



## Department of Human Services Q3 FY2016 Performance Evaluation (March 2016)

### 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 April 1, 2016.

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	FY15 Actual	Q1 FY16	Q2 FY16	Q3 FY16	1-Year Goal	3-Year Goal
Compliance with the Statutory Requirement Related to Timeliness of Assessment Closure	61.2%	73.7%	86.1%	87.3%	88.1%*	88.7%*	87.3%*	92.0%	95.0%
Percentage of children and youth in congregate care settings	n/a	n/a	n/a	n/a	8.1%^	7.9%^	7.8%^	18.4%	15.0%
Percentage of Veteran’s Community Living Centers residents without falls	n/a	n/a	n/a	n/a	7.0^	7.1^	7.1^	n/a	7.1
Percent of Civil Readmissions within 30 Days <sup>+</sup>	n/a	n/a	n/a	n/a	2.4%	3.2%	2.9%	n/a	5.4%
Percent of Civil Readmissions within 180 Days <sup>+</sup>	n/a	n/a	n/a	n/a				n/a	12.2%

\* Note: A new methodology began at the start of the Fiscal Year 2016; caution should be used when comparing to prior data points.

^ Note: A new methodology began in the spring of Fiscal Year 2016; the methodology of the measure was changed to the degree that comparison to past data is not possible; data are retroactively provided for Q1 and Q2 of 2016.

<sup>+</sup> Note: These measures were added to performance report in Fiscal Year 2016 and thus past Fiscal Year data is not available.

**Achieve economic security through meaningful work**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	Q3 FY16	1-Year Goal	3-Year Goal
Accuracy percentage of initial eligibility decisions	97.9%	95.1%	97.5%	94.9%	96.9%	96.2%	95.4%	97.0%	97.0%
Collection percentage of current child support due	62.8%	62.7%	63.4%	64.4%	64.5%	64.4%	63.2%	65.0%	66.0%
Percentage of monthly Food Assistance expedited applications processed within seven calendar days	85.4%	91.0%	90.0%	94.6%	97.3%	94.9%	95.3%	95.0%	95.0%
Percentage of Monthly Food Assistance recertification applications processed within 60 days	74.2%	88.8%	87.2%	85.7%	92.5%	93.4%	94.3%	95.0%	95.0%
Percentage of Colorado Works participants gaining employment	N/A	21.3%	18.7%	32.0%	8.3%	21.4%	25.4%	25.0%	35.0%



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**Prepare for educational success throughout their lives**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	Q3 FY16	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%	30.2%	33.8%*	34.8%*	36.1%*	34.0%	34.0%
Percentage of youth enrolled in education or employed at discharge	62.4%^	69.2%^	76.8%^	89.9%	84.4%^	81.8%^	82.7%	85.0%	85.0%

\* Note: Monthly data reflect point-in-time data and are retroactively updated each report. To create an average the numerators and denominators are summed across the time frame. Children who are served across multiple months are double counted in the average.

^ Note: Data were retroactively updated.