SERVICES FOR PEOPLE WITH DISABILITIES – PERFORMANCE MEASURES

SOCIAL SERVICES APPROPRIATIONS SUBCOMMITTEE
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ISSUE BRIEF

SUMMARY

A nine year history of measures is included in the appendix. This brief highlights changes from information presented a year ago and identifies measures that have improved or declined by more than 5 percent or that otherwise present a concern.

LEGISLATIVE ACTION

No Legislative action is required. This brief is presented for informational purposes only.

HUMAN SERVICES OVERALL GOALS

The Department of Human Services has the following four department-wide goals:

- *collaborate with community partners and within the Department on issues that cut across divisions*

- *maintain and improve transparency regarding Department finances and operations in the community*

- *foster creativity, innovation and adoption of best models and practices*

- *improve outcomes and results by using measures which lead to good decisions that drive success*

ANALYSIS OF DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES PERFORMANCE MEASURES

The Division of Services for People with Disabilities has added no new measures from those presented in the 2013 General Session. DSPD is currently reviewing its outcome measures and grouping measures into the following four broad categories: 1) Quality Services, 2) Health and Safety, 3) Employment, and 4) Oversight and Accountability.

DSPD measures showing greater than 5% improvement

#4 - *Service Delivery* - Number of new people receiving DSPD services (**+15%**)

#5 - *Service Delivery* - People receive supports in a family member's home rather than in a residential setting (National ranking) (**+6%**)

#6 - *Service Delivery* - People receive supports in employment settings rather than day programs (National ranking) (**+14%**)

#9 - *Developmental Center* - # (%) of apts. with 5 or fewer individuals (not counting medical complex) (**+21%**)

DSPD measures showing greater than 5% decline:

#11 – *Dev. Center* - # (%) of direct care staff who have received outcome measures training in last 3 years. (**-63%**)

#17 - *Community Supports, Brain Injury, Physical Disability Waivers, Non-waiver Services* - % of people who like their fiscal agent (**-10%**)

#24 - *Community Supports, Brain Injury, Physical Disability Waivers, Non-waiver Services* - % of people who like their fiscal agent (self-administered model) (**-10%**)

Other DSPD measures of concern:

#3 - *Administration* – % consumers involved in one or more injury accidents (**+4%**)
Although this measure only increased by 4%, because of the underlying small absolute percentage, the change actually represents a 57% increase in the '% of consumers involved in one or more injury accidents'

APPENDIX: SERVICES FOR PEOPLE WITH DISABILITIES PERFORMANCE MEASURES

The table included in the appendix for the Division of Services for People with Disabilities shows a nine year comparison of performance measures along with a description of each measure and benchmarking where applicable. Measures are also associated with the dollar amount of appropriation involved.

Division of Services for People with Disabilities - Output and Outcome Measures - FY05 Through FY 13

FY13 Total Expenditures	Appropriation Unit	Unit		Performance Measure	Measure Target	Measure FY 05	Measure FY 06	Measure FY 07	Measure FY 08	Measure FY 09	Measure FY 10	Measure FY 11	Measure FY 12	Measure FY 13	Measure can be benchmarked to performance by others?	If yes, who are you using to benchmark against?
$214,915,100	SERVICES FOR PEOPLE W DISABILITIES:															
$3,641,900	KFA PEOPLE WITH DISABILITIES ADMINISTRATION															
		4163 DHS DSPD CONTRACTS OFFICE	1	% providers meeting fiscal requirements of contracts	100%	99%	95%	98%	99%	99%	98%	98%	97%	100%	No	
			2	% providers meeting non-fiscal requirements of contracts	100%	99%	98%	98%	99%	99%	97%	97%	97%	99%	No	
			3	% consumers involved in one or more injury accident		Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	7.2%	11.3%	No	
$4,843,500	KFB SERVICE DELIVERY															
			4	Number of new people receiving DSPD services	Not Applicable	171	262	399	236	103	42	216	104	120	No	
			5	People receive supports in a family member's home rather than in a residential setting (National ranking)	Target is to be ranked #1 nationally	32	32	32	32	34	34	32	Not released yet	Not released yet	Yes	This represents a 50 state + DC ranking.
			6	People receive supports in employment settings rather than day programs (National ranking)	Target is to be ranked #1 nationally	Not available. Lack of historical data.	Not available. Lack of historical data.	7	8	9	Tied - 14	Tied - 12	Not released yet	Not released yet	Yes	This represents a 50 state + DC ranking.
$33,954,300	KFC STATE DEVELOPMENTAL CENTER															
			7	USDC: % of maladaptive behavior reduced from time of admission to discharge	80%	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	100%	91%	82%	100%	93%	89%	No	
			8	USDC: % of symptom-related medical diagnosis reduced from time of admission to discharge	80%	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	85%	92%	77%	100%	100%	100%	No	
			9	Number (%) of apartments with 5 or fewer individuals at the Developmental Center (not counting medical complex)	66%	31(66%)	29(64%)	28(62%)	28(62%)	31 (68%)	36 (69%)	26 (56%)	28 (65%)	34 (77%)	No	
			10	Number (%) of individuals at the Developmental Center with private bedrooms	60%	119(50%)	126(54%)	125(53%)	120(51%)	141 (63%)	141 (63%)	116 (54%)	121 (57%)	119 (60%)	No	
			11	Number (%) of direct care staff who have received outcome measures training within the last 3 years.	80%	No data	No data	No data	No data	305 (68%)	345 (87%)	331 (83%)	383 (85%)	141 (42%)	No	
$165,524,100	KFD COMMUNITY SUPPORTS WAIVER															
			12	Percent of people who like their staff (provider model).	90.0%	No data	No data	No data	No data	87.3%	86.5%	86.8%	88.1%	93.3%	Not presently	

			#	Measure	Target										Use measure	Notes
			13	Percent of people who like their support coordinator (provider model)	90.0%	No data	No data	No data	No data	89.0%	93.7%	96.4%	92.7%	97.5%	Yes	We use this measure to compare outcomes between support coordination providers (contracted providers.)
			14	Percent of people who like their fiscal agent (self-administered model)	90.0%	No data	No data	No data	No data	No data	88.0%	90.2%	91.5%	89.9%	Yes	We use this measure to compare outcomes between fiscal agents (contracted providers.)
$3,400,500	KFE BRAIN INJURY WAIVER SERVICES															
			15	Percent of people who like their staff (provider model).	90%	No data	No data	No data	No data	87.3%	86.5%	86.8%	88.1%	93.3%	Not presently	
			16	Percent of people who like their support coordinator (provider model)	90%	No data	No data	No data	No data	89.0%	93.7%	96.4%	92.7%	97.5%	Yes	We use this measure to compare outcomes between support coordination providers (contracted providers.)
			17	Percent of people who like their fiscal agent (self-administered model)	90%	No data	No data	No data	No data	No data	97.5%	100.0%	100.0%	89.9%	Yes	We use this measure to compare outcomes between fiscal agents (contracted providers.)
$2,140,200	KFF PHYSICAL DISABILITY WAIVER SERVICES															
			18	Percent of people who like their staff	100%	94%	96%	100%	100%	100%	91%	94%	100%	100%	Not presently	
			19	Percent of people who like their nurse coordinator	90%	No data	No data	No data	No data	No data	95.0%	92.0%	94.7%	97.6%	Not presently	
			20	Percent of people who like their fiscal agent.	90%	No data	No data	No data	No data	No data	91.7%	90.0%	97.4%	92.7%	Yes	We use this measure to compare outcomes between fiscal agents (contracted providers.)
$1,410,600	KFG NON WAIVER SERVICES															
			21	Percent of people who like their staff (provider model).	90.0%	No data	No data	No data	No data	87.3%	86.5%	86.6%	88.1%	93.3%	Not presently	
			22	Percent of people who like their support coordinator (provider model)	90.0%	No data	No data	No data	No data	89.0%	93.7%	96.4%	92.7%	97.5%	Yes	We use this measure to compare outcomes between support coordination providers (contracted providers.)
			23	% supported work independence (SWI) participants who are employed		Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	Not available. Lack of historical data.	43%	not applicable	35%	53%	77%		
			24	Percent of people who like their fiscal agent (self-administered model)	90.0%	No data	No data	No data	No data	No data	92.9%	92.9%	100.0%	89.9%	Yes	We use this measure to compare outcomes between fiscal agents (contracted providers.)