



Department of Human Services FY2015 Annual Performance Evaluation (October 2015)

FY2015 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 October 15, 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 of their choice: The Department outperformed or remained steady on performance for seven of eight measures when compared to FY2014.

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: The Department outperformed or remained steady on performance for five of seven measures when compared to FY2014.

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: The Department outperformed or remained steady on performance for two of two measures when compared to FY2014.

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



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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.

Operational Measures

Thrive in the community of their choice

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	06/30/2015	FY15 Actual	1-Year Goal	3-Year Goal
Percentage of infants and toddlers with growth in skills	65.6%	81.0%	76.4%	73.7%	74.0%	73.50%	85.0%	85.0%
Compliance with the Statutory Requirement Related to Timeliness of Assessment Closure	61.2%	73.7%	86.1%	86.97%	88.10%	87.30%	92.0%	95.0%
Percentage of children and youth in congregate care settings	23.3%	23.0%	20.6%	20.0%	20.0%	20.04%	18.4%	15.0%
Percentage of youth who do not recidivate in residential placements	99.6%	99.9%	100%	99.91%	99.91%	99.92%	98.0%	98.0%
Length of time to transition to community setting (i.e., goal is 60 days)	76	92	114	145	194	129	60	60
Percentage of Veteran’s Community Living Centers residents without falls	81.0%	79.0%	80.0%	82.3%	82.8%	82.81%	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%	98.3%	98.37%	90.0%	90.0%
Percentage of persons treated who show reduced mental health symptoms	52.6%	53.6%	56.7%	53.2%	55.0%	55.27%	67.0%	67.0%



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Achieve economic security through meaningful work

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	06/30/2015	FY15 Actual	1-Year Goal	3-Year Goal
Attainment of successful employment*	2,496	2,957	1,604	526	894	1,686	2,959	2,960
Accuracy percentage of initial eligibility decisions**	97.9%	95.1%	97.5%	95.7%	96.3%	96.9%	97.0%	97.0%
Collection percentage of current child support due	62.8%	62.7%	63.4%	42.5%	64.4%	64.43%	65%	66%
Percentage of monthly Food Assistance expedited applications processed within seven calendar days	85.4%	91.03%	90.0%	90.2%	83.32%	94.61%	95.0%	95.0%
Percentage of Monthly Food Assistance recertification applications processed within 60 days	74.2%	88.76%	87.2%	84.77%	84.65%	85.67%	95.0%	95.0%
Percentage of Colorado Works participants gaining employment	N/A	21.26%	18.68%	28.8%	25.25%	32.00%	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%	97.3%	97.45%	95.0%	95.0%

*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. This measure is reported on a Federal Fiscal Year.

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Prepare for educational success throughout their lives

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	06/30/2015	FY15 Actual	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%	27.7%	30.20%	34.0%	34.0%
Percentage of youth enrolled in education or employed at discharge	62.9%	70.0%	78.0%	91.79%	91.12%	89.90%	85.0%	85.0%



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FY2016 Performance Plan

FY 2016 Strategic Policy Initiatives

Over the past several months, the Colorado Department of Human Services (CDHS) engaged in a planning process to review all C-Stat measures and assure alignment with the most critical business functions of the department. As a part of that process, several measures that were reviewed in FY2015 are no longer being reviewed in FY2016 as a part of the Department's formal performance management approach, C-Stat. As such those measures are not included in the FY2016 Annual Performance Evaluation. They include 1) The percent of infants and toddlers with growth in skills*, 2) Length of time to community setting**, 3) Percent of OAP and AND applications processed timely*, 4) Percent of youth who do not recidivate in residential placement*, 5) Percent of persons who show reduced mental health symptoms**, and 6) Percent of timely responses to adult protection inquiries.*

Note. * Indicates the measure consistently exceeded the established federal, state, or internal goal. **Measure is undergoing methodology review.

FY 2016 Strategies and Operational Measures

The Colorado Department of Human Services is committed to aligning its strategies and resources to improve performance. Measures that are monitored through the Department's performance management approach are aligned with budget item requests, legislative requests, and performance improvement efforts.