









DASHBOARD



1. Child Safety ▼

Measure	Target	Actual	Status	Agency	Notes
1.1 Caseload: Average Total Cases per Social Worker	no more than 18	19.6		DSHS	Caseloads have decreased from an average of 26.9 cases per worker in Jan 2005 to 19.6 in July 2008.
1.2 Response Time: Percent of Children Seen or Attempted within 24/72 Hours	90%	94.6%		DSHS	All regions are over 90% for emergent response with a statewide average of 96.5%. All regions are over 90% for non-emergent response with a statewide average of 94.3%. The target increases to 95% in September 2008. Dashboard data for July 2008.
1.3 Repeat Maltreatment: Percent of Children Revictimized within Six Months	NA	8.1%		DSHS	Since the 24/72 hour response policy took effect in Jan 2005, the percent of children experiencing repeat abuse or neglect has fallen over 30%, the six month rate from 11.6% to 8.1% and the 12 month rate from 14.4% to 8.8%.
1.5 Health and Safety Visits					The monthly Health and Safety Visit policy has been phased in. Overall, the percent of children visited monthly has increased from 49.4% in October 2005.
1.5a Monthly Visits: Percent of dependent children in their own homes who were visited by a caseworker within the last 40 days	95% as of June 2009	79.1%		DSHS	Monthly visit policy effective December 2005. Dashboard data as of July 2008.
1.5b Monthly Visits: Percent of young children living with an unlicensed relative who were visited within the last 40 days	95% as of June 2009	78.3%		DSHS	Monthly visit policy effective April 2007. Dashboard data as of July 2008.
1.5c Monthly Visits: Older children with unlicensed relatives and children in foster homes who were visited within the last 40 days	95% as of June 2009	69%		DSHS	Monthly visit policy effective September 2008. Dashboard data as of July 2008.



2. Child Care Licensing ▼

Measure	Target	Actual	Status	Agency	Notes
2.1 Child Care Family Homes: Percent of Monitoring Visits on Time	85%	60%		DEL	Dashboard data is 1st Quarter of FY09.
2.2 Child Care Centers: Percent of Monitoring Visits on Time	85%	75%		DEL	Dashboard data is for 1st quarter FY09
2.3 Child Care Family Home Non-CPS Complaint Investigations: Percent Complete within 45 Days	TBD in Jan 2009	58.6%		DEL	45 Day policy effective September 2008. Dashboard data for 4th Quarter of FY08.
2.4 Child Care Family Home CPS Complaint Investigations: Percent Complete within 45 Days	TBD in Jan 2009	17.3%		DEL, DSHS	The DSHS portion - investigations of abuse or neglect - completed within 45 days is 49%. Dashboard data for 4th Quarter of FY08.
2.5 Child Care Center Non-CPS Complaint Investigations: Percent Complete within 45 Days	TBD in Jan 2009	64.6%		DEL	45 Day policy effective September 2008. Dashboard data for 4th Quarter of FY08.
2.6 Child Care Center CPS Complaint Investigations: Percent Complete within 45 Days	TBD in Jan 2009	12.5%		DEL, DSHS	The DSHS portion - investigations of abuse or neglect - completed within 45 days is 53%. Dashboard data for 4th Quarter of FY08.


3. Mental Health

Measure	Target	Actual	Status	Agency	Notes
3.1 Mental Health Safety: Number of Assault Claims Paid per 1,000 Patient Days	less than 0.5			DSHS	The rate of paid assault claims has declined in Western State Hospital and remained steady in Eastern State Hospital. This measure is volatile in the Child Study Treatment Center. Both ESH and CSTC were below target in 3rd quarter FY08.
3.1c Mental Health Safety: Number of Assault Claims Paid per 1,000 Patient Days at WSH	less than 0.5	0.6		DSHS	Paid claims have been on a fairly steady decline since being at 1.6 claims per 1,000 patient days in 2nd quarter of FY06. The past six quarters have been at or under 0.8 claims per 1,000 patient days. Dashboard data as of 3rd quarter of FY08.

4. Long Term Care

Measure	Target	Actual	Status	Agency	Notes
4.1 Adult Protective Services: Percent of Investigations Open Over 90 Days	0%	25%		DSHS	The percent of complaint cases open over 90 days has been at about 28% for the past five years. Dashboard data as of 2nd quarter of 2008.
4.2 Developmental Disability: Percent of Individual and Family Services Annual Assessments Completed	100%	66%		DSHS	Current staffing levels are adequate to complete only 55% to 60% of the approximately 1,500 assessments each year. Dashboard data for June 2007 through July 2008.

5. Veterans Services

Measure	Target	Actual	Status	Agency	Notes
5.1 Claim Quality: Percent of Claims Approved	90%	88%		DVA	Overall claims approval percentage for FY08 is over 90%. Dashboard data as of 4th Quarter of FY08.
5.5b Veteran Conservation Corp: Number Enrolled in Volunteer Field Experience		470		DVA	237 veterans and 233 of their family members volunteered over 5,100 hours on habitat projects in FY08.