



## Department of Human Services FY 2017-18 Annual Performance Evaluation (October 2018)

### Strategic Policy Initiatives

The Department of Human Services has identified several strategic policy initiatives for FY 2017-18 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the July 3, 2017 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 1st, 2018.

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	Q1 SFY2018	Q2 SFY2018	Q3 SFY2018	Q4 SFY2018	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%*	91.2%	95.3%	94.0%	93.9%	93.8%	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>	91.0%	90.9%	90.6%	90.9%	90.2%	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>	7.8%	7.8%	7.7%	7.6%	7.5%	6.1%	6.1%
Rate of Falls within Veterans Community Living Centers residents	n/a	n/a	n/a	n/a	7.1 <sup>^</sup>	9.5	8.9	8.8	8.8	9.1	7.1	7.1
Improved Living Situation for Homeless- Mental Health	n/a	n/a	n/a	n/a	n/a	n/a	31.1%**	31.8%	30.9%	31.2%	TBD	TBD

Measures in the above table 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 Fiscal Year 2016; the methodology of the measure was changed to the degree that comparison to past data is not possible.

\*\* Note: A new methodology began in Fiscal Year 2018; the methodology of the measure was changed to the degree that comparison to past data is not possible.

**Achieve economic security through meaningful work**

Measure	FFY12 Actual	FFY13 Actual	FFY14 Actual	FFY15 Actual	FFY16 Actual	FFY17 Actual	Q1 FFY2018	Q2 FFY2018	Q3 FFY2018	Q4 FFY2018	1-Year Goal	3-Year Goal
Accuracy percentage of initial eligibility decisions	97.8%	94.9%	98.0%	97.1%	96.3%	96.6%	97.3%	97.3%	96.9%	n/a	97.0%	97.0%
Work Participation Rate (WPR) Statewide All-Family Sample	n/a	n/a	n/a	17.3%	19.5%	28.3%	28.8%	30.6%	31.8%	n/a	23.4%	23.4%

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



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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%	n/a	n/a	65.0%	66.0%
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%	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%	97.2%	95.3%	95.8%	n/a	n/a	95.0%	95.0%

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

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	SFY17 Actual	Q1 SFY2018	Q2 SFY2018	Q3 SFY2018	Q4 SFY2018	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%	20.4%	26.6%	30.6%	35.7%	25.0%	35.0%

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

**Prepare for educational success throughout their lives**

Measure	SFY12 Actual	SFY13 Actual	SFY14 Actual	SFY15 Actual	SFY16 Actual	SFY17 Actual	Q1 SFY2018	Q2 SFY2018	Q3 SFY2018	Q4 SFY2018	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	33.0%	35.4%	38.3%	36.5%	37.0%	n/a	33.0%
Percentage of youth enrolled in education or employed at discharge	62.7%	71.4%	78.2%	90.2%	83.5%	90.4%	85.2%	86.5%	79.7%	79.9%	85.0%	85.0%

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

\*Note: These measures were added to this performance evaluation in Fiscal Year 2017 and thus past Fiscal Year data is not available.