



AGING AND ADULT SERVICES – 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.

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 AGING AND ADULT SERVICES PERFORMANCE MEASURES

The Division of Aging and Adult Services (DAAS) has made no changes to the measures it presented in the 2013 General Session.

DAAS measures showing greater than 5% improvement

- #1 – **Administration** - # of seniors receiving legal assistance (+7%)
- #5 – **Non-formula Grants** - Health Insurance info: # seniors assisted in insurance program enrollment (+66%)
- #6 – **Non-formula Grants** - Health Insurance information: # receiving health insurance information (+16%)
- #8 – **Non-formula Grants** – # of one-on-one counseling sessions held with or on behalf of a beneficiary (+121%)
- #10 – **Adult Protective Services** – # of investigations (+22%)
- #12 – **Aging Alternatives** – # of persons receiving Alternatives services (+9%)

DAAS measures showing greater than 5% decline:

- #4 – **Local Government Grants** – # of referrals and/or consultations conducted (-21%)
- #9 – **Non-formula Grants** – # of complex issues resolved (-8%)
- #11 – **Aging Waiver Services** – # of clients diverted from nursing home placement (-18%)

APPENDIX: AGING AND ADULT SERVICES PERFORMANCE MEASURES

The table included in the appendix for the Division of Aging and Adult Services 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 Aging and Adult Services - Performance 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?
\$22,840,900	AGING AND ADULT SERVICES:														
\$1,305,600	KKA AGING & ADULT SERVICES ADMINISTRATION	7102 DHS DAAS STATE OFFICE ADMINISTRATION													
		7104 DHS DAAS LEGAL SERVICES DEVELOPER	1 Number of seniors receiving legal assistance	N/A	1,380	2,568	2,642	4,443	3,525	2,925	2,424	2,978	3,172	No	
\$12,374,500	KKB LOCAL GOVERNMENT GRANTS	7203 DHS DAAS TITLE III E - NFCSP CAREGIVER/RESPITE													
		7206 DHS DAAS TITLE C-1 - CONGREGATE MEALS	2 # persons served congregate meals	N/A	26,229	25,911	24,850	31,069	25,822	19,125	19,822	20,225	Available late 01/14	No	
		7207 DHS DAAS TITLE C-2 - HOME DELIVERED MEALS	3 # persons served home meals	N/A	10,192	10,200	10,255	12,871	11,920	9,961	10,401	10,115	Available late 01/14	No	
		7212 DHS DAAS TITLE VII - OMBUDSMAN SERVICES	4 Number of referrals and/or consultations conducted	N/A		4,234	4,300	4,347	4,400	4,919	3,973	3,124	Available late 01/14	Yes	All states in the nation
\$1,514,400	KKC NON FORMULA FUNDS														
		7305 DHS DAAS HEALTH INSURANCE INFORMATION PROGRAM	5 Health Insur Info:# seniors assisted in insurance program enrollment	N/A	5,868	5,200	5,200	6,745	6,752	9,830	10,216	10,101	16,769	No	
			6 Health Insur Info: # receiving info.	N/A	12,776	14,776	14,800	9,000	11,952	13,628	15,613	18,207	21,116	Yes	All states in the nation
		7307 DHS DAAS SCSEP PARTICIPANT WAGES	7 Number eligible senior placed in regular employment				390	388	388	385	302	300	300	Yes	All states in the nation
		7310 DHS SENIOR MEDICARE PATROL	8 Number of one-on-one counseling sessions held with or on behalf of a beneficiary	N/A						2,683	4,613	3,863	8,546	No	
		7310 DHS SENIOR MEDICARE PATROL	9 Number of complex issues resolved	N/A						115	52	40	37	No	
\$2,705,300	KKD ADULT PROTECTIVE SERVICES	7401 DHS DAAS APS ADMINISTRATION	10 Number of investigations	N/A	2,435	2,386	2,584	2,435	2,500	3,232	3,427	3,027	3,701	No	
\$978,800	KKE AGING WAIVER SERVICES	7303 DHS DAAS AAA HCBS WAIVER SERVICES	11 Number of clients diverted from nursing home placement	N/A	774	755	784	757	755	510	558	616	506	No	
\$3,962,300	KKF AGING ALTERNATIVES	7201 DHS DAAS ALTERNATIVES SERVICES	12 Number of persons receiving Alternatives services	N/A	1,186	1,096	1,066	1,085	1,031	1,039	1,057	1,149	Available late 01/14	No	