

NUMBER

17-32-15

DATE

May 18, 2017

OF INTEREST TO

County Directors

Social Services Supervisors and
Staff

American Indian Tribes

ACTION/DUE DATEPlease read information and
prepare for implementation**EXPIRATION DATE**

May 18, 2019

Human Services Performance Management System 2017 Measures, Thresholds, and Reporting Schedule

TOPIC

An overview of the 2017 measures, thresholds, and reporting schedule for the Human Services Performance Management system (referred to hereafter as the Performance Management system).

PURPOSE

To share information about updates to the Performance Management system's measures, performance thresholds, and 2017 reporting schedule.

CONTACT

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SIGNED

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Deputy Commissioner

TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

I. Human Services Performance Management System

A. Background

During the 2013 legislative session, the Minnesota Legislature established a performance management system for essential human services that included outcomes, initial performance measures, and thresholds; the mission being to improve outcomes for people.

Please see the [Human Services Performance Management page on CountyLink](#) for additional background and detailed information about the system.

B. 2017 Performance Management System Changes

In 2017, the Human Services Performance Management System is updating four of its measures. An overview of the changes is included below.

1. Percent of SNAP and cash assistance applications processed timely.

Beginning in 2017, expedited SNAP applications will no longer be included in the calculations for this measure. The measure will continue to include regular SNAP, Minnesota Family Investment Program, Diversionary Work Program, Refugee Cash Assistance, Minnesota Supplemental Aid, General Assistance, and Group Residential Housing.

Previously, the Performance Management system was including expedited SNAP in two measures. This change results in counties being held accountable for performance on expedited SNAP in only one measure.

2. Child Repeat Maltreatment

This measure is being changed to align with the modified federal measure on repeat maltreatment.

New System Measure: Of all children who were victims of a substantiated maltreatment report during a 12-month reporting period, the percent who were not victims of another substantiated maltreatment report within 12 months of their initial report.

Previous System Measure: Percent of children with a maltreatment determination who do not experience a repeat maltreatment determination within six months.

3. Permanency/Reunification

This measure is being changed to align with the modified federal measure on permanency.

New System Measure: Of all children who enter foster care in a 12-month period, the percent who are discharged to permanency within 12 months of entering foster care. (Includes

discharges from foster care to reunification with the child's parents or primary caregivers, living with a relative, guardianship, or adoption.)

Previous System Measure: Percent of children discharged from out-of-home placement to reunification who were reunified within 12 months.

4. Relative Placement

This measure is being changed to align with the modified state measure on relative placement.

New System Measure: Of all days that children spent in family foster care settings during a 12-month reporting period, the percentage of days spent with a relative.

Previous System Measure: Percent of children in family foster care or pre-adoptive homes that were placed with relatives.

For a more detail about these changes visit the [Human Services Performance Management Announcements page on CountyLink](#).

II Performance Management System Thresholds

A. What are thresholds and how are they used?

Thresholds are a way to evaluate performance. For the Performance Management system, a threshold is defined as the lowest level of acceptable performance and a high performance standard is defined as a high level of performance. Performance below a threshold indicates that a Performance Improvement Plan (PIP) is needed. Performance data will be provided to counties via annual, measure-specific reports. Counties will be notified via email and certified letter that they are required to submit a PIP at the same time that data for a particular measure become available. Once notified, counties will develop PIPs with the assistance of DHS Performance Management staff. The Performance Management team will also provide technical assistance to aid counties in their improvement efforts.

Thresholds vary depending on the measure, and all thresholds are determined based on input from both county and DHS staff familiar with the data/program area. In some instances, thresholds are based on historical county information, in others on a consensus-determined data point. Some thresholds used by the Performance Management system are the same as federal or state standards for the measure. When that is not the case, counties are not exempt from the federal or state standards.

The following thresholds and standards were adopted for the Performance Management system (see Table 1.) For more detailed information on the process used to develop thresholds, please see the [County Performance Thresholds Summary and Report](#).

B. What are the 2017 thresholds?

Current thresholds for the Performance Management system are shown below in Table 1.

Table 1: 2017 Performance Management System performance thresholds

Measures	Threshold	High Performance Standard
Outcome 1: Adults and Children are safe and secure		
Of all children who were victims of a substantiated maltreatment report during a 12-month reporting period, the percent who were not victims of another substantiated maltreatment report within 12 months of their initial report.	90.9%	90.9%
Percent of vulnerable adults with a substantiated or inconclusive maltreatment allegation who do not experience a subsequent substantiated or inconclusive maltreatment allegation within six months.	80%	95%
Outcome 2: Children have stability in their living situation		
Percent of current child support paid.	Unique Historical	80%
Of all children who enter foster care in a 12-month period, the percent who are discharged to permanency within 12 months of entering foster care. (Includes discharges from foster care to reunification with the child's parents or primary caregivers, living with a relative, guardianship, or adoption.)	40.5%	40.5%
Outcome 3: Children have the opportunity to develop to their fullest potential		
Of all days that children spent in family foster care settings during the given period, the percentage of days spent with a relative.	28.3%	45.0%
Percent of open child support cases with paternity established.	90%	90%
Outcome 4: People are economically secure		
Percent of expedited Supplemental Nutrition Assistance Program (SNAP) applications processed within one business day.	55%	83%
Percent of SNAP and cash assistance applications processed timely.	75%	90%
Percent of open child support cases with an order established.	80%	80%
Minnesota Family Investment Program/Diversionsary Work Program Self-Support Index.	Within Range of Expected Performance	Above Range of Expected Performance

III. Reporting Schedule for 2017

Reports will be released according to the schedule below. Counties with performance below thresholds will need to complete PIPs.

A. Rollout of Performance Improvement Plans

January 2017 – Child Support | Adult Protection Measures (2016 Data)

Child Support Paid

Child Support Orders Established

Paternity Established

Adult Protection

April 2017 – Economic Security Measures

Expedited SNAP

SNAP and Cash Timeliness

August 2017 – Child Welfare | Self-Support Index Measures

Repeat Determination of Maltreatment

Timely Establishment of Permanency

Relative Placement

Self-Support Index

November 2017 – Child Support | Adult Protection Measures (2017 Data)

Child Support Paid

Child Support Orders Established

Paternity Established

Adult Protection

IV. Additional Information

For more detailed information on the process used to develop thresholds, please see the [County Performance Thresholds Summary and Report](#).

For more background and information on the Performance Management system, please visit the system's [CountyLink website](#).

Americans with Disabilities Act (ADA) Advisory

This information is available in accessible formats for people with disabilities by calling (651) 431-3777 (voice) (division's general information phone number) or toll free at (800) 627-3529 or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.