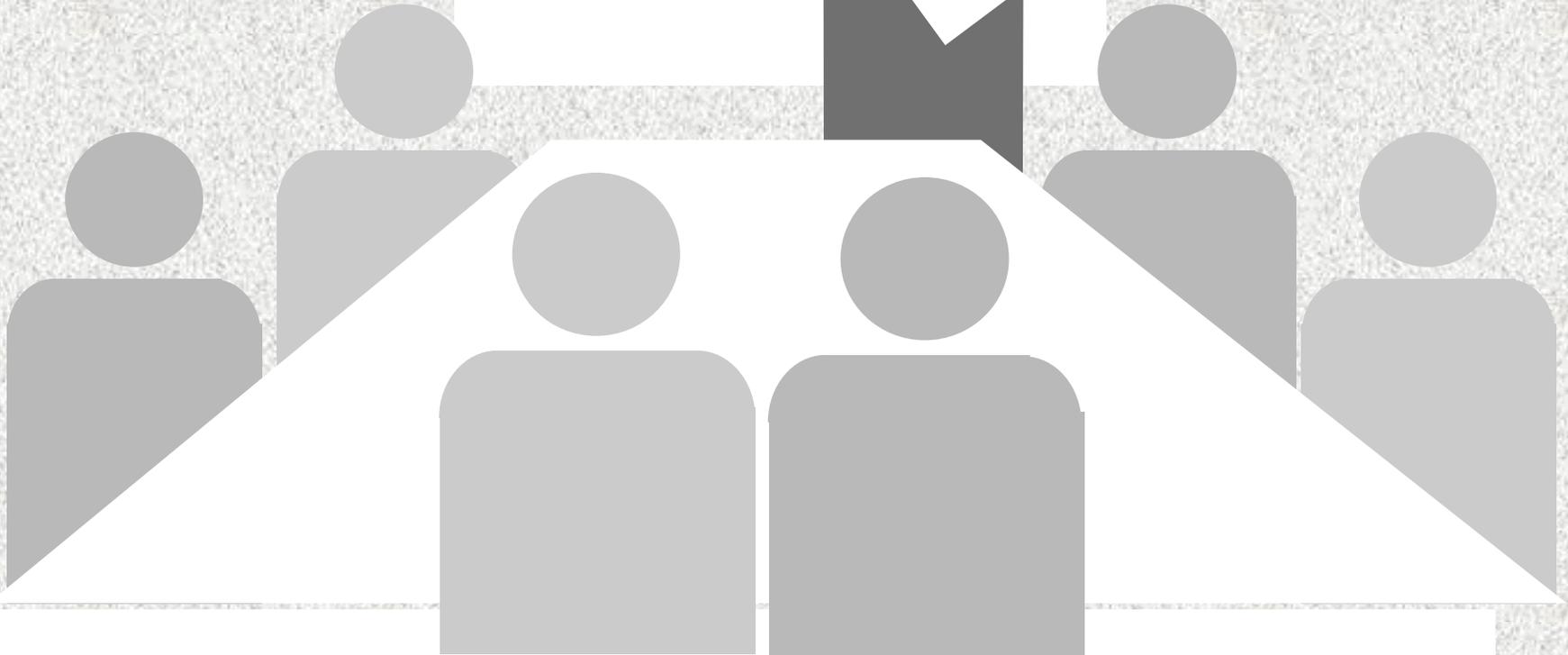
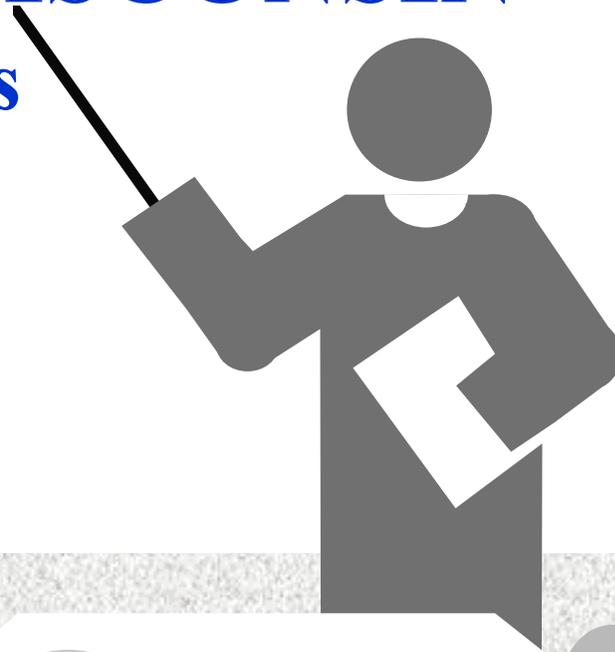


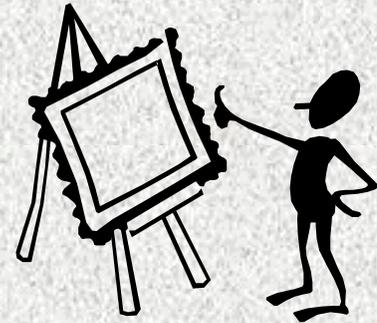
STATE OF WISCONSIN

Automation Issues And Innovations



Agenda

- ◆ Current Automation Environment
- ◆ Issues and Obstacles Affecting Automation
- ◆ Responses and New Directions
- ◆ Examples of Innovation



Current Automation Environment

- ◆ Highly Automated
 - Foundation is Mainframe/Transaction Based
- ◆ Rich Diversity of Systems
- ◆ Concentrating on Using Data and Information to Help Manage the Programs
- ◆ History of Experimenting With New Techniques and Technologies

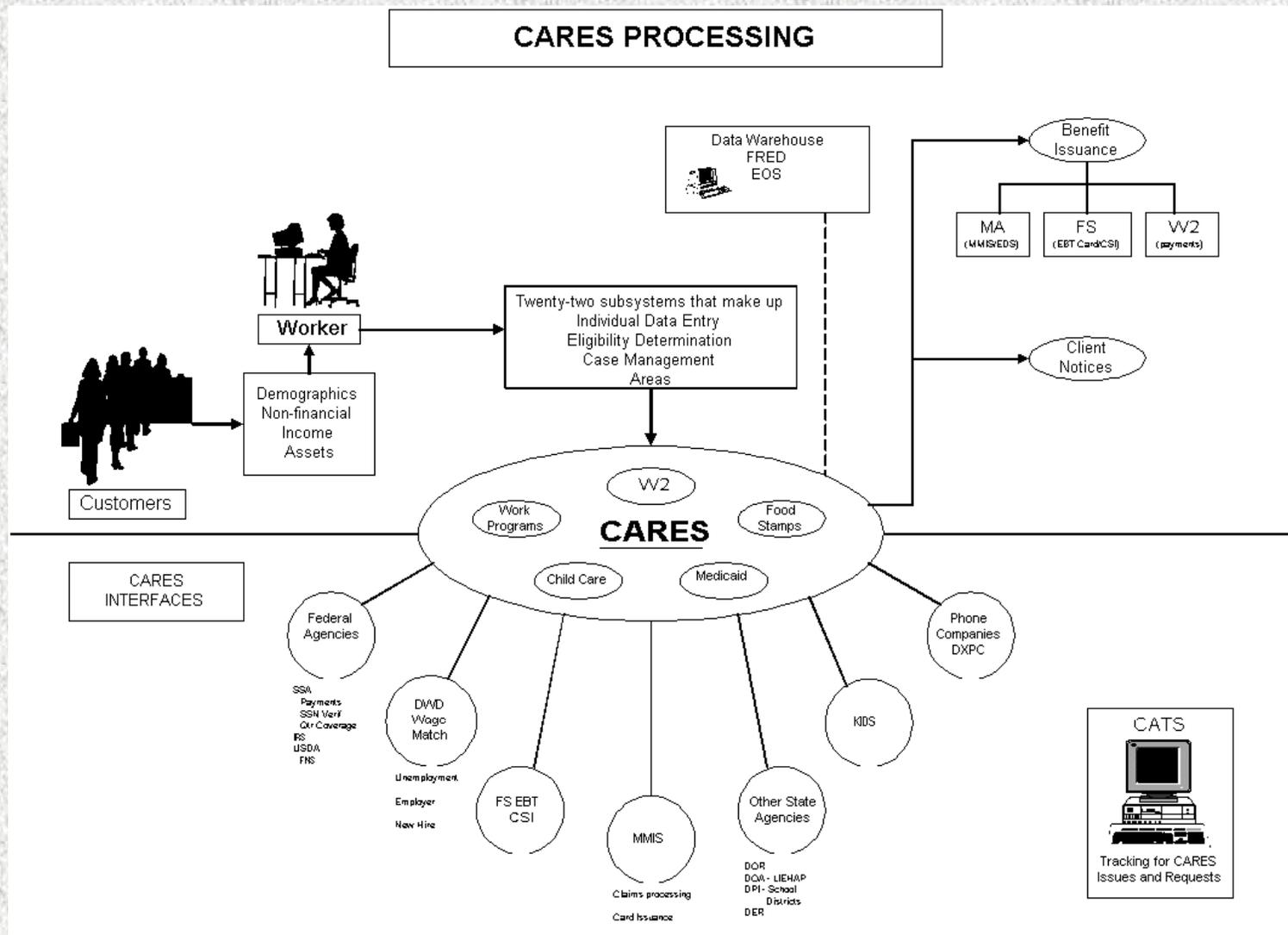
Issues and Obstacles Affecting Automation

- ◆ State and Local Organizational Changes
- ◆ Expansion and Outreach for Entitlement Programs
- ◆ Need for Consolidated Child Care Automation
- ◆ Next Phase in TANF and Post-Welfare Services
- ◆ Performance Based on Outcomes
- ◆ Constant Demands for Data and Information

State and Local Organizational Changes

- ◆ Multiple Workers - Single Case Manager Design

State and Local Organizational Changes



State and Local Organizational Changes

- Changes in CARES Administrative Structure
- Clear Lines of Responsibility for Data
- Co-location of Staff
- Local Agency Agreements for Cooperation

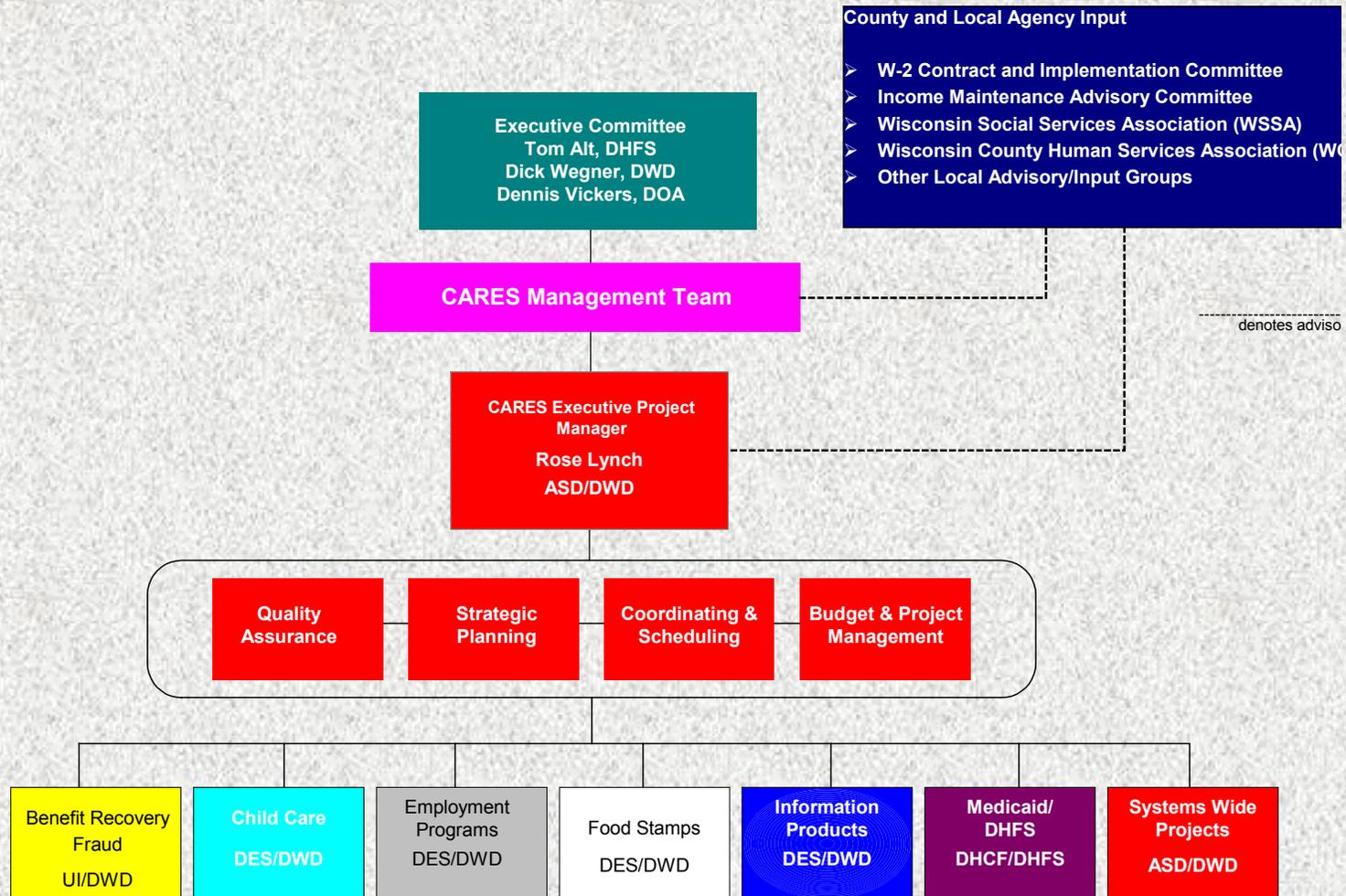
State and Local Organizational Changes

- ◆ Split Responsibility for Income Maintenance Programs

State and Local Organizational Changes

CARES Management Structure

Rev. 12/06/00

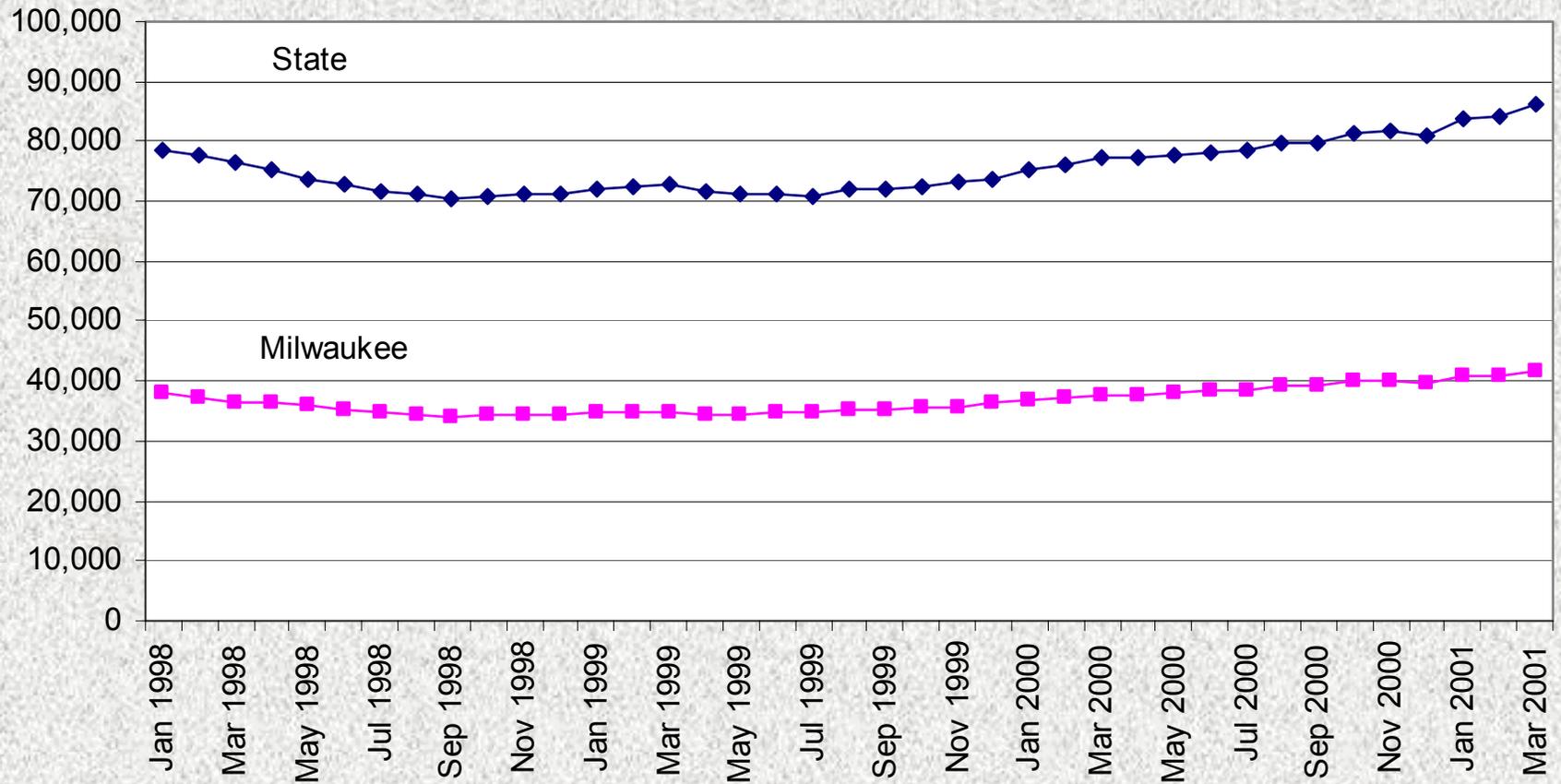


State and Local Organizational Changes

- Formal Splitting of Program Responsibilities
- Multiple Sets of Staff Responsible for CARES
- Formal Structure to Deal With Competing Efforts
- Addressing the Hard Questions

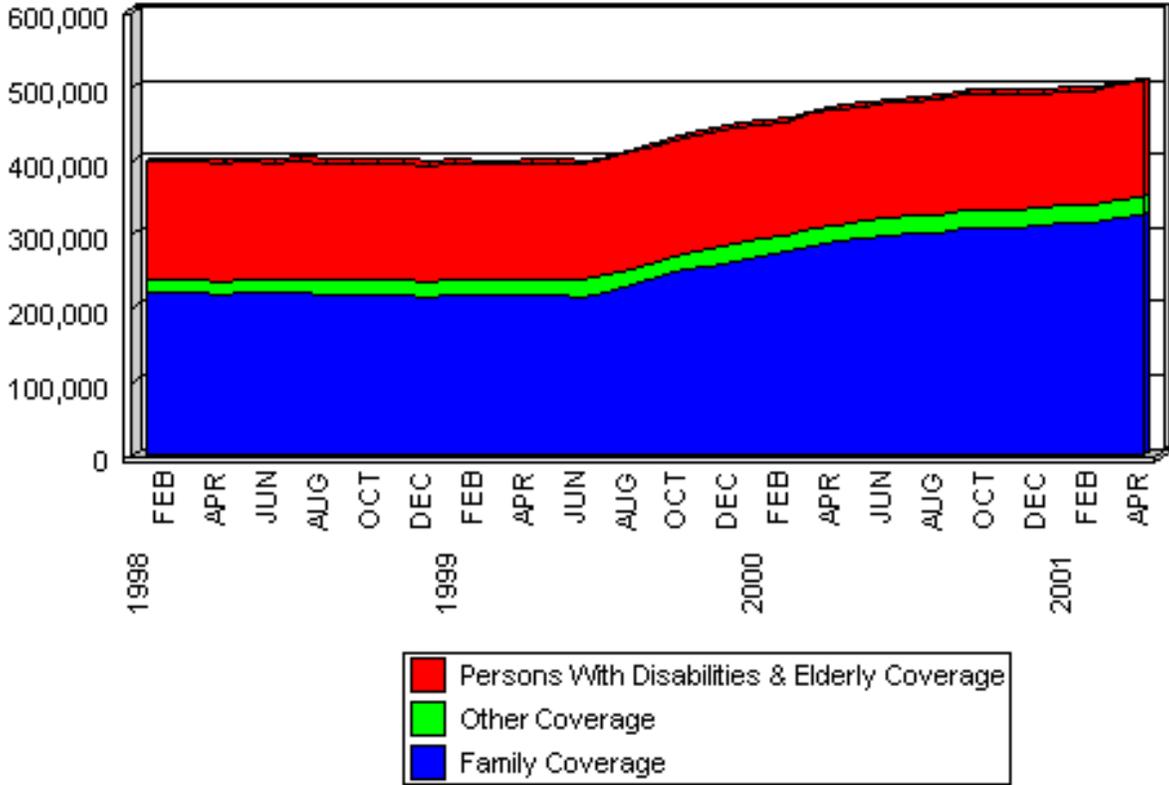
Expansion and Outreach for Entitlement Programs

Wisconsin
Food Stamp Caseload



Expansion and Outreach for Entitlement Programs

Wisconsin Medicaid

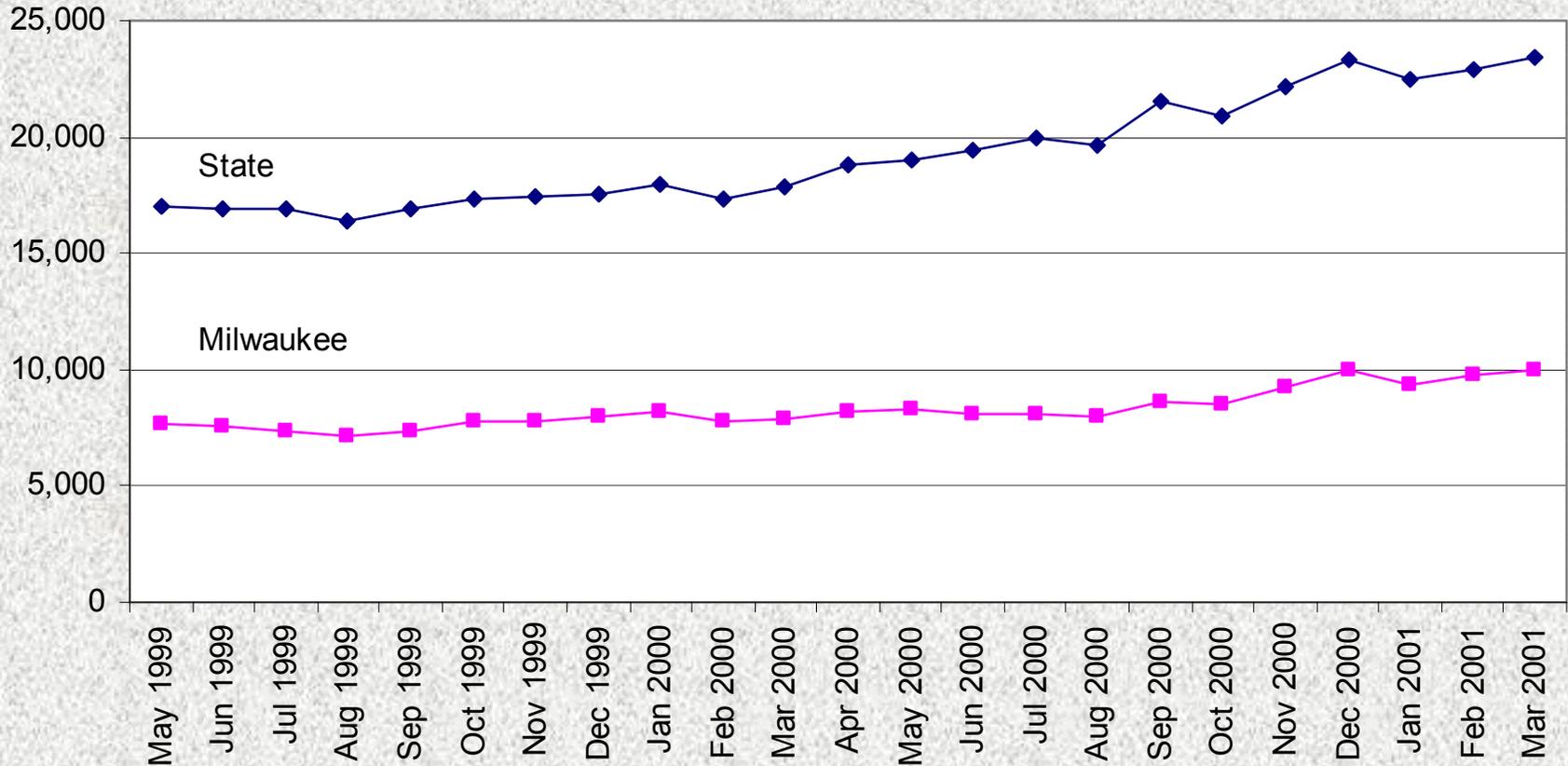


Expansion and Outreach for Entitlement Programs

- Clear Message About Entitlements
- Intense Outreach Efforts
- Focused Attention
- New Program Initiatives

Consolidated Child Care Automation

Wisconsin
Served Child Care Families

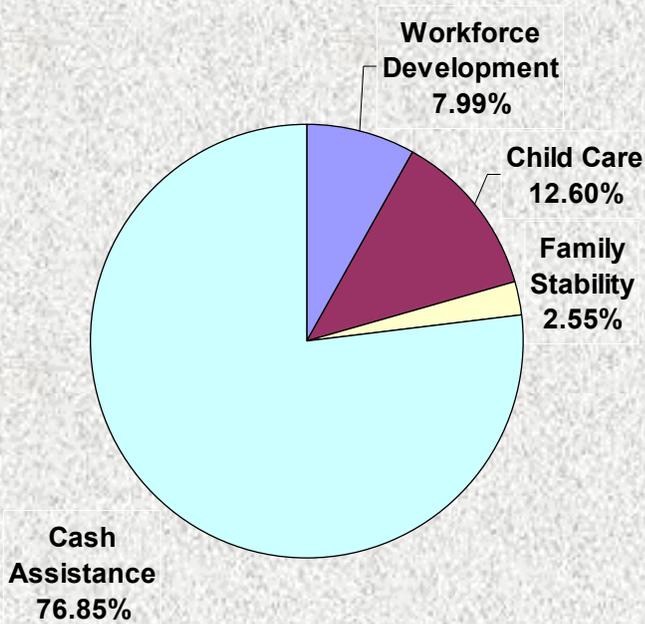


Consolidated Child Care Automation

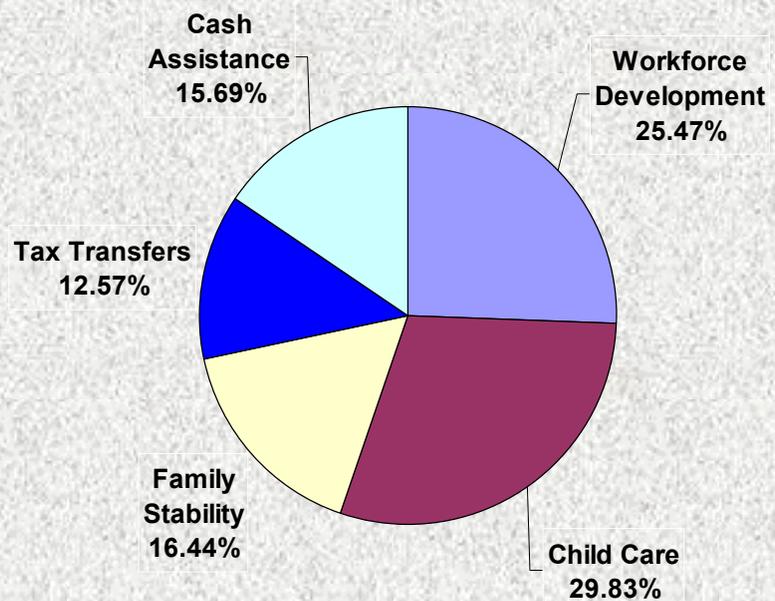
- Collapsed to One Local Level Funding Stream
- Central Issuance and Accounting
- Integrated with Work Programs and Entitlements
- Data Warehouse Technology for Reporting
- Web-based Access

Next Phase in TANF and Post-Welfare Services

Wisconsin's Welfare Expenditures for 1996
Total Spending = \$399,806,233



Wisconsin's Welfare Expenditures for 2000
Total Spending = \$383,887,224



Next Phase in TANF and Post-Welfare Services

Wisconsin's Workforce Development Services

SELF SERVICE PRODUCTS	
Job Fairs	Internet JobNet Training Opportunities Seasonal Job Website
America's Job Bank	<p>Employer and Workforce Services – General</p> <p>Employer Services Labor Law Clinics New Hire Reporting</p> <p>WI Business Resource Network</p> <p>Equal Rights Migrant Services</p> <p>Children First</p> <p>UI - FPL * Related</p> <p>WC Child Care</p> <p>DVR Transportation</p> <p>Skills Adv. W-2</p> <p>Workshops WtW</p> <p>School-to-Work WAA</p> <p>Child Support FSET</p> <p>Veterans Services ESAP</p> <p>Apprenticeships WIA</p> <p>WIA</p>
Labor Market Info.	
	*Federal Poverty Limit

"Everyone can be a member of Wisconsin's workforce"

Next Phase in TANF and Post-Welfare Services

- Emphasize Membership in the Workforce
(not welfare recipient status)
- More Integrated Approach to Work Programs
(merged TANF and WIA/Job Service Divisions)
- Need a Better Definition of Caseload than
TANF Cash Assistance
- Need a More Integrated Approach to Multiple
Work Program Systems

Performance Based on Outcomes

PERFORMANCE STANDARDS -MARCH 2001 (5TH QUARTER RESULTS)

Ordered by Contract Number

Indicates Base Met

Contract WDA #	BENCHMARK BASE:	EE PLACEMENT	AVERAGE WAGE	FOLLOW THROUGH		HEALTH BENEFITS	FULL/APPROP ENGAGEMENT	BASIC ED ACTIVITIES	ED/JOB SKILL ATTAINMENT	FAITH BASED CONTRACT
		Indivs* 35%**	100%	30 DAY FT 75%	180 DAY FT 50%	30%	80%	80%	50%	Thru 12/31/00 (Optional) (Optional)
Data for these standards includes approved adjustments.										
6	1	ADAMS W-2	165 43.60%	114.00%	91.80%	63.10%	41.80%	98.41%	89.47%	12.80% Yes
7	2	ASHLAND W-2	82 40.20%	118.60%	84.60%	45.40%	47.00%	85.71%	100.00%	10.00% Yes
8	3	BARRON W-2	225 41.30%	117.50%	81.40%	55.90%	59.30%	94.20%	87.50%	8.60% No
7	4	BAYFIELD	60 68.30%	109.70%	82.80%	69.40%	21.95%	88.61%	50.00%	44.40% Yes
5	5	BROWN W-2	709 46.60%	118.10%	78.10%	62.90%	46.40%	99.13%	94.12%	9.00% Yes
9	6	BUFFALO	83 54.20%	113.40%	91.40%	68.40%	72.30%	93.33%	81.82%	14.20% Yes
7	7	BURNETT	60 36.60%	127.30%	83.30%	77.70%	41.60%	82.26%	71.43%	0% Yes
4	8	CALUMET	38 44.70%	114.00%	100.00%	68.70%	52.90%	83.87%	94.44%	33.30% Yes
8	9	CHIPPEWA W-2	177 48.00%	124.60%	98.60%	68.50%	76.40%	92.05%	82.61%	5.80% Yes
8	10	CLARK W-2	120 55.80%	117.40%	78.50%	61.50%	59.70%	95.03%	84.85%	2.70% No
10	11	COLUMBIA W-2	166 60.80%	119.60%	86.40%	77.90%	77.40%	98.63%	96.55%	14.20% Yes
9	12	CRAWFORD W-2	9 55.50%	108.50%	80.00%	88.80%	100.00%	100.00%	N/A	N/A Yes
10	13	DANE W-2	2557 49.00%	113.80%	85.90%	56.50%	63.50%	93.97%	93.75%	30.40% Yes
10	14	DODGE W-2	256 39.80%	120.30%	88.20%	70.34%	51.90%	100.00%	100.00%	3.20% Yes
5	15	DOOR W-2	86 43.00%	132.80%	100.00%	65.80%	57.80%	96.15%	100.00%	24.00% Yes
7	16	DOUGLAS W-2	537 39.85%	115.00%	77.50%	52.60%	45.40%	95.78%	92.22%	17.10% Yes
8	17	DUNN W-2	264 63.60%	117.10%	79.80%	59.70%	44.70%	89.62%	78.13%	20.30% Yes
8	18	EAU CLAIRE W-2	481 42.80%	111.80%	82.80%	56.10%	46.60%	92.80%	88.33%	31.20% Yes
5	19	FORWARD SERV (Florence)	24 50.00%	109.20%	88.80%	70.00%	33.30%	93.33%	91.67%	44.40% Yes
4	20	FOND DU LAC W-2	370 49.10%	119.10%	87.00%	59.00%	58.10%	98.22%	96.00%	10.50% Yes
4	24	GREEN LAKE W-2	77 68.80%	121.80%	78.50%	50.00%	54.70%	83.91%	93.33%	27.20% Yes
7	26	IRON W-2	17 88.20%	129.60%	100.00%	71.40%	37.50%	100.00%	100.00%	40.00% Yes
9	27	JACKSON W-2	143 46.10%	122.80%	90.00%	63.00%	51.50%	94.58%	85.71%	24.30% Yes

Performance Based on Outcomes

- Build Expectations at Program/Contract Level
- Base Performance Standards on Administrative and Survey Data
- Focus Indicates What is Important and Can Influence Behavior
- Creates a Demand for Systems and Data

Constant Demands for Data and Information

How many people were served
by TANF in 2000 in
Wisconsin?



Measure:

- Count of People

Dimensions:

- By Time (2000)
- By Program (TANF)
- By Geography (Wisconsin)

Constant Demands for Data and Information

- Manage Data and Information as a Product
- New Tools and Innovative Approaches
- Formal and Organized Approach to Research
- Strategies for Accessing Multiple Sources of Data for Longitudinal Needs

Examples of Innovations

- Case Managers Desktop Reference
- CARES on the Internet
- CARES Data Warehouse