

OFFICE OF FAMILY STABILITY LETTER #4

January 24, 2003

TO: Directors, County Departments of Job and Family Services

FROM: Jeanne Carroll, Deputy Director
Office of Family Stability

SUBJECT: OUTCOME MANAGEMENT SECTION UPDATE

The Outcome Management Section (OMS) was established to review the service delivery performance and to promote the attainment of employment and supportive service goals for OWF, PRC, Food Stamps, and Disability Assistance Programs in each county.

With the feedback of the County Departments of Job and Family Services, the OMS developed fourteen draft performance measures pertaining to each of the program's outcome goals. (See attached performance measures.) The data for measuring these goals is generated, in part, by MIS through their Business Intelligence Channel (BIC). In collaboration with OMS, MIS has created customized user friendly reports with drill down capacity. The major data source for these reports is CRIS-E whose data is loaded into the Data Warehouse, the parent structure of the BIC. This data and the customized reports will provide OMS and the counties with up to date, retrievable, intra-net accessible information. The data will be updated on a monthly basis.

The Office of Family Stability's ELC Outcome Management Subcommittee's OJFSDA members selected six counties to participate as Test Counties for the OMS Performance Management System. Those counties are: Butler, Franklin, Guernsey, Lucas, Marion, and Medina. To date, each of the Test Counties:

- have participated in the OMS Performance Management Overview presentation,
- have met with their Outcome Management Supervisor to review the data pertaining to that county's Performance Measures,
- have received training on the BIC,
- have participated in the Data Acceptance Testing with MIS and ORAA, and
- have started the assessment process for the Continuous Improvement Plan.

Each Test County will participate in the development of a Continuous Improvement Plan during the Test phase.

The Outcome Management Section will end the County Test on January 31, 2002. After a review of the Test analysis, the OMS will present the results to the OFS/ELC OMS Subcommittee. This group will determine a time frame for the roll-out of the OMS Performance Management System, including the OMS portion of the Business Intelligence Channel.

If you have questions about the OMS Performance Management System, please contact your area's OMS Supervisor (attached) or contact the CDJFS members of the OFS/ELC OMS Subcommittee.

cc: Tom Hayes, Director
China Widener, Assistant Director
Melissa DeLisio, Assistant Director
Robert Blair, Assistant Director
Deputy Directors, ODJFS
Ohio Job & Family Services Directors Association
County Commissioners Association of Ohio

Attachments (2)