

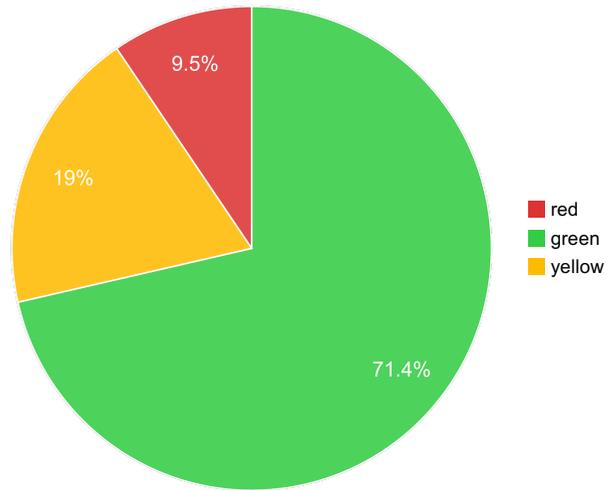
# Human Services, Department of

Annual Performance Progress Report

Reporting Year 2020

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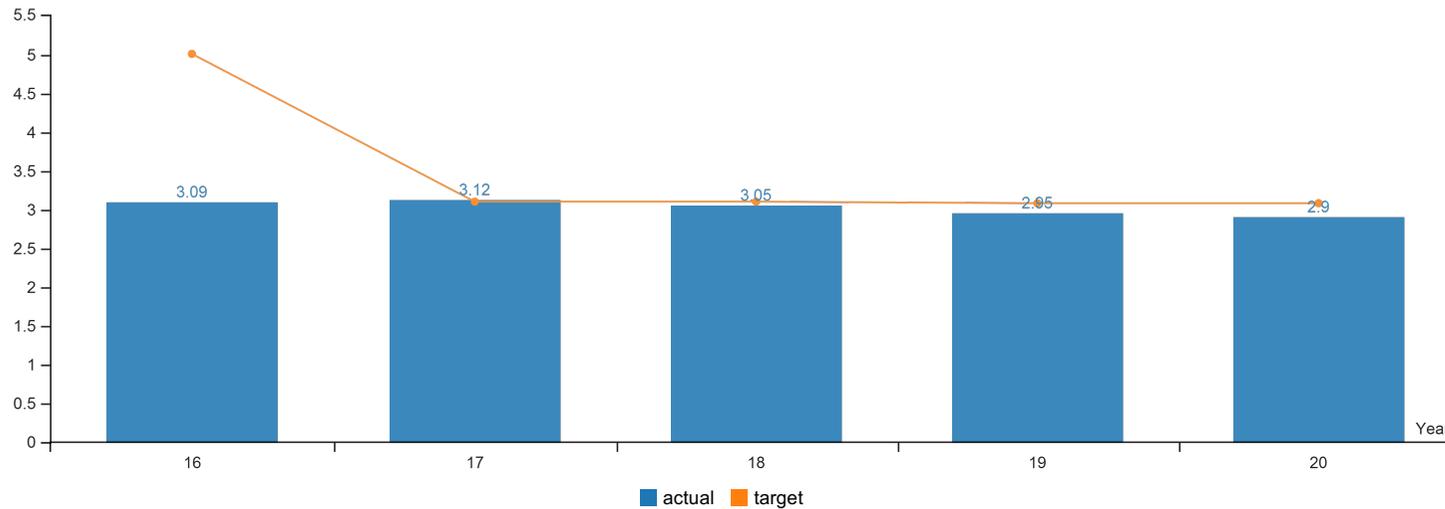
<b>KPM #</b>	<b>Approved Key Performance Measures (KPMs)</b>
1	OLDER ADULTS NEEDING LONG TERM CARE SERVICES (APD) - The percentage of older adults (65+) needing publicly-funded long term care services
2	LONG TERM CARE RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES (APD) - The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities
3	TIMELY APD ABUSE INVESTIGATIONS - The percentage of abuse reports assigned for field contact that meet policy timelines
4	ABSENCE OF REPEAT MALTREATMENT OF ABUSED/NEGLECTED CHILDREN (CW) - The percentage of abused/neglected children who were not subsequently victimized within 6 months of prior victimization
5	TIMELY REUNIFICATION OF FOSTER CHILDREN (CW) - The percentage of foster children exiting to reunification within 12 months of foster care entry
6	TIMELY ADOPTION ONCE CHILDREN ARE LEGALLY FREE (CW) - The percentage of legally free children adopted in less than 12 months
7	DISPARITY OF FOSTER YOUTH ACHIEVING PERMANENCY (CW) - The disparity in foster youth achieving permanency with 2 years by race/ethnicity
8	CHILDREN SERVED BY CHILD WELFARE RESIDING IN PARENTAL HOME - The percentage of children served in Child Welfare on an average daily basis (in home and foster care) who were served while residing in their parent's home
9	TIMELY ELIGIBILITY DETERMINATION FOR ODDS SERVICES - The percentage of individuals who apply for ODDS services who are determined eligible within 90 days from application
10	ADULTS ENROLLED IN ODDS PROGRAM RECEIVING IN-HOME SERVICES - The percentage of adults enrolled in the Intellectual/Developmental Disabilities program who are receiving services in their own home, including family home
11	SUPPORTED EMPLOYMENT SERVICES TO OBTAIN COMPETITIVE INTEGRATED EMPLOYMENT - Number of individuals in sheltered workshop target population receiving supported and/or related employment services from ODDS and VR who obtain competitive integrated employment
12	ABUSE/NEGLECT OF ADULTS WITH DEVELOPMENTAL DISABILITIES (ODDS) - The percentage of substantiated abuse/neglect of adults in licensed and endorsed programs
13	HOUSEHOLDS AT, OR ABOVE, LIVING WAGE FOUR QUARTERS AFTER LEAVING SSP PROGRAM - The median percentage of households leaving Self Sufficiency who are at, or above, a living wage four quarters out
14	SSP PARTICIPANTS REPORTING HOUSING STABILITY - The percentage of Self Sufficiency participants who report their housing needs are fully met
15	SSP PARTICIPANTS REPORTING FOOD SECURITY - The percentage of Self Sufficiency participants who report they did not worry about having enough food, or actually run out of food, in the past 12 months
16	SSP PARTICIPANTS REPORTING GREATER SELF-EFFICACY - The percentage of Self Sufficiency participants who report they feel more confident in their ability to improve their current circumstances because of SSP and other services they were connected to
17	OVRs CONSUMERS WHO ARE SUCCESSFULLY EMPLOYED AT PROGRAM EXIT - The percentage of Office of Vocational Rehabilitation Services (OVRs) consumers with a goal of employment who are employed at program exit
18	OVRs CONSUMERS EMPLOYED IN SECOND QUARTER FOLLOWING PROGRAM EXIT - The percentage of OVRs clients closed from plan who are employed during second quarter following program exit
19	OVRs CONSUMERS EMPLOYED IN FOURTH QUARTER FOLLOWING PROGRAM EXIT - The percentage of OVRs clients closed from plan who are employed during fourth quarter following program exit
20	OVRs MEDIAN QUARTERLY WAGE AT SECOND QUARTER FOLLOWING PROGRAM EXIT - Median quarterly wage at second quarter following OVRs program exit
21	DHS CUSTOMER SATISFACTION - The percentage of customers rating their satisfaction with DHS above average, or excellent



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	71.43%	19.05%	9.52%

KPM #1	OLDER ADULTS NEEDING LONG TERM CARE SERVICES (APD) - The percentage of older adults (65+) needing publicly-funded long term care services
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = negative result



Report Year	2016	2017	2018	2019	2020
<b>LTC NEED PREVENTION</b>					
Actual	3.09%	3.12%	3.05%	2.95%	2.90%
Target	5%	3.10%	3.10%	3.08%	3.08%

#### How Are We Doing

In 2020, only 2.9% of Oregonians 65 or older needed assistance with publicly funded long-term care. This is a noticeable downward trend that exceeds legislative targets.

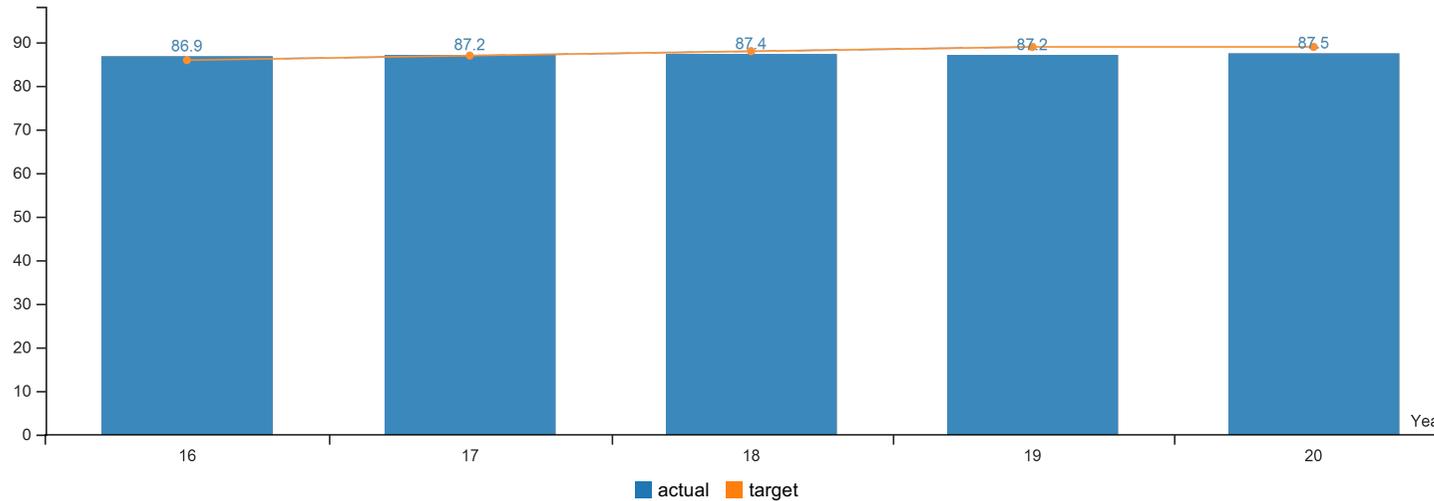
#### Factors Affecting Results

Oregon has adopted the Community First Choice Model, also known as the K Plan. This is a big driver in these results as the K Plan has numerous tools that are designed to keep people independent. Additionally, the success of the AAA network administering Oregon Project Independence, Older Americans Act programs and the Aging and Disability Resource Connection contribute towards keeping older adults independent. More preventative programs should be considered to ensure targets continue to be met, ultimately resulting in system sustainability.

US Census no longer publishes the PEPAGESEX table used as the denominator for Oregon's population of 65 and over. Other Census population tables, such as DPO5, will not be updated until 2021. We are using Portland State University's *Annual Population Report Tables* published by Population Research Center instead.

KPM #2	LONG TERM CARE RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES (APD) - The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>LTC RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES</b>					
Actual	86.90%	87.20%	87.40%	87.20%	87.50%
Target	85.96%	87%	88%	89%	89%

#### How Are We Doing

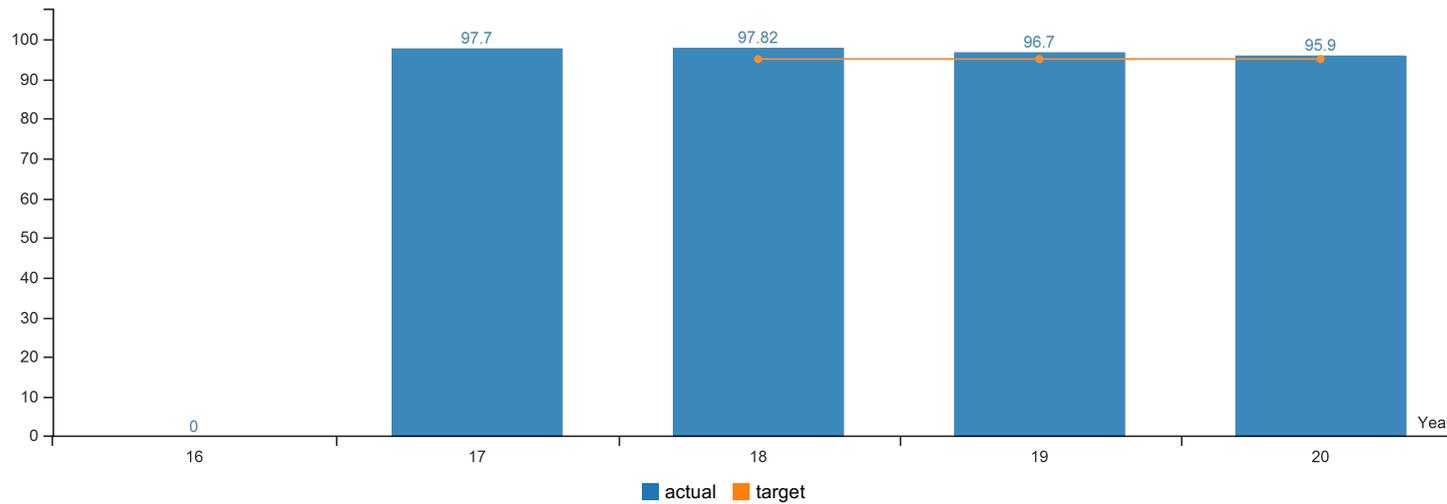
APD has begun to fall behind the goals established. Recent programmatic changes designed to promote sustainability have resulted in increased acuity levels of individuals served. As a result, continued progress towards decreasing the number of individuals served outside of nursing facilities will be challenging.

#### Factors Affecting Results

Hospitals continue to discharge patients “sicker and quicker.” In many cases, hospitals prefer to discharge older adults needing additional care to nursing facilities. Institutional care may be appropriate for certain individuals for short periods of time. DHS must continue to aggressively ensure that seniors are appropriately transitioned from nursing facilities when their care can be supported in less restrictive and costly settings. Doing this will allow DHS to continue meeting our targets. APD also needs to focus efforts on developing new adult foster homes and preserving our existing provider base.

KPM #3	TIMELY APD ABUSE INVESTIGATIONS - The percentage of abuse reports assigned for field contact that meet policy timelines
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>Abuse Investigation Timeliness</b>					
Actual	No Data	97.70%	97.82%	96.70%	95.90%
Target	TBD	TBD	95%	95%	95%

### How Are We Doing

Although there was a slight decrease in performance when compared with the prior two years, we remain above the target goal. Note below the increase in overall investigations which is likely a contributing factor to this small decrease in performance.

### Factors Affecting Results

This measure includes a wide variety of assigned response times and two investigative entities.

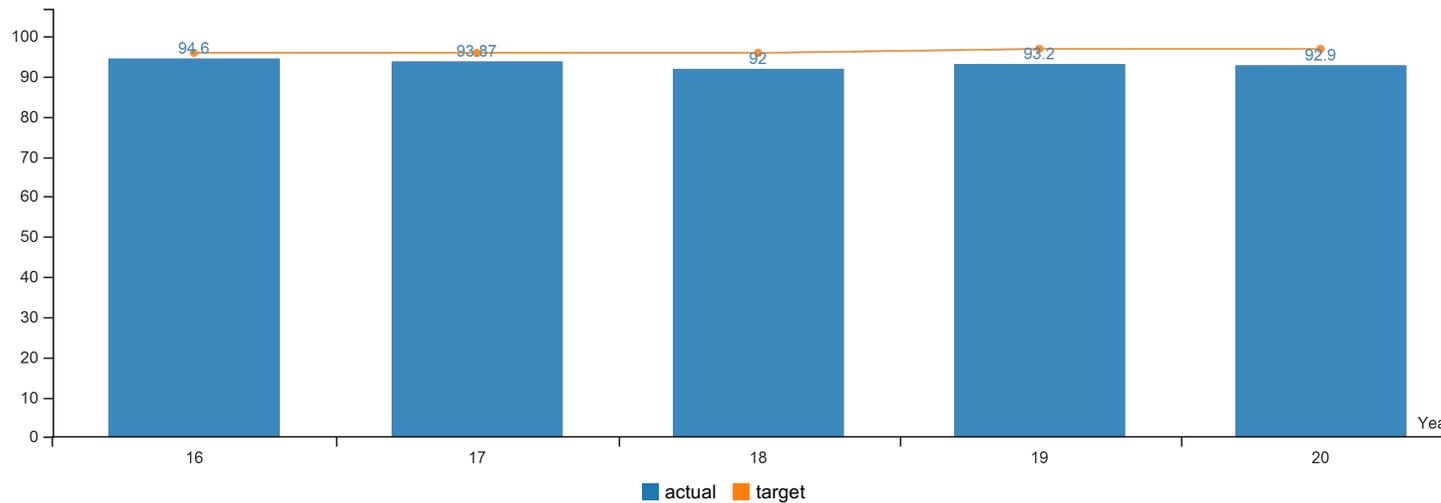
- Community Investigations completed by Adult Protective Services have response times of same day, end of next business day, or within 5 business days.
- Facility (Adult Foster Home, Assisted Living Facility, Residential Care Facility, Memory Care) Investigations completed by Adult Protective Services have response times of same day and end of next business day.
- Nursing Facility investigations completed by the Nursing Facility Survey Unit within Safety, Oversight and Quality have assigned timelines of two days or ten days.

During this reporting period, there were 13397 investigations completed by APS (compared with 11,229 from the past reporting period, an increase of 19%). Of those, 13170 (98.3%) received a timely response.

During this reporting period there were 525 Nursing Facility Investigations (compared with 508 from the past reporting period, an increase of 3.3%). Of those, 195 (37.1%) received a timely response.

KPM #4	ABSENCE OF REPEAT MALTREATMENT OF ABUSED/NEGLECTED CHILDREN (CW) - The percentage of abused/neglected children who were not subsequently victimized within 6 months of prior victimization
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>ABSENCE OF REPEAT CHILD MALTREATMENT</b>					
Actual	94.60%	93.87%	92%	93.20%	92.90%
Target	96%	96%	96%	97%	97%

**How Are We Doing**

The outcome of 92.9% is Federal Fiscal Year 2019 data, for Report year 2020 (October 2018 to September 2019). As the data reflects, Oregon has consistently hovered slightly below meeting the target goal of 97% safe from repeat maltreatment. Child Safety consultants have continued to review cases in which a child victim has been identified as experiencing repeat maltreatment to determine if there are practice or program improvements that will positively impact this measure and improve child safety outcomes. In June 2020 the Safety Program and ORCAH developed and initiated considerations and training for CPS workers and screeners regarding the difference between a new report of abuse and compliance issues or insufficient safety plans that can be addressed by the permanency worker, rather than multiple founded dispositions for the same ongoing or chronic issue.

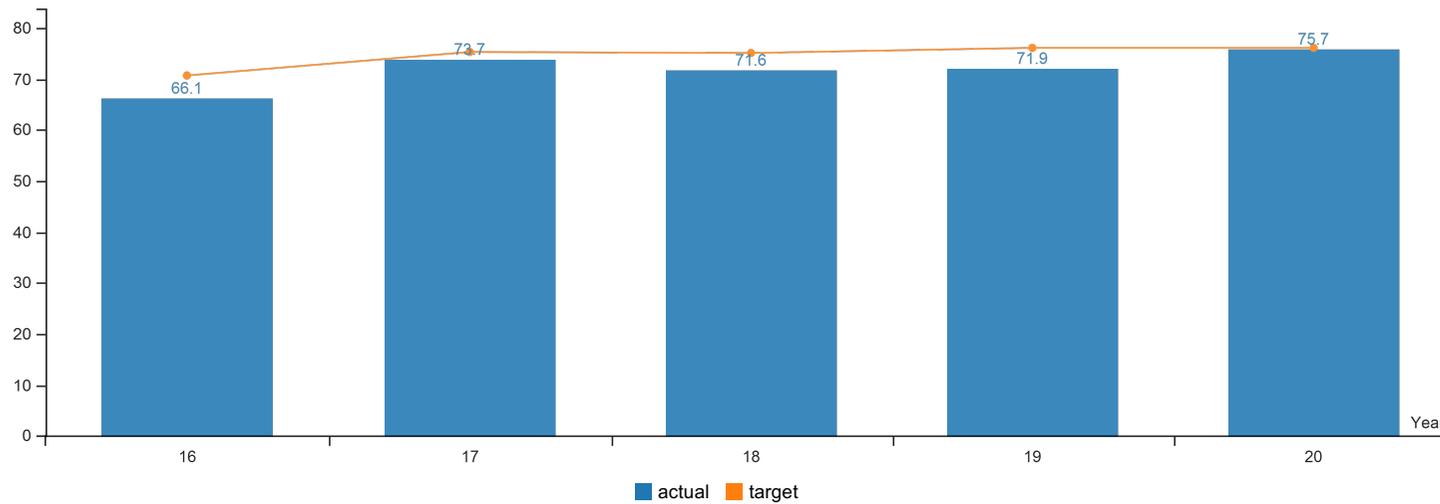
**Factors Affecting Results**

Oregon's transition to a centralized screening hotline with training and a continuous quality improvement team has increased consistency in screening assignments across the state. One of the areas identified that impacts recurrence of maltreatment are reports that document historical abuse after a child has entered substitute care. These reports should reflect the date of incident, rather than date of report, however this continues to be a training issue. Root cause analysis of cases has also indicated that there are a substantial number of reports that are founded for maltreatment for an allegation that has already been assessed and being addressed in an open case with a safety plan. New reports are generated reflecting insufficient safety plans, compliance issues, or violations of visitation plans that are not new allegations of abuse. When these reports are assigned for field assessment, our inexperienced CPS workforce has struggled to understand how to review these reports and make an independent CPS decision. For example, in-home cases in which a parent has been founded for neglect due to substance use may have subsequent reports generated if a relapse occurs, regardless of impacts on the child(ren).

It should also be noted that the reporting period falls within the period of time Oregon made concerted efforts to complete overdue assessments, resulting in substantially higher numbers of completed assessments with dispositions that impacts the data.

KPM #5	TIMELY REUNIFICATION OF FOSTER CHILDREN (CW) - The percentage of foster children exiting to reunification within 12 months of foster care entry
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>Timely Reunification</b>					
Actual	66.10%	73.70%	71.60%	71.90%	75.70%
Target	70.60%	75.20%	75%	76%	76%

#### How Are We Doing

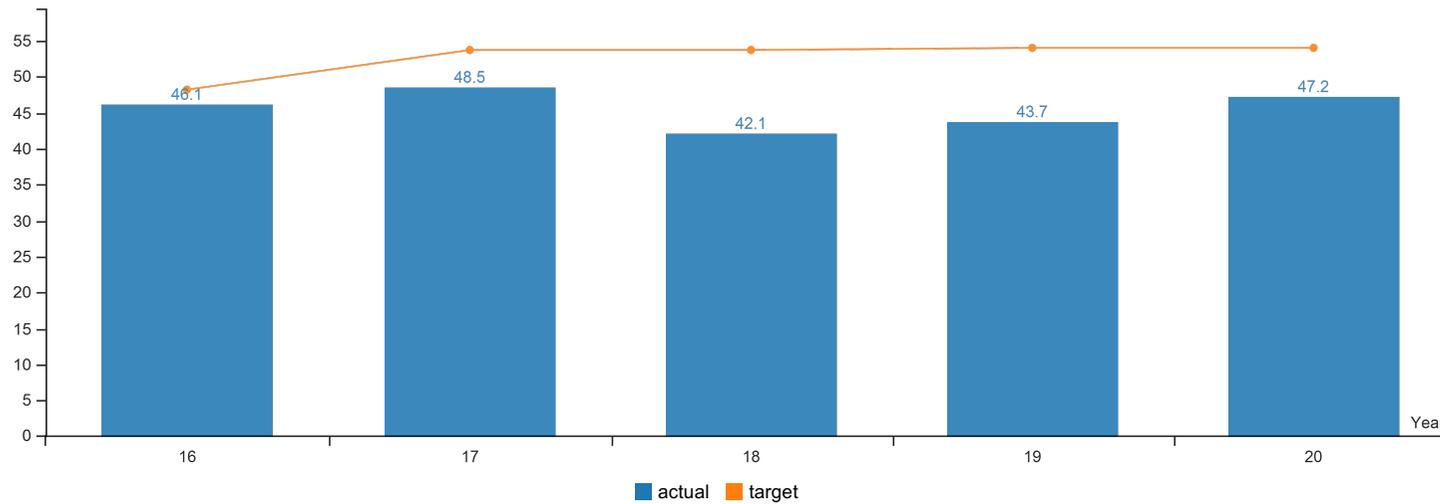
Oregon continues to make progress in this area improving by 3.8% over the last year which marks a steady increase over the past 3 years. Oregon is .3% away from meeting the benchmark for this measure.

#### Factors Affecting Results

The Permanency Program in Oregon has continued its intentional focus on reunification efforts through the Program Improvement Plan, Quality Assurance Reviews, consultation and training. There are several pilot projects aimed at supporting the field in using the Practice Model Conditions for Return to quickly and safely return children home. Those efforts have been across programs and in partnership with outside service providers and community programs. Oregon has also implemented an internal case transfer process that supports permanency workers engaging with families mere days after a child is placed in care. Oregon continues to work with communities and community partners to develop much needed in-home services for families. These efforts have resulted in more children exiting foster care to their families quickly and safely.

KPM #6	TIMELY ADOPTION ONCE CHILDREN ARE LEGALLY FREE (CW) - The percentage of legally free children adopted in less than 12 months
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>Timeliness of Adoption Once Legally Free</b>					
Actual	46.10%	48.50%	42.10%	43.70%	47.20%
Target	48.20%	53.70%	53.70%	54%	54%

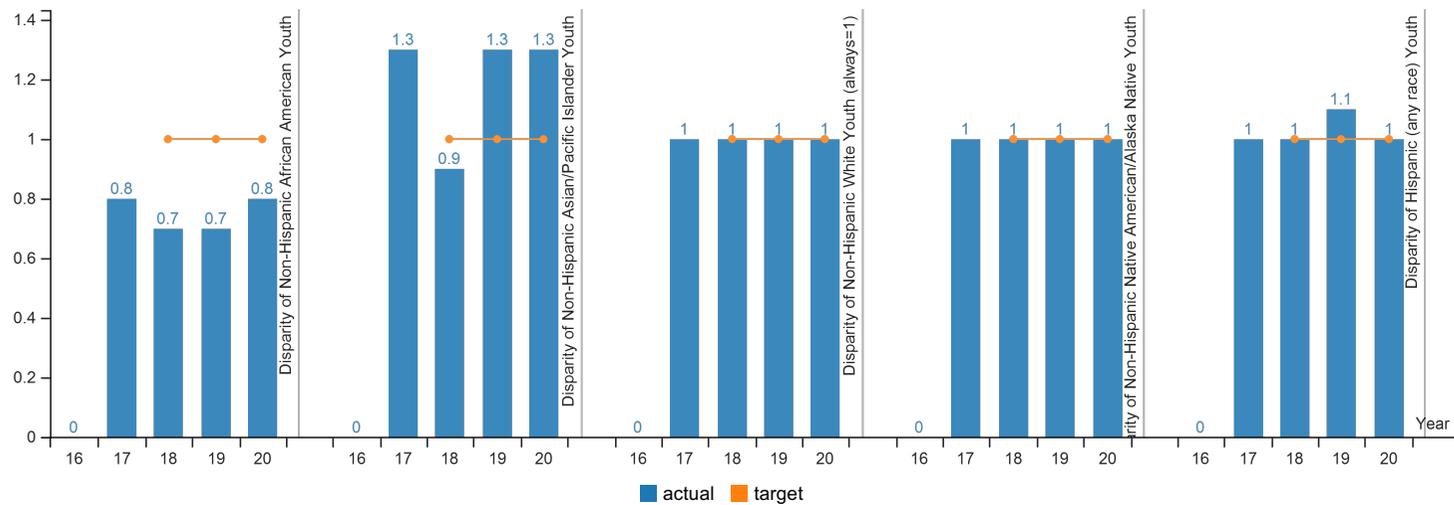
#### How Are We Doing

Oregon improved performance in this measure by 3.5% over the prior year, marking the second straight year of improvements.

#### Factors Affecting Results

Oregon, using strategies and activities outlined in our Performance Improvement Plan, has continued coordinated efforts between Central Office Child Permanency Program and Local Branch/Field Office staff to streamline adoption processes, provide technical assistance from central office to field staff (including trainings, process/procedure guides, etc.), and to work with the Courts and other entities/partners on methods to better track adoption progress and move adoption work forward more timely for each child who has a plan of adoption. Those efforts have resulted in improved timeliness to adoption, and we're still working to improve the timeliness even more.

KPM #7	DISPARITY OF FOSTER YOUTH ACHIEVING PERMANENCY (CW) - The disparity in foster youth achieving permanency with 2 years by race/ethnicity
	Data Collection Period: Oct 01 - Sep 30



Report Year	2016	2017	2018	2019	2020
<b>Disparity of Non-Hispanic African American Youth</b>					
Actual	No Data	0.80	0.70	0.70	0.80
Target	TBD	TBD	1	1	1
<b>Disparity of Non-Hispanic Asian/Pacific Islander Youth</b>					
Actual	No Data	1.30	0.90	1.30	1.30
Target	TBD	TBD	1	1	1
<b>Disparity of Non-Hispanic White Youth (always=1)</b>					
Actual	No Data	1	1	1	1
Target	TBD	TBD	1	1	1
<b>Disparity of Non-Hispanic Native American/Alaska Native Youth</b>					
Actual	No Data	1	1	1	1
Target	TBD	TBD	1	1	1
<b>Disparity of Hispanic (any race) Youth</b>					
Actual	No Data	1	1	1.10	1
Target	TBD	TBD	1	1	1

#### How Are We Doing

We are proposing to delete this KPM. It has not effectively measured or reflected the disparity by race/ethnicity of foster youth achieving permanency.

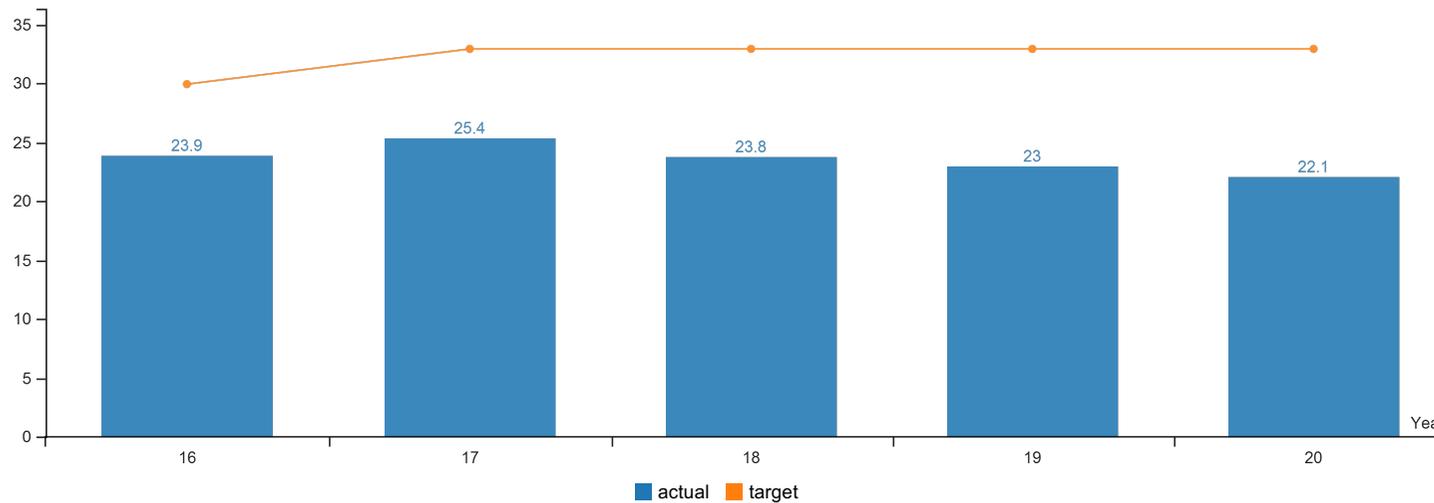
#### Factors Affecting Results

This measure has gone through thorough analysis including breakdown by decision points and by district in an attempt to look at the variances in foster youth achieving permanency by race/ethnicity

across the state. Child Welfare leadership believes this measure reports potentially misleading information regarding real disparities and disproportionalities that need addressing. In response, for 2021 reporting year, Child Welfare has developed two new equity KPMs to target both the reduction of racial/ethnic disparity in length of stay and the reduction of disproportionality at entry into substitute care, and would like to discontinue the use of this measure.

KPM #8	CHILDREN SERVED BY CHILD WELFARE RESIDING IN PARENTAL HOME - The percentage of children served in Child Welfare on an average daily basis (in home and foster care) who were served while residing in their parent's home
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>CHILDREN RESIDING AT HOME IN LEAST RESTRICTIVE SETTING</b>					
Actual	23.90%	25.40%	23.80%	23%	22.10%
Target	30%	33%	33%	33%	33%

### How Are We Doing

The outcome of 22.1% is Federal Fiscal year 2019 data for report year 2020. This represents a decrease of .9% from the previous FFY. With the impending implementation of Family First Act, Oregon's initial candidates for federal funding will include children at imminent risk for removal. This provides the Department an opportunity with a renewed focus on this population of children served in-home. Oregon's practice around serving children in-home varies around the state with some in-home cases remaining in Child Protective Service Units while services are provided, and others transitioning to Permanency units for ongoing case and safety management. Ongoing efforts to train staff on Oregon's safety practice model has resulted in the need to once again focus efforts on supervisors to ensure caseworkers have support necessary to practice fidelity to the safety model. The in-home criteria have been evaluated and updated changing the calm enough criteria to more accurately describe that there are no barriers in the home preventing safety services to occur. Oregon continues to evaluate our practices in providing in-home services and supports that will allow children to successfully remain in their home while sufficiently managing safety.

### Factors Affecting Results

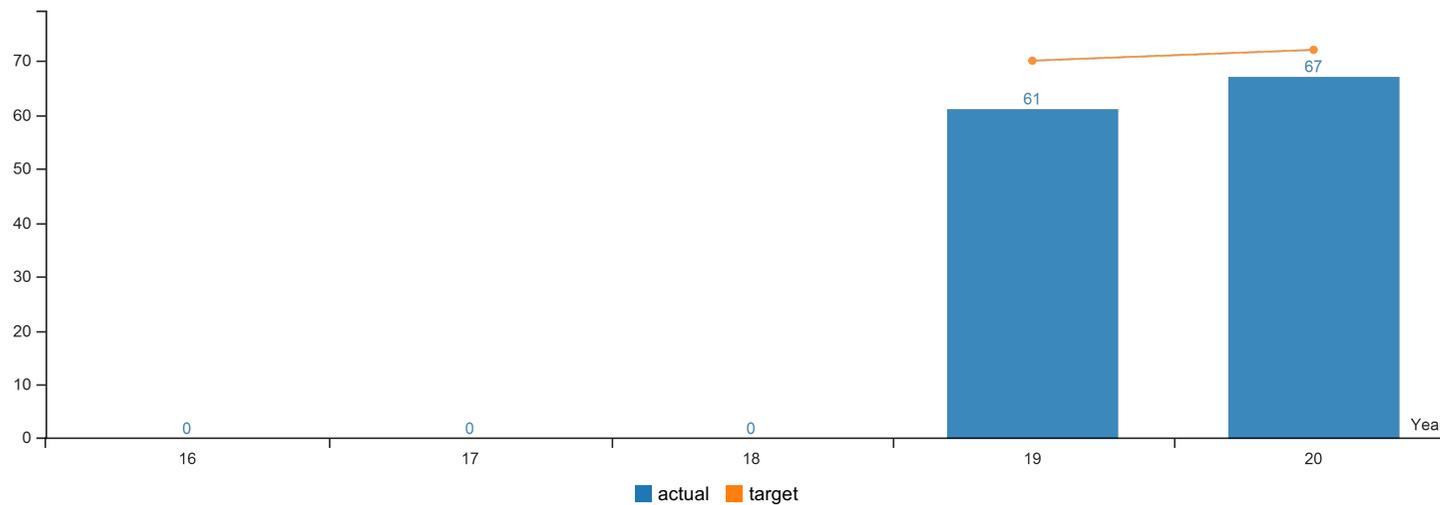
The lack of resources in communities and natural supports for families to manage safety threats while children remain in-home has been a consistent factor for numerous years. Cases where children remain in-home must receive consistent safety management until parents/caregivers have made sustainable behavior changes. Case reviews, however, indicate in-home cases are often closed prior to the family conditions being fully addressed or insufficient safety planning resulting in removal and placement in foster care. While in-home services may be provided, there is a lack of sustained focus on monitoring safety. In order to manage these high-risk cases, caseworkers require in-depth knowledge of Oregon's practice model which provides specific criteria and guidance for all child safety decisions throughout the life of the case.

Placement of children in foster care is the most restrictive and least desirable outcome to manage child safety. Whenever possible, children who can be safely reunified with their family will continue to receive services in-home. Currently, Oregon's practice for offering in-home cases is inconsistent around the state. Additionally, the number of children served in-home has seen a minor downward trend since the previous FFY. The Department believes the implementation of Family First Act will counter this decline and offer specific focus on children at imminent risk for removal.

**KPM #9 TIMELY ELIGIBILITY DETERMINATION FOR ODDS SERVICES - The percentage of individuals who apply for ODDS services who are determined eligible within 90 days from application**

Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>SERVICE ELIGIBILITY - ODDS</b>					
Actual	No Data	No Data	No Data	61%	67%
Target	TBD	TBD	TBD	70%	72%

**How Are We Doing**

Community Developmental Disability Programs (CDDPs) continue to make improvement in meeting 90 day determinations, with an ongoing pattern of continuous improvement between 2019 and 2020 and an increase in the number of cases where an applicant received a determination within 90 days. Data variances provide initial indications that targeted timeline goals have increased by at least 6% in the last fiscal year, and determinations are at least 4% closer to the target as compared to 2019.

**Factors Affecting Results**

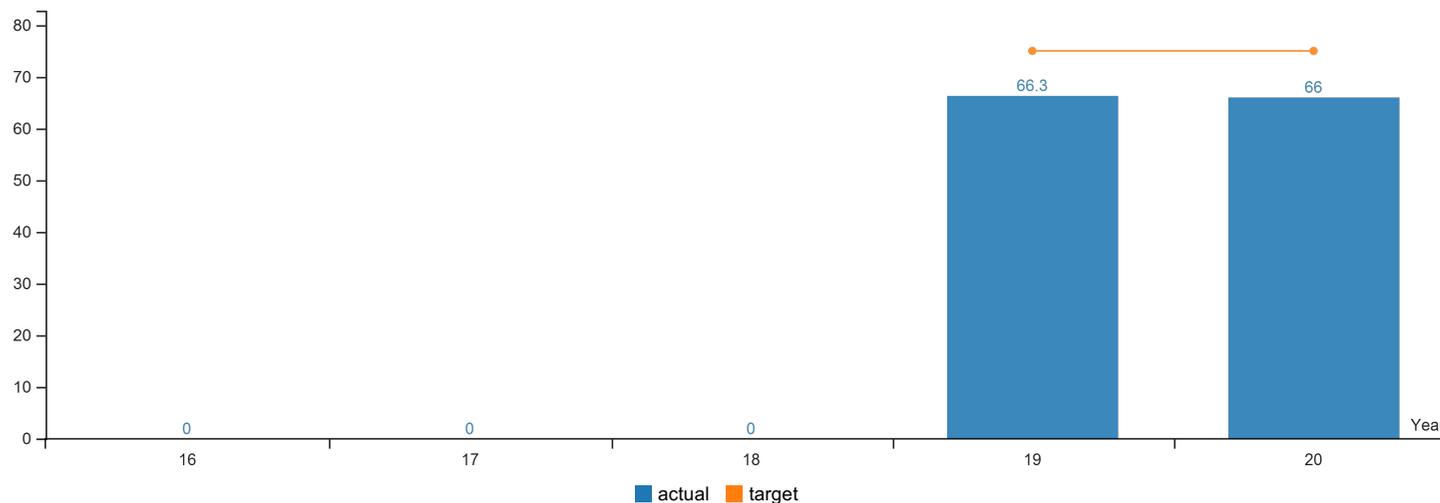
We continue to hold a 90-day determination timeline as a goal. Several factors impact meeting this goal: workload model and staffing impacted determination timelines; some offices with less eligibility staff or those with multiple roles experience increased difficulty in achieving timelines; an individual’s ability to attend required appointments for eligibility also delay determinations. Additionally, in early 2020 the effects of the COVID19 pandemic and subsequent emergency response policy created an emergency outside the control of the State and the CDDP offices. Due to the pandemic some determinations were delayed, and additional time was required to schedule in-person meetings or establish other methods to complete a determination or evaluation.

Data extrapolations have identified some variance in quantitative and qualitative analysis, requiring further interpretation and follow up. ODDS will submit subsequent data and comment, upon further evaluation of the data if appropriate.

Comment: When this data was initially reported in 2019, it was based on a “year to date” calendar year and showed 67% of applicants were determined eligible within 90 days. The measure is now based on a fiscal year, beginning July 1 and running through June 30 the following year. The 2019 data was adjusted for fiscal year reporting as well.

KPM #10	ADULTS ENROLLED IN ODDS PROGRAM RECEIVING IN-HOME SERVICES - The percentage of adults enrolled in the Intellectual/Developmental Disabilities program who are receiving services in their own home, including family home
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>In-Home Services</b>					
Actual	No Data	No Data	No Data	66.30%	66%
Target	TBD	TBD	TBD	75%	75%

#### How Are We Doing

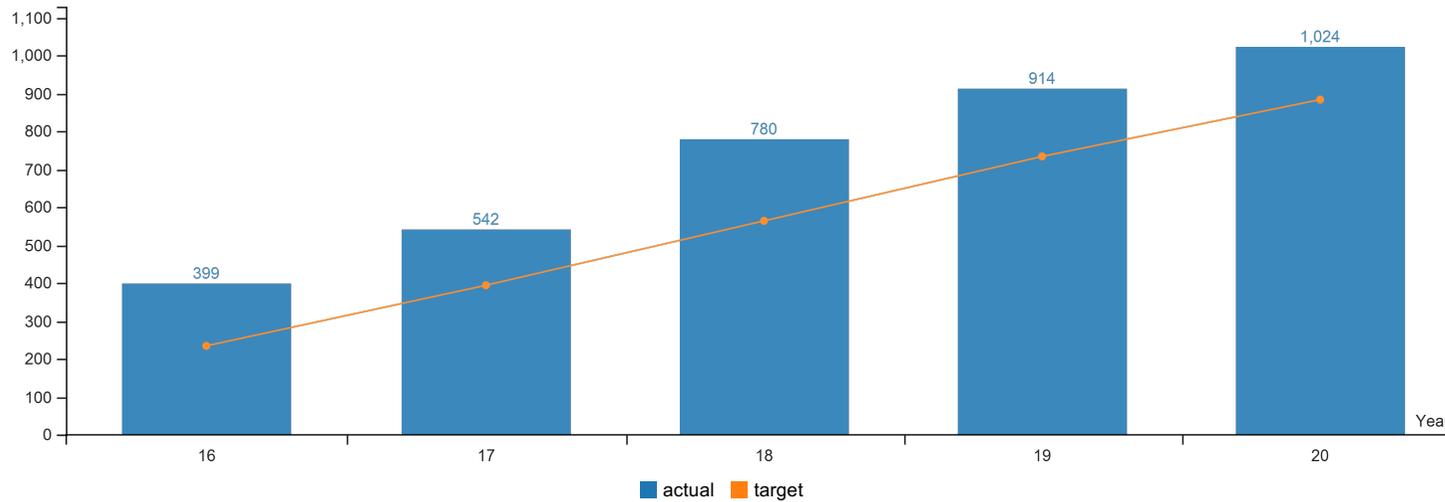
Oregon does not have any institutional care settings for people with intellectual/developmental disabilities. All services are provided in a community setting. Additionally, two of our five strategic goal areas are focused on supporting people's living options and providing adequate support to individuals and families, so they can be happy, safe, and healthy in the home setting they choose.

#### Factors Affecting Results

Group homes and foster homes fulfill an essential role in providing supports and services to those that may not have access to in-home supports or whose support needs are specialized enough that providing them in the family home would provide a major disruption to others living in the home.

KPM #11	SUPPORTED EMPLOYMENT SERVICES TO OBTAIN COMPETITIVE INTEGRATED EMPLOYMENT - Number of individuals in sheltered workshop target population receiving supported and/or related employment services from ODDS and VR who obtain competitive integrated employment
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>SUPPORTED EMPLOYMENT - EMPLOYMENT FIRST</b>					
Actual	399	542	780	914	1,024
Target	235	395	565	735	885

#### How Are We Doing

At this time, ODDS continues to be in substantial compliance with this metric and the *Lane v. Brown Settlement Agreement*. This is a significant achievement given that many people in Oregon experienced temporary and permanent job loss due to COVID-19 during FY 2020. ODDS and DHS as a whole continue to prioritize and grow Competitive Integrated Employment for people with Intellectual and Developmental Disabilities.

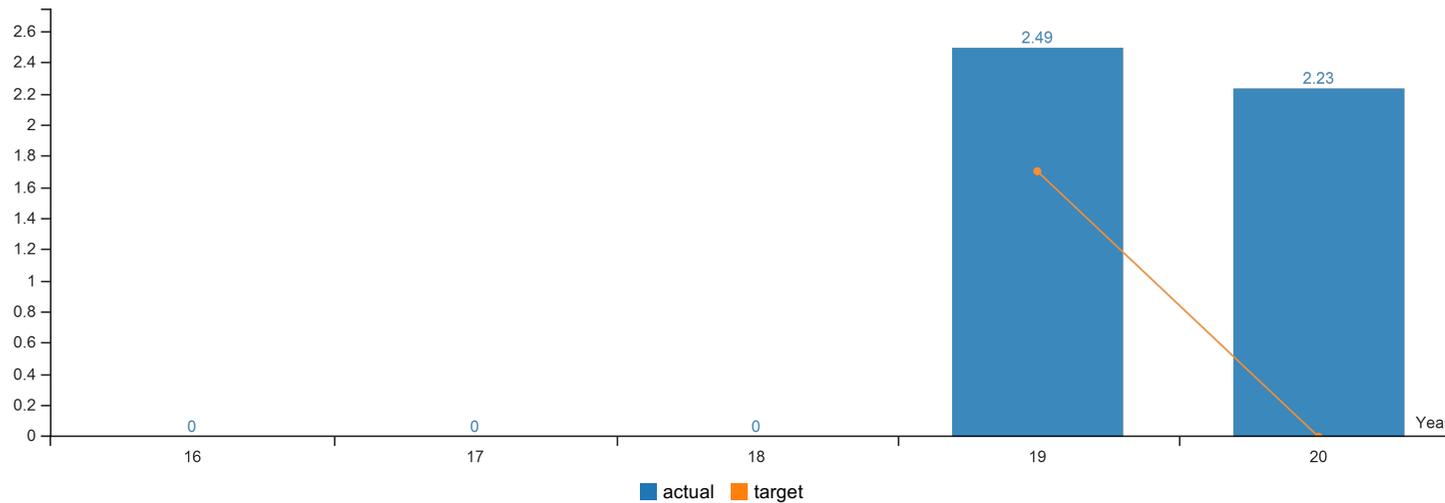
#### Factors Affecting Results

ODDS continues to be in substantial compliance. It is important to note that though ODDS continues to exceed the requirements of this metric, growth was slowed this year due to COVID-19.

**KPM #12 ABUSE/NEGLECT OF ADULTS WITH DEVELOPMENTAL DISABILITIES (ODDS) - The percentage of substantiated abuse/neglect of adults in licensed and endorsed programs**

Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>ABUSE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES</b>					
Actual	No Data	No Data	No Data	2.49%	2.23%
Target	TBD	TBD	TBD	1.70%	0%

**How Are We Doing**

Changes to the definition of the KPM last year make direct comparisons to data from earlier years inappropriate. Historically the population was based on all people with developmental disabilities—adults and children, whether they lived in residential settings, received services provided by programs with endorsements or not. In 2019 the metric changed to focus on substantiated abuse of adults in licensed and endorsed programs. The metric now applies to a smaller group of individuals, and it is a more responsive metric. Because these programs have sought licenses or endorsements, ODDS can have a direct impact on the provider agencies involved in abuse and neglect.

In previous years most reports of abuse and neglect involved licensed settings. Employees in these settings are mandatory reporters of abuse and are trained to recognize signs of abuse. The estimate of abuse for this more constrained population appears to have declined by approximately 2/10 of a percent from last year’s figure. This reduction is the result of a 4% larger adult population receiving these services and a 10% decline in the actual number of adults with a substantiated abuse allegation.

Because of a lack of national abuse data it is a challenge drawing comparisons to the IDD abuse rate targets. Targets are currently based on trends of historical data.

Oregon is in the process of transitioning to a Centralized Abuse Management (CAM) information system that will allow for enhanced tracking and monitoring of abuse referrals and investigations. IDD service cases were included in the second phase of implementation. Piloting began in October 2019 and continued into early August of 2020. The full implementation of CAM will enhance access and availability of information across the state and greatly improve the ability to make data informed decisions.

**Factors Affecting Results**

Abuse rates for people with intellectual/developmental disabilities can be affected by many factors, including:

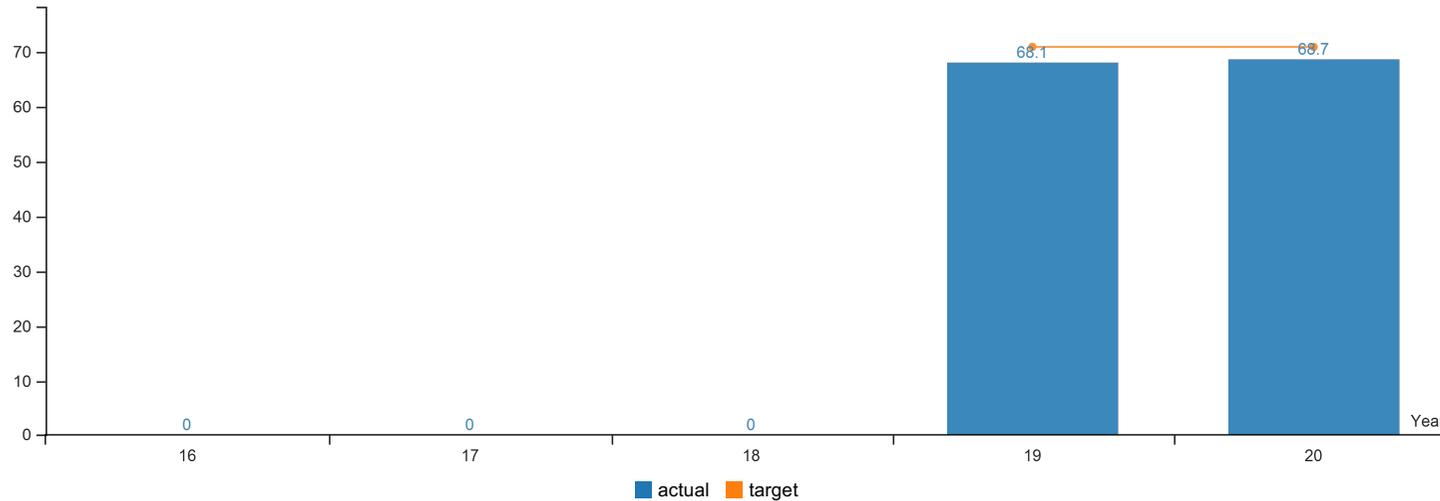
- The high acuity and service needs of residents being served in community-based care settings.
- High turnover rate of treatment and support staff in all settings.
- An adult's right to make decisions about their living situation, companions, etc.
- Barriers to the reporting of abuse by cognitively impaired clients.
- Limited resources available to respond to and support people with intellectual/developmental disabilities who are abused (e.g. domestic violence shelters, counseling resources, etc.).
- Current data systems do not have the capacity to clearly identify risks associated with reports of abuse.

What needs to be done in this area includes:

- Ongoing training for service coordinators, personal agents, personal support workers, direct support providers, service providers and facility staff in recognizing, reporting, and preventing abuse.
- Research and collaboration with community response systems and resources, including domestic violence interventions, sexual assault response, mental health services, housing, etc.
- Coordination and participation with local area multidisciplinary teams and coordinated-care organizations.
- Increased investigator access to content experts such as forensic nurses, psychologists and other health care professionals.
- Appropriate training of investigators and staff in proper use of data systems to assure high-quality, accurate data entry.

KPM #13	HOUSEHOLDS AT, OR ABOVE, LIVING WAGE FOUR QUARTERS AFTER LEAVING SSP PROGRAM - The median percentage of households leaving Self Sufficiency who are at, or above, a living wage four quarters out
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>HOUSEHOLDS AT, OR ABOVE, LIVING WAGE</b>					
Actual	No Data	No Data	No Data	68.10%	68.70%
Target	TBD	TBD	TBD	71%	71%

### How Are We Doing

The Office of Self-Sufficiency Programs' (SSP) mission is to provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty. A key dimension to address poverty and maximize people's potential is the ability to earn living wages. It is well known that families who are employed with incomes at, or just above the federal poverty level often cannot make ends meet. In these circumstances, individuals and families find it difficult to pay for the necessities like food, housing, utilities, child care, clothing, etc. This measure tracks the median percent of participants who exit all Self-Sufficiency programs and are earning at, or above, living wages four quarters after they leave the programs. The most recent data available shows that 68.7 median percent of those participants are earning living wages.

### Factors Affecting Results

This measure relies on Oregon Employment Department (OED) reported earnings for SSP participants one year after they left all SSP programs and comparing these earnings to the most recent Washington State University Self-Sufficiency Standard for Oregon. It is important to note that only the SSP exiters with income captured by OED are included in the pool. The Self-Sufficiency Standard calculates how much income a family must earn to meet basic needs, with the amount varying by family composition and where they live<sup>[1]</sup>. This measure may be affected by several things, including the status of the economy, the availability of jobs, geography, standard costs for basic living needs by county, and family composition. It can also be affected by the structure of SSP employment and training programs and the effectiveness of other agency and community partnerships that connect SSP participants into living wage jobs.

Over the past four years the Oregon Workforce System became more aligned and includes coordinated partnerships and service delivery.

- Data-sharing agreements are in place to include Supplemental Nutrition Assistance Program (SNAP) employment plans in the Oregon Employment Department's (OED) data-system.

- People served by the SNAP-Able-Bodied Adults Without Dependents (ABAWD) program now access enhanced employment services from OED.
- In the Fall 2018, DHS SSP and workforce system partners participated in regional poverty simulations to ensure goals and approach to servicing families are aligned beginning with a common understanding and framework.

Over the past four years DHS SSP invested in expanded employment and training opportunities and supports:

- SNAP Training and Employment Program (STEP) has expanded investments in partnership with OED, community colleges and local community organizations, drawing additional federal dollars to offer a more comprehensive set of training and employment opportunities for SNAP participants.
- DHS SSP invested seed money so that OED can pay for things such as uniforms, scrubs, etc. that their STEP participants need to start a new job.
- Job Opportunity and Basic Skills (JOBS) Program investments include expansion of a more comprehensive model of vocational training and education, expanded supports and payments for family stability services and housing assistance to support Temporary Assistance for Needy Families (TANF) and former TANF participants.

ODHS SSP plans to continue expansion of employment and training programs in partnership with communities, participants, agencies, employers, nonprofit organizations and the federal Food and Nutrition Service.

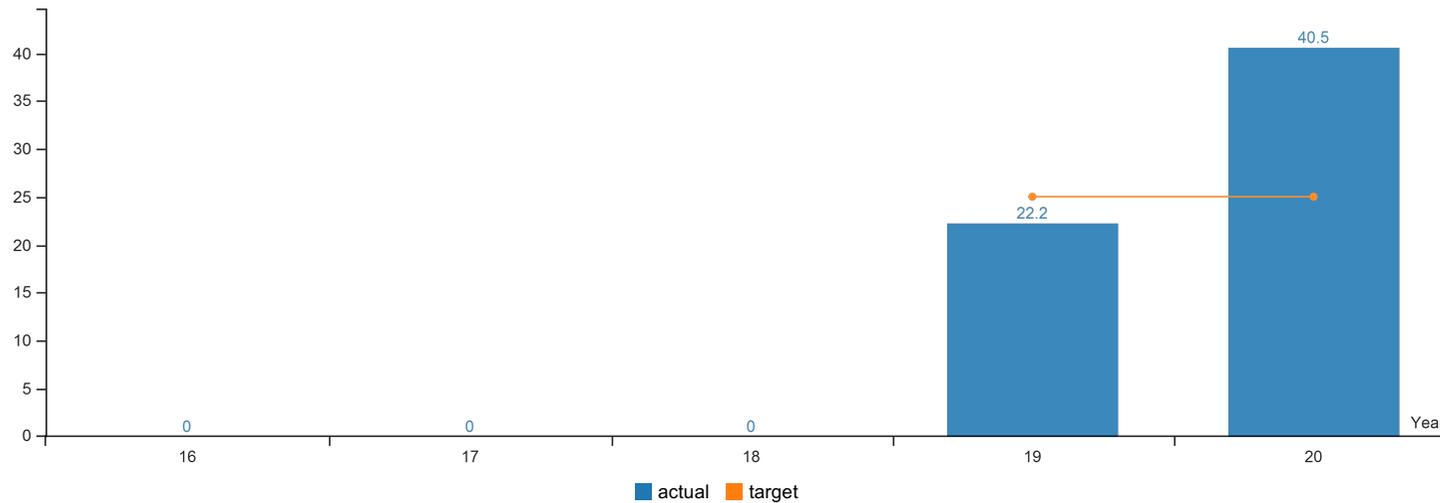
The current COVID-19 health pandemic and associated social distancing measures have caused an abrupt slowdown in the economy. It is anticipated that next year's data on this measure will reflect the changes in the economy.

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[1] Dr. Diana M. Pearce, "The Self-Sufficiency Standard for Oregon 2017", Center for Women's Welfare at the University of Washington. Available online at: <http://selfsufficiencystandard.org/oregon>

KPM #14	SSP PARTICIPANTS REPORTING HOUSING STABILITY - The percentage of Self Sufficiency participants who report their housing needs are fully met
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>HOUSING STABILITY</b>					
Actual	No Data	No Data	No Data	22.20%	40.50%
Target	TBD	TBD	TBD	25%	25%

#### How Are We Doing

The Office of Self-Sufficiency Programs' (SSP) mission is to provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty. Housing is a foundation for successful communities. Affordable and permanent housing improves the quality of life of families by leading to better health, stability, safety and security. Where a person lives can predict their life expectancy[1]. The goal of this measure is to track the percentage of households connecting to Self-Sufficiency programs who report housing stability. In the Summer 2020, SSP conducted a statewide survey of Supplemental Nutrition Assistance Program (SNAP) participants who applied or reapplied for SNAP or other SSP programs in the month of April 2020. **Of 39,082 SNAP applicants in April 2020, there were 4,544 survey respondents which represents a 11.6% overall response rate.**

The survey found that 40.5% of respondents reported housing stability. This year's result was almost double the result from 2019. Based on the survey, slightly over half of the respondents reported housing instability, meaning that their housing needs are not fully met.

The following is a breakdown of participant responses to the KPM question: **"Please select what you feel is most true for your family now"**

Response	Percentage
I and/or my family need(s) immediate help getting into housing	5.4%

<b>I and/or my family have housing, but it is temporary and/or inadequate</b>	10.5%
<b>I and/or my family needs help at times with rent and/or bill payment</b>	40.7%
<b>I and/or my family's housing needs are fully met (i.e., I can afford to pay rent/mortgage and utilities without difficulty)</b>	40.5%
<b>Decline to answer</b>	2.9%

The following is the breakdown of participants' responses to: "What is your current living situation?":

<b>Response</b>	<b>Percentage</b>
Staying or living with family / friends	16.8%
Rental housing with no subsidy	46.1%
Rental housing with subsidy (Section 8, public housing, or other housing assistance)	8.1%
Renting a room or exchange work for room	5.8%
Living on the street / no physical shelter	2.0%
Own home / own trailer	11.6%
Emergency shelter/ Transitional housing (group home, recovery center, etc.)	1.0%
Living in car	1.1%
Other	2.8%
About to lose housing / facing eviction	1.2%
Hotel / motel	0.7%
Staying or living in a recreational vehicle (RV, motorhome, fifth wheel trailer, truck camper, etc.)	2.9%

The following are a few of the quotes from survey respondents who opted to provide more input:

*"I work but cannot afford my own housing."*

*"I reside with my daughter who owns the home."*

*"[I am] living with my father ... would not have anywhere to live if not living with my father, rent is too high and not ... able to find jobs."*

*"Rentals are hard to find right now. Not sure where my family will be in September."*

*"We are losing everything with COVID. We had a small business and now we have lost it. Now I am so far behind in my rent I feel that my family cannot make up this large of sum of money."*

*"[We] can't get housing till something opens up on waitlists. Food is not enough when you have nowhere to prepare it. Office can't really help when you are already at maximum for food and there are no programs for housing."*

*"Housing was part of my job as a hotel manager. With COVID we are closing at end of month. We have nowhere to go."*

*"Paying [hotel] by the week is expensive but it is better than living on the streets with my kids. I'm hoping I can find a place soon but I have to look around my work schedule. With COVID I have a lot of fear going to look at places too."*

*"Things are okay for housing, but my utilities are kind of expensive with the kids home all the time."*

*"I'm living in neighborhood I grew up in however due to cost of housing I have to exchange work for housing. Need more affordable housing."*

*"I'm taking care my 87yr old father and I'm not paying rent."*

*"We are pretty crammed in this house but we make do ..."*

This data is also collected by race and ethnicity, and is available upon request.

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[1] Arias E, Escobedo LA, Kennedy J, Fu C, Cisewski J. U.S. small-area life expectancy estimates project: Methodology and results summary. National Center for Health Statistics. Vital Health Stat 2(181). 2018. Found at this link: [https://www.cdc.gov/nchs/data/series/sr\\_02/sr02\\_181.pdf](https://www.cdc.gov/nchs/data/series/sr_02/sr02_181.pdf)

#### **Factors Affecting Results**

According to the Department of Housing and Community Services, housing had already emerged as a paramount concern across Oregon and **the lack of available housing, high rents and high home prices were driving rapid increases in housing instability and homelessness**[1]. **These themes rang true and were reflected throughout the SSP well-being survey we conducted in this Summer. At the same time, in the current health pandemic, the survey shows that individuals and families are doing everything they can to take care of themselves and that the word "stability" may be a relative term depending on their situation. Survey respondents reported relying on family, friends, and in some cases landlords. It is also possible that the CARES Act funding, other pandemic related benefits, as well as greater amount of rental assistance funds that Community Action Agencies had available this year compared to 2019 helped create more housing stability for individuals and families. Also the passage of SB 608 that eliminated no-cause evictions and limited rent increases may have also contributed to housing stability for some survey respondents.**

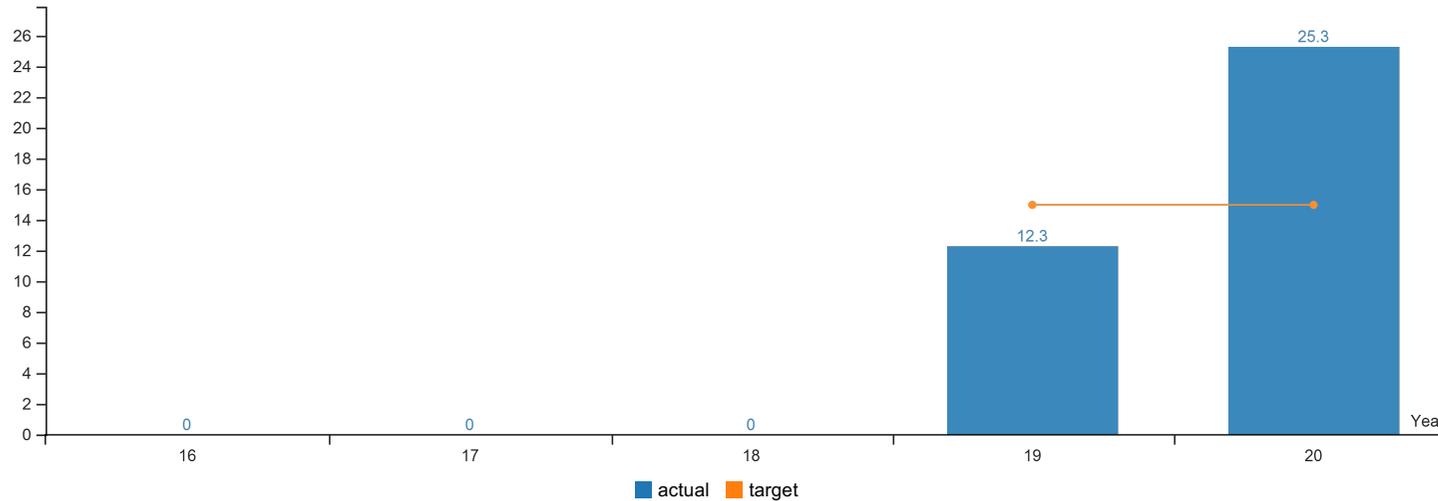
**Over the past three years SSP expanded TANF funded supports to cover housing related emergent needs. SSP has also provided for innovative contracting for housing related services, including navigation services, in partnership with community-based organizations and agencies. Due to the State's budget challenges, some housing-related investments approved by the 2019 Oregon Legislature did not get implemented.**

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[1] Oregon Statewide Housing Plan 2019-2023, Oregon Housing and Community Services. Available online at: <https://www.oregon.gov/ohcs/DO/shp/SWHP-Executive-Summary.pdf>

KPM #15	SSP PARTICIPANTS REPORTING FOOD SECURITY - The percentage of Self Sufficiency participants who report they did not worry about having enough food, or actually run out of food, in the past 12 months
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>FOOD SECURITY</b>					
Actual	No Data	No Data	No Data	12.30%	25.30%
Target	TBD	TBD	TBD	15%	15%

### How Are We Doing

The Office of Self-Sufficiency Programs' (SSP) mission is to provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty. Access to nutritious food helps babies hit milestones, fuels kids as they learn and grow, reduces the chances of chronic disease in adults and makes it more likely seniors are healthy and independent. The goal of this measure is to track the percentage of households connecting to Self-Sufficiency programs who report food security. The United States Department of Agriculture (USDA) defines food security as having consistent, dependable access to enough food for active, healthy living. The USDA's "Household Food Security in the United States in 2019" report found that 9.8% of Oregon households were food insecure, down from 11.1% in 2018[1]. In May 2020, Oregon State University estimated the number of people experiencing food insecurity in Oregon would double to 900,000 people or more than one in five residents due to the increased unemployment from the COVID-19 health pandemic lockdown[2].

In the Summer 2020, SSP conducted a statewide survey of Supplemental Nutrition Assistance Program (SNAP) participants who applied or reapplied for SNAP or other SSP programs in the month of April 2020. **Of 39,082 SNAP applicants in April 2020, there were 4,544 survey respondents which represents a 11.6% overall response rate.**

The survey found that 25.3% of respondents reported experiencing food security[3]. This year's result is double the food security rate reported in 2019. Based on the survey, 72.4% of the respondents reported experiencing food insecurity, meaning that their access to adequate food is limited by a lack of money or other resources.

In the current COVID-19 health pandemic, it is possible the higher food security rate reported is attributed in part to the additional federally approved food benefits deployed by ODHS-SSP as well as other USDA approved benefits like school lunches, and state-level investments through the food banks.

The following is a breakdown of participant responses to: **“Within the past 12 months, we worried whether our food would run out before we got money to buy more”**

Response	Percentage
Often true	23.0%
Sometimes true	49.4%
Never true	25.3%
Don't know	1.3%
Decline to answer	0.9%

The following is the breakdown of participants' responses to **“Within the past 12 months, the food we bought just didn't last and we didn't have money to get more”**:

Response	Percentage
Often true	19.6%
Sometimes true	44.7%
Never true	33.0%
Don't know	1.8%
Decline to answer	0.8%

The following are a few of the quotes from survey respondents who opted to provide more input:

*"SNAP has been very helpful. Without it we would not be able to have food."*

*"I am grateful that I received extra money on my trail card because of pandemic. Before this it was always hard to make it to the end of month. I finally was able to not feel stressed about food. I just got food money for school kids and this has helped a lot since my daughters are home all the time."*

*"The office has been helpful during this pandemic, they got me SNAP quickly and that helped. Worried about how long this is going to go on."*

*"Glad to have help with food, it is just never enough. Prices of things are going up quickly, but the benefit amount stays the same. It takes almost all the money I make to pay my rent and utilities. Feel like I'm stuck in a never-ending bad dream."*

*"Office staff was very helpful and was very happy when got full amount for benefits, it came right when I needed the food."*

*"I am finally able to get enough food for a month during the COVID crisis because my disability makes me ineligible usually. This is how persons on Social Security should be treated with regard to food help. I worked hard to have a home and then had a heart attack that has made it where I cannot work now. I shouldn't get punished for having other benefits. The last couple months have been the only time I didn't have to go to the food pantries or church in order to have food to eat since my illness .... This is what should happen, even \$194 isn't a lot of food but I am good at stretching it."*

*"[I'm] trying to eat better but food costs much. So very grateful for any help."*

*"It has helped having the food [benefits] so I do not have to be stressed about that. Just worry as the COVID stuff is getting worse and can't make it if my job is closed again."*

*"[It] would be nice if people could buy hot food with SNAP when they are living on the streets or otherwise have no refrigeration. The fridge in our RV doesn't work. Hard to store nutritious food."*

This data is also collected by race and ethnicity, and is available upon request.

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[1] Alisha Coleman-Jensen, Matthew P. Rabbitt, Christian A. Gregory, and Anita Singh. 2020. Household Food Security in the United States in 2019, ERR-275, U.S. Department of Agriculture, Economic Research Service. Available online at: <https://www.ers.usda.gov/publications/pub-details/?pubid=99281>

[2] Mark Edwards. May 2020. Oregon State University School of Public Policy, Oregon Policy Analysis Lab. Available at this site: <http://olis.leg.state.or.us/liz/201911/Downloads/CommitteeMeetingDocument/222368>

[3] The SSP Well-being survey incorporated the Hunger Vital Sign™, a validated 2-question food insecurity screening tool developed by Drs. Erin Hager and Anna Quigg and the Children's HealthWatch team. The Hunger Vital Sign™ identifies households as being at risk for food insecurity when they answer that either or both of the 2-question statements are "often true" or sometimes true". For more information visit the Children's HealthWatch website at: <https://childrenshealthwatch.org/public-policy/hunger-vital-sign/>

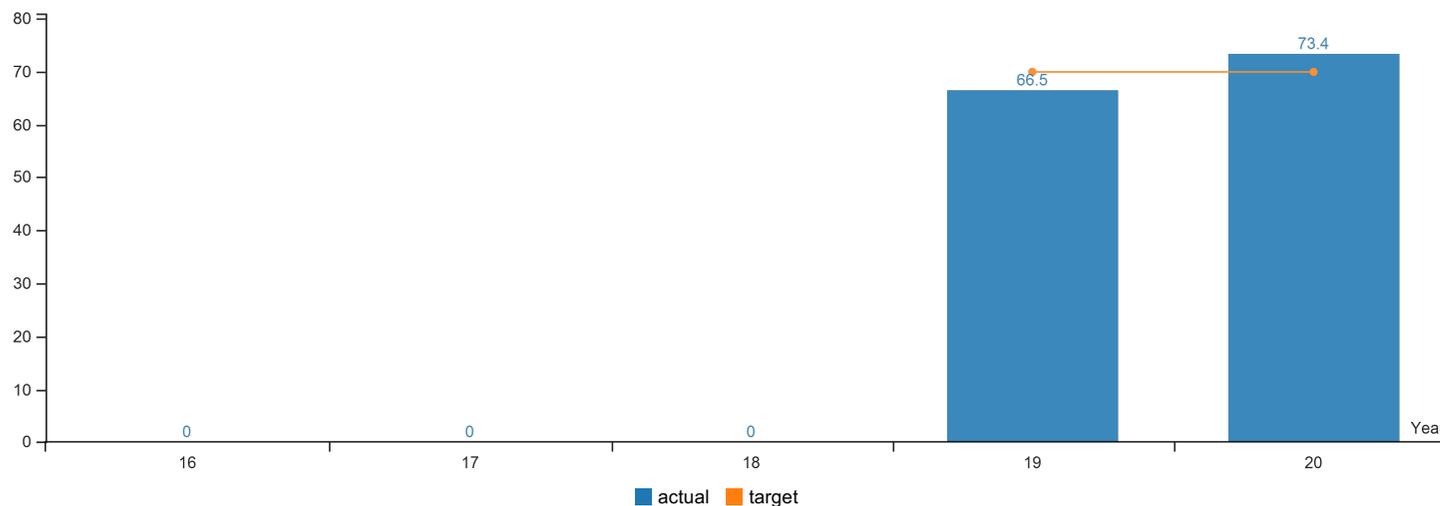
### **Factors Affecting Results**

These results are derived from participants' entries on the SSP well-being survey which will continue to be conducted by SSP each year. Our survey population is composed of persons applying or reapplying for SNAP or other SSP benefits. The current COVID-19 health pandemic and associated social distancing requirements have caused significant job losses. Many people have turned to ODHS for benefits and services such as the SNAP program. In the weeks after Oregon's Governor declared a state of emergency and instituted social distancing mandates, new SNAP application requests increased by 400 percent statewide. At the same time, the SSP workforce began teleworking, while maintaining offices open, and the use of the current online application was encouraged. Despite the surge in applications, SSP did its best to process applications as quickly as possible. Federal waivers helped ease certain application requirements and additional food benefits approved by the federal government were deployed. One example of these food benefits was issuing maximum SNAP allotments to all households regardless of their countable income. Another example is issuing Pandemic Electronic Benefits Transfers (P-EBT) which allowed for depositing food benefits in an EBT card equal to the value of school meals that children would have received if they had been physically attending school.

Oregon continues its outreach efforts to connect with difficult to reach populations, including people of color, by providing information on the benefits of qualifying for and maintaining SNAP eligibility, dispelling myths, providing application assistance, advocating on behalf of participants, and numerous other strategies to reach populations in need. These strategies include identifying and removing barriers to the SNAP program across all populations. We currently collaborate with 15 different community agencies who serve as Oregon SNAP outreach partners.

KPM #16	SSP PARTICIPANTS REPORTING GREATER SELF-EFFICACY - The percentage of Self Sufficiency participants who report they feel more confident in their ability to improve their current circumstances because of SSP and other services they were connected to
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>SELF-EFFICACY/HOPE</b>					
Actual	No Data	No Data	No Data	66.50%	73.40%
Target	TBD	TBD	TBD	70%	70%

#### How Are We Doing

The Office of Self-Sufficiency Programs' (SSP) mission is to provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty. Poverty is multidimensional, meaning that it is more than a lack of adequate income[1]. Multidimensional poverty asserts that there are multiple dimensions of deprivation that must be addressed for people to be equipped to exit poverty and build well-being[2]. This new measure aims to track one dimension of poverty: whether participants perceive a sense of influence over their own circumstances. Specifically, we are tracking participants' reported increased self-efficacy and hope as a result of their involvement with Self-Sufficiency Programs and the connections to other services SSP makes. In the Summer 2020, SSP conducted a statewide survey of Supplemental Nutrition Assistance Program (SNAP) participants who applied or reapplied for SNAP or other SSP programs in the month of April 2020. **Of 39,082 SNAP applicants in April 2020, there were 4,544 survey respondents which represents a 11.6% overall response rate.**

Based on the survey, 73.4% of survey respondents reported feeling more confident about their ability to improve their current circumstances as a result of their involvement with SSP and the services SSP connected them to. In addition, 74.2% of respondents reported they feel more hopeful about their future as a result of their involvement with SSP and the services SSP connected them to.

The following is a breakdown of participant responses to: **“My involvement with DHS Self-Sufficiency and the services DHS has connected me to have helped me feel more confident in my ability to improve my current circumstances”**

Response	Percentage
Strongly agree	22.3%

<b>Agree</b>	51.1%
<b>No opinion</b>	17.6%
<b>Disagree</b>	6.0%
<b>Strongly disagree</b>	1.8%
<b>Decline to answer</b>	1.2%

The following is the breakdown of participants' responses to "My involvement with DHS Self-Sufficiency and the services DHS has connected me to have helped me feel more hopeful about my future":

<b>Response</b>	<b>Percentage</b>
<b>Strongly agree</b>	23.5%
<b>Agree</b>	50.7%
<b>No opinion</b>	17.1%
<b>Disagree</b>	6.0%
<b>Strongly disagree</b>	1.4%
<b>Decline to answer</b>	1.4%

The following are a few of the quotes from survey participants who opted to provide more input:

***"I don't know that the programs make me feel better, but they help me get by."***

*"[ODHS] has helped me feel more confident that my family will have food. The extra amount coming during state closure has helped a lot and I just received the school kids benefit [Pandemic-EBT] so summer doesn't feel as overwhelming anymore. I just started back to part time work and have hope we can resume some normalcy."*

*"My experience has been good. I felt like the people cared and I wasn't just a number."*

*".... everything was done on a timely manner and extremely helpful and allowed me to keep my dignity in that time."*

*"Without DHS SSP assistance we may not be surviving at this point and I am extremely grateful for the program."*

*"Since I have lost my job due to COVID, the people at the office were helpful to me. It was my first time in one of these offices and they were very considerate. I am hopeful that as things go back to normal, I will be able to find work and get back on my feet".*

*"The office staff has been very helpful. [Worker] was very calm and reassuring, gave me hope even though there aren't programs to supplement my current needs. During this unprecedented weird and unchartered time, the office staff is being proactive and trying to coordinate with other programs to keep the people from Oregon above water. I appreciate that."*

This data is also collected by race and ethnicity, and is available upon request.

[1] "Policy – A Multidimensional Approach", Oxford Poverty & Human Development Initiative, University of Oxford. Available online at: <https://ophi.org.uk/policy/multidimensional-poverty-index/>

[2] Torgerson, March 2017, "Measuring Community Action Program Impacts on Multi-Dimensional Poverty: Final Report of the Futures Project", Oregon State University. Available online at: <https://caporegon.org/what-we-do/the-future/>

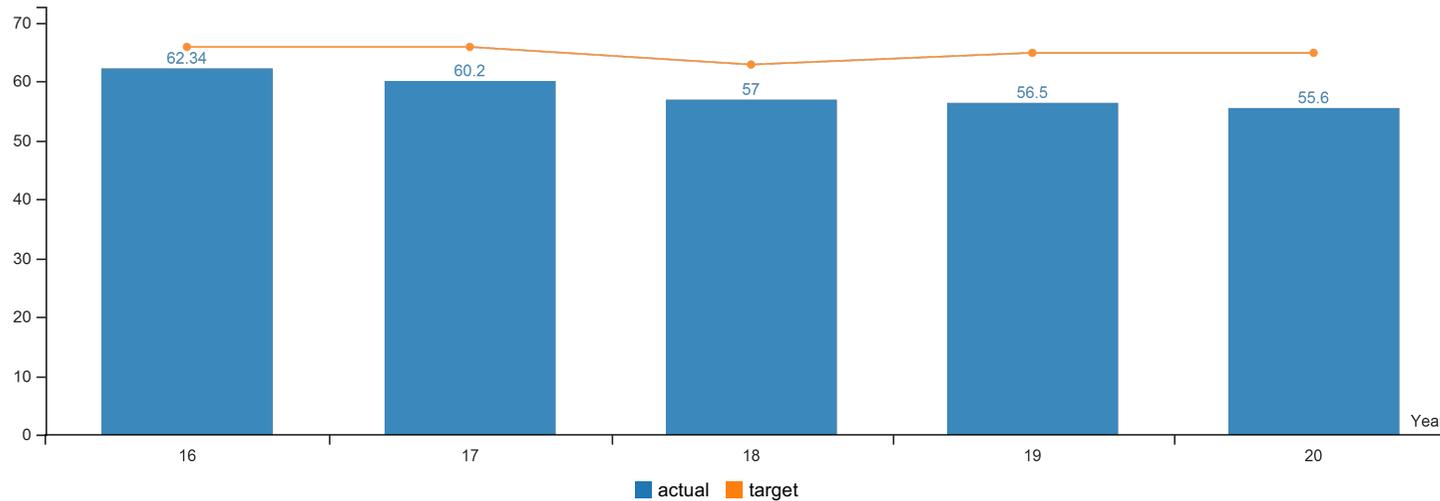
**Factors Affecting Results**

These results are derived entirely from participants' entries on the SSP well-being survey which will continue to be conducted by SSP each year. We define *Self-efficacy* as participants having a sense of control or influence over the events and circumstances that affect them and can act on it. We define *Hope* as participants' belief that their current circumstances will improve. Our desired outcome is that in partnership with participants, agencies and communities, SSP provides programs and services that maximize the potential that lies within everyone. Foundational to these changes are intentionally involving families; having a philosophy and practice of being person centered; being strengths based and having resources that build broader well-being.

Hope and self-efficacy are interactively related, having influence on each other, but are also separate, stand-alone concepts. Self-efficacy often generates hope and hope can inspire a person to feel more able to achieve a goal. The SSP program decided to use two questions and measures to bring greater clarity to the impact of SSP services for each, with the primary KPM of self-efficacy.

KPM #17	OVRS CONSUMERS WHO ARE SUCCESSFULLY EMPLOYED AT PROGRAM EXIT - The percentage of Office of Vocational Rehabilitation Services (OVRS) consumers with a goal of employment who are employed at program exit
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>OVRS CLOSED - EMPLOYED</b>					
Actual	62.34%	60.20%	57%	56.50%	55.60%
Target	66%	66%	63%	65%	65%

#### How Are We Doing

Placements over the past year have increased slightly in a positive direction. Variance in this measure has been less than 3% year-over-year and also saw an increase during the period 2012 through 2016 when the overall economy saw even greater gains. Those gains in the economy have eased and we have seen a softening in the placement rates over the period 2016 through 2020.

The Oregon target of 66% has historically been optimistic when compared to federal expectations. The Oregon VR Program has met or exceeded the federal expectation. This is no longer a federally required metric under the Workforce Innovation and Opportunity Act of 2014 (WIOA). However, we will continue to work toward increasing this outcome as administrative staff see value in this measure.

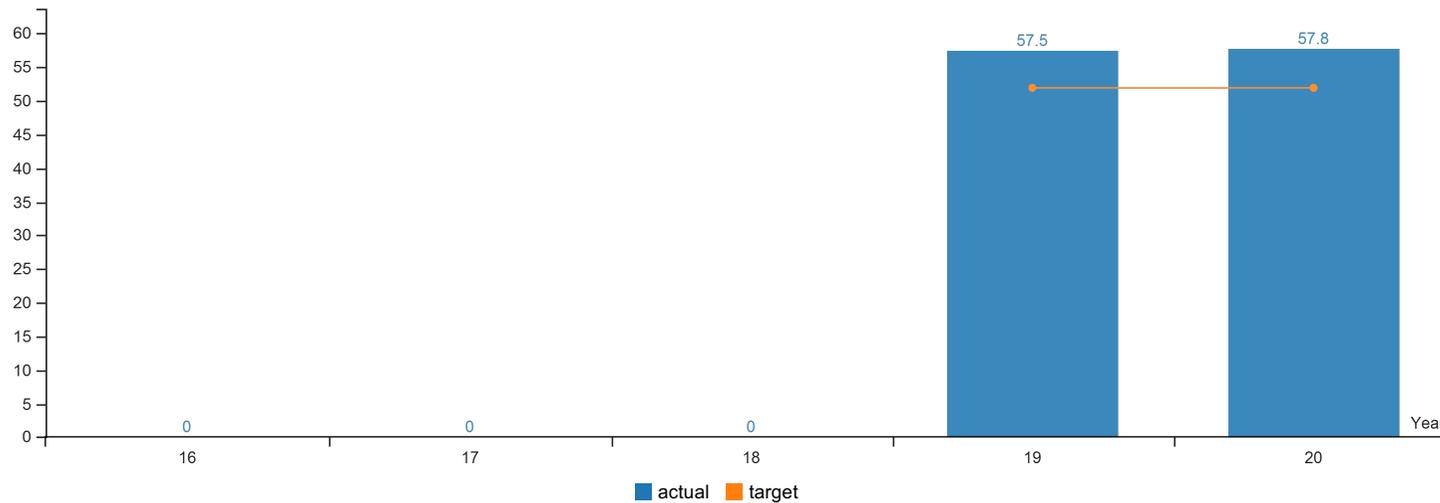
#### Factors Affecting Results

Additionally, significant numbers of clients with intellectual and developmental disabilities as a result of the Lane v. Brown Settlement have influenced this metric in that the resources necessary to place the most significantly disabled individuals within our state has had an impact on the overall program. We anticipate and increase in this population group as we work through the initial high numbers.

We are working to improve placement opportunities by engaging in employer relationships at a much higher degree as required by WIOA and this has resulted in increased training for potential employers. Staff in Vocational Rehabilitation meet monthly with staff from the Office of Developmental Disabilities Services (ODDS) to jointly plan and coordinate services and to improve outcomes for this population and continue to develop the resources to mainstream this activity to improve on the service delivery model.

KPM #18	OVRS CONSUMERS EMPLOYED IN SECOND QUARTER FOLLOWING PROGRAM EXIT - The percentage of OVRS clients closed from plan who are employed during second quarter following program exit
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>EMPLOYMENT IN SECOND QUARTER</b>					
Actual	No Data	No Data	No Data	57.50%	57.80%
Target	TBD	TBD	TBD	52%	52%

#### How Are We Doing

For the period October 1, 2018 through September 30, 2019, the most recent period for which all needed data are available, 57.8% of individuals exited from Vocational Rehabilitation services were employed during the second quarter following exit. Staff are working toward more effective career counseling and guidance to ensure employment longevity for our clients.

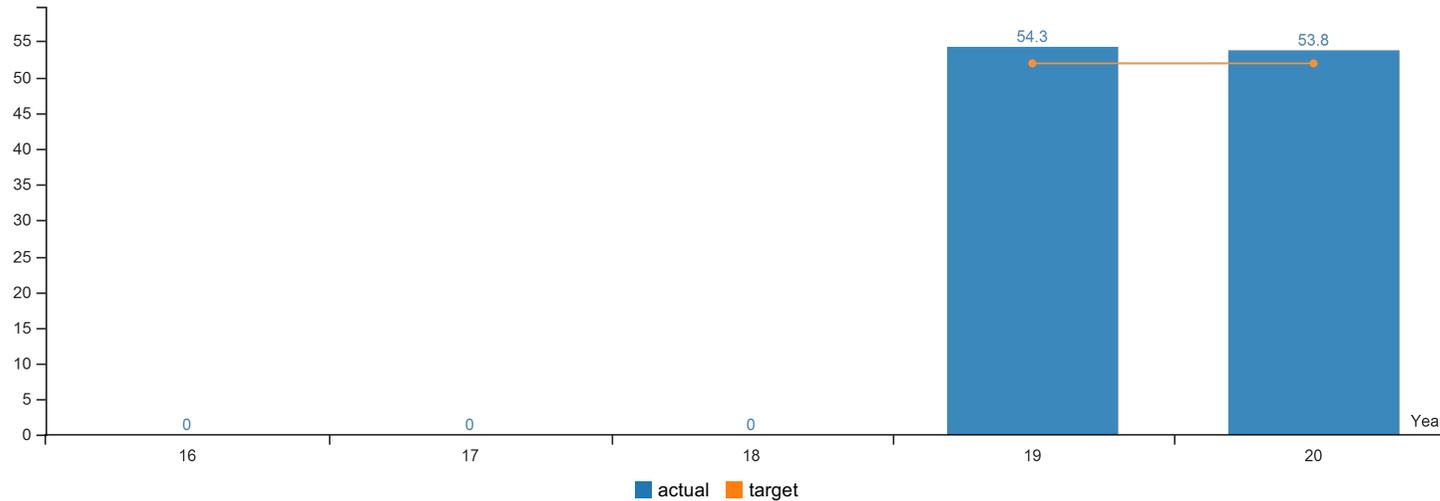
The program is working to emphasize non-technical employment skills (soft skills) to improve employability and retention in employment.

#### Factors Affecting Results

This result is impacted by the sophistication of the individual's skills in seeking and maintaining employment is a major factor in this measure. The economic realities of the geographic areas in which they live and the available workforce supports also impact this measure.

KPM #19	OVRS CONSUMERS EMPLOYED IN FOURTH QUARTER FOLLOWING PROGRAM EXIT - The percentage of OVRS clients closed from plan who are employed during fourth quarter following program exit
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>EMPLOYMENT IN FOURTH QUARTER</b>					
Actual	No Data	No Data	No Data	54.30%	53.80%
Target	TBD	TBD	TBD	52%	52%

#### How Are We Doing

For the period October 1, 2018 through September 30, 2019, the most recent period for which all needed data are available, 53.8% of individuals exited from Vocational Rehabilitation services were employed during the second quarter following exit. This exceeds our target but shows a slight dip from last year's performance. Staff are working toward more effective career counseling and guidance to ensure employment longevity for our clients.

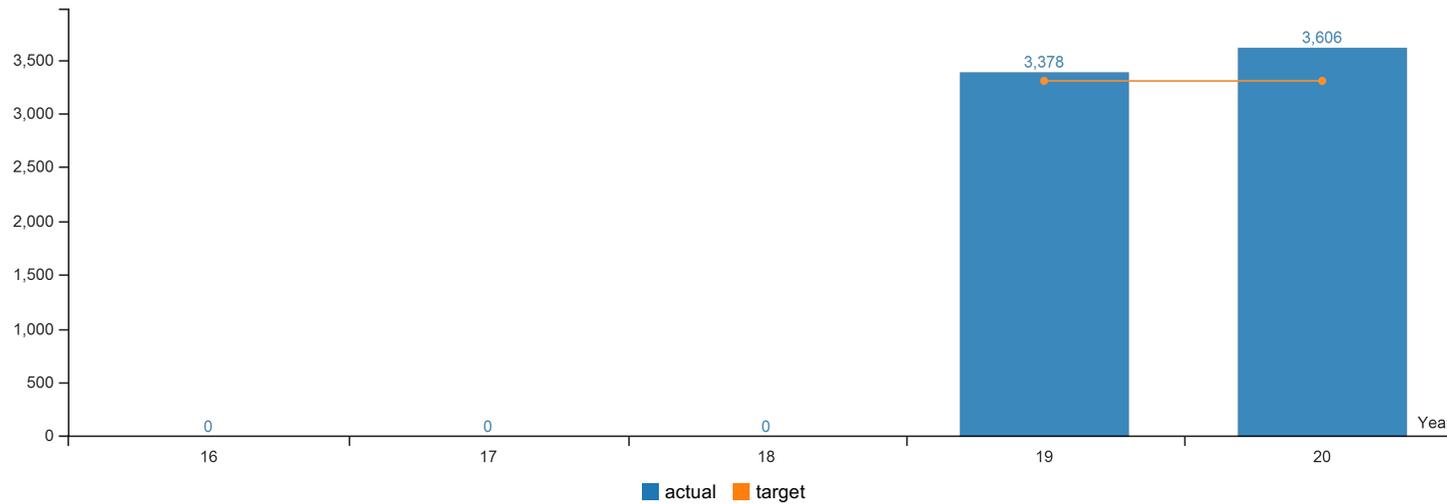
The program is working to emphasize non-technical employment skills (soft skills) to improve employability and retention in employment.

#### Factors Affecting Results

This result is impacted by the sophistication of the individual's skills in seeking and maintaining employment is a major factor in this measure. The economic realities of the geographic areas in which they live and the available workforce supports also impact this measure.

KPM #20	OVRS MEDIAN QUARTERLY WAGE AT SECOND QUARTER FOLLOWING PROGRAM EXIT - Median quarterly wage at second quarter following OVRS program exit
	Data Collection Period: Oct 01 - Sep 30

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>MEDIAN QUARTERLY WAGE</b>					
Actual	No Data	No Data	No Data	\$3,378.00	\$3,606.00
Target	TBD	TBD	TBD	\$3,300.00	\$3,300.00

#### How Are We Doing

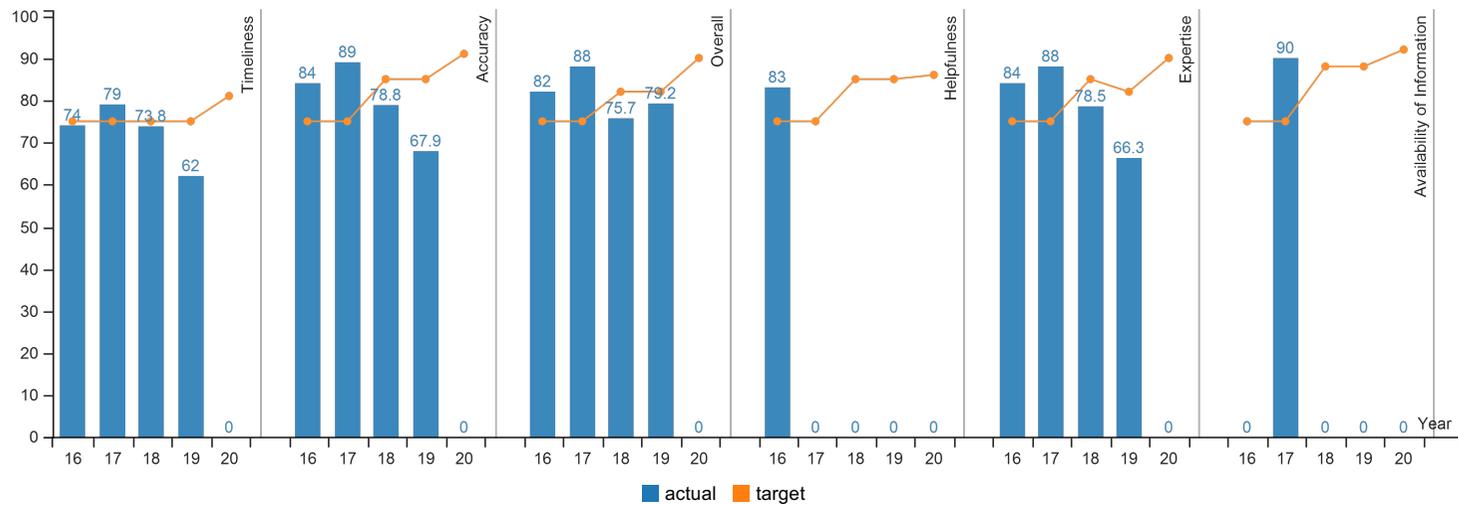
We are working to increase both the hourly wage and the total hours worked per quarter for clients. A few of the approaches are by delivering both technical skills for employment and soft skills for maintaining and advancing in employment. In addition to these actions we are also incorporating labor market research to identify high and true wage employment opportunities that match our client's skills and interests to be incorporated into the comprehensive career counseling that we provide.

#### Factors Affecting Results

This is influenced by career counseling to individual job seekers to move them toward career choices that can improve income potential by increasing job skills. As a result of efforts to meet the requirements of the Lane v Brown settlement, the program is currently placing many clients with intellectually/developmentally disabled for the most part at minimum wage. This large number of minimum wage employees has depressed this number.

Staff are working to meet the needs of employers in sectors offering higher salaries. Additionally, this is impacted by both hourly wage and total hours worked.

KPM #21	DHS CUSTOMER SATISFACTION - The percentage of customers rating their satisfaction with DHS above average, or excellent
	Data Collection Period: Jan 01 - Jan 31



Report Year	2016	2017	2018	2019	2020
<b>Timeliness</b>					
Actual	74%	79%	73.80%	62%	No Data
Target	75%	75%	75%	75%	81%
<b>Accuracy</b>					
Actual	84%	89%	78.80%	67.90%	No Data
Target	75%	75%	85%	85%	91%
<b>Overall</b>					
Actual	82%	88%	75.70%	79.20%	No Data
Target	75%	75%	82%	82%	90%
<b>Helpfulness</b>					
Actual	83%	No Data	No Data	No Data	No Data
Target	75%	75%	85%	85%	86%
<b>Expertise</b>					
Actual	84%	88%	78.50%	66.30%	No Data
Target	75%	75%	85%	82%	90%
<b>Availability of Information</b>					
Actual	No Data	90%	No Data	No Data	No Data
Target	75%	75%	88%	88%	92%

How Are We Doing

Due to other priorities impacting ODHS, such as the pandemic, we were not able to conduct the annual customer satisfaction survey in time for this report. Once new data are available, an update will be provided.

#### **Factors Affecting Results**