

# Performance Measures

## Overview

The overall objective of the Performance Measurement System is to effectively use data for accountability, best practices, decision-making, training, and better outcomes for clients and communities.

The department has 28 legislative-approved Key Performance Measures, some of which are also Oregon Benchmarks. These key measures support one of four departmental goals – people living as independently as possible; people are able to support themselves and their families; people are safe; and people are healthy.

The DHS performance measure coordinator group, with representatives from across DHS, provides support, leadership and coordination on DHS accountability through performance measurement. The group works closely with the DHS Cabinet, managers and staff across the Department and the Oregon Progress Board. The Department is also currently developing training for managers, including a course on Collaborative Planning and Measuring that focuses on a model of planning, implementing, gathering and interpreting data to lead towards program and system improvements. In addition, a curriculum is being planned for all staff to enhance their knowledge in program monitoring, evaluation and performance measures.

In 2001, DHS began publishing quarterly results reports – a comprehensive collection of intermediate-level outcomes. The reports, on the DHS website, are a management tool for DHS staff, as well as a means of communicating results to partners, stakeholders and the general public.

Each cluster will discuss the key performance measures and other program performance measures relevant to their clusters during their presentations.

*See Appendix for “Links to Oregon Benchmarks Report.”*

## Department of Human Services 2005 Ways and Means Presentation – Phase 1

Goals	2000 Baseline	2003 Results	2007 Target
<b>Goal: People are living as independently as possible</b>			
1. The percentage of individuals with developmental disabilities who live in community settings of five or fewer.	93.80%	96.10%	97.00%
2. The percentage of Oregon's eligible seniors and people with disabilities who are living outside of institutions: (senior data)	98.00%	98.30%	98.50%
3. The percentage of Office of Vocational Rehabilitation Services (OVRs) consumers with a goal of employment that are employed. <i>2002 data</i>	65.70%	61.90%	66.00%
4. The percentage of Seniors and People with Disabilities (SPD) consumers with a goal of employment that are employed.	NA	45.40%	43.00%
<b>Goal: People are able to support themselves and their families</b>			
5. The percentage of Temporary Assistance to Needy Families (TANF) adults placed for which employment is a goal.	10.20%	9.30%	11.10%
6. The percentage of Temporary Assistance to Needy Families (TANF) cases that do not return, or are off of cash assistance 18 months after exit due to employment.	91.20%	93.10%	92.00%
7. The number of female Oregonians ages 15 – 17, per 1,000 who are pregnant. <i>2002 data</i>	35.2	27.6	25
8. The percentage of childcare providers who are providing enhanced quality of care.	14.90%	24.00%	30.00%
9. Average monthly earnings for persons with developmental disabilities who receive Seniors and People with Disabilities (SPD) services.	\$191	\$162	\$282
10. The ratio of Oregonians receiving food stamp assistance to the number of Oregonians living in poverty.	0.62	1.05	1.04
<b>Goal: People are safe</b>			
11. The percentage of women subjected to domestic violence in the past year. <i>2002 data</i>	2.80%	1.30%	2.10%
12. The rate of suicides among adolescents per 100,000. <i>2002 data</i>	10.55	7.61	9.8
13. The median number of months from date of latest removal from home to finalized adoption.	39.8	35.8	34.5
14. The percentage of abused/neglected children who were re-abused within 6 months of prior victimization.	9.90%	7.60%	7.30%
15. The percentage of seniors and adults with disabilities who are re-abused within 12 months of first substantiated abuse: a) seniors (developmental), b) people with disabilities.	NA	6.00%	6.00%

Department of Human Services  
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<b>Goal: People are healthy</b>	2000 Baseline	2003 Results	2007 Target
16. The rate of unintended pregnancies per 1,000 women aged 15-44. <i>2002 data</i>	43.1	40.6	38.9
17. The percentage of low-income women who receive prenatal care in the first 4 months of pregnancy. <i>2002 data</i>	85.80%	89.50%	88.30%
18. Percentage of engaged clients who complete alcohol and other drug (AOD) abuse treatment and are not abusing AOD.	53.10%	55.70%	58.00%
19. Percentage of 8 <sup>th</sup> graders at high risk for alcohol and other drug use.	31.70%	32.20%	30.00%
20. Tobacco use among:			
a) adults,	20.70%	20.90%	18.20%
b) youth,	12.80%	10.50%	10.20%
c) pregnant women	13.50%	12.00%	10.80%
21. Number of cigarette packs sold per capita.	69.3	55.5	52
22. The percentage of 19-35 month old children who are adequately immunized.	NA	66.20%	69.20%
23. The percentage of adults aged 65 and over who receive an influenza vaccine.	71.80%	70.50%	75.50%
24. The annual rate of HIV infection per 100,000 persons. <i>2002 data</i>	8.5	3.5	2.1
25. The proportion of Oregon Health Plan (OHP) clients who receive primary health care services annually:			
a) adults,	76.30%	67.30%	74.00%
b) children	72.90%	70.40%	74.00%
26. The proportion of racial and ethnic Oregon Health Plan (OHP) clients who receive primary health care services annually:			
a) African-Americans	70.0%	64.7%	70.0%
b) Native Americans	72.2%	72.8%	74.0%
c) Asian/Pacific Islanders	69.1%	66.4%	70.0%
d) Hispanics	73.0%	70.5%	74.0%
e) Whites	75.2%	69.0%	74.0%
27. The percentage of uninsured Oregonians served by safety net clinics. <i>2002 data</i>	24.50%	19.60%	26.00%
28. The percentage of mental health clients who maintain or improve level of functioning following treatment. <i>2002 data</i>	90.40%	92.00%	92.00%