Health and Human Services Performance Update

The Performance Institute

IN THIS ISSUE: August 2005



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UPCOMING EVENTS

2005 Foundation & NonProfit Performance Conference
September 26-28, 2005 | Washington, DC

2005 National Workforce Excellence Summit
November 7-9, 2005 | Washington, DC

2005 National Summit on Recruitment and Retention of Social Service Professionals
August 8-9, 2005 | Arlington, VA

2005 California State Grants Summit
August 15-16, 2005 | Sacramento, CA

2005 Illinois State Grants Summit
September 12-13, 2005 | Chicago, IL

The 2005 Charter School Performance Conference
September 17-19, 2005 | San Deigo, CA

2005 National Summit on Workforce Housing
September 26-27, 2005 | Arlington, VA

2005 Arizona State Grants Summit
November 14-15, 2005 | Phoenix, AZ

Results-Based Management in Social Services & Public Health

Department of Labor Sees "Green" On All Five Pillars of PMA

The U.S. Department of Labor is the first federal agency to achieve the highest score of "green" on all five pillars of the President's Management Agenda (PMA). The accomplishment was reported by the Office of Management and Budget on PMA scorecard results for the quarter ending June 30. With the goal of making government more citizen-centered and results-oriented, the President's Management Agenda contains five government-wide components as well as a number of agency-specific program initiatives designed to improve federal management and deliver high-quality results. In 2004, the Labor Department achieved a "green" score for four out of five government-wide PMA initiatives: Strategic Management of Human Capital, Budget and Performance Integration, Improved Financial Performance and Expanded E-Government. As of June 30, DOL was upgraded to "green" in the fifth government-wide PMA component, Competitive Sourcing. For more information, please visit:
http://www.dol.gov/opa/media/press/opa/OPA20051374.htm

Child, Family and Youth Services Innovations

Child Welfare Workforce Survey Reveals Continuing Concerns and Innovative Strategies

A recent survey found state child welfare agencies continue to be plagued by workforce issues that include high turnover, low compensation, demanding workloads and limited resources. The survey was conducted by the American Public Human Services Association (APHSA), Fostering Results, and the Institute for the Advancement of Social Work Research, with funding from the Pew Charitable Trusts. Despite these findings, many state agencies have begun to implement innovative recruitment and retention strategies, as well as to focus on strategies that address preventable turnover.

Results from the survey found that salaries and caseloads continued to be problems faced by child welfare workers. The survey also reported on the most effective strategies for recruitment in child welfare, such as university partnerships and school recruiting. For more information, please visit: http://cbexpress.acf.hhs.gov/articles.cfm?issue_id=2005-05&article_id=963

The 2005 National Summit on Recruitment and Retention of Social Services Professionals, August 8-9, 2005 in Arlington , VA

The quest to recruit and retain quality and competent social service professionals has never been a more compelling challenge. Low salaries, high caseloads, and high turnover rates all disrupt the continuity and quality of social services provided. Without an adequate workforce, social services entities are unable to comply with national services and caseload standards and deliver high quality service. You are invited to discover proven recruitment and retention techniques that will ensure a quality workforce for your organization by joining today's leading social services professionals at the 2005 National Summit on Recruitment and Retention of Social Service Professionals, August 8-9, 2005 in Arlington , VA. Hear the latest innovative case management and burnout prevention strategies, along with best practices from various social services agencies on issues such as worker morale and university partnerships. To learn more about the conference, or to register, please visit: http://www.performanceweb.org/CENTERS/Social_Health/Events/S233/S233.htm

GAO Study Finds Better Data and Evaluations Could Improve Processes and Programs for Adopting Children with Special Needs

In a recent report issued by GAO, 2002 Department of Health and Human Services (HHS) data available showed that close to 126,000 foster children were waiting to be adopted. Estimates suggested that a significant portion of these children had one or more special needs, such as a medical condition or membership in a minority group, that may have discouraged or delayed the adoption process. According to state child welfare officials, limited resources, court processes, and delays in completing interstate placements challenged the adoption of children with special needs by hindering recruitment of adoptive families and delaying the adoption process. States and HHS have developed and implemented strategies and programs to promote special needs adoptions, but few evaluations measure their effectiveness. Only 9 out of 49 states questioned in the GAO survey indicated that they had evaluated the effectiveness of their services. The Adoption Assistance and Adoption Incentives Programs have provided support for special needs adoptions, but data is lacking to determine if changes are needed to better facilitate adoption. To view this report, please visit: http://www.gao.gov/new.items/d05292.pdf

U.S. Department of Labor Launches Campaign Focusing on Youth Working in Construction

Recently, the Department of Labor launched a new nationwide outreach campaign to increase awareness about youth employment laws in construction. The campaign is part of the department's ongoing YouthRules! Initiative, promoting positive and safe work experiences for young workers by educating parents, teens, employers and educators about the types of jobs teens can hold and the number of hours they can work. While there is a large emphasis on youth jobs in the construction industry, the department will ensure that all young workers are legally employed in all service industries – especially industries such as restaurants and retail that hire the greatest number of youth. For more information, please visit: http://www.dol.gov/opa/media/press/esa/ESA20051382.htm



Workforce Development & Self-Sufficiency Innovations

Department of Labor Program Places Graduates with Disabilities in Summer Jobs

The U.S. Department of Labor's Workforce Recruitment Program has placed more than 300 college students and recent graduates with disabilities in summer jobs. The placements were made using a free database of more than 1,900

candidates seeking summer and full-time employment. Both the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the Department of Defense jointly sponsor the Workforce Recruitment Program. The Workforce Recruitment Program offers employers a larger pool of skilled job candidates to choose from, while providing students and graduates with disabilities more opportunities to explore or begin careers. For more information, please visit: http://www.dol.gov/opa/media/press/odep/odep20051050.htm

The 2005 National Workforce Excellence Summit , November 7-9, 2005 in Washington , D.C.

The transition to a demand-driven system and the push to institutionalize this shift at the federal, state and local level has led to an increased need for successful partnerships, effective performance measurement and a focus on high-growth industries. Identify how to better match workers to jobs and overcome barriers to long-term employment with effective support services by preparing youth and job seekers with disabilities to meet the skill needs of business. Learn how to transition the workforce development system to operate as a high-performing, demand-driven system at the 2005 National Workforce Excellence Summit, November 7-9, 2005 in Washington , DC . This summit will provide the framework for performance measurement and innovative model programs for implementing, integrating and improving performance of workforce development programs. For more information or to register, please visit: http://www.workforceexcellence.org/WorkForce05/

GAO Study on WIA: Substantial Funds Are Used for Training, but Little Is Known Nationally about Training Outcomes

In a recent study conducted by GAO, local workforce boards were determined to have used an estimated 40 percent of the WIA funds they had available for program year 2003 to obtain training services for WIA participants. Nationally, local boards had approximately $2.4 billion in WIA funds that were available to serve adults and dislocated workers during program year 2003 and used about $929 million for training activities. GAO estimates that some 416,000 WIA participants received training during the year, most of whom received occupational classroom training purchased with ITAs, which are established on behalf of an eligible participant to finance training services. Among the challenges encountered by local boards was the lack of good performance data on training providers, making it difficult to determine which providers were most effective. Local boards in rural areas faced a different challenge—lack of nearby training providers. For more information, please visit:

http://www.gao.gov/cgi-bin/getrpt?GAO-05-650

Department of Labor Awards Grants to Workforce Investment Boards to Partner With Faith-Based and Community Organizations

U.S. Secretary of Labor Elaine Chao announced nearly $5 million in grants to 10 Workforce Investment Boards to partner with local faith-based and community organizations to provide employment assistance to disadvantaged individuals throughout the nation. The grants will help local faith-based and community organizations cultivate long-term partnerships with the public workforce system to assist disadvantaged and limited English-speaking workers enter and succeed in the workforce.. Through its collaboration with local WIBs, the DOL's Center for Faith-Based and Community Initiatives (CFBCI) offers career training and advancement opportunities to underserved segments of the population. For more information please visit: http://www.dol.gov/opa/media/press/opa/opa20051134.htm

Grants, Contracts & Partnerships News

The U.S. Department of Education Announces Availability of Funds for a School Dropout Prevention Program

The Office of Vocational and Adult Education is accepting grant applications for fiscal year 2005 School Dropout Prevention Programs. The grant funds will support the development and implementation of effective, sustainable, and coordinated school dropout prevention and reentry programs. The Department will award two grants ranging from $2,000,000 to $2,500,000. For additional information visit:

http://a257.g.akamaitech.net/7/257/2422/01jan20051800/edocket.access.gpo.gov/2005/pdf/05-13578.pdf .

Assistant Secretary of Labor Announces Grant to National Parents and Teachers Association (PTA) for Awareness of High Growth, High Demand Industries

Assistant Secretary of Labor Emily Stover DeRocco recently announced a $480,000 grant to the National PTA to create awareness among parents, teachers, school administrators and counselors and young people about career opportunities in high growth, high demand industries. Through the grant, the National PTA will launch the Jobs for the 21 st Century Career Information Campaign to disseminate information to over 6 million PTA members across the nation. For more information visit: http://www.doleta.gov/usworkforce/whatsnew/eta_default.cfm?id=1219 .

Secretary of Labor Announces New Healthcare and Biotech Grant Awards

Secretary of Labor Elaine Chao recently announced the award of over $12 million to 12 organizations under the President's High Growth Job Training Initiative. The grantees will implement innovative solutions to industry-identified challenges in the healthcare and biotech fields through partnerships between the public workforce system, business and education and training providers. Four grants will fund biotechnology industry training, six will fund health care industry training, and two will provide cross-industry training. The grants are designed to further projects in Arizona , California , Florida , Indiana , Michigan , New York , South Carolina , Texas , Utah and Wisconsin . For more information, please visit: http://www.doleta.gov/BRG/Indprof/ETA_awards_Grants.cfm .

The 2005 National Workforce Excellence Summit , November 7-9, 2005 in Washington , D.C.

The transition to a demand-driven system and the push to institutionalize this shift at the federal, state and local level has led to an increased need for successful partnerships, effective performance measurement and a focus on high-growth industries. Identify promising practices in targeting worker training and career development resources to help workers gain the skills they need to build successful careers in high growth, high demand industries, such as health care, information technology, biotechnology and advanced manufacturing. Learn how to transition the workforce development system to operate as a high-performing, demand-driven system at the 2005 National Workforce Excellence Summit, November 7-9, 2005 in Washington , DC . This summit will provide the framework for performance measurement and innovative model programs for implementing, integrating and improving performance of workforce development programs. For more information or to register, please visit: http://www.workforceexcellence.org/WorkForce05/

HHS Awards $80.5 Million in Healthy Start Grants to Reduce Infant Mortality

HHS Secretary Mike Leavitt announced 77 grants worth more than $80.5 million to improve health care for pregnant women and reduce infant mortality rates in targeted communities as part of the Healthy Start, Eliminating Disparities in Prenatal Health program. Poor access to prenatal care for pregnant women often results in higher infant mortality rates among certain U.S. minority groups. Healthy Start helps break down barriers to care by running accessible, culturally competent, and in some communities, mobile clinics. Sites meet clients' basic health as well as prenatal care needs and make referrals for depression or substance abuse screenings. Through Healthy Start, women learn to improve their overall health by not smoking or drinking before and after, not just during, pregnancy. Healthy Start also works within communities by providing resources, such as job employment services to assist families in finding employment. For more information, please visit: http://www.hhs.gov/news/press/2005pres/20050622.html

Behavioral & Public Health Services Innovations

HHS and California in Agreement on Medi-Cal Hospital Program

HHS Secretary Mike Leavitt and California Governor Arnold Schwarzenegger have reached an agreement on an important

"Safety Net Care Pool" waiver and a series of reforms designed to stabilize public hospitals, provide health care to vulnerable beneficiaries in its Medi-Cal program, and allow the state to expand health coverage to more than 100,000 individuals who are currently uninsured. The agreement provides $540 million in federal funding over three years for a new coverage initiative to be developed to reduce the number of people who are uninsured. The agreement enables California to secure Medicaid revenues, helping the state's public hospitals handle uncompensated care. The state of California has also said that it will make some health care financing reforms to assure appropriate financing in the federal-state partnership.

For more information, please visit: http://www.hhs.gov/news/press/2005pres/20050622a.html

HHS Announces New Medicaid Program to Deliver Care at Home

HHS Secretary Mike Leavitt announced a new Medicaid program that will give elderly and disabled Vermont residents more options to remain in their homes and communities and out of institutions. The Vermont Long Term Care Plan, administered under a Section 1115 waiver of current Medicaid rules, will establish a unique triage system to evaluate the appropriate type of care for enrollees who may be at risk of institutionalization. The demonstration will include about 4,500 Medicaid recipients who are age 65 and older and adults with physical disabilities. To assure high quality services are being delivered to all participants in the new program, a quality assurance program and an independent advocacy system, the State and Local Long Term Care Ombudsman Program, will be available to persons in the new program. For more information, please visit: http://www.hhs.gov/news/press/2005pres/20050613.html

Program Spotlight:
Ohio Department of Job and Family Services' Performance Center Database

Ohio Department of Job and Family Services Creates Performance Center Database to Improve Performance, Results and Accountability

The Ohio Department of Job and Family Services (ODJFS) has created a Performance Center database. The center utilizes performance measures and analysis to improve productivity and ensure accountability of its programs. Designed to support the Department's desired end outcomes, the center measures the performance of programs such as TANF, Unemployment Compensation, Food Stamps, WIA, Child Support, Child Welfare, Child Care, and Medicaid at the state and local level. Operational measurement areas include human resources, information technology, fiscal, legal, maintenance, auditing, quality control, and contracting. As a result of this program, the Department has shown improvement in many areas of performance.

Guided by the department's strategic plan and aided by the deployment of resources through its program budgeting, the Performance Center measures and manages public worth, while building and restoring organizational integrity through performance, results and accountability. With the implementation of the Performance Center web site, customers are provided with the ability to view the Department's strategic plan, measures, and performance targets, and they will be able to track progress and successes on the organizational scorecards.

Since its inception in March 2002, ODJFS has shown improvement in many areas of performance, confirming "what gets measured gets done." Offices are now "operationalizing" performance measurement and tracking progress in their day to day business. The Performance Center 's r egularly scheduled meetings draw upon collective expertise to develop comprehensive strategies for achieving specific goals and objectives set during the process, and allows chief decision-makers to tap into and use the intellectual capital of the entire agency. For more information, please visit: http://odjfsperformancecenter.ohio.gov/index.asp

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