



North Carolina Department of Health and Human Services  
Division of Social Services

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director  
(919) 733-3055

August 13, 2010

Re: Work First Experiences Report  
SFY 2011

Dear County Director of Social Services

Attention: Work First Supervisors  
Income Maintenance Supervisors  
Work First Case Managers

The Work First Performance Goals for SFY 2011 are substantially the same as the goals for SFY 2010. As in SFY 2010, the only goal for Work First is meeting participation rates. Additional measures are also reported, which may assist counties in evaluating those indicators that contribute to the goal of meeting participation rates. Each county will be able to use these measures when making decisions regarding their county practice in administering their Work First Program.

The UNC School of Social Work will continue providing the report for SFY 2011. The report can be accessed on the internet at: <http://ssw.unc.edu/ma/> beginning around the 24th of each month. Once at this website, workers can select the county (or counties) they wish to review the data for, and then click on the Work First button. This will bring up a menu where they then select the WF Experiences Report.

An explanation of the goals and measures is attached to this letter.

Questions concerning this letter and the explanation can be directed to the Performance Management/Reporting & Evaluation Management Section at (919) 733-4530.

Sincerely,

A handwritten signature in cursive script that reads "Robin Register".

Robin Register, Assistant Chief  
Performance Management,  
Reporting & Evaluation Management Section

Attachment  
**PM-REM-07-2010**

**WORK FIRST EXPERIENCES REPORT**  
**SFY 2010 - 2011**  
**EXPLANATION OF GOALS AND MEASURES**

**PERFORMANCE GOALS**

**1. Meeting the All Parent Federal Participation Rate**

There is no change in this goal from prior fiscal years. The All Parent participation rate requirement is 50% for FFY 2011.

**2. Meeting the Two-Parent Federal Participation Rate**

There is no change in this goal from prior fiscal years. The Two-Parent participation rate requirement is 90% for FFY 2011.

**PERFORMANCE MEASURES**

**1. Benefit Diversion Approvals**

This measure represents the number of Benefit Diversion approvals for the county during the report month. This is calculated by querying the Eligibility Information System (EIS) and counting the number of applications entered for the month with an A9 disposition, indicating Benefit Diversion approval for the family. Clients who receive Benefit Diversion are not included in the calculations for any of the other measures. Note that the case is counted in the month of application, not in the month the application was approved.

**2. Clients with Hours Scheduled in EPIS**

This measure represents the number of adults in the Work First caseload who are actively receiving employment services. This is calculated by counting the number of individuals who have hours of activities scheduled in the Employment Programs Information System (EPIS) for a given month with at least one completed hour for a given month. Individuals are only counted once in the year-to-date total.

**3. Clients Who Completed 75% of Scheduled Hours in at least one component**

This measure is designed to determine whether clients are completing the hours that are scheduled for them (calculated in the prior measure). Specifically it measures the number of clients who completed at least 75% of the hours that were scheduled for at least one of the EPIS components (with scheduled hours). Individuals are only counted once in the year-to-date total.

**4. Clients Who Completed 75% of Scheduled Hours**

This measure is designed to determine whether clients are completing the hours that are scheduled for them (calculated in measure 2). Specifically, it measures the number of clients who completed at least 75% of ALL EPIS activities that were scheduled. Of the clients with scheduled hours (measure 2), many will have completed 75% of the scheduled hours in at least one activity (measure 3). The goal is to try to get more participants to complete 75% of scheduled hours in ALL activities.

The calculation for this measure first computes the percentage of completion by activity. If 75% has not been completed in each activity, the client is not counted. This is a change from totaling all completed hours and all scheduled hours, then determining the percentage of the

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completed hours. This was necessary because a participant could have completed 100% of Job Search, for example, and almost no hours of the other scheduled hours. Individuals are only counted once in the year-to-date total.

Significant differences between the number of clients with scheduled hours and those with completed hours may help counties identify when more research is needed to determine why clients are not completing hours and what can be done to help them do so.

**5. Adults Entering Employment**

This measure calculates the number of adults who entered employment during the report month using the Employment and Training code in EIS. Clients who have a code of '1' (Employment Only) or '3' (Employment and Training) entered in this field and a begin date within the report month, are included in the count for that month. Individuals are only counted once in the year-to-date total.

**6. Remaining off Work First for Employment for 12 Months**

The calculation for this measure is checking each month to see if the individual returned to Work First in any of the 12 subsequent months. If the individual has not returned to Work First in any of the 12 subsequent months (after leaving Work First for employment), the individual will be counted in this total.

In order to determine who has left Work First for employment, cases that were closed or changed with certain change reason codes are evaluated for this measure. The following codes are used:

1. Aid program category MAF with change reason codes 6V or 1P; and
2. Aid program category AAF payment type 5 with change reason codes 8M, 4M, 6Y or 1X.

These cases are counted as coming off Work First the month after the change reason code is entered. For example, if the change reason code was entered in May 2010, the case is considered to have left Work First in June 2010. Note that this measure is calculated at the case level. Those individuals who are part of a Benefit Diversion case or are a child only case are excluded from the count.

Of the cases that match the aid program categories and change reason codes above, their Work First participation is looked at for one year following their exit (termination). The case has to have stayed off Work First for 12 full months (in the previous example from June 2010 to May 2011) to be counted in this measure. The case is given credit for staying off Work First 12 months on the 12<sup>th</sup> month. In the previous example, the case is counted in May 2011 as having stayed off for 12 months.

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NOTE: This report will recalculate the measures every month. For example, when the report runs for the month of August 2010, measure #5 (Adults Entering Employment) will process individuals meeting the criteria to count for the month of August (a '1' or '3' in the Employment Training code in EIS with a begin date of August 2010). When the report is run again in September 2010, August 2010 data will be updated to capture any new data that has been added since the August run. Therefore, you may see changes in the numbers from month to month.