 RAMSEY COUNTY


MFIP-ES Performance Measures Training and Conversation

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 RAMSEY COUNTY

Welcome and Introductions

Training Outline

- **Introduction** : Your Name, Job Title and Organization you represent (5 Minutes)
- Ice-breaker
- Objective & overview of the Performance Measures ,Performance Goals & the S-SI definition
 - ✓ **Presentation** (slides 3-9) (10 minutes)
- **Self-Support Index Calculation:**
 - ✓ **Presentation** (slides 10-18) (10 minutes)
- How to positively influence the S-SI Score (Slides 19-20) (5 Minutes)
- Discussion questions & Reminders (Slides 21-22) (5 Minutes)
- **Facilitated conversation (45 Minutes)**
 - ✓ Includes Q &A
- Feedback (5 minutes)

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Objectives of the Training

- Learn purposes of performance measures
- To discuss the connection between Self-Support Index (S-SI) and some determinants of success to improve S-SI scores.
- To explain what data contributes to the S-SI measure.
- To create a platform where different providers share experience and best practices for continuous improvement of employment services.

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What is a Performance Measure?

- Quantifies how programs are doing in terms of :
 - A. Process – How we are doing what we are doing?
 - B. Outcome –How well are we and the participants doing it?
- Measures are linked to goals.
- Measures show areas where we are doing well and areas where we need to improve.
- Performance measure show how effective and efficient we are in what we do.

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Why Performance Goals?

- Everything we do is for the purpose of helping families become 'income self-sufficient' through gainful employment and other means of income as much as possible.
- We can see performance over time for all providers and learn from each other.



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Overall Measures

- Represent the goals for MFIP
 1. Engagement
 - Employment plan started soon after WF1 enrollment
 - Minimum hours of activities, WF1 plus MAXIS work hours, for "engagement"
 2. Employment: Minimum hours per month
 3. Self-Support Index (from DHS and statute)
- Once every calendar quarter

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Self-Support Index (S-SI)

- What is the S-SI? And What does it measure?
- What is “self-support” (and what it’s not)?
- How is it computed and whom does the S-SI measure?
- What constitutes success in this measure? And what doesn’t?
- Where do the data come from?
- How does it affect performance?
- What can be done to improve scores/S-SI index?
- Who sets the target (the outcome range) for this outcome measure?
- What is the target/ outcome range for Ramsey County?
- What are targets for Ramsey MFIP-ES agencies?

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What is Self-Support Index (S-SI)?

- S-SI is an outcome measure that quantifies goals of the Minnesota Family Investment Program (MFIP)

Goals of
MFIP

- Increase employment and earnings
- Decrease use of cash assistance

- S-SI cannot measure overall financial well-being of participants after they leave MFIP or DWP. It only uses the data we can gather from MAXIS.

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What does “Self-Support” mean?

- Individuals move off the MFIP cash grant, but can remain on the caseload with food only or childcare
- OR**
- Persons working 130+ hours in all three months of quarter
- OR**
- Move to Supplemental Security Income

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Who is Measured?

- Participants eligible for MFIP or DWP three years ago anywhere in Minnesota (one-year ago for racial disparities).
- For the Workforce Solutions Report Card, MFIP participants enrolled in Ramsey County agencies by the first month of the current quarter.
- Includes two-parent cases, those on FSS, and those in sanction. Unlike the WPR (work participation rate) it includes all types of cases.

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How is it Measured?

- DHS determines who was on MFIP one or three years prior and who was last on MFIP in Ramsey County by the end of the current quarter (Denominator).
- DHS counts those MFIP participants who are off MFIP cash, or are working at least 130 hours per month, or moved to supplemental security income for all three months of the current quarter (Numerator)
 - But not sanctioned or timed off MFIP

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How is the S-SI calculated?

- For Ramsey County Report Card and DHS Bonus Funds or Performance Improvement Plan:



$$S - SI = \frac{\text{Number of SUCCESSFUL participants CURRENT quarter}}{\text{Total MFIP/DWP participants 3 years ago during the baseline quarter}}$$

- For Ramsey County and DHS Racial Disparity Report Card:



$$S - SI = \frac{\text{Number of SUCCESSFUL participants CURRENT quarter}}{\text{Total MFIP/DWP participants 1 year ago during the baseline quarter}}$$

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What Constitutes Success S-SI?

A. Off MFIP cash grant : Total # of Participants off MFIP cash assistance (no cash grant in all the 3 months of the current quarter)

OR

B. Working at least 30 hours /week in current quarter

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Where does the data come from?

All the source data for determining which participants are measured and are “successful” come from MAXIS data:

- Eligibility for MFIP cash grant and DWP on MAXIS
- Last county last serving participants
- Work hours, income, sanctions, and TANF months from MAXIS

Only the ES agency last assigned to MFIP-ES participant by first day of the quarter comes from WF1.

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Sample Exercise

- **Calculate the Self-Support Index for Q3 of 2022 based on the information given below:**

Baseline Quarter: Q3 of 2019

A. Number of participants off MFIP cash during Q3 of 2022=2,700 (but NOT sanctioned or timed off), and

B. Number of participants on cash assistance
but working at least 30 hours/week *during* Q3, 2022 =300

-----divided by-----

C. Total # of MFIP participants during Q3 of 2019 = 5,000

- This includes participants still on cash assistance & NOT working at least 30 hrs/week= 2,000 (not in numerator)

$$\text{S-SI} = \frac{A+B}{C} = \frac{2,700+300}{5,000} = 0.60 = 60\%$$

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What is the S-SI target?

- DHS determines our county's external factors (unemployment, migration, caseload characteristics, and more) and creates a minimum and maximum expected range.
- If we don't meet the minimum range in multiple quarters, DHS would ask for a performance improvement plan.
- If we exceed the upper end of the range, we are eligible for a 2.5% bonus in our MFIP Consolidated grant that funds employment services and financial workers.

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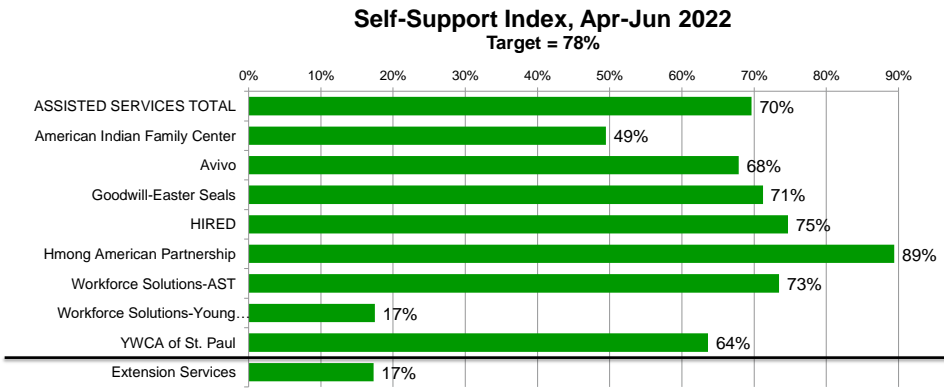
What is the S-SI target? . . . (cont'd)

- Ramsey County is now just barely above the minimum expected range.
 - The minimum expected range = 55.9%
 - Maximum expected range = 65.8%
 - April-June 2022 actual result = 58.7%

 - In order to at least surpass the minimum expected range by DHS, the average score of the non-extension caseloads must be high enough to accommodate extensions, which by definition do not succeed in the Index unless they're working 130+ hours in all three months in the quarter.
 - In last quarter the Non-Extension caseload score = 70% and extension = 17%
 - Each agency serves somewhat different types of caseloads with different results.
- * In reality, the target is simply to improve your agency Self-Support Index even a little to help the county reach the upper end.

What can you do to raise the S-SI score?

- Providers can positively influence the index (Score) through the services they provide to help MFIP and DWP participants increase their employment and earnings enough to exit cash assistance.



What can be done to Influence S-SI Score?

$$S - SI = \frac{\text{Number of Successful participants NOW}}{\text{Total \# of participants 3 years ago during the baseline quarter}}$$

S-SI is directly proportional to the [number of successful participants now] = [Numerator]

➡ S-SI \propto the [Numerator]

Which means, when the numerator increases, the S-SI score will also increase.

Therefore, INCREASING the numerator is a key to scoring higher S-SI. This can be achieved by assisting MFIP & DWP participants find gainful employment, increasing child support, or eligible for federal supplemental security income resulting to increased income = Positive exit if cash grant is zero dollars.

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What can be done to improve S-SI score...

- You can pay attention to discrepancies in reports or MAXIS information that show fewer hours than participants actually worked.
- FWs must record work hours in MAXIS before 60-day deadline after last day of month, or DHS won't count them (when data are frozen).
- Group feedback and discussion.

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Questions for Employment Services

- What have you learned on what the Self-Support Index measures? And how would you use this input to positively influence your S-SI?
- Why do you think it is important?
- Would you do anything differently in managing your caseload?
- How would you help ensure the accuracy of work hours for clients? A big part of recording work hours is knowing which participants are working and getting paystubs to FWs timely.
- How would you change communication with financial workers?
- What can Workforce Solutions and Ramsey County do to better help you with your efforts in areas such as policy questions, reporting, and data used in measures?

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Some Important Reminders

- If someone leaves MFIP for the following reasons, the Self-Support Index does not count them as successful:
 - Sanctioned off
 - Due to 60 months time limit expiration
- **Pay attention to inaccurate data because it:**
 - Misrepresents how agencies are performing.
 - Can cause a delay in clients receiving appropriate services.
 - Can cause outcome targets not be met.
 - Could result in PIP or the loss of state funding

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