



## Department of Human Services FY 2015-16 Annual Performance Evaluation (October 2016)

### Strategic Policy Initiatives

The Department of Human Services has identified several strategic policy initiatives for FY 2015-16 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the November 3, 2015 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 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 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 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.



**Department of Human Services  
FY 2015-16 Annual Performance Evaluation (October 2016)**

**Operational Measures**

**Thrive in the community**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	Q3 FY16	Q4 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%*	89.9%*	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%^	8.2%^	6.1%	6.1%
Percentage of Veteran's Community Living Centers residents without falls	n/a	n/a	n/a	n/a	7.0^	7.1^	7.1^	7.0^	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%	3.1%	n/a	5.4%
Percent of Civil Readmissions within 180 Days <sup>+</sup>	n/a	n/a	n/a	n/a	12.2%	11.0%	12.0%	11.7%	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 updated for Q1 and Q2 of 2016.

<sup>+</sup> Note: These measures were added to this performance evaluation 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	Q4 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%	97.2%	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%	64.3%	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%	95.9%	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%	95.1%	95.0%	95.0%
Percentage of Colorado Works participants gaining employment	N/A	21.3%	30.9%	32.0%	8.3%	21.4%	25.4%	28.8%	25.0%	35.0%



**Department of Human Services  
FY 2015-16 Annual Performance Evaluation (October 2016)**

**Prepare for educational success throughout their lives**

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	Q3 FY16	Q4 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%*	38.2%	39.0%	39.0%
Percentage of youth enrolled in education or employed at discharge	62.4%^	69.2%^	76.8%^	89.9%	84.4%^	81.8%^	82.7%	82.9%	85.0%	85.0%

\* Note: Monthly data reflect point-in-time data and are retroactively updated each quarter. 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.

**FY 2017 Strategic Policy Initiatives**

The Colorado Department of Human Services (CDHS) has continued to manage performance through its stat strategy, C-Stat. Several measures were achieved throughout FY2016 and will no longer be reviewed in FY2017 as a part of the Department’s formal performance management approach, C-Stat, as well as in the Department’s Annual Performance Plan. They include 1) the percent of Civil Readmissions within 30 days, 2) the percent of Civil Readmissions within 180 days, and 3) the Percentage of children utilizing Colorado Child Care Assistance Program in top-rated facilities

Over the past several months, the Colorado Department of Human Services (CDHS) engaged in a planning process to review all C-Stat measures and establish a select number of Wildly Important Goals (WIG) that will be the focus of the FY 2017 efforts and initiatives. As a part of that process, several measures have been added to the Performance Evaluation and will be available in the Quarter 1 FY 2017 report. These measures include: 1) Work Participation Rate (WPR) Statewide All-Family Sample, 2) Timeliness of Immediate Initial Response to Abuse/Neglect Assessments, 3) Community Dispersion of Rated High Quality CCCAP for Children Under 5, and 4) Maintained or Improved Housing Statewide – Mental Health.

**FY 2017 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.