Human Services, Department of

Annual Performance Progress Report

Reporting Year 2017

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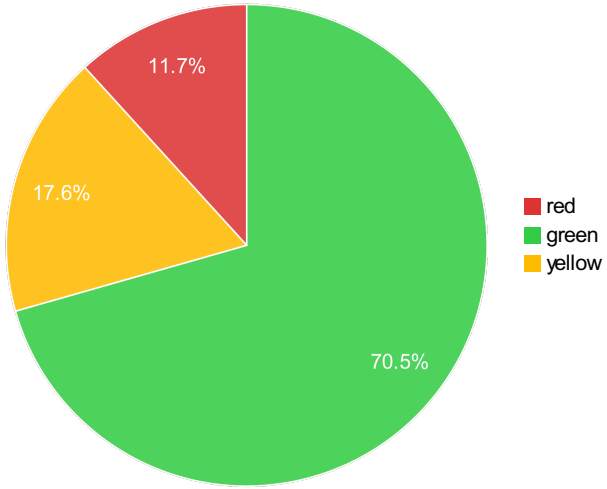
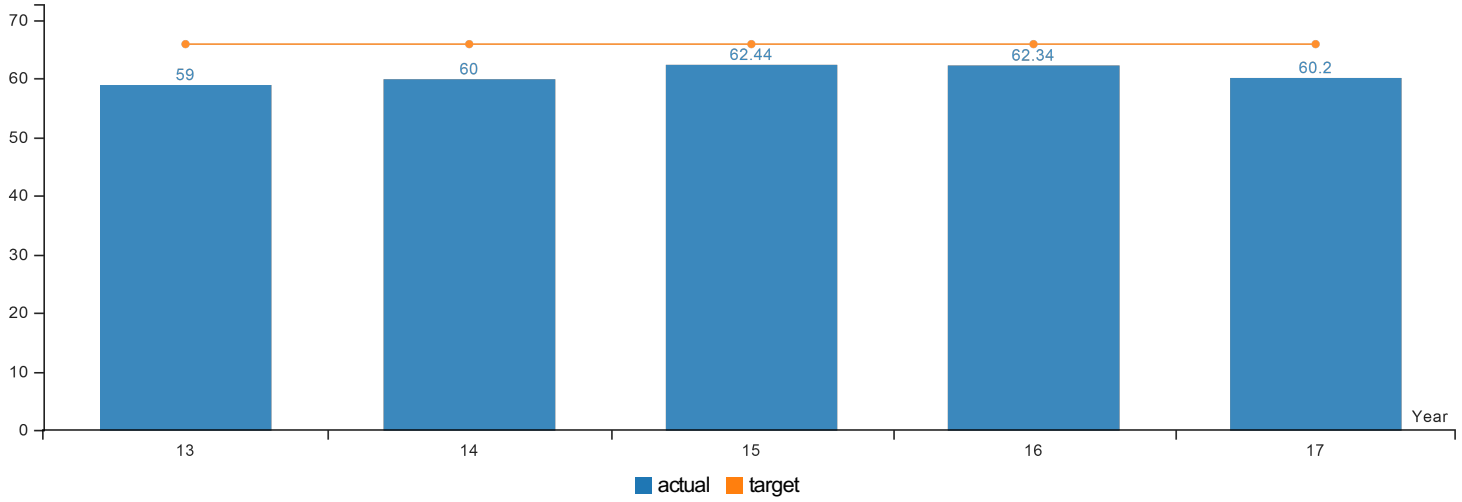
KPM #	Approved Key Performance Measures (KPMs)
1	OVRS CLOSED - EMPLOYED – The percentage of Office of Vocational Rehabilitation Services (OVRS) consumers with a goal of employment who are employed.
2	TANF FAMILY STABILITY - Rate per 1,000 of TANF recipient children entering child welfare (foster care or in home)
3	TANF RE-ENTRY - The percentage of Temporary Assistance for Needy Families (TANF) cases who have not returned within 18 months after exit due to employment.
4	SNAP (Supplemental Nutrition Assistance Program) UTILIZATION - The ratio of Oregonians served by SNAP to the number of low-income Oregonians.
5	SNAP (Supplemental Nutrition Assistance Program) ACCURACY - The percentage of accurate SNAP payments
6	ENHANCED CHILD CARE - The percentage of children receiving care from providers who are receiving the enhanced or licensed rate for child care subsidized by DHS
7	ABSENCE OF REPEAT MALTREATMENT - The percentage of abused/neglected children who were not subsequently victimized within 6 months of prior victimization.
8	TIMELY REUNIFICATION - The percentage of foster children exiting to reunification within 12 months of foster care entry.
9	TIMELINESS OF ADOPTION ONCE LEGALLY FREE - Percent of Legally free children adopted in less than 12 months
10	LTC NEED PREVENTION - Percentage of seniors (65+) needing publicly-funded long term care services.
11	LTC RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES - The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities.
12	DEVELOPMENTAL DISABILITY SUPPORT SERVICES - The percentage of eligible adults who are receiving adult support services within 90 days of request.
13	PEOPLE WITH DISABILITIES LIVING AT HOME - The percentage of individuals enrolled in the Intellectual/Developmental disabilities program who are receiving services in their own home.
14	SUPPORTED EMPLOYMENT - Increase the number of individuals who receive developmental disability services in supported employment.
15	ABUSE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES - The percentage of people with developmental disabilities experiencing abuse.
16	Abuse Investigation Timeliness - Percent of abuse reports assigned for field contact that meet policy timelines.
17	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
18	Disparity in foster youth achieving permanency within 2 years by race/ethnicity - Disparity is calculated by taking the ratio of two percentages: Percent of Non-White & Hispanic children achieving permanency goals / Percent of Non-Hispanic White children achieving permanency goals. The permanency goal is the percent of foster youth achieved permanency within 24 months (of those that entered 24 months ago)
19	CHILDREN SERVED BY CHILD WELFARE RESIDING IN PARENTAL HOME - The percent 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.
20	TANF JOBS PLACEMENTS - The percentage of clients who achieve job placement each month compared to those anticipated to achieve placement.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	70.59%	17.65%	11.76%

KPM #1	OVRS CLOSED - EMPLOYED – The percentage of Office of Vocational Rehabilitation Services (OVRS) consumers with a goal of employment who are employed.
	Data Collection Period: Oct 01 - Sep 30

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
OVRS CLOSED - EMPLOYED					
Actual	59%	60%	62.44%	62.34%	60.20%
Target	66%	66%	66%	66%	66%

How Are We Doing

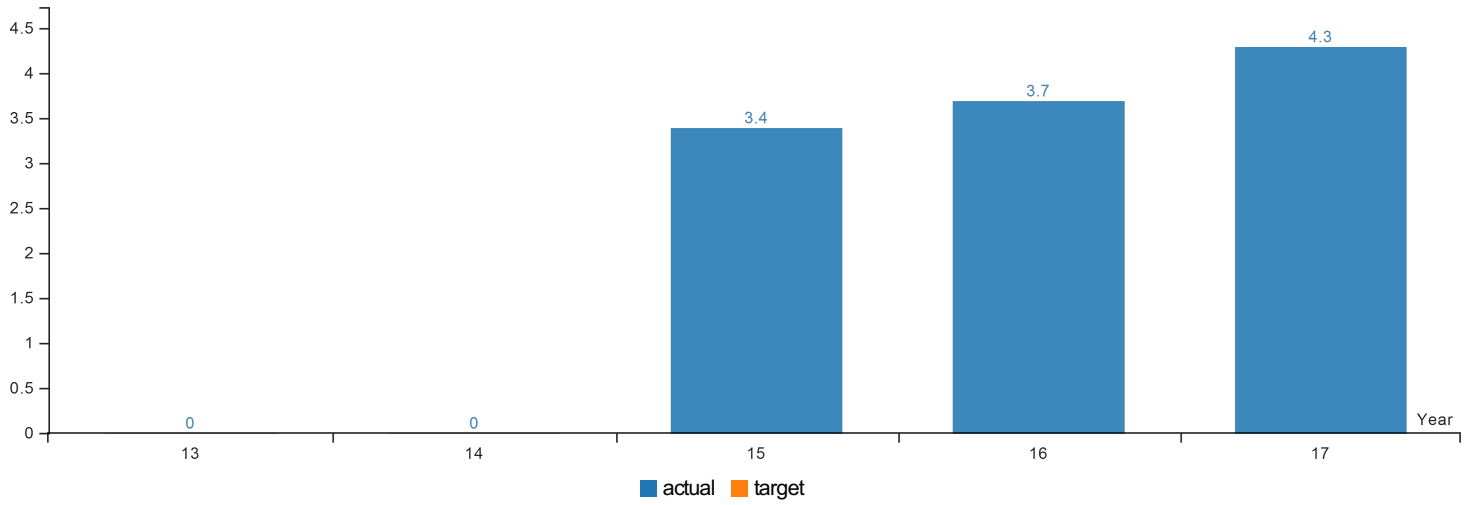
We have missed this target since Federal Fiscal Year 2013. The state target is optimistic for our program. The Federal expectation is lower at 55.8% which we do consistently exceed, however we want to continue pursuing a greater outcome.

Factors Affecting Results

In preparation for implementing the sizable increase in data reporting required for the Workforce Innovation and Opportunity Act, which began July 1, 2017, we asked staff to review cases in plan who were not progressing. This resulted in a sizable increase in case closures from plan during State Fiscal Year 2017(SFY). Since the denominator of this KPM is based on the number of clients closing from plan, this decreased our performance on this KPM considerably, dropping it from 62.34% to 60% from SFY16 to 17. From SFY16-17, the clients rehabilitated declined .58% versus a 2.9% increase in the number of cases closed from plan.

KPM #2	TANF FAMILY STABILITY - Rate per 1,000 of TANF recipient children entering child welfare (foster care or in home)
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = negative result*



Report Year	2013	2014	2015	2016	2017
TANF FAMILY STABILITY					
Actual	No Data	No Data	3.40	3.70	4.30
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

This measure tracks children living in extreme poverty who are receiving TANF and have child welfare involvement in the final month of a three-month timeframe. Our objective is to decrease the percentage of child TANF recipients needing to be placed in foster care. However, in State Fiscal Year (SFY) 2015, 3.4 per 1,000 of child TANF recipients had been receiving TANF cash assistance prior to entering foster care. In SFY 2016 there was an increase to 3.7 per 1,000 children, and an increase to 4.3 per 1,000 children in SFY 2017.

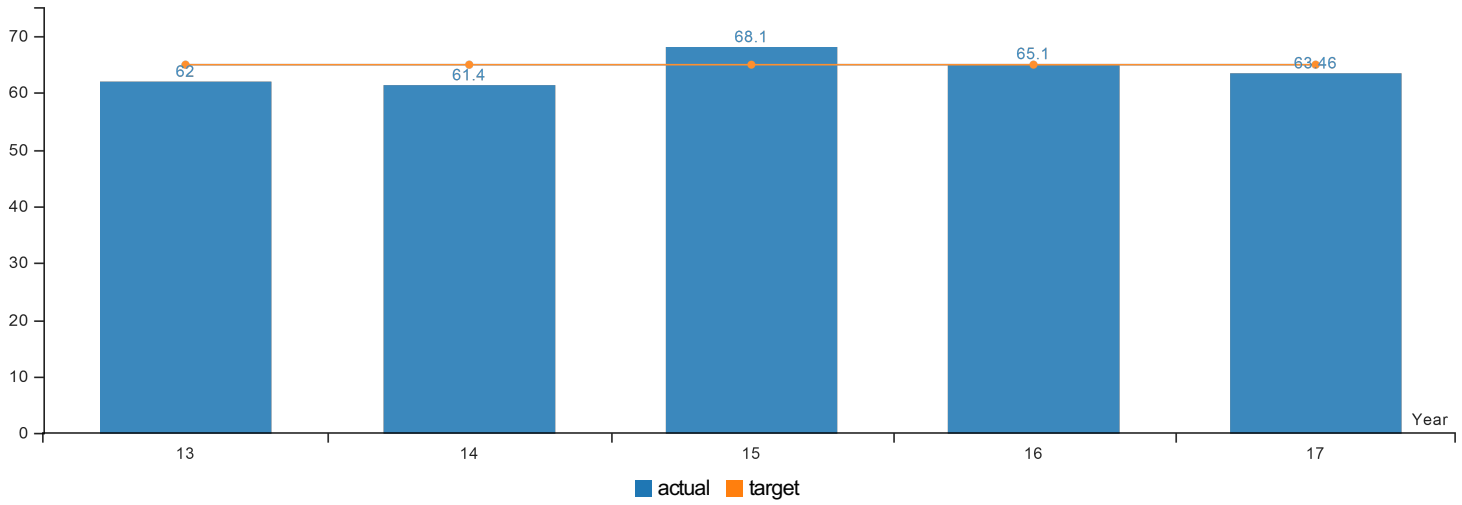
Factors Affecting Results

The factors affecting results include: multiple child abuse risk factors present in families such as, domestic violence, alcohol or drug abuse, parental involvement with law enforcement, homelessness, previous child welfare involvement and unemployment. Often there are several of these factors in families of child abuse/neglect victims. While Oregon's overall economy is improving, the economy is recovering inconsistently across the state with certain areas of the state still experiencing high rates of unemployment and poverty.

The Self-Sufficiency programs are intended to provide a safety net, family stability, and a connection to careers that guide Oregonians out of poverty. Part of the TANF service array includes Family Support and Connections which provides supports to prevent children in at-risk TANF families from entering the child welfare system. Home and community based services are used to guide interventions that build on family strengths and address family functioning issues. The services are designed to strengthen and support families by increasing parental protective factors and addressing risk factors related to child abuse. Temporary Assistance for Domestic Violence Survivors (TA-DVS) provides temporary financial assistance and support services to families with children who need to flee and stay free from domestic violence.

KPM #3	TANF RE-ENTRY - The percentage of Temporary Assistance for Needy Families (TANF) cases who have not returned within 18 months after exit due to employment.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = negative result*



Report Year	2013	2014	2015	2016	2017
TANF RE-ENTRY					
Actual	62%	61.40%	68.10%	65.10%	63.46%
Target	65%	65%	65%	65%	65%

How Are We Doing

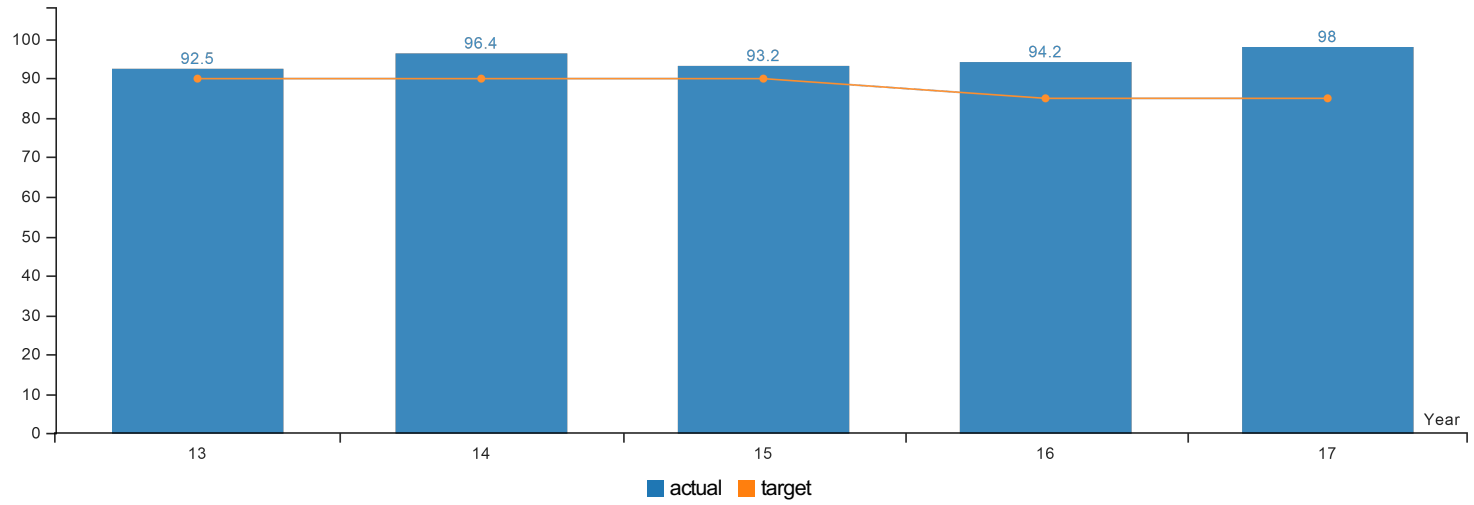
Our objective with this measure is to increase the number of former TANF participants who do not require future TANF cash assistance after leaving the program due to employment. In State Fiscal Year 2016 (SFY), 63.5 percent of TANF participants did not return to TANF 18 months after leaving TANF due to employment. This is slightly below the target and is a small decrease from the previous year of 65.1 percent.

Factors Affecting Results

This measure may be affected by several things, including the status of the economy, the availability of jobs, and industry factors. It can also be affected by the structure of the Job Opportunity and Basic Skills (JOBS) program and the effectiveness of other agency and community partnerships that help connect TANF recipients into jobs. The effects of the TANF program reinvestment in 2015 likely also impact this measures goals. The recent data show the agency is meeting its target which may be due in part by an improving economy. While Oregon's overall economy is improving, the economy is recovering inconsistently across the state with certain areas of the state still experiencing high rates of unemployment and poverty.

KPM #4	SNAP (Supplemental Nutrition Assistance Program) UTILIZATION - The ratio of Oregonians served by SNAP to the number of low-income Oregonians.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
SNAP UTILIZATION					
Actual	92.50%	96.40%	93.20%	94.20%	98%
Target	90%	90%	90%	85%	85%

How Are We Doing

Due to the recession, SNAP participation had increased during the past decade, however, it has been slowly declining over the most recent four years. In July 2015, 757,824 people received SNAP benefits in Oregon and that number decreased to 703,552 people by July 2016. This trend continued in July 2017 with 664,401 people receiving SNAP benefits.[i] The decline in the program is likely due to the slowly improving economy in Oregon (1 in 5 state residents are SNAP participants[ii]). The DHS SNAP program has received federal participation bonuses for the past eleven federal fiscal years for ranking in the top states nation-wide in participation rate.

In 2015, the most recent federal data available, Oregon was ranked number 5 in the nation in SNAP participation according to the Program Access Index (PAI).[iii] In 2008, 2009 and 2012, Oregon was ranked second in the nation in SNAP participation based on the PAI and has remained one of the highest ranked states. This FNS ranking is based on the number of potentially eligible people compared to the number receiving benefits.

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[i] Oregon Department of Human Services “Oregon Self-Sufficiency at a Glance July 2017” available online at: http://www.oregon.gov/DHS/ASSISTANCE/Branch%20District%20Data/Oregon%20Self-Sufficiency%20at%20a%20Glance%20July%202017.pdf

[ii] Using United States Census Bureau Oregon July 1, 2016 Population estimates available online at: https://www.census.gov/quickfacts/OR

[iii] USDA FNS SNAP Research “Calculating the Supplemental Nutrition Assistance Program (SNAP) Program Access Index: A Step-By-Step Guide for 2015” available online at: https://www.fns.usda.gov/ops/supplemental-nutrition-assistance-program-snap-research

Factors Affecting Results

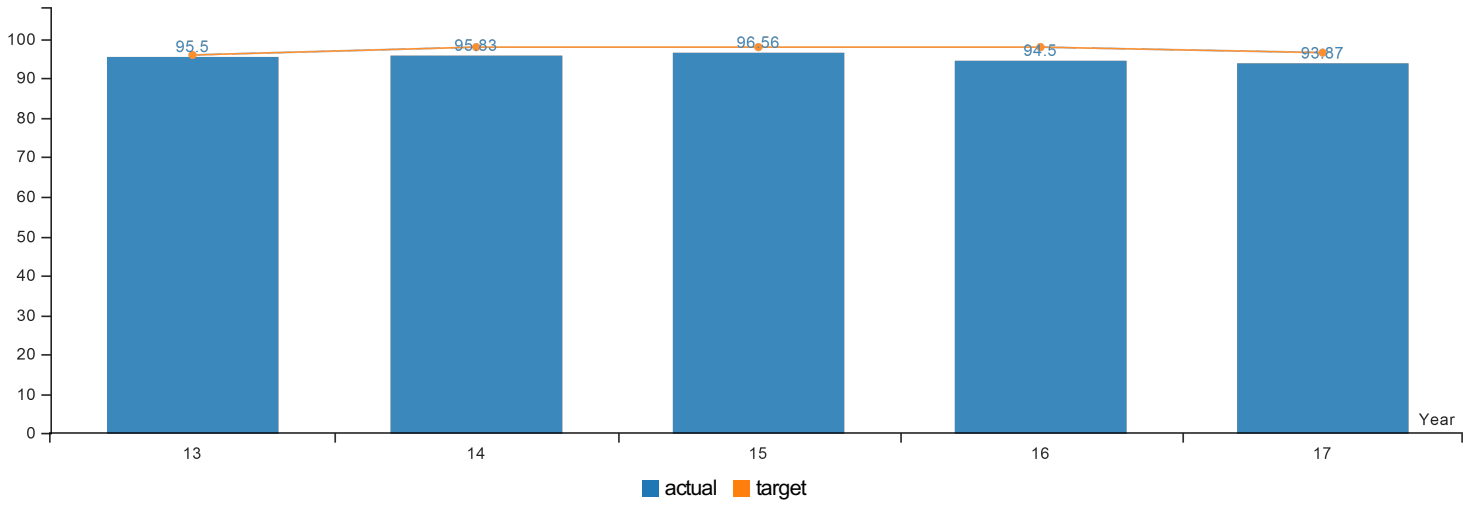
Oregon has had great success in easing access to SNAP benefits. One effort has been encouraging use of the on-line application. Another has been serving clients the same day or the next work day after they apply for benefits. Oregon has been working to expand outreach efforts to identify and remove barriers to the SNAP program across all populations. We currently collaborate with 14 different community agencies who serve as Oregon outreach partners. Those outreach partners have been educating clients to complete reports timely; preventing eligible people from losing benefits.

The recession created critical need for basic necessities, such as food, in households which never expected to ask for help. During the recession we saw a rise in our caseload. As the economy has been improving the number of people receiving SNAP benefits in July 2017 has decreased to 82% of the highest number in 2012. The number of people receiving SNAP benefits continues to be more than before the recession hit. The number of people receiving benefits during July 2017 is 151% of the number during July 2007.

*Note: Actual data has a two year lag from USDA United States Department of Agriculture Food and Nutrition Service.

KPM #5	SNAP (Supplemental Nutrition Assistance Program) ACCURACY - The percentage of accurate SNAP payments
	Data Collection Period: Oct 01 - Sep 30

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
SNAP Accuracy					
Actual	95.50%	95.83%	96.56%	94.50%	93.87%
Target	96%	98%	98%	98%	96.60%

How Are We Doing

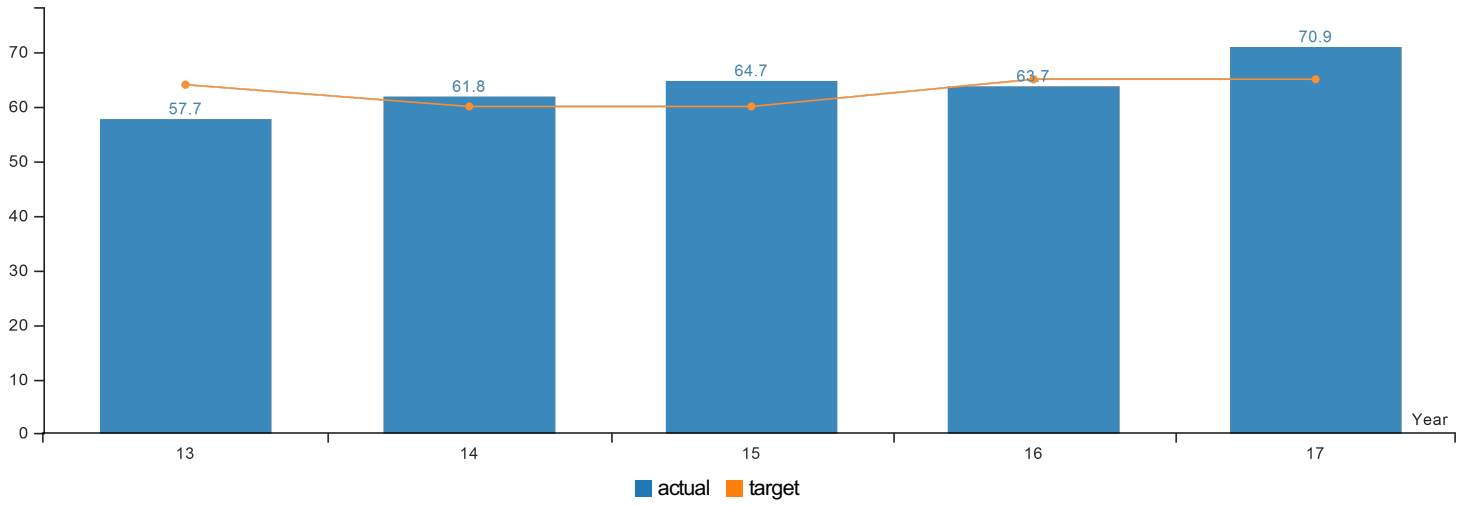
The most recently completed federal fiscal year is FFY 2016 where Oregon reported a payment accuracy rate of 94.50%. Due to the findings of FNS integrity reviews of state Quality Control processes, national averages and final regressed error rates for FFY 2015 and FFY 2016 will not be published. FFY 2017 reviews are ongoing. Thus far, Oregon has reported a 93.87% payment accuracy rate.

Factors Affecting Results

Client caused errors continue to contribute to our error rate due to clients' not understanding reporting requirements or misunderstanding the questions on the application. As a result, coded shelter costs and utility allowances do not always match the amounts verified by QC. The standard medical deduction caused a high payment error rate for the February 2017 review month due to being applied to cases which were not eligible for the deduction.

KPM #6	ENHANCED CHILD CARE - The percentage of children receiving care from providers who are receiving the enhanced or licensed rate for child care subsidized by DHS
	Data Collection Period: Oct 01 - Oct 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
Enhanced Child Care					
Actual	57.70%	61.80%	64.70%	63.70%	70.90%
Target	64%	60%	60%	65%	65%

How Are We Doing

There was a steady increase in the percentage of children receiving care either from a license-exempt provider receiving the enhanced rate or from a licensed provider from 2009 through present. Policy changes have had a direct impact on the percentage of children in licensed care.

Our strategy is to improve access to quality care for subsidized families. DHS offers a higher payment rate to license exempt providers who complete additional training. Subsidy rates for providers were increased to the 75th percentile of the 2014 Oregon Child Care Market Price Study in 2016. In April 2016, DHS provided an incentive payment to providers who received a 3, 4 or 5 star rating on Oregon's Quality Rating and Improvement System (Spark). In September 2016, families choosing a Spark provider started receiving a lower copay. Additional rate increases are planned for January 2018 based on the 2016 Oregon Child Care Market Price Study, however, limited funding means DHS is not able to maintain the 75th percentile in all areas of the state.

DHS partners with 211Info, Child Care Resource & Referral Agencies (CCR&R), Service Employees International Union Local 503 (SEIU), American Federation of State, County and Municipal Employees Local 132 (AFSCME) and the Oregon Registry. 211Info provides consumer education and helps parents find quality child care. The CCR&R's assist with increasing provider quality. They work with providers by offering the training required to become DHS listed, meet regulated subsidy standards, qualify for the DHS enhanced rate, become licensed with the Office of Child care and to receive a Spark star rating. The provider unions offer guidance and training to home based license-exempt (SEIU) and licensed (AFSCME) family providers. The Oregon Registry documents provider training and encourages trained providers to care for families on the DHS subsidy. DHS coordinates with partners to publicize training and resources available.

A Child Care Orientation is required for all new license-exempt providers. In November 2017 requirements changed for non-relative license-exempt providers (regulated subsidy) to complete pre-service trainings that must be taken before they are approved to provide care. These include an online Introduction to Child Care Health and Safety, Recognizing and Reporting Child Abuse and

Neglect and they must have a current Infant/Toddler First Aid and CPR certificate. Regulated subsidy providers must have a pre-service site visit to verify the safety of the home where care is provided. Relative providers are required to take the pre-service Introduction to Child Care Health and Safety training but are exempt from the additional training requirements. Relative providers include grandparents, great grandparents, aunts, uncles and adult siblings who live outside the home of the child in care.

DHS is working with the Early Learning Division on the Early Head Start Child Care Partnerships to build stronger collaborations with other agencies and partners to integrate our ERDC program with the state's early learning system. Guiding more of our providers to receive a quality Spark rating is a priority. DHS will continue to work with the Office of Child Care to promote innovations in subsidy intake and consumer education to increase access to high quality child care.

Informing parents and providers of the importance of high quality child care and training must continue to be a main program focus. DHS will continue to work with partners to promote provider training and the professional development continuum for exempt providers to access the training required to earn the enhanced rate, qualify for licensing and the Spark star ratings.

Note: Annual actual data is taken from the prior year.

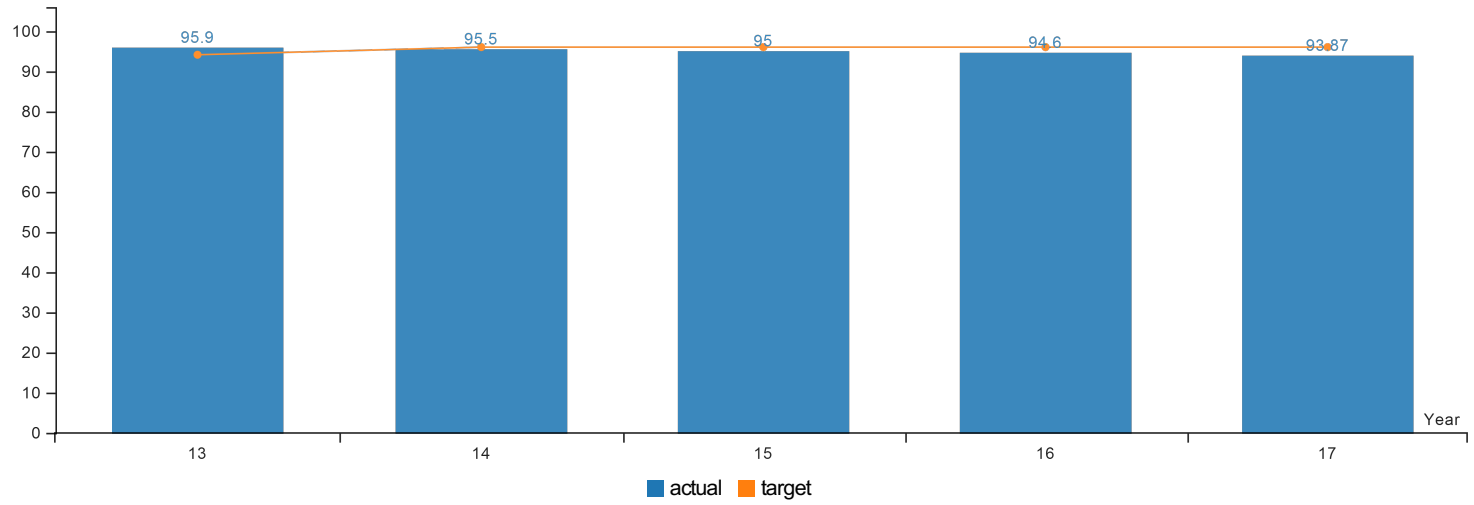
Factors Affecting Results

The 2015 Legislature (HB 2015) made a significant investment into the child care program in order for the state to meet the new requirements of the Child Care Development Fund reauthorization of 2014. This allowed for the 2016 rate increases, incentives to high quality Spark rated providers, lower copays for subsidy families choosing a Spark rated provider and increased training requirements for license-exempt regulated subsidy providers.

There has been a steady increase in the percentage of children receiving care from providers who are receiving the enhanced or licensed rate for child care subsidized by DHS. Though we did not achieve our targets for past years our numbers significantly surpassed the target this year. Policy decisions and resources have been focused toward increasing quality and consumer education. Both parents and DHS field workers have consistently been receiving information about the two generational approach of the child care program, to stabilize employment for adults and to keep children in stable, high quality, educational settings that allow them to succeed in school and beyond. Resources in the form of rate increases in 2013, 2016 and 2018 have helped keep provider rates more in line with current market rate studies and the continuing goal toward a child care subsidy system that is child-focused, family friendly and fair to providers. Parent and provider incentives for using Spark rated providers have aided in incentivizing providers to increase their quality and parents to choose quality care.

KPM #7	ABSENCE OF REPEAT MALTREATMENT - 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	2013	2014	2015	2016	2017
ABSENCE OF REPEAT CHILD MALTREATMENT					
Actual	95.90%	95.50%	95%	94.60%	93.87%
Target	94.10%	96%	96%	96%	96%

How Are We Doing

The outcome of 93.8% is Federal Fiscal Year 2016 data, for Report Year 2017. Over the past two years of this measurement Oregon has seen an overall decrease of 1.2%, however this falls short of the 96% target. Oregon continues its commitment to not only ensure the number remains consistent moving forward, but to make continued efforts to improve.

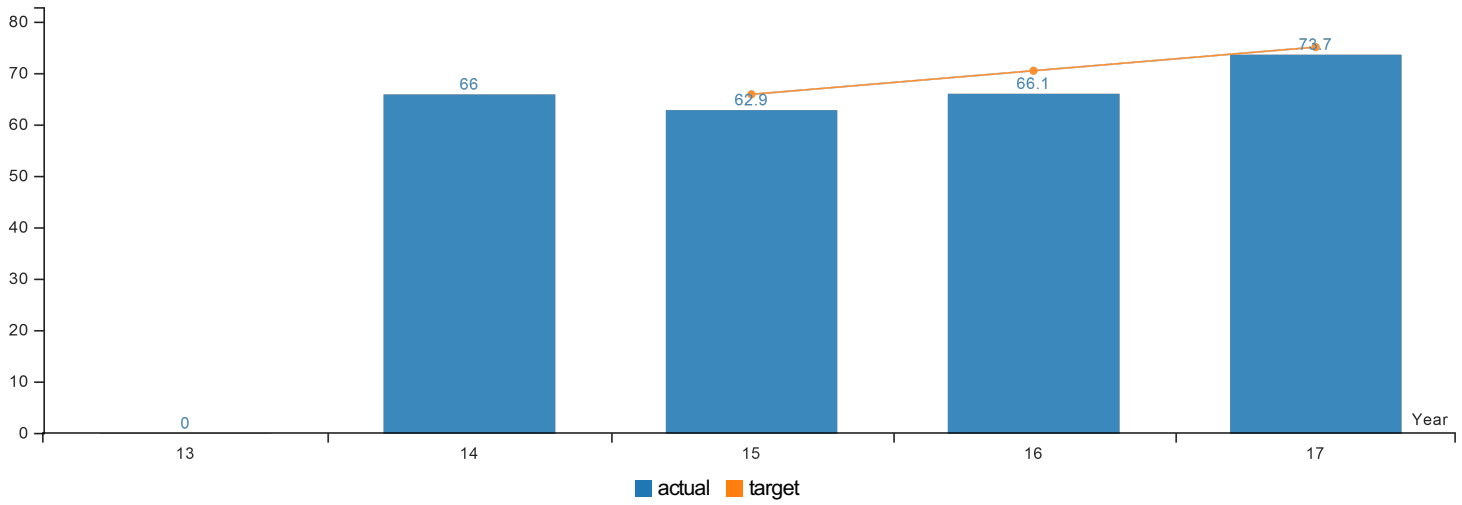
Factors Affecting Results

Oregon continues to train and coach child welfare staff on our practice model through the use of child safety consultants who have expertise in the Oregon Administrative Rules and Oregon's practice model. Each of the consultants is embedded in the field and works with field staff around assessing and ensuring child safety. Areas directly related to this measurement and included in the cps program work are: improving accuracy on safety decisions where domestic violence is present; ensuring CPS staff are linking new reports correctly in the ORKIDS system; coaching CPS staff away from an incident based system to a comprehensive approach that considers the family condition; developing and managing safety plans that are sufficient in protecting children in both in home and out of home case plans; ongoing training for judiciary to ensure they understand the reasoning behind decisions (i.e. in home criteria). The Child Safety Consultants are also, as part of a Continuous Quality Improvement process, conducting statewide fidelity reviews and debriefing with local branches, including branch leadership, in order to create action plans aimed at improving CPS assessments.

Additionally, Consultants are conducting monthly data analysis of repeat maltreatment and providing this information to district leaders and managers. In doing so, they are able to identify trends in case practice, identify system issues that may be inadvertently increasing this data point and create plans to improve this measurement.

KPM #8	TIMELY REUNIFICATION - 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	2013	2014	2015	2016	2017
Timely Reunification					
Actual	No Data	66%	62.90%	66.10%	73.70%
Target	TBD	TBD	66%	70.60%	75.20%

How Are We Doing

The outcome of 73.7% is Federal Fiscal Year 2016 data, for Report Year 2017. Oregon has been increasing performance in this measure since 2015, with a 7.6 percent increase this past federal fiscal year. Oregon beat the targeted goal for FFY 2016, but is 1.5 percentage points short of target for this year.

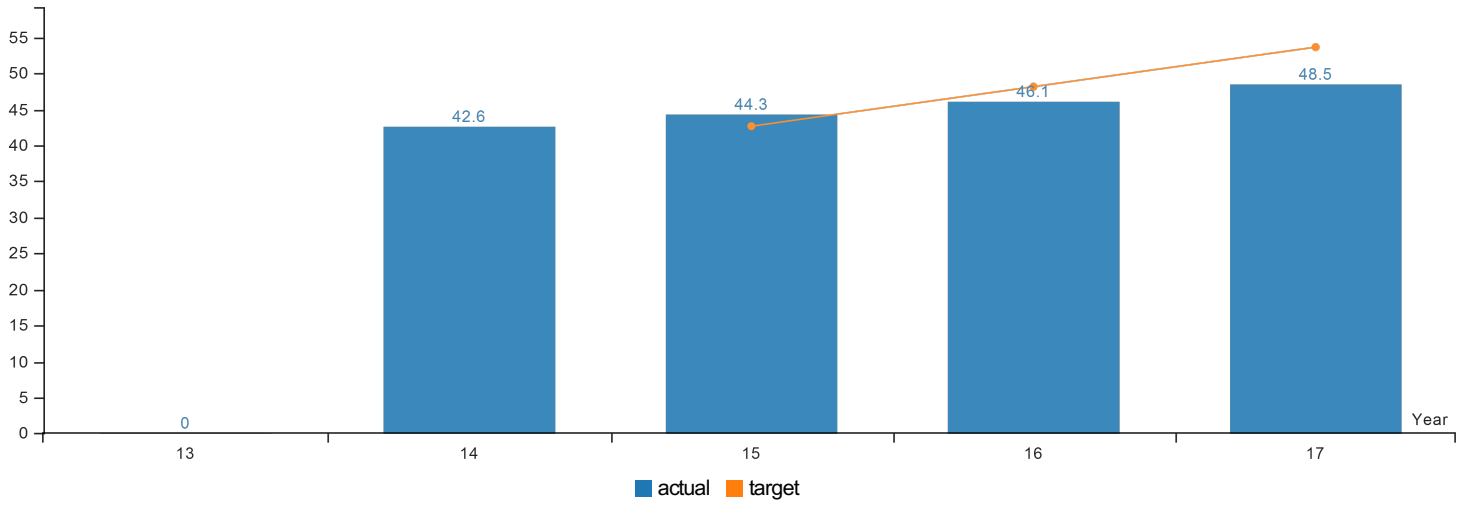
Factors Affecting Results

There are multiple systemic factors that affect this result. Availability of targeted services and community resources to assist in children safely reunifying varies by area across the state. Additionally, reunification for this measure is defined by the DHS custody case being dismissed; in cases where children are returned and the agency is continuing to work with the family, the foster care episode does not close until the children have been in home for six months.

Over the last year, permanency caseworkers and supervisors across the state have participated in training that focused on fidelity to the Oregon Safety Model (OSM). The training focused on honing staffing skills in all elements of the model, including protective capacity assessments (PCAs) and creating and monitoring conditions for return. These two elements are important in timely reunification. PCAs identify protective capacities that need to change from diminished to enhanced in order for parents to be able to ensure their children's safety. Conditions for return outline what needs to be in place in a home, with some combination of a willing parent and/or safety service providers, in order for children to reunify with their parent(s). When these pieces of work are done to fidelity, children can reunify in a safe and timely way. Over the course of the next year, continued focus on training and coaching to fidelity of the OSM should continue to impact this measure in a positive direction.

KPM #9	TIMELINESS OF ADOPTION ONCE LEGALLY FREE - Percent of Legally free children adopted in less than 12 months
	Data Collection Period: Oct 01 - Sep 30

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
Timeliness of Adoption Once Legally Free					
Actual	No Data	42.60%	44.30%	46.10%	48.50%
Target	TBD	TBD	42.70%	48.20%	53.70%

How Are We Doing

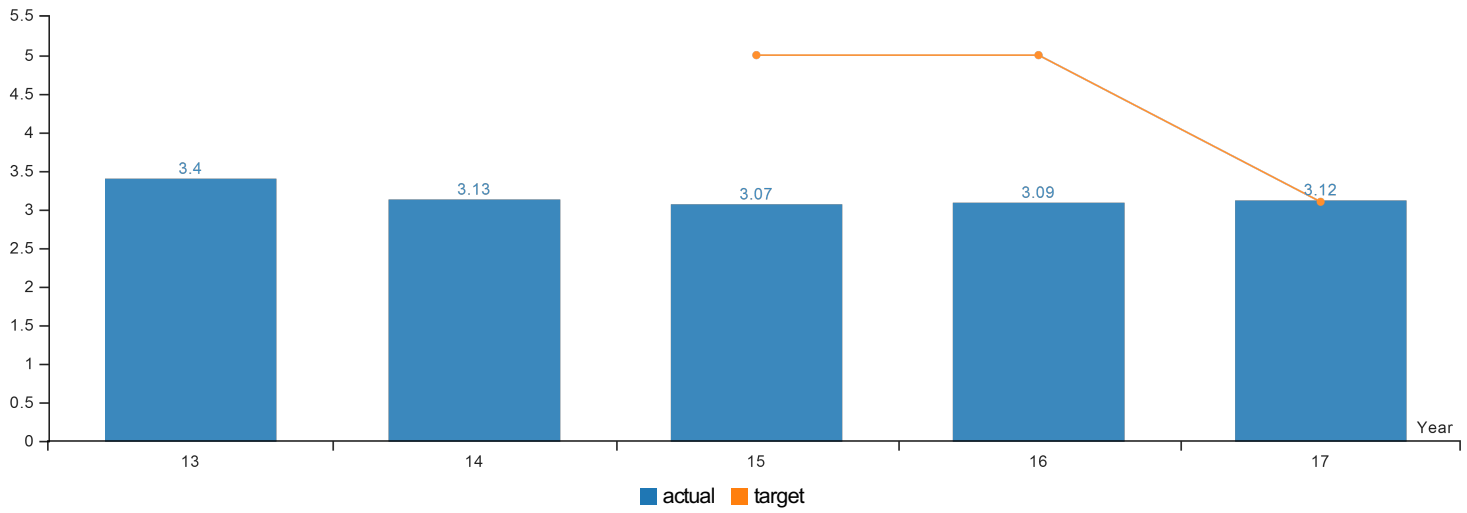
The outcome of 48.5% is Federal Fiscal Year 2016 data, for Report Year 2017. In FFY 2015, Oregon exceeded the targeted measure by 1.6 percent, and has chosen to aggressively increase this target each year. The target has increased 11% in the past two years. Although we did fall short of this year's goal, we exceeded last year's goal. As we fell 5.2 percent short on this measure, there is still a great deal of work to do.

Factors Affecting Results

There are multiple factors affecting the results of this measure- staff turnover, the crisis nature of casework that often puts paperwork lower in priority, field manager's focus on timeliness, and additional time for supervision and finalization for children placed out of state. After analysis for factors affecting this measure, the primary cause that was found is the volume of paperwork associated with the adoption process. Over the last year, several processes have been put in place to hold staff accountable and tighten the business processes around the paperwork flow. We expect to continue to see this measure move in the positive direction.

KPM #10	LTC NEED PREVENTION - Percentage of seniors (65+) needing publicly-funded long term care services.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = negative result*



Report Year	2013	2014	2015	2016	2017
LTC NEED PREVENTION					
Actual	3.40%	3.13%	3.07%	3.09%	3.12%
Target	TBD	TBD	5%	5%	3.10%

How Are We Doing

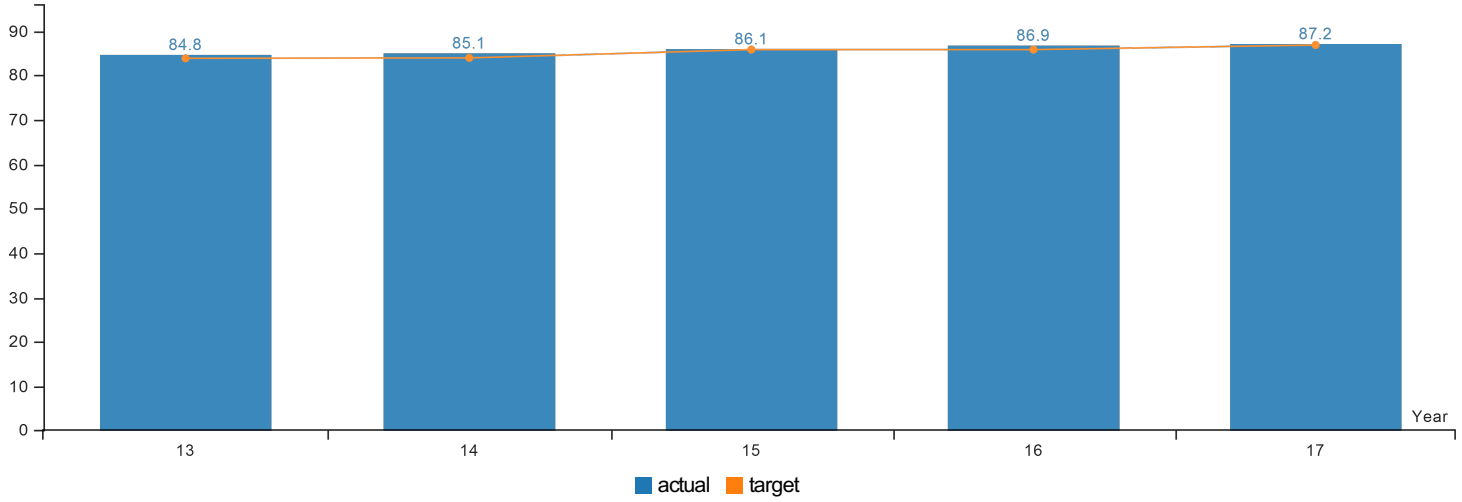
In 2017, only 3.12% of Oregonians 65 or older needed assistance with publicly funded long term care. This is a slight uptick from 2016 and is slightly higher than the target.

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 Area Agencies on Aging (AAA) network administering Oregon Project Independence, Older Americans Act programs and the Aging and Disability Resource Connection contribute towards keeping seniors independent. More preventative programs should be considered to ensure targets are met and the system remains sustainable.

KPM #11	LTC RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES - The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities.
	Data Collection Period: Jul 01 - Jul 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
LTC RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES					
Actual	84.80%	85.10%	86.10%	86.90%	87.20%
Target	84%	84.09%	85.96%	85.96%	87%

How Are We Doing

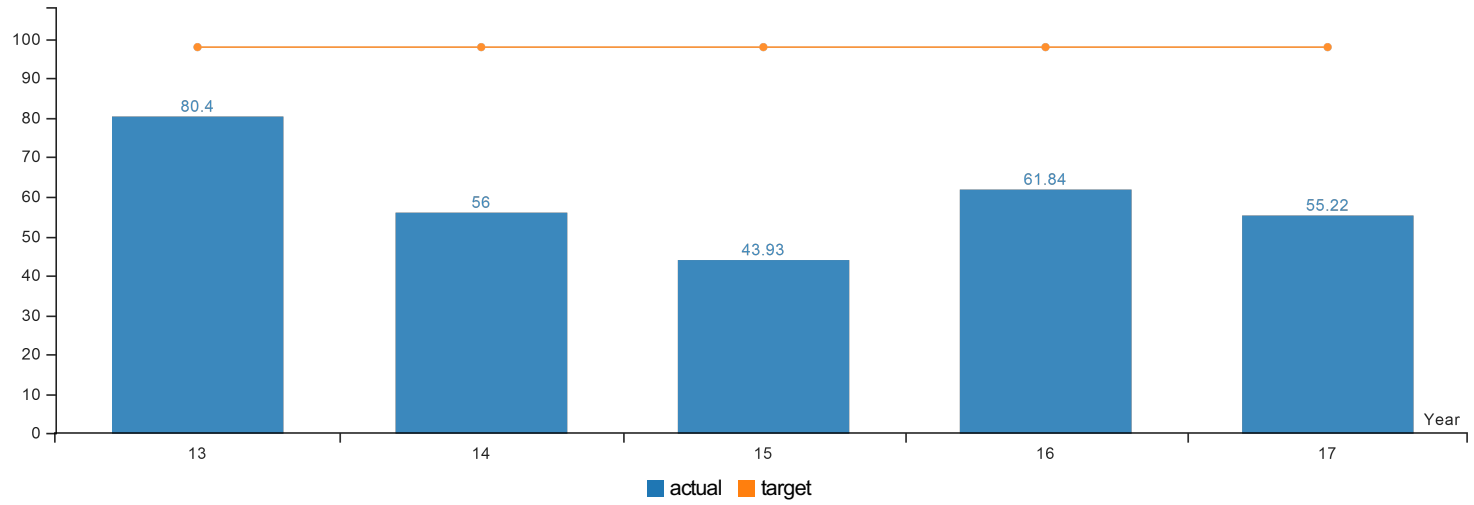
APD exceeded the legislative target of 87%. APD is making steady, continued progress at serving seniors and people with disabilities in settings less restrictive than nursing facilities. This is a key outcome in ensuring Oregon's system of long term services and supports remains sustainable.

Factors Affecting Results

Hospitals continue to discharge patients "sicker and quicker." In many cases, hospitals prefer to discharge seniors 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.

KPM #12	DEVELOPMENTAL DISABILITY SUPPORT SERVICES - The percentage of eligible adults who are receiving adult support services within 90 days of request.
	Data Collection Period: Jun 01 - Jul 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
DD Adult Support Services					
Actual	80.40%	56%	43.93%	61.84%	55.22%
Target	98%	98%	98%	98%	98%

How Are We Doing

The Office of Developmental Disabilities Services (ODDS) provides services to people with intellectual and developmental disabilities (I/DD).

This KPM tracks the percentage of people with I/DD that receive support services within 90 days of requesting services.

The percentage dropped with implementation of significant changes to the DD program that came as a result of the k plan. This measure no longer reflects how ODDS offers or provides support services under the k plan.

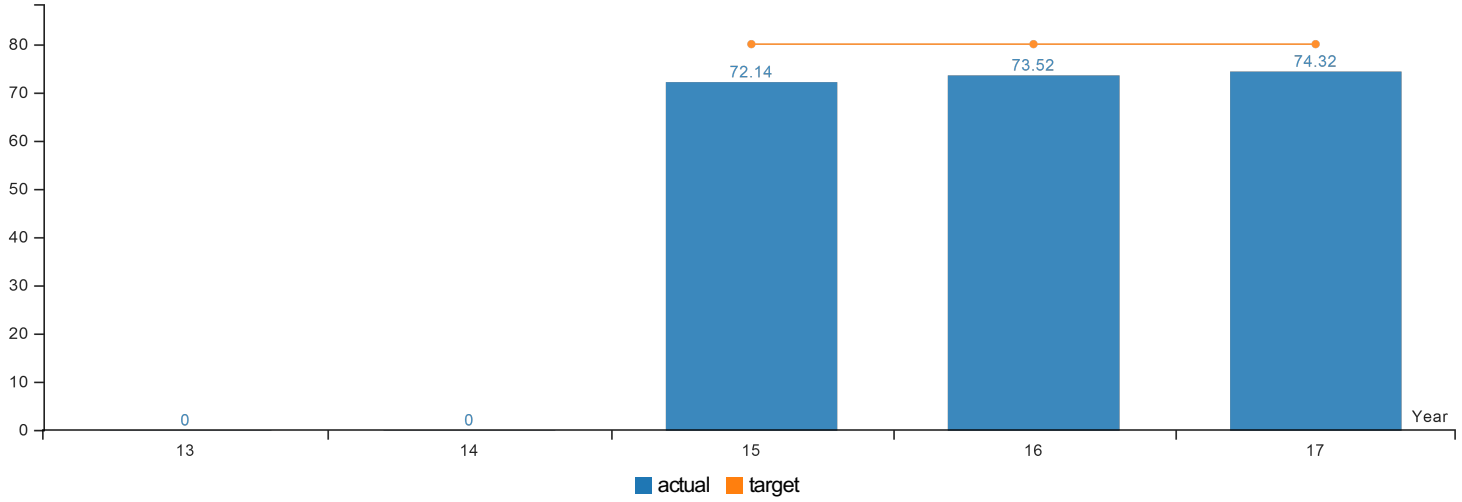
Factors Affecting Results

Challenges remain with the ability to get selected providers identified and approved in a timely manner.

The measure will be changed in the future to more accurately reflect how ODDS provides services under the k plan.

KPM #13	PEOPLE WITH DISABILITIES LIVING AT HOME - The percentage of individuals enrolled in the Intellectual/Developmental disabilities program who are receiving services in their own home.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
PEOPLE WITH DISABILITIES LIVING AT HOME					
Actual	No Data	No Data	72.14%	73.52%	74.32%
Target	TBD	TBD	80%	80%	80%

How Are We Doing

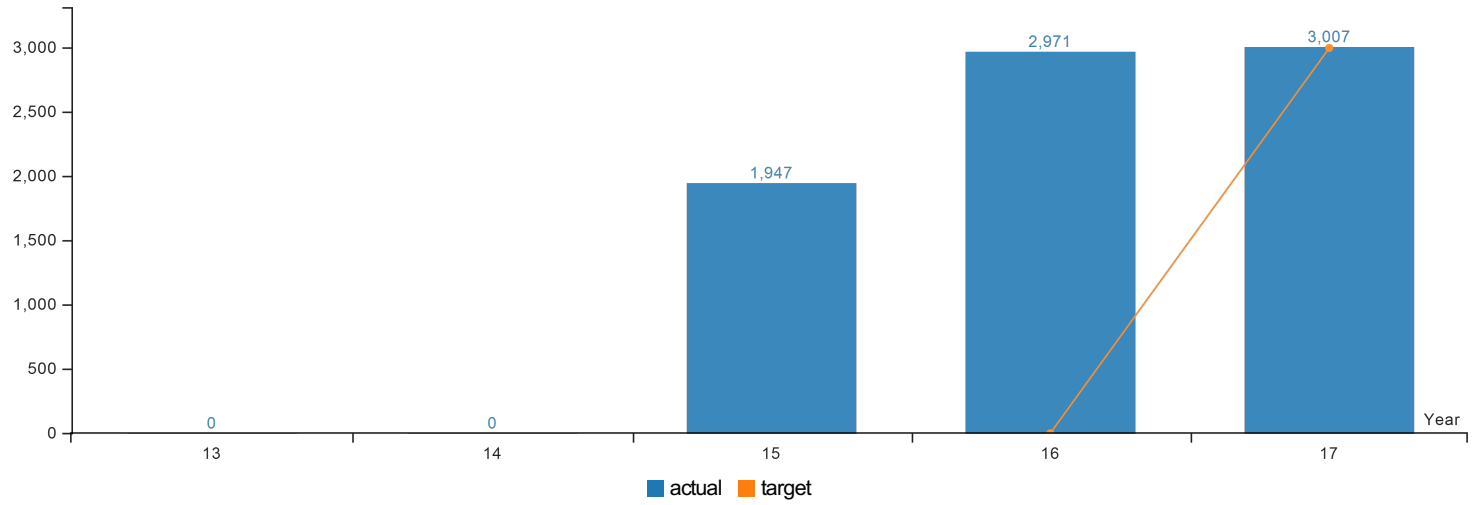
Nationally, Oregon is a leader in serving people with Intellectual and Developmental Disabilities (I/DD) in their homes in the community. This measure reflects that.

Factors Affecting Results

This measure reflects the fact that the majority of adults and children with I/DD live with their families in Oregon.

KPM #14	SUPPORTED EMPLOYMENT - Increase the number of individuals who receive developmental disability services in supported employment.
	Data Collection Period: Oct 01 - Sep 30

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
INTEGRATED EMPLOYMENT SETTINGS					
Actual	No Data	No Data	1,947	2,971	3,007
Target	TBD	TBD	TBD	0	3,000

How Are We Doing

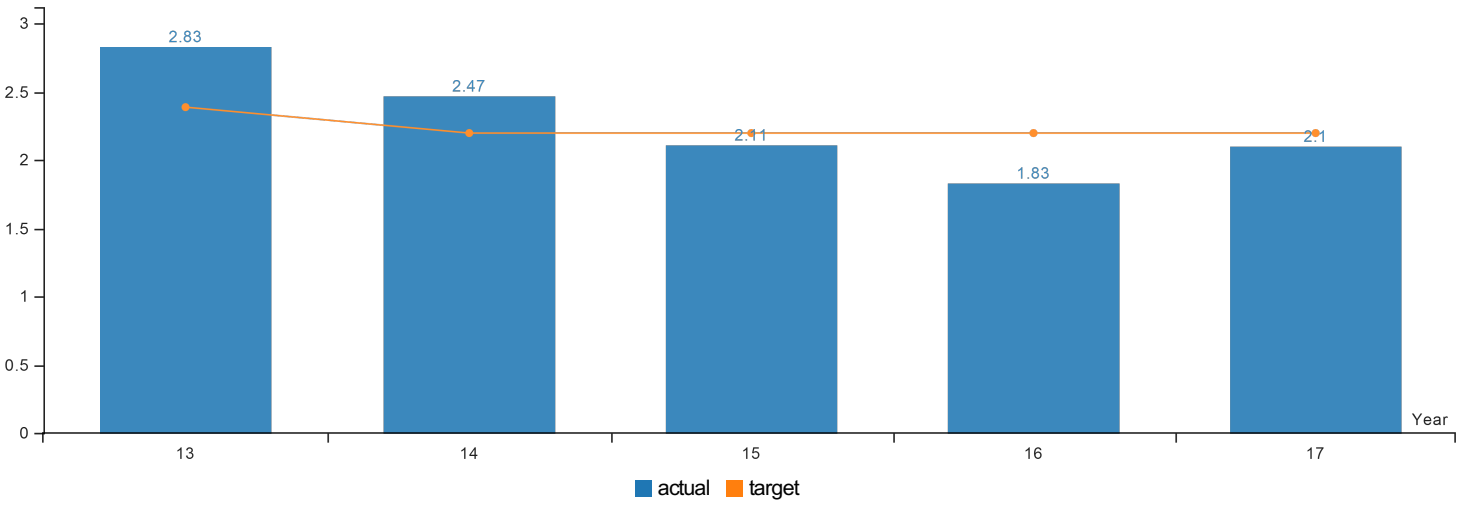
For Fiscal Year 2017 we provided employment services to 3,007 individuals and are in compliance with both Executive Order and Lane Settlement.

Factors Affecting Results

Executive Order 15-01 and the Lane v. Brown Settlement Agreement require DHS to provide employment services to at least 7,000 individuals by 2022. This means that by 2017 at least 3,000 individuals should have received an employment service; by 2018 3,800; 2019 4,600; 2020 5,400; 2021 6,200; and 2022 7,000.

KPM #15	ABUSE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES - The percentage of people with developmental disabilities experiencing abuse.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = negative result*



Report Year	2013	2014	2015	2016	2017
ABUSE OF SENIORS AND ADULTS WITH DISABILITIES - b) people with developmental disabilities					
Actual	2.83%	2.47%	2.11%	1.83%	2.10%
Target	2.39%	2.20%	2.20%	2.20%	2.20%

How Are We Doing

The abuse rate of people with intellectual/developmental disabilities (IDD) enrolled in services has continued to trend down in a positive direction in light of a 25% population increase of eligible individuals. For the last four years the abuse rate has trended down and for three years the abuse rate has remained under the proposed target of 2.2%.

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. If there continues to be a downward trend that can be maintained, the target of 2.2% may be lowered as a result.

Oregon is in the process of developing a Centralized Abuse Management (CAM) information system that will allow for enhanced tracking and monitoring of abuse referrals and investigations. IDD service cases will be included in the first phase of implementation scheduled for 2017/2018. The implementation of CAM will enhance access and availability of information across the state and greatly improve the ability to make data informed decisions.

Strategies attributed to the decreased abuse rate include:

- Diligence in monitoring and promoting safety in licensed settings for people with intellectual/developmental disabilities.
- Continued coordination between licensing, abuse investigation and program staff to better identify areas of concern and respond effectively.
- Ongoing outreach to increase public awareness of abuse issues facing individuals with intellectual/developmental disabilities.
- Ongoing collaboration with community partners, including brokerages serving people with intellectual/developmental disabilities living in their own homes.
- Enhanced training to abuse investigators, service coordinators, personal agents, direct service providers and facility staff.

Factors Affecting Results

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

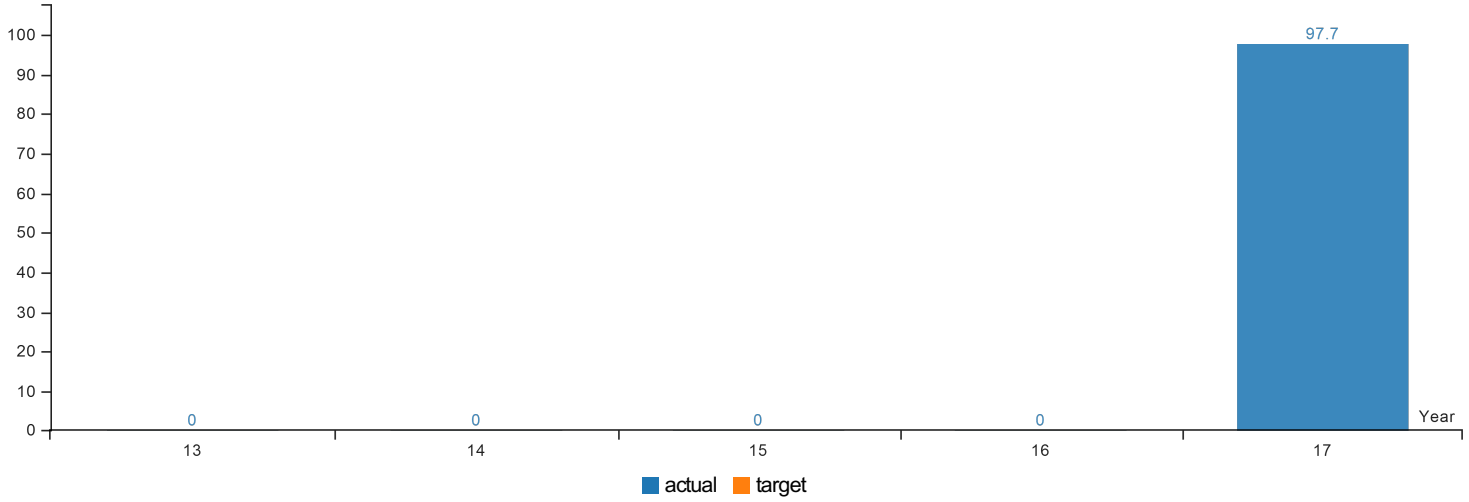
- The high acuity and service needs of residents being served in community-based care settings.
- High turnover rate of treatment and support staff in all settings.
- An adult's right to make decisions about their living situation, companions, etc.
- Barriers to the reporting of abuse by cognitively impaired clients.
- Limited resources available to respond 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.

KPM #16	Abuse Investigation Timeliness - Percent of abuse reports assigned for field contact that meet policy timelines.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
Abuse Investigation Timeliness					
Actual	No Data	No Data	No Data	No Data	97.70%
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

The proposed measure is reflective of Aging and People with Disabilities (APDs) mission, vision and goals to ensure the safety and protection of vulnerable adults. According to our current data collection methods, the Department is meeting the preliminary target of 95%. However, there are data collection limitations, which APD has implemented strategies to mitigate, that impact the accuracy and reliability of this measure. Specifically, this measure is related to how quickly Adult Protective Service (APS) Specialists respond or intervene to protect people when they receive a report of abuse. The specific response times are governed by the nature and severity of the complaint and rules that apply. APS may rely upon key sources such as law enforcement, licensing or case management to ensure a coordinated safety effort for consumers. Consumers who lack safety cannot achieve the independence, choice, and dignity that every person, regardless of age or ability, deserves. Consumers who feel safe can benefit more from the services and supports we offer.

Strategies to improve the Departments performance:

- The limitations of the current data system were recognized and prompted APD to advocate and receive funding support for a centralized abuse management system in the 15-17 legislative session. Subsequently, APD has actively participated in the requirements and development of Oregon's Centralized Abuse Management System (CAM) which will provide the functionality to confirm actual response time based on risk associated with reports of abuse.
- Local APS Supervisors provide a source of real-time review to ensure the response times of APS Specialists meet the requirements and APDs safety and protection goals for vulnerable adults.
- In collaboration with the Office of Abuse Prevention & Investigations, APD will implement a periodic quality assurance sample review of response times for both community and facility investigations to ensure additional measures are implemented until the CAM solution is in place.

97.7%

Includes Community and Facility Investigations, weighted average

Excludes Nursing Facility Complaint Investigations by Nursing Facility Survey Unit (NFSU) (Federal Regulation/Statutes)

Factors Affecting Results

Performance to target comparison may be affected by a number of variables:

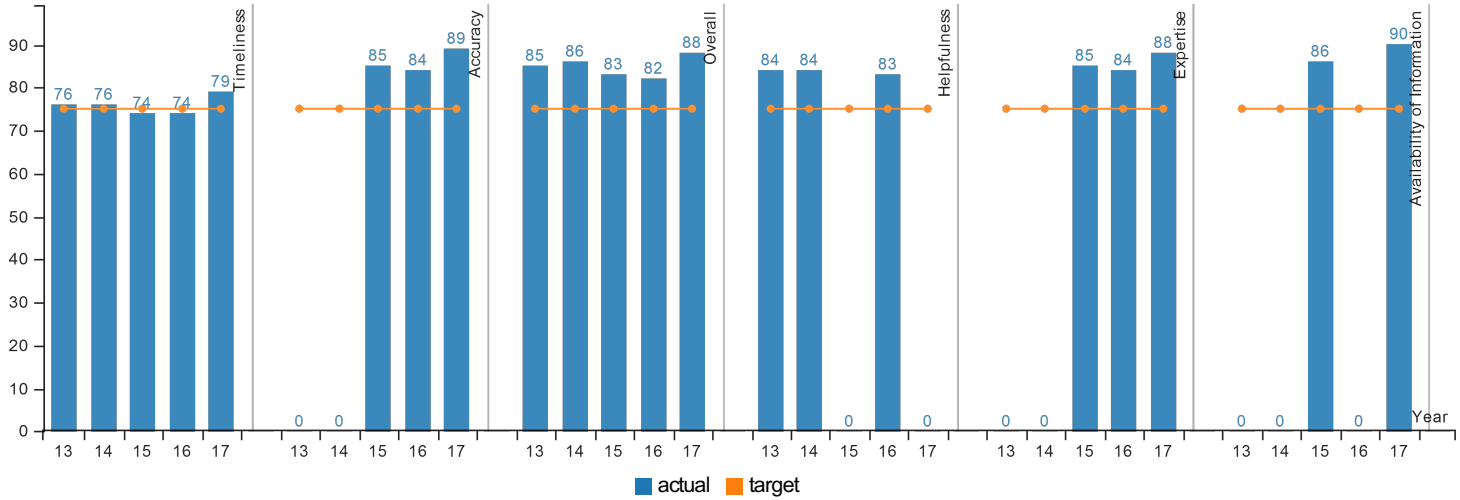
- Current data systems do not have the capacity to identify risk associated with reports of abuse.
- Development and understanding of intra-agency collaborations are instrumental in a timely response to adult abuse.
- Community investigations that do not take place in a licensed facility setting involve unique factors that impact response times such as an individual's right to self-determination.

Data is currently extracted from multiple sources that do not provide the precise measurements and require DHS to use an outer threshold to measure response times in both community[1] and facility[2] cases. The use of quality assurance sample reviews and policy clarifications will be used to mitigate this limitation.

1 Five business days

2 Next business day

KPM #17	CUSTOMER SERVICE - Percentage of customers rating their satisfaction with DHS above average or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jan 01 - Jan 31



Report Year	2013	2014	2015	2016	2017
Timeliness					
Actual	76%	76%	74%	74%	79%
Target	75%	75%	75%	75%	75%
Accuracy					
Actual	No Data	No Data	85%	84%	89%
Target	75%	75%	75%	75%	75%
Overall					
Actual	85%	86%	83%	82%	88%
Target	75%	75%	75%	75%	75%
Helpfulness					
Actual	84%	84%	No Data	83%	No Data
Target	75%	75%	75%	75%	75%
Expertise					
Actual	No Data	No Data	85%	84%	88%
Target	75%	75%	75%	75%	75%
Availability of Information					
Actual	No Data	No Data	86%	No Data	90%
Target	75%	75%	75%	75%	75%

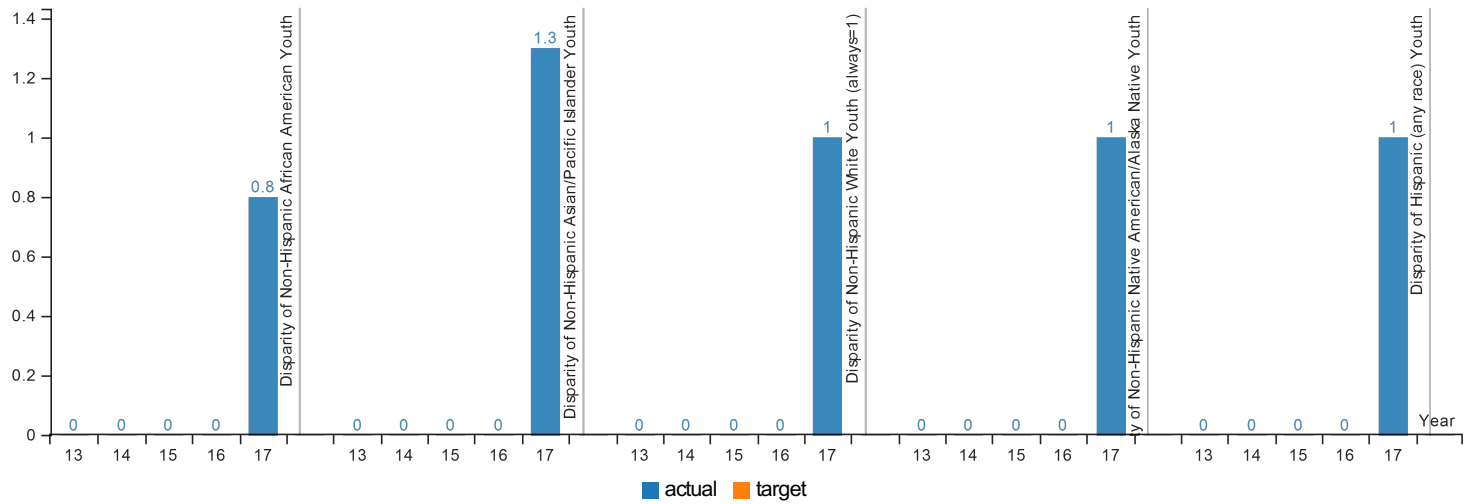
How Are We Doing

DHS has exceeded 5 of the 6 sub-measures. Data isn't available for the 6th sub-measure around helpfulness. Over the next year, we'll be looking at ways to reach more of our customers and ensure we're gathering useful information that measures satisfaction and identifies opportunities for improvement.

Factors Affecting Results

The survey measures satisfaction of clients who visit our field offices. Invitations to complete the survey online are sent to clients who have applied for SNAP benefits. Broadening the population who receives the survey will ensure we're gathering meaningful feedback.

KPM #18	Disparity in foster youth achieving permanency within 2 years by race/ethnicity - Disparity is calculated by taking the ratio of two percentages: Percent of Non-White & Hispanic children achieving permanency goals / Percent of Non-Hispanic White children achieving permanency goals. The permanency goal is the percent of foster youth achieved permanency within 24 months (of those that entered 24 months ago)
	Data Collection Period: Oct 01 - Sep 30



Report Year	2013	2014	2015	2016	2017
Disparity of Non-Hispanic African American Youth					
Actual	No Data	No Data	No Data	No Data	0.80
Target	TBD	TBD	TBD	TBD	TBD
Disparity of Non-Hispanic Asian/Pacific Islander Youth					
Actual	No Data	No Data	No Data	No Data	1.30
Target	TBD	TBD	TBD	TBD	TBD
Disparity of Non-Hispanic White Youth (always=1)					
Actual	No Data	No Data	No Data	No Data	1
Target	TBD	TBD	TBD	TBD	TBD
Disparity of Non-Hispanic Native American/Alaska Native Youth					
Actual	No Data	No Data	No Data	No Data	1
Target	TBD	TBD	TBD	TBD	TBD
Disparity of Hispanic (any race) Youth					
Actual	No Data	No Data	No Data	No Data	1
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

Non-hispanic African-American disparity in Oregon is following the national trend. Efforts underway to address this include:

- acknowledging institutional racism/discrimination with all levels of management, staff, and community

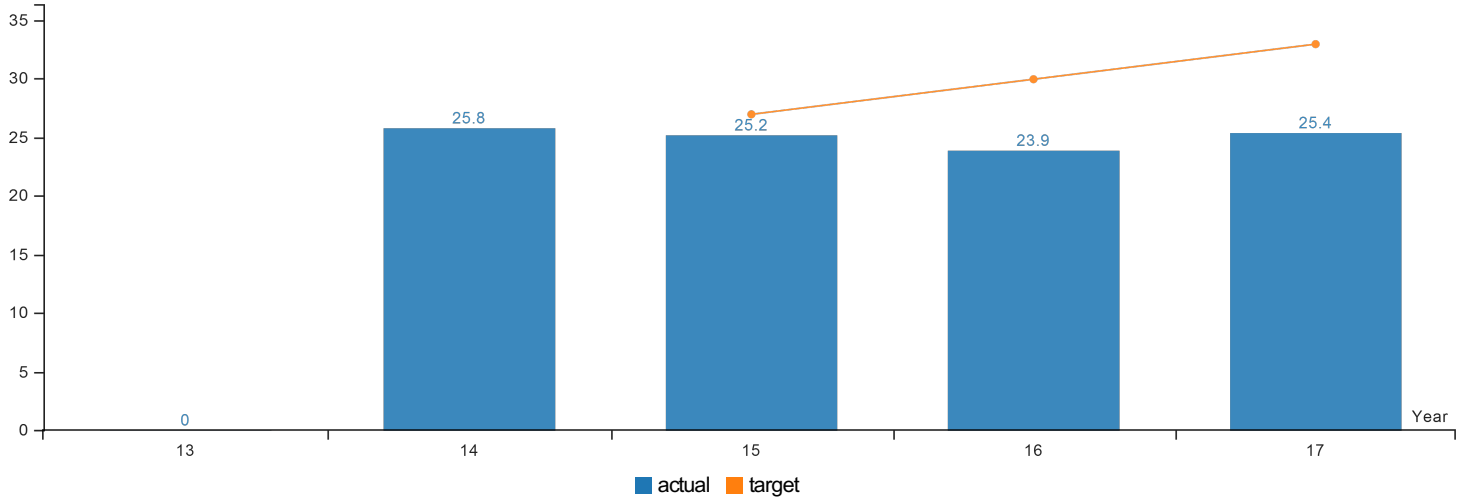
- Child Welfare leadership being trained to lead with a racial equity lens through attending Undoing Racism training
- all updates to rules, policies, and procecures are increasingly viewed through an equity lens that is intending to eliminate practice/reduce margin of error that results in racial disparities
- new worker training that increases engagement with families and respectfully and intentionally gathers information on a families pimary race and culture to eliminate disparate treatment or impacts
- training and guides available for leadership to understand and analyze new data available on racial disparities and disproportionality
- a service equity initiative that is helping child welfare leadership assess community engagement (to include decision-making bodies, key partners and providers, as well as workforce representation and language abilities)
- community engagement through the district leadership and the Unified Child and Youth Safety plan that is using community forums to have intentional, dedicated discussions on the practice and impact of child welfare on communities to include, communities of diverse racial and ethnic persons.

Factors Affecting Results

See above. The data in this measure will undergo further analysis to include breakdown by decision points and by district as there is a significant variance across the state, Timely and accurate data entry, turnover of staff, delay in case plans, lack of culturally appropriate services and service providers, and lack of community engagement are some of the areas believed to be impacting our current state.

KPM #19	CHILDREN SERVED BY CHILD WELFARE RESIDING IN PARENTAL HOME - The percent 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	2013	2014	2015	2016	2017
CHILDREN RESIDING AT HOME IN LEAST RESTRICTIVE SETTING					
Actual	No Data	25.80%	25.20%	23.90%	25.40%
Target	TBD	TBD	27%	30%	33%

How Are We Doing

The outcome of 25.4% is Federal Fiscal Year 2016 data, for Report Year 2017.

From 2014 to 2015, Oregon saw a slight decrease in this performance measure of 0.6 percent. Then a larger decrease from 2015 to 2016 of 1.3%. The state child welfare program has been working toward the vision of Safe Equitable Foster Care Reduction. One way to achieve this vision is through serving children safely in their own home. Several strategies have been involved to help achieve this vision.

One of these strategies is the continued practice of the Oregon Safety Model (OSM). OSM requires workers to determine if a child is safe through a larger lens than incident based investigations and necessitates a comprehensive exanimation of the family. This comprehensive assessment process provides valuable information that informs the case worker how best to serve the family by identifying what is making the child(ren) unsafe and thus ameliorate these issues through adequate safety planning, and referrals to appropriate interventions.

As a part of assuring DHS Child Welfare is practicing OSM consistently, statewide fidelity reviews are being conducted. These reviews are led by Consultants with the inclusion of Child Welfare managers. Following these reviews, debriefing sessions with District Managers and Consultants are utilized to create action plans geared at improving identified gaps in OSM fidelity. By continuing to provide fidelity reviews, Consultants then aim to improve case workers consistency in practice and decision making, identify gaps in knowledge and provide updated training, and identify skills and tools to support an engagement model of family centered practice.

Determination of support systems and services to keep children safe is key in Strengthening, Preserving and Reunifying Families. DHS Child Welfare works with an extensive network of community providers which have been contracted to specifically address the needs of children and families in order to maintain a child safely in their home or allow for a child to exit the foster care system sooner. Each county regularly assesses their Strengthening, Preserving and Reunifying Families (SPRF) service array, to determine gaps in service provision and use of current services. In an

effort to assure these contracts are effective in the keeping children safe with their parents, or allowing children to leave foster care sooner, DHS has implemented the first step toward a system of Performance-Based Contracting, in collaboration with our SPRF contractors. Current SPRF contracts now include performance-based contract language and outcomes. Upon execution of the contracts, the contractor submits reports through the invoicing process which identifies one of three outcomes for each client: 1) Achieved 2) Partially Achieved 3) Not Achieved.

Oregon continues to work collaboratively with Portland State University to implement updated curriculum and hands-on training for new case workers and supervisors. These updates will include more real life experiences through the use of a mock court room, mock interview process that are recorded and reviewed, increased oversight of new employees, and continued reinforcement of the OSM.

Factors Affecting Results

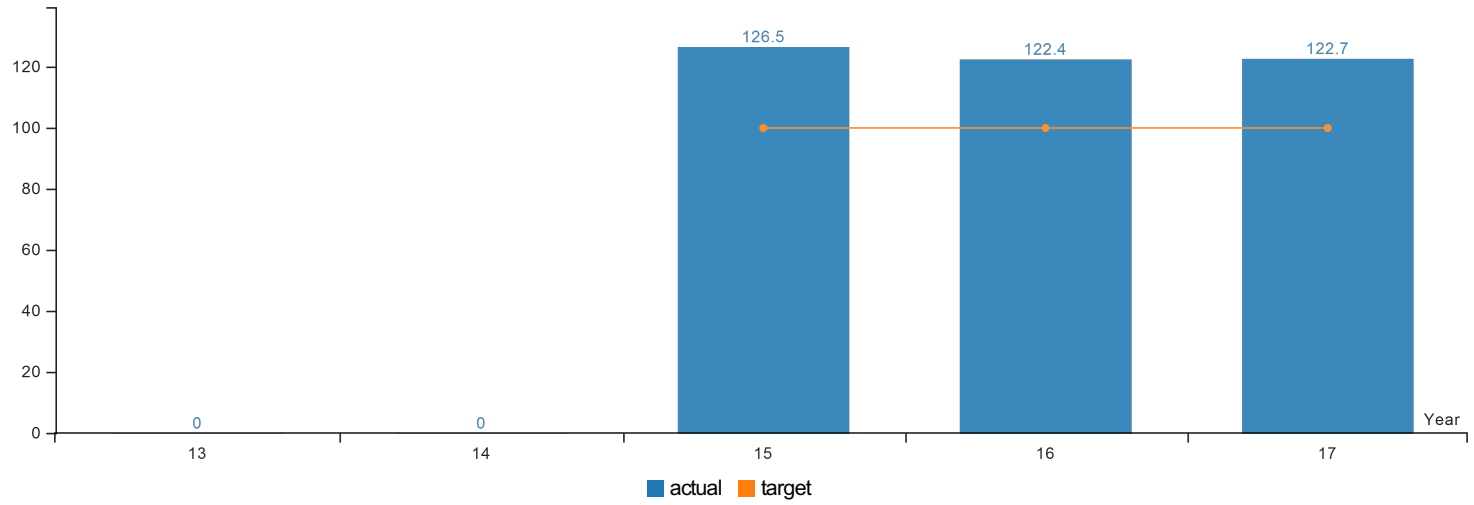
The assessment of a child abuse/neglect report requires time in order to fully engage and understand a family. The issues affecting families of abused and neglected children include dynamics of drug/alcohol abuse, domestic violence, parental involvement with law enforcement, and mental health issues. Frequently these are co-occurring in families and fully understanding how these issues impact child safety is complicated. Staffing and issues related to retention of staff is one of the largest issues affecting the ability to adequately assess safety of children. As a result workers may miss key information or not have time to provide the family with needed safety interventions.

Contracts utilized to manage child safety are often unavailable because of the intense demand or the amount of service they provide is not sufficient to monitor the safety of a child and the level needed. Children who are identified as unsafe in their home often come from families where there is a lack of natural familial support and frequent dependence on outside agencies is heavily relied upon.

Intersecting agencies such and DHS Child Welfare, Juvenile Court and the criminal justice system differ in their objective and goals. Frequently, decisions made between interesting agencies are incongruent and can create barriers to addressing child safety.

KPM #20	TANF JOBS PLACEMENTS - The percentage of clients who achieve job placement each month compared to those anticipated to achieve placement.
	Data Collection Period: Jan 01 - Dec 31

** Upward Trend = positive result*



Report Year	2013	2014	2015	2016	2017
TANF JOBS PLACEMENTS					
Actual	No Data	No Data	126.50%	122.40%	122.70%
Target	TBD	TBD	100%	100%	100%

How Are We Doing

Our objective is to maintain the percentage of TANF participants successfully obtaining employment. However factors described below may have a negative impact on this measurement.

Oregon's economy has continue improving over the past two years. Oregon's seasonally adjusted unemployment rate remains low however over the past few months the rate has risen by 0.5% from 3.6 in May to 4.1 in August.

Over the past five years the number of TANF cases has significantly decreased. Those who were ready or near ready for employment have found jobs. Those remaining on assistance have more significant challenges to becoming employed. These individuals will need a greater amount of services and case management to help reduce the impact of the challenges they are facing.

The need to more intensive services may have an impact on the percentage of those finding employment. This measure may likely be affected by this situation. There may also be an impact due to the availability of jobs as the economy growth levels out. Changes to the TANF program in the 2017-19 biennium will help to asses and determine strategies for assisting individuals to find appropriate employment. Although the length of time needed to move an individual into employment may increase.

Factors Affecting Results

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Oregon's economy has continue improving over the past two years. Oregon's seasonally adjusted unemployment rate remains low however over the past few months the rate has risen by 0.5% from 3.6 in May to 4.1 in August.

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The Self-Sufficiency programs are intended to provide a safety net, family stability, and a connection to careers that guide Oregonians out of poverty. With respect to this KPM measure, the programs will work in partnership with other workforce system agencies and community partners to help Oregonians connected to our programs exit poverty along a career path. The program will continue to monitor the measure and targets. The targets this measure compares to are updated as needed during program planning processes.

Note: Annual actual data is reported from the prior calendar year.