Annual Outcome Goal Plan Supplemental Guidance

Webinar Transcript
December 3, 2014
2:00 pm CT

Coordinator: Welcome and thank you for standing by. At this time, participants will be in a listen only mode until the question and answer portion.

At that time, you would like to ask a question, press Star 1. Today's conference is also being recorded, if you have any objections, please disconnect at this time.

And now I would like to turn the call over to your host today to Mr. Nathan Ringham. Sir, you may begin.

Nathan Ringham: Great. Thanks so much, Melissa. Hello everyone and welcome to today's Webinar providing supplemental guidance for completing ORR's Annual Outcome Goal Plan.

My name's Nathan Ringham and I work for ICF International, an ORR TA 0rovider. I'm joined today by Goran Debelnogich from ORR who's here to answer questions.

Today we'll review the AOGP in an effort to provide information that augments existing instructions.

The AOGP is required annually for all states in Wilson-Fish Agencies as part of ORR's efforts to comply with the Government Performance and Results Act.

The AOGP includes two parts, an Excel based form and Word based narrative. Each year ORR will send these two forms to each state, along with instructions and a Completion Checklist.

These are the forms you must use when completing the AOGP. For reference, blank forms are also available on ORR's Web page.

The AOGP is due on November 15th each year to the email address you see on your screen and your state analyst is available to answer questions along the way.

The objective of this Webinar, is to provide supplemental guidance to states for completing the AOGP. We will provide step by step explanations for each field in the AOGP and highlight key points and important details.

We'll begin by looking at the Performance Goals and Actuals portion of the AOGP and then discuss the Performance Narrative. When we're finished, we'll have time for questions and answers.

And now I want to note also, that this Webinar's being recorded, so we'll send around a link and the slides to everyone in the coming weeks.

So we'll start now with the Performance Goals and Actuals Form. The Performance Goal and Actuals' portion of the AOGP is an Excel based form and includes two tabs.

The first tab includes five sections pertaining to case load, cash assistance, and employment. The second tab includes sections pertaining to wages, retention and ORR funding.

Each section requires data to be reported on last year's Goals and Actuals and this year's Goals. When completing the report, you must use the ORR provided form.

ORR will send it to you each year and it will be prepopulated with your prior year's goals.

Here are a few things to keep in mind when establishing and reporting goals for the upcoming year. Goals should improve upon previous year's actuals. You should also maintain a realistic approach to possible outcomes based upon knowledge of your state's job market and economic environment and you should account for the employee ability characteristics or limitations of the anticipated Case Load for Employment Services and the various forces that impact a client entering employment.

The Performance Goals and Actuals portion of the AOGP begins by requiring you to enter your state or county, if applicable. Then you'll enter data on your Employability Services Case Load, this includes only refugees actively receiving Employability Services as defined under 45 CFR Part 400.154, Sub

Parts (a), (c), (d) and (e). These pertain to Employment Services, On-the-Job Training, English language instruction and vocational training.

Your previous year's goals will be prepopulated, but you'll have to enter your previous years' Actuals and next year's Goals. Specifically, you'll provide the unduplicated number of Active Employable adults enrolled in Employability Services by whether they receive TANF, RCA, or no Federal cash assistance.

Refugees who receive only state cash assistance, should be included under no Federal cash assistance.

Next you'll enter the unduplicated number of refugees that entered full or part time employment by whether they received TANF, RCA or no cash assistance.

Again, last year's Goals will be prepopulated, so you'll just need to enter last year's actuals and this year's goals. When entering employment data, remember that full time work is greater than or equal to 35 hours per week.

Less than 35 hours per week is considered part-time. In setting goals, please note the ORR has committed to specific increases based on a given program's performance.

For state and Wilson-Fish Programs with previous actual injured employee rates of less than 50%, the current goal should reflect at least a 5% increase.

For programs with previous actuals of more than 50%, but less than 85%, a 3% increase is acceptable.

After your data is entered, Excel will automatically calculate the total full and part-time entered employment, which you can see at the top of your screen. It will also calculate the total cash assistance recipients' place of employment, which is plot on your screen and key percentages are calculated where comment are embedded for this and some of the other questions that follow.

Here's an example of an Excel comment explaining one of the calculated percentages. These percentages and rates are calculated by Excel and they present information such as the entered employment rate, the cash assistance termination rate, and so on.

When you mouse over any cell with a red triangle in the corner, you'll see a comment explaining the percentage calculated. This is what you see on your screen right now.

If any of the percentages calculated by Excel are more than 100%, then you have a data entry error. In such cases, review the data that go into the calculation and make corrections accordingly.

Question 3 on the Performance Goals and Actuals asks you to input cash assistance terminations. Here you'll enter the number of TANF and RCA recipients who have had their cash assistance terminated due to earnings from employment.

Next you'll enter the number of TANF and RCA recipients who've had their cash assistance reduced, due to earnings from employment.

And the last question on this tab of the Performance Goals and Actuals Form, asks you to, "Enter the number of refugees who have entered full-time employment offering health benefits".

Note that here you're reporting on whether benefits were offered, regardless of whether or not, the refugee has chosen to take them.

The second page of the Performance Goals and Actuals Form, begins with data on the Average Hourly Wage of refugees entering full-time employment. Calculate last year's actuals by dividing the sum or hourly wages for full-time placements, by the total number of full-time placements in each state.

Then, enter the average hourly wage goal for this upcoming year.

You'll next provide data on the 90-day retention rate. Ninety-day retention is a measure of retention of employment, not necessarily retention of a specific job, as long as the refugee remains employed in a job a quarter after employment entry, it's considered a retention, even if it's not the same job started during the previous baseline quarter.

So enter the unduplicated number of 90-day retentions enter the entered employments from July of the previous calendar year through June of the current calendar year. So automatically report the actual retention rate above.

Then enter the 90-day retention rate goal for this year. Finally, you'll enter the ORR fund by category for employee services liquidated in the previous year and funds proposed to be liquidated in the current year.

Employment Services includes only those defined in 40 CFR 400.154 Sub Part (a), which includes development of a Family Self-Sufficiency Plan, and individual Employability Plan, World of Work and Job Retention, Job Clubs, Job Workshops, Job Development, Referral to Job Opportunities, Job Search and Job Placement Follow up.

Then it will automatically calculate total liquidated funding and cost for entered employment. You'll last have to enter the point of contact for the staff person best equipped to respond to questions regarding the AOGP and this completes the Performance Goals in Actuals Form.

We will now look at the Performance Narrative. The Performance Narrative portion of the AOGP, the Word based form includes 10 questions. You'll want to complete this after the Performance of Actuals and Goals are completed.

Questions ask whether goals were met and prompt further explanations. Respond to each question as thoroughly as possible. Information provided in the Performance Narrative is important for understanding an individual program's performance in analyzing overall trends effecting programs nationwide.

On your screen, you see what the Performance Narrative looks like. Answer questions by checking the boxes and typing in the gray shaded areas. The questions asked are a follow: "Did the previous year's actual case load meet or exceed the proposed previous year's goal?"

"Did the total previous year's actual percentage for entered employment meet or exceed the proposed previous year's goal?'

"Did the total previous year's actual percentage for Federal Cash Assistance Terminations meet or exceed the proposed previous year's goal?"

"Did the total previous year's actual percentage for Federal Cash Assistance Reductions, meet or exceed the proposed previous year's goal?"

"Did the total previous year's actual percentage for Entered Employment Full-time, offering health benefits, meet or exceed the proposed previous year's goal?"

"Did the previous year's actual average hourly rate for refugees entering full-time employment meet or exceed the proposed previous year's goal?"

"Did the previous year's 90-day Retention Rate meet or exceed the proposed previous year's goal?"

"What further information do you feel is helpful in explaining the overall program performance?"

"What information do you feel could be helpful in explaining current year goals?"

"And how can the annual outcome goal plan perform could the process be improved to better serve your program in effectively and efficiently reporting performance outcomes."

Once you enter this question, you've completed the report. When ORR sends you your AOGP Forms, they'll also send you a Final Completion Checklist. This is a guide that helps you double check your AOGP before it's submitted.

Do not send this Checklist when you submit your AOGP. And that concludes the Supplemental Guidance we'll provide in this Webinar and we'll now move onto your answers and questions.

As I said at the beginning, Goran's here from ORR and he'll help provide answers and you can indicate to our operator that you have a question by pressing Star 1.

She'll call on you and unmute your line, so everyone will be able to hear your question. You can also enter questions electronically, via Live Meeting.

To do this, click on the "Q&A" icon you see at the top of your Toolbar. Type in your question and then click the word. "Ask". We'll see your question pop up and we'll try to get to it.

Any electronically submitted questions that we received that we don't get to, we will be sure to answer after the Webinar.

So with that, (Melissa) do we have any questions?

Coordinator: No sir. I'm showing no questions at this time.

Nathan Ringham: Okay.

Coordinator: Once again, as a reminder to ask a question, you may press Star 1. And sir, I still show no questions.

Nathan Ringham: Goran if people have questions after the Webinar is over, what's the best way for them to submit them?

Goran Debelnogich: Well I think they can email directly. I mean, we are going now through the process of reviewing the new goal plans for 2015, so, we'll have a discussion probably with most of the states in the next month or so, but if anybody has

specific questions, either it's from this Webinar, or general, they can just email directly to me and we'll try to compile them and put them together.

Nathan Ringham: Great. Thanks so much. All right. So (Melissa), one last call for questions and do we have any?

Coordinator: No sir. I'm showing no questions.

Nathan Ringham: All right. Well, thanks everyone so much for participating in the Webinar today. As I said earlier, we'll be sending out copies of the slides and the recording of the Webinar for you to use in completing upcoming AOGPs and thanks again for your participation.

Bye, everyone.

Coordinator: Thank you and this does conclude today's conference. All parties may disconnect.

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