

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



October 18, 2002

REFUGEE COORDINATOR LETTER NO. 02-25

To: County Refugee Coordinators

SUBJECT: ANNUAL OUTCOME GOALS PLAN FOR FEDERAL FISCAL YEAR 2003

Each year, all counties receiving Refugee Employment Social Services or Targeted Assistance formula funds must complete the Annual Outcome Goals Plan. The purpose of this letter is to request that you submit your Annual Outcome Goals Plan for Federal Fiscal Year (FFY) 2002 by November 8, 2002.

Enclosed you will find the Annual Outcome Goals Plan form (Attachment A) and guidance on setting your annual outcome goals and reporting on annual outcomes (Attachment B). All of these documents are also being e-mailed to you for your convenience.

Please submit your completed Annual Outcome Goals Plan by e-mail no later than November 8, 2002 to either RPB@dss.ca.gov or directly to your assigned Operations analyst at the following e-mail address:

| | |
|-----------------|--|
| Roger Caron | Roger.Caron@dss.ca.gov |
| Daniel Crawford | Daniel.Crawford@dss.ca.gov |
| Diamond Longjel | Diamond.Longjel@dss.ca.gov |
| Stephen Saucedo | Stephen.Saucedo@dss.ca.gov |

Because we have not received guidance from the Office of Refugee Resettlement (ORR) on setting this year's annual outcome goals, we have used ORR State Letter 00-19 as the basis for our instructions to you. The ORR State Letter is also available to you at <http://www.acf.dhhs.gov/programs/orr/sl00-19.htm>. We will immediately advise you of any need to revise your outcome goals plan if this year's ORR instructions change.

If you have any questions, please contact Betts Smith, Manager, Operations and Performance at (916) 654-2805 or your assigned county analyst.

Sincerely,
Original Document
signed by Thuan Nguyen
On October 18, 2002
THUAN NGUYEN, Chief
Refugee Programs Branch

Enclosure

FY 2003 Annual Goal Plan

County:

| FY 2002 ACTUAL | FY 2003 PROPOSED |
|--|-----------------------------|
|  | |

Funding Source: Social Services Formula
Targeted Assistance Formula
Discretionary Grants

Total ORR Funds Used for Employment Services

Cost Per Placement

Narrative:

FY 2003 Annual Goal Plan

County

Data Are unduplicated
(check one) duplicated

| | FY 2002 Goal | FY 2002 Actual | FY 2003 Goal | FY 2003 Actual |
|----------------------|-----------------|-------------------|-----------------|-------------------|
| Caseload (CL) | | | | |
| TANF | 0 | 0 | 0 | 0 |
| RCA | | | | 0 |
| Other | | | | 0 |
| Total | | | | 0 |

Performance Measures

Indicates a number and a percentage for each measure except average wage at placement

| | # | | % | | # | | % | | # | | % | |
|------------------------------|---|---|----|---|---|----|---|---|----|---|---|----|
| 1. Entered Employment | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| Full Time | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| Part Time | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| TANF (Total) | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| Full Time | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| Part Time | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| RCA (Total) | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
| Full Time | | | | | | | | | | | | |
| Part Time | | | | | | | | | | | | |

If you are using the number of cash assistance recipients placed in employment as the denominator for #2 and #3, Enter # below

| | | | | |
|--|---|---|---|---|
| | 0 | 0 | 0 | 0 |
|--|---|---|---|---|

2. Cash Assistance

Terminations (Total)

| | | | | | | | | | |
|--|---|---|----|---|---|----|---|---|----|
| | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
|--|---|---|----|---|---|----|---|---|----|

TANF

RCA

3. Cash Assistance

Reductions (Total)

| | | | | | | | | | |
|--|---|---|----|---|---|----|---|---|----|
| | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
|--|---|---|----|---|---|----|---|---|----|

TANF

RCA

4. Average Hourly

| | | | | |
|--|------|------|------|------|
| | 0.00 | 0.00 | 0.00 | 0.00 |
|--|------|------|------|------|

5. Employment Retention's (Total)

| | | | | | | | | | |
|--|---|---|----|---|---|----|---|---|----|
| | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
|--|---|---|----|---|---|----|---|---|----|

TANF

RCA

Numerator = all retention achieved in FY 1999 (Q1+Q2+Q3+Q4)

Denominator = the sum of entered employment from Q4 Fy98 +(Q1+Q2+Q3FY99)

6. Entered Employment's

With Health Benefits (Total)

| | | | | | | | | | |
|--|---|---|----|---|---|----|---|---|----|
| | 0 | \ | 0% | 0 | \ | 0% | 0 | \ | 0% |
|--|---|---|----|---|---|----|---|---|----|

TANF

RCA

Numerator = all F/T entered employment with health benefits

Denominator = all F/T entered employment

| | | |
|----------|------|---|
| FFY goal | 2002 | 0 |
| FFY Act | 2002 | 0 |
| FFY goal | 2003 | 0 |
| FFY Act | 2003 | 0 |

**INSTRUCTIONS FOR PREPARING THE
FY 2002 ANNUAL OUTCOME GOALS**

CASELOAD

A caseload is defined as the unduplicated number of active employable adults enrolled in employment services (ES) as defined under 45 CFR 400.154(a) (c) (d) and (e) that comprise the total ES caseload eligible for services during a Federal fiscal year.

For purposes of reporting on the federal form, the California Work Opportunity and Responsibility to Kids (CalWORKS) cases are shown as Temporary Aid to Needy Families (TANF). The term "other" under the "Caseload" heading refers to General Relief cases, non-aided cases and any other cases that are not Refugee Cash Assistance or CalWORKS.

MEASURES

We ask that you set goals for each performance measure defined below. These definitions are consistent with the definitions used in the quarterly performance report (QPR).

ENTERED EMPLOYMENTS (PLACEMENTS)

- a) full-time (35 or more hours per week)
- b) part-time (fewer than 35 hours per week)

Entered employment is defined as the entry of an active participant in employment services into unsubsidized employment for at least one day during any quarter of the Federal fiscal year (10/1 - 9/30). Goals and actual performance on the annual outcome goal plan should be stated separately in terms of number and percent of full-time and part-time entered employments per fiscal year, as well as total unduplicated number of entered employments.

The methodology for calculation of the entered employment rate on the annual outcome goal plan is the unduplicated number of projected or actual entered employments divided by the caseload.

The rates that you indicate for part-time and full-time entered employments are a percent of the total unduplicated number of projected or actual entered employments, and not a percent of the total caseload. The full-time and part-time rates should equal 100 percent.

CASH ASSISTANCE TERMINATIONS DUE TO EARNINGS

A cash assistance termination (grant termination) is defined as the closing of a cash assistance case due to earned income in an amount that is predicted to exceed the State's payment standard for the case based on family size, thereby rendering the case ineligible for cash assistance. The methodology for calculation of the cash assistance termination rate on the annual outcome goal plan is the unduplicated number of cash assistance terminations divided by the unduplicated number of individuals placed in employment.

As an alternative, those States that have accurate data regarding the number of active employment services participants who are receiving cash assistance at the time of placement may define goals and calculate actual rates on this measure by using the smaller number of cash assistance recipients placed in employment as the denominator instead of the total number of entered employments.

CASH ASSISTANCE REDUCTIONS DUE TO EARNINGS

A cash assistance reduction (grant reduction) is defined as a reduction in the amount of cash assistance that a case receives as a result of earned income from employment. The methodology for calculation of the cash assistance reduction rate on the annual outcome goal plan is the unduplicated number of cash assistance reductions divided by the unduplicated number of individuals placed in employment, or if

available, divided by the number of cash assistance recipients placed in employment.

AVERAGE HOURLY WAGE AT PLACEMENT

number of full-time placements in employment during the fiscal year divided by the total unduplicated number of individuals placed in full-time employment. Average hourly wage at employment entry is expressed in terms of a dollar amount for each fiscal year. No percentage is required on this measure. States or counties in which a significant number (50% or more) of the placements were part-time during FY 2000 should indicate this in a footnote. These States or counties should also set a separate FY 2001 goal on the average hourly wage for projected part-time placements.

EMPLOYMENT RETENTION

This is a measure of continued participation in the labor market, not retention of a specific job. Employed means working for wages on the 90th day from placement at any unsubsidized job. Where there have been multiple placements for the same individual within the same Federal fiscal year, the date of the first employment entry is the start date for calculating the 90-day follow-up. An individual who is on strike on the 90th day is considered employed. An individual who has been laid off and does not anticipate returning to the same employer within 30 days is considered unemployed, unless the individual has obtained other employment. This is a reminder that since we are interested in retentions achieved during a fiscal year, the methodology for calculation of the retention rate for FY 2000 follows:

The sum of retentions for Q1 through Q4 (both full-time and part-time) of FY 2001 divided by the sum of entered employments (both full-time and part-time) for Q1 through Q3 of FY 2001 and Q4 of FY 2000.

Average hourly wage at placement (employment entry) is calculated as the sum of the hourly wages for the unduplicated

To facilitate the calculation of the retention rate for FY 2001 and subsequent years, States should provide the total unduplicated fourth quarter (Q4) number of entered employments from the previous fiscal year in the narrative of the annual outcome goal plan.

ENTERED EMPLOYMENTS WITH HEALTH BENEFITS AVAILABLE

This item reflects the availability of health benefits, (either at placement, or at any time within 6 months of placement) for those individuals who entered full-time employment. This is not a measure of how many individuals elect to enroll in health benefits, but rather how many jobs offer this option. Benefits should be considered available if self-only coverage is available to the employee, even if coverage is not extended to the employee's family members. Benefits are considered available without regard to whether the employee must contribute to the premium or whether the employee must wait for coverage. The methodology for calculation of the rate is the unduplicated number of full-time entered employments (placements) with health benefits available divided by the unduplicated number of full-time entered employments (placements).

ESTABLISHING THE GOAL PLAN

The Annual Outcome Goal Plan for FY 2002 should include the following:

Unduplicated data

States should use actual unduplicated performance data from FY 2000 as the basis for establishing an annual goal for each outcome measure for FY 2001.

FY 2002 outcome goals for each measure
Average wage at employment entry requires only a dollar amount. For the rest, each measure must be expressed in terms of both the number and percentage of participants (or cases for cash assistance terminations) in a service caseload projected to achieve the outcome. When setting outcome goals for each measure, States should establish goals aimed at improving upon the previous year's actual performance. States that reach a high employment and self-sufficiency rate of 90% among employable refugees may establish goals to maintain that level of outcomes instead of aiming for continued improvement.

States (and counties) are required to submit an end-of-year report to ORR comparing projected annual outcome goals with actual annual outcomes achieved with respect to each of the six measures for FY 2001. This report should be a side-by-side comparison of projected vs. actual FY 2001 goals

NARRATIVE

States may include a narrative to explain the actual outcomes in terms of local conditions that may have affected performance during the year, such as labor market conditions or an unanticipated reduction in refugee arrivals. We encourage States with low payment standards and low refugee utilization of cash assistance to explain their outcomes more fully by including information on welfare avoidances to the maximum extent feasible. Usually these States have a high number of entered employments but very few cash assistance terminations and reductions because most refugees are placed in employment very soon after arrival and do not access cash assistance.

FUNDS

The total amount of ORR funds used by the State or county for employment services upon which the projected outcome goals are based, and an identification of the type of ORR funds. States may set their annual outcome goals based on ORR funding in the

aggregate that the State uses for employment services (current year funding and carryover) including, at the State's discretion, any ORR discretionary funds that are used to provide employment services. This information should be entered in the two columns indicated on page 2 of the goal plan. Actual funds expended to achieve FY 2001 outcomes should be entered in the FY 2001 "Actual" column by funding category and funds projected to be used to achieve FY 2002 goals should be entered in the FY 2002 "Projected" column.

COST PER PLACEMENT

ORR also reviews the performance goals in relation to the funds used to achieve these goals. We calculate a projected cost-per-job placement ratio, also called the unit cost, by dividing the total ORR funds a State has indicated it has used for employment services (actual) by the total number of entered employments (actual). We also calculate a projected unit cost per placement for FY 2002 based on information provided by each State on the annual goal plan. We believe the unit cost per placement is a useful indicator of the cost-effectiveness of employment outcomes and encourage States to use it.