



Department of Human Services
Q4 SFY2020 Performance Evaluation (June 2020)

Office of State Planning and Budget - Performance Evaluation

Please note, the department has established a new strategic plan for 2020-23, outlining our three-year goals, known as The 4 Keys. Therefore, the OSPB report content and metrics will be updated to align with the Better Together Strategic Plan in the coming fiscal year.

This is the Performance Evaluation for Quarter 4 of SFY 2020. This is the last time these metrics will be included in the Department of Human Services Performance Plan.

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 transforming 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 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 (OEC) enters the eighth year since its creation in 2012, it remains focused on supporting the parents of young children to ensure educational success. The two divisions in OEC 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. OEC 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 – DYS 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 DYS educational infrastructure. In addition to the services provided to youth in state-operated and contract programs, DYS also assists youth in connecting with community services and institutions upon parole. DYS's 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



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Measure	SFY19 Actual	Q1 SFY20	Q1-Q2 SFY20	Q1-Q3 SFY20	Q1-Q4 SFY20	1-Year Goal	3-Year Goal
Adult Protection Services: Percent with safety improvement	90.3%	91.0%	90.9%	91.2%	91.3%	90.0%	90.0%
WIG- Community Behavioral Health: Blueprint to Reform Behavioral Health Milestone Percentage Completion	n/a	19.4%	33.0%	40.7%	82.4%**	100%	n/a
Child Welfare: Timeliness of initial response to abuse and neglect assessment	79.4%	79.0%	78.9%	80.0%	81.6%	84.3%	84.30%
Child Welfare: Percent of children and youth in congregate care settings	6.3%	5.3%	5.1%	5.1%	5.0%	6.1%	6.1%
Child Welfare: Improve the percentage of completion of Roadmap to Success (for 14 year olds in care)	83.5%	90.0%	90.5%	90.2%	90.3%	90.0%	90.0%
Child Welfare: Completion of emancipation transition plans	49.4%	57.4%	48.8%	42.1%	36.1%	90.0%	90.0%
WIG- Youth Services: Increase the number of non-aggravated offender youth released on commitment parole	33.2%	42.5%	36.3%	37.5%	52.5%	38.38%	38.38%

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

*Note: These measures were added to this performance evaluation in Fiscal Year 2020 and thus past Fiscal Year data is not available.

**Note: The BluePrint to Reform WIG was delayed two months due to COVID-19. The BluePrint to Reform reached 100% completion during September, when the BluePrint to Reform was delivered to the Governor's Office.

Measure	CY19 Actual	Q1 CY2020	Q1-Q2 CY2020	Q1-Q3 CY2020	Q1-Q4 CY2020	1-Year Goal	3-Year Goal
Food and Energy Assistance:	93.0%	83.4%	85.7%	87.4%*	n/a	95.0%	95.0%



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Timely processing of expedited food assistance applications*							
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Measures in the above table run on a Calendar Year (CY).

*This data represents performance between January 2020 and September 2020. This is the last month this measure will be included in the CDHS Performance Plan.

Achieve economic security through meaningful work

Measure	SFY19 Actual	Q1 SFY20	Q1 - Q2 SFY20	Q1 - Q3 SFY20	Q1 - Q4 SFY20	1-Year Goal	3-Year Goal
Employment and Benefits: Percent of Colorado Works participants gaining employment	39.9%	21.4%	30.6%	34.5%	36.2%	37.0%	37.0%

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

Prepare for educational success throughout their lives

Measure	SFY19 Actual	Q1 SFY20	Q2 SFY20	Q3 SFY20	Q4 SFY20	1-Year Goal	3-Year Goal
WIG- Early Care and Learning: Increase the percent of licensed child care providers eligible for a quality rating that achieve a Colorado Shines Level 3-5	25.4%	25.4%	25.3%	25.5%	28.9%	28.0%	28.0%
Youth Services: Increase the percent of eligible youth who have a GED or high school diploma at discharge.	92.4%	89.0%	88.3%	88.9%	88.1%	90.0%	90.0%

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

*Note: These measures were added to this performance evaluation in State Fiscal Year 2020 and thus past Fiscal Year data is not available.