



# Dane County Department of Human Services 2016 Performance Scorecard – ACS (Adult Community Services Division)

12.19.2017



Goal met or exceeded.



Work in progress.

**DCDHS Mission:** To provide effective services that support well-being, independence, diversity, and community safety.

## Adult Protective Services

Measure	Indicator	Goal	2015 Status	2016 Status	2016 At a Glance
<b>Well-Being</b>					
Adults-at-risk are protected from financial exploitation, abuse, neglect, and self-neglect.	Percent of screened-in cases for financial exploitation, abuse, neglect, and self-neglect of adults age 18-59 assigned within 7 days. <sup>1</sup>	90%	69%	80%	
	Percent of screened-in cases for financial exploitation, abuse, neglect, and self-neglect for adults age 60 and older assigned within 7 days. <sup>2</sup>	90%	Data not available	46%	
	Number of protective placement conversions per FTE staff. <sup>3</sup>	15	16.6	16.6	
Guardianship cases are assigned in a timely fashion.	Average length of time for community referrals for guardianship to be assigned. <sup>4</sup>	30 days	Data not readily available	160.4 days	

## Aging and Seniors

Measure	Indicator	Goal	2015 Status	2016 Status	2016 At a Glance
<b>Well-Being</b>					
Seniors are able to access needed services.	Percent of the senior population, age 60 and older, participating in the congregate meal program. <sup>5</sup>	3.8% or more <sup>6</sup>	4.51%	4.61% <sup>7</sup>	
<b>Independence</b>					
Seniors receiving case management services are able to live where they choose.	Percent of persons receiving case management services who report that the services help them continue to live where they choose. <sup>8</sup>	93%	93%	88%	
<b>Community Safety</b>					
Reduce the incidence of falls among older adults.	Rate of injury hospitalizations per 100,000 residents due to falls for Dane County residents age 65 and older. <sup>9</sup>	Decrease from prior year	2,139.74 (2014)	2,053.30 (2015)	

## Behavioral Health

Measure	Indicator	Goal	2015 Status	2016 Status	2016 At a Glance
<b>Well-Being</b>					
Comprehensive Community Services (CCS) are recovery-focused.	Percent of adult clients in the Comprehensive Community Services (CCS) program who report on the ROSI Person-Centered scales that they had a mostly recovery-oriented experience. <sup>10</sup>	To be established. <sup>11</sup>	Not Applicable <sup>12</sup>	72.7%	
Alcohol and other drug abuse (AODA) service participants successfully complete treatment.	Percent of clients in the DCDHS AODA treatment system who successfully complete treatment – examining successful completions for residential, outpatient, and day treatment separately. <sup>13</sup>	39.7% Day Treatment	33.8%	37%	
		52.5% Outpatient	52.1%	61%	
		58.3% Residential	49.8%	56%	
Reduce alcohol and other drug use among service participants.	Percent of clients in the DCDHS AODA treatment system who reduce their alcohol and other drug use from episode admission to service close.	Overall Reduction	Data not readily available	23% - no use at admission in past 30 days; 54% - no use at discharge. <sup>14</sup>	

Measure	Indicator	Goal	2015 Status	2016 Status	2016 At a Glance
<b>Independence</b>					
Service participants have improved functioning.	Percent of clients in the DCDHS mental health system responding to the MHSIP survey who report positively regarding improved functioning as a result of services. <sup>15</sup>	63% or more	60.9%	60.6%	
	Percent of clients with substance use disorders who maintained their existing employment or had a positive change in employment status from episode admission to episode close. <sup>16</sup>	Overall Increase	Data not readily available	69.6% in the labor force at admission were employed; 73.3% in the labor force were employed for whom all services were closed.	
<b>Community Safety</b>					
AODA and mental health participants in the DCDHS service system have decreased criminal justice system involvement.	Percent of successfully discharged Drug Court Treatment Program (DCTP) clients not re-arrested for a criminal offense within 24 months. <sup>17</sup>	55% or more	75% (2013)	66% (2014)	
	Percent of successfully discharged PathFinder clients not re-arrested for a criminal offense within 24 months.	55% or more	68% (2013)	71% (2014)	
	Percent of successfully discharged OWI Court clients not re-arrested for a criminal offense within 24 months.	55% or more	83% (2013)	82% (2014)	

Measure	Indicator	Goal	2015 Status	2016 Status	2016 At a Glance
	Percent of adult mental health clients with no criminal justice system involvement in the past 6 months. <sup>18</sup>	95% or more	84.5% (Jan – June 2016)	76.1% (July – Dec. 2016)	
<b>Diversity</b>					
Clients perceive that services are delivered with respect for their cultural/ethnic background.	Percent of adult DCDHS clients with a mental illness agreeing or strongly agreeing with the survey question, “Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)” <sup>19</sup>	79% or more	79.9%	79.2%	

<sup>1</sup> Source of number of reports: Wisconsin Department of Health Services, Wisconsin Incident Tracking System (WITS) Summary Report for Elder Adults-at-Risk Age 18-59 Dane County Reporting Year 2016 – as of 04/01/2017, preliminary data, pulled by Shari Gray-Dorn, DCDHS. Number of reports in 2016 = 130. In 2016, 49 screened-in cases had the date of assignment, of which 39 were assigned within 7 days. Cases are assigned on a weekly basis. Average length of time to assignment = 5.65 days. Number of reports in 2015 = 141. In 2015, 80 screened-in cases had the date of assignment, of which 55 were assigned within 7 days. Cases are assigned on a weekly basis. Average length of time to assignment = 6.19 days.

<sup>2</sup> Source of reports: Wisconsin Department of Health Services, Wisconsin Incident Tracking system (WITS) Summary Report for Elder Adults-at-Risk Age 60+ Dane County Reporting Year 2016 – as of 04/01/2017, preliminary data, pulled by Shari Gray-Dorn, DCDHS. Source for case assignments = Past EAN Intakes folder maintained by Shari Gray-Dorn. Number of reports in 2016 = 359. 186 screened-in cases had the date of assignment, of which 85 were assigned within 7 days. Cases are assigned on a weekly basis. Average length of time to assignment = 14.17 days.

<sup>3</sup> These are conversions from Chapter 51 (order to treat) to Chapter 54/55 (order to protect). Staff have 30 days to assess for need for Chapter 54/55. Number of conversions by year: 2016 – 54; 2015 – 50. Number of FTE was 3.0 for 2014-2015. For 2016, there were 3.0 FTE plus 1 LTE at 10 hours per week for a total of 3.25 FTE.

<sup>4</sup> Reports from physicians are only good for one (1) year. If the referral is not picked up in that time, a new physician report is required. Source for 2016 data: Shari Gray-Dorn, Adult Protective Services Social Work Supervisor, Dane County Department of Human Services, “Community referral spreadsheet,” message to Lori Bastean, 23 February 2017. E-mail.

<sup>5</sup> Population estimates from U.S. Census Bureau, American FactFinder, DP05 – ACS Demographic and Housing Estimates, American Community Survey – 5 year estimates. 2012-2016 estimates are not yet available. Senior dining center participants from the Agency Summary Report in SAMS run 8.3.2016 by Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services. 2015: Population 87,274, participants 3,934, rate = 4.51%. 2014: Population 83,591, participants 3,807, rate = 4.55%. 2016 senior dining center participants from

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Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services, "RE: Nutrition Data," message to Lori Bastean, 18 April 2017, E-mail. 2016: participants 4,022.

<sup>6</sup> Goals based on three year average (2014-2012) from Administration for Community Living Aging Integrated Database (AGID) Profile of State Programs: Wisconsin on-line <https://agid.acl.gov/StateProfiles/Profile/?id=52> , accessed 20 April 2017.

<sup>7</sup> Will be adjusted once 2012-2016 population estimates are available.

<sup>8</sup> Dane County Department of Human Services, *Survey of Case Management Services for Older Adults in Dane County*, 2016 and 2015, on-line <https://danecountyhumanservices.org/reports.aspx> , accessed 5 July 2017. In 2015, the percent was 93%. Goal is based on three year national average.

<sup>9</sup> Wisconsin Department of Health Services, Division of Public Health, Office of Health Informatics, Wisconsin Interactive Statistics on Health (WISH) data query system, <https://www.dhs.wisconsin.gov/wish/index.htm>, Injury Hospitalizations Module, accessed 3/16/2015. Rate is age-adjusted for selected age groups. If fall data was available for Stepping Up Stepping On program participants, that would be the ideal measure to track. 2015 data is from Richard Miller, Research Scientist, Office of Health Informatics, Wisconsin Division of Public Health, "RE: Injury Related Hospitalizations" message to Lori Bastean, 10 March 2017. E-mail. Rate in 2014 = 2,139.74.

<sup>10</sup> Source: Dane County Department of Human Services. Results of the Recovery-Oriented Systems Indicator (ROSI) survey administered in September/October to adult clients age 18 and older who had CCS services for 6 months or longer. This is based on nine items of the Person-Centered scale, such as "Staff seeing me as an equal partner in my treatment program;" "My right to refuse treatment is respected." The average mean score was 3.3 out of 4.0.

<sup>11</sup> The State required the use of the ROSI (Recovery-Oriented System Indicators) beginning in 2014, however, results of that data collection have yet to be released. The goal will be based on the three year average of results for Wisconsin.

<sup>12</sup> 2016 was the first full year of program operation.

<sup>13</sup> Based on SPC End Reasons, 1, 2, 3 – Completed service. Day Treatment = SPC 704.10. Outpatient Treatment = SPC 507 and 507.00. Residential = SPC 503.70 and 506.20. Source for goals: Substance Abuse and Mental Health Services Administration, *Treatment Episode Data Set (TEDS): 2013 Discharges from Substance Abuse Treatment Services*. BHSIS Series S-86, HHS Publication No. (SMA) 16-4988. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2016. Goals are based on three year averages (2011-2013) for Wisconsin. Status 2015: 33.8% Day Treatment, 52.1% Outpatient, 49.8% Residential.

<sup>14</sup> Based on last service closed in 2016. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. N = 945 clients. At admission, 23.1% reported no use in the past month; 20.9% reported daily use. At discharge 53.9% reported no use in the past month; 7.6% reported daily use.

<sup>15</sup> MHSIP is the Mental Health System Improvement Project survey. Source: Dane County Department of Human Services, *Client Perception of Care: Dane County Mental Health System January 1, 2016 – August 31, 2016*, available on-line, [https://danecountyhumanservices.org/dox/reports/consumer\\_survey\\_mhsip\\_results\\_2016.pdf](https://danecountyhumanservices.org/dox/reports/consumer_survey_mhsip_results_2016.pdf), accessed 20 April 2017. Source for State and Federal comparisons used to establish goals is Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2015 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line [https://www.samhsa.gov/data/us\\_map?map=1](https://www.samhsa.gov/data/us_map?map=1) , accessed 20 April 2017. Goal is based on the three year (2013-2015) average (US = 71%, WI = 63%). Status 2016 = 60.6% and 2015 = 60.9%.

<sup>16</sup> Based on 945 clients with all services closed at the end of 2016 excluding persons who received detox only services (program 1566) or Clinical Assessment – Intoxicated Driver Services (program 1314) or Adolescent AODA Intervention (program 1615). At episode start, 573 clients were in the labor force; 49 were employed full or part-time,

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174 were looking for work. At closing, 621 clients were in the labor force; 455 were employed full or part-time, and 166 were looking for work.

<sup>17</sup> Dane County Department of Human Services, *Dane County Alternative Sanction Programs 2016 Recidivism Report*. This reflects clients discharged in 2014. Status 2013 – DCTP = 75%; PathFinder = 68%; OWI Court = 83%.

<sup>18</sup> Source for State and Federal comparisons used to establish goals is Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2015 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line [https://www.samhsa.gov/data/us\\_map?map=1](https://www.samhsa.gov/data/us_map?map=1), accessed 20 April 2017. Goal is based on the three year (2013-2015) average (US = 95.4%, WI = 94.5%). Based on clients with BRC target populations of H – ongoing, high intensity comprehensive services and L – ongoing, low intensity services. BRC stands for the Blue Ribbon Commission on Mental Health. This is based on clients for whom the criminal justice system involvement was recorded. Status Jan – June 2016 = 84.5%.

<sup>19</sup> Source: Dane County Department of Human Services, *Client Perception of Care – Dane County Mental Health System*, January 2017, p. 25. Goal is based on three year DCDHS average (2014-2016). 2014 = 77.7%; 2015 = 79.9%; 2016 = 79.2%.