

## Department of Human Services

### Performance Indicators - Descriptions and Links for Further Information

Measure	Description	Link to Division Web Site
<b>Health and Well Being</b>		
Number of vision screenings conducted by the Commission for the Blind and Visually Impaired. Total to date.	CBVI's Prevention of Blindness Program works to save sight and restore vision whenever it is medically possible. Services include: mobile eye examination unit; vision screening for preschool and school-age children; on-site screening at institutions and in communities; special diabetic outreach program; and other specialized eye screening programs which target historically underserved populations (i.e. minorities, the elderly, migrant farm workers, etc.)	<a href="http://www.state.nj.us/humanservices/cbvi/home/index.html">http://www.state.nj.us/humanservices/cbvi/home/index.html</a>
Participation of eligible elderly NJ residents in the Supplemental Nutrition Assistance Program (formerly Food Stamps).	The Supplemental Nutrition Assistance Program is a federal program designed to assist low income individuals in purchasing food through an electronic benefits card, similar to a debit card. Senior citizens, many of whom are on fixed incomes, are an underrepresented population of those potentially eligible to receive benefits. The Division of Family Development plans to increase the percentage of eligible seniors participating by 10% during the federal fiscal year 2011 from a June 30, 2010 level of 70.438.	<a href="http://www.state.nj.us/humanservices/dfd/home/index.html">http://www.state.nj.us/humanservices/dfd/home/index.html</a>
Change in percent of clients abstinent from alcohol at discharge vs percent of clients abstinent at admission. Quarter ending 6/30/10.	This is one of SAMHSA's National Outcome Measures. The Domain is Reduced Morbidity and the outcome is abstinence from alcohol use. It is measured by the number abstinent from alcohol/drugs in the prior 30 days at admission and at discharge. These data are submitted quarterly to the federal Treatment Episode Data Set (TEDS).	<a href="http://www.state.nj.us/humanservices/das/home/index.html">http://www.state.nj.us/humanservices/das/home/index.html</a>
Change in percent of clients abstinent from other drugs at discharge vs percent of clients abstinent at admission. Quarter ending 6/30/10.	This is one of SAMHSA's National Outcome Measures. The Domain is Reduced Morbidity and the outcome is abstinence from drug use. It is measured by the number abstinent from alcohol/drugs in the prior 30 days at admission and at discharge. These data are submitted quarterly to the federal Treatment Episode Data Set (TEDS).	<a href="http://www.state.nj.us/humanservices/das/home/index.html">http://www.state.nj.us/humanservices/das/home/index.html</a>
Enrollment of clients with disabilities served in NJ Personal Preference Program.	Increase the enrollment in the NJ Personal Preference Program (PPP). PPP is an alternative delivery method of the Medicaid State Plan Personal Care Assistance (PCA) benefit, in which individuals are able to hire a nonprofessional caregiver, including family members to render personal care. Program enrollment is approximately 950 at this time. This program operates under the authority of a 1915(j) PAS Waiver granted by CMS.	<a href="http://www.state.nj.us/humanservices/dds/home/index.html">http://www.state.nj.us/humanservices/dds/home/index.html</a>

<p>For consumers utilizing mental health services</p> <p>Discharge Conditional Extension Pending Placement (CEPP) consumers (designated CEPP prior to 7-1-08) in FY 2011 into appropriate community settings. Quarter ending June 30, 2010.</p>	<p>The priority of DMHS' Home to Recovery – Conditional Extension Pending Placement (CEPP) Plan is to develop opportunities for community reintegration and tenure as required under the mandates of the Americans with Disabilities Act as interpreted by the <i>Olmstead</i> decision in 1999. Despite complex social, economic and political challenges facing the State, New Jersey remains committed to the mandates under the Olmstead decision to ensure that people with mental illness live in the most integrated settings possible. This CEPP Plan will guide systemic infrastructure expansion, the creation of new supportive housing models to ensure the timely discharge of consumers on CEPP status, and the development of preventative supports for those consumers in the community but at risk of hospitalization. To view the Olmstead Settlement, click on the link: <a href="http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf">http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf</a></p>	<p><a href="http://www.state.nj.us/humanservices/dmhs/home/index.html">http://www.state.nj.us/humanservices/dmhs/home/index.html</a></p>
<p>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. Quarter ending June 30, 2010.</p>	<p>The priority of DMHS' Home to Recovery – Conditional Extension Pending Placement (CEPP) Plan is to develop opportunities for community reintegration and tenure as required under the mandates of the Americans with Disabilities Act as interpreted by the <i>Olmstead</i> decision in 1999. Despite complex social, economic and political challenges facing the State, New Jersey remains committed to the mandates under the Olmstead decision to ensure that people with mental illness live in the most integrated settings possible. This CEPP Plan will guide systemic infrastructure expansion, the creation of new supportive housing models to ensure the timely discharge of consumers on CEPP status, and the development of preventative supports for those consumers in the community but at risk of hospitalization. To view the Olmstead Settlement, click on the link: <a href="http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf">http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf</a></p>	<p><a href="http://www.state.nj.us/humanservices/dmhs/home/index.html">http://www.state.nj.us/humanservices/dmhs/home/index.html</a></p>
<p>State psychiatric hospital population. Quarter ending June 30, 2010.</p>	<p>The Division of Mental Health Services operates five psychiatric hospitals that serve people with persistent and severe mental illnesses who are in need of intensive, inpatient care and treatment. <a href="http://www.state.nj.us/humanservices/dmhs/services/statehosp/">http://www.state.nj.us/humanservices/dmhs/services/statehosp/</a></p>	<p><a href="http://www.state.nj.us/humanservices/dmhs/home/index.html">http://www.state.nj.us/humanservices/dmhs/home/index.html</a></p>
<p><b>Employment</b></p>		
<p>For clients utilizing services from the Commission for the Blind and Visually Impaired</p>		
<p>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).</p>	<p>Section 106 of the <i>Rehabilitation Act of 1973</i>, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcome and related measures of program performance. Two evaluation standards were published in the <i>Federal Register</i> on Monday, June 5, 2000 (34 CFR Part 361). <a href="http://www2.ed.gov/rschstat/eval/rehab/standards.html">http://www2.ed.gov/rschstat/eval/rehab/standards.html</a></p>	<p><a href="http://www.state.nj.us/humanservices/cbvi/home/index.html">http://www.state.nj.us/humanservices/cbvi/home/index.html</a></p>

<p>Percent of clients who exit vocational rehabilitation programs into employment who have significant disabilities.</p>	<p>Section 106 of the <i>Rehabilitation Act of 1973</i>, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcome and related measures of program performance. Two evaluation standards were published in the <i>Federal Register</i> on Monday, June 5, 2000 (34 CFR Part 361). <a href="http://www2.ed.gov/rschstat/eval/rehab/standards.html">http://www2.ed.gov/rschstat/eval/rehab/standards.html</a></p>	<p><a href="http://www.state.nj.us/humanservices/cbvi/home/index.html">http://www.state.nj.us/humanservices/cbvi/home/index.html</a></p>
<p>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.</p>	<p>Section 106 of the <i>Rehabilitation Act of 1973</i>, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcome and related measures of program performance. Two evaluation standards were published in the <i>Federal Register</i> on Monday, June 5, 2000 (34 CFR Part 361). <a href="http://www2.ed.gov/rschstat/eval/rehab/standards.html">http://www2.ed.gov/rschstat/eval/rehab/standards.html</a></p>	<p><a href="http://www.state.nj.us/humanservices/cbvi/home/index.html">http://www.state.nj.us/humanservices/cbvi/home/index.html</a></p>
<p>Consumers with a disability enrolled in the NJ Workability Program.</p>	<p>The NJ WorkAbility Program offers full New Jersey Medicaid health coverage to people with disabilities who are working, and whose earnings would otherwise make them ineligible for Medicaid. <a href="http://www.state.nj.us/humanservices/dds/projects/discoverability/index.html">http://www.state.nj.us/humanservices/dds/projects/discoverability/index.html</a></p>	<p><a href="http://www.state.nj.us/humanservices/dds/home/index.html">http://www.state.nj.us/humanservices/dds/home/index.html</a></p>
<p><b>Housing</b></p>		
<p>Create community placements to avert institutionalization for persons diagnosed with mental illness who would otherwise be committed to a State psychiatric hospital. Quarter ending June 30, 2010.</p>	<p>The priority of DMHS' Home to Recovery – Conditional Extension Pending Placement (CEPP) Plan is to develop opportunities for community reintegration and tenure as required under the mandates of the Americans with Disabilities Act as interpreted by the <i>Olmstead</i> decision in 1999. Despite complex social, economic and political challenges facing the State, New Jersey remains committed to the mandates under the <i>Olmstead</i> decision to ensure that people with mental illness live in the most integrated settings possible. This CEPP Plan will guide systemic infrastructure expansion, the creation of new supportive housing models to ensure the timely discharge of consumers on CEPP status, and the development of preventative supports for those consumers in the community but at risk of hospitalization. To view the <i>Olmstead</i> Settlement, click on the link: <a href="http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf">http://www.state.nj.us/humanservices/dmhs/olmstead/olmstead_settlement_agreement.pdf</a></p>	<p><a href="http://www.state.nj.us/humanservices/dmhs/home/index.html">http://www.state.nj.us/humanservices/dmhs/home/index.html</a></p>
<p><b>Customer Service</b></p>		
<p>Customer satisfaction rating of very satisfied for agencies receiving training from the Division of Deaf and Hard of Hearing.</p>	<p>The New Jersey Division of the Deaf and Hard of Hearing is the principal state agency established by New Jersey Law (PL 1977, C. 166) on behalf of people of all ages who are deaf and hard of hearing. The division provides education, advocacy and direct services to eliminate barriers and promote increased accessibility to programs, services, and information routinely available to the state's general population.</p>	<p><a href="http://www.state.nj.us/humanservices/ddhh/home/index.html">http://www.state.nj.us/humanservices/ddhh/home/index.html</a></p>

<p>Transition intake and referral cases from the Division of Developmental Disabilities to the Division of Disability Services for information and referral services. Total to date.</p>	<p>In July 2009, the Division of Developmental Disabilities (DDD) began transferring the first group of almost 20,000 individuals from DDD case managers to the Division of Disability Services' (DDS) Office of Information and Assistance Services, where their primary contact for all service-related questions will be nationally-certified Information and Referral Specialists. Many of these individuals, who will be slowly transferred in groups over the next year, are under the age of 22, live with their families, attend public schools and are currently in need of information about insurance, benefits, transportation, education, future employment and resources that are provided by organizations other than DDD. <a href="http://www.state.nj.us/humanservices/dds/oias/ddsddd.html">http://www.state.nj.us/humanservices/dds/oias/ddsddd.html</a></p>	<p><a href="http://www.state.nj.us/humanservices/dds/home/index.html">http://www.state.nj.us/humanservices/dds/home/index.html</a></p>
<b>Benefit Processing</b>		
<p>Performance level of child support collections paid above level of federal fiscal year 2009 level.</p>	<p>This is one of five required performance measures reported annually to the federal Office of Child Support Enforcement. DHS-DFD, along with the Judiciary and County Boards of Social Services, collect and distribute more than \$1.2 billion dollars each year to provide an important source of economic support to children and families. <a href="http://www.acf.hhs.gov/programs/cse/">http://www.acf.hhs.gov/programs/cse/</a></p>	<p><a href="http://www.state.nj.us/humanservices/dfd/home/index.html">http://www.state.nj.us/humanservices/dfd/home/index.html</a></p>

