



## Department of Human Services April 2015 Performance Evaluation

### Strategic Policy Initiatives

The Department of Human Services has identified several strategic policy initiatives for FY 2014-15 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the November 3, 2014 Annual Performance Report that best capture some of the Department's strategic and operational priorities, and reflect the overall direction as identified by Department leadership. The updates reflect data as of March 31, 2015.

Additional detail for these, and other, strategic policy initiatives is available in the Department's Performance Plan, which may be accessed [here](#).

#### Thrive in the community

**Expand community living options for all people served by the Department** - Colorado continues its rich tradition of innovation in its services to elderly individuals and those with disabilities, mental illnesses, or substance use disorders. The Department remains committed to decreasing the number of people housed in public institutions through the development of community resource networks and high-quality community-based services. These services enable individuals to thrive in the setting of their choice.

**To ensure child safety through improved prevention, access and permanency** - Colorado is committed to ensuring that children living anywhere in Colorado should be in safe and permanent settings. Furthermore, the Department is committed to ensuring that children are entitled to the same level of protection from abuse and neglect everywhere in Colorado.

#### Achieve economic security through meaningful work

**To achieve economic security for more Coloradans through employment and education** - The Department remains focused on making public benefits more effective and increasing access to public benefits when eligible. There is increased emphasis on employment and how to transform the Colorado Works program to be, first and foremost, about supporting individuals to prepare for, attain, and retain employment to support their families. The Department is committed to assisting citizens served through its many programs to gain and retain employment, as well as, enhance employment opportunities over time.

#### Prepare for educational success throughout their lives

**To improve kindergarten readiness through quality early care and learning options for all Coloradans** - As the Office of Early Childhood enters the third year since its creation in 2012, it remains focused on supporting the parents of young children to ensure educational success. The two divisions in the Office of Early Childhood work collaboratively to champion the needs of young children in Colorado through their work with community partners, including Nurse Family Partnership, Head Start, child care providers, Early Childhood Councils, Family Resource Centers, and the Children's Trust Fund. The Office is committed to increasing high-quality access for children and ensuring that children receive early intervention services that are timely and appropriate.

**To return youth committed to the Division of Youth Corrections (DYC) to the community better prepared to succeed through education received while in the custody of the Department** - The Division of Youth Corrections provides educational services to youth residing in state-operated facilities and those placed in contract residential programs. In 2014, subject matter experts have been hired and hardware purchased to lay the foundation for improving the DYC educational infrastructure. In addition to the services provided to youth in state-operated and contract programs, DYC also assists youth in connecting with community services and institutions upon parole. Division of Youth Corrections' client manager parole officers work collaboratively with local school districts, alternative schools, community colleges, and private providers of tutoring services to ensure youth are placed in the appropriate school setting to meet their needs.



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**Operational Measures**

**Thrive in the community**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Percentage of infants and toddlers with growth in skills	65.6%	81.0%	76.4%	73.7%	85.0%	85.0%
Compliance with the Statutory Requirement Related to Timeliness of Assessment Closure	61.2%	73.7%	86.1%	86.97%	92.0%	95.0%
Percentage of children and youth in congregate care settings	23.3%	23.0%	20.6%	20.0%	18.4%	15.0%
Percentage of youth who do not recidivate in residential placements	99.6%	99.9%	100%	99.91%	98.0%	98.0%
Length of time to transition to community setting (i.e., goal is 60 days)	76	92	114	145	60	60
Percentage of Veteran’s Community Living Centers residents without falls	81.0%	79.0%	80.0%	82.3%	88.0%	88.0%
Percentage of timely responses to adult protection inquiries (i.e., Emergency/24 Hour or Non-emergency/3 Business Days)	77.0%	91.0%	95.2%	98.10%	90.0%	90.0%
Percentage of persons treated who show reduced mental health symptoms	52.6%	53.6%	56.7%	53.2%	67.0%	67.0%

**Achieve economic security through meaningful work**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Attainment of successful employment*	2,496	2,957	1,604	526	2,959	2,960
Accuracy percentage of initial eligibility decisions	97.9%	95.1%	97.5%	95.7%	97.0%	97.0%
Collection percentage of current child support due	62.8%	62.7%	63.4%	42.5%	65%	66%
Percentage of monthly Food Assistance expedited applications processed within seven calendar days	85.4%	91.03%	90.0%	90.2%	95.0%	95.0%
Percentage of Monthly Food Assistance recertification applications processed within 60 days	74.2%	88.76%	87.2%	84.77%	95.0%	95.0%
Percentage of Colorado Works participants gaining employment	N/A	21.26%	18.68%	28.8%	25.0%	35.0%
Percentage of Old Age Pension and Aid to the Needy Disabled applications processed within 60 and 45 days, respectively	89.6%	90.1%	95.0%	97.28%	95.0%	95.0%



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\*In May 2013, the Division of Vocational Rehabilitation instituted a full Order of Selection waiting list. This ultimately reduced the number of active cases to be worked, and has therefore, contributed to the reduction of successful employment outcomes this year. The measure is as federal fiscal year measure, as is the “Accuracy percentage of initial eligibility decisions”.

### Prepare for educational success throughout their lives

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Percentage of children utilizing Colorado Child Care Assistance Program in top-rated facilities	N/A	N/A	20.7%	25.9%	34.0%	34.0%
Percentage of youth enrolled in education or employed at discharge	62.9%	70.0%	78.0%	91.79%	85.0%	85.0%