



## Department of Human Services FY2018-19 Annual Performance Evaluation (October 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 1, 2019 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, 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%      | 90.3%      | 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%**    | 30.2%**    | 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%**    | 83.7%**    | 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%**    | 49.4%**    | 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%       | 6.3%       | 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%      | 86.1%      | 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.



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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 |
|---------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|-----------|-----------|-----------|-------------|-------------|
| 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%      | 39.9%      | 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).



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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%*     | 25.4%*     | 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.

\*\*Note: Due to re-prioritization of the C-Stat presentation to align with the Office’s strategic vision, this measure will no longer be reported.