



**ECONOMIC ASSISTANCE AND WORK
SERVICES DIVISION (EAWS)**

**2016 YEAR IN REVIEW
2017 PLANNING**

Shawn Tessmann, Administrator

2016 YEAR IN REVIEW

- What were our goals?
 - Maintain IM performance
 - Cultural sensitivity
 - Increase FSET enrollments
 - Reduce ESS turnover
 - Job Center improvements
 - Bring Annex staff “home”



2016 YEAR IN REVIEW

- How did we do?
 - IM-We exceeded state standards for the call center metrics despite a record number of calls. Our timeliness and accuracy remain excellent. Improved our child care quality rating dramatically.
 - Cultural sensitivity- decent progress. The state did not release its curriculum, but we offered some training nonetheless. Staff initiated, created and delivered presentations on African-American, Hmong and Mexican cultures. Managers and supervisors sought out additional opportunities through the City of Madison and other trainers.



2016 YEAR IN REVIEW

- How did we do?
 - FSET-we improved our rate overall even after the referrals dropped significantly, but still below other regions. Enrollment rate of 22% compared to state average of 30%.
 - ESS Turnover-on the right path. Turnover decreased from 18% to 14% but still more to be done.
 - Job Center-big improvements to our lobby with the help of job center partners. Created Amy's corner.
 - Bringing the Annex "home"-move coming sometime in early 2018.



2017 PLANNING

- What is our focus for 2017?
 - Family Care-big change for our members. A lot of planning and effort needed from EBD team for smooth transition.
 - IM performance-meet/exceed state standards. Continue to evaluate and tweak the model. Seek out best practices and never get complacent. Be ready to take advantage of new technology (EBT CSAW, Genesys).
 - FSET-focus on new efforts to improve outreach and deliver quality programming.



2017 PLANNING

- What's our focus for 2017?
 - Cultural sensitivity-continue the dialogue. Get all staff exposed to broader concepts through training. Evaluate application of Trauma Informed Care to IM service delivery structure. Continue to attract staff with diverse backgrounds.
 - ESS Turnover/Retention/Morale-maintain the momentum. Use new scorecard to create consistent feedback loop and positive reinforcement. Solicit staff feedback on new implementations. Promote employee development.



2017 PLANNING

- What's our focus for 2017?
 - Mindfulness and Resilience
 - Why is this important?
 - Proposed policy changes
 - Healthcare time limits
 - Expansion of work requirements
 - Additional premiums
 - Drug screening and testing
 - Compliance with child support
 - Health needs assessments
 - New asset tests
 - Federal changes to the ACA/AHCA
 - No backdated coverage
 - New benefit package options



2017 PLANNING

- What's our focus for 2017?
 - Annex move-a well planned move is harder than it looks. Solicit and honor staff feedback as much as possible. Remain mindful of change management component. Look for ways to use the move to create more synergy and opportunity across EAWS. Communicate, communicate, communicate.
 - Opening of the Day Resource Center-tremendous achievement and significant investment. Manage expectations for Day 1. Plan and engage thoughtfully with community stakeholders.

