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DEPARTMENT OF SOCIAL SERVICES
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November 22, 1995

Mr. Robert H. Attmore
Deputy Comptroller
Office of the State Comptroller
A.E. Smith State Office Building
Albany, NY 12236

RE: OSC Follow-up Review: Job Opportunity and Basic Skills Program (JOBS) 95-F-45 (95-025)

Dear Mr. Attmore:

We have reviewed the referenced report and the following are our comments on the two recommendations.

Recommendation 1: The Department should be taking preliminary steps to identify possible performance indicators that would measure whether work-related programs are achieving their goals.

Response: As noted in the report, legislation was introduced at the Federal level in March 1995 that could eliminate the JOBS Program as it currently exists. Based on the outcome of the new legislation, the Department will determine what components of the current performance measurements such as participation rate, entries to employment, and caseload trend can be applied to future Federal work-related programs.

Recommendation 2: Develop a system that collects data for relevant performance indicators and reports this information in an accurate and timely fashion.

Response: The Department recognizes the shortfalls in this area and the changes being considered at the Federal and State levels forces a re-thinking of current systems support. It is evident that new technological strategies must be pursued on a parallel track with program development to meet State and Federal reporting and accountability expectations. Specific recommendations for new system design and development will be formulated as we move forward with the new programs.

Thank you for sharing this report with us and we trust our comments fully address the issues raised in the report.

Sincerely,

David P. Avenius