

**Oregon Department of Human Services
Summary Scorecard**

No.	Measure Name	Measure Calculation	% or #	Q4 2016	Q3 2016	RANGE			Target	Measure Owner
						Red	Yellow	Green		
PRIORITIES										
Priority 1 – Every Oregon child and youth in our care deserves to grow up safely.										
a	Re-abuse Rate									
	CW	Of all children who were victims of a substantiated or indicated report of maltreatment during a 12-month target period, what % were victims of another substantiated or indicated maltreatment allegation within 12 months of their initial report.	%	9.3%	9.4%	> 13	9.1 - 13	< 9.1	0%	Lena Alhusseini
b	Abuse Rate									
	DD	% abuse in licensed and certified programs.	%	TBD	TBD					Lilia Teninty
c	Face to Face Contact									
	CW	% of visits made by caseworkers on a monthly basis to children served in home, children in foster care, and their parents	%	67.6%	68.8%	≤ 80	>80 - <95	≥ 95	100%	Lena Alhusseini
d	Safety in Foster Care									
	CW	Of all children in foster care during a 12-month period, rate of victimization per 100,000 days of foster care.		16.2	13.8	> 12	8.5 - 12	< 8.5	0	Lena Alhusseini
e	Children Safely Maintained with Parents									
	CW	% in home that exit to intact family closure.	%	90.6%	88.3%	< 80	80 - 95	> 95	100%	Lena Alhusseini
	CW	% in home not experiencing abuse/neglect.	%	95.2%	95.5%	< 80	80 - 95	> 95	100%	Lena Alhusseini
	CW	% of successful trial home visits.	%	78.6%	83.5%	< 80	80 - 95	> 95	100%	Lena Alhusseini
	CW	% of trial home visits not experiencing abuse.	%	98.4%	98.9%	< 80	80 - 95	> 95	100%	Lena Alhusseini
f	Inconclusive Disposition of Investigations									
	DD	% of completed allegations with an “inconclusive” outcome/finding.	%	TBD	TBD					Lilia Teninty
g	Timeliness of Response									
	CW	% of calls assigned for field contact that meet policy timelines.	%	65.1%	64.9%	< 70	70 - 90	> 90	100%	Lena Alhusseini
h	Timeliness of Investigation Completion									
	CW	% of investigation reports completed within policy timelines.	%	34.2%	24.0%	< 70	70 - 90	> 90	100%	Lena Alhusseini
	DD	% of investigation reports completed within policy timelines.	%	TBD	TBD					Lilia Teninty

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Priority 2 – Every Oregon adult lives safely – free from abuse, neglect and financial exploitation.										
a	Abuse Rate									
	APD	% abuse in licensed settings by facility type	%	2.8%	2.8%	>2.75	1 - 2.75	<1	0%	Ashley Carson-Cottingham
	DD	% abuse in licensed & certified programs	%	0.9%	0.6%	>5.4	4.1 - 5.4	<4.1	0%	Lilia Teninty
b	Inconclusive Disposition of Investigations									
	DD	% of completed allegations with an “inconclusive” outcome/finding.	%	18.7%	20.2%	> 19	15 - 19	< 15	10%	Lilia Teninty
c	Timeliness of Response	% of calls assigned in a timely manner								
	APD	Facility	%	96.6%	95.5%	< 70	70 - 90	> 90	100%	Ashley Carson-Cottingham
	APD	Community	%	98.0%	98.0%	< 70	70 - 90	> 90	100%	Ashley Carson-Cottingham
	APD	NFSU	%	NA	16.1%	< 70	70 - 90	> 90	100%	Ashley Carson-Cottingham
d	Timeliness of Investigation Completion									
	APD	% of investigation reports completed within policy timelines.	%	61.7%	61.3%	< 70	70 - 90	> 90	100%	Ashley Carson-Cottingham
	DD	% of investigation reports completed within policy timelines.	%	69.2%	79.9%	< 70	70 - 90	> 90	100%	Lilia Teninty
e	Monitoring									
	DD	% of DD licensing on-site visits completed within program specific timelines.	%	100%	100%	< 90	90 - 95	> 95	100%	Lilia Teninty
f	Domestic Violence Payment Access									
	SSP	Of those determined eligible for DV emergency grant, the % with payments	%	24.3%	24.3%	<30	30 - <50	≥50	75%	Kim Fredlund
Priority 3 – Every Oregonian lives as independently as possible – with dignity, choice and self-determination.										
a	In-Home Service									
	DD	% of DD enrolled clients receiving services in their own home (including family home)	%	75.4%	75.0%	< 60	60 - 80	> 80	85%	Lilia Teninty
b	LTC Recipients Living Outside of Nursing Facilities									
	APD	% of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities. (KPM)	%	87.4%	87.2%	< 85	85 - 87.5	> 87.5	90%	Ashley Carson-Cottingham
c	SSP Service Access									
	SSP	Of children under 18 in families below 50% poverty level, % accessing TANF	%	63.0%	64.0%	<65	65 - <70	≥70	80%	Kim Fredlund

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	SSP	Ratio of Oregonians served by SNAP to the number of low-income Oregonians (below 130% FPL)	%	100%	100%	<95	95 - <98	≥98	100%	Kim Fredlund
	SSP	Of children under 6 in working families below 200% poverty level, % accessing ERDC	%	21.1%	20.7%	<30	30 - <35	≥35	50%	Kim Fredlund
d	Service Delivery									
	SSP	% of applications processed online (CAP/CAPI) for SNAP submission.	%	36.0%	44.6%	< 50	50 - 60	> 60	100%	Kim Fredlund
	SSP	% of SNAP benefits issued same day/next day.	%	42.0%	42.9%	< 51	51 - 56	> 56	60%	Kim Fredlund
Priority 4 – Every Oregonian can work to the best of their abilities to contribute to their family and their community.										
a	Successful Employment									
	DD	Increase number of adults with developmental disabilities receiving ODDS employment services and reported as receiving sheltered workshop services who obtain Competitive Integrated Employment	#	Available Q3-2017	143	Below target	NA	At or above target	130	Lilia Teninty
	DD	Decrease number of adults with developmental disabilities receiving ODDS employment services who are reported as receiving sheltered workshop services.	#	1,268	1,405	At or above	NA	Below target	1,860	Lilia Teninty
	SSP	% of target met for TANF clients placed in employment.	%	114.4%	122.5%	< 70	70 - 90	> 90	100%	Kim Fredlund
	SSP	% of TANF participants who have been employed in four continuous quarters after the placement quarter.	%	51.0%	52.6%	< 35	35 - 44	> 44	50%	Kim Fredlund
	VR	% of clients closing as rehabilitated (are employed or have left services due to employment) (KPM)	%	60.6%	63.0%	< 58	58 - 62	> 62	63%	Trina Lee
	VR	% of clients who are employed in the 2nd quarter after exit of the VR Program	%	60.3%	60.7%	≤ 45	46 - 51	≥ 52	52%	Trina Lee
	VR	% of clients who are employed in the 4th quarter after exit from the VR Program	%	57.9%	58.4%	≤ 45	46 - 51	≥ 52	53%	Trina Lee
b	Earning Sufficient Wages									
	SSP	% of TANF placements whose starting wage is at or above \$11.55 per hour (30 hours/week).	%	21.6%	20.9%	< 14	14 - 16	> 16	18%	Kim Fredlund
	VR	% of people who have received employment related services and are earning “competitive” wage or better.	%	81.3%	72.6%	< 80	80 - 90	> 90	100%	Trina Lee
c	Direct Service									
	VR	% of clients being determined eligible within 60 days of application.	%	97.8%	98.0%	< 95	95 - 98	> 98	100%	Trina Lee
	VR	% of clients entering plan or plan delay within 90 days of being determined eligible.	%	83.0%	83.0%	< 95	95 - 98	> 98	100%	Trina Lee

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Priority 5 – All Oregonians deserve efficient and effective services from DHS.										
a	Fiscally Responsible									
	DHS	On target spend.	%	100%	77.0%	< 80	80 - 90	> 95	100%	Eric Moore
	DHS	Balanced budget.		1	1	0=No	NA	1=Yes	1	Eric Moore
b	Employee Engagement	% of staff reporting med-high or high employee engagement	%	78.6%	78.0%	< 65	65 - 85	> 85	90%	Becky Daniels
	APD			82.8%	82.0%	< 65	65 - 85	> 85	90%	Becky Daniels
	CW			77.2%	78.0%	< 65	65 - 85	> 85	90%	Becky Daniels
	DD			70.7%	75.0%	< 65	65 - 85	> 85	90%	Becky Daniels
	SSP			78.3%	76.5%	< 65	65 - 85	> 85	90%	Becky Daniels
	VR			81.1%	87.0%	< 65	65 - 85	> 85	90%	Becky Daniels
	CS/SS/DO			80.7%	75.7%	< 65	65 - 85	> 85	90%	Becky Daniels
c	Workforce Diversity									
	Overall DHS workforce	% of demographic categories meeting target goals - overall Statewide DHS workforce	%	Available Q3-2017		< 80	80 - 95	> 95	100%	Lydia Muniz
	Program	% of demographic categories by program meeting target goals	%			< 80	80 - 95	> 95	100%	Lydia Muniz
	Subclass	% of demographic categories by subclass meeting target goals	%			< 80	80 - 95	> 95	100%	Lydia Muniz
	New Hires	% of demographic categories meeting target goals - quarterly new hires	%			< 80	80 - 95	> 95	100%	Lydia Muniz
	Promotions	% of demographic categories meeting target goals - quarterly promotions	%			< 80	80 - 95	> 95	100%	Lydia Muniz
	Separation	% of demographic categories by separation type meeting target goals	%			< 80	80 - 95	> 95	100%	Lydia Muniz
d	Program Integrity									
	DHS	% of corrective action plans due in the quarter and implemented on time	%	30.0%	26.0%	< 85	85 - 95	> 95	100%	Chuck Hibner
e	Customer Satisfaction	% of responding customers who rank quality of DHS service as "good" or "excellent". (KPM)	%	81.0%	NA	< 75	75 - 90	> 90	100%	Gene Evans