

DHHS EXCELS: STRATEGIC PLAN MEASURES FOR GOAL 4

Introduction

The following pages provide an overview of the Department-level measures for each Objective within Goal 4 of the DHHS Excels Initiative. Each measure includes the following information:

Glossary	
Measure Number	Number captures the Goal, Objective, and Measure as x.x.x Each measure also includes a brief name.
Description	A description of the information to be captured by the measure.
Purpose	A statement of why the measure is important to NC residents and/or how it is used by DHHS.
Basis for Measure	If the measure is adopted from a widely recognized source or was originally developed for another purpose, this is listed here.
Type of Data	The source of the data that will be used to calculate performance on the measure.
Report Frequency	How often the measure will be updated in Open Window, usually quarterly or annually.
Other Places Reported	If the measure is reported by a Division to other external agencies, such as the federal government, this is included here.
Numerator	A description of those in the denominator that met the criteria defined as adequate performance
Denominator	A description of the whole population of people or items that are taken into consideration for the measure.
Benchmark	The standard against which DHHS performance on the measure can be judged, such as a national average across all states
Target	The level of performance that DHHS seeks to achieve within a given time frame. If a target level has not been defined, the target is written as the direction in which the Department expects the performance to move, such as to maintain, decrease or increase compared to the previous reporting period.
Staff Responsible for Data	Individual staff person(s) who will report the data on the measure to the DHHS coordinator.
Divisions Impacting Performance	Responsible Divisions are all of those DHHS agencies that have some capacity to impact performance on the measure.
Related DHHS Services in Open Window	Services listed in Open Window that are included in the Department measure and/or can impact performance on the measure.
Notes	Additional information that is needed to understand what the measure captures and excludes.

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OBJECTIVE 1: CHILDREN RECEIVE COMPREHENSIVE PERSON-CENTERED COMMUNITY SERVICES AND SUPPORTS THAT PROMOTE SELF-DETERMINATION AND COMMUNITY PARTICIPATION

Measure 4.1.1 CHILDREN RECEIVING SERVICES AND SUPPORTS	
Description	Percent of children in target populations that receive needed health and mental health services and supports
Purpose	Insure children from low-income families receive physical and behavioral health services to maintain or regain self-determination and community participation
Basis for Measure	National estimates of need
Type of Data	Paid Medicaid and IPRS service claims data
Report Frequency	Annually
Other Places Reported	SAMHSA
Numerator	Number of target populations that improve their penetration rates over the previous year
Denominator	Number (4) of target populations (primary care; mental health; substance abuse; intellectual and developmental disabilities)
Benchmark	Previous year's performance
Target	4 of 4 proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Medical Assistance – Jane Plaskie (EPSDT Manager) Division of MH/DD/SAS – Michael Schwartz Division Prevention, Access & Public Health - Allison Owen
Divisions Impacting Performance	Division of Medical Assistance, EPSDT Division of MH/DD/SAS Division Prevention, Access & Public Health Other?
Related DHHS Services in Open Window	
Notes	For each program, penetration is calculated as the number of Medicaid enrollees and eligible uninsured persons ages 0-20 who receive at least one service during the fiscal year as a percent of those estimated to be in need. (For MH, DD and SA, the estimate is based on estimates from national research; for primary care estimate is 100% of NC population ages 0-20 Only MH, DD, and SA now available

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Measure 4.1.2 ABSENCE OF REPEAT CHILD MALTREATMENT-NC CHILDREN	
Description	Rate of children who have not had additional substantiated reports of abuse and/or neglect within 6 months of the first report
Purpose	To ensure that children who experience abuse and/or neglect are protected from further harm
Basis for Measure	Round 2 Federal CFSR Measures
Type of Data	UNC Management Assistance Website
Report Frequency	Annually
Other Places Reported	
Numerator	Number of children in the denominator who do not have an additional substantiated report of abuse/neglect
Denominator	Number of children ages 0-17 who have a substantiated report of abuse/neglect within the first 6 months of the reporting period
Benchmark	
Target	93.25%, 93.75%, 94.25%, 94.60% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Social Services – Jeff Olson
Divisions Impacting Performance	Division of Social Services Division of MH/DD/SAS Other?
Related DHHS Services in Open Window	
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Measure 4.1.3 ABSENCE OF REPEAT CHILD MALTREATMENT-FOSTER CARE	
Description	Rate of children living in foster care who are safe from abuse and/or neglect
Purpose	To ensure that children in need of foster care are placed in settings that protect them from harm
Basis for Measure	Round 2 Federal CFSR Measures
Type of Data	UNC Management Assistance Website
Report Frequency	Annually
Other Places Reported	
Numerator	Number of children living in foster care who do not have a substantiated report of abuse/neglect where the perpetrator was a foster parent or facility staff member
Denominator	Number of children ages 0-17 living in foster care during the fiscal year
Benchmark	
Target	99.78%, 99.82%, 99.85%, 99.87% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Social Services – Jeff Olson
Divisions Impacting Performance	Division of Social Services Division of MH/DD/SAS Other?
Related DHHS Services in Open Window	
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OBJECTIVE 2: ADULTS RECEIVE COMPREHENSIVE PERSON-CENTERED COMMUNITY SERVICES AND SUPPORTS THAT PROMOTE SELF-DETERMINATION AND COMMUNITY PARTICIPATION

Measure 4.2.1 ADULTS RECEIVING SERVICES AND SUPPORTS	
Description	Percent of adults in target populations that receive needed health and mental health services and supports
Purpose	To ensure that low-income adults receive the physical and behavioral health services and supports needed to maintain or regain self-determination and community participation
Basis for Measure	
Type of Data	Paid Medicaid and IPRS service claims data
Report Frequency	Annually
Other Places Reported	SAMHSA
Numerator	Number of target populations that improve their penetration rates over the previous year
Denominator	Number (4) of target populations (primary care; mental health; substance abuse; intellectual and developmental disabilities)
Benchmark	Previous year's performance
Target	Increase over previous year 4 of 4 proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Medical Assistance – Brad Griffith Division of MH/DD/SAS – Michael Schwartz Division Prevention, Access & Public Health – Allison Owen
Divisions Impacting Performance	Division of Medical Assistance Division of MH/DD/SAS Division Prevention, Access & Public Health Other?
Related DHHS Services in Open Window	
Notes	For each program, penetration is calculated as the number of Medicaid enrollees and eligible uninsured persons ages 0-20 who receive at least one service during the fiscal year as a percent of those estimated to be in need. (For MH, DD and SA, the estimate is based on estimates from national research; for primary care estimate is 100% of NC population ages 20 and older Only MH, DD, and SA available now

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OBJECTIVE 2: ADULTS RECEIVE COMPREHENSIVE PERSON-CENTERED COMMUNITY SERVICES AND SUPPORTS THAT PROMOTE SELF-DETERMINATION AND COMMUNITY PARTICIPATION

Measure 4.2.2 INDEPENDENT & COMMUNITY LIVING	
Description	Percent of Medicaid-enrolled DVR Independent Living, Community Alternatives Program and PACE participants who remain in their communities and out of inpatient facilities.
Purpose	To ensure that NC residents in need of supports are able to live in communities of their choosing and to maintain control over their lives
Basis for Measure	
Type of Data	Paid Medicaid service claims
Report Frequency	Annually
Other Places Reported	
Numerator	Number of persons in denominator who are not admitted to an inpatient facility (SNF or ICF-MR) for more than 30 days
Denominator	Number of adult Medicaid enrollees participating in the DVR-IL, CAP and PACE programs
Benchmark	Previous year's performance
Target	90% of individuals stay in homes in their communities <i>Note: OSBM doc does not include proposed targets</i>
Staff Responsible for Data	Division of Medical Assistance – Trish Farnham
Divisions Impacting Performance	Division of Medical Assistance, Money Follows the Person program Division of MH/DD/SAS Division of Vocational Rehabilitation Other?
Related DHHS Services in Open Window	
Notes	

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Measure 4.2.3 EMERGENCY DEPARTMENT VISITS	
Description	Percent of hospital emergency department (ED) visits for persons with mental health, developmental disability or substance abuse diagnoses
Purpose	To evaluate efforts to ensure appropriate community services for persons experiencing behavioral health crises
Basis for Measure	
Type of Data	NC DETECT data
Report Frequency	Annually
Other Places Reported	
Numerator	Number of ED visits reported with a primary or secondary diagnosis is for MH, DD or SA condition
Denominator	Total number of ED visits for all conditions
Benchmark	Rate of ED visits for any reason per 10,000 NC residents; previous fiscal year performance
Target	12%, 11%, 10%, 10% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of MH/DD/SAS – Patsy Coleman
Divisions Impacting Performance	Division of MH/DD/SAS, Office of Clinical Policy Other?
Related DHHS Services in Open Window	
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Measure 4.2.4 ABSENCE OF INPATIENT READMISSIONS	
Description	Percent of adults who receive inpatient care for _____ who are not readmitted for 180 days (same as 5.3.1b)
Purpose	To ensure that adults at high risk of institutionalization receive community services and supports to live independently in their communities
Basis for Measure	Federal Mental Health Services Block Grant
Type of Data	HEARTS admission and discharge data; Paid Medicaid & IPRS claims data
Report Frequency	Annually
Other Places Reported	SAMHSA
Numerator	Number of persons in the denominator who are not readmitted for at least 180 days
Denominator	Number of persons discharged from inpatient or facility-based settings (including both community or state facilities)
Benchmark	National average; previous year performance
Target	At or below national average; decrease from previous year performance
Staff Responsible for Data	Division of MH/DD/SAS – Michael Schwartz Other?
Divisions Impacting Performance	Division of State Operated Healthcare Facilities Division of MH/DD/SAS Division of Adult & Aging Services Division of Medical Assistance Other?
Related DHHS Services in Open Window	
Notes	Not reported to OSBM

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Measure 4.2.5 FOLLOW-UP COMMUNITY CARE AFTER HOSPITALIZATION	
Description	Percent of persons who receive follow-up community care after hospitalization (Same as 5.3.2)
Purpose	To ensure adequate, ongoing community care for persons with severe physical and behavioral health conditions to prevent the need for further inpatient care
Basis for Measure	HEDIS
Type of Data	Paid Medicaid & IPRS service claims
Report Frequency	Annually
Other Places Reported	
Numerator	Number of persons in the denominator who receive a community-based service within 7 days of discharge
Denominator	Number of persons who are discharged from an inpatient MH or SA setting during the period
Benchmark	Performance from previous year
Target	Increase from previous year
Staff Responsible for Data	Division of MH/DD/SAS – Michael Schwartz
Divisions Impacting Performance	Division of MH/DD/SAS Division of State-Operated Healthcare Facilities Division of Medical Assistance Other?
Related DHHS Services in Open Window	
Notes	Not reported to OSBM

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**OBJECTIVE 3: FAMILIES RECEIVE SERVICES NECESSARY TO ADDRESS
CRISIS SITUATIONS AND THEREFORE IMPROVE SAFETY AND
STABILITY**

Measure 4.3.1 EMERGENCY ASSISTANCE	
Description	Percent of families in need who receive emergency energy assistance and crisis intervention services from the Low Income Energy Assistance Program and/or Crisis Intervention Program
Purpose	To ensure NC families receive assistance in times of crisis
Basis for Measure	
Type of Data	CSDW tables
Report Frequency	Annually
Other Places Reported	
Numerator	Number of persons served during fiscal year
Denominator	Number of eligible individuals or NC households at or below 150% of Federal Poverty Level
Benchmark	Previous year's performance
Target	2.70%, 2.75%, 2.80%, 2.85% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Social Services – Joan Otto (LIEAP & CIP)
Divisions Impacting Performance	Division of Social Services Other?
Related DHHS Services in Open Window	
Notes	2012-2016 poverty numbers not available yet, used 2011 numbers

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OBJECTIVE 3: FAMILIES RECEIVE SERVICES NECESSARY TO ADDRESS CRISIS SITUATIONS AND THEREFORE IMPROVE SAFETY AND STABILITY

Measure 4.3.2 FAMILY VIOLENCE PREVENTION	
Description	Percent of NC residents who have experienced domestic violence who feel safer due to services they received
Purpose	To ensure that NC residents who have experienced domestic violence can live safely in their communities
Basis for Measure	FVPSA Annual Sub-grantee Reports
Type of Data	Family Violence Prevention Services data
Report Frequency	Quarterly
Other Places Reported	
Numerator	Number of individuals who report that they have more knowledge to keep themselves safe and feel less isolated during fiscal year
Denominator	Number of individuals receiving FVPS during fiscal year
Benchmark	Previous year's performance
Target	At least 65% <i>Note: No proposed targets in OSBM doc</i>
Staff Responsible for Data	Division of Social Services – Glorina Stallworth
Divisions Impacting Performance	Division of Social Services Other?
Related DHHS Services in Open Window	
Notes	

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OBJECTIVE 4: INDIVIDUALS AND FAMILIES RECEIVE EMPLOYMENT AND EMPLOYMENT SUPPORTS TO IMPROVE QUALITY OF LIFE.

Measure 4.4.1 EMPLOYMENT PLAN COMPLETION	
Description	Percent of targeted employment participants who successfully complete their employment plan
Purpose	To assist NC residents in achieving their employment goals
Basis for Measure	
Type of Data	UNC Management Assistance for Work First in NC (EPIS data)-WF Experiences Report
Report Frequency	Quarterly
Other Places Reported	
Numerator	Number of individuals in the denominator who have completed 75% in all of their scheduled activities
Denominator	Number of individuals in the EPIS system who have completed at least 1 hour of scheduled activity for a given month.
Benchmark	
Target	50% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Social Services – Joan Otto
Divisions Impacting Performance	Division of Social Services Other?
Related DHHS Services in Open Window	
Notes	

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OBJECTIVE 4: INDIVIDUALS AND FAMILIES RECEIVE EMPLOYMENT AND EMPLOYMENT SUPPORTS TO IMPROVE QUALITY OF LIFE.

Measure 4.4.2 COMPETITIVE EMPLOYMENT	
Description	Percent of individuals served by the DVR/DSB and DAAS Senior Employment programs who achieve employment
Purpose	To support NC residents in achieving competitive employment positions
Basis for Measure	
Type of Data	Vocational Rehabilitation Electronic Casework Accounting System (DVR and DSB); SCSEP Quarterly Progress Report Measure #2 (DAAS)
Report Frequency	Quarterly
Other Places Reported	
Numerator	Number of individuals who exited the DVR/DSB program earning at least minimum wage in competitive employment or who were employed the in the first quarter after exiting the DAAS Senior Employment program.
Denominator	Number of individuals who exited the DVR/DSB or DAAS Senior Employment program after receiving services.
Benchmark	Previous fiscal year performance
Target	Increase over performance for same period of previous fiscal year 52.77%, 52.64%, 52.51%, 52.38% proposed targets 2012-13 through 2015-16
Staff Responsible for Data	Division of Vocational Rehabilitation - Jeff Stevens Division of Services for the Blind – Mary Flanagan Division of Aging and Adult Services - who?
Divisions Impacting Performance	Division of Vocational Rehabilitation Division of Services for the Blind Division of Aging and Adult Services Other?
Related DHHS Services in Open Window	
Notes	