



# Dane County Department of Human Services 2017 Performance Scorecard - EAWS

8.2018



Goal met or exceeded.



Work in progress.

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

Measure	Indicator	Goal	2016 Status	2017 Status	2017 At a Glance
<b>Well-being</b>					
Needy citizens in the Capital Consortium <sup>1</sup> have access to the benefits to which they are entitled that will enable them to maintain the safety and security of their household.	Percent of Income Maintenance Applications processed within 30 days. <sup>2</sup>	95% or more <sup>3</sup>	97.96%	97.87%	
	Call Center average speed for answering phone calls. <sup>4</sup>	10 minutes or less	5.88 minutes	6.64 minutes	
<b>Independence</b>					
There are new opportunities for low-income citizens to become self-sufficient.	Increase the rate of enrolled able bodied adults without dependents (ABAWD) in the FoodShare Employment and Training (FSET) program to the State average. <sup>5</sup>	30% or more	27.4%	21.3%	
<b>Community Safety</b>					
Dane County citizens have safe, affordable, permanent housing.	Percentage of Dane County households who move from emergency shelter to permanent housing. <sup>6</sup>	Increase over prior year	28.5%	32.78%	

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<sup>1</sup> The Capital Consortium includes Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk counties.

<sup>2</sup> Wisconsin Department of Health Services, IMRR Application Timeliness Reports as recorded in *Consortia Performance Snapshot*. Source: Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "FSET Employment Numbers," message to Lori Bastean, 14 February 2017. E-mail. 2017 – Monthly Consortia Report, provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "RE: EAWS Data," message to Lori Bastean, 7 August 2018. E-mail. Rate is calculated based on total applications processed and percent of applications processed timely by month then by year.

<sup>3</sup> The State performance expectation is that 95% or more of applications will be processed within 30 days.

<sup>4</sup> ACD IM Management Reports, Source: 2016 - Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "RE: EAWS Data," message to Lori Bastean, 10 February 2017. E-mail. 2017 Dane County Economic Assistance and Work Services Report, Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "RE: EAWS Data," message to Lori Bastean, 7 August 2019. E-mail.

<sup>5</sup> Sources: 2016 - Performance Overview Report, provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "RE: EAWS Data," message to Lori Bastean, 10 February 2017. E-mail. 2017 – Monthly Consortia Report, provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, "RE: EAWS Data," message to Lori Bastean, 7 August 2018. E-mail. The State average for 2017 = 29.7%.

<sup>6</sup> Wisconsin ServicePoint (WISP). 2017 – Custom data report run by Maggie Carden, System Administrator, Institute for Community Alliances based on report specifications provided by Torrie Kopp Mueller, CoC Coordinator, City of Madison DPCED, Community Development Division. Source: Torrie Kopp Mueller, FW: Dane Emergency Shelter Permanent Housing Exit Destination Report Request," message to Lori Bastean, 30 August 2018, e-mail. 2016 - Custom data report run by Jesse Dirkman, Data Analyst, Institute for Community Alliances based on report specifications provided by Linette Rhodes, Grants Administrator, City of Madison DPCED, Community Development Division. Source: Linette Rhodes, City of Madison, "FW: Form Submission – Wisconsin Custom Report and Data Request," message to Lori Bastean, 17 March 2017. E-mail. The indicator is a HUD system performance measure and may also reflect homeless and housing Continuum of Care services beyond those for which DCDHS contracts. In 2017, there were 1,815 exits from ES, SH, TH, and RRH with 595 (32.78%) exiting to permanent housing destinations. For 2016, there were 1,059 persons who exited emergency shelter with 302 exiting to permanent housing destinations (28.5%). In 2015, 1,032 persons exited; 316 to permanent housing destinations (30.6%). In 2014, 1,096 persons exited, 179 exited to permanent housing destinations (17.8%).

Note: The report from Maggie Carden indicates that in 2016, 1,112 persons in ES, SH, TH, and RRH exited with 274 (24.64%) exiting to permanent housing destinations.