Division of Public Assistance
Work Services Performance Measures FAQ's

Where does the data come from?

The source of the data used to calculate the DPA Work Services performance measures comes primarily from information case managers input into their respective case management systems. DPA staff enter data into the JOMO screen on EIS and the service providers' staff enter data into the Work Activities screen in the Case Management System.

What is the timeline for entering data?

Work activity data must be entered the weekend of, or after, the 12th of the following month. Each month, we run a report on, or after, the weekend of the 12th that downloads all the information for calculating the prior month's performance measures. The report is run at that time to allow for mandatory federal reporting.

Which families count toward the performance measures?

Only open Temporary Assistance cases are included in the performance measures calculations. An open Temporary Assistance case is a family that received Temporary Assistance benefits in a particular month for that particular month. Occasionally families get benefits for a prior month. We do not hold clients accountable for participating in work activities in a month in which they did not receive benefits. For example, a family that received both January and February's benefits in February is included only in the February calculation.

Which individuals count toward the performance measures?

All adults in open Temporary Assistance cases are included except adults in Child Only cases. An adult is the parent of a dependent child in the case as defined by the Temporary Assistance program.

When do families stop counting?

Families that receive benefits in the month for the month are considered open for the entire month. Closed cases are considered closed the month after their last month of benefits. For instance, a case is considered open until January 31 even if they received their benefits on January 1 and contacted their case manager on January 2 to close their case. Case managers are responsible for the work activity data entry for the entire last month of benefits.

How are the standards set?

Contracted service areas are grouped into economically similar bands and standards for each band are set based on the prior performance for all families in an area's service population.

Are we held accountable to the monthly or annual standard?

DPA holds service providers accountable for the annual standard.

How is annual performance calculated?

Annual performance is calculated by a weighted monthly average. For each measure, we sum each month's number of mets and divide by the sum of each month's possibles.

Why is the annual performance calculated using a weighted monthly average?

Using a straight average of the percentages across all months does not recognize that employment opportunities and the number of clients vary monthly and seasonally. Having a performance standard that does not take into account the seasonal fluctuations in jobs and new clients reduces the value of the standard. We believe the standard should be what a service provider can reasonably expect to accomplish in a year. Further explanation of 'weighted average' can be found in the glossary section of the Performance Measures Definitions.

What does the monthly standard represent?

We provide the monthly standards merely to help you monitor your performance. The monthly standard in both the table and the chart represent the monthly performance in FY01 for all families in an area's service population and applied to all service providers and/or DPA offices in the area.