



# Dane County Department of Human Services 2017 Performance Scorecard – ACS (Adult Community Services Division)

1.2019



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	2016 Status	2017 Status	2017 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%	80%	67.7%	
	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%	46%	67.9% preliminary	
	Number of protective placement conversions per FTE staff. <sup>3</sup>	15	16.6	18.3	
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	160.4 days	131.9 days	

## Aging and Seniors

Measure	Indicator	Goal	2016 Status	2017 Status	2017 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>	3.6% or more <sup>6</sup>	4.1%	4.2%	
<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>7</sup>	93%	88%	90.5%	
<b>Community Safety</b>					
Reduce the incidence of falls among older adults.	Rate of age-adjusted injury hospitalizations per 100,000 residents due to falls for Dane County residents age 65 and older. <sup>8</sup>	Decrease from prior year	155.7	139.6	

## Behavioral Health

Measure	Indicator	Goal	2016 Status	2017 Status	2017 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>9</sup>	To be determined <sup>10</sup>	72.7% <sup>11</sup>	84.1% <sup>12</sup>	
CCS Participants are involved in work or other meaningful daily activities.	Percent of adult clients in the CCS program who are employed or involved in other meaningful daily activities.	To be determined. <sup>13</sup>	60.9% <sup>14</sup>	71.3%	
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>15</sup>	39.7% Day Treatment	37%	34%	
		52.5% Outpatient	61%	57%	
		58.3% Residential	56%	68%	
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	23% - no use at admission in past 30 days; 54% - no use at discharge. <sup>16</sup>	27% - no use at admission in past 30 days; 52% - no use at discharge. <sup>17</sup>	

Measure	Indicator	Goal	2016 Status	2017 Status	2017 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>18</sup>	66% or more <sup>19</sup>	60.6% <sup>20</sup>	66.5% <sup>21</sup>	
	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>22</sup>	Overall Increase	69.6% in the labor force at admission were employed; 73.3% in the labor force were employed for whom all services were closed.	63.6% in the labor force at admission were employed; 74% in the labor force were employed for whom all services were closed. <sup>23</sup>	
<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>24</sup>	55% or more	66% (2014)	58% (2015)	
	Percent of successfully discharged OWI Court clients not re-arrested for a criminal offense within 24 months.	55% or more	82% (2014)	91% (2015)	
	Percent of adult mental health clients with no criminal justice system involvement in the past 6 months. <sup>25</sup>	95% or more	76.1% (July – Dec. 2016)	75.4% (July – Dec. 2017)	

Measure	Indicator	Goal	2016 Status	2017 Status	2017 At a Glance
<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>26</sup>	79% or more	79.2%	78.9%	

## Intellectual/Developmental Disabilities (I/DD)

Measure	Indicator	Goal	2016 Status	2017 Status	2017 At a Glance
<b>Well-Being</b>					
Children reside in the least restrictive setting possible.	Percent of participants in the Children's Long Term Support (CLTS) program who reside with their families.	99%	94% <sup>27</sup>	93% <sup>28</sup>	
<b>Independence</b>					
	Percent of I/DD adults eligible for long-term care who leave high school with 12 hours per week of integrated employment, earning minimum wage or more. <sup>29</sup>	80%	95% (median wage was \$7.50/hr.)	98% (median wage was \$7.25/hr.)	
<b>Diversity</b>					
B-3 participants reflect the racial and ethnic make-up of Dane County.	B-3 participants will reflect the racial and ethnic make-up of Dane County. <sup>30</sup>	Asian – 6% Black/Afr. American – 8% Native American – 0.3% Other – 3.1% White – 75.6% Two or more races – 7% Hispanic/Latino – any race – 11.1%	Asian – 5.7% Black/Afr. American – 12.2% Native American – 0.5% Other – 0% White - 75.9% Two or more races – 5.0% Hispanic/Latino – any race – 13% <sup>31</sup>	Asian – 4.7% Black/Afr. American – 14.0% Native American – 0.2% Other – 0% White - 75.4% Two or more races – 5.3% Hispanic/Latino – any race – 14% <sup>32</sup>	

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<sup>1</sup> Source of reports:

2017: Wisconsin Department of Health Services, Wisconsin Incident Tracking System (WITS) Summary Report for Elder Adults-at-Risk Age 18-59 Dane County Reporting Year 2017 – as of 04/01/2018, preliminary data, pulled by Shari Gray-Dorn, DCDHS. Number of reports in 2017 = 123. Source for case assignments – ArA Intakes folder maintained by Shari Gray-Dorn, then LeeAnn Grimm. In 2017, 62 screened-in cases had the date of assignment, of which 42 were assigned within 7 days. Cases are assigned on a weekly basis. Average length of time to assignment = 7.39 days.

2016: 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.

<sup>2</sup> Source of reports:

2017: Wisconsin Department of Health Services, Wisconsin Incident Tracking system (WITS) Summary Report for Elder Adults-at-Risk Age 60+ Dane County Reporting Year 2017 – as of 04/01/2018, preliminary data, pulled by Shari Gray-Dorn, DCDHS. Source for case assignments = Past EAN Intakes folder maintained by Shari Gray-Dorn, then LeeAnn Grimm. Number of reports in 2017 = 460. 196 screened-in cases had the date of assignment, of which 133 were assigned within 7 days. Cases are assigned on a weekly basis. Average length of time to assignment = 7.6 days.

2016: 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: 2017 – 55; 2016 – 54; 2015 – 50. 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. Source for 2017 data: Shari Gray-Dorn, Adult Protective Services Social Work Supervisor, Dane County Department of Human Services, "RE: 2017 ACS Performance Scorecard," message to Lori Bastean, 28 August 2018. For 2017 data, calculation is based on the MD report dates for 2017; note that these may have not been assigned until 2018.

<sup>5</sup> Population estimates from U.S. Census Bureau, American FactFinder, PEPAGESEX Annual Estimates of the Resident Population for Selected Age Groups by Sex for the United States, States, Counties, and Puerto Rico Commonwealth Municipios: April 1, 2010 – July 1, 2017: 2017 Population Estimates, on-line, accessed 28 August 2018. 2016 senior dining center participants from Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services, "RE: Nutrition Data," message to Lori Bastean, 18 April 2017, E-mail. 2017 senior dining center participants from Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services, "RE: Data Request," message to Lori Bastean, 28 August 2018, E-mail. 2016: Population: 97,489, participants 4,022, rate = 4.1. 2017: Population 101,035, participants 4,252, rate = 4.2.

<sup>6</sup> Goals based on three year average (2014-2016) from Administration for Community Living Aging Integrated Database (AGID) Profile of State OAA Programs: Wisconsin on-line <https://agid.acl.gov/StateProfiles/Profile/?id=52>, accessed 28 August 2018. For Wisconsin: 2016 – 1,306,739 persons age 60+ ; 45,555 persons served congregate meals, rate = 3.5%. 2015 – 1,272,995 persons age 60+ ; 45,590 persons served congregate meals, rate = 3.6%. 2014 – 1,236,727 persons age 60+ ; 44,941 persons served congregate meals, rate = 3.6%.

<sup>7</sup> Dane County Department of Human Services, *Survey of Case Management Services for Older Adults in Dane County*, 2017 and 2016, on-line <https://danecountyhumanservices.org/reports.aspx>, accessed 5 July 2017 and 28

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August 2018. Goal is based on three year national average from the Administration on Community Living Aging Integrated Database (AGID) Custom Tables, National OAA Participants Survey (NPS) Results, Case Management Services, no stratifier, on-line <https://agid.acl.gov/CustomTables/NPS/Year/>, accessed 28 August 2018. By year, 2017 – 402 total respondents, yes = 375. 2016 – 392 total, yes = 367. 2015 – 411 total, yes – 383. Three year total, of 1,205 survey respondents, 1,125 indicated, “Yes,” the services received helped the recipient continue to live in their own home (93.4%).

<sup>8</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 11.21.2018. Rate is age-adjusted for selected age groups. The 2017 rates use 2016 population estimates for the calculation. These will be updated by the State with 2017 population estimates when they are available.

<sup>9</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>10</sup> The State required the use of the ROSI (Recovery-Oriented System Indicators) beginning in 2014, however, results of that data collection are just starting to be released. The goal will be based on the three year average of results for Wisconsin. 2015 Source: Wisconsin Department of Health Services, *Comprehensive Community Services 2015 Monitoring Report*, P-01224-15 (June 2018), p. 41, on-line: <https://www.dhs.wisconsin.gov/ccs/data-reports.htm>, accessed 28 August 2018. In 2015, 79.4% of survey respondents reported a “mostly recovery-oriented experience in CCS.” 2014 Source: Wisconsin Department of Health Services, Division of Mental Health and Substance Abuse Services, *Comprehensive Community Services 2014 Monitoring Report*, P-01224 (April 2016, Update 8.10.2017), p. 43, on-line, accessed 28 August 2018. In 2014, 78.6% of survey respondents reported a “mostly recovery-oriented experience in CCS.”

<sup>11</sup> 2016 was the first full year of program operation.

<sup>12</sup> Source: Jenna Ramaker, Program Analyst, Dane County Department of Human Services, “RE: Client ROSI Survey – 2017 Data,” message to Lori Bastean, 28 August 2018.

<sup>13</sup> Will be based on three year average. No comparison data has been released by the State.

<sup>14</sup> Source: Jenna Ramaker, Program Analyst, Dane County Department of Human Services, “RE: Questions on CSD Form Data,” message to Lori Bastean, 15 January 2019. In 2017, there were 634 adults enrolled in CCS, of whom 452 were employed or engaged in other meaningful daily activity as reported on the Consumer Status Data (CSD) Set form. 24 had no CSD form recorded within that timeframe. In 2016, there were 368 adults enrolled in CCS, of whom 224 were employed or engaged in other meaningful daily activity as reported on the Consumer Status Data (CSD) Set form. 18 had no CSD form recorded within that timeframe.

<sup>15</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>16</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>17</sup> Based on last service closed in 2017. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 834 clients. At admission, 26.6% reported no use in the past month; 30% reported daily use. At discharge 52% reported no use in the past month; 5.9% reported daily use.

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<sup>18</sup> MHSIP is the Mental Health System Improvement Project survey.

<sup>19</sup> Sources for State and Federal comparisons used to establish goals are Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2016 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line , accessed 20 April 2017 and the Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2017 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line , accessed 28 August 2018. Goal is based on the three year (2015-2017) average for Wisconsin: FY 2017 = 70.1; FY 2016 = 65.0; FY 2015 = 62.2. Note that the reporting period is for the prior calendar year, i.e., 2017 reporting period is 1/1/2016 – 12/31/2016.

<sup>20</sup> 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.

<sup>21</sup> Dane County Department of Human Services, *Client Perception of Care: Dane County Mental Health System January 1, 2017 – August 31, 2017*, available on-line, accessed 28 August 2018.

<sup>22</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, 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>23</sup> Based on last service closed in 2017. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 813 clients. At episode start, 548 clients were in the labor force; 349 were employed full or part-time or were in supported competitive employment, 199 were looking for work. At closing, 531 clients were in the labor force; 394 were employed full or part-time or were in supported competitive employment, 137 were looking for work.

<sup>24</sup> Source 2015 data, Todd Campbell, ACS Division Manager, Dane County Department of Human Services, forwarded spreadsheet from Christine Taylor, DCTP Discharges 2015 – All Clients, xlsx, “RE: FW: Recidivism Data,” message to Lori Bastean, 11 January 2019. In 2015, 45 clients were discharged, of whom 26 had no criminal arrests in the next two years as reported on CCAP. Source for 2014 data: 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>25</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>26</sup> Source: Dane County Department of Human Services, *Client Perception of Care – Dane County Mental Health System*, January 2017, p. 25 and January 2018, p. 27, available web. Goal is based on three year DCDHS average (2015-2017). 2015 = 79.9%; 2016 = 79.2%; 2017 = 78.9%.

<sup>27</sup> Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 14 January 2019. In 2016, 50 of 54 clients lived with their immediate family and one lived with extended family for a total of 51 of 54 living with family.

<sup>28</sup> Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 14 January 2019. In 2017, 50 of 56 clients lived with their immediate family and 2 more lived with extended family for a total of 52 of 56 living with family.

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<sup>29</sup> Source: Monica Bear, II/DD Community Services Manager, Dane County Department of Human Services, "Fwd: 2018 Employment #'s," message to Lori Bastean, 1 January 2019, E-mail. In 2017, 56 young adults transitioned to Long Term Support, of whom 55 had community-based jobs, working an average of 18 hours per week, at a median hourly wage of \$7.25. In 2016, 67 young adults transitioned to Long Term Support, of whom 64 had community-based jobs, working an average of 18.8 hours per week, at a median hourly wage of \$7.50.

<sup>30</sup> Source for Dane County demographics: Kelsey Vincent, Service Efficacy Analyst, Program Improvements & Quality Outcomes Section, Bureau of Children's Services, Division of Medicaid Services, WI Department of Health Services, "Dane CO Data Request," message to Lori Bastean, 12 July 2018, E-mail. This is an approximation as the Census data does not break out race and ethnicity specifically for children with disabilities. The race and ethnicity are shown for children under age 18. It should be noted that disability rates vary by race and ethnicity as in the following:

**Wisconsin Disability Rate, by Race & Ethnicity (2011-2015) Ages 5-15**

Race or Ethnicity	Disability Rate (%)	Margin of Error
Total	5.5	± 0.54
White	4.3	± 0.54
African American	12	± 2.63
Hispanic	8.5	± 1.90
American Indian	8.9	± 6.71
Asian	5.7	± 2.91
Other	9.7	± 2.54

<sup>31</sup> Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 15 January 2019. In 2016, there were 1,569 clients served. The race was unknown for 11.

<sup>32</sup> Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 15 January 2019. In 2017, there were 1,526 clients served. The race was unknown for 6.