

Regular Meeting 9/9/99

TO: Juvenile Welfare Board Members

FROM: James E. Mills, Executive Director
Krista I. Winn, Director, Quality Management & Evaluation



A.S.S.E.T. Comprehensive Program Review

In April 1998, a committee of funded agency representatives and JWB staff was convened to develop a comprehensive review system for funded programs. This action was taken in accordance with the JWB Strategic Plan's focus on accountability and results. This system, the Agency Self Study Efficacy Tool (A.S.S.E.T.), was designed to focus on several key issues: the development of a standards-based comprehensive review process which integrates the concepts of quality improvement and public accountability, the incorporation of strength-based approaches into program design, implementation and assessment, the building of partnerships and sharing of responsibility for results-based outcomes, and the desire to focus on maximizing JWB's resources and supports to facilitate a strong service delivery system. Above all, the standards blend "best practices" in the administrative and service fields with key elements of the JWB Strategic Plan.

The following is an account of the activities and progress regarding the A.S.S.E.T. Comprehensive Program Review System to date.

The standards were developed from April 1998 to December 1999 and disseminated to JWB staff and funded agencies. During December 1998, focus groups were held with funded agency executive directors and staff to gather their feedback regarding the standards and review system. During the month of February 1999, approximately 22 programs participated in a "Highlighting Pilot". The "Pilot" allowed JWB the opportunity to learn additional information regarding how the review/self-study process might work and assisted in the identification of key training/technical assistance issues requiring further attention before proceeding.

Also in February 1999, the Juvenile Welfare Board conducted their own internal self-study using the A.S.S.E.T. process and tool as a guide. The initial phase of this process took three months and served several key purposes: helped to gain a sense of how well JWB adheres to the developmental-based standards contained in the A.S.S.E.T. tool, identified areas that require further internal development or attention, and helped to enhance our understanding of what funded agencies will go through as part of their comprehensive review. JWB will be undergoing a second phase of review by a peer review team sometime during November/December of 1999.

A variety of training modules were scheduled this summer in preparation for A.S.S.E.T. The training topics were derived from feedback from training surveys, focus groups, and other agency feedback. Topics included Resiliency in Practice, Continuous Quality Improvement, Outcomes Management Training (including aspects of Program Evaluation, Strategic Planning, and Managing Information Systems), and Human Resources/Risk Management.

Subsequent to the training modules, a full A.S.S.E.T. pilot has been initiated in which eight agencies volunteered to participate. These agencies include: Consumer Credit Counseling, Inc., Family Resources, Inc., Interdenominational Ministerial Alliance Human Services and Development, Marriage and Family Counseling of Pinellas, Inc., North Greenwood Community Family Center, Religious Community Services, Resource Center for Women, and Safety Harbor Neighborhood Family Center, Inc. The goal of this pilot phase (July through October 31, 1999) is to further refine the standards to improve their quality and to evaluate the comprehensive review and peer review components. In mid July, the pilot agencies received intensive training in preparation for their self-study. The actual "pilot" began July 16, 1999.

Currently, JWB is in the process of recruiting/selecting and interviewing peer reviewers from funded agencies and within JWB. This recruitment phase should take two months with intensive peer reviewer training beginning in October 1999.

Finally, once the agencies participating in the full pilot phase complete the self-study, on-site reviews will be scheduled with the peer review teams in November/December 1999. Each peer review team will consist of at least one professional from a funded agency, one JWB professional, and a fiscal representative from JWB.

The month of December 1999 will be utilized to make necessary changes to solidify the comprehensive program review process. JWB anticipates full implementation of the A.S.S.E.T. comprehensive program review process to begin in January 2000. This process will determine multi-year (3 year) funding commitments and organizational developmental plans.

Staff resource:

Cindy Bell
Judith Simpson
Mike Stone

Regular Meeting 9/09/99

TO: Juvenile Welfare Board Members

FROM: James E. Mills, Executive Director
Lisa A. Sahulka, Director, Programs & Finance

United Way (UW) and JWB are collaborating on a joint RFP for Y2K and Equipment & Renovation. JWB has allocated \$250,000 for E/R and \$50,000 for Y2K. UW has allocated approximately \$100,000. Community Foundation has also contributed \$5,000. This total of \$395,000.00 in funding will address the following:

- Y2K related items
- technology needs
- facility improvements



JWB staff will create the application. Two teams will review the applications: one for technology, and one for facility requests. Teams will be comprised of individuals from JWB and UW who are knowledgeable in the areas of review. UW and JWB will conduct Y2K training for all UW and JWB funded agencies. The purpose of the training is to educate program staff on issues related to Y2K compliance.

Current plans include issuing the RFP and conducting the training at the same time. This will assist in determining funding needs. UW and JWB will review applications and attempt to fund as many agencies as possible. The JWB match requirement will be deleted from the E/R application as this could create a hardship on the application process. (JWB standard procedure establishes that agencies selected for E/R funding must meet a 25% match requirement. UW funds do not.)

Staff will bring recommendations to the Board in November for this process.

Staff Resource Persons: Pam Needham, Susan Biszewski-Eber

TO: Juvenile Welfare Board Members

FROM: James E. Mills, Executive Director 
Lisa A. Sahulka, Director, Programs & Finance 

Funding update

Family Resources- Merger

- At the May Board meeting, Family Resources (FRI) was allocated \$25,000 to RFP for consultant services. The purpose was to analyze and make recommendations concerning operational systems needed for a new agency formed from the merger of the VAC/Helpline and Pinellas Cares.
- After issuing an RFP, FRI received only one bid for the contract and chose not to select that applicant.
- The agency has informed JWB staff that all of the original JWB allocation will be lapsed and has indicated they will request additional FY 99-00 funds for the project.