



# DEPARTMENT OF HUMAN SERVICES ACCOUNTABILITY DETAIL

HEALTH AND HUMAN SERVICES APPROPRIATIONS SUBCOMMITTEE  
STAFF: STEPHEN JARDINE

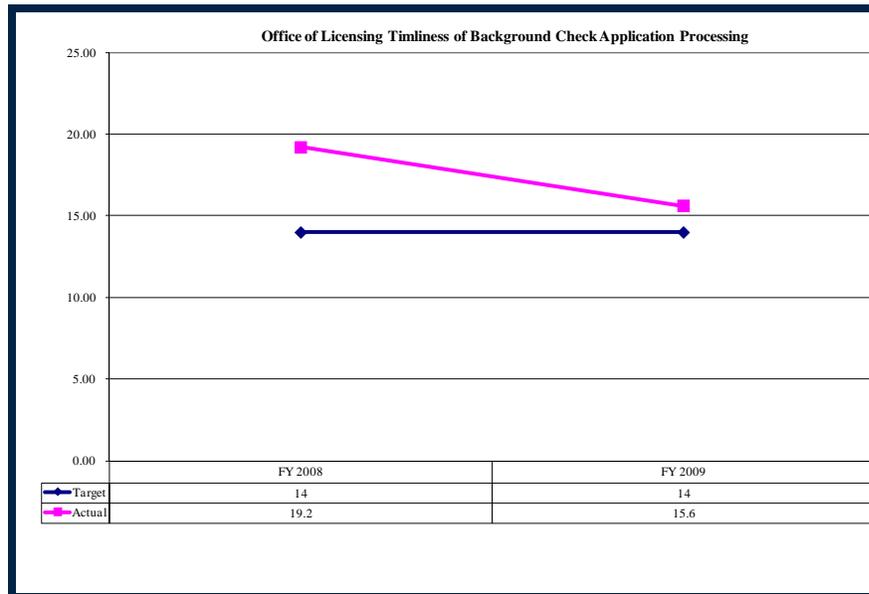
ISSUE BRIEF

**SUMMARY**

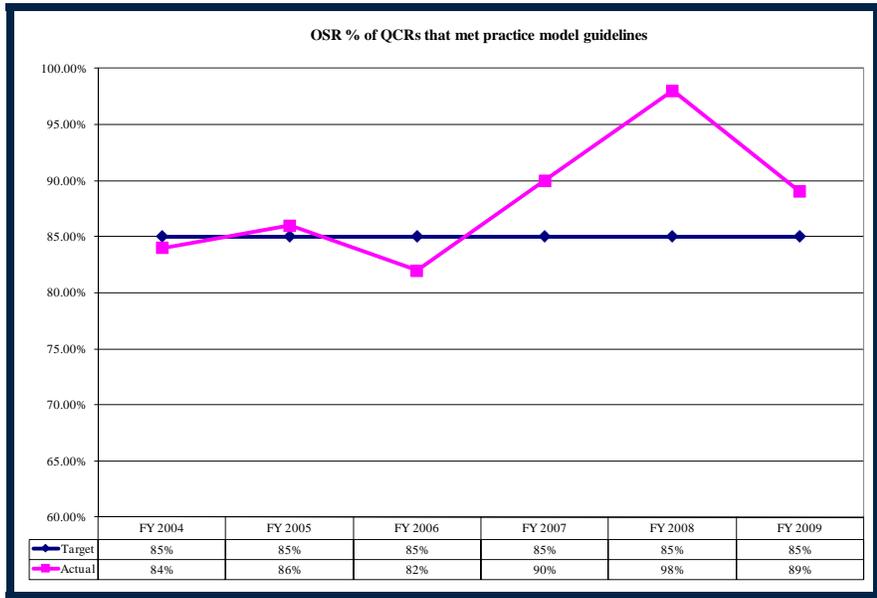
The purpose of this issue brief is to discuss performance measures for the Department of Human Services (DHS). Performance measures are measurable indicators of the success of an agency in meeting the established objectives or goals. Effective performance indicators focus on the objectives of the agency and evaluate the outcome measures to ensure the goals are being met. The Governor’s office is working with agencies to develop balanced scorecards as an additional tool for agencies, Legislators, and other stakeholders to use to determine the effectiveness of government. The balanced scorecards are still a work in progress. The following charts offer several key performance measures for each line item within the Department of Human Services. The following performance measures are all part of the Governor’s overall balanced scorecard.

**Executive Director Operations**

The Office of Licensing conducts screenings of criminal and abuse records of all persons having direct access to children and vulnerable adults in licensed human service programs. The following performance measure indicates the length of time (in days) from when an application is received to when it is completed.



The Office of Services Review (OSR) was created as a result of the 1994 *David C. v. State of Utah* litigation concerning child welfare. As part of the federal court consent decree, Utah’s child welfare system had to pass the Qualitative Case Review (QCR) and the Case Process Review (CPR) before the state could exit court monitoring. OSR conducts these reviews as an independent monitor and continues as part of the stipulated exit agreement. The following performance measure indicates the percentage of audited cases from the department’s qualitative review that met practice model guidelines.

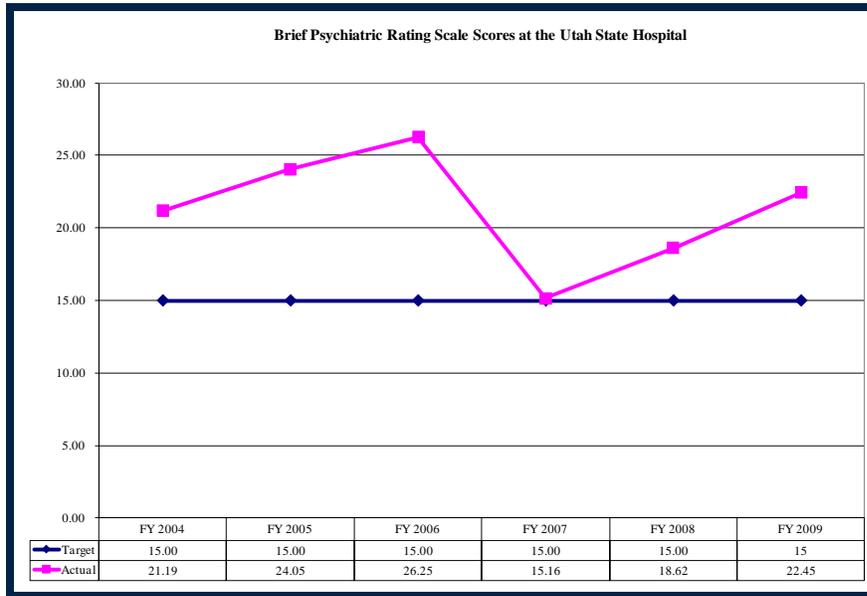


***The Division of Substance Abuse and Mental Health***

Data for this measure is collected on all clients who are served by the local substance abuse authorities. The measures used by DSAMH are designed to collect outcomes for people who are striving to attain and sustain recovery, build resilience, and participate fully in their communities. Employment/Education (getting and keeping a job or enrolling and staying in school) is a critical factor in a person's recovery.

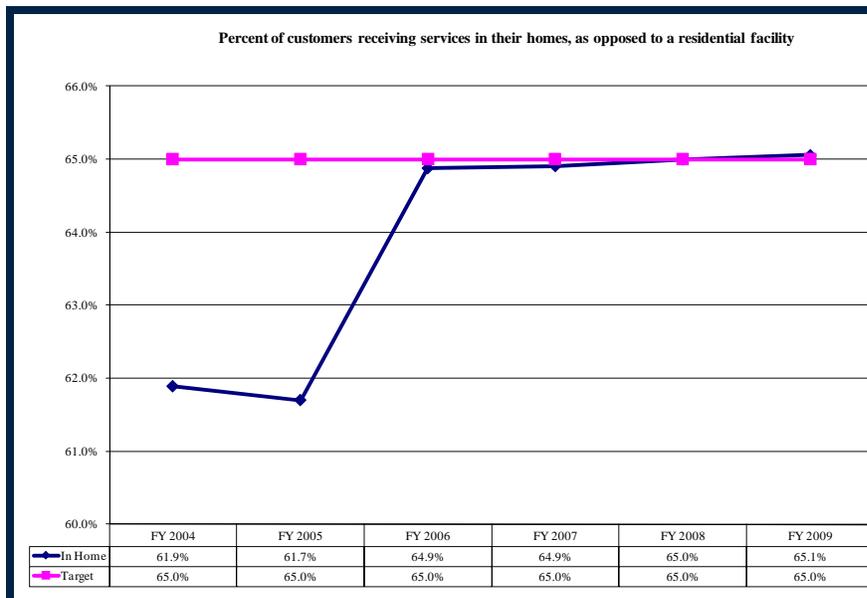


The following measure looks at the annual average clinical improvement score on the Brief Psychiatric Rating Scale (BPRS) for patients at the Utah State Hospital. Desired improvement is above the target score of 15.

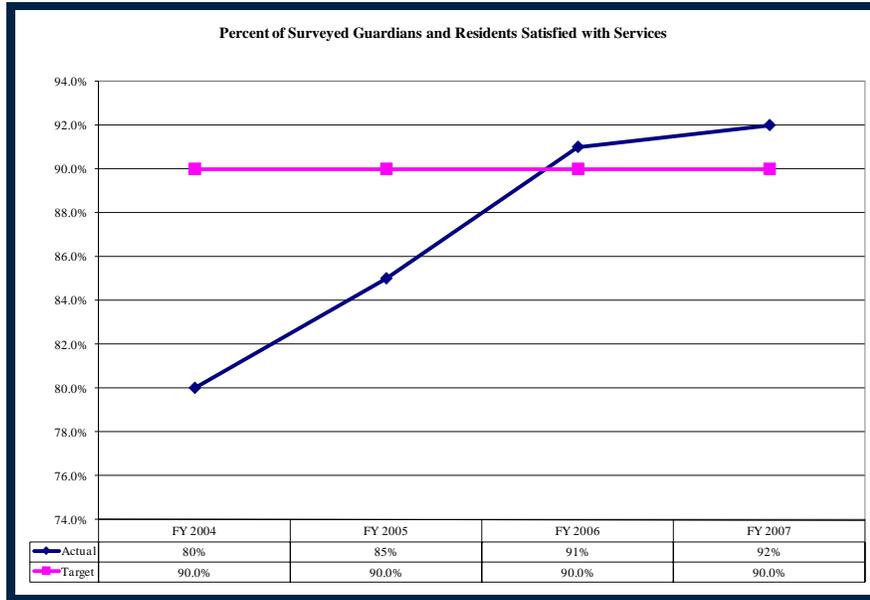


***The Division of Services for People with Disabilities***

The Division of Services for People with Disabilities is responsible for providing residential, day, and family support services as well as attendant care for people with severe intellectual disabilities and other related conditions including brain injury and physical disabilities. To receive services, individuals must have substantial functional limitations in three or more of the following life activities: self care, receptive and expressive language, learning, mobility, self direction, capacity for independent living, or economic self-sufficiency. The services provided range from limited family support to a full array of 24-hour services both in the community and at the Utah State Developmental Center (USDC). Services are also available in private Intermediate Care Facilities for people with Mental Retardation (ICFs/MR) with funding through the Department of Health. The following measure indicates the ratio of customers receiving services in their homes.

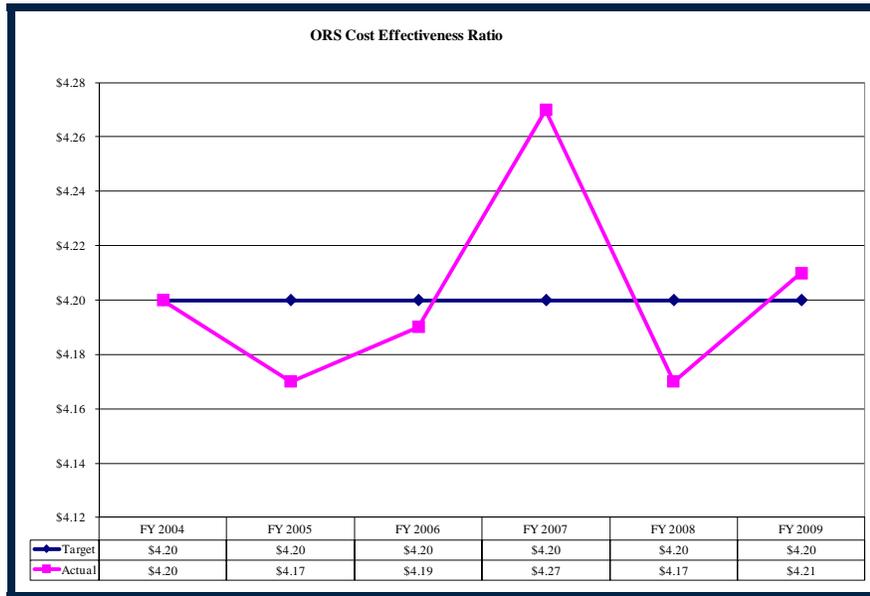


The USDC, formerly known as the Utah State Training School, is a publicly funded and publicly managed ICF/MR. The center provides 24-hour residential and active treatment services. Specialized services include medical and dental services; physical, occupational, speech, and recreation therapy; psychological services; social work; and day training. The following measures client and guardian satisfaction at USDC.

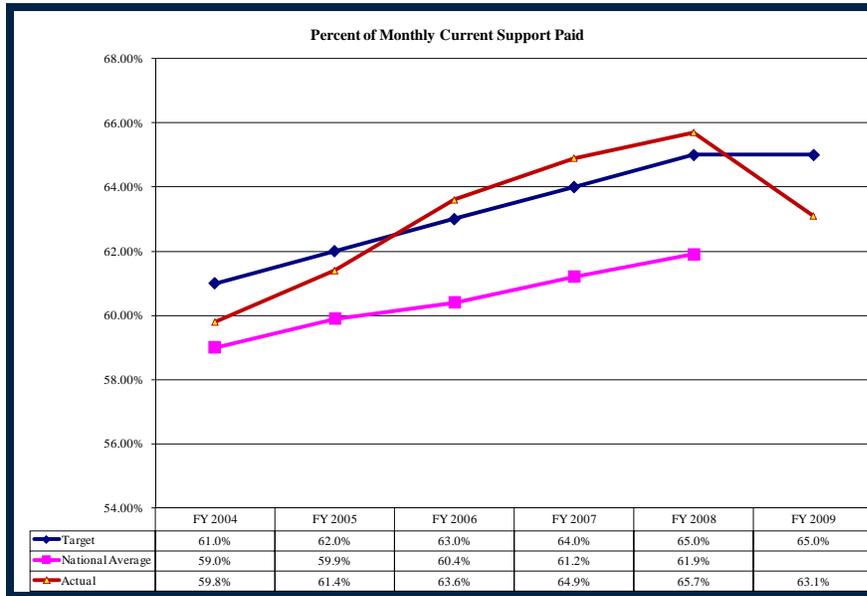


***The Office of Recovery Services***

The Office of Recovery Services (ORS) is responsible for collecting funds owed to the state in the Human Services and Medical Assistance areas. ORS is also charged with collecting child support payments from non-custodial parents on behalf of custodial parents. If the custodial parent is receiving public assistance, the child support payments are used to reimburse the state and federal governments for assistance given to the custodial parent. If the state has custody of the child, the non-custodial parents are still required to pay child support to the state. Federal law also requires the office to provide child support collection services to families not receiving public assistance. Following is one performance measure for ORS that determines the number of dollars collected in support payments for every dollar spent to collect the payments.

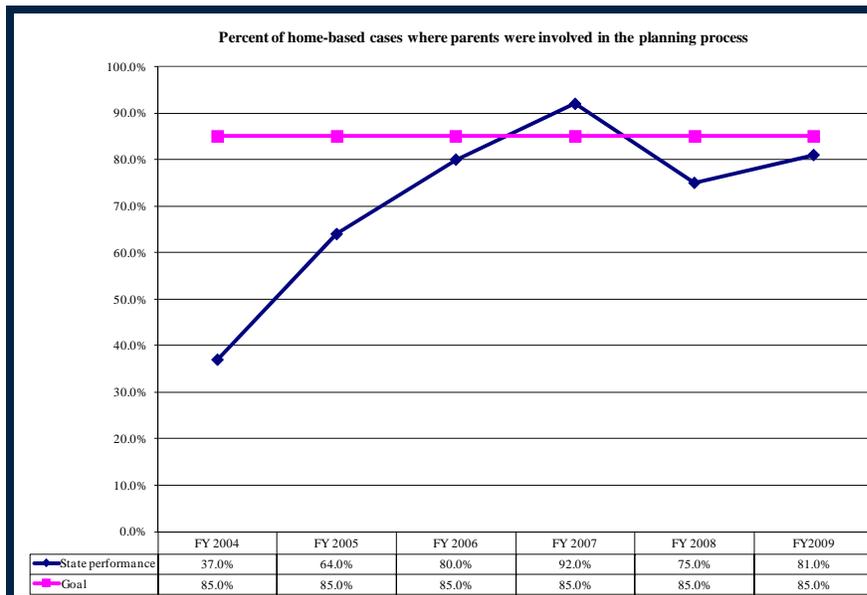


Following is one performance measure for ORS that determines the percentage collected in current support payments.



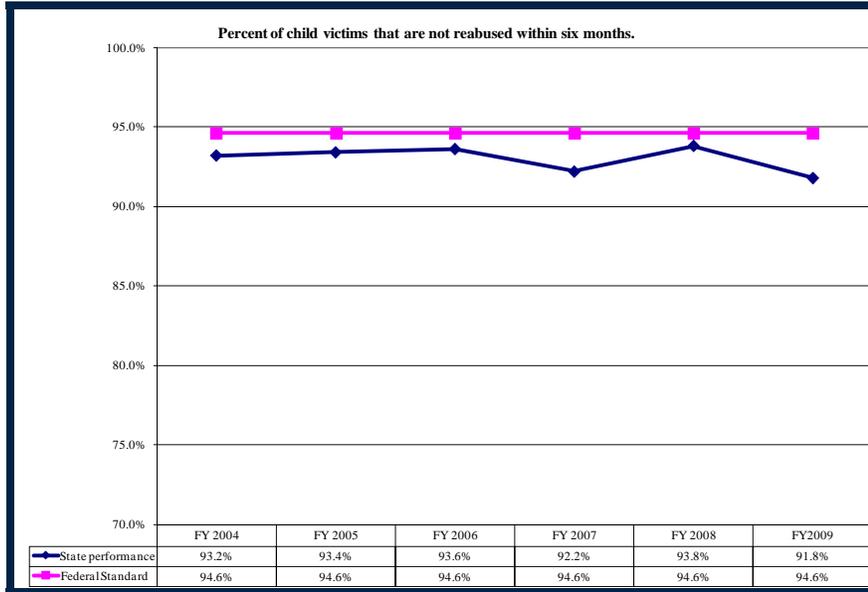
**The Division of Child and Family Services**

The model of practice used by Child and Family Services (DCFS) is a core component of the improved child welfare system developed in response to the *David C.* lawsuit. Caseworkers establish relationships and work together as a team with children, parents, and the family’s formal and informal support system. The team considers events and underlying causes that brought the family into DCFS services, identifies the family’s strengths to address these issues, and establishes a plan to help decrease risk, provide for safety, promote permanence, and support well-being of the child. The following performance measure identifies the percentage of parents that were involved in planning for their services for cases in which the child remained in the home after a supported abuse or neglect finding.



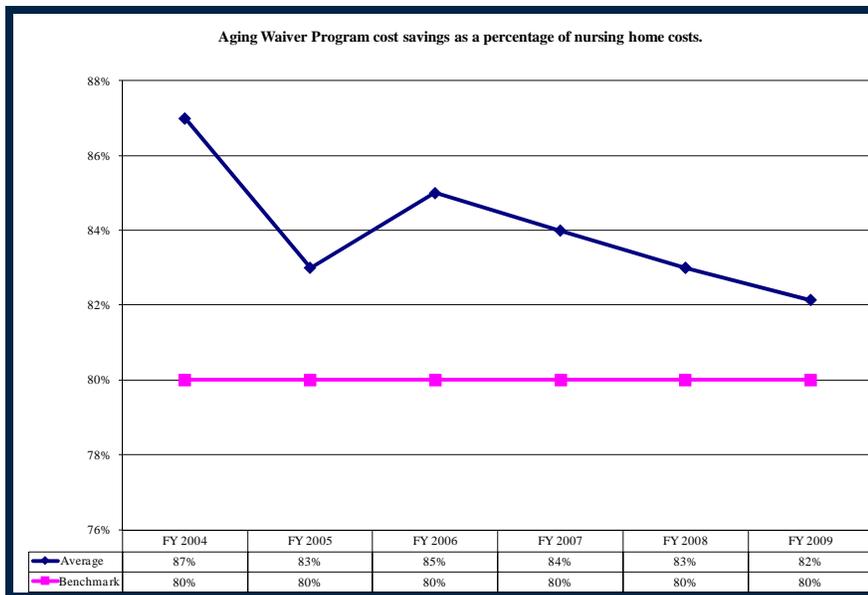
The primary purpose of Child and Family Services (DCFS) is to provide child welfare services with an ultimate goal and purpose to protect children. DCFS investigates allegations of child abuse and neglect. When a child abuse or neglect investigation is supported, the division makes efforts to prevent further abuse or neglect of the child. DCFS may provide services in the home to help a family make changes necessary to safely care for their child at home. The division also provides foster care services when a child cannot safely remain at home. If a child is not able to return home from foster care, DCFS seeks other permanent relationships for the child such as adoption or guardianship by a relative or caregiver.

Following is one performance measure for DCFS that identifies the percentage of children who did not experience repeat abuse or neglect (maltreatment) within the six months following a supported finding of child abuse or neglect.



**The Division of Aging and Adult Services**

The following measure indicates the portion saved in Medicaid Nursing Home costs versus serving clients in their homes through the Aging Medicaid Home- and Community-based Waiver. The target is to meet the clients' needs for a fifth of the cost of standard Nursing Home placement.



The following measure accounts for individuals with reported issues to which Adult Protective Services (APS) responds. The measure tracks whether or not, at the end of the APS investigation, the issue that prompted the call to APS was resolved.

