

# Department of Human Services

## Performance Indicators - November 2010

	Desired Trend	Prior Month September 2010	Current Month as of October 2010	% Change	Last 12 Month Average
<b>Health and Well Being</b>					
Number of vision screenings conducted by the Commission for the Blind and Visually Impaired. <b>Total June 2010 to date.</b>	Increase	8,239	11,916	44.6%	
Participation of eligible elderly NJ residents in the Supplemental Nutrition Assistance Program (formerly Food Stamps).	Increase	73,556	74,962	1.9%	
Change in percent of clients abstinent from alcohol at discharge vs percent of clients abstinent at admission. <b>Quarter ending September 30, 2010.</b>	Increase	30.50%	29.70%	-2.6%	
Change in percent of clients abstinent from other drugs at discharge vs percent of clients abstinent at admission. <b>Quarter ending September 30, 2010.</b>	Increase	46.20%	46.30%	0.2%	
Enrollment of clients with disabilities served in NJ Personal Preference Program.	Increase	1,142	1,176	3.0%	
<i>For consumers utilizing mental health services</i>					
Discharge Conditional Extension Pending Placement (CEPP) consumers (designated CEPP prior to 7-1-08) in FY 2011 into appropriate community settings. <b>Quarter ending June 30, 2010.</b>		34			
Percent of consumers designated Conditional Extension Pending Placement after 7-1-08 will be moved into an appropriate community setting within 6 months of designation in FY 2011. <b>Quarter ending June 30, 2010.</b>		65.2%			
State psychiatric hospital population. <b>Quarter ending June 30, 2010.</b>	Decrease	1,581			
<b>Employment</b>					
<i>For clients utilizing services from the Commission for the Blind and Visually Impaired</i>					
Percent of clients who exit vocational rehabilitation programs into employment with an hourly wage equivalent or greater than the state or federal minimum wage (whichever is higher).		95.0%	100.0%	5.3%	
Percent of clients with significant disabilities who exit vocational rehabilitation programs into employment.		100%	100%	0.0%	
Ratio of the average hourly wage earnings of all clients in competitive employment to the average hourly earnings of all employed individuals in the state.		0.60	0.71	18.3%	
Consumers with a disability enrolled in the NJ Workability Program.	Increase	8,126	8,152	0.3%	

<b>Housing</b>					
Create community placements to avert institutionalization for persons diagnosed with mental illness who would otherwise be committed to a State psychiatric hospital. <b>Quarter ending June 30, 2010.</b>		50			
<b>Customer Service</b>					
Percent of customers awarding a satisfaction rating of "very satisfied" after their agency received training from the Division of Deaf and Hard of Hearing.		95.0%	89.6%	-5.7%	
Number of intake and referral cases transitioned from the Division of Developmental Disabilities to the Division of Disability Services. <b>Total to date.</b>		9,333	9,848	5.5%	
<b>Benefit Processing</b>					
Performance level of child support collections paid above level of federal fiscal year 2009 level. <b>Quarter ending September 30, 2010.</b>	Increase	63.5%	65.1%	2.4%	
WFNJ/TANF Households		40,257	40,819	1.4%	
Food Stamp Households		335,576	341,116	1.7%	