

## **BEST PRACTICES – FLORIDA – REGION 5**

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Provide training on performance measures. Don't assume everyone understands the performance measures, how they are computed, and how what they do impacts the measure.

Clearly define the steps in the existing service delivery system to clarify the current service delivery process. Once that has been completed involve staff in identifying ways to modify the existing process to improve performance. If the existing process is not clarified then it is difficult to get staff to identify how it can be improved.

Track performance by individual case manager. Monitor the measure of individual performance on a regular basis to identify problem areas so that corrective action can be timely implemented. A good tracking system is essential to bringing about improvement.

Have an on-going process in place to monitor case files to ensure that cases are being handled properly and that the required information is being entered into the system on a timely basis. Clarify standards relative to the timely entry of data.

Hold weekly meetings with staff to review changes and provide updates regarding policies and procedures. Include program partners as needed in these meetings.

Request sanctions on a timely basis and follow-up with DCF to ensure that they are imposed on a timely basis.

Encourage customers to work forty hours a week even though the requirement is currently only 30 hours per week. This helps ensure that they meet the federal requirement of 30 hours per week and are prepared to enter the workforce and work a full 40-hour week.

Assign one staff member to work with individuals who have been deferred to assist them in becoming active participants.

An "at home" work readiness workbook has been designed for customers to assist them in becoming active participants as soon as possible.

Increased emphasis has been placed on timely input of Job Participation Rate records in the OSST system.

Partners who provide specialized services to customers have been making presentations at our staff meetings regarding the specific services they provide and the customer groups that their programs are designed to serve. The focus has been on educating our staff so that they can better match customer needs with the programs that are available to help customers become self-sufficient.