

OFFICE OF FAMILY STABILITY LETTER #2

June 6, 2002

TO: Directors, County Departments of Job and Family Services
for the following counties: Allen, Auglaize, Defiance, Fulton, Hancock, Hardin,
Henry, Lucas, Mercer, Ottawa, Paulding, Putnam, Van Wert, Williams, Wood,
Wyandot

FROM: Jeanne Carroll, Deputy Director
Office of Family Stability

SUBJECT: OUTCOME MANAGEMENT SECTION INTRODUCTION

This is a follow up to the recent Office of Family Stability Letter #1 which introduced the new Office and described its structure and function. One of the new bureaus created within the Office is the Bureau of Program Integration and Coordination (BPIC). The Outcome Management Section, within BPIC, is established to review the service delivery of the OWF, PRC, FS and DA programs in each county.

The Outcome Management Section (OMS) will be working with counties to promote the attainment of employment and supportive service goals of these program areas. OMS will also develop an outcome management process to assist county Departments of Job and Family Services to improve performance in critical areas associated with both the provision of employment and supportive services.

This section has developed some draft outcome measures for the Office of Family Stability programs as attached. We are establishing a quarterly "results and learning" process to enable improvements in program design and operational efficiency to promote county goal attainment. We will assist counties in the development of continuous improvement plans which may include staff training, contract management assistance, arranging for guidance on specific policy issues, use of multiple funding sources and strategic community planning. The section will coordinate county technical assistance and training needs with the Program/Policy Services Section under the direction of Fayette Moore.

The Outcome Management Section also will be the ODJFS point of contact for the TANF Web Reporting Tool system. We will assure coordination with other Bureaus within the Office of Family Stability as well as other ODJFS programs that impact performance on employment (e.g.,

WIA, Wagner Peyser, One-Stops) and transitional services (e.g., Medicaid, Child Care). The Bureau will publish an annual performance report for counties and the state legislature.

The purpose of the above activities is for proactive informational uses only. It is not being gathered for audit or sanction purposes. Our process is intended to help qualify Ohio for the federal high performance bonus as well as to assure that Ohioans receive the highest quality services from our agencies.

The Outcome Management Supervisor for your county is _____ and **(his/her)** phone number is _____ (please see attached map). **(He/she)** will be contacting you in the near future to schedule an appointment to explain the attached performance measures and to seek your input on them. In addition, we are open to hearing your suggestions on other meaningful measures for the state or specific to your county.

If you have any questions about this initiative, please contact your Outcome Management Supervisor. We look forward to working with you. Thank you.

Sincerely,

Jeanne Carroll
Deputy Director, Office of Family Stability

cc: Deputy Directors, ODJFS
County Commissioners

Attachments