

## Issue Brief – Performance Indicators

DEPARTMENT OF HUMAN SERVICES

DHS-09-05

### PERFORMANCE INDICATORS

Performance indicators are quantifiable measures of the success of an agency in meeting the established objectives or goals.

### OBJECTIVE

The purpose of this issue brief is to discuss performance measures for the Department of Human Services (DHS) and how they relate to their statutory role and mission.

### DISCUSSION AND ANALYSIS

Effective performance indicators focus on the objectives of the agency and evaluate the outcome measures to ensure the goals are being achieved. Organizations often have performance indicators that meet the overall objectives as well as administrative measures. The Governor's office is working with agencies to develop balanced score cards as an additional tool for agencies, legislators and other stakeholders to use to determine the effectiveness of government. The balanced score cards are still a work in progress. This issue brief will only focus on performance indicators that align with the statutory role and mission of DHS. The following is the role and mission established in statute with a few performance indicators (Note: the ones with \* are examples of performance indicators that meet the statutory role and mission):

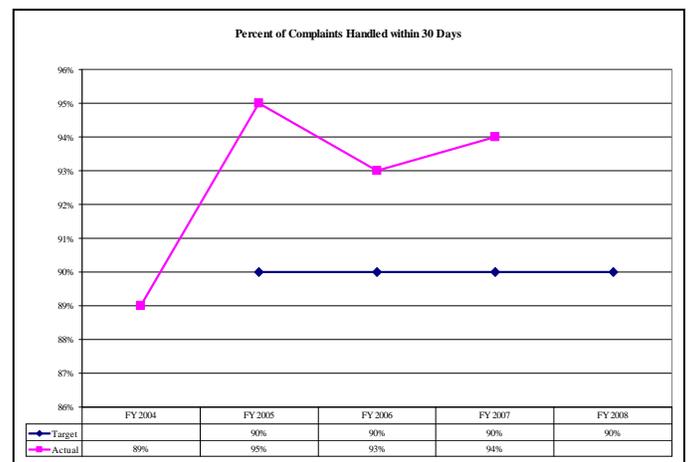
#### *Executive Director (UCA 62A-1-108)*

The Executive Director is responsible for the following:

1. The administration and supervision of the department;
2. Coordination of policies, program activities, and divisions and offices of the department;
3. Approves the budgets

#### *Office of Licensing (UCA 62A-2-105)*

The purpose of the Office of Licensing is to authorize entities to provide defined human services programs within the guidelines established by the state and federal government. The chart to the right reflects the timeliness of resolving complaints within 30 days.



#### *Division of Aging and Adult Services (DAAS) (UCA 62A-3-104)*

DAAS serves as an advocate for the aging and adult population of the state and is responsible for the services provided by the local Area Agencies on Aging (AAA).

**Long-term Care Ombudsman (UCA 62A-3-203)**

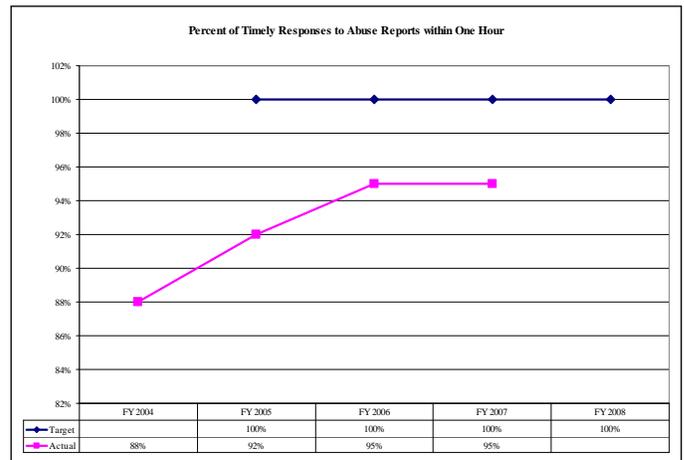
The Long-term Care Ombudsman program was established for the “purpose of promoting, advocating, and ensuring adequacy of care received, and the quality of life experienced by elderly residents of long-term care facilities within the state.”

**Adult Protective Services (APS) (UCA 62A-3-302)**

APS shall investigate reports of abuse, neglect, or exploitation of vulnerable adults and provide short-term protection if necessary. The graph on the right shows the actual and projected growth in referrals for Adult Protective Services.

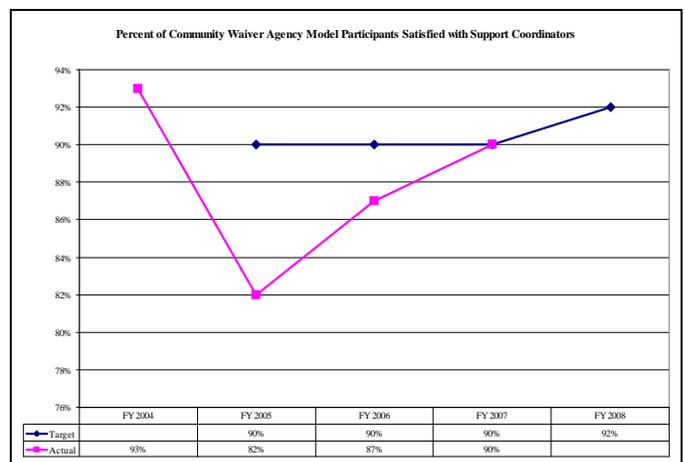
**Division of Child and Family Services (UCA 62A-4a-103)\***

The primary purpose of DCFS is to provide child welfare services. DCFS shall also provide domestic violence services. Where appropriate, DCFS shall offer preventative or family preservation services. The chart on the right shows the percent of timely responses to abuse reports.



**Division of Services for People with Disabilities (DSPD) (UCA 62A-5-102)**

DSPD has the “responsibility to plan and deliver an appropriate array of services and supports to persons with disabilities and their families.” DSPD also administers the Utah State Developmental Center. The chart on the right shows the percent of participants satisfied with their support coordinators.

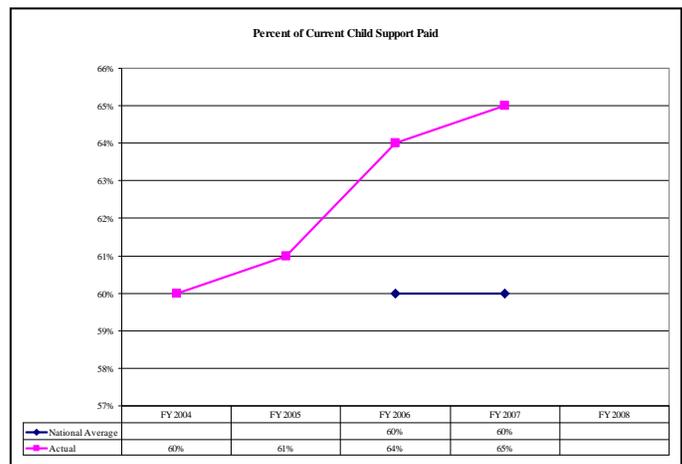


**Coordinating Council for Persons with Disabilities (UCA 62A-5a-101)**

This council is responsible “to coordinate and ensure that services and supports are provided in a cost-effective manner.” It is also the responsibility of the council “to meet the individual needs of persons with disabilities.”

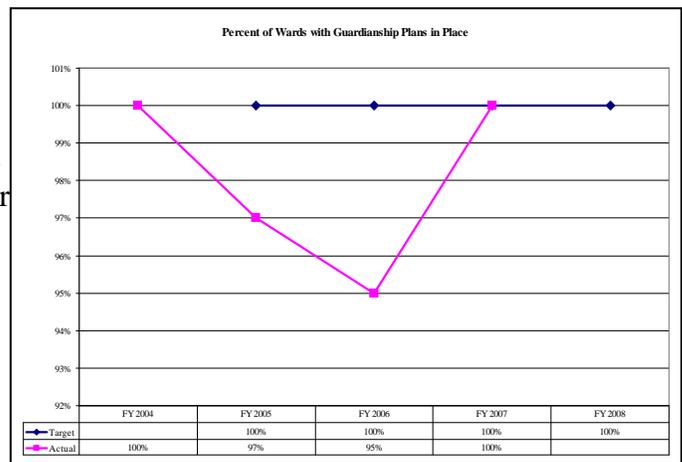
**Office of Recovery Services (ORS) (UCA 62A-11-101)\***

“It is the intent of the Legislature that the integrity of the public assistance programs of the state be maintained and that the taxpayers support only those persons in need and only as a resource of last resort.” The chart on the right shows the percent of child support payments that are from arrears. The second chart on the rights shows the percent of child support payments per court order that are current.



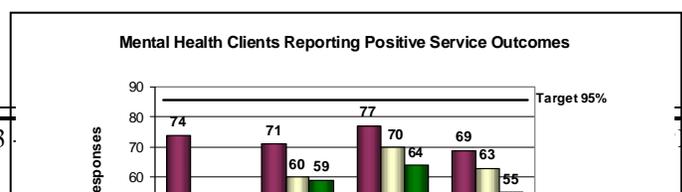
**Office of Public Guardian (UCA 62A-14-105)\***

The Office of Public Guardian is to act as guardians or conservators for wards of the state upon appointment by the courts. The Office of Public Guardian strives to have public guardianship plans in place for 100 percent of their clients served. The chart on the right shows the percent of plans in place.

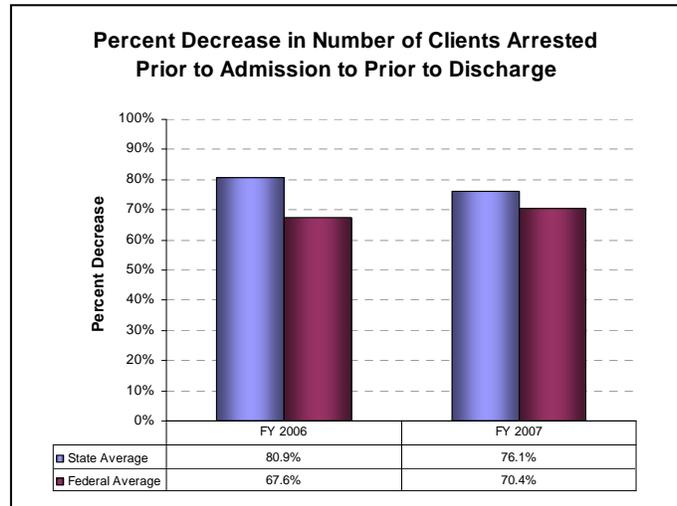


**Division of Substance Abuse and Mental Health (DSAMH) (UCA 62A-15-103)**

The DSAMH is the substance abuse and mental health authority for the state and is responsible for the services provided by the local substance abuse and mental health



authorities including the Utah State Hospital. The chart on the right shows the percent of mental health patients that reported positive outcomes from treatment. The 2<sup>nd</sup> chart on the right shows the decrease in criminal activity among individuals in treatment for alcohol and other drug use within 30 days prior to admission to 30 days prior to discharge.



**Foster Care Citizen Review Board (FCCRB) (UCA 78-3g-103)\***

The FCCRB are “required to conduct periodic reviews” of all children in state custody within 18 months and every year until the child is removed from foster care. The chart on the right shows the percent of citizen reviews completed within the first 12/18 months of custody. Note: The explanation for the drop in FY 2006 is because of the change in the FCCRB statute of the first review conducted being changed from 12 to 18 months

