

# Update: Human Services Steering Committee on Performance and Outcomes

In 2009, the Minnesota Legislature authorized the formation of the Steering Committee on Performance and Outcome Reforms (performance steering committee) as part of the State-County Results, Accountability, and Service Delivery Reform Act (SDA Act).

The 10-member performance steering committee, which includes client advocates, representatives from the Minnesota Department of Human Services (DHS), and counties, was directed to develop a list of essential human services (mandated by federal or state government), to establish minimum outcome standards for those services, and to develop a uniform data collection and review process. The outcome standards recommended by the performance steering committee and adopted by the Legislature are applicable to all counties and service delivery authorities (SDAs). *All performance measures are due to the Legislature in December of 2012.*



***The following is a summary of some of the major products completed to date by the Steering Committee:***

## **Essential Services**

The committee compiled a high level list of services that are mandated, in state or federal law, to be provided statewide. Outcome standards will be developed for each of the essential services.

## **Remedies Framework**

Statute requires the committee to develop a uniform and graduated accountability process for responding to a county or SDAs failure to make progress in achieving performance outcomes. The committee determined that development of a continuous improvement process is interconnected with the development of the outcome standards.

## **Performance Measures and Outcomes**

Statute requires the committee to form work groups to assist in developing the outcome standards and data collection and review process. Work groups have been formed in three areas: **Children's Services, Adult Services, and Income Supports**. Each work group includes members of the Steering Committee as well as representatives of counties, DHS, and the provider/advocacy community. In addition, the steering committee has developed a communications plan to provide opportunities for public input and feedback. Public 'listening sessions' have been held to gather input in the areas of children's services and income supports.

To date, the **Children's Services Work Group** has developed results statements and performance measures for all children's services. Standards will be developed later this fall. The Income Supports group is now beginning its work with draft results statements and performance measures.

Services included in the Children's Services area include: child protection (investigation/family assessment/services); child welfare, child care foster care and child care licensing; guardianship, adoption; children's mental health; and disability services.

### ***Questions for Discussion:***

- What are the benefits/challenges to having a uniform set of performance measures and standards for which all counties are responsible?
- Do you have suggestions that the work groups/steering committee should consider as they develop these measures?
- How should the steering committee/AMC share information about this process as it moves forward?

### ***County Representatives on the Performance Steering Committee:***

#### **AMC Representatives**

\*Toni Carter, Ramsey County Commissioner (co-chair)

William Montague, Polk County Commissioner

#### **Minnesota Association of County Social Service Administrators (MACSSA) Representatives**

Judith Brumfield, Deputy Director, Scott County Community Services

Kathy Johnson, Director, Kittson County Social Services

**Staff Contact:** Patricia Coldwell, AMC

651-789-4330

[pcoldwell@mncounties.org](mailto:pcoldwell@mncounties.org)

More information can be found at: [www.mncounties.org/redesign/human\\_services/performance\\_committee.html](http://www.mncounties.org/redesign/human_services/performance_committee.html)

## ***Children's Services Results Statements***

- Children are safe from abuse and neglect.
- Children are safe from self-harm.
- Children are stable in their living situations.
- Children have permanent families.
- Children's needs are met (emotional and developmental).
- Children's important relationships are strengthened and maintained.

### ***Example of Performance Measure:***

**Result Statement:** Children are safe from abuse and neglect.

**Measure:** Repeat accepted maltreatment reports.