



Department of Human Services Q4 SFY2019 Performance Evaluation (June 2019)

Strategic Policy Initiatives

The Department of Human Services has identified several strategic policy initiatives for FY 2018-19 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the July 2, 2018 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 June 30th, 2019.

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 Services (DYS) to the community better prepared to succeed through education received while in the custody of the Department - The Division of Youth Services 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 DHS educational infrastructure. In addition to the services provided to youth in state-operated and contract programs, DHS also assists youth in connecting with community services and institutions upon parole. Division of Youth Services' 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	SFY17 Actual	SFY18 Actual	Q1 SFY2019	Q2 SFY2019	Q3 SFY2019	Q4 SFY2019	1-Year Goal	3-Year Goal
Timeliness of Contracting – Community Behavioral Health	n/a	n/a	n/a	n/a	n/a	n/a	n/a	95%**	n/a^^	n/a	n/a	15%	15%
Percent with Safety Improvement – Aging and Adult Services	n/a	n/a	n/a	n/a	82.9%*	86.8%	91.3%	89.7%	89.8%	89.7%	n/a	90%	90%
MAT Population in Need Receiving Treatment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	28.9%**	29.8%**	30.2%**	n/a	50%	50%
Completion of Roadmap to Success (Independent Living Plans)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81.0%**	78.1%**	80.7%**	n/a	90%	90%
Completion of Emancipation Transition Plans	n/a	n/a	n/a	n/a	n/a	n/a	n/a	37.8%**	52.8%**	50.7%**	n/a	90%	90%
Percentage of children and youth in congregate care settings	n/a	n/a	n/a	n/a	8.1%^	7.8%	7.5%	6.7%	6.6%	6.5%	n/a	6.1%	6.1%
Timeliness of Initial Response to Abuse/Neglect Assessments	87.0%	87.9%	88.8%	88.0%	89.7%	92.7%	93.9%	85.9%	86.1%	87.1%	n/a	95%	95%

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

* Note: These measures were added to this performance evaluation in Fiscal Year 2016 and thus past Fiscal Year data is not available.

**Note: These measures were added to this performance evaluation in Fiscal Year 2019 and thus past Fiscal Year data is not available.

^ Note: A new methodology began in Fiscal Year 2016; the methodology of the measure was changed to the degree that comparison to past data is not possible.

^^Note: This measure is no longer being reported on due to limitations in available data.



Department of Human Services
Q4 SFY2019 Performance Evaluation (June 2019)

Measure	CY12 Actual	CY13 Actual	CY14 Actual	CY15 Actual	CY16 Actual	CY17 Actual	Q1 CY2018	Q2 CY2018	Q3 CY2018	Q4 CY2018	1-Year Goal	3-Year Goal
Percentage of monthly Food Assistance expedited applications processed within seven calendar days	89.6%	91.5%	89.8%	93.1%	97.1%	97.7%	95.4%	96.4%	96.5%	96.2%	95.0%	95.0%

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

Achieve economic security through meaningful work

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	SFY17 Actual	SFY18 Actual	Q1 SFY2019	Q2 SFY2019	Q3 SFY2019	Q4 SFY2019	1-Year Goal	3-Year Goal
Percentage of Colorado Works participants gaining employment	n/a	n/a	30.9%	32.0%	30.9%	32.1%	35.7%	21.0%	28.8%	33.6%	n/a	25.0%	35.0%

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

Measure	CY12 Actual	CY13 Actual	CY14 Actual	CY15 Actual	CY16 Actual	CY17 Actual	Q1 CY2018	Q2 CY2018	Q3 CY2018	Q4 CY2018	1-Year Goal	3-Year Goal
Collection percentage of current child support due	62.8%	63.0%	63.8%	64.5%	64.1%	64.2%	63.8%	64.5%	64.6%	64.7%	65.0%	66.0%

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



Department of Human Services
Q4 SFY2019 Performance Evaluation (June 2019)

Prepare for educational success throughout their lives

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	SFY17 Actual	SFY18 Actual	Q1 SFY2019	Q2 SFY2019	Q3 SFY2019	Q4 SFY2019	1-Year Goal	3-Year Goal
Licensed Child Care Providers Eligible for a Quality Rating that Achieve a Colorado Shines Level 3-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	23.6%*	24.0%*	23.9%*	n/a	23.5%	23.5%
Provider Engagement with the Colorado Shines Quality Rating and Improvement System (QRIS)	n/a	n/a	n/a	n/a	25.9%	41.0%	51.9%	53.8%	53.6%	53.5%	n/a	60%	60%
Percentage of youth enrolled in education or employed at discharge	62.7%	71.4%	78.2%	90.2%	83.5%	90.4%	79.9%	93.8%	86.5%	82.1%	n/a	85%	85%

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

*Note: These measures were added to this performance evaluation in Fiscal Year 2019 and thus past Fiscal Year data is not available.