

Human Services Performance Management System

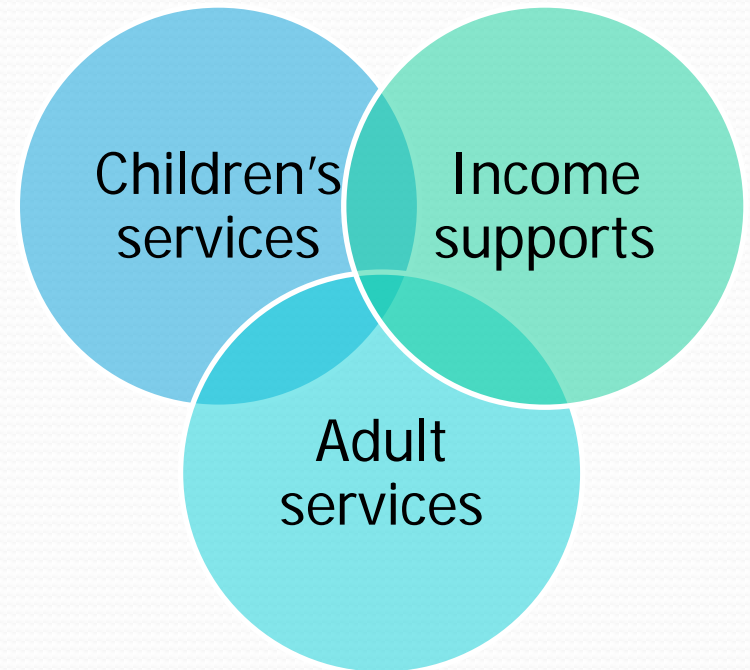
Marisa Hinnenkamp – Director, Agency and County Performance, DHS
Chuck Johnson – Deputy Commissioner, DHS

Governor's Task Force on the Protection of Children
February 13th, 2015

Human Services Performance Management System

History

- 2009 Service Delivery Act
 - Steering Committee established
 - 2012 recommendations on outcomes, measures, and remedies process
- 2013 legislation
 - Adopted the recommendations
 - Provided resources for the system
 - Established Performance Council
- Keys to the system
 - Emphasis on continuous improvement
 - Allow counties more flexibility in the “how”
 - Ensure achievement of positive outcomes



Human Services Performance Management System

Overview

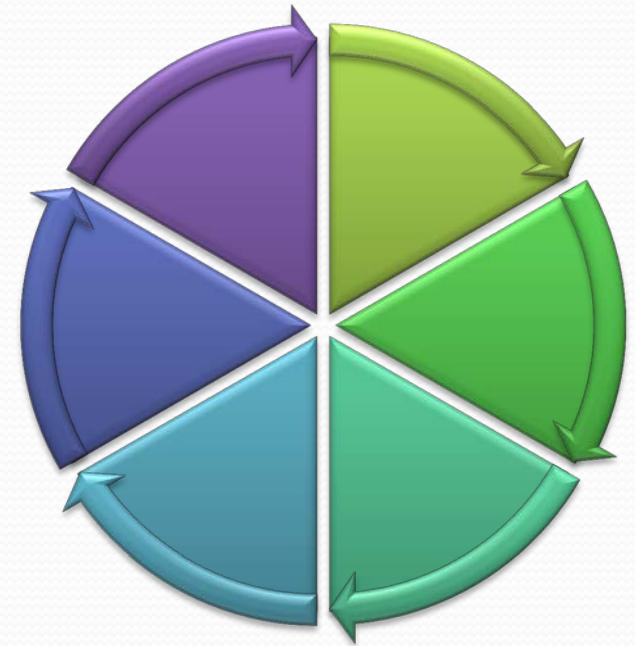
The Human Services Performance Management System creates an opportunity for the Minnesota Department of Human Services and counties to work more closely together to improve the lives of people served.

- Goals:
 - Establishes shared outcomes and measures
 - Creates accountability
 - Drives continuous improvement
 - Provides transparency

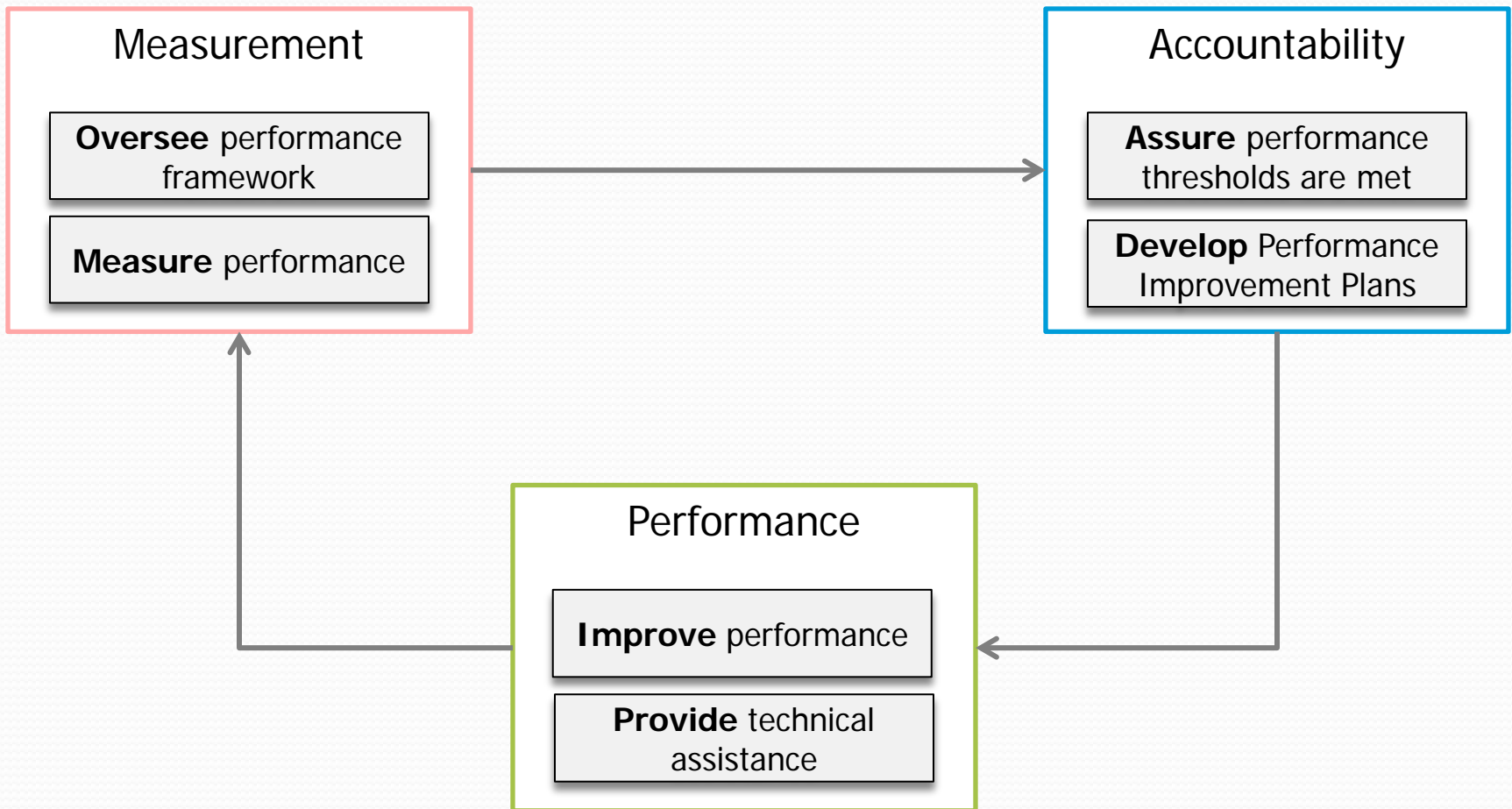
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Outcomes

- Adults and children are safe and secure
- Children have stability in their living situation
- Children have the opportunity to develop to their fullest potential
- People are economically secure
- Vulnerable adults experience quality of life
- People have access to health care and receive effective services



Human Services Performance Management System Framework



Human Services Performance Management System

Current System Measures

Outcome	Measure
Adults and children are safe and secure	Percent of children who do not experience a repeat maltreatment determination with six months
	Percent of vulnerable adult maltreatment allegations where there is not a repeat of the same type within six months
Children have stability in their living situation	Percent of children reunified with their family within 12 months
	Percent of current child support that is paid
Children have the opportunity to develop to their fullest potential	Percent of children in family foster care or pre-adoptive homes were placed with relatives
	Percent of open child support cases for which paternity is established
People are economically secure	Percent of MFIP/DWP adults working 30 or more hours per week who are able to exit assistance 3 years after a baseline (Self-Support Index)
	Percent of expedited SNAP applications where support was issued within 1 business day of application
	Percent of public assistance applicants who received benefits within mandated timeframes
	Percent of open child support cases with a child support order established

Human Services Performance Management System

Mission and Values

- The mission of the system is to improve outcomes for people through creativity, flexibility, accountability, collaboration, and performance management.
- Values – collaboration, continuous improvement, reliance on data, sustainability, flexibility, transparency, inclusiveness, equity
- No single entity can achieve client outcomes alone – we need to work together to improve lives for the people we serve

Human Services Performance Management System

Council Members

Arnie Anderson	Executive Director, MN Community Action Partnership
Alfred Babington-Johnson	CEO, Stair Step Foundation
Ben Bement	Tribal Council Director of Human Services, White Earth
Judith Brumfield	Director of Health & Human Services, Scott County
Toni Carter*	Commissioner, Ramsey County
Rob Ecklund	Commissioner, Koochiching County
Tom Henderson	Director of Family Services, Brown County
Stacy Hennen	Director of Social Services, Grant County
Linda Higgins	Commissioner, Hennepin County
Charles Johnson*	Deputy Commissioner, DHS
Ruby Lee	President, CLUES
Kate Lerner	Director of County Relations, DHS
Robert Meyer	Director of Performance Management, DHS Continuing Care
Jeri Schettler	Executive Director, Client Community Services, Inc.

* - Co-Chair

Human Services Performance Management System

Team and Contact Information

DHS Human Services Performance Management Team

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