

***MAPS: Developing and Tracking Strategies
for Program Improvement***



Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.

What is MAPS?

Purpose of MAPS:

- Demonstrate Impact
- Improve Quality
- Improve Efficiency

How DAS uses MAPS to improve program performance

- Baseline performance measures
- Strategic planning
- Track & Analyze Progress
 - Quarterly progress
 - Annual analysis
- Decision making

How can SCSEP use MAPS to improve program performance?

- DOL recently determined that SCSEP state plans are heavy on data reports and weak on strategic planning.
- Too much “what we did” and not enough “how we plan to improve”
- SCSEP Grantees/sub-grantees are asked to take a more strategic approach to planning

How can SCSEP use MAPS to improve program performance?

- Setting targets for measures that can be improved with strategic planning
- Developing strategies to achieve those targets
- Tracking the progress of the strategies
- Comparing outcomes for the measure pre- and post-strategic planning
- Evaluating the effectiveness of the strategies
- Revising the strategies for the new PY

SCSEP MAPS

- What will we track in MAPS for SCSEP?
 - Employment Retention
 - Demographic Details
 - Training Assignments
 - Employment Outcomes
 - Average Earnings

SCSEP Employment Retention

Measure	Target (PY12)	Baseline PY11 Avg.	Q1 Results	Q2 Results	Q3 Results	Q4 Results
Retention	75%	71.1%	65%	62.7%		

SCSEP Training Assignments

SCSEP Participation by Type of Host Agency Training Assignment (Growth Industries)	Target (PY12)	Baseline PY11 Avg.	Q1 Results % (N=)	Q2 Results % (N=)	Q3 Results % (N=)	Q4 Results % (N=)
Health Related/Allied Health						
Information Technology						
Customer Service						
Total						

Identifying SCSEP MAPS priorities

- What SCSEP measures can we impact with strategic planning?
 - Demographic Details
 - Training Assignments

Demographic Details

- # and % of Participants – Male
- # and % of Participants – LEPSI
- # and % of Participants – Ethnic Status (Asian/Latino)
- # and % of Participants – Homeless Prior to Enrollment
- # and % of Participants – With Disability

Training Assignments

- Health Related/Allied Health
- Information Technology
- Customer Service
- OJE
- Other specialized training

Proposed Strategic Planning Targets for PY2012

- Male (Baseline – PY2011 24%)
- LEPSI (Baseline – **PY2011 0%**)
- Homeless Prior to Enrollment (Baseline – PY2011 31%)
- Training assignments in Health Related/Allied Health (Baseline TBD)
- Training Assignments in Information Technology (Baseline TBD)

Strategic Brainstorming Exercise

- List two strategies to track to improve outcomes for each Strategic Planning Target (flip charts):
 - Males (Example: Place SCSEP flyers in barber shops)
 - LEPSI
 - Homeless Prior to Enrollment
 - Training assignments in Health Related/Allied Health fields
 - Training assignments in Information Technology fields

Summary

- Goals for SCSEP MAPS:
 - To update SCSEP state plan with more strategic planning details
 - Set and track strategies to improve performance in selected targets
 - Identify most effective program improvement strategies for future PY's