



## Department of Human Services Q2 SFY2017 Performance Evaluation (March 2017)

### Strategic Policy Initiatives

The Department of Human Services has identified several strategic policy initiatives for FY 2016-17 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the December 29, 2016 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 31st, 2017.

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 fourth 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 were 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.



**Operational Measures**

**Thrive in the community\*\*\***

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	Q1 SFY2017	Q2 SFY2017	Q3 SFY2017	1-Year Goal	3-Year Goal
Compliance with the Statutory Requirement Related to Timeliness of Assessment Closure	61.1%	73.7%	86.1%	87.3%	88.5%*	90.7%	89.5%	n/a	92.0%	95.0%
Timeliness of Immediate Initial Response to Abuse/Neglect Assessments	n/a	n/a	n/a	n/a	86.7% <sup>+</sup>	87.5%	90.7%	n/a	90.0%	90.0%
Percentage of children and youth in congregate care settings	n/a	n/a	n/a	n/a	8.1% <sup>^</sup>	7.6%	7.7%	n/a	6.1%	6.1%
Percentage of Veterans Community Living Centers residents without falls	n/a	n/a	n/a	n/a	7.1 <sup>^</sup>	9.6	9.3	n/a	7.1	7.1
Maintained or Improved Housing Statewide – Mental Health	n/a	93.3%	91.6%	89.9%**	88.7%	89.6%	89.9%	n/a	91.0%	91.0%

Measures in the above graph run on a State Fiscal Year (SFY).

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

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

<sup>^</sup> 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 updated for Q1 and Q2 of 2016.

\*\* Note: A new methodology began at the start of the Fiscal Year 2015; caution should be used when comparing to prior data points.

\*\*\*Note. Data in the current report were modified to align with the appropriate timeframes based on the measure (e.g., going from calendar year to State fiscal year). Therefore, there are slight differences in previously reported performance.

**Achieve economic security through meaningful work\*\*\***

Measure	FFY12 Actual	FFY13 Actual	FFY14 Actual	FFY15 Actual	FFY16 Actual	Q1 FFY2017	Q2 FFY2017	Q3 FFY2017	1-Year Goal	3-Year Goal
Accuracy percentage of initial eligibility decisions	97.8%	94.9%	98.0%	97.1%	96.3%	96.5%	n/a	n/a	97.0%	97.0%
Work Participation Rate (WPR) Statewide All-Family Sample	n/a	n/a	n/a	17.3%	19.5%	23.87%	n/a	n/a	23.4%	23.4%

Measures in the above graph run on a Federal Fiscal Year (FFY).



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Measure	CY12 Actual	CY13 Actual	CY14 Actual	CY15 Actual	CY16 Actual	Q1 CY2017	Q2 CY2017	Q3 CY2017	1-Year Goal	3-Year Goal
Collection percentage of current child support due	n/a	n/a	63.8%	64.5%	64.1%	n/a	n/a	n/a	65.0%	66.0%
Percentage of monthly Food Assistance expedited applications processed within seven calendar days	n/a	n/a	89.8%	93.1%	97.1%	n/a	n/a	n/a	95.0%	95.0%
Percentage of Monthly Food Assistance recertification applications processed within 60 days	n/a	n/a	84.6%	90.1%	97.1%	n/a	n/a	n/a	95.0%	95.0%

Measures in the above graph run on a Calendar Year (CY).

\*\*\*Note. Data in the current report were modified to align with the appropriate timeframes based on the measure (e.g., going from calendar year to State fiscal year). Therefore, there are slight differences in previously reported performance.

Measure	FFY12 Actual	FFY13 Actual	FFY14 Actual	FFY15 Actual	FFY16 Actual	Q1 FFY2017	Q2 FFY2017	Q3 FFY2017	1-Year Goal	3-Year Goal
Percentage of Colorado Works participants gaining employment	n/a	n/a	30.9%	32.0%	30.9%	18.0%	24.7%	n/a	25.0%	35.0%

Measures in the above graph run on a Federal Fiscal Year (FFY).

\*\*\*Note. Data in the current report were modified to align with the appropriate timeframes based on the measure (e.g., going from calendar year to State fiscal year). Therefore, there are slight differences in previously reported performance.

**Prepare for educational success throughout their lives\*\*\***

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	Q1 SFY2017	Q2 SFY2017	Q3 SFY2017	1-Year Goal	3-Year Goal
Community Dispersion of Rated High Quality CCCAP for Children Under 5	n/a	n/a	n/a	n/a	n/a	24.7%*	25.4%	n/a	n/a	33.0%
Percentage of youth enrolled in education or employed at discharge	62.7%	71.4%	78.2%	90.2%	83.5%	91.7%	92.7%	n/a	85.0%	85.0%

Measures in the above graph run on a State Fiscal Year (SFY).

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