



North Carolina Department of Health and Human Services  
Division of Social Services  
325 North Salisbury Street • 2415 Mail Service Center  
Raleigh, North Carolina 27699-2401  
Courier # 56-20-25

Michael F. Easley, Governor  
Dempsey Benton, Secretary

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

November 19, 2008

**Re: Work First Experiences Report  
SFY 2009**

**Dear County Director of Social Services**

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

A state/county workgroup worked on establishing the Work First Performance Goals for SFY 2009 for several months. After discussion with DSS Management, it was decided that the only goal for Work First is meeting participation rates. The other "goals" that the workgroup recommended are considered measures, 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.

A decision was made to ask the UNC School of Social Work to create a website to display these measures, similar to the Child Welfare Experiences Report. A meeting was held in September with staff of the UNC School of Social Work to begin work on creating this report. It was decided at that meeting that DSS would create this report for SFY 2009 to allow UNC time to get the website updated. This new Experiences Report will be available in NCXPTR and on the DSS website. The NCXPTR name of the report is DHRWRA WORKFIRST EXPERIENCES RPT. There will be 365 versions maintained in NCXPTR. The report can be accessed via the DSS website at:  
<http://www.ncdhhs.gov/dss/stats/wf.htm>.

Therefore, the Division of Social Services has established the Work First Experiences Report for SFY 2008-2009. The report was approved by the Economic Services Committee earlier this month. An explanation of the goals and measures is enclosed with this letter.

Questions concerning this letter, the Work First Experiences Report, 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-08-2008**

**WORK FIRST EXPERIENCES REPORT**  
**SFY 2008 - 2009**  
**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 2009.

**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 2009.

**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 EIS system and counting the number of applications entered into EIS 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.

**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 EPIS system for a given month.

**3. 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 the prior measure). Specifically it measures the number of clients who completed at least 75% of the hours that were scheduled. 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.

**4. Adults Entering Employment**

This measure calculates the number of adults who entered employment during the report month using the Employment and Training code in the EIS system. 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. Individuals are only counted once in the year-to-date total. Therefore, individuals who have a code '1' or '3' entered with the begin date outside of the report month will not count in the monthly total but will count in the year-to-date total.

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

The methodology for this measure has been updated from previous years to more accurately reflect whether clients return to Work First within a year of leaving the program for employment. In previous years this measure used a point in time that only checked whether the

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person was back on Work First in the 12<sup>th</sup> month after they had left for employment. The calculation for this measure is now checking each month to see if the person 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.