR include 2-parent and FSS cases:
 1. Self-Support Index
 2. WPR
 3. Working (20+ hours and 87+ hours per month)
 4. Increase in average income between 2 quarters
 5. Exiting MFIP 3 months in a row with income
- ❖ Other items indicate improper data or activity errors, new changes for the family, deadlines in case management, and discrepancies with MAXIS data.
- ❖ You can always contact the FW and check status updates.

Finally -



Please contact us with any questions . . .

- ✓ Sue Keskinen, Sr. Program Evaluator, CHS Research and Evaluation: susan.keskinen@co.ramsey.mn.us
- ✓ Mark Herzfeld, Sr. Program Evaluator, CHS Research and Evaluation: mark.herzfeld@co.ramsey.mn.us
- ✓ Alan Wanless, MIS Management Analyst, Workforce Solutions: alan.wanless@co.ramsey.mn.us
- ✓ And your trusty data specialists



And thanks for plowing through all these outcomes and lists!

Appendix - Acronyms

BUSI	MAXIS panel for self-employment panel where income is reported and work hours calculated.
CHS	Community Human Services (Ramsey County)
DAIL	MAXIS e-mail panel
DRA	Deficit Reduction Act. Passed by US Congress in Feb 2005 that created more stringent reporting and documentation requirements for TANF.
EMPS	MAXIS panel for recording employment status and exemption codes indicating FSS category
Erbes	Steve Erbes, DHS employee who provides monthly MAXIS files for final participation rates (3 months old), preliminary file (2 months old), and current file (from first of month)
FAS	Financial Assistance Services (division in Ramsey County CHS)
FSS	Family Stabilization Services, begun in Feb 2008 that separated TANF cases
FW	Financial Worker
JC	Job Counselor
NOIT	Notice of Intent to Sanction
R&E	Research and Evaluation (unit in RC CHS Administrative Services)
PAID	Division of DHS that produces the outcomes reports and Management Indicators.
PUP	Persistently Unaccounted Participants, no hours over 3 months (DHS more narrowly defines them)
Risor	Tom Risor – DHS / Ramsey County employee who provides additional monthly MAXIS files
SPAT	Strategic Planning and Administration Team managing MFIP in Ramsey County Workforce Solutions
S-SI	Self-Support Index, DHS performance measure of current status of participants on MFIP 3 years ago.
SSI	Supplemental Security Income
SU	Status Update, either from MAXIS to WF1 automatically or manually entered form from JC to FW.
WB	Work Benefit, cases which have exited due to income and continue to count in the WPR.
WF1	Workforce One – database software
WFS	Workforce Solutions – Ramsey County department (aka Wanless Foolproof System)
WPR	Workforce Participation Rate, also refers generally to cases that are not in FSS.