

EXECUTIVE SUMMARIES
WORK SERVICES ON-SITE REVIEWS
FY 2005

BRISTOL BAY NATIVE ASSOCIATION FY05

The Bristol Bay Native Association (BBNA) Work Services Program has so far met or exceeded five of the eight performance measures set by DPA for state fiscal year 2005.

<u>Outcome</u>	<u>Annual</u>	<u>YTD</u>	<u>FY04</u>	<u>FY03</u>
	<u>Target</u>	<u>Performance</u>	<u>Performance</u>	<u>Performance</u>
Obtain Employment w/in 60 days	25%	See below*	26%**	19%
Adults with Earnings	35%	35%	39%	34%
Retain Employment for 4 Months	35%	27%	30%	28%
Earnings Progression	25%	44%	41%	39%
Cases that Closed with Earnings	45%	27%	52%	42%
Cases that Don't Return	90%	100%	69%	70%
Overall Participation	50%	51%	34%	22%
Two-Parent Participation	50%	59%	53%	27%

BBNA has been a top performer in meeting or exceeding DPA's performance expectations. BBNA has consistently increased their performance in nearly every measured category each fiscal year.

PROGRAM STRENGTHS

- Outstanding facility with Department of Labor staff collocated on-site.
 - Employment focused program.
 - Creative training initiatives including drivers license instruction and leadership preparation.
 - Exceptionally well-organized files.
 - Leveraging of resources from job training programs to benefit mutual clients.
 - Outstanding Employment Support Section to assist participants with application and resume completion activities.
 - Experienced and committed supervisor.
 - Long-term retention of case management staff.
 - Supportive service voucher system, which ensures client confidentiality.
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CENTER FOR COMMUNITY FY05

To date the Center For Community (CFC) Work Services Program has met or exceeded four of the eight performance measures set by the Division of Public Assistance (DPA) for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>FY04 Performance</u>	<u>FY03 Performance</u>
Obtain Employment w/in 60 days	25%	31%**	28%**	15%
Adults with Earnings	35%	32%	37%	35%
Retain Employment for 4 Months	40%	26%	41%	41%
Earnings Progression	30%	35%	29%	28%
Cases that Closed with Earnings	50%	62%	54%	47%
Cases that Don't Return	90%	91%	83%	84%
Overall Participation	50%	33%	42%	44%
Two-Parent Participation	50%	48%	52%	54%

CFC is also within three or fewer percentage points of meeting the following performance measures: Adults with Earnings and the Two-Parent Participation Rate.

**This outcome was revised beginning FY04 to include individuals who obtain employment within 60 days rather than within 30 days from date of application.

PROGRAM STRENGTHS

- Management focus on meeting or exceeding contractual performance measures.
 - Dedicated and knowledgeable staff and managers.
 - Employment focused program.
 - Exceptionally well-organized files.
 - Long-term retention of case management staff.
 - Monthly staff meetings including case managers and eligibility staff focusing on improving performance outcomes and increasing collaboration efforts.
 - Well-developed program policies manual.
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DEPARTMENT OF LABOR: KODIAK FY05

The Kodiak Job Center Work Services Program has met or exceeded seven of the eight performance measures set by DPA for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>FY 04 Performance</u>	<u>Change</u>
Obtain Employment w/in 60 days	25%	53%	34%	+19%
Adults with Earnings	35%	62%	52%	+10%
Retain Employment for 4 Months	40%	52%	46%	+ 6%
Earnings Progression	30%	23%	29%	+ 6%
Cases that Closed with Earnings	45%	74%	66%	+ 8%
Cases that Don't Return	90%	94%	83%	+11%
Overall Participation	50%	53%	45%	+ 8%
Two-Parent Participation	50%	72%	54%	+18%

Kodiak DOL is currently the state's top performer among DPA Work Services providers for FY05. Kodiak DOL has increased their performance in every measured performance category when compared to the prior year's outcomes.

PROGRAM STRENGTHS

- Rapid engagement in activities including job club.
 - Quickly assigning activities to those employed in seasonal industries.
 - Strong support and assistance from the local DOL manager and staff.
 - Strong partnerships within the community allowing for joint client meetings and complementary plans.
 - Joint initial intake interviews with DPA.
 - Well-organized files.
 - Well-documented initial assessment and on-going service meetings.
 - Coaching clients to close their Temporary Assistance case to preserve remaining months when benefits fall below \$100.00.
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DEPARTMENT OF LABOR: NOME FY05

The Nome Department of Labor Work Services Program is currently meeting or exceeding three of the eight performance measures set by DPA for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>FY 04 Performance</u>	<u>FY 03 Performance</u>
Obtain Employment w/in 60 days	25%	51%	36%	13%
Adults with Earnings	35%	50%	47%	34%

Retain Employment for 4 Months	35%	26%	37%	32%
Earnings Progression	25%	41%	22%	25%
Cases that Closed with Earnings	45%	44%	50%	39%
Cases that Don't Return	90%	74%	85%	88%
Overall Participation	50%	34%	31%	18%
Two-Parent Participation	50%	48%	40%	17%

Nome DOL continues to make significant progress in improving outcomes and refining processes during this fiscal year. In addition to achieving three measures for FY05, Nome DOL is within two or fewer percentage points of meeting the expectations for *Cases that Close with Earnings* and the *Two-Parent Participation Rate*. Since FY03 Nome DOL has increased the service area's *Overall Participation Rate* by 16% and the *Two-Parent Participation Rate* by 31%. In addition to these noteworthy increases in outcomes, Nome DOL has made exceptional improvements in case file documentation and client activity monitoring.

PROGRAM STRENGTHS

- Strength-based employment assessments.
- Aggressive approach to engaging clients in services.
- Closely monitored participants.
- Direct referrals to open job orders.
- Assisting participants in completing employment application for the region's largest employers.
- Informative, employment related, orientation packets.
- Outstanding activity monitoring tools for participants.
- Well-written and informative program correspondence.
- Collaboration with Kawerak Social Services to allow clients access to fax machines.
- Implementation of toll-free fax capability.
- Well-developed supportive services request/justification and budgeting formats.
- Well-documented case files.
- Well-written exit planning documents with clear recommendations for next steps.
- Weekly team meetings to staff challenging cases.
- Utilization of employment related job titles for staff.
- Experienced staff, knowledgeable of the culture and customs of the individual villages within the service area.



KODIAK AREA NATIVE ASSOCIATION FY05

The Kodiak Area Native Association (KANA) Work Services Program is currently meeting or exceeding four of the eight performance measures set by DPA for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>Prior Period Performance</u>	<u>Change</u>
Obtain Employment w/in 60 days	25%	36%	22%	+14%
Adults with Earnings	35%	37%	30%	+ 7%
Retain Employment for 4 Months	40%	24%	11%	+13%
Earnings Progression	30%	50%	31%	+19%
Cases that Closed with Earnings	45%	42%	46%	+ 4%
Cases that Don't Return	90%	89%	77%	+12%
Overall Participation	50%	44%	30%	+14%
Two-Parent Participation	50%	67%	35%	+32%

KANA has made significant progress during this fiscal year and has become a top performer in meeting and exceeding DPA's performance expectations for FY05. In addition to achieving four measures for FY05, KANA is within three or fewer percentage points of meeting the expectations for Cases that Close with Earnings and Cases that Don't Return. KANA has doubled their success as they achieved only two performance measures during state fiscal year FY04.

PROGRAM STRENGTHS

- Strength-based employment assessments.
- Aggressive approach to engaging clients in services.
- Closely monitored participants.
- Direct referrals to open job orders.
- Programmatic focus on achieving employment outcomes.
- Active and engaging job club utilized by Temporary Assistance and WIA clientele with clearly written participant expectations and tips for seeking work.
- Leveraged resources from the KANA WIA program to benefit Temporary Assistance clients.
- Collaboration with KANA's Medical, Behavioral Health and Chemical Dependency sections to benefit mutual clients.
- CWE assignments concurrently with work search activities to ensure full engagement.
- Appropriately confrontation of issues such as chemical dependency.
- Well-developed supportive services request/justification and budgeting formats.
- Well-documented case files.

- Well-written exit planning documents with clear recommendations for next steps.
- Excellent Release of Information document.

MAXIMUS ALASKA WORKS FY05

The MAXIMUS Alaska Works Project has so far met or exceeded four of the eight performance measures set by the Division of Public Assistance for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>
Obtain Employment w/in 60 days	25%	35%
Adults with Earnings	35%	32%
Retain Employment for 4 Months	40%	33%
Earnings Progression	30%	43%
Cases that Closed with Earnings	50%	49%
Cases that Don't Return	90%	95%
Overall Participation	50%	33%
Two-Parent Participation	50%	56%

MAXIMUS is also within three or fewer percentage points of meeting the following performance measures: Adults with Earnings and Cases that Closed with Earnings.

PROGRAM STRENGTHS

- Focus on accountability for the project, staff and clientele.
 - Case manager performance standards.
 - Outstanding quality assurance case review program.
 - Well-developed program policies and procedures guide for staff.
 - Excellent training guide for staff.
 - Clearly outlined conflict of interest and employee ethics policies and statements.
 - Requirement that staff report suspected neglect or abuse to the Office of Children's Services.
 - Utilization of exit summaries.
 - Strong job center partnerships.
 - Experienced and committed program and administrative staff.
 - Strong local and corporate leadership.
 - Collaborative relationship with local DPA office.
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METLAKATLA INDIAN COMMUNITY FY05

To date the Metlakatla Indian Community Employment & Training Program has met or exceeded five of the eight performance targets set by the Division of Public Assistance (DPA) for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>FY04 Performance</u>	<u>FY03 Performance</u>
Obtain Employment w/in 60 days	25%	24%**	33%**	21%
Adults with Earnings	35%	51%	43%	45%
Retain Employment for 4 Months	35%	54%	34%	47%
Earnings Progression	25%	22%	11%	19%
Cases that Closed with Earnings	45%	55%	48%	55%
Cases that Don't Return	90%	78%	73%	57%
Overall Participation	50%	51%	53%	56%
Two-Parent Participation	50%	65%	60%	59%

Metlakatla Employment is a top performer in meeting or exceeding DPA performance expectations. They are also within three or fewer percentage points of meeting the performance targets for Obtain Employment w/in 60 days and Earnings Progression.

**This outcome was revised beginning FY04 to include individuals who obtain employment within 60 days rather than within 30 days from date of application.

PROGRAM STRENGTHS

- Outstanding performance in meeting or exceeding DPA outcomes.
- Employment focused program.
- Strength based activity assignments.
- High level of work activity data integrity.
- Current FSSPs for all program participants.
- Monthly contact with every participant a minimum of once each month.
- Excellent timesheets/timecards for recording and reporting activities.
- Well-organized case files.
- Well-organized contractual documents and procedures.
- Well-designed and used Justification for Supportive Services and Family Budget.
- Outstanding support from local community service organizations.
- Outstanding support from local government agencies.
- Effective use of the Community Work Experience and Job Start programs.
- Well-developed case management processes.
- Outstanding case manager to family ratio.
- On-site computer resources for job seekers.

- Effective management foresight in hiring additional work services staff experienced in social services practices.

NINE STAR ENTERPRISES FY05

To date the Nine Star Enterprises Work Services Program has met or exceeded three of the eight performance targets set by the Division of Public Assistance (DPA) for state fiscal year 2005.

<u>Outcome</u>	<u>Annual Target</u>	<u>YTD Performance</u>	<u>FY04 Performance</u>	<u>FY03 Performance</u>
Obtain Employment w/in 60 days	30%	32%**	30%**	14%
Adults with Earnings	40%	38%	37%	37%
Retain Employment for 4 Months	50%	38%	41%	44%
Earnings Progression	40%	41%	45%	27%
Cases that Closed with Earnings	55%	54%	50%	52%
Cases that Don't Return	90%	84%	87%	88%
Overall Participation	50%	45%	47%	46%
Two-Parent Participation	50%	63%	62%	60%

Nine Star is also within two or fewer percentage points of meeting the following performance targets for: Adults with Earnings and the Cases that Close with Earnings.

**This outcome was revised beginning FY04 to include individuals who obtain employment within 60 days rather than within 30 days from date of application.

PROGRAM STRENGTHS

- Individual Career Development Centers at each Nine Star site with:
 - Exceptionally well facilitated workshops and seminars;
 - Excellent staff to client ratio;
 - Work Services Specialists sharing responsibility for coaching and monitoring of clients participating in CDC activities;
 - Utilization of positive confrontation techniques with clients not actively participating in work search activities;
 - Well developed and consistently utilized documentation format and techniques;
 - Effectively utilized support staff assisting Work Services Specialists with CDC administrative functions;
 - Well-written and detailed Job Club/CDC participant expectations.
 - Role playing activities;
 - Mock employment interview opportunities;
 - Reinforcement of the value of contacting employers in-person when submitting applications;

- CDC Morning Brief Worksheet;
 - CDC participant requirements and expectations contract.
- Rapid engagement efforts by Work Services Specialists upon referral by DPA.
- Work Services intake and appointment scheduling process utilized by Nine Star staff assigned to the Gambell Job Center.
- Successful engagement of individuals exempt from participation in work activities due to children under the age of one.
- Increased monitoring to ensure medically exempt individuals complete assigned activities.
- Increased focus on the 48-month Time Limit staffing as a tool to direct activities in the final 12 months of Temporary Assistance.
- Constant reminders to participants of the number of months of Temporary Assistance remaining in the individual's lifetime.
- Cold calls to employers to develop jobs.
- Neighborhood based job development.
- Individualized job development and leveraging of employment resources through staff's past employers.
- Evidence of direct job referrals.
- Outstanding confidentiality processes, consistently practiced by Work Services Specialists.
- Well-developed client note template.
- Unique appointment scheduling techniques, including matching the participant's day of birth each month.
- Consistent use of exit plans.
- Clearly articulated agency mission supported by staff and demonstrated through a clear commitment to clientele.
- Focus on rapport building as a motivational and assessment tool.
- Strong support, and active recruitment of participants for the AHFC 'Your Earnings Saved' program.
- Specific Releases of Information obtained from clients.
- Extensive reengagement efforts by Work Services Specialists before penalties are requested.
- Completion of home visits as a tool for engagement and reengagement efforts as well as to assist homebound participants.
- Effective utilization of monthly and weekly caseload reports as a caseload review tool.
- Effective internal staffing processes to alleviate roadblocks.
- Outstanding system to ensure the security of supportive services cards and vouchers.
- Appropriately utilized supportive services.
- Focus on family budgeting and the development of a budgeting class with a focus on peer feedback.
- Extensive Community Resource Book with index under development.
- Well-designed and implemented new worker training program and tools.

- Effective relationships between frontline staff at Nine Star and DPA.

NORTH SLOPE BOROUGH FY05

Due to circumstances outside the control of the contractor, the accuracy of the North Slope Borough (NSB) year-to-date performance outcome data for state fiscal year 2005 is questionable. The Division of Public Assistance (DPA), Research and Analysis Section is in the process of recalculating FY05 data to ensure only the outcomes achieved by the NSB staff are reflected. The DPA Work Service Performance Measures web page will be updated as soon as this task is complete.

PROGRAM STRENGTHS

- Outstanding facility with Department of Labor staff collocated on-site.
 - Employment focused program with exceptional support from the office of the North Slope Borough Mayor.
 - Vibrant Job Club supported by many local employers with the Department of Labor support in Barrow.
 - Exceptionally well-organized files.
 - Leveraging of resources from job training programs to benefit clients with in the service area.
 - Outstanding tools including: Internet access, word processing, fax and telephone availability for all clients regardless of village of residence.
 - Utilization of budgeting with clients who request or are in need of supportive services.
 - Experienced and committed, multi-lingual case manager.
 - Strength based case management services.
 - Service delivery system designed to ensure quarterly visits to outlying villages, weather permitting.
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