

Temporary Assistance to Needy Families

The TANF program has two performance measures and five outcome measures. Some of the goals for these measures have not changed since the 1999-2001 biennium. Since that time, there have been changes in Department structure, program funding, client demographics and economic conditions.

Performance Measures

- ◆ **KPM #5 - Percent of Temporary Assistance to Needy Families (TANF) adults placed for whom employment is a goal.** This performance measure compares the number of TANF and Assessment program clients required to seek employment each month to those that actually become employed. The goal for this measure is 11.1 percent of adults entering employment each month. In the quarter ending June 2004, the actual performance was 8.1 percent of adults entering employment per month. Continued poor economic conditions in Oregon, and reduced investments in the JOBS program appears to have decreased the program's placement performance. This may indicate an overly optimistic goal. *(See Page 25 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*
 - This measure links to Oregon Benchmark #14 “Percent of covered Oregon workers with earnings of 150 percent or more of the poverty level for a family of four.”
 - This measure reflects the ability of DHS and its partners to help people served by the TANF program become employed. Most of these placements are 30 or more hours per week, and result in families earning their way off monthly cash assistance. For most economically disadvantaged families, employment is the best avenue available for a better life.

- ◆ **KPM #6 - Percent of TANF cases that do not return, or are off of cash assistance 18 months after exit due to employment.** This performance measure is calculated by dividing the number of TANF cases that are closed each month due to employment to the number that are not receiving assistance 18 months later. The goal for this measure is that 92 percent of adults exiting due to employment are not on assistance 18 months later. In the quarter ending June 2004, the actual performance was that 91.5 percent of placed adults were not currently receiving public assistance. *(See Page 27 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*
 - This measure links to Oregon Benchmark #14 “Percent of covered Oregon workers with earnings of 150 percent or more of the poverty level for a family of four.”
 - This measure demonstrates the ability of the TANF JOBS program to prepare TANF clients for the world of work. It also helps assess the ability of families to remain self-sufficient after leaving TANF due to employment.

Outcome Measures

- ◆ **Number of TANF cases per 1,000 Oregonians.** This outcome measure compares the number of TANF cases each quarter to the estimated population of the state. The goal for this measure is 5.7 or less TANF cases per 1,000 Oregonians. In the quarter ending June 2004, the actual outcome was 5.3 cases per 1,000 Oregonians.
 - This outcome helps the Department measure the ability of the TANF JOBS program to reduce the relative need for public assistance throughout the state. One of the possible shortcomings of this measure is that it does not address the number of former TANF clients that enter the child welfare system.
- ◆ **Total job placements per month.** This outcome measure represents the average number of employment placements reported by clients served by

the JOBS program each month. It also differs from the performance measure by including placement reported by former TANF and Assessment clients who are receiving transition and job retention services. The goal for this measure is 1,500 client placements per month. In the quarter ending June 2004, the actual outcome was 1,112 placements per month. Like the corresponding performance measure, the poor economic conditions in Oregon and changes in JOBS program funding may have contributed to the decreased placement outcome for the program.

- This outcome links to Oregon Benchmark #14 “Percent of covered Oregon workers with earnings of 150 percent or more of the poverty level for a family of four.”
 - This measure reflects the ability of DHS and its partners to help people served by the TANF JOBS program become employed or improve their employment situation.
- ◆ **Average hourly beginning wage for full-time JOBS placements.** This outcome measure reports the average beginning wage for JOBS clients entering full-time employment. The goal for this outcome is \$7.83 per hour. The actual outcome for the quarter ending June 2004 was \$8.39 per hour.
- The outcome measure links to Oregon Benchmark #14 “Percent of covered Oregon workers with earnings of 150 percent or more of the poverty level for a family of four.”
 - This measure reflects how successful DHS and its partners have been at helping people who gain employment with the help of the TANF JOBS program become employed at higher than minimum wage.
 - **Percentage of TANF teen parents in school.** This measure is calculated by adding the number of teen parents who are in school and the number who have received their high school diploma or GED and

dividing by the total number of teen parents who are receiving TANF. The goal for this outcome is 100 percent of teen parents will have or will be working on attaining their high school diploma or GED. The actual outcome for this measure for the quarter ending June 2004 was 90.3 percent. While the 100 percent goal is optimistic, the actual outcome for this measure has declined in recent years. This may be due to general program reductions that have forced the TANF program to focus on meeting anticipated higher adult work attachment participation requirements.

- Completing high school or attaining a GED is a critical step in moving teen parents to long term self-sufficiency. Teen parents who do not complete high school or attain their GED face long-term barriers to employment, and are more likely to have additional children at a young age.
- ◆ **Percentage of eligibility decisions processed on time.** This outcome measure reports on the number of new applications for assistance that are processed in a timely manner. The goal for this measure is 100 percent. The actual outcome for the quarter ending June 2004 was 100 percent of applications processed on time.
- This outcome helps the Department measure the timeliness of delivering TANF cash assistance benefits to families.

Job Opportunity & Basic Skills (JOBS)

Performance Measures

With the exception of the timely eligibility decision processing, the performance measures for the JOBS program are identical to those reported for the TANF program. The services provided by this employment and training program have helped thousands of Oregon TANF families leave the welfare caseloads and achieve self-sufficiency.

Emergency Assistance

Performance Measure

The Temporary Assistance for Domestic Violence Survivors (TA-DVS) program has one performance measure:

- ◆ **KPM # 11 - Percentage of women who are subjected to domestic violence in the past year.** This measure provides a population-based estimate of the percentage of women who self-report domestic violence in the Oregon Behavioral Risk Factor Surveillance Survey (BRFSS). The latest data that is available is for 2002. In that year the goal of 2.6 percent of women subjected to domestic violence was achieved. The actual BRFSS reported the rate at 1.3 percent of women subjected to domestic violence. *(See Page 37 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*
 - This performance measure links to Oregon Benchmark #45 “Premature death: years of life lost before age 70.”

Employment Related Day Care

Performance Measures

There is one performance measure in the ERDC Program: It is the percent of childcare providers who are providing an enhanced quality of care.

- ◆ **KPM #8 – The percentage of childcare providers who are providing enhanced quality of care.** This measures the percentage of providers participating in the subsidy program who receive a 7 percent higher rate because they meet enhanced training standards. Providers licensed by the Child Care Division automatically qualify. Others qualify for the enhanced rate by meeting the same training standards (such as CPR, first aid, and child abuse and neglect prevention) required of licensed

providers. In 2004, the percentage achieved was 25 percent and the 2004 goal was 25 percent. *(See Page 31 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*

Food Stamps

Performance Measures and Outcome Measures

There are three measures in the Food Stamp program. The measures help determine if outreach and program access strategies are effective:

- ◆ **KPM #10 - The ratio of Oregonians receiving Food Stamps to the estimated number of Oregonians living at or below the poverty level.**
This measure has increased from .74 in June 2001 to 1.079 in March 2004. This is an increase of over 45 percent. *(See Page 35 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*
- ◆ **The percentage of eligible Oregonians participating in the Food Stamp Program as measured by the United States Department of Agriculture.** The goal is to be in the top 10 percent of the nation. Oregon is currently number 3 in the nation based on the most current data available.
 - These two the measures impact the Oregon Benchmarks 57a - Food Insecure and 57b - Food Insecure with Hunger.
- ◆ **The Food Stamp Error Rate measures the accuracy in determining eligibility for benefits.** There is no corresponding Oregon Benchmark. This measure helps to determine how well DHS is performing with accuracy strategies. In FY 2003 the error rate was 13 percent and is projected to be 7.79 percent in FY 2004. This is a decrease of 40 percent in a 12-month period.

Prevention Services

Teen Pregnancy Prevention

Performance Measures

DHS has one performance measure that is also an Oregon Benchmark to measure the success of our teen pregnancy prevention strategies.

- ◆ **KPM #7 - The pregnancy rate per 1,000 females ages 15-17.** In 1996 the rate was 47.3. As of 2002, the most current data available, it is 27.6 - - a decrease of over 41 percent and a 30 percent improvement over the 2004 Benchmark target of 36. DHS is working with the Oregon Progress Board to revise future targets to better reflect the trend in the pregnancy rate over the past 10 years. (*See Page 29 of the DHS Annual Performance Measure Report, in the Agency Appendices.*)
 - The 2004 evaluation of the STARS program by the RMC Research Corporation and the RMC Research Corporation report *A Comparison of Three Pregnancy Prevention Programs* measured the impact of the program on the participant's knowledge of the potential consequences of risky sexual behavior, intention to remain sexually abstinent and use of refusal skills. According to the RMC report the STARS program “demonstrated advantages in terms of its impact on refusal skills, intentions and attitudes”.

Community Safety Net

Outcome Measures

CSN has three outcome measures: reduce child abuse and neglect; increase family stability; and promote connections among families, community supports and agencies. This relates to the Oregon Benchmark for the number of children abused or neglected per 1,000 persons under 18.

Given the variation between local programs and our capacity to gather extensive data, we are unable to determine how well the overall program is meeting the three outcome measures. Available data and DHS programmatic experience would support modifying the program.

Recent research coming out of the University of Maryland’s “Connect Program” provides the best information to inform efforts around modifying the CSN program.

Refugee Program

Outcome Measures

In the Refugee Program, outcomes are defined by the federal government. These outcomes include:

- ◆ The total number of refugees served
- ◆ The number placed in employment
- ◆ The number who have health benefits through their employer
- ◆ The number remaining on the job after 90 days

The outcomes for Federal Fiscal Year 2004 are shown below:

Clients			
	Refugee Cash Assistance (RCA)	Refugee TANF	"Employment Services Only"
Number served	540	684	614
Placements	322	401	465
Health Benefits	291	163	169
90-day job retention	245	283	350

Child Protective Services

Performance Measure

Child Protective Services is measured by the federal child welfare performance indicator for the recurrence of child maltreatment. This same measurement is a DHS Performance Measure (#14). Oregon's performance has improved according to this outcome measurement.

- ◆ **KPM #14 – Percentage of abused/neglected children who were re-abused within six months of prior victimization.** The national standard is 6.1 percent or fewer children that have had another substantiated report within six months of a substantiated report. In 2003 Oregon was at 7.6

percent, a decrease from 8.9 percent in 2002. (See Page 43 of the DHS Annual Performance Measure Report, in the Agency Appendices.)

See the Appendices, Child Protective Services Section for other program outcome measures.

Out-of-Home Care

Outcome Measures

- ◆ **Incidence of child abuse and/or neglect in foster care** - A state meets the national standard for this indicator if, for all children in foster care in the state during the period under review, the percentage of children who were the subject of substantiated or indicated maltreatment by a foster parent or facility staff is 0.57 percent or less.

National Standard 0.57% Oregon Indicator 0.84% (Sept. '04)

- This measure reflects a negative change from the desired direction; 0.45 percent was reported in September 2002.

- ◆ **Foster Care Re-entries** - A state meets the national standard for this indicator if, of all children who entered foster care during the year under review, 8.6 percent or fewer of those children re-entered foster care within 12 months of a prior foster care episode.

National Standard 8.6% Oregon Indicator 9.7% (Sept. '04)

- This measure reflects an improvement from 12 percent reported in 2002.

- ◆ **Stability of foster care placements** - A state meets the national standard for this indicator if, of all children who have been in foster care less than 12 months from the time of the latest removal, 86.7 percent or more children had no more than two placement settings.

National Standard 86.7% Oregon Indicator 84.4% (Sept. '04)

- This measure reflects a change from 86.3 percent reported September 2002.
- ◆ **Length of time to achieve reunification** - A state meets the national standard for this indicator if, of all children who were reunified with their parents or caretakers at the time of discharge from foster care, 76.2 percent or more children were reunified in less than 12 months from the time of the latest removal from home.
National Standard 76.2% Oregon Indicator 66.8% (Sept. 04)
- This measure reflects improvement from the 62.9 percent reported September 2002.

Adoption Services

Performance Measures and Other Outcomes

The key performance measure for this program area is: Median number of months from date of latest removal from home to finalized adoption. This measure focuses on timely achievement of adoption for children in foster care who are unable to return home and links to the DHS goal – “People are safe.” It also links to the DHS high-level outcome “Increase the percentage of children living in safe, nurturing families.”

- ◆ **KPM # 1000-13. Median number of months from date of latest removal from home to finalized adoption.** A lower number of median months for finalized adoptions indicates improved results for this measure. DHS has exceeded the legislative benchmark for median time to adoption for Federal Fiscal Years 2002 and 2003, as follows: The FFY 2002 target was 38.6 months with the actual measure coming in lower at 37.7 months; and in FFY 2003 target was 37.3 months with the actual measure being 35.8 months

Office of Vocational Rehabilitation Services

Performance Measure

- ◆ **KPM #3, The percentage of Office of Vocational Rehabilitation Services (OVRs) consumers with a goal of employment.** OVRs failed to meet its target in FY 2003. The downturn in employment outcomes is thought to be a function of the state's record unemployment and the challenge of hiring new staff on in the wake of record retirements. Data comparing October through December of 2004 to the same timeframe for FY 2003 demonstrates a 5.2 percent increase in employment outcomes. The program is expected to sustain this performance.

Outcome Measures

OVRs must also annually satisfy a set of Federally determined standards and indicators or be at risk for placement on a performance improvement plan and/or reduction in funding. For Federal Fiscal Year 2002, OVRs passed the five of the six indicators and all three of the primary standards.

OVRs completed a Vocational Rehabilitation Grants to States Program Compliance Audit in December 2004 with no reportable conditions, material weaknesses, or instances of material noncompliance as defined by current standards and OMB Circular A-133.

OVRs utilizes performance on the KPM, the federal standards and indicators, the annual 107 monitoring review conducted by RSA and internal and external audits to identify performance issues and areas of improvement and to develop both programmatic and training interventions.

See the Appendices, OVRs Section for additional performance and outcome indicators.

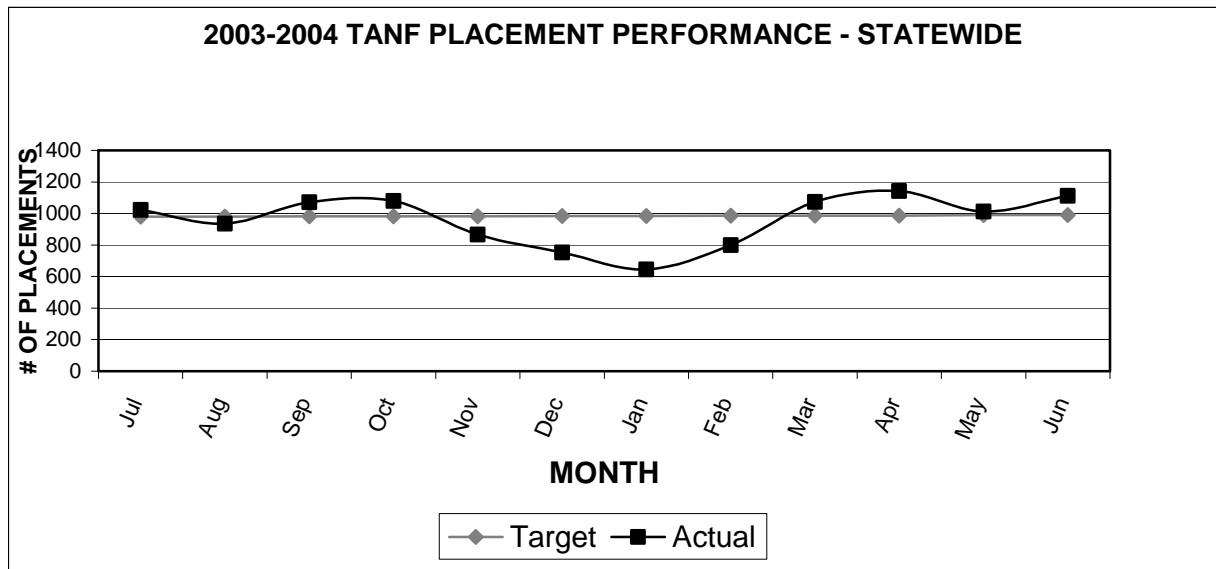
Field Services

Performance Measures

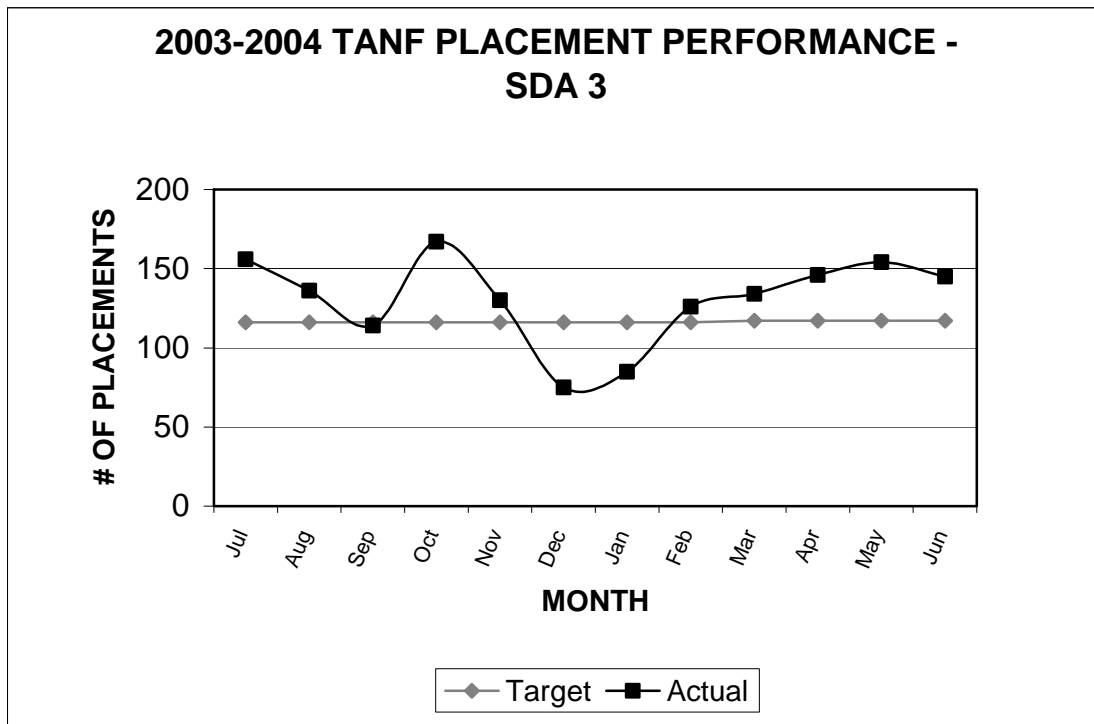
Each of the programs detailed in the Children, Adults and Families, program and policy clusters have specific performance measures identified. CAF - FS is the implementation arm of DHS for many of the performance outcomes. CAF - FS is responsible for delivering services in a manner that supports good client outcomes and achieves the goals of the program performance measures. A variety of performance reports are used to measure our achievements, and to assist in the planning and delivery of services and programs. Some examples of how data is used to help clients achieve desired results follow.

Employment is one of the TANF program performance measures. Achievement for this measure is determined by the number of placements in employment. The number of TANF clients placed in employment compared to the targeted goal are indicated in the following table:

This chart allows the SDA to review progress of this measure on a statewide basis.



This same information is available to SDA Managers to compare their own SDA's performance, as is the following example for SDA3, covering Marion, Polk, and Yamhill counties.



This information is an indicator of whether the SDA has the right components in place for their clients to benefit.

Another example of CAF - FS using data to meet program performance measures is the use of national research that indicates much stronger performance in five of the seven national child welfare outcome indicators when the caseworker has regular face-to-face contact with the children in the caseload.

Oregon included in its completed Program Improvement Plan the goal of seeing each child in an open case every month. DHS is modifying the system to track monthly performance and developing new policy and training tools to help guide workers to assure that the interaction with each

child helps meet the essential safety, permanency and well-being needs of the children in the state's responsibility.