

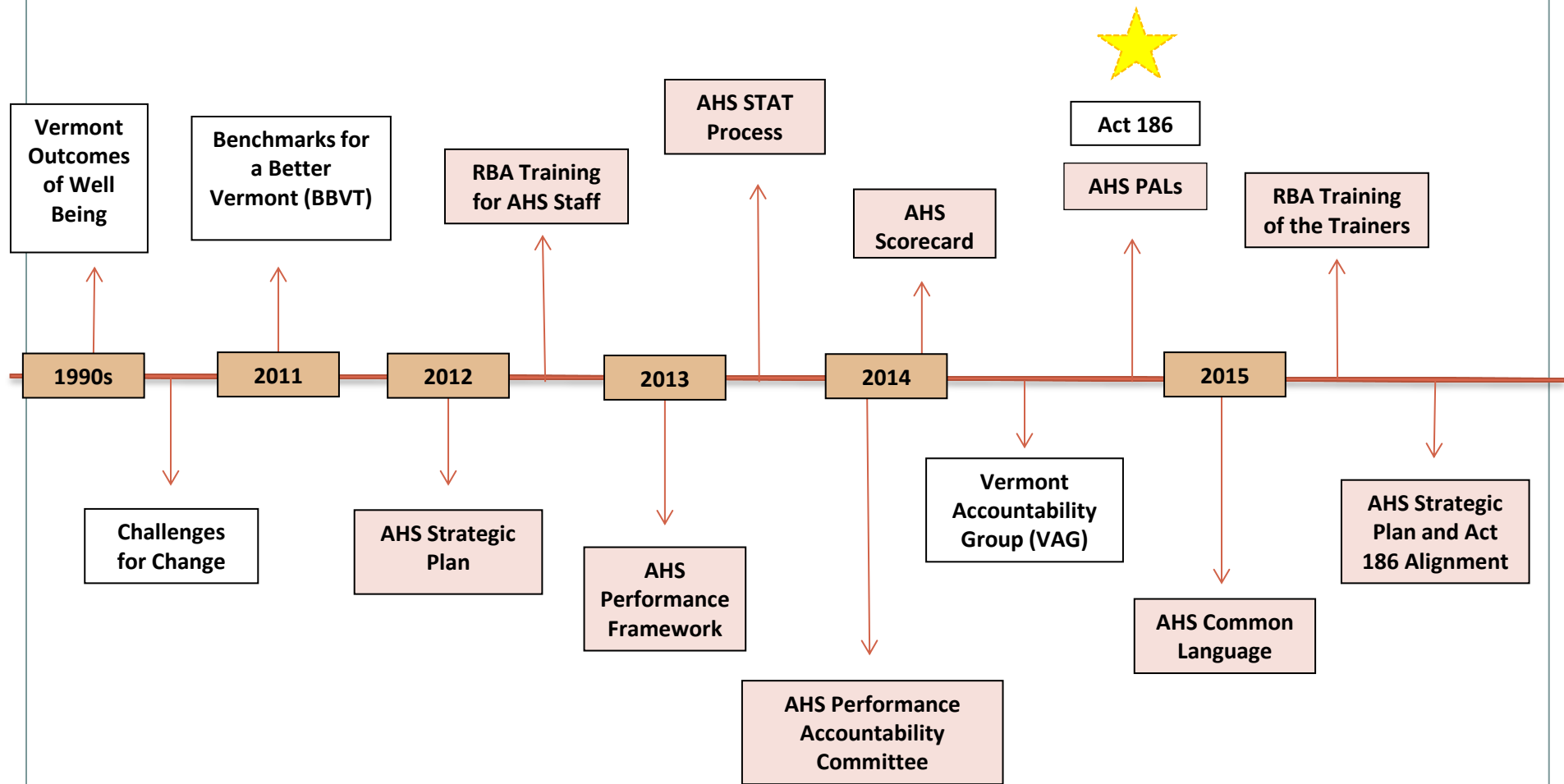
# Performance Accountability and the Scorecard at the Agency of Human Services



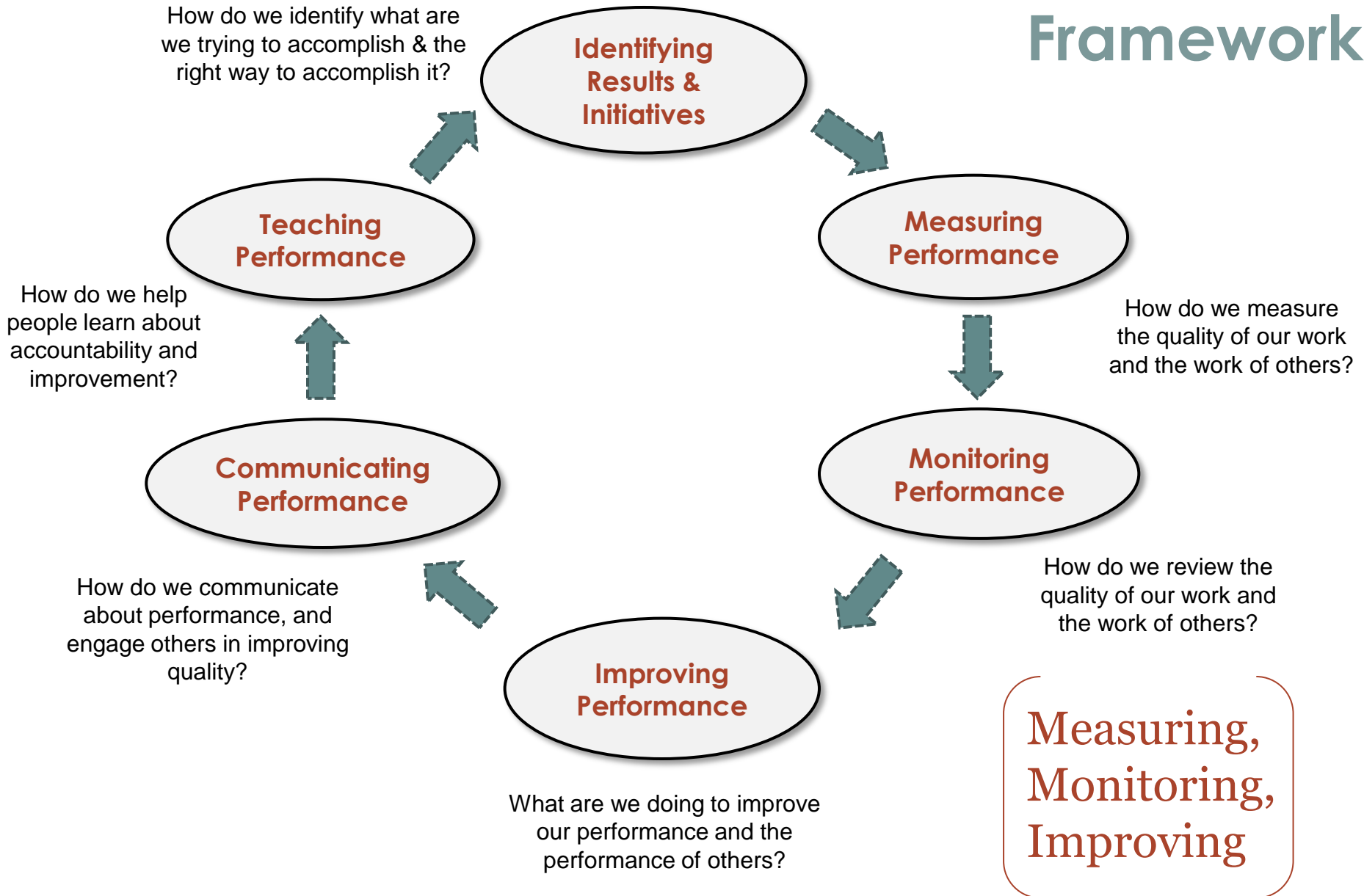
**PRESENTATION TO HOUSE HUMAN SERVICES  
AND SENATE HEALTH AND WELFARE  
COMMITTEES**

**JANUARY 20, 2015**

# Building a Culture of Performance Accountability at AHS



# AHS Performance Framework



# RBA in a Nutshell



## 2 - kinds of accountability

Population accountability > Population Indicators

Performance accountability > Performance Measures

## 3 - kinds of performance measures

- **How much did we do?**
- **How well did we do it?**
- **Is anyone better off?**

## 7 – questions, from ends to means

Turning the Curve

# Common Language

	Term	Framework Idea
Population Accountability	<b>Outcome</b>	1. A condition of well-being for children, adults, families, or communities (a whole population)
	<b>Indicator</b>	A measure that helps quantify the achievement of an outcome
	Strategy	A coherent set of interventions that has a reasoned chance of working (to improve an outcome)
Performance Accountability	Goal	The desired accomplishment of staff, strategy, program, agency, or service system
	<b>Performance Measure</b>	A measure of how well a program, agency, or service system is working
	Quantity	<i>How much are we doing?</i> Measures of the quantity or amount of effort, how hard did we try to deliver service, how much service was delivered
	Quality	<i>How well are we doing it?</i> Measures of the quality of effort, how well the service delivery and support functions were performed
	Impact	<i>Is anyone better off?</i> Measures of the quantity and quality of effect on customer's lives

# AHS Strategic Plan



## Population outcomes and indicators

### 1. All Vermonters are free from the impacts of poverty

- a. pre-term birth rate
- b. employment rate
- c. achievement gap



### 2. All Vermonters are healthy and safe

- a. rate of obesity
- b. rate of recidivism
- c. rate of homelessness
- d. rate of fall-related deaths



### 3. All Vermonters have access to high quality health care

- a. Medicaid enrollment
- b. access to a patient-centered medical home

## Program performance measures from across the Agency:

# childcare centers engaged with VDH in developing policy and environmental change strategies to address poor nutrition and physical inactivity.

# of people receiving AAA evidence-based healthy aging/strengthening/falls prevention programs

# AHS Results Scorecard



- Monitor population indicators and Agency performance measures
- Use data to make decisions
- Use data to work with communities and partners to improve outcomes
- Share data with the public and legislature



# AHS Population Outcomes and Indicators

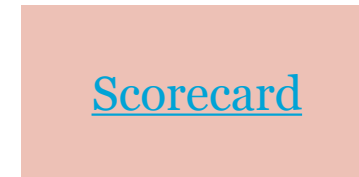


## Agency of Human Services Indicators 2012-2015

The results and indicators presented in this Scorecard were established in the 2012-2015 Agency of Human Services Strategic Plan.



Indicator	Actual Value	Current Trend																					
<b>R</b> AHS All Vermonters are Free from the Impacts of Poverty																							
<b>R</b> AHS All Vermonters are Healthy and Safe																							
<b>I</b> VDOC BO Recidivism Rate	2009 43.4%	↓ 1																					
<b>I</b> VDH Obesity % of adults age 20 and older who are obese	2013 25%	↑ 1																					
<p>Data Source: Behavioral Risk Factor Surveillance System (BRFSS)</p> <table border="1"> <caption>Obesity Rates (2007-2012)</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2007</td><td>22%</td><td>19%</td></tr> <tr><td>2008</td><td>24%</td><td>19%</td></tr> <tr><td>2009</td><td>24%</td><td>19%</td></tr> <tr><td>2010</td><td>25%</td><td>20%</td></tr> <tr><td>2011</td><td>26%</td><td>20%</td></tr> <tr><td>2012</td><td>24%</td><td>20%</td></tr> </tbody> </table>			Year	Actual Value	Target	2007	22%	19%	2008	24%	19%	2009	24%	19%	2010	25%	20%	2011	26%	20%	2012	24%	20%
Year	Actual Value	Target																					
2007	22%	19%																					
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	2011 26%	↑ 2																					
	2010 25%	↑ 1																					
	2009 24%	→ 1																					
	2008 24%	↑ 2																					
	2007 22%	↑ 1																					
	2006 21%	→ 1																					
	2005 21%	↑ 1																					
	2004 19%	↓ 1																					
		More »																					
<b>I</b> VDH Obesity % of adolescents in grades 9-12 who are obese	2013 13%	↑ 1																					
<b>I</b> VDH Obesity % of children ages 2 to 5 (in WIC) who are obese	2011 13%	↑ 1																					
<b>I</b> AHS # of Vermonters who are Homeless	2014 1,556	↑ 2																					
<b>I</b> VDH Injury Fall-related death rate per 100,000 adults age 65 and older	2010 126.0	↑ 2																					





# Act 186 Outcomes and Indicators



## Outcomes of Well-Being for Vermonters (Act 186 - Agency of Human Services)

This Scorecard demonstrates the outcomes of well-being for Vermonters as established in Act 186, and indicators that quantify the status of these outcomes in Vermont. This list only includes those outcomes and indicators that the Agency of Human Services most directly contributes to improving through the work that we do, alongside other public, private, and non-profit sector partners. The Agency of Human Services collects and reports this population-level data annually to the Legislature through the Chief Performance Officer.



	Act186	Outcome	Time Period	Actual Value	Current Trend	Baseline %Change
○	R	<b>Act186</b> Vermonters are healthy				
⊕	I	<b>VDH</b> Obesity % of adults age 20 and older who are obese	2013	25%	↗ 1	39% ↗
⊕	I	<b>VDH</b> Tobacco % of adults smoking cigarettes	2013	18%	↗ 1	-14% ↘
⊕	I	<b>VDCF</b> Act 186 Percent of population living below the Federal Poverty Level	2012	12.0%	↗ 1	9% ↗
○	R	<b>Act186</b> Vermont's communities are safe and supportive				
⊕	I	<b>VDOG</b> Incarceration rate per 100,000 residents	2012	323	↘ 2	-6% ↘
⊕	I	<b>VDOG</b> Number of first time entrants into the corrections system	2013	3,040	↗ 2	14% ↗
○	R	<b>Act186</b> Vermont's families are safe, nurturing, stable, and supported				
⊕	I	<b>VDCF</b> Act 186 Percent of children at or below 200% of Federal Poverty Level	2013	37%	↘ 1	16% ↗
⊕	I	<b>VDCF</b> Act 186 Rate per 1,000 children of substantiated reports of child abuse and neglect	2013	6.1 per 1,000	↗ 2	22% ↗
⊕	I	<b>VDCF</b> Act 186 Rate per 1,000 children and youth of children and youth in out-of-home care	2013	7.3 per 1,000	↘ 2	-6% ↘
⊕	I	<b>VDCF</b> Act 186 Rate per 1,000 of minors who are under the supervision of the Department of Corrections	2013	23 per 1,000	↘ 2	-43% ↘



# AHS Performance Accountability

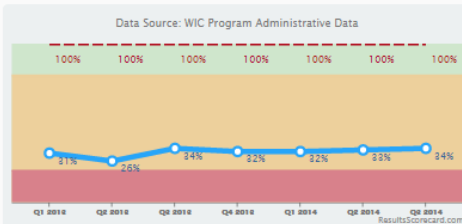


## Pre-Term Birth

What the Agency of Human Services is doing to reduce the % of live resident births that are pre-term in Vermont.



Category	Indicator	Description	Time Period	Actual Value	Target Value	Current Trend
R	Pre-Term	All Vermonters are Free from the Impacts of Poverty				
I	VDPH AHS	% of live resident births that are preterm (<37 weeks gestation)	2010	8%	8%	↘ 2
P	AHS	Department for Children and Families				
PM	VDCF AHS SP	# of prenatal and postpartum clients who have received home visits through CDD/CIS in a year	2014	4,418	-	↗ 1
P	AHS	Vermont Department of Health				
PM	VDPH Family Planning	% of Nurse Family Partnership clients who are counseled postpartum about the health benefits associated with optimal inter-pregnancy interval and receive referral to family planning services, as needed	Q3 2014	98%	100%	↘ 1
PM	VDPH MCH	% of pregnant smokers seen by WIC who are referred to the 802Quits Network	Q3 2014	34%	100%	↗ 2
			Q2 2014	33%	100%	↗ 1
			Q1 2014	32%	100%	→ 1
			Q4 2013	32%	100%	↘ 1
			Q3 2013	34%	100%	↗ 1
			Q2 2013	26%	100%	↘ 1
			Q1 2013	31%	100%	↗ 3
			Q4 2012	30%	100%	↗ 2
			Q3 2012	20%	100%	↗ 1
			Q2 2012	18%	100%	↘ 1
PM	VDPH MCH	% of Nurse Family Partnership clients who screen positive for tobacco use who are referred to the 802Quits or other cessation services	Q3 2014	99%	100%	↗ 1



Pre-Term Birth

3Squares Enrollment

# What does this mean for Legislators?



*Programs and Agencies* have two kinds of responsibility:

1. **Program Management:** Produce best possible performance best outcomes for people served
2. **Community Leadership:** Bring together partners to make progress at the population level

*Legislators* also have two kinds of responsibility:

1. **Appropriation:** Support and sustain programs/initiatives that produce the best possible performance and outcomes for people served
2. **Public Policy:** Set the direction and create the opportunity for partners across sectors to make progress at the population level

# How does the Scorecard help?



## **Performance Management**

- Helps AHS monitor and drive performance to improve outcomes at all levels
- Helps keep Governor's Office, Oversight Committees, etc. informed of performance developments

## **Public Information and Policy-Making**

- Presents important population indicators and measures of performance to Legislature for:
  - Oversight
  - Policy decision-making
- One-stop-shop for the public and media seeking data and information related to Vermont data/information and Agency performance.

# Department of Health



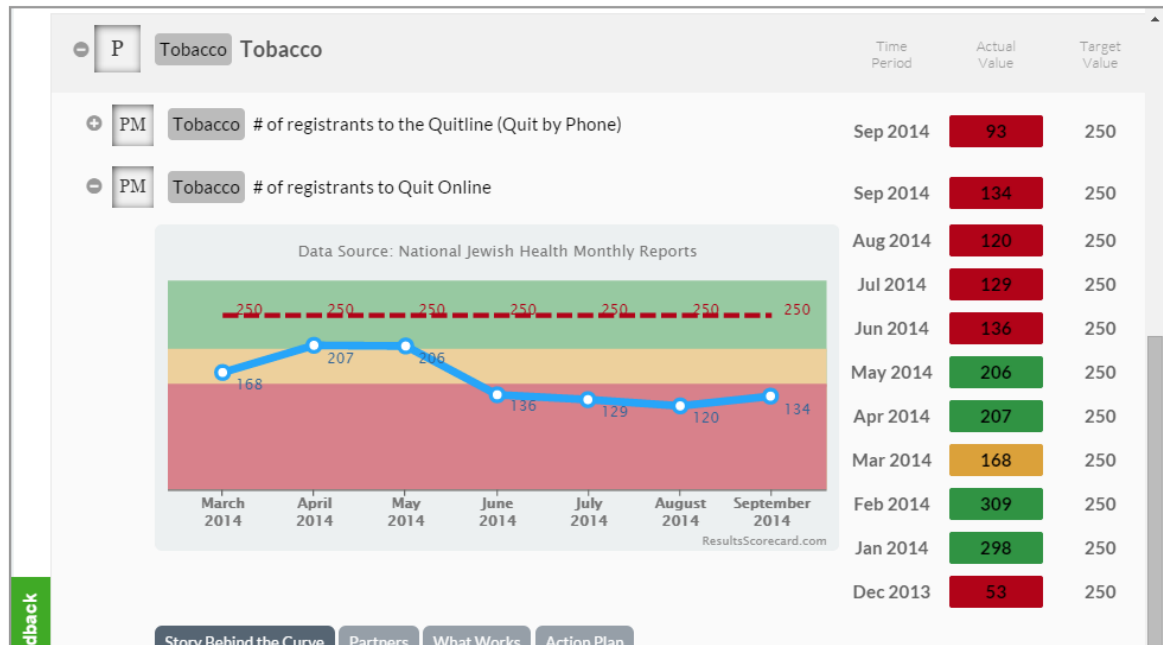
## Tobacco Use

### Performance Dashboard: Population Indicators and Performance Measures

Select a measure to see the trend data.

[Home](#) > [HV2020](#) > [Performance Dashboard](#) > [Here](#)

## Scorecard



# Department of Disabilities, Aging, and Independent Living



## DAIL Scorecard

DAIL Outcomes, Indicators and Performance Measures



Scorecard

	O	DAIL	All Vermonters are free from the impacts of poverty	Time Period	Actual Value	Target Value	Current Trend	Baseline %Change	
	+	I	Employment	Estimated employment rate of Vermonters of working age with all disabilities	2012	37.2%	-	2 -9%	
	+	I	Employment	Estimated employment rate of Vermonters of working age with cognitive disabilities	2012	26.3%	-	2 -14%	
	-	P	DAIL	Division for the Blind and Visually Impaired (DBVI)	Time Period	Actual Value	Target Value	Current Trend	Baseline %Change
	+	PM	DBVI	% of people served by DBVI who achieve employment outcome (RSA 1.2)	2014	79%	67%	1 11%	
	-	PM	DBVI	% of people who exit DBVI with earnings of at least minimum wage (RSA 1.3)	2014	67%	35%	2 3%	
					2013	70%	35%	1 8%	
					2012	73%	35%	2 12%	
					2011	67%	35%	1 3%	
					2010	65%	35%	0 0%	

Data Source: DBVI RSA Indicator 1.3

Year	Actual Value	Target Value
2010	65%	35%
2011	67%	35%
2012	73%	35%
2013	70%	35%
2014	67%	35%

[Story Behind the Curve](#)
[Partners](#)
[What Works](#)
[Action Plan](#)

All Data Showing...

# Questions and Comments



## Links to Scorecards

AHS: [http://humanservices.vermont.gov/copy\\_of\\_ahs-results-scorecard](http://humanservices.vermont.gov/copy_of_ahs-results-scorecard)

Act 186

Vantage Pilot

Strategic Plan Indicators

Performance Measures

VDH: <http://healthvermont.gov/hv2020/index.aspx#hvtoolkit>

DAIL: <http://app.resultsscorecard.com/Scorecard/Embed/8865>

# Performance Measures

