I am enclosing the third edition of the HHS Performance Update! This e-newsletter provides recent news and promising practices in performance management reforms in social services and public health programs. It provides useful information about research and innovations in key social services and public health program areas.

If your social services or public health have been implementing performance management and budgeting reforms and innovations and you want to share the results, please send me an email with some of the details and I can have my research staff get in touch with you. We need to highlight and share management innovations in all areas of government!

-Carl DeMaio



June 2004

If you find this newsletter useful and informative, please forward it to your friends and colleagues!

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Results-based Management in Social Services & Public Health

Assessing Performance of WIA Programs

State and Local areas have strategies to assess performance of Workforce Investment Act (WIA) programs. However, performance data provide a long-term national picture of outcomes, and little information about current performance. In addition, performance data represent a small portion of job seekers who received WIA services. For instance, Unemployment Insurance wage records provide reliable outcome information over time. Yet they have limitations like not including some categories of workers, and considerable time lags before data are available. To view this report go to:
http://www.gao.gov/new.items/d04657.pdf

New Performance Management Tools

For organizations looking for ways to improve performance and be more effective in protecting the public's health, Turning Point and the Public Health Foundation (PHF) have introduced new tools and resources that can help your team to manage performance and get better results. Some titles include: From Silos to Systems: Using Performance Management to Improve the Public's Health, Performance Management in in Action, Guidebook for Performance Measurement, and Survey on Performance Management Practices in States. For more information go to:
http://www.phf.org/

HHS Launches Head Start Management Initiative

Health and Human Services Secretary, Tommy G. Thompson, recently released a new report outlining an initiative to promote effective management practices in Head Start programs. The "Head Start Management Initiative," is focused on administrative practices and builds on earlier efforts to ensure that Head Start children enter school ready to learn. Efforts to improve Head Start focused initially on the educational elements of Head Start as part of President Bush's Early Childhood Literacy Initiative. This included developing and implementing a new reporting system to assess Head Start children's educational progress, strengthening early literacy and language development instruction and improving Head Start training programs. While continuing these efforts to improve early literacy and language development, HHS is also focusing on increasing accountability for resource use as well. This initiative helps ensure that resources entrusted to Head Start programs are well managed and used wisely. For more information go to:
http://www.acf.hhs.gov/programs/hsb

Workforce Development & Self-Sufficiency Innovations

New Mexico Labor Department Responds To Dislocated Workers

In response to MCI's recent layoffs, the New Mexico Labor Department (NMDOL) organized a job fair with local employers. NMDOL conducted workshops for employees to explain the process of registering for unemployment benefits, offer assistance with new job searches, and help the unemployed apply for Training and Continuing Education funding through the Workforce Investment Act. In light of recent lay offs, there is great value, for both

job seekers and employers, in holding a job fair. Employers can find qualified candidates since the job seekers are already trained. Job seekers are provided with a number of useful leads that improves the outcomes of their job search. To view this article go to:
http://www.hrms-netassets.net/templates/template.asp?articleid=314&zoneid=33

DOL Partners with National Retail Federation to Develop Jobs

Department of Labor recently announced that it will fund the National Retail Federation (NRFF) to explore ways that link employers with the public employment and training system. Skills Centers, conceived as "industry one-stops," are models for developing and delivering programs that meet employer demand and extend the capacity of WIBs and One-Stops. Although retail alone employs 1 in 5 American workers, these models provide portable skills and examples to help other industries take advantage of a public system set up to meet their needs. Approximately 4,950 incumbent workers will be trained in management-level positions, and an estimated 39,000 workers will be trained for entry-level positions with opportunities for continual advancement in the industry. Working with Department of Labor's national hiring partners, Toys 'R' Us and Saks Incorporated, the NRFF will create a thorough cross-industry career ladder and then develop a training model for each level in the career ladder to address industry challenges including recruitment, retention and training. For more information go to:
http://www.nrf.com/content/default.asp?folder=govt&file=main.htm&bhcp=1



Workforce insecurity is rising in the wake of major economic changes, increased globalization and changing demographics of the country's population. IN response, the Workforce Investment Act combines a variety of workforce development programs and initiatives under one umbrella -One-Stop System- to effectively serve the needs of job-seekers, workers and employers in the changing workforce development system of the 21st century economy. Effective welfare reform requires a broader look at the barriers and issues facing hard-to-serve populations and the communities where they live. Learn how to transition the workforce to self-sufficiency and effectively comply with WIA regulations. This multi-tracked event will present strategies and techniques for developing and implementing performance-based contracts and partnerships to improve quality of services for all clients. Tap into funding sources to support integrated employment and career services for adults, youth and the hard-to-serve populations. For more information go to:
http://www.performanceweb.org/social/s160/s160_web.pdf

Child & Family Services Innovations

HHS Approves Illinois SCHIP Plan to Provide Immediate Coverage to Children in Low-Income Families

Nationwide, the SCHIP program provided health coverage to about 5.8 million children at some point last year. Recently, a plan approved by Tommy Thompson in the state of Illinois extended coverage to children from low-income families who are applying for benefits under the State Children's Health Insurance Program (SCHIP)-known in Illinois as KidCare. The plan will allow children who live in families with incomes of less than 200 percent of the federal poverty level ($37,700 for a family of four) to immediately receive services. These children can immediately use health care services while their parents complete the applications and they are reviewed. Families will not fear being billed for those services later if they are found ineligible. For more information go to: http://www.kidcareillinois.com/

New Report Highlights Model for Protecting Children

The Administration for Children and Families (ACF) -part of the Health and Human Services Department- has released a new report that highlights a model for protecting children from abuse and neglect. It underscores the importance of providing greater flexibility to states in the use of federal funding so that more can be done to prevent child abuse and neglect. The report, entitled "Effect of the Nurse Family Partnership on Government Expenditures for Vulnerable First-Time Mothers and their Children," found that a prenatal and infancy home visiting program by nurse-practitioners, called Nurse-Family Partnerships (NFPs), significantly reduces future instances of child abuse and neglect. NFPs -- designed to improve outcomes of pregnancy, child's health and development and family economic self-sufficiency -- also reduce government expenditures associated with child abuse and neglect, including investigation, on-going services and foster care. To view this report go to: http://www.acf.hhs.gov/programs/opre/effect_nursefam/nursefam_title.html

2004 Kids Count Data Book Now Released

The Annie E. Casey Foundation has released the 2004 Kids Count Data book, which includes national and state indicators of child well being. You can also access the Kids Count online database that allows you to create your own custom tables and to view state profiles, rankings, maps and raw data. For more information go to: http://www.aecf.org/kidscount/databook/

Behavioral & Public Health Services Innovations

CLFC Helps Youth and Families in High-Risk Environments

Creating Lasting Family Connections (CLFC) is a national dissemination model based on a 5-year Center for Substance Abuse Prevention (CSAP) research demonstration project. CLFC has a comprehensive family strengthening, substance abuse, and violence prevention curriculum that has scientifically demonstrated that youth and families in high-risk environments can be assisted to become strong, healthy and supportive people. For more information go to:
http://www.ccapt.org/model_month4.html

2004 National Summit on Performance Measurement for Substance Abuse Programs (July 21-22, Washington, DC)

According to a recent SAMHSA survey almost 5 million adults were alcohol dependent or alcohol abusing. This group has a proven increased likelihood of illicit drug use and in turn causes a significant strain on our nation's social services. Improved prevention and treatment programs are the first step in helping those with substance abuse

problems to move toward self-sufficiency. Effectively develop, measure, and improve services and promote positive outcomes for substance abuse prevention and treatment programs. Develop and implement performance and outcome measures for effective substance abuse case management. Continue to develop common process for the collection and reporting of performance measurement data. For more information go to: http://www.performanceweb.org/social/s158/s158.html

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Grants, Contracts, & Partnerships News

HHS Awards $498 Million to States to Improve Hospitals' Response

Recently, the Department of Health and Human Services announced that it will award nearly $500 million to states, territories and four major metropolitan areas to strengthen the ability of hospitals and other health care facilities to respond to bioterror attacks, infectious diseases, and natural disasters that may cause mass casualties. Funds will be used to increase coordination on disease reporting among hospitals and local and state health departments, enhance such coordination between public health laboratories and hospital-based laboratories, and harmonize the communications capabilities of these entities. To view this release go to:
visit: http://www.hhs.gov/news/press/2004pres/20040524.html

HUD Releases Guide for Community-Based Development Organizations

Faith-based and community organizations have accomplished a great deal in building affordable housing, expanding economic opportunity, and revitalizing their communities. However, there is little knowledge about how these organizations grow, become more effective, and reach the point of long-term viability. As a result, the Department of Housing and Urban Development sought to identify effective, workable models for building the capacity of faith-based and community organizations. To view this report go to:
http://www.huduser.org/Publications/pdf/buldOrgCommunities.pdf

2004 Symposium on Faith-based and Community Partnerships (August 19-20, San Diego, CA)

The great responsibility of identifying and providing effective social service programs rests not only on federal, state and local government agencies but on all members of our nation's communities. The idea of states cooperating with faith-based and community organizations to involve them in the provision of health, social, and human services was first implemented in the 1996 welfare reform bill, known as the Personal Responsibility and Work Opportunities Reconciliation Act. In 2001, President Bush established the Centers for Faith-Based and Community Initiatives in five cabinet departments to provide a more level playing field for religious organizations in serving our nation's neediest. Identify best practices in forging effective partnerships with FBCOs to increase the capacity of social services in your community. Identify and comply with the rules and regulations for collaborating with faith and community-base social services providers. For more information go to:
http://www.performanceweb.org/social/s159/s159.htm

Program Spotlight: Ex-Offender Employment Service Network

The North Lawndale Employment Network (NLEN) of Chicago, IL, created the Ex-Offender Employment Service Network (EESN) to assist ex-offenders in their efforts to transition back into their families and communities, and to

obtain long-term gainful employment by providing extensive needs assessments, a referral network, pre-employment training, peer group and mentoring support, and placement and follow-up services. An estimated 70% of men between the ages of 18 and 45 living in North Lawndale have criminal backgrounds.

When ex-offenders leave prison, most leave without a stable home situation, money, a job, sufficient job skills, or a support system "on the outside." When this situation is coupled with a substance abuse and/or mental health problem, as it often is, their chances for stabilizing and gaining employment are very low. Moreover, employers in most job sectors are increasingly ordering background checks, effectively barring ex-offenders from a wide range of employment opportunities. The discoveries in this program include effective use of partnerships, communications, and performance measurement.

The EESN was designed as a three-year program to address the employment needs of the large ex-offender population in North Lawndale. The initial model started small and proposed to expand EESN services as the program grew, improved, and gained support. NLEN identified ex-offenders' employment needs as a priority among local residents and organizations. NLEN has built relationships among employment and training providers, social service agencies, and community groups to provide a full range of support services needed to help ex-offenders secure good jobs and advance to better ones.

Through the EESN, ex-offenders can have nearly all of their needs met. Ultimately, any barrier an ex-offender has – a parole mandate, unstable housing, lack of proper identification, a substance abuse problem, lack of clothing or food, inadequate basic skills – can be addressed through the EESN. The EESN is a diverse network of agencies, each committed to serving the ex-offender population through what each does best.

The EESN goal for the 2001 program year was to enroll 120 ex-offenders, and place 60 into unsubsidized employment. The EESN exceeded its 2001 enrollment goal by 213 clients, enrolling 333 ex-offenders (185 completed all aspects of the curriculum). Forty-eight ex-offenders were placed into unsubsidized employment, which is 80% of the program year goal. During this same period, twenty-four clients were placed and on their jobs for 90 days or more, eighteen (18) were placed and on their jobs for 60 days, and six were placed and employed for 30 days or less.

The Ex-Offender Advisory Committee oversees the implementation of the EESN program. During the first year of operation, the EESN was evaluated every six-months, held a retreat to review and refine the program recommendations, and appointed two ad hoc sub-committees to implement retreat recommendations. The EESN continues to evolve, and over the past year, has enhanced its services by partnering with new agencies to provide peer support groups, a new clothing bank, life skills training designed for ex-offenders, and interviewing skills/resume writing training. For more information, please contact the North Lawndale Employment Network (NLEN) of Chicago, IL:

For more information go to:
http://www.steansfamilyfoundation.org/action/nlen.html

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The Health & Human Services Performance Update is provided as an informational newsletter to all social services, public health and workforce development agencies about news and innovations in performance management reforms in

social service and public health programs.

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