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DATE

January 25, 2019

OF INTEREST TO

County Directors

Social Services Supervisors and
Staff

American Indian Tribes

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

January 25, 2021

Human Services Performance Management System 2019 Measures, Thresholds, Reporting Schedule, and Measure Development Projects

TOPIC

An overview of the 2019 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 2019, and program areas scheduled for measure development projects in 2019.

PURPOSE

To share information about the Performance Management system measures, performance thresholds, reporting schedule, and development work for 2019.

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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 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.

Table 1 outlines the thresholds and standards adopted for the Performance Management system.

2019 threshold changes

In 2019, the threshold for the measure, *percent of days children in family foster care spent with a relative* will be updated for use in 2020. In recognition of the many challenges counties face when determining the best placement for children, the threshold for this measures was set by the Human Services Performance Council at one standard deviation below the average county performance reported the previous year. The threshold for 2020 will be calculated using the performance data in the August 2019 report and the updated threshold will be included in the report.

What are the 2019 thresholds?

Table 1: 2019 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 who experience maltreatment who do not experience a repeat maltreatment of the same type 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

*In the 2019 baseline Adult Repeat Maltreatment report, county performance results will be compared to the threshold used for the previous version of the adult maltreatment measure. The threshold for the updated methodology will be reevaluated as part of the Adult Protection measure development work taking place this year.

II Performance Management system changes

A. 2019 Performance Management system changes

In 2019, the Performance Management team is implementing one system enhancement.

Adult Repeat Maltreatment measure updated

A 2018 collaboration between the Olmstead Reporting, Adult Protection and Performance Management teams produced a new methodology for the Adult Repeat Maltreatment measure. The Performance Management team updated the Performance Management system's Adult Repeat Maltreatment measure to align with the revised methodology. The January 2019 Performance Management system report is the first report featuring the new version of this measure. The threshold for this measure will be re-evaluated by a county stakeholder workgroup as part of the Adult Protection measure development work taking place this year.

Percent of vulnerable adults who experience maltreatment, who do not experience a repeat maltreatment of the same type within six months.

Detailed Measure: The percent of vulnerable adults who experience maltreatment, determined to be substantiated or inconclusive following investigation, who do not experience a repeat maltreatment of the same type, determined to be substantiated or inconclusive following investigation, within six months.

Key changes:

- The count is of people, not allegations or reports.
- The count includes allegations reported to the Minnesota Adult Abuse Reporting Center (MAARC).
- The included allegations were only those where the county was the lead investigative agency with jurisdiction for investigation and responsible for adult protective services.
- The reporting period looks at source cases during the state fiscal year with a six-month look-back for prior cases.

Additional information about this measure is available on the system's [CountyLink website](#).

B. Review of 2018 Performance Management system changes

In 2018, the Performance Management team modified the system PIP form. The updated forms were designed to encourage collaboration and strategic planning throughout PIP development and make the process more intuitive for counties. The instruction manual for PIP creation has also been updated and includes the criteria used to determine if PIPs are ready for approval. Visit [CountyLink](#) to view the updated documents.

III. Reporting schedule for 2019

Reports will be released according to the schedule below. Counties with performance below thresholds will need to complete PIPs for the Economic Security, Child Welfare, Self-Support Index, and Child Support measures. Because the Adult Repeat Maltreatment measure features updated methodology, this will be a baseline reporting year and no PIPs will be issued for this measure.

A. Rollout of reports and Performance Improvement Plan (PIP) notices

January 2019 – Adult Protection

Adult Repeat Maltreatment (Baseline report, no PIPs will be required in 2019.)

April 2019 – Economic Security Measures

Expedited SNAP

Timely SNAP and Cash Assistance

August 2019 – Child Welfare | Self-Support Index Measures

Child Maltreatment Recurrence

Permanency

Relative Placement

Self-Support Index

November 2019 – Child Support

Child Support Paid

Orders Established

Paternity Established

IV. 2019 measure development

The Human Services Performance Management system will continue to develop new system measures for a number of program areas in 2019.

A. Adult Protection

In 2019, the Performance Management and Adult Protection teams will reconvene an Adult Protection measures development workgroup comprised of county and community stakeholders. The workgroup will build off the work they began in 2018 by reviewing the measure ideas they generated as well as the Adult Protection team's research on the feasibility those potential measures.

B. Child Support regression adjusted model

The DHS Child Support division, in partnership with the Performance Management team, is developing a regression adjusted performance model to use statistical regression analysis of contributing factors to predict what a county's performance should be. This model will build off of criteria ideas generated in August 2018 by a workgroup with county and community stakeholders. The model will be implemented when complete; we do not anticipate implementation in 2019.

C. Healthcare

A stakeholder workgroup of county and community stakeholders will reconvene in 2019 to review a feasibility report of potential healthcare measures, focusing on application processing. The original stakeholder meeting to generate potential measures was held in August 2018.

D. Long-term Services and Supports

Measure development for Long-term Services and Supports is in the planning and program area alignment phase. The Performance Management team met with a steering committee of county and program area representatives in 2018 and is planning to host an initial measures development workgroup with county and community stakeholders in 2019.

E. Adult and Children's Mental Health

In September 2018, an Adult and Children's Mental Health measure development workgroup, comprised of county and community stakeholders, gathered to explore previously developed measure ideas and generate new potential measures. The workgroup ideas were provided to the mental health data analysis team to generate a feasibility report.

V. Additional Information

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) 431-5780 (voice) or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.