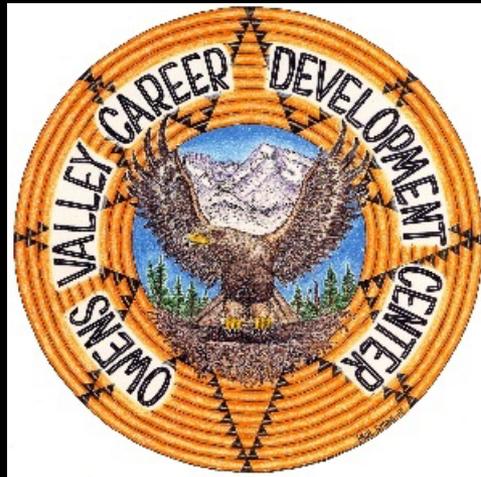


Owens Valley Career Development Center
Best Practices Panel
Child Support Enforcement
Organizational Development/Strategic Planning



Glenn Basconcillo
Chief Operations Officer
ACF/OFA Region IX Tribal TANF Meeting
September 26,27, 2011

OVDCD

- Tribal organization started in 1977 based in Bishop, CA
- Governed by the Owens Valley Board of Trustees consisting of:
 - 5 member Bishop Tribal Council
 - 1 member Big Pine Tribe
 - 1 member Lone Pine Tribe
- History of providing adult, vocational education, family literacy services in the Owens Valley
- Began TANF services in 2001 in Inyo County
- Currently providing TANF services in five California Counties

Vision

- Promote Native American self-sufficiency, culture and tradition while respecting tribal sovereignty

OVCDC Mission Statement

- We are a dedicated American Indian organization operating under a consortium of Sovereign Nations, providing the opportunity for improvement in the quality of life by focusing on education and self-sufficiency while protecting, preserving and promoting our cultures in the spirit of positive nation building for Native people of today and generations of tomorrow.

OVCDC Core Values

- Compassion – We will deal with each individual and the communities that we serve with compassion.
- Self-Sufficiency – We will promote and encourage self-sufficiency through education and increased opportunities for Native Americans and above all, do no harm.
- Respect – We will deal with every client, community member, tribe, Board member and employee with respect at all times.
- Native Culture – We will strive to preserve, enhance and promote indigenous Native American culture and traditions.
- Integrity – We will operate in an ethical manner with integrity and honesty at all times.
- Sovereignty – We will respect tribal sovereignty.
- Generosity – With our clients and tribal communities we will give back and share, practicing the principle of reciprocity.

OVCDC TANF Service Delivery Principles

- A system of independence not dependence
- A system of empowerment not one of enabling
- A system that demands personal responsibility and accountability
- A system that is client and community centered

Child Support Enforcement: Why we believe it is important

- Parents should be financially responsible for their children
- Parents' financial support assist families to self-sufficiency
- Ongoing parental responsibility and involvement with children leads to better outcomes.
- Directly supports TANF purpose #4.

OVCDC Tribal Family Assistance Plan (TFAP)

- Tribal options section
 - Will require parent(s)/caretaker relative to cooperate with child support enforcement in order to obtain additional financial assistance for eligible children

OVDC Program Policy

- Section 109-Child Support
 - Child support is essential to custodial parents in self-sufficiency. As a condition of eligibility , a caretaker relative is required to cooperate with child support agencies in establishing paternity and enforcing child support orders for children in the assistance unit
 - If a parent/caretaker relative fails to cooperative in child support enforcement, without good cause, eligibility will be discontinued.

Financial impact on Families

- 2011 year to date totals
 - An average of 87 custodial parents/caretaker relatives received some amount of child support income from a non-custodial parent(s)
 - \$128,621 child support income received
 - \$14,291 average per month

Challenges

- Must engage local child support agencies to educate on TTANF
- Varying degrees of knowledge by child support agencies on TTANF
- Requires committed partnerships
- Jurisdiction on support orders

Future

- Increase in fatherhood initiatives
- Increase in non-custodial parent initiatives

Child Support Enforcement

Q & A

Strategic Planning

- Strategic Planning is a management tool that helps an organization focus its energy, to ensure that members of the organization are working toward the same goals, to assess and adjust the organization's direction in response to a changing environment. In short, strategic planning is a disciplined effort to produce fundamental decisions and actions that shape and guide what an organization is, what it does, and why it does it, with a focus on the future.

(Adapted from Bryson's *Strategic Planning in Public and Nonprofit Organizations*)

OVCDC Strategic Planning Efforts

- Implemented Core strategic planning components:
 - Vision, Mission, and Values
 - Implemented annual self assessment (SWOT) analysis
 - Implemented performance budgeting and monitoring
 - Included performance objectives in employee personnel evaluations
 - Implemented process improvement teams
 - Facilities, Finance, HR and IT
 - Implemented stakeholder work teams
 - Tribes
 - Partners

Our Strategic Plan

THE OWENS VALLEY CAREER DEVELOPMENT CENTER



We Are...

...a Tribal organization serving eligible Native Americans and communities in our service areas by providing career education, family literacy, language and temporary assistance services in the five California Counties of Fresno, Inyo, Kern, Kings, and Tulare.

The Center is a dedicated American Indian Organization operating under a consortium of Sovereign Nations. We provide education and self-sufficiency while protecting, preserving and promoting our cultures in the spirit of nation building for native people of today and generations of tomorrow.



Our Core Values

- Compassion
- Self-Sufficiency
- Respect
- Native Culture
- Integrity
- Sovereignty
- Generosity

OUR STRATEGIC VISION

For Organizational Capacity

- Employee Wellness
- Partnerships/collaboration
- Communication
- Technology
- Process Improvement

- Financially Smart
- Professional Delivery
- Service Delivery
- Learning organization
- Infrastructure Development

For Service Delivery

- O – Outcome Based
- V – Vital Services
- C – Culture, Compassion, Caring
- D – Dedicated, Diligent, Data Driven
- C - Compliant



OUR PATHWAYS TO SUCCESS – Priority Initiatives

- Improve communication
- Collect and report relevant data outcomes
- Maintain responsible direction
- Improve accountability/performance management
- Continue to develop infrastructure
- Apply and receive alternative funding
- Improve cultural integration in all functions
- Improve team and partner collaboration
- Continue to nurture organizational stability
- Continue to be financially responsible

To find out more about the Owens Valley Community Development Center, please go to www.ovcdc.com.

Performance Budgets

OWENS VALLEY CAREER DEVELOPMENT CENTER FISCAL YEAR < > PERFORMANCE BUDGET WORKSHEET		
1	Fund #:	Funding Source(s):
	Program Name:	Director:
2	Program/Unit Description:	
3	Long-Term (3Years) Goals:	
4	FY 2010-2011 Priority Objectives:	
5	FY 2010-2011 Outcomes/Results:	
6	Analysis:	

Performance Budgets Monitoring Quarterly

Owens Valley Career Development Center
Strategic Plan/Performance Management Tracking System

Quarterly Performance Tracking

Organizational Unit:		Reporting Period:	
FY <> Priority Objectives			Reviewed by Dept. Manager
Planned Measure	Actual Performance	Analysis Including Plans for Next Period	
FY <> Outcomes/Results			
Planned Measure	Actual Performance	Analysis Including Plans for Next Period	
Executive Management Team Review and Recommendations			

Performance Budgeting Monitoring-Annually

Owens Valley Career Development Center
Strategic Plan/Performance Management System

Annual Progress Report*

Period Ending:		Page 1 of 2
Major Success Factors		
Measure	Status/Analysis	
Key Three-Year Goals		
Measure (Unit/Locations)	Status/Analysis	
Strategies for Organizational Capacity		
Measure	Status/Analysis	

*Note: This format could also be used for semi-annual reviews.

The Future

- Foundation built.....
- Transition to the Balanced Scorecard system of strategic management

Strategic Planning

Q & A

Contact Information

- Glenn Basconciello
 - gbasconciello@ovcdc.com
 - 661-323-1086 x 334