

How to Use this QT/OE Report:

This report will be updated quarterly to help management understand its systems' performance. (Data is not 'live' from smis.utah.gov)

Explore each system by clicking on it listed below, or with the filter to the right. Save the report as a PDF or share it by using the down arrow next to 'Share.'

Sub-system ▼

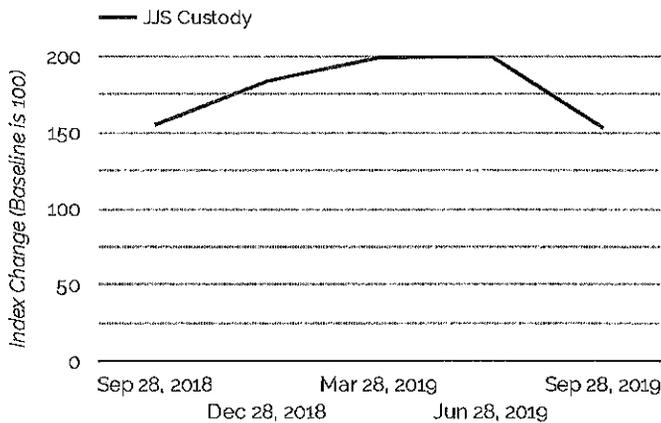
Jan 1, 2013 - Dec 31, 2019 ▼

The Department of Human Services QT/OEs:

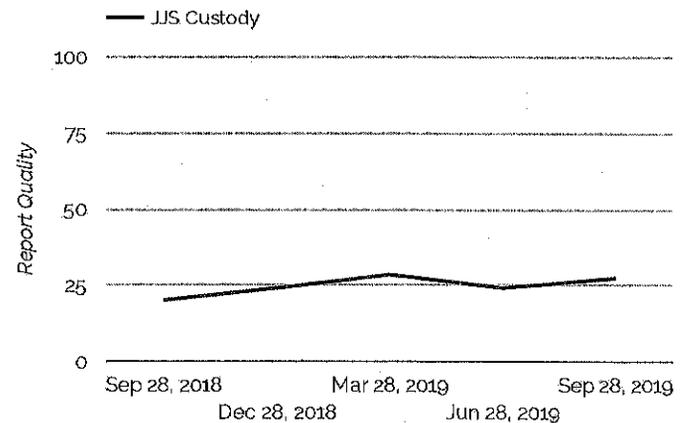
System	Sub-system	Interval	Throughput Definition	Quality Definition
1. Adult Protective Services	APS Investigations	Monthly	Mnthly Investig closed	% investig wi 30 bus days
2. Child Welfare	CPS	Quarterly	Cnt cmplt'd CPS invstgns	% SDM within 5 days
3. DSPD Services	DSPD Services	Quarterly	Cnt People in Services	Pcnt SIS & New Timeliness
4. Juvenile Justice	JJS Custody	Quarterly	#Yth Exiting Custody	Avg % chng in risk scores
5. Juvenile Justice	JJS Non-Custody	Quarterly	All Yth Exitg Early Intv	%Yth w/o new charges

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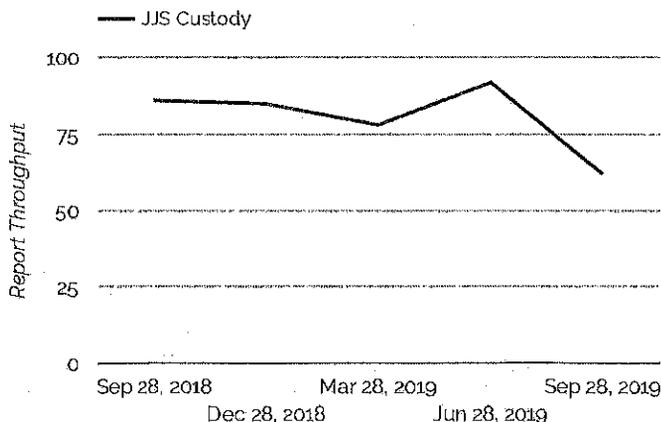
1. How are QT/OEs trending? Up, down, or flat overall?



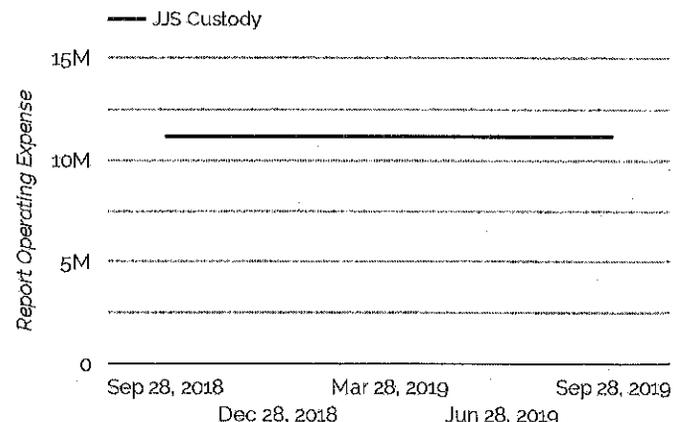
2. How is quality trending? First focus on quality to improve QT/OE and achieve the system goal.



3. How is throughput trending? After focusing on quality, how can speed be influenced?



4. How are operating expenses trending? Does this trend correlate with throughput?



Reach out to Rachel Stone (rachelstone@utah.gov) with questions, suggestions, access requests for smis.utah.gov, or to begin creating or redesigning a QT/OE measure using this [form](#).