

Department of Human Services Performance Indicators - 2020	Frequency	Desired Trend	FY19 Actual	FY20 Revised	FY21 Target
Core Mission 1: Olmstead and Services that Promote Community Integration					
Division of Developmental Disabilities					
Average monthly enrollment in federally-matched Supports Program	Annual	Increase	8,181	9,804	10,300
Consumers moved from institutions to community residential placements in order to comply with Olmstead requirement that services be provided in the least restrictive setting.	Annual	Increase	10	14	15
Olmstead movements as a percentage of the fiscal year starting census.	Annual	Increase	0.8%	1.1%	1.2%
Federal Community Care Program revenues earned to offset State costs for community placements.	Annual	Increase	\$ 670,693	\$ 779,549	\$ 819,414
Division of Mental Health and Addiction Services					
New community placements created to discharge consumers in the State hospitals including those on Conditional Extension Pending Placement (CEPP) status.	Annual	Increase	118	145	145
New community placements created for individuals diagnosed with mental illness who are at risk of hospitalization or at risk of homelessness.	Annual	Increase	35	35	35
Clients served in Involuntary Outpatient Commitment program.	Annual	Increase	1,169	1,200	1,200
Clients served in Opioid Overdose Recovery Program.	Annual	Increase	15,368	17,464	18,535
Core Mission 2: Services that Promote Economic Independence					
Commission for the Blind and Visually Impaired					
Persons screened for visual problems by the Commission for the Blind and Visually Impaired.	Annual	Increase	35,965	36,200	36,500
Commission for the Blind and Visually Impaired 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).	Annual	Attain Federal targets	100%	100%	100%
Division of Family Development					
Work First NJ/Temporary Assistance for Needy Families work participation rate (includes school participation rate).	Annual	Increase	29.90%	30.20%	30.20%
Core Mission 3: Services that Ensure the Safety Net					
Division of Developmental Disabilities					
Developmental center census by end of fiscal year	Annual	Decrease	1,268	1,204	1,144
Division of Family Development					
Percent of current child support orders actually collected	Annual	Increase	69.5%	70.5%	71.5%

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Core Mission 4: Services that Promote the Availability of Health Care					
Division of Aging Services					
Residents in nursing homes (monthly average)	Annual	Decrease	25,800	25,627	25,638
Healthcare Effectiveness Data & Information Set Performance Measures for NJ					
FamilyCare Managed Care Populations					
Children receiving immunizations	Annual	Increase	68.8%	69.8%	70.8%
Children receiving a blood lead screening test	Annual	Increase	76.4%	77.4%	78.4%
Children receiving a well visit within the first 15 months of life	Annual	Increase	62.4%	63.4%	64.4%
Children receiving a well visit between ages 3 to 6	Annual	Increase	78.4%	79.4%	80.4%
Women receiving timely prenatal care	Annual	Increase	82.2%	83.2%	84.2%
Women receiving timely postpartum care	Annual	Increase	60.6%	61.6%	62.6%
Diabetes care - members aged 18-75 with a hemoglobin A1C less than 8%	Annual	Increase	54.7%	55.7%	56.7%
Body Mass Index documentation - members aged 3-17 with a documented Body Mass Index	Annual	Increase	76.2%	77.2%	78.2%
Managed Care Plan Accreditation					
Managed Care Plans accredited with "Excellent" or "Commendable" status by the National Committee for Quality Assurance as of June 30	Annual	Increase	3	5	5
Customer Satisfaction					
Overall health plan satisfaction rate: Adults	Annual	Increase	78.1%	79.1%	80.1%
Overall health plan satisfaction rate: Children	Annual	Increase	87.4%	88.4%	89.4%
Personal doctor satisfaction rate: Adults	Annual	Increase	82.3%	83.3%	84.3%
Personal doctor satisfaction rate: Children	Annual	Increase	89.7%	90.7%	91.7%
Eligibility and Enrollment					
Average monthly NJ FamilyCare enrollment	Annual	Decrease	1,725,851	1,697,336	1,701,069
Managed Care enrollment - % of Managed Care eligible FamilyCare participants enrolled in Managed Care	Annual	Increase	95.0%	95.2%	95.2%
Dual Medicare/NJ FamilyCare enrollees	Annual	Increase	193,174	193,659	193,660
Enrollment in NJ FamilyCare - Children's Health Insurance Program	Annual	Increase	213,600	223,390	224,590