



Bulletin

NUMBER

#15-69-01

DATE

March 16, 2015

OF INTEREST TO

County Directors

Social Services Supervisors
and Staff

American Indian Tribes

ACTION/DUE DATE

Please read information
and prepare for
implementation

EXPIRATION DATE

March 16, 2017

2015 County Performance Thresholds

TOPIC

The Human Services Performance Management system's (referred to hereafter as Performance Management system) performance thresholds for 2015.

PURPOSE

To announce the Performance Management system's performance thresholds for 2015, and how they will be applied.

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SIGNED

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TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

Background

During the 2013 legislative session, the Minnesota Legislature established a performance management system for essential human services that included outcomes, initial performance measures, and thresholds; the mission being to improve outcomes for people.

Minnesota Statutes, section 402A.12 for the Performance Management system calls for the development of thresholds for the system's performance measures.

Please see [DHS bulletin #14-68-19](#) for more background and detail information about the system.

What are thresholds?

Thresholds are a way to evaluate performance. Thresholds indicate minimally acceptable levels of performance, which are based on data collected by counties and DHS. In some instances, the thresholds used by the Performance Management system may be the same as federal or state standards for those same measures. When that is not the case, counties are not exempt from the federal or state standards that are separate from Performance Management system thresholds.

The Human Services Performance Council (council), working with the DHS Human Services Performance Management team, formed multiple workgroups in fall 2014 to develop thresholds for measures in the following three program areas: Child Support, cash and food assistance, and Child Safety and Permanency. In December 2014, the council recommended thresholds and high performance standards to the commissioner. These thresholds and standards were adopted for the Performance Management system (see Table 1.) For more detailed information on the process used to develop thresholds, please see the [County Performance Thresholds Summary and Report](#).

For the Performance Management system, a threshold is defined as the lowest level of acceptable performance. Performance below this level triggers the remedies process. A standard is defined as a high level of performance.

How will thresholds be used?

Thresholds will be used to determine when a Performance Improvement Plan (PIP) is needed. Beginning in June 2015, counties will be made aware that they are required to submit a PIP at the same time that data for a particular measure become available. This will be done via measure-specific reports provided to counties, each released once a year. Once notified, counties will develop PIPs with the assistance of DHS Performance Management staff. The Performance Management team will also provide technical assistance to aid counties in their improvement efforts.

Please note for cash and Supplemental Nutrition Assistance Program (SNAP) measures, a report will be issued in March 2015 but counties will not be required to develop PIPs until June 2015. In 2016, PIPs will be required at the same time the report is issued in March.

What are the thresholds?

Current thresholds for the Performance Management system are shown below in Table 1.

Table 1: 2015 Performance Management System performance thresholds

Measure	Threshold	Standard
Outcome 1: Adults and children are safe and secure		
Percent of children with a maltreatment determination who do not experience a repeat maltreatment determination within six months.....	94.7%	94.7%
Percent of vulnerable adults with a substantiated or inconclusive maltreatment allegation who do not experience a subsequent substantiated or inconclusive maltreatment allegation within six months.....	TBD	TBD
Outcome 2: Children have stability in their living situation		
Percent of current child support paid.....	Historical	80%
Percent of children discharged from out-of-home placement to reunification who were reunified with 12 months.....	75.2%	75.2%
Outcome 3: Children have the opportunity to develop to their fullest potential		
Percent of children in family foster care that were placed with relatives.....	20.9%	45.0%
Percent of open child support cases with paternity.....	90%	90%
Outcome 4: People are economically secure		
Percent of expedited Supplemental Nutrition Assistance Program (SNAP) applications processed within one business day.....	55%	83%
Percent of SNAP and cash assistance applications processed timely.....	75%	90%
Percent of open child support cases with an order established.....	80%	80%
Minnesota Family Investment Program/Diversionsary Work Program Self-Support Index.....	Within Range of Expected Performance	Above

Why use a “rolling PIP” process?

It is important to provide data as soon as it becomes available so counties have the opportunity to make changes that will influence performance. Data is available at different times throughout the year for different measures. For instance, child welfare-related data is available in June, but child support data is available in January. Under the rolling PIP process, data for each measure will be shared with counties as it becomes available. PIPs will be required for those measures when the counties fall below the threshold.

The rolling PIP process takes the place of issuing a single annual report that includes data and PIPs across all measures simultaneously. For example, if DHS issued one report, data for some measures would be eight months old by the time counties received their report. This would not allow adequate time for improvement before the next data are run and is not an effective way to support counties or hold them accountable for outcomes.

How will this work in 2015?

Counties will be held accountable for the Child Safety and Permanency and cash and food assistance measures in June 2015. Counties below thresholds will need to complete PIPs. Counties will not be held accountable for any other measures until 2016. The historically-based thresholds for the Child Support measures were already provided to counties in individual reports. The Adult Protection measure threshold has not yet been determined.

Initial Rollout of PIPs

June 2015 – Child welfare and SNAP measures

- Repeat determination of maltreatment
- Timely establishment of permanency
- Percent of children placed with relatives
- Self-Support Index
- Expedited SNAP
- SNAP and Cash issued timely

January 2016 – Child support measures

- Child support paid
- Child support orders established
- Paternity established

Where can I find more information?

For more detailed information on the process used to develop thresholds, please see the [County Performance Thresholds Summary and Report](#).

For more background and information on the Performance Management system, please refer to [DHS bulletin #14-68-19](#) or visit the system's [CountyLink website](#).

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