

**OFFICE OF FAMILY STABILITY LETTER #6**

June 6, 2003

**TO:** Directors, County Departments of Job and Family Services

**FROM:** Jeanne Carroll, Deputy Director  
Office of Family Stability

**SUBJECT:** Status of Implementation of the County Performance Management System

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The Office of Family Stability (OFS) is committed to keeping you up to date on the developments and roll-out of the County Performance Management System. As a part of our continuing effort to keep you up to date on developments in the OFS, this letter will review the development of the County Performance Management System to date. As you know, this effort began a year ago with discussions with the OFS-Executive Leadership Committee (ELC) and a subcommittee of county and state staff. To develop the system, the OFS defined critical measures, identified appropriate data, and developed a strategy to promote continuous improvement. After receiving buy-in by the ELC and the subcommittee on the first cut of measures, the Outcome Management staff conducted county visits last summer to gain feedback and recommendations from county Directors. Improvements were made to the measures and, again, buy-in was received by the ELC. OFS Letters were mailed in June 2002, and January 2003 advising Directors of the revised measures, the progress of the system and, again, soliciting County feedback. Six County Directors volunteered to test the measures and the data system from October 2002 to January 2003. These counties participated in the validation of data in the Business Intelligence Channel (BIC) and the continuous improvement plan framework. The results from the test were presented to the OFS ELC in February.

The County Performance Management System roll-out began in March 2003 and will be completed by the end of September 2003. Attachment 1 displays the roll-out schedule for counties through September 2003. Attachment 2 displays the State's performance on each of the measures to date.

As you know measurement and improvement of our work is an ongoing effort. In the last couple of months we have loaded nearly four years of data into the BIC. We have expanded the data base to include Work Program Reports. We have begun the process of making our applications available in COGNOS. Attachment 3 provides information detailing historical and future scheduled data releases for the BIC. As you will note, the

BIC will contain issuance data, wage record data, and the ability to sort by administrative unit, supervisory unit, and worker. The UI wage record data will enable us to design reports that support the entered employment, job retention, and wage gain measures.

OFS continues to monitor pending state and federal legislation to determine any implications for performance measures. Should circumstances dictate, we will modify measures to reflect state and federal legislative changes.

Over the summer, OFS Outcome Management staff will be working closely with counties to roll-out the system. There is much we have to learn from each other about how to more effectively use the new tools that support this process. In order to create an opportunity for discussion among counties, Outcome Management staff will begin to conduct area meetings to facilitate exchange of ideas and improvements to the system.

We thank you for your participation.

c: China Widener, Assistant Director, ODJFS  
ODJFS Deputy Directors  
Ohio Job & Family Services Director's Association  
Office of Family Stability

Attachments (3)