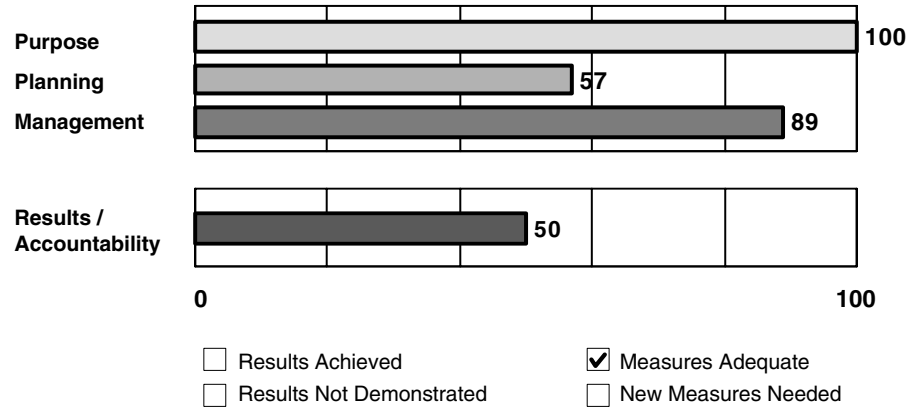


Program: Refugee and Entrant Assistance

Agency: Department of Health and Human Services

Bureau: Administration for Children and Families



Key Performance Measures

Year Target Actual

Long-term Measure: Entered employment rate: the ratio of refugees entering employment relative to the number of refugees receiving employment services (New measure)	2012	85%	
Annual Measure: Number of refugees entering employment through the Administration for Children and Families (ACF) funded refugee employment services	2001	56,885	45,893
	2002	48,188	
	2003	Increase by 3%	
	2004	Increase by 3%	
Annual Measure: Number of entered employments with health benefits available as a subset of full-time job placements	2001	30,613	27,270
	2002	28,702	
	2003	Increase by 3%	
	2004	Increase by 3%	

Rating: Adequate

Program Type: Block / Formula Grants

Program Summary:

The Office of Refugee and Resettlement's Entrant Assistance Social Services Programs (ORR) helps recently arrived refugees get a job as soon as possible.

The assessment indicates:

1. The program purpose and mission are clear. Social services for refugee populations are not provided by other programs. About 63% of the approximately 70,000 refugees who arrive annually speak no English and require intensive English language and job training.
2. ORR is weak in strategic planning because it fails to: (a) conduct independent evaluations, (b) align program budget with goals and © utilize a system to identify strategic planning deficiencies.
3. ORR's management is generally strong. For instance, the program collects performance data from States.
4. Financial management is good although this program is subject to numerous congressional earmarks, which complicates financial management processes.
5. The results section score is largely due to the fact that the program recently established long-term outcome goals for which data are not yet available.
6. The program tracks and reviews unit costs as a measure of effectiveness, but does not set performance targets to reduce unit costs as part of their annual goals.

In response to these findings:

1. The Budget includes funds (\$2 million) for ORR to conduct independent and quality evaluations.
2. ORR will establish targets for unit costs as an annual measure of cost-effectiveness.
3. The agency will continue its ongoing efforts to improve strategic planning to ensure that goals are measurable and linked to the budget, and systems are in place to identify program deficiencies.

Program Funding Level (in millions of dollars)

2002 Actual	2003 Estimate	2004 Estimate
208	201	203