

LEGISLATIVELY ADOPTED 2009-11 KEY PERFORMANCE MEASURES

AGENCY NAME: DEPARTMENT OF HUMAN SERVICES

Mission: Assisting people to become independent, healthy and safe.

#	Legislatively Adopted KPMs for 2009-11	Customer Service Category	Agency Request	Most Current Result	Target 2010	Target 2011
1	COMPLETION OF ALCOHOL AND DRUG TREATMENT – The percentage of engaged clients who complete alcohol and other drug (AOD) abuse treatment and are not abusing AOD.		Approved KPM	64	65.5	65.5
2	ALCOHOL & DRUG TREATMENT EFFECTIVENESS – The percentage of adults employed after receiving Alcohol and Drug treatment.		Approved KPM	70.2	73	74
3	ALCOHOL & DRUG TREATMENT EFFECTIVENESS – The percentage of parents who have their children returned to their custody after receiving alcohol and drug treatment.		Approved KPM	43.3	55	55
4	ALCOHOL & DRUG TREATMENT EFFECTIVENESS – The percentage of children whose school performance improves after receiving alcohol and drug treatment.		Approved KPM	68.6	71	71.5
5	8TH GRADER USE OF ALCOHOL - The % of 8th graders who have used alcohol within the past 30 days.		Approved KPM	30.9	29	28
6	8TH GRADER USE OF ILLICIT DRUGS - The % of 8th graders who have used illicit drugs within the past 30 days.		Approved KPM	15.9	14.5	14
7	CHILD MENTAL HEALTH SERVICES - The % of children receiving mental health services who are suspended or expelled from school.		Approved KPM	11	9.5	9
8	ADULT MENTAL HEALTH SERVICES - The % of adults receiving mental health services who report improved functional outcomes as a result of those services.		Approved KPM	56	58	59
9	MENTAL HEALTH CLIENT LEVEL OF FUNCTIONING – The percentage of mental health clients who maintain or improve level of functioning following treatment.		Approved KPM	92.8	95	95

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10	GAMBLING TREATMENT EFFECTIVENESS - The % of adults who gamble much less or not at all 180 days after ending problem gambling treatment.		Approved KPM	74.8	75.5	76
11	OSH RESTRAINT RATE - Number of restraints per thousand patient hours at Oregon State Hospital.		Approved KPM	0.344	0.12	0
12	OSH LENGTH OF STAY - Average length of stay for civil commitments at Oregon State Hospital.		Approved KPM	185	177	175
13	VOCATIONAL REHABILITATION SERVICES EMPLOYMENT – The percentage of Office of Vocational Rehabilitation Services (OVRs) consumers with a goal of employment who are employed.		Approved KPM	64.1	66	66
14	TANF FAMILY STABILITY – The percentage of children entering foster care who had received Temporary Assistance to Needy Families (TANF) cash assistance within the prior two months.		Approved KPM	25.8	22	22
15	TANF RE-ENTRY - The percentage of Temporary Assistance for Needy Families (TANF) cases who have not returned within 18 months after exit due to employment.		Approved KPM		71	72
16	FOOD STAMP UTILIZATION - The ratio of Oregonians served by food stamps to the number of low-income Oregonians.		Approved KPM		70	71
17	FOOD STAMP ACCURACY - The % of accurate food stamp payments.		Approved KPM		94	94
18	ENHANCED CHILD CARE - The % of children receiving care from providers who are receiving the enhanced rate for child care subsidized by DHS.		Approved KPM		60	63
19	ABSENCE OF REPEAT MALTREATMENT - The % of abused/neglected children who were not subsequently victimized within 6 months of prior victimization.		Approved KPM		94.1	94.1

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20	TIMELINESS AND PERMANENCY OF CHILD REUNIFICATION - Composite measure of exits to reunification less than 12 months; median stay; entry cohort reunification in less than 12 months; and re-entries to foster care in less than 12 months.		Approved KPM	115.1	122.6	122.6
21	TIMELY ADOPTION – The median number of months from date of latest removal from home to finalized adoption.		Approved KPM	33.3	29.6	29.6
22	TIMELINESS OF FOSTER CARE RELATED ADOPTIONS - Composite measure including exits to adoption in less than 24 months and KPM #21 median length of stay; final adoptions and legal freedom within 6 months for children in foster care 17 months or longer; and legally free children adopted in less than 12 months.		Approved KPM	100.3	104.4	104.4
23	PREVENTIVE SERVICES FOR OHP CHILDREN - The utilization rate of preventive services for children birth through 10 years old covered by OHP.		Approved KPM	4.54	5	5.25
24	PREVENTIVE SERVICES FOR OHP YOUTH AND ADULTS - The utilization rate of preventive services for youth and adults 11 years old and older covered by OHP.		Approved KPM	0.78	0.98	1.08
25	ADEQUACY OF PRENATAL CARE FOR OHP CLIENTS - The % of pregnant OHP clients who received an adequate number of prenatal care visits while on OHP.		Approved KPM	59.5	63.5	64.5
26	ACS HOSPITALIZATIONS OF OHP CLIENTS - The rate of ambulatory care sensitive condition hospitalizations of Oregon Health Plan clients.		Approved KPM	13.5	12.5	12
27	TEEN SUICIDE – The rate of suicides among adolescents per 100,000.		Approved KPM		8.4	8.4
28	TEEN PREGNANCY – The number of female Oregonians ages 15 – 17, per 1,000 who are pregnant.		Approved KPM	25.7	22	22

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29	INTENDED PREGNANCY – The percentage of births where mothers report that the pregnancy was intended.		Approved KPM	60.6	63.8	63.8
30	EARLY PRENATAL CARE - The % of low-income women who initiated prenatal care in the first 3 months of pregnancy compared to non low-income women.		Approved KPM	69.7	74	76
31	TOBACCO USE – Tobacco use among adults.		Approved KPM	17	15	15
31	TOBACCO USE – Tobacco use among youth.		Approved KPM	9	8	7.5
31	TOBACCO USE – Tobacco use among pregnant women.		Approved KPM		10.8	10.8
32	CIGARETTE PACKS SOLD – Number of cigarette packs sold per capita.		Approved KPM	53.4	48	46
33	CHILD IMMUNIZATIONS – The percentage of 24 – 35 month old children who are adequately immunized.		Approved KPM	71.5	77	77
34	INFLUENZA VACCINATIONS FOR SENIORS – The percentage of adults aged 65 and over who receive an influenza vaccine.		Approved KPM	73.1	76.5	77
35	SAFETY NET CLINIC USE – The percentage of uninsured Oregonians served by safety net clinics.		Approved KPM		19	18
36	HIV/AIDS - The proportion of reported HIV/AIDS cases interviewed by a local or state public health professional and offered assistance with partner notification and referral to HIV treatment.		Approved KPM		90	90
37	PEOPLE WITH DISABILITIES IN COMMUNITY SETTINGS – The percentage of individuals with developmental disabilities who live in community settings of five or fewer.		Approved KPM	97.5	97.2	97.2
38	DEVELOPMENTAL DISABILITIES SUPPORT SERVICES - % of eligible adults who are receiving adult support services.		Approved KPM			

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39	INTEGRATED EMPLOYMENT SETTINGS - % of people with developmental disabilities who receive SPD services who are working in integrated employment settings.		Approved KPM			
40	SENIORS LIVING OUTSIDE OF INSTITUTIONS – The percentage of Oregon’s seniors who are living outside of institutions.		Approved KPM	98.2	98.6	98.6
41	ACCESS TO I & R AND I & A - Increase access to accurate and consistent Information & Referral and Information & Assistance for people who are not currently served by SPD.		Approved KPM			
42	RE-ABUSE OF SENIORS AND PEOPLE WITH DISABILITIES – The percentage of seniors and adults with disabilities who are re-abused within 12 months of first substantiated abuse: seniors.		Approved KPM	4	3.9	3.9
42	RE-ABUSE OF SENIORS AND PEOPLE WITH DISABILITIES – The percentage of seniors and adults with disabilities who are re-abused within 12 months of first substantiated abuse: adults with disabilities.		Approved KPM	4	3.9	3.9
42	RE-ABUSE OF SENIORS AND PEOPLE WITH DISABILITIES – The percentage of seniors and adults with disabilities who are re-abused within 12 months of first substantiated abuse: developmental disabilities.		Approved KPM	8.1	4	4
43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	71.6	75	75
43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	72.1	75	75

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43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	72.7	75	75
43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	72.2	75	75
43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	72.8	75	75
43	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	71.4	75	75
	FOOD STAMP UTILIZATION – The ratio of Oregonians receiving food stamp assistance to the number of Oregonians living in poverty.		Legislative Delete	1.01	1.18	1.18
	CHILD RE-ABUSE – The percentage of abused/neglected children who were re-abused within 6 months of prior victimization.		Legislative Delete	7.5	5.3	5.3
	8TH GRADER RISK FOR ALCOHOL AND DRUG USE – Percentage of 8th graders at high risk for alcohol and other drug use.		Legislative Delete	34.5	30	30
	HIV RATE – The annual rate of HIV infection per 100,000 persons.		Legislative Delete	7	6	6

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	ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS– The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: adults.		Legislative Delete	77.3	78	78
	ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS– The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: children.		Legislative Delete	72	78	78
	RACIAL/ETHNIC VARIATION OF ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS – The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: African Americans.		Legislative Delete	69.3	78	78
	RACIAL/ETHNIC VARIATION OF ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS – The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: Native Americans.		Legislative Delete	73.3	78	78
	RACIAL/ETHNIC VARIATION OF ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS – The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: Asian/Pacific Islanders.		Legislative Delete	69.7	78	78
	RACIAL/ETHNIC VARIATION OF ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS – The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: d) Hispanic.		Legislative Delete	74.6	78	78
	RACIAL/ETHNIC VARIATION OF ROUTINE HEALTH CARE PROVIDED TO OHP CLIENTS – The proportion of Oregon Health Plan (OHP) clients provided routine health care services annually: White.		Legislative Delete	73.7	78	78
	EARLY PRENATAL CARE FOR LOW INCOME WOMEN – The percentage of low-income women who receive prenatal care in the first 4 months of pregnancy.		Legislative Delete	79.9	90.2	90.7

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	SPD EMPLOYMENT – The percentage of Seniors and People with Disabilities (SPD) consumers participating in an employment program who are employed.		Legislative Delete	51.7	48	48
	TANF (WELFARE) EMPLOYMENT – The percentage of Temporary Assistance to Needy Families (TANF) adults placed for whom employment is a goal.		Legislative Delete	8	10	10
	TANF (WELFARE) RE-ENTRY – The percentage of Temporary Assistance to Needy Families (TANF) cases who do not return, or are off of cash assistance 18 months after exit due to employment.		Legislative Delete	89.4	95	95
	ENHANCED CHILD CARE – The percentage of child care providers who are providing enhanced quality of care.		Legislative Delete	26.2	33	34
	AVERAGE EARNINGS FOR SPD CLIENTS – Average monthly earnings for persons with developmental disabilities who receive Seniors and People with Disabilities (SPD) services.		Legislative Delete	184	260	260
	DOMESTIC VIOLENCE – The percentage of women subjected to domestic violence in the past year.		Legislative Delete	7.2	4.5	4.5

LFO Recommendation:

Approve 42 KPMs as modified, with targets as shown except for KPMs 9, 42 and 30. Increase targets for KPMs 9 (mental health client functioning) and 42 (customer service), and decrease targets for KPM 30 (tobacco use among adults), based on current improving results trend.

For OHP measures 23, 24, 25, and 26, and HIV/AIDS measure 34, DHS should report updated data and proposed targets for the 2009-11 biennium to the Legislative Fiscal Office and the Budget and Management Division by September 1, 2009, and report on the data and targets to the interim Joint Committee on Ways and Means or other appropriate committee during the interim.

For the developmental KPMs 37, 38 and 40 on services to seniors and adults with developmental disabilities, DHS should report data to the Legislative Fiscal Office and the Budget and Management Division by October 1, 2010, and work with LFO and BAM to set appropriate targets for the 2011-13 biennium.

Sub-Committee Action:

The Human Services Subcommittee approved 43 KPMs as modified, including continuation of KPM 28 (teen pregnancy), revisions for KPM 18 (enhanced child care) and KPM 33 (child immunizations), and changed targets for certain measures as recommended by LFO.

Directed the agency to review KPM 30 (pre-natal care for low-income women) to consider a broader population and separate reporting for non low-income women; the agency is to propose changes for the 2011-13 biennium.

Approved LFO recommendations for updated data and development of targets for OHP measures and HIV/AIDS measure, but directed the agency to also report to the interim policy committees on these. Approved LFO recommendation for new KPMs for senior and developmental disabilities services.