

NUMBER

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DATE

Jan. 30, 2018

OF INTEREST TO

County Directors

Social Services Supervisors and
Staff

American Indian Tribes

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

Jan. 30, 2020

Human Services Performance Management System 2018 Measures, Thresholds, and Reporting Schedule

TOPIC

An overview of the 2018 measures, thresholds, and reporting schedule for the Human Services Performance Management system (referred to hereafter as the Performance Management system), a description of changes planned in 2018, and a review of system changes made in 2017.

PURPOSE

To share information about the Performance Management system measures, performance thresholds, and reporting schedule for 2018.

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SIGNED

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

B. Performance Management System Thresholds

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.)

What are the 2018 thresholds?

Table 1: 2018 Performance Management System measures and performance thresholds.

Measures	Threshold	High Performance Standard
Outcome 1: Adults and Children are safe and secure		
Percent of children with a substantiated maltreatment report who do not experience a repeat substantiated maltreatment report within 12 months. (Child Maltreatment Recurrence)	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. (Adult Repeat Maltreatment)	80%	95%
Outcome 2: Children have stability in their living situation		
Percent of current child support paid. (Child Support Paid)	Unique to Each County	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. (Permanency)	40.5%	40.5%
Outcome 3: Children have the opportunity to develop to their fullest potential		
Percent of days children in family foster care spent with a relative. (Relative Placement)	28.3%	45.0%
Percent of open child support cases with paternity established. (Paternity Established)	90%	90%
Outcome 4: People are economically secure		
Percent of expedited SNAP applications processed within one business day. (Expedited SNAP)	55%	83%
Percent of SNAP and cash assistance applications processed timely. (Timely SNAP and Cash Assistance)	75%	90%
Percent of open child support cases with an order established. (Orders Established)	80%	80%
MFIP/DWP Self-Support Index. (Self-Support Index)	Within Unique Range of Expected Performance	Above Unique Range of Expected Performance

II Performance Management System Thresholds

A. 2018 Performance Management System Changes

In 2018, the Performance Management team is working on system enhancements.

1. Updating Measure – Adult Repeat Maltreatment

The Performance Management team is collaborating with the Olmstead Plan team and Adult Protection team to create a modified version of this measure, which will be used by the three teams.

2. New Measures – Mental Health

The Performance Management team will continue work to develop new Mental Health measures. Last year, a stakeholder group gathered to create a list of possible measures. The Behavior Health Research and Evaluation Team is reviewing the proposed measures and will create a report on the feasibility of the measures. The Mental Health Steering committee will reconvene this spring to review the findings and plan next steps.

3. Healthcare Access Stakeholder Input

The Performance Management team is researching healthcare access by engaging stakeholders to learn more about healthcare access issues for counties and what it would take to create measures to assess healthcare access. Once feedback has been collected, the team will begin working through the measure development process.

B. Review of 2017 Performance Management System Changes

In 2017, five measures in the Performance Management System were modified. The measure changes are outlined below.

1. Child Maltreatment Reoccurrence

The measure was changed to align with the modified federal measure on maltreatment reoccurrence.

Current System Measure: Percent of children with a substantiated maltreatment report who do not experience a repeat substantiated maltreatment report within 12 months.

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

2. Permanency

The measure was changed to align with the modified federal measure on permanency.

Current System Measure: Percent of children discharged from out-of-home placement to permanency in less than 12 months.

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

3. Relative Placement

The measure was changed to align with the modified state measure on relative placement.

Current System Measure: Percent of days children in family foster care spent with a relative.

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

4. Timely SNAP and Cash Assistance

Expedited SNAP applications were removed from the calculations for this measure. The measure continues to include regular SNAP, Minnesota Family Investment Program, Diversionary Work Program, Refugee Cash Assistance, Minnesota Supplemental Aid, General Assistance, and Group Residential Housing.

5. Child Support Paid

The threshold calculation was updated in response to ongoing feedback from counties that the child support paid measure's historical threshold could be improved.

The new threshold uses the five-year average year-over-year change in performance to calculate if a PIP is needed. Counties with a positive year-over-year average change are considered above the threshold, counties with no change or a negative change are considered below the threshold and require a PIP. The threshold includes a cap on expected performance of 80%; regardless of year-over-year change, counties with performance of 80% or above will not receive a PIP. The new threshold is temporary, it will be used until a regression adjusted model can be implemented.

New Threshold Sample Calculation:

Milkweed County had 64.79 percent of its orders paid in 2011, 65.22 percent in 2012, 65.35 percent in 2013, 66.21 percent in 2014, 65.08 percent in 2015, and 66.11 percent in 2016.

Find the average performance change for the last five years:

Calculate Year Over Year Change

$$2012 - 2011 = 65.22 - 64.79 = 0.43$$

$$2013 - 2012 = 65.35 - 65.22 = 0.13$$

$$2014 - 2013 = 66.21 - 65.35 = 0.86$$

$$2015 - 2014 = 65.08 - 66.21 = -1.13$$

$$2016 - 2015 = 66.11 - 65.08 = 1.03$$

Calculate Average Change:

$$(\Delta 2012 + \Delta 2013 + \Delta 2014 + \Delta 2015 + \Delta 2016) / 5 =$$

$$(.43 + .13 + .86 + -1.13 + 1.03) / 5 =$$

.264 percentage points

The average is positive, therefore the threshold has been met.

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

III. Reporting Schedule for 2018

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

A. Rollout of Reports and Performance Improvement Plans Notices

April 2018 – Economic Security Measures | Adult Protection

Expedited SNAP

Timely SNAP and Cash Assistance

Adult Repeat Maltreatment*

August 2018 – Child Welfare | Self-Support Index Measures

Child Maltreatment Recurrence

Permanency

Relative Placement

Self-Support Index

November 2018 – Child Support | Adult Protection Measures

Child Support Paid

Orders Established

Paternity Established

*The Adult Protection measure is currently under review and will be updated in 2018. Plans are to include the measure in the April 2018 report, but this may be delayed based on the project schedule.

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) 431-4049 (voice) or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.