

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Director's Office

#### Goal

To provide oversight and leadership to Department of Family Services cost centers in order to ensure the provision of quality and timely services to DFS clients.

#### Objective

To meet or exceed 65 percent of DFS objectives.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Department of Family Services budget overseen	\$181,548,401	\$179,486,514	\$190,658,050 / \$183,351,821	\$199,966,221	\$200,960,146
<b>Efficiency</b>					
Ratio of the Director's Office budget to the department's overall budget	\$1:\$102	1:\$114	1:\$110 / 1:\$115	1:\$115	1:\$115
<b>Service Quality</b>					
Percent of DFS service quality targets achieved	73%	71%	75% / 64%	75%	75%
<b>Outcome</b>					
Percent of DFS objectives accomplished	57%	63%	65% / 39%	65%	65%

# Department of Family Services

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**Objective**

To ensure that 95 percent of clients who have experienced domestic and/or sexual violence who access services are satisfied with the services they received. To ensure that 95 percent of clients who have experienced domestic and/or sexual violence who access services receive safety planning as part of their services.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Number of DV/SV clients served	1,915	2,077	2,100 / 2,324	2,324	2,324
<b>Efficiency</b>					
Cost per client	\$746	\$659	\$763 / \$741	\$753	\$753
<b>Service Quality</b>					
Percentage of survivors who report being satisfied with the services received.	97%	92%	97% / 95%	95%	95%
<b>Outcome</b>					
Percentage of survivors who receive safety planning as part of the services provided.	98%	95%	98% / 92%	95%	95%

## Department of Family Services

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**Objective**

To ensure that 95 percent of Anger and Domestic Abuse Prevention and Treatment (ADAPT) clients, most of whom are court ordered, demonstrate self-responsibility for perpetration of prior abuse. To ensure that 95 percent of ADAPT clients respond affirmatively to at least 75 percent of self-improvement statements that demonstrate positive changes in behaviors and/or attitudes.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Number of ADAPT client intakes	226	229	235 / 246	235	235
<b>Efficiency</b>					
Cost per ADAPT intake	\$2,082	\$2,704	\$1,764 / \$2,047	\$1,981	\$1,981
<b>Service Quality</b>					
Percent of ADAPT clients satisfied with services	97%	99%	99% / 97%	95%	95%
<b>Outcome</b>					
Percent of ADAPT clients responding affirmatively to at least 75 percent of self improvement statements at program closure	99%	99%	99% / 98%	95%	95%
Percent of ADAPT clients demonstrating self-responsibility for prior domestic abuse	99%	99%	99% / 100%	95%	95%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Program Management and Support

#### Objective

To provide clients with information, or connect them to the appropriate resources, in a timely and accurate manner while maintaining less than a 8 percent call abandonment rate.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Number of caller requests for information	134,774	116,148	120,000 / 163,650	163,650	163,650
<b>Efficiency</b>					
Average cost per call	\$2.88	\$3.52	\$5.74 / \$4.01	\$4.10	\$4.10
<b>Service Quality</b>					
Average wait time until call answered	1.00	0.36	1.25 / 4.12	3.30	3.00
<b>Outcome</b>					
Percent of calls abandoned	8.00%	6.15%	8.00% / 18.18%	8.00%	8.00%
Percent of calls resolved by staff	NA	27%	30%/37%	42%	48%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

### Self-Sufficiency

#### Goal

To provide employment services and public assistance to the economically disadvantaged populations so individuals and families may achieve and maintain the highest level of productivity and independence equal to their abilities.

#### Objective

To process Supplemental Nutrition Assistance Program and Temporary Assistance to Needy Families applications within the state-mandated time frames. To further increase the percentage of Medicaid/FAMIS applications processed above the projected 90 percent in FY 2016.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
SNAP applications received	18,725	18,104	18,466 / 21,166	21,589	22,021
TANF applications received	2,157	2,672	2,725 / 2,564	2,564	2,564
Medicaid/FAMIS applications received	22,161	30,989	31,609 / 35,677	36,391	37,118
<b>Efficiency</b>					
Cost per public assistance/SNAP/Medicaid application	\$303	\$261	\$283 / \$256	\$271	\$271
<b>Service Quality</b>					
SNAP applications completed within state-mandated time frame	18,412	16,186	16,509 / 18,711	20,942	21,360
TANF applications completed within state-mandated time frame	2,113	2,404	2,452 / 2,208	2,487	2,487
Medicaid/FAMIS applications completed within state-mandated timeframe	20,843	11,084	22,364 / 25,209	32,024	36,005
<b>Outcome</b>					
Percent of SNAP applications completed within state-mandated time frame	98.3%	92.9%	97.0% / 88.4%	97.0%	97.0%
Percent of TANF applications completed within state-mandated time frame	98.0%	90.0%	97.0% / 86.1%	97.0%	97.0%
Percent of Medicaid/FAMIS applications completed within state-mandated timeframe	94.1%	63.4%	97.0% / 70.7%	88.0%	97.0%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

**Objective**

To achieve or exceed an average monthly wage of \$1,350 for Virginia Initiative for Employment Not Welfare clients.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Clients served in VIEW program	1,375	1,215	1,428 / 1,082	1,075	1,075
<b>Efficiency</b>					
Cost per client served in VIEW	\$1,653	\$2,130	\$1,995 / \$2,322	\$2,491	\$2,520
<b>Service Quality</b>					
Percent of VIEW clients placed in a work activity	86%	86%	85% / 87%	85%	85%
<b>Outcome</b>					
Average monthly wage for employed clients in VIEW program	\$1,367	\$1,321	\$1,350 / \$1,367	\$1,350	\$1,350

**Objective**

To meet or exceed the state performance standard of 77 percent of dislocated workers entering employment so that they may achieve a level of productivity and independence equal to their abilities.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Clients served at Northern Virginia SkillSource Centers	45,040	43,488	50,000 / 40,454	45,000	NA
<b>Efficiency</b>					
Cost per client served at SkillSource Centers	\$36	\$53	\$47 / \$42	\$51	NA
<b>Outcome</b>					
Percent of dislocated workers entering employment	79.0%	78.1%	78.1% / 78.1%	78.2%	NA

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Adult and Aging Services

#### Goal

To promote and sustain a high quality of life for older persons and adults with disabilities by offering a mixture of services, provided through the public and private sectors, which maximize personal choice, dignity and independence.

#### Objective

To maintain at 80 percent the percentage of older adults and adults with disabilities receiving case management services who continue to reside in their homes one year after receiving services.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Clients served	2,438	2,281	2,281 / 2,362	2,362	2,362
<b>Efficiency</b>					
Cost per client	\$3,429	\$3,999	\$4,269 / \$3,913	\$4,196	\$4,196
<b>Service Quality</b>					
Percent of clients satisfied with In-Home Care Services	90%	92%	90% / 91%	90%	90%
<b>Outcome</b>					
Percent of clients residing in their homes after one year of service	83%	85%	80% / 90%	80%	80%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

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**Objective**

To maximize personal health, wellness and independence by providing an opportunity for social contact and nutritious meals so that (a) 80 percent of congregate meal participants score at moderate or low risk on the Nutritional Screening initiative, a state-required risk assessment tool, and (b) the nutritional status of 80 percent of home-delivered meal clients is maintained one year after receiving services.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Meals	451,945	443,865	464,655 / 459,215	459,215	459,215
<b>Efficiency</b>					
Cost per program service	\$13	\$16	\$16 / \$15	\$16	\$16
<b>Service Quality</b>					
Percent of clients satisfied with home-delivered meals	94%	86%	90% / 92%	90%	90%
Percent of clients satisfied with congregate meals	90%	90%	90% / 88%	90%	90%
<b>Outcome</b>					
Percent of home-delivered meal clients whose nutritional status is maintained	80%	80%	80% / 85%	80%	80%
Percent of congregate meal clients served who score at or below a moderate nutritional risk category	85%	87%	80% / 85%	80%	80%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

#### Objective

To protect older adults and incapacitated adults by investigating reports of abuse, neglect or exploitation so that at least 90 percent of investigations are completed within the state standard of 45 days and by offering case management services as appropriate.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
APS Investigations conducted	993	1,031	1,031 / 1,047	1,047	1,047
<b>Efficiency</b>					
Cost per investigation	\$1,570	\$2,321	\$2,709 / \$2,387	\$2,683	\$2,683
<b>Service Quality</b>					
Investigations completed within the State standard of 45 days	973	1,010	1,010 / 1,026	943	943
<b>Outcome</b>					
Percent of investigations completed within 45 days	98%	98%	90% / 98%	90%	90%

#### Objective

To maintain a minimum of 100,000 of volunteer hours, which improves the County's capacity to meet client needs, furnishes fulfilling volunteer opportunities, and helps to create a caring community.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Number of volunteer hours	108,556	103,721	100,000 / 105,415	100,000	100,000
<b>Efficiency</b>					
Value of volunteer hours	\$2,674,829	\$2,540,127	\$2,449,000 / \$2,624,834	\$2,449,000	\$2,449,000
<b>Service Quality</b>					
Percent of volunteers satisfied with volunteer opportunities	95%	97%	90% / 96%	90%	90%
<b>Outcome</b>					
Percentage point change in the number of volunteer hours provided	50.0%	43.0%	0.0% / 1.6%	0.0%	0.0%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

### Children, Youth and Family Services

#### Goal

To enable children to live safely in families; to ensure that families remain safely together whenever possible; to protect children from harm and prevent abuse and neglect; to support and enhance parents' and families' capacity to safely care for and nurture their children; and to promote family strengthening and child protection by providing family support and education services and involving community volunteers and donors in child welfare programs.

It should be noted that the Children, Youth, and Families division is currently undergoing a realignment to assess service needs and align existing resources with current demands. The division's financial structure has not yet caught up with the implementation of the realignment. As such, the FY 2014 efficiency measures do not currently reflect the financial implications resulting from the realignment. These measures will be updated in the future once the realignment is completely rolled out.

#### Objective

To maintain at 95 percent, the percentage of child abuse complaints where contact occurs within the appropriate response time.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Child abuse complaints accepted	2,350	2,224	2,287 / 2,506	2,300	2,300
<b>Efficiency</b>					
Cost per child abuse complaint accepted	\$2,643	\$2,822	\$2,902 / \$2,525	\$2,978	\$2,978
<b>Service Quality</b>					
Child abuse complaints where contact occurs within the appropriate response time	2,233	2,113	2,173 / 2,322	2,185	2,185
<b>Outcome</b>					
Percent of child abuse complaints where contact occurs within the appropriate response time	95%	95%	95% / 93%	95%	95%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

**Objective**

To achieve 95% of the families served by Protection & Preservation Services (PPS) whose children remain safely in their home.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Unduplicated # of families served by PPS during the year	NA	NA	NA	665	665
<b>Efficiency</b>					
Cost per family served by PPS	NA	NA	NA	\$9,615	\$9,615
<b>Service Quality</b>					
Percent of family members served by PPS who meet with specialist per month	NA	NA	NA	85%	90%
<b>Outcome</b>					
Percent of families served by PPS whose children remain safely in their home	NA	NA	NA	95%	95%

**Objective**

To achieve permanency for 80 percent of children exiting foster care, working towards the state goal of 86 percent. Permanency is defined as adoption, return home or placement with relative.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served in foster care	401	383	405 / 368	383	383
<b>Efficiency</b>					
Cost per child in foster care	\$49,971	\$51,733	\$52,000 / \$54,945	\$56,442	\$56,442
<b>Service Quality</b>					
Median time that children are in foster care (in years) - all children served	2.04	1.74	2.00 / 1.48	2.00	2.00
<b>Outcome</b>					
Percent of children exiting foster care to permanency	65.4%	63.2%	80.0% / 73.1%	80.0%	80.0%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

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**Objective**

To exceed 94 percent of families served in Healthy Families Fairfax who demonstrate an acceptable level of positive parent-child interaction as determined by a standardized tool. The Virginia target for all Healthy Families programs is 85 percent.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Families served in Healthy Families Fairfax	558	613	640 / 530	580	630
<b>Efficiency</b>					
Cost per family served in Healthy Families Fairfax	\$4,102	\$3,473	\$3,690 / \$4,449	\$4,161	\$3,830
<b>Service Quality</b>					
Percent of Healthy Families Fairfax participants satisfied with program	NA	99%	99% / NA	99%	NA
Percent of Healthy Families Fairfax participants receiving at least 75 percent of their required home visits	90%	85%	87% / 83%	85%	87%
<b>Outcome</b>					
Percent of families served in Healthy Families Fairfax who demonstrate an acceptable level of positive parent-child interaction as determined by a standardized tool.	96%	94%	94% / 88%	92%	94%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

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**Objective**

To maintain at 90 percent, the percentage of parents served in the Parent Education - Nurturing Parenting program who demonstrate improved parenting and child-rearing attitudes as determined by a standardized tool.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Families served in the Nurturing Parenting program	479	384	420 / 347	420	420
<b>Efficiency</b>					
Cost per family served in the Nurturing Parenting program	\$2,303	\$2,526	\$2,654 / \$3,446	\$3,052	\$3,071
<b>Service Quality</b>					
Percent of participants satisfied with the Nurturing Parenting program	98%	100%	98% / 100%	98%	98%
<b>Outcome</b>					
Percent of parents served in the Nurturing Parenting program who demonstrate improved parenting and child-rearing attitudes as determined by a standardized tool	87%	91%	90% / 89%	90%	90%

The Children, Youth and Families division is currently undergoing a realignment to assess service needs and align existing resources with current demands. The division's financial structure has not yet caught up with the implementation of the realignment. As such, the FY14 efficiency measure does not currently reflect the financial implications resulting from the realignment. This measure will be updated in the future once the realignment is completely rolled out.

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Child Care

#### Goal

To support, promote, and provide quality child care services in Fairfax County in order to advance the healthy development of young children.

#### Objective

To maintain the supply of regulated family child care providers in Fairfax County at 1,516 permitted providers.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Permitted family child care homes	1,863	1,835	1,950 / 1,753	1,648	1,516
Slots available in permitted care	9,315	9,175	9,750 / 8,765	8,240	6,064
<b>Efficiency</b>					
Average cost per slot in permitted care	\$140.52	\$135.49	\$145.94 / \$161.11	\$176.01	\$240.59
<b>Service Quality</b>					
Percent of survey respondents satisfied with service received from CEPS.	99%	99%	98% / 99%	99%	99%
<b>Outcome</b>					
Percent change in number of permitted child care slots	0%	(2%)	6% / (4%)	(6%)	(26%)

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

**Objective**

To serve as many children as possible in the Child Care Assistance and Referral Program within the current funding allocation, which will be approximately 3,288 children.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served by CCAR	6,271	3,253	3,253 / 3,131	3,288	3,288
<b>Efficiency</b>					
Average subsidy expenditure for CCAR	\$5,138	\$4,858	\$5,158 / \$5,056	\$5,590	\$5,590
<b>Service Quality</b>					
Percent of survey respondents satisfied with service received from CCAR	97%	98%	98% / 100%	99%	99%
<b>Outcome</b>					
Percent change in number of children served in CCAR	(12%)	(48%)	0% / (4%)	5%	0%

**Objective**

To provide affordable, quality school age child care services to 13,400 children, which includes children with special needs and families earning low income.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served by SACC	13,515	13,314	13,314 / 13,087	13,400	13,400
<b>Efficiency</b>					
Cost per SACC child	\$3,363	\$3,415	\$3,424 / \$3,456	\$3,476	\$3,493
<b>Service Quality</b>					
Percent of survey respondents satisfied with service received from SACC	98%	97%	98% / 98%	98%	98%
<b>Outcome</b>					
Percent change in number of children served in SACC	2%	(1%)	0% / (2%)	2%	0%

## Department of Family Services

### FY 2017 Advertised Budget Plan: Performance Measures

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**Objective**

To help ensure that children enrolled in Head Start are well prepared to succeed in school, the percent of children reaching benchmarks will be 85 percent in social-emotional skills, 78 percent in literacy and language skills, and 77 percent in math skills, as demonstrated through ongoing assessment.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served by Head Start	1,218	1,275	1,372 / 1,373	1,373	1,373
<b>Efficiency</b>					
Cost per Head Start child	\$12,143	\$11,844	\$10,991 / \$11,024	\$11,004	\$11,011
<b>Service Quality</b>					
Percent of survey respondents satisfied with service received from Head Start.	97%	100%	98% / 94%	98%	98%
<b>Outcome</b>					
Percent of 4 year old children reaching benchmarks in social-emotional skills	89%	92%	97% / 85%	85%	85%
Percent of 4 year old children reaching benchmarks in literacy and language skills	83%	90%	98% / 78%	78%	78%
Percent of 4 year old children reaching benchmarks in math skills	80%	88%	91% / 77%	77%	77%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Prevention Services

#### Objective

To meet or exceed 95% the percentage of families served by Protection and Preservation Services whose children remain safely in their home.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Unduplicated # of families served by PPS during the year	NA	597	665 / NA	665	665
<b>Efficiency</b>					
Cost per family served by PPS	NA	\$8,858	\$9,184 / NA	\$9,191	NA
<b>Service Quality</b>					
Percent of family members served by PPS who meet with specialist per month	NA	72%	85% / NA	85%	90%
<b>Outcome</b>					
Percent of families served by PPS whose children remain safely in their home	NA	96%	95% / NA	95%	95%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### Children's Services Act (CSA)

**Goal**

To ensure appropriate, timely, and cost-effective services for at-risk children, youth, and their families and to deliver these services within the community and in the least restrictive setting, ideally, in their own home environment.

**Objective**

To serve 91 percent or more of children in CSA in the community annually.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served by CSA	1,199	1,200	1,225 / 1,343	1,477	1,507
<b>Efficiency</b>					
Cost per child	\$32,651	\$35,290	\$34,541 / \$28,957	\$28,487	\$27,928
<b>Service Quality</b>					
Percent of parents satisfied with services	88%	88%	90% / 92%	90%	90%
<b>Outcome</b>					
Percent of children in CSA served in the community	82%	88%	88% / 90%	90%	91%

# Department of Family Services

## FY 2017 Advertised Budget Plan: Performance Measures

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### System of Care

#### Goal

To reduce depression and anxiety symptoms in 90 percent of youth served annually. To help parents access services available through insurance and other private sources and to access public services when necessary.

#### Objective

To reduce depression and anxiety symptoms of 90% of youth served annually and to help parents access services available through insurance and other private sources as well as public services when necessary.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Children served by SOC Short-term Behavioral Health Services	NA	NA	NA / NA	350	350
<b>Efficiency</b>					
Cost per child	NA	NA	NA / NA	\$28,487	\$27,928
<b>Service Quality</b>					
Percent of parents satisfied with services	NA	NA	NA / NA	90%	90%
<b>Outcome</b>					
Percent of youth with reduction in anxiety and depression symptoms	NA	NA	NA / NA	90%	90%