

ANNUAL OUTCOME GOAL PLAN

PERFORMANCE NARRATIVE

State or County: Tennessee

1. Did the FY [previous year] Actual Caseload meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

We hope that we are tracking information more consistently and more thoroughly than the state had in previous years, which would mean that this is a more accurate representation than in the past. However, this number appears way too high for the flow of refugees in the state. I believe this caseload may include all members of the family, rather than just those engaged in employment services. In the upcoming year, we will continue to improve on the consistency and accuracy of reporting by our affiliates.

2. Did the total FY [previous year] Actual percentage for Entered Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

While this was a difficult year to secure employment because of a depressed economy and job market, I also think this percentage is unnaturally low because the total caseload was not reported accurately across the state. This is one of our main goals for the upcoming year. I do believe, however, that the number of individuals is accurate – the percent is not. This would represent an increase of almost 50% over the previous year!

3. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Terminations meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

While I think this number may be inaccurate (low), we also experienced much longer timeframes for securing employment because of the current state of the economy. Because of this increased timeframe, the majority of those receiving RCA

were not being terminated from cash assistance due to employment income but rather because of time eligibility. This would account for a low termination rate.

4. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Reductions meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

See above re: terminations. Either clients were not getting employed within the eight-month eligibility timeframe, or they were making enough through employment income to terminate their benefits altogether.

5. Did the total FY [previous year] Actual percentage for Entered Full Time Employment Offering Health Benefits meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

We were slightly less than our goal for the year, most likely because of the economic situation across the country. We have anecdotal information to show that most refugees are securing employment with benefits; we hope to prove this empirically over the next year.

6. Did the FY [previous year] Actual Average Hourly Wage for Refugees Entering Full Time Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

We beat our goal! This shows that despite the slower market, refugees are still securing employment in positions that pay well.

7. Did the FY [previous year] Actual 90-Day Retention Rate meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

We beat our goal here, too! Again, despite a depressed economy, refugees are proving themselves to be reliable and consistent employees who remain employed and off of public assistance.

8. *What further information do you feel is helpful in explaining overall program performance?*

Despite not meeting our goals in several areas, I think we had a very successful year. This report represents our first full year of operations. Several of our partner agencies are new, and are not accustomed to completing reports or tracking data in the manner we require. In monitoring these programs for the upcoming year, one of our foci is on targeted technical assistance. For many of our partners, this will mean help in reporting GPRA outcomes. Additionally, we have finished with the implementation of our database and feel that we can collect and accurately report data in upcoming years.

9. *What information do you feel could be helpful in explaining FY [current year] goals?*

We anticipate a year much like the one we just completed, but with a much more accurate system of tracking data. We will be taking most of the information tracking in-house, collecting individual tracking data as we go rather than asking for the information tri-annually. We think this will make it easier on our partners in reporting good data to us (they won't have to submit tri-annual reports as long as they've submitted accurate paperwork all along), and it will be easier on us because we can pull information from our database and trust that it's correct. Over the next couple of years, we will continue to refine this system so that we can report to ORR, efficiently and with confidence, accurate information on GPRA (and other) results.

10. *How can the Annual Outcome Goal Plan forms or process be improved to better serve your program in effectively and efficiently reporting performance outcomes?*

I can't stress enough how helpful it would be to track the same goals in both the AOGP and the ORR-6. We don't request some of this data quarterly because it is not required for the ORR-6 yet we are expected to report on it at year end. This is extremely challenging. Additionally, it would be helpful if the retention rate encompassed all of a trimester(s) rather than needing to break out one or more months of a trimester for monthly data when all of our partners report on a trimester basis. Again, it would be helpful to match the AOGP to the ORR-6.