



Dane County Department of Human Services 2018 Performance Scorecard - EAWS

10.2019



Goal met or exceeded.



Work in progress.

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

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
Well-being					
Needy citizens in the Capital Consortium ¹ have access to the benefits to which they are entitled that will enable them to maintain the safety and security of their household.	Percent of Income Maintenance Applications processed within 30 days. ²	95% or more ³	97.87%	97.77% ⁴	
	Call Center average speed for answering phone calls.	10 minutes or less	6.64 minutes ⁵	5.26 minutes ⁶	
Independence					
There are new opportunities for low-income citizens to become self-sufficient.	Increase the rate of enrolled able bodied adults without dependents (ABAWD) in the FoodShare Employment and Training (FSET) program to the State average.	30% or more	21.3% ⁷	19.4% ⁸	
Community Safety					
Dane County citizens have safe, affordable, permanent housing.	Percentage of Dane County households who move from emergency shelter to permanent housing. ⁹	Increase over prior year	23.66% ¹⁰	25.93% ¹¹	

¹ The Capital Consortium includes Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk counties.

² 2017 – Monthly Consortia Report , provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: EAWS Data,” message to Lori Bastean, 7 August 2018. E-mail. Rate is calculated based on total applications processed and percent of applications processed timely by month then by year.

³ The State performance expectation is that 95% or more of applications will be processed within 30 days.

⁴ Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: Performance Scorecard Data,” message to Lori Bastean, 3 October 2019. E-mail.

⁵ 2017 Dane County Economic Assistance and Work Services Report, Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: EAWS Data,” message to Lori Bastean, 7 August 2018. E-mail.

⁶ 2018 Dane County Economic Assistance and Work Services Report, Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: EAWS Report Spreadsheet,” message to Ariel Barak, 2 October 2019. E-mail.

⁷ 2017 – Monthly Consortia Report , provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: EAWS Data,” message to Lori Bastean, 7 August 2018. E-mail. The State average for 2017 = 29.7%.

⁸ Sources: 2018 – FoodShare Employment and Training Program Year 3 and 4 Regional Data, available online: <https://www.dhs.wisconsin.gov/fset/index.htm> accessed 2 October 2019. The State average for 2018 was 31.2%.

⁹ The indicator is a HUD system performance measure and may also reflect homeless and housing Continuum of Care services beyond those for which DCDHS contracts.

¹⁰ Wisconsin ServicePoint (WISP). Custom data report run by Maggie Carden, System Administrator, Institute for Community Alliances based on report specifications provided by Torrie Kopp Mueller, CoC Coordinator, City of Madison DPCED, Community Development Division. Source: Torrie Kopp Mueller, FW: Dane Emergency Shelter Permanent Housing Exit Destination Report Request,” message to Lori Bastean, 30 August 2018, e-mail. In 2017, there were 1,289 persons who exited emergency shelter. Of those, 305 exited to permanent housing destinations.

¹¹ Wisconsin ServicePoint (WISP). Custom data report run by Jack Kukuk, Institute for Community Alliances based on report specifications provided by Torrie Kopp Mueller, CoC Coordinator, City of Madison DPCED, Community Development Division. Source: Torrie Kopp Mueller, “Homeless Data” message to Lori Bastean, 3 October 2019, e-mail. In 2018, there were 1,971 persons who exited emergency shelter. Of those, 511 exited to permanent housing destinations.