



Dane County Department of Human Services 2018 Performance Scorecard – ACS (Adult Community Services Division)

5.2020



Goal met or exceeded.






Work in progress.

DCDHS Mission: To provide effective services that support well-being, independence, diversity, and community safety.







Adult Protective Services






Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Well-Being					
Older adults and adults-at-risk are protected from financial exploitation, abuse, neglect, and self-neglect.	Percent of adults age 60 and older who have a substantiated finding of maltreatment (including financial exploitation). ¹	5.6 victims or less per 1,000 of the target population ²	3.5 per 1,000	3.4 per 1,000	+
	Percent of adults at risk age 18-59 who have a substantiated finding of maltreatment (including financial exploitation). ³		3.9 per 1,000	3.56 per 1,000	+
	Number of protective placement conversions per FTE staff. ⁴	15 or less	18.3 ⁵	11.4 ⁶	+


Aging and Seniors

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Well-Being					
Seniors are able to access needed services.	Percent of the senior population, age 60 and older, participating in the congregate meal program. ⁷	3.6% or more ⁸	4.2%	4.02%	
Independence					
Seniors receiving case management services are able to live where they choose.	Percent of persons receiving case management services who report that the services help them continue to live where they choose. ⁹	93%	90.5%	Not conducted in 2018.	
Community Safety					
Reduce the incidence of falls among older adults.	Rate of age-adjusted non-fatal injury hospitalizations per 100,000 residents due to unintentional falls for Dane County residents age 65 and older. ¹⁰	Decrease from prior year	981.9	1008.1	




Behavioral Health

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Well-Being					
Comprehensive Community Services (CCS) are recovery-focused.	Percent of adult clients in the Comprehensive Community Services (CCS) program who report on the ROSI Person-Centered scales that they had a mostly recovery-oriented experience. ¹¹	To be determined ¹²	84.1% ¹³	82% ¹⁴	
CCS Participants are involved in work or other meaningful daily activities.	Percent of adult clients in the CCS program who are employed or involved in other meaningful daily activities.	To be determined. ¹⁵	71.3%	67.3 (work only checked)	
Alcohol and other drug abuse (AODA) service participants successfully complete treatment.	Percent of clients in the DCDHS AODA treatment system who successfully complete treatment – examining successful completions for residential, outpatient, and day treatment separately. ¹⁶	39.7% Day Treatment	34%	33% ¹⁷	
		52.5% Outpatient	57%	57%	
		58.3% Residential	68%	65%	
Reduce alcohol and other drug use among service participants.	Percent of clients in the DCDHS AODA treatment system who reduce their alcohol and other drug use from episode admission to service close.	Overall Reduction	27% - no use at admission in past 30 days; 52% - no use at discharge. ¹⁸	27% - no use at admission in the past 30 days; 57% - no use at discharge. ¹⁹	

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Independence					
Service participants have improved functioning.	Percent of clients in the DCDHS mental health system responding to the MHSIP survey who report positively regarding improved functioning as a result of services. ²⁰	66% or more ²¹	66.5% ²²	60.8% ²³	
	Percent of clients with substance use disorders who maintained their existing employment or had a positive change in employment status from episode admission to episode close. ²⁴	Overall Increase	63.6% in the labor force at admission were employed; 74% in the labor force were employed for whom all services were closed. ²⁵	63.7% in the labor force at admission were employed; 78% in the labor force were employed for whom all services were closed. ²⁶	
Community Safety					
AODA and mental health participants in the DCDHS service system have decreased criminal justice system involvement.	Percent of successfully discharged Drug Court Treatment Program (DCTP) clients not re-arrested for a criminal offense within 24 months. ²⁷	55% or more	58% (2015)	60% (2016)	
	Percent of successfully discharged OWI Court clients not re-arrested for a criminal offense within 24 months.	55% or more	91% (2015)	90% (2016)	
	Percent of adult mental health clients with no criminal justice system involvement in the past 6 months. ²⁸	95% or more	75% (July – Dec. 2017)	90% (July –Dec. 2018) ²⁹	

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Diversity					
Clients perceive that services are delivered with respect for their cultural/ethnic background.	Percent of adult DCDHS clients with a mental illness agreeing or strongly agreeing with the survey question, "Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)" ³⁰	79% or more	78.9%	78%	

Intellectual/Developmental Disabilities (I/DD)

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Well-Being					
Children reside in the least restrictive setting possible.	Percent of participants in the Children's Long Term Support (CLTS) program who reside with their immediate or extended families.	99%	93% ³¹	96% ³²	
Independence					
	Percent of I/DD adults eligible for long-term care who leave high school with 12 hours per week of integrated employment, earning minimum wage or more. ³³	80%	98% (median wage was \$7.25/hr.)	95%	
Diversity					
B-3 participants reflect the racial and ethnic make-up of Dane County.	B-3 participants will reflect the racial and ethnic make-up of Dane County. ³⁴	Asian – 6% Black/Afr. American – 8% Native American – 0.3% Other – 3.1% White – 75.6% Two or more races – 7% Hispanic/Latino – any race – 11.1%	Asian – 4.7% Black/Afr. American – 14.0% Native American – 0.2% Other – 0% White - 75.4% Two or more races – 5.3% Hispanic/Latino – any race – 14% ³⁵	Asian – 5.6% Black/Afr. American – 13.6% Native American – 0.3% Other – 0.4% White – 73.8% Two or more races – 6.3% Hispanic/Latino – any race – 12.4% ³⁶	

¹ Sources: Wisconsin Department of Health Services, Wisconsin Incident Tracking System (WITS) Summary Report for Elder Adults-at-Risk Age 60+ Dane County Reporting Year 2018 as of 5/1/2019; file provided by LeeAnn Grimm, DCDHS. Wisconsin Department of Health Services, Wisconsin Incident Tracking system (WITS) Summary Report for Adults-at-Risk Age 18-59 Dane County Reporting Year 2017 – as of 04/01/2018, file provided by Shari Gray-Dorn, DCDHS. In 2018, 358 of 467 reports were substantiated. In 2017, 354 of 450 reports were substantiated. Population estimates from U.S. Census Bureau, American FactFinder, PEPAGESEX Annual Estimates of the Resident Population for Selected Age Groups by Sex for the United States, States, Counties, and Puerto Rico Commonwealth Municipios: April 1, 2010 – July 1, 2018: 2018 Population Estimates, on-line, accessed 22 July 2019. 2017: Population age 60 and older 101,035. 2018: Population age 60 and older 104,807.

² Aurelien, G., Beatrice, M., Cannizzo, J., Capehart, A., Gassoumis, Z., Urban, K. (2019). Adult Maltreatment Data Report 2018. Submitted to the Administration for Community Living, U.S. Department of Health and Human Services, available: <https://acl.gov/sites/default/files/programs/2019-12/2018%20Adult%20Maltreatment%20Report%20-%20Final%20v1.pdf>. Rate was denoted in this document for both populations combined. For 2018, the number of victims of substantiated allegations was 243,375 for a rate of 5.6 victims per 1,000 adults in the target APS population in the U.S. For DCDHS in 2017, there were 430 substantiated Elder Adults-At Risk and Adults at Risk age 16-59. In 2018, there were 427 substantiated reports. The rate of maltreatment per 1,000 for these two populations in 2017 was 3.57. In 2018, the rate of maltreatment per 1,000 for these two populations was 3.44.

³ Sources: Wisconsin Department of Health Services, Wisconsin Incident Tracking System (WITS) Summary Report for Adults-at-Risk Age 18-59 Dane County Reporting Year 2018 as of 5/1/2019. File provided by LeeAnn Grimm, DCDHS. Wisconsin Department of Health Services, Wisconsin Incident Tracking system (WITS) Summary Report for Adults-at-Risk Age 18-59 Dane County Reporting Year 2017 – as of 04/01/2018, file provided by Shari Gray-Dorn, DCDHS. Population estimates: Administration for Community Living; AGing, Independence, Disability (AGID) Program Data Portal 2013-2017 Special Tabulation of Table S210DIS13 - Age by Disability Status by Poverty Status 2013-2017 found at: <https://agid.acl.gov/DataFiles/ACS2017/Table.aspx?tableid=S210DIS13&stateabbr=W1>. The 2013-2017 estimate of persons with a disability is 19,385 – of which 6,965 are age 18-34 and 12,420 are age 35-59 for a total of 19,385 persons. In 2018, 69 of 125 reports were substantiated. In 2017, 76 of 115 reports were substantiated.

⁴ These are conversions from Chapter 51 (order to treat) to Chapter 54/55 (order to protect). Staff have 30 days to assess the need for Chapter 54/55.

⁵ Source: Shari Gray-Dorn, Social Work Supervisor, Dane County Department of Human Services, "RE: 2017 ACS Performance Scorecard," message to Lori Bastean, 28 August 2018, E-mail. In 2017, there were 3.0 FTE Social Workers who handled 55 Conversions.

⁶ Source: Shari Gray-Dorn, Social Work Supervisor, Dane County Department of Human Services, "Number of Conversions and FTE Staff," message to Lori Bastean, 31 October 2019, E-mail. In 2018, there were 5.0 FTE Social Workers who worked on 57 conversion cases.

⁷ Population estimates from U.S. Census Bureau, American FactFinder, PEPAGESEX Annual Estimates of the Resident Population for Selected Age Groups by Sex for the United States, States, Counties, and Puerto Rico Commonwealth Municipios: April 1, 2010 – July 1, 2018: 2018 Population Estimates, on-line, accessed 22 July 2019. 2017 senior dining center participants from Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services, "RE: Data Request," message to Lori Bastean, 28 August 2018, E-mail. 2018 senior dining center participants from Angela Velasquez, Aging Program Specialist, Dane County Department of Human Services, "RE: Data Request," message to Lori Bastean, 22 July 2019, E-mail. 2017: Population age 60 and older 101,035; participants 4,252; rate = 4.2. 2018: Population age 60 and older 104,807; participants 4,212; rate = 4.02.

⁸ Goals based on three year average (2014-2016) from Administration for Community Living Aging Integrated Database (AGID) Profile of State OAA Programs: Wisconsin on-line <https://agid.acl.gov/StateProfiles/Profile/?id=52>, accessed 28 August 2018. For Wisconsin: 2016 – 1,306,739 persons age 60+ ; 45,555 persons served congregate meals, rate = 3.5%. 2015 – 1,272,995 persons age 60+ ; 45,590 persons served congregate meals, rate = 3.6%. 2014 – 1,236,727 persons age 60+ ; 44,941 persons served congregate meals, rate = 3.6%.

⁹ Dane County Department of Human Services, *Survey of Case Management Services for Older Adults in Dane County*, 2017 and 2016, on-line <https://danecountyhumanservices.org/reports.aspx> , accessed 5 July 2017 and 28 August 2018. Goal is based on three year national average from the Administration on Community Living Aging Integrated Database (AGID) Custom Tables, National OAA Participants Survey (NPS) Results, Case Management Services, no stratifier, on-line <https://agid.acl.gov/CustomTables/NPS/Year/> , accessed 28 August 2018. By year, 2017 – 402 total respondents, yes = 375. 2016 – 392 total, yes = 367. 2015 – 411 total, yes – 383. Three year total, of 1,205 survey respondents, 1,125 indicated, “Yes,” the services received helped the recipient continue to live in their own home (93.4%).

¹⁰ Wisconsin Department of Health Services, Division of Public Health, Office of Health Informatics, Wisconsin Interactive Statistics on Health (WISH) data query system, <https://www.dhs.wisconsin.gov/wish/index.htm>, Injury – Related Hospitalizations Module, accessed 9.4.2019. This is for non-fatal, unintentional fall-related injuries for persons whose age at the time of hospitalization was greater or equal to 65. Rate is age-adjusted for selected age groups. Per the State web site, “We recommend the “Non-fatal ONLY” filter (the default selection) because it prevents counting a health care visit more than once. Patients who died while in the hospital are not included. This keeps the effects of injury from appearing artificially high.” The 2018 rate uses 2017 population estimates for the calculation. This will be updated by the State with 2018 population estimates when they are available.

¹¹ Source: Dane County Department of Human Services. Results of the Recovery-Oriented Systems Indicator (ROSI) survey administered in September/October to adult clients age 18 and older who had CCS services for 6 months or longer. This is based on nine items of the Person-Centered scale, such as “Staff seeing me as an equal partner in my treatment program;” “My right to refuse treatment is respected.” The average mean score was 3.3 out of 4.0.

¹² The State required the use of the ROSI (Recovery-Oriented System Indicators) beginning in 2014, however, results of that data collection are just starting to be released. The goal will be based on the three year average of results for Wisconsin. 2015 Source: Wisconsin Department of Health Services, *Comprehensive Community Services 2015 Monitoring Report*, P-01224-15 (June 2018), p. 41, on-line: <https://www.dhs.wisconsin.gov/ccs/data-reports.htm> , accessed 28 August 2018. In 2015, 79.4% of survey respondents reported a “mostly recovery-oriented experience in CCS.” 2014 Source: Wisconsin Department of Health Services, Division of Mental Health and Substance Abuse Services, *Comprehensive Community Services 2014 Monitoring Report*, P-01224 (April 2016, Update 8.10.2017), p. 43, on-line, accessed 28 August 2018. In 2014, 78.6% of survey respondents reported a “mostly recovery-oriented experience in CCS.”

¹³ Source: Jenna Ramaker, Program Analyst, Dane County Department of Human Services, “RE: Client ROSI Survey – 2017 Data,” message to Lori Bastean, 28 August 2018.

¹⁴ Source: Jenna Ramaker, Program Analyst, Dane County Department of Human Services, “RE: Client ROSI Survey – 2018 Data,” message to Lori Bastean, 22 July 2019.

¹⁵ Will be based on three year average. No comparison data has been released by the State.

¹⁶ Based on SPC End Reasons, 1, 2, 3 – Completed service. Day Treatment = SPC 704.10. Outpatient Treatment = SPC 507 and 507.00. Residential = SPC 503.70 and 506.20. Source for goals: Substance Abuse and Mental Health Services Administration, *Treatment Episode Data Set (TEDS): 2013 Discharges from Substance Abuse Treatment Services*. BHSIS Series S-86, HHS Publication No. (SMA) 16-4988. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2016. Goals are based on three year averages (2011-2013) for Wisconsin. Status 2015: 33.8% Day Treatment, 52.1% Outpatient, 49.8% Residential.

¹⁷ Source: Dane County Department of Human Services. Based on AODA services with a closing date in 2018 in the DCDHS Information System. Of 39 day treatment services that closed, 13 had a closing reason of 01, 02, or 03 indicating the service was completed. 300 or 529 outpatient services and 113 of 173 residential services closed.

¹⁸ Based on last service closed in 2017. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 834 clients. At admission, 26.6% reported no use in the past month; 30% reported daily use. At discharge 52% reported no use in the past month; 5.9% reported daily use.

¹⁹ Source: Dane County Department of Human Services. Based on last service closed in 2018. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 1,277 clients. For the 1,103 clients at admission for whom the drug use was reported, 26.9% reported no use in the past month; 28% reported daily use. For the 834 clients at discharge for whom the drug use was reported, 57% reported no use in the past month; 5.5% reported daily use.

²⁰ MHSIP is the Mental Health System Improvement Project survey.

²¹ Sources for State and Federal comparisons used to establish goals are Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2016 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line, accessed 20 April 2017 and the Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin 2017 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line, accessed 28 August 2018. Goal is based on the three year (2015-2017) average for Wisconsin: FY 2017 = 70.1; FY 2016 = 65.0; FY 2015 = 62.2. Note that the reporting period is for the prior calendar year, i.e., 2017 reporting period is 1/1/2016 – 12/31/2016.

²² Dane County Department of Human Services, *Client Perception of Care: Dane County Mental Health System January 1, 2017 – August 31, 2017*, available on-line, accessed 28 August 2018.

²³ Dane County Department of Human Services, *Client Perception of Care: Dane County Mental Health System January 1, 2017 – August 31, 2017*, available on-line, accessed 22 July 2019.

²⁴ Based on 945 clients with all services closed at the end of 2016 excluding persons who received detox only services (program 1566) or Clinical Assessment – Intoxicated Driver Services (program 1314) or Adolescent AODA Intervention (program 1615). At episode start, 573 clients were in the labor force; 49 were employed full or part-time, 174 were looking for work. At closing, 621 clients were in the labor force; 455 were employed full or part-time, and 166 were looking for work.

²⁵ Based on last service closed in 2017. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 813 clients. At episode start, 548 clients were in the labor force; 349 were employed full or part-time or were in supported competitive employment, 199 were looking for work. At closing, 531 clients were in the labor force; 394 were employed full or part-time or were in supported competitive employment, 137 were looking for work.

²⁶ Based on last service closed in 2018. For case management, day treatment, outpatient, and residential services for clients for whom the episode information was collected. Excludes brief services and services for co-dependents. N = 1,277 clients. At episode start, 792 clients were in the labor force; 505 were employed full or part-time or were in supported competitive employment, 287 were looking for work. At closing, 538 clients were in the labor force; 420 were employed full or part-time or were in supported competitive employment, 118 were looking for work.

²⁷ Source 2016 data: Christine Taylor, Dane County Department of Human Services, *2018 Recidivism Summary – Final*. Source 2015 data: Todd Campbell, ACS Division Manager, Dane County Department of Human Services, forwarded spreadsheet from Christine Taylor, DCTP Discharges 2015 – All Clients, xlsx, “RE: FW: Recidivism Data,” message to Lori Bastean, 11 January 2019. In 2015, 45 clients were discharged, of whom 26 had no criminal arrests in the next two years as reported on CCAP.

²⁸ Source for State and Federal comparisons used to establish goals is Substance Abuse and Mental Health Services Administration (SAMHSA), *Wisconsin Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System*, available on-line <https://www.samhsa.gov/data/data-we-collect/urs-uniform-reporting-system> .. Goal is based on the three year (2016-2018) average (US = 96.1%, WI = 94.9%). Based on clients with BRC target populations of H – ongoing, high intensity comprehensive services and L – ongoing, low intensity services. BRC stands for the Blue Ribbon Commission on Mental Health. This is based on clients for whom the criminal justice system involvement was recorded.

²⁹ Source: Dane County Department of Human Services. Based on clients with BRC target populations of H – ongoing, high intensity comprehensive services and L – ongoing, low intensity services, with open services between

July and December 2018, and for whom the criminal justice systems involvement was recorded. BRC stands for the Blue Ribbon Commission on Mental Health. In 2018, there were 2,020 unduplicated clients for whom the interactions with the criminal justice system in the past six months should have been recorded during July – December 2018. Criminal Justice System involvement was recorded for 1,217 clients. Of those, for 439 the criminal justice system involvement in the past six months was unknown. 698 (89.7%) of the remaining 778 clients had no interactions with the criminal justice system in the last six months.

³⁰Source: Dane County Department of Human Services, *Client Perception of Care – Dane County Mental Health System*, January 2017, p. 25 and January 2018, p. 27, available web. Goal is based on three year DCDHS average (2015-2017). 2015 = 79.9%; 2016 = 79.2%; 2017 = 78.9%.

³¹ Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 14 January 2019. In 2017, 50 of 56 clients lived with their immediate family and 2 more lived with extended family for a total of 52 of 56 living with family.

³² Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 22 July 2019. In 2018, 126 of 132 clients lived with their immediate family and 1 more lived with extended family for a total of 127 of 132 living with family

³³ Source: Monica Bear, II/DD Community Services Manager, Dane County Department of Human Services, “Fwd: 2018 Employment #'s,” message to Lori Bastean, 10 January 2019, E-mail. In 2018, 55 young adults transitioned to Long Term Support, of whom 53 had community-based jobs, working an average of 16.5 hours per week, at a median hourly wage of \$8.00 per hour. In 2017, 56 young adults transitioned to Long Term Support, of whom 55 had community-based jobs, working an average of 18 hours per week, at a median hourly wage of \$7.25.

³⁴ Source for Dane County demographics: Kelsey Vincent, Service Efficacy Analyst, Program Improvements & Quality Outcomes Section, Bureau of Children’s Services, Division of Medicaid Services, WI Department of Health Services, “Dane CO Data Request,” message to Lori Bastean, 12 July 2018, E-mail. This is an approximation as the Census data does not break out race and ethnicity specifically for children with disabilities. The race and ethnicity are shown for children under age 18. It should be noted that disability rates vary by race and ethnicity as in the following:

Wisconsin Disability Rate, by Race & Ethnicity (2011-2015) Ages 5-15

Race or Ethnicity	Disability Rate (%)	Margin of Error
Total	5.5	± 0.54
White	4.3	± 0.54
African American	12	± 2.63
Hispanic	8.5	± 1.90
American Indian	8.9	± 6.71
Asian	5.7	± 2.91
Other	9.7	± 2.54

³⁵ Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 15 January 2019. In 2017, there were 1,526 clients served. The race was unknown for 6.

³⁶ Source: Dane County Department of Human Services, DCDHS Information System, query, pulled 4 September 2019. This counts unduplicated clients in Family Service programs 6958 and 6959 and UCP Connections programs 1195 and 1198. In 2018, there were 1,566 clients served. The race was unknown for 7 which were counted as Other.