

Department of Administration for Human Services

FY 2014 Advertised Budget Plan: Performance Measures

Department of Administration for Human Services

Objective

To achieve an accounts receivable collection rate of at least 99 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
Output				
Value of collected human services departments' accounts receivable (in millions)	\$178.71	\$196.02	\$175.32 / \$185.31	\$182.23
Efficiency				
Accounts receivable dollars collected/SYE (in millions)	\$6.17	\$6.88	\$7.03 / \$6.51	\$6.51
Service Quality				
Average work days to complete accounts receivable collection	15	15	15 / 25	20
Outcome				
Percent of accounts receivable collected within year	100.75%	99.00%	99.00% / 101.23%	99.00%

Objective

To complete payment on at least 98 percent of bills and invoices for goods and services by the required payment date.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
Output				
Payments completed for goods and services	209,149	200,368	200,368 / 200,515	200,515
Efficiency				
Cost per payment processed	\$7.34	\$7.03	\$7.03 / \$7.04	\$7.04
Service Quality				
Average work days to complete a payment	13	13	13 / 25	20
Outcome				
Percent of payments made to vendors by the required payment date	97.0%	97.9%	98.0% / 71.0%	88.0%

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Objective

To include performance measures reflecting improved outcomes for the population served in 80% of new human services contracts.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
Output				
Contract renewals, extensions and amendments completed	463	604	NA / NA	NA
Total number of new contracts and amendments completed	NA	NA	900/ 669	650
Efficiency				
Percent of contracts and amendments completed on time	NA	NA	90.0% / 89.6%	90.0%
Service Quality				
Percent of customers satisfied with the solicitation and contracting process as supported by CPM	NA	NA	NA / 82%	90%
Outcome				
Percent of new contracts providing human services containing performance measures reflecting improved outcomes for the population served	NA	NA	NA / NA	80%

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Objective

To conduct contract reviews, so that a minimum of at least 93 percent of contractors are substantially in compliance with their contract and performance provisions.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
Output				
Total contracts monitored for compliance with contract provisions	NA	NA	150 / 102	300
Efficiency				
Total hours spent on monitoring and resolving contract compliance concerns	NA	NA	650 / 828	1,500
Service Quality				
Percent of audited contracts resulting in improved contract compliance	98.0%	80.0%	NA / NA	NA
Percent of monitoring activities resulting in improved compliance	NA	NA	95.0% / 95.0%	NA
Percent of contracts resulting in improved contract compliance as a result of monitoring activities	NA	NA	NA / NA	95.0%
Outcome				
Percent of contracts in substantial compliance with their outlined contract terms and performance provisions	NA	NA	93.0% / 91.0%	93.0%