

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Department of Family Services budget overseen	\$194,710,122	\$203,241,683	\$207,061,191/\$194,899,376	\$218,353,739	\$145,266,205
Efficiency					
Ratio of the Director's Office budget to the department's overall budget*	1:\$131	1:\$125	1:\$113/1:\$102	1:\$119	1:203
Service Quality					
Percent of DFS service quality targets achieved	77%	75%	75%/56%	75%	75%
Outcome					
Percent of DFS objectives accomplished	72%	55%	65%/75%	75%	75%

*In FY 2020 the Child Care Division has been moved to the Department of Neighborhood and Community Services. The significant reduction to the DFS budget as a result of this transfer will impact the ratio moving forward.

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

Domestic & Sexual Violence Services*

Objective

To ensure that 96 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Number of DV/SV clients served	2,497	3,228	3,228/3,712	3,850	4,000
Efficiency					
Cost per client	\$673	\$557	\$684/\$543	\$598	\$576
Service Quality					
Percentage of survivors who report being satisfied with the services received.	96%	99%	96%/98%	98%	98%
Outcome					
Percentage of survivors who receive safety planning as part of the services provided.	95%	97%	95%/96%	95%	95%

*Domestic & Sexual Violence Services (formerly the Office for Women & Domestic & Sexual Violence Services) was previously part of the Director's Office, therefore in previous years the measures associated with these programs were shown in the Director's Office. For FY 2020 it has become its own division.

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Objective

To ensure that 100 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 100 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Number of ADAPT client intakes	261	214	253/172	200	225
Efficiency					
Cost per ADAPT intake	\$2,040	\$2,521	\$1,826/\$2,895	\$2,720	\$2,418
Service Quality					
Percent of ADAPT clients satisfied with services	99%	98%	98%/99%	99%	99%
Outcome					
Percent of ADAPT clients responding affirmatively to at least 75 percent of self-improvement statements at program closure	99%	100%	99%/100%	100%	100%
Percent of ADAPT clients demonstrating self-responsibility for prior domestic abuse	98%	98%	98%/100%	100%	100%

Department of Family Services

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Deputy Director's Office

Objective

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

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Number of caller requests for information*	150,040	133,139	133,000/103,469	115,000	115,000
Efficiency					
Average cost per call*	\$4.47	\$5.17	\$5.28/\$6.70	\$6.85	\$6.85
Service Quality					
Average wait time until call answered*	4.21	2.28	2.20/0.58	1.30	1.30
Outcome					
Percent of calls abandoned*	20.57%	12.35%	8.00%/6.38%	8.00%	8.00%
Percent of calls resolved by Call Center staff*	53%	53%	55%/57%	57%	57%

*This measure was previously reported under the Cross Division Services division, which has been consolidated into the Deputy Director's Office for FY 2020 as part of an internal reorganization.

Department of Family Services

FY 2020 Adopted 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 (SNAP) and Temporary Assistance to Needy Families (TANF) and Medicaid/FAMIS applications within or exceeding the state-mandated time frames of 97.0 percent of the time.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
SNAP applications received	18,469	21,620	18,662/19,576	19,968	20,367
TANF applications received	4,891	4,872	4,853/3,990	3,978	3,966
Medicaid/FAMIS applications received	39,361	35,061	32,887/32,544	44,881	52,115
Efficiency					
Cost per public assistance/SNAP/Medicaid application	\$235	\$247	\$297/\$284	\$252	\$229
Service Quality					
SNAP applications completed within state-mandated time frame	17,484	20,122	17,834/19,620	18,015	18,643
TANF applications completed within state-mandated time frame*	4,864	NA	4,826/4,052	3,402	3,122
Medicaid/FAMIS applications completed within state-mandated timeframe	18,628	30,447	19,001/25,979	33,320	36,418
Outcome					
Percent of SNAP applications completed within state-mandated time frame	99.1%	98.8%	97.0%/99.3%	97.0%	97.0%
Percent of TANF applications completed within state-mandated time frame*	96.7%	NA	97.0%/98.8%	97.0%	97.0%
Percent of Medicaid/FAMIS applications completed within state-mandated timeframe	93.1%	84.2%	97.0%/94.5%	97.0%	97.0%

*Data is not available for FY 2017 for TANF applications due to the state's migration from its legacy case management system to a new system.

Department of Family Services FY 2020 Adopted Budget Plan: Performance Measures

Objective

To achieve or exceed an average monthly wage of \$1,750 for Virginia Initiative for Employment Not Welfare clients.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Clients served in VIEW program	1,039	1,584	1,500/1,122	1,500	1,300
Efficiency					
Cost per client served in VIEW	\$2,507	\$1,506	\$1,864/\$2,496	\$1,837	\$2,133
Service Quality					
Percent of VIEW clients placed in a work activity*	92%	NA	87%/91%	87%	88%
Outcome					
Average monthly wage for employed clients in VIEW program*	\$1,521	NA	\$1,400/\$2,047	\$1,400	\$1,750

*Data for FY 2017 is unavailable due to the state's migration from its legacy case management system to a new system.

Objective

To meet or exceed the state performance standard of 78.2 percent of dislocated workers entering employment.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Clients served at Northern Virginia SkillSource Centers*	37,105	NA	NA/NA	NA	NA
Efficiency					
Cost per client served at SkillSource Centers*	\$52	NA	NA/NA	NA	NA
Outcome					
Percent of dislocated workers entering employment*	89.2%	NA	NA/NA	NA	NA

*These measures have been discontinued as they refer to programs and services that are supported by grant funding in Fund 50000, Federal-state Grants.

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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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Clients served	2,496	2,383	2,383/2,679	2,679	2,679
Efficiency					
Cost per client	\$3,773	\$4,141	\$4,357/\$3,748	\$4,095	\$4,173
Service Quality					
Percent of clients satisfied with In-Home Care Services	92%	91%	90%/89%	90%	90%
Outcome					
Percent of clients residing in their homes after one year of service	90%	90%	80%/90%	80%	80%

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Meals*	492,896	519,959	519,959/512,881	NA	NA
Home-Delivered Meals*	254,732	270,528	264,991	264,991	264,991
Congregate Meals*	238,164	249,431	247,890	247,890	247,890
Efficiency					
Cost per program service*	\$14	\$14	\$15/\$15	NA	NA
Cost per Home-Delivered Meal**	\$9.64	\$9.81	NA/\$10.80	\$10.92	\$11.22
Cost per Congregate Meal**	\$21.14	\$20.32	NA/\$21.15	\$21.07	\$21.49
Service Quality					
Percent of clients satisfied with home-delivered meals	93%	91%	90%/87%	90%	90%
Percent of clients satisfied with congregate meals	90%	90%	90%/88%	90%	90%
Outcome					
Percent of home-delivered meal clients whose nutritional status is maintained	81%	81%	80%/84%	80%	80%
Percent of congregate meal clients served who score at or below a moderate nutritional risk category	86%	85%	80%/86%	80%	80%

*This measure has been discontinued and has been replaced by measures that provide the data separately for the Home-Delivered Meals and Congregate Meals programs.

**This is a new measure. Beginning in FY 2018 this data was separated by program. Previous year data reflected the total of both the Home-Delivered Meals and Congregate Meals programs.

Department of Family Services

FY 2020 Adopted 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
APS Investigations conducted	1,061	1,193	1,193/1,221	1,233	1,245
Efficiency					
Cost per investigation	\$2,366	\$2,362	\$2,501/\$2,402	\$2,631	\$2,657
Service Quality					
Investigations completed within the State standard of 45 days	1,048	1,170	1,073/1,126	1,110	1,121
Outcome					
Percent of investigations completed within 45 days	99%	98%	90%/92%	90%	90%

Objective

To maintain a minimum of 110,000 volunteer hours, which improves the County's capacity to meet client needs, fulfills volunteer opportunities, and helps to create a caring community.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Number of volunteer hours*	128,008	135,094	100,000/131,652	110,000	110,000
Efficiency					
Value of volunteer hours	\$3,339,729	\$3,642,134	\$2,696,000/\$3,521,691	\$2,942,500	\$2,942,500
Service Quality					
Percent of volunteers satisfied with volunteer opportunities	95%	94%	90%/95%	90%	90%
Outcome					
Percentage point change in the number of volunteer hours provided	21.0%	6.0%	0.0%/(2.5%)	(16.5%)	0.0%

* The number of volunteer hours is calculated based on data in the County's Volunteer Management System which is dependent on volunteers entering hours into the system, thus the projections for FY 2019 and FY 2020 are conservative.

Department of Family Services

FY 2020 Adopted 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.

Objective

To maintain at or exceed 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Child abuse complaints accepted	2,301	1,875	1,780/1,972	2,000	2,000
Efficiency					
Cost per child abuse complaint accepted	\$2,878	\$3,623	\$4,110/\$3,708	\$3,858	\$3,858
Service Quality					
Child abuse complaints where contact occurs within the appropriate response time	2,110	1,740	1,691/1,741	1,900	1,900
Outcome					
Percent of child abuse complaints where contact occurs within the appropriate response time*	92%	93%	95%/88%	95%	95%

*Appropriate response time is defined by state regulations based on risk factors assessed at intake.

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

Objective

To achieve 95 percent 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Unduplicated # of families served by PPS during the year	433	412	400/326	350	350
Efficiency					
Cost per family served by PPS	\$12,361	\$12,904	\$15,342/\$17,185	\$16,242	\$16,242
Service Quality					
Percent of CPS ongoing clients who receive at least one face-to-face visit each month*	91%	93%	93%/96%	96%	96%
Outcome					
Percent of families served by PPS whose children remain safely in their home	97%	98%	95%/98%	95%	95%

*The language for this measure was changed beginning in FY 2020 to better reflect the data being reported; however, the calculation for the measure has not changed.

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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Children served in foster care	370	326	313/300	300	300
Efficiency					
Cost per child in foster care	\$55,511	\$65,555	\$70,132/\$72,897	\$76,002	\$76,002
Service Quality					
Median time that children are in foster care (in years) - all children served	1.56	1.81	1.53/1.66	1.60	1.60
Outcome					
Percent of children exiting foster care to permanency	73.3%	75.2%	75.0%/81.0%	80.0%	80.0%

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

Objective

To maintain or exceed the state target of 90 percent for the percentage of families being served in Health Families Fairfax who demonstrate an acceptable level of positive parent-child interaction as determined by a standardized tool.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Families served in Healthy Families Fairfax	573	661	700/674	700	700
Efficiency					
Cost per family served in Healthy Families Fairfax	\$4,018	\$4,444	\$3,913/\$4,667	\$4,743	\$4,743
Service Quality					
Percent of Healthy Families Fairfax participants satisfied with program *	100%	NA	100%/NA	NA	NA
Percent of Healthy Families Fairfax participants receiving at least 75 percent of their required home visits	84%	80%	84%/82%	85%	85%
Outcome					
Percent of families served in Healthy Families Fairfax who demonstrate an acceptable level of positive parent-child interaction as determined by the NCAST standardized tool.	91%	84%	90%/91%	90%	90%

*This measure has been discontinued and data is not available.

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

Objective

To maintain or exceed 85 percent for the percentage of parents served in the Parenting Education Program (PEP) 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Families served in the Parenting Education Program	320	299	329/307	350	350
Efficiency					
Cost per family served in the Parenting Education Program	\$3,061	\$3,510	\$3,910/\$3,998	\$3,888	\$3,888
Service Quality					
Percent of participants satisfied with the Parenting Education Program	99%	99%	100%/98%	100%	100%
Outcome					
Percent of parents served in the Parenting Education Program who demonstrate improved parenting and child-rearing attitudes as determined by the AAPI-2 standardized tool	86%	83%	84%/80%	85%	85%

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

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 1,600 permitted providers.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Permitted family child care homes**	1,763	1,745	1,675/NA	NA	NA
Slots available in permitted care*	8,815	6,980	6,700/NA	NA	NA
Efficiency					
Average cost per slot in permitted care	\$168.94	\$224.56	\$226.15/NA	NA	NA
Service Quality					
Percent of survey respondents satisfied with service received from CEPS.	99%	99%	99%/NA	NA	NA
Outcome					
Percent change in number of permitted child care slots	1%	(21%)	(4%)/NA	NA	NA

*Beginning July 1, 2019, the Child Care Division has been transferred to the Department of Neighborhood and Community Services (NCS). For complete performance measurement information related to the Child Care Division, please see the Agency 79, Department of Neighborhood and Community Services, narrative in Volume 1.

**The County experienced a decrease in permitted child care homes and available slots due to state regulatory change that decreased the maximum number of children served by a permitted family care provider from five children to four.

Department of Family Services

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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 3,456 children.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Children served by CCAR *	NA	3,256	3,456/NA	NA	NA
Efficiency					
Average subsidy expenditure for CCAR *	NA	\$5,163	\$5,318/NA	NA	NA
Service Quality					
Percent of survey respondents satisfied with service received from CCAR*	NA	97%	98%/NA	NA	NA
Outcome					
Percent change in number of children served in CCAR *	NA	NA	6%/NA	NA	NA

* In the latter part of FY 2016, the Office for Children replaced its aging child care management system, which no longer had accurate enrollment reporting capabilities. As a result, the Child Care Assistance and Referral data for the number of children served is not available for FY 2016. This also does not allow the change in number of children served to be calculated for FY 2017.

Objective

To provide affordable, quality school age child care services to 14,358 children, which includes children with special needs and families earning low income.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Children served by SACC	14,185	14,283	14,283/NA	NA	NA
Efficiency					
Cost per SACC child	\$3,459	\$3,470	\$3,569/NA	NA	NA
Service Quality					
Percent of survey respondents satisfied with service received from SACC	98%	98%	98%/NA	NA	NA
Outcome					
Percent change in number of children served in SACC	8%	1%	0%/NA	NA	NA

Department of Family Services

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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 75 percent in social-emotional skills, 72 percent in literacy and language skills, and 71 percent in math skills, as demonstrated through ongoing assessment.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Children served by Head Start	1,373	1,373	1,373/NA	NA	NA
Efficiency					
Cost per Head Start child/preK *	\$14,473	\$14,912	\$15,294/NA	\$NA	NA
Service Quality					
Percent of survey respondents satisfied with service received from Head Start.	100%	99%	98%/NA	NA	NA
Outcome					
Percent of 4 year old children reaching benchmarks in social-emotional skills	83%	75%	75%/NA	NA	NA
Percent of 4 year old children reaching benchmarks in literacy and language skills	79%	72%	72%/NA	NA	NA
Percent of 4 year old children reaching benchmarks in math skills	79%	71%	71%/NA	NA	NA

* Starting in FY 2016 the efficiency calculation has been slightly modified to best represent the cost per Head Start child.

Department of Family Services

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Objective

To provide assessment and early intervention services to that at least 55 percent of infants and toddlers participating in the Infant and Toddler Connection (ITC) program improve the use of age appropriate behaviors to meet their needs.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Number of children served in ITC	3,559	3,642	3,700/NA	NA	NA
Efficiency					
Average cost per child served in ITC	\$3,350	\$3,526	\$3,449/NA	NA	NA
Service Quality					
Percent of families satisfied with ITC services *	95%	95%	NA/NA	NA	NA
Percent of families in ITC that received completed Individual Family Support Plans within 45 days of referral	99.0%	99.8%	100.0%/NA	NA	NA
Average number of days from referral to completion of Individual Family Support Plan	39	35	36/NA	NA	NA
Outcome					
Percent of families in ITC that agree that services promoted healthy child and family development *	97%	96%	NA/NA	NA	NA
Percent of children receiving ITC services who improve the use of age-appropriate behaviors to meet their needs	55%	52%	55%/NA	NA	NA

* This measure has been discontinued and replaced by a different measure that better reflects the relevant indicator.

Department of Family Services

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Healthy Minds Fairfax

Healthy Minds Fairfax includes both the Children’s Services Act (CSA) and the Children’s Behavioral Health Collaborative (CBHC) Program. CSA provides mandated services to children, youth and their families, many with a broad range of behavioral health needs, with the goal to deliver services in a family-focused, community-based setting. The CBHC coordinates the full continuum of behavioral health services across multiple County agencies, FCPS, and private providers, and provides direct services when necessary to fill pressing gaps.

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 90 percent or more of children in Children’s Services Act (CSA) in the community annually.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Children served by CSA	1,494	1,429	1,475/1,311	1,311	1,311
Efficiency					
Cost per child	\$29,075	\$28,571	\$28,500/\$28,403	\$33,360	\$33,360
Service Quality					
Percent of parents satisfied with services	93%	89%	90%/98%	90%	90%
Outcome					
Percent of children in CSA served in the community	91%	96%	90%/93%	90%	90%

Department of Family Services

FY 2020 Adopted Budget Plan: Performance Measures

Children’s Behavioral Health Collaborative (CBHC)

Goal

To improve behavioral health functioning of youth and to help parents access services available through insurance and other private sources as well as public services when necessary.

Objective

To improve the behavioral health functioning of at least 70% of youth who are provided short-term services in the Children’s Behavioral Health Collaborative (CBHC) program.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
Output					
Youth provided CBHC short-term services *	30	55	150/126	200	250
Efficiency					
CBHC short-term service cost per youth *	\$3,773	\$4,093	\$2,392/\$2,209	\$1,794	\$1,251
Service Quality					
Percent of CBHC short-term service parents satisfied with services *	NA	100%	90%/85%	90%	90%
Outcome					
Percent of youth provided short-term CBHC services with improved behavioral health functioning *	60%	67%	75%/60%	75%	70%

* The CBHC program was funded as part of the FY 2015 Adopted Budget Plan and therefore there are no performance measurement results for FY 2015. There is no FY 2016 data available for the Service Quality measure, as the survey used to collect the information was not implemented until FY 2017.