



Performance Report January – June 2015

Prepared by:
Division of Management Services
Bureau of Performance Management

Protecting Children. Strengthening Families. Building Communities.





Wisconsin Department of Children and Families Values

Wisconsin Department of Children and Families will:

- Make decisions and act based on the best interests of children and their families because Wisconsin's future is dependent upon their success today.
- Partner with the people of Wisconsin to keep children safe, promote economic stability and ensure the success of children and families, because it is our shared responsibility.
- Share information, seek input and explain our actions, because we value transparency and accountability.
- Treat everyone with dignity and respect, because we believe in everyone's inherent value.
- Manage our resources efficiently, because we value good stewardship.
- Support, develop and hold accountable our employees and contractors, because their performance is vital to our success.
- Keep learning about and applying what works, because we want to continually improve what we do.

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Performance Report January – June 2015 Data Contents

This KidStat Performance Report captures data for the results and performance measures that were discussed at the most recent KidStat meetings during the covered time period. Slight changes may have been made to protect privacy and confidentiality. For most results, we track and report on performance measures in the same way over time. In a few cases, we have made modifications to measures for reasons such as:

- A change in data source (from a hand count to an automated count, for example);
- An updated measure (we developed a more accurate way to measure progress); and
- An eliminated or added measure (due to a shift in focus or because an old measure was no longer useful).

Additionally, each result is reported for different time periods based on the availability of data from the sources used.

Result	Timeframe
Children are safe from abuse and neglect - Statewide	April 2014 – April 2015
Children are safe from abuse and neglect - BMCW	April 2014 – April 2015
Children achieve permanency - Statewide	April 2014 – April 2015
Children achieve permanency - BMCW	April 2014 – April 2015
Families increase income - W-2 program	March 2013 – March 2015
Families increase income - Child Support Program	Oct 2014 – April 2015
Children attend high quality child care and early education programs	March 2015
Child care funds are well spent and fraud is minimized	Jan 2012 – March 2015

Each performance measure spans across two slides. The first slide provides a description of the measure: the objective, significance, target, measurement method, progress, and owner. The second is the actual slide for the measure presented in the most recent KidStat.

Result (What we work to achieve)	Output (How we measure it)	Slide #
Children are safe from abuse and neglect	Initial contacts with the child victim are made in a timely manner.	7-8
	Initial assessments are completed in a timely manner.	9-10
	Monthly face-to-face contacts are made in a timely manner.	11-12
	Decrease the number of children who are victims of maltreatment in OHC.	13-14
	Increase number of children who are NOT repeat victims of maltreatment.	15-16
Children achieve permanency	Children spend minimal time in out of home care.	14-20
	Children gain permanency before they age out of care.	21-22
	Children experience stability in their out of home placement.	23-24
	Once children exit out of home care, they do not re-enter.	25-26
Families increase income	Access to the W-2 program.	28-29

Result (What we work to achieve)	Output (How we measure it)	Slide #
Families increase Income	W-2 participants participate in required activities.	30-31
	Access to the W-2 program among Food Share recipients increases.	32-33
	W-2 participants get jobs.	34-37
	Court orders are established.	38-39
	Children have legal fathers.	40-41
	Child support is a stable, reliable source of income for families.	42-43
	Unpaid child support debt balances are collected.	44-45
Children attend high quality child care and early education programs	Provide high quality Child Care to Wisconsin children.	47-48
	Wisconsin Shares children increase access to high quality early education programs.	49-52
Child care funds are well spent and fraud is minimized	Client overpayments are established.	53-54
	Provider and client investigations are completed in a timely manner.	55-58

The DSP slides are from the
June 18, 2015 KidStat. Most
data is from April 2015.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	INITIAL CONTACT TIMELINESS
Objective:	Increase the timely completion of initial contacts.
Significance:	Counties are expected to assure the timely safety assessment of an alleged child victim.
Target:	Complete 95% of initial contacts in a timely manner relative to assigned response time.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all initial face-to-face contacts for the reporting period relative to response time. Numerator is all the initial face-to-face contacts completed within assigned response time for the reporting period.
Progress:	Statewide performance on this measure did not meet the target once in the past 12 months and decreased slightly from 83.5% in April 2014 to 82.0% in April 2015.
Owner:	Fredi Bove, Division Administrator

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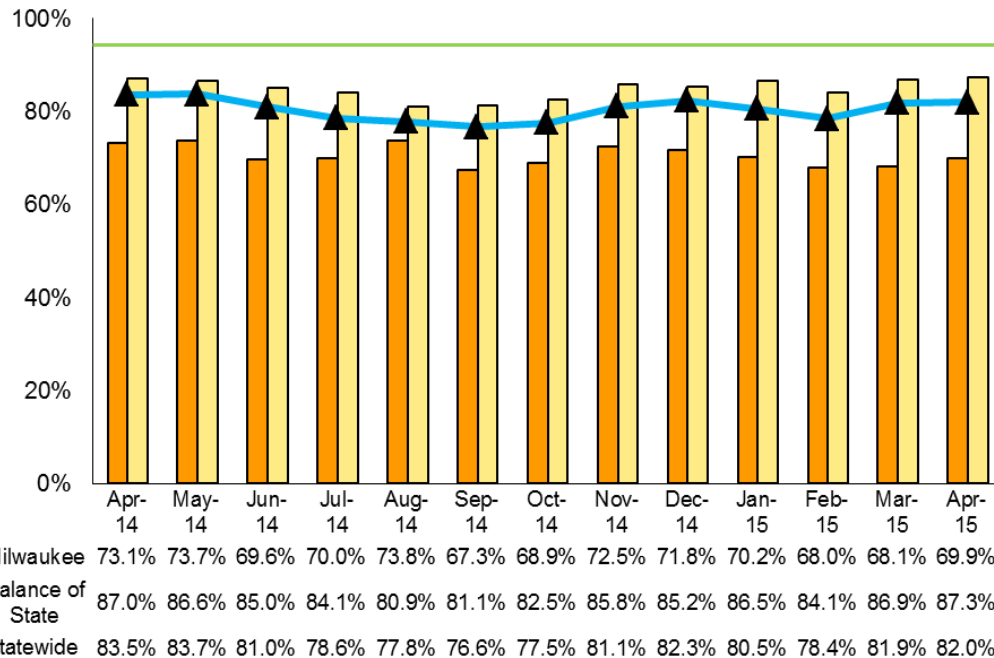


Safety and Permanence

Children are safe from abuse and neglect.

Initial Contact Timeliness

Target Direction: 



Timeliness of Initial Contacts for Bureau of Milwaukee Child Welfare, Balance of State and Statewide from April 2014 to April 2015. The benchmark is 95% of initial contacts are timely relative to response time, which is consistent with federal performance measures.

Statewide, Wisconsin did NOT achieve this measure for April 82.0% < 95.0%.

Analysis

- Comparing February to April, the percentage of timely initial contacts:
 - Increased by 1.9 percentage points in Milwaukee.
 - Increased by 3.2 percentage points in Balance of State.
- 20 counties are at or above 95% timely initial face-to-face contacts.
- 0 driver counties met the standard.
- 7 of the 8 driver counties were within 20 percentage points of the target.
 - Brown, Dane, Kenosha, Outagamie, Racine, Rock and Winnebago counties.
- Milwaukee's performance is 69.9%, which does not meet the benchmark.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	INITIAL ASSESSMENT TIMELINESS
Objective:	Increase the timely completion of initial assessments (IAs).
Significance:	Counties are expected to conduct a comprehensive assessment to assess, analyze and, when necessary, control for threats to child safety, determine need for protective or ongoing services, determine whether maltreatment occurred, and assist families in identifying community resources.
Target:	Complete 100% of initial investigations within 60 days.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all investigations completed for the reporting period. Numerator is all investigations completed within 60 days of assignment for the reporting period.
Progress:	Statewide performance on this measure did not meet the target once in the past 12 months and decreased from 68.9% in April 2014 to 64.5% in April 2015.
Owner:	Fredi Bove, Division Administrator

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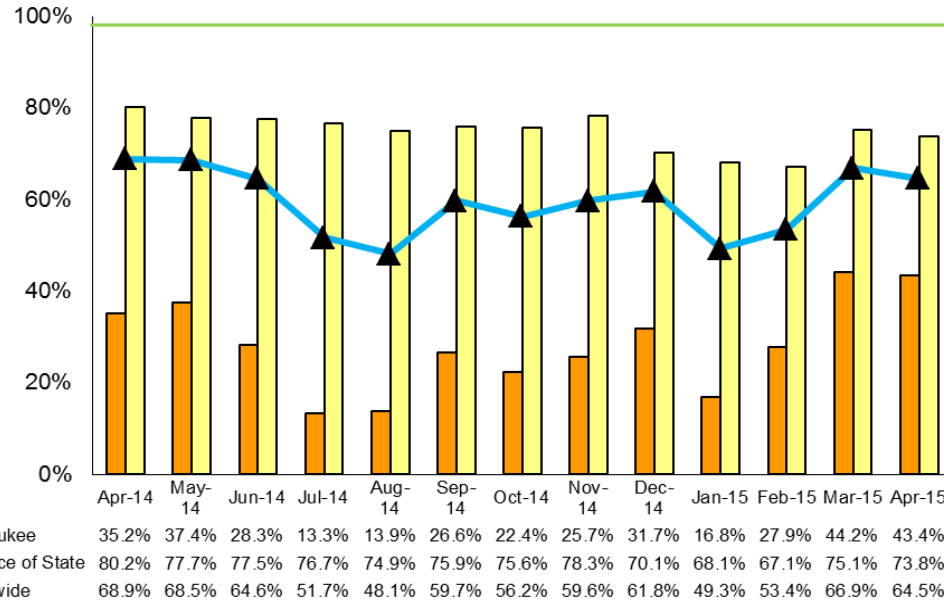


Safety and Permanence

Children are safe from abuse and neglect.

Initial Assessment Timeliness

Target Direction:



Timeliness of Initial Assessment Completion for Bureau of Milwaukee Child Welfare, Balance of State and Statewide from February 2014 to February 2015. The benchmark is 100% of initial assessments are completed within 60 days.

Analysis

- Comparing February to April, the percentage of timely initial assessments:
 - Increase by 15.5 percentage points in Milwaukee.
 - Increased by 6.7 percentage points in Balance of State.
- 1 of 8 driver counties are meeting the standard: Kenosha.
- 4 of 8 are within 20 percentage points: Brown, Outagamie, Rock and Winnebago.
- 3 of 8 are beyond 20 percentage points: Dane, Milwaukee and Racine.

Statewide, Wisconsin did NOT achieve this measure for April 64.5% < 100%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	CASEWORKER CONTACT TIMELINESS
Objective:	Increase the timeliness of monthly caseworker contacts.
Significance:	County caseworkers are required to have face-to-face contact with each child on their caseload once a month.
Target:	See 90% of children in the out-of-home care (OHC) caseload each month. Target is represented by the green line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals the number of children in OHC. Numerator equals the number of children in OHC who are seen each month. This is a cumulative measure based on the federal fiscal year.
Progress:	Performance across Wisconsin counties currently exceeds the standard. For the federal fiscal year to date (October – March 2015), Statewide performance on this measure was 96.1%, a 1 percentage point decrease from FFY2014.
Owner:	Fredi Bove, Division Administrator

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Safety and Permanence

Children are safe from abuse and neglect.

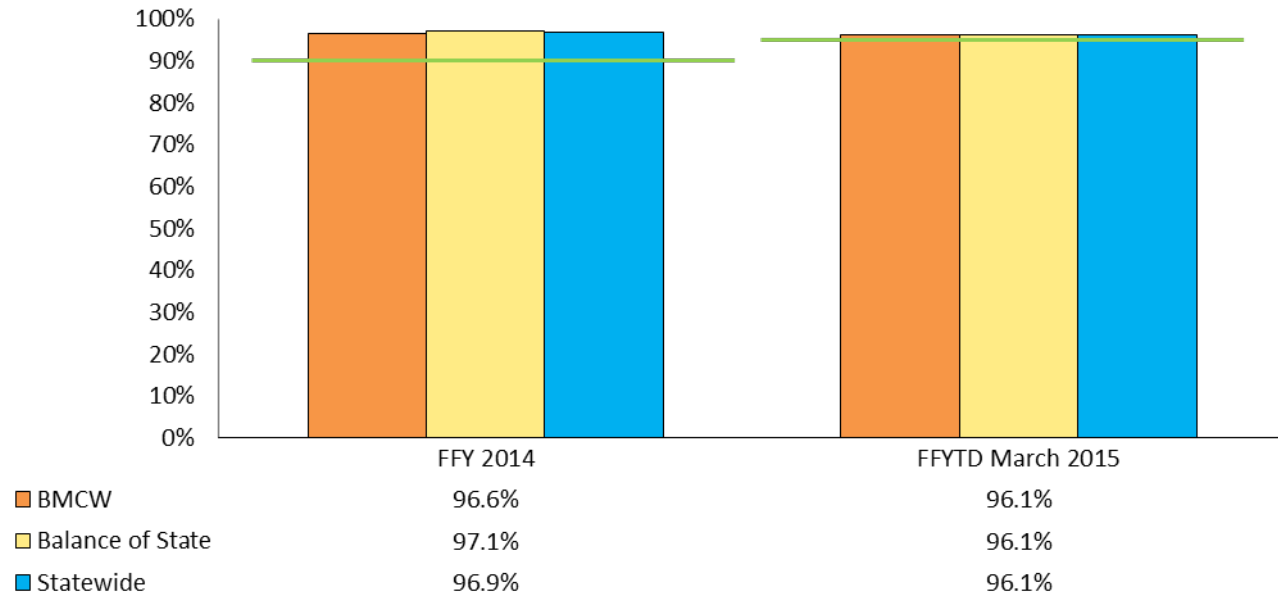
Caseworker Contact Timeliness

Target Direction:



Analysis

- The benchmark increased to 95% beginning October 2014 for FFY2015.
- As of March 2015, 56 counties exceeded the 95% benchmark.
- 7 of the 8 driver counties are meeting the target:
 - Brown, Outagamie, Kenosha, Milwaukee, Racine, Rock and Winnebago.
 - Dane is at 94.6%
- Performance for the federal fiscal year to date (October – March 2015) is 96.1%.



Percentage of Timely Caseworker Contacts in the Bureau of Milwaukee Child Welfare, Balance of State and Statewide. The benchmark is 95% for FFY2015 and was 90% for FFY2014.

Statewide, Wisconsin achieved this measure in March 96.1% > 95.0%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	OUT OF HOME CARE MALTREATMENT
Objective:	Decrease the number of children who are victims of maltreatment while in out-of-home care (OHC).
Significance:	Counties are expected to protect the well-being and safety of children while in their custody.
Target:	Wisconsin performance should not fall below the 75th percentile that less than 0.4% of all children in OHC are maltreated.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Count is the number of children who were maltreated in OHC in a given month.
Progress:	Wisconsin was well below the 75 th percentile target in each month from April 2014 to April 2015.
Owner:	Fredi Bove, Division Administrator

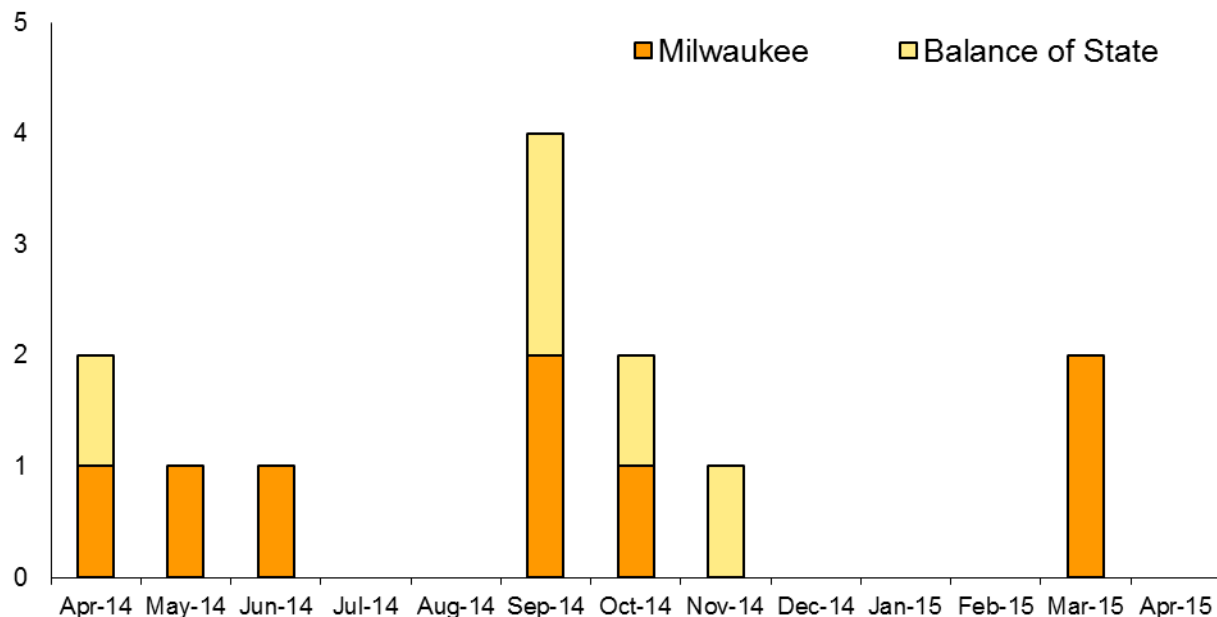
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Safety and Permanence

Maltreatment in Out of Home Care: CFSR Round 2 Substantiation by OHC Provider

Target Direction:



Number of Children Maltreated in Out of Home Care by a Provider between April 2014 and April 2015 in the Bureau of Milwaukee Child Welfare and in the Balance of State.

Statewide, Wisconsin achieved this measure for April $0.00\% < 0.04\%$.

Analysis

- In the month of April, Wisconsin met the 75th percentile target with a rate of 0.00%.
- In the month of March, Wisconsin met the 75th percentile target with a rate of 0.02%
- In March, 2 children were victims of maltreatment while in out of home care.
- New Federal measures in CFSR 3 changes methodology for this item.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	NO RECURRENCE OF MALTREATMENT
Objective:	Increase the number of children who are NOT repeat victims of maltreatment within six months of the initial maltreatment substantiation.
Significance:	Counties are expected to identify permanency solutions that reduce the likelihood of repeat maltreatment.
Target:	Wisconsin performance should not fall below the 75 th percentile that 94.6% of children are not repeat victims of maltreatment within 6 months prior to the substantiation. Target represented by the green line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator is all children who were maltreated. Numerator is all children without a recurring maltreatment within 6 months of initial substantiation.
Progress:	Statewide performance on this measure met the target in nine out of the last 12 months. Statewide performance increased slightly from 95.3% in April 2014 to 96.4% in April 2015.
Owner:	Fredi Bove, Division Administrator

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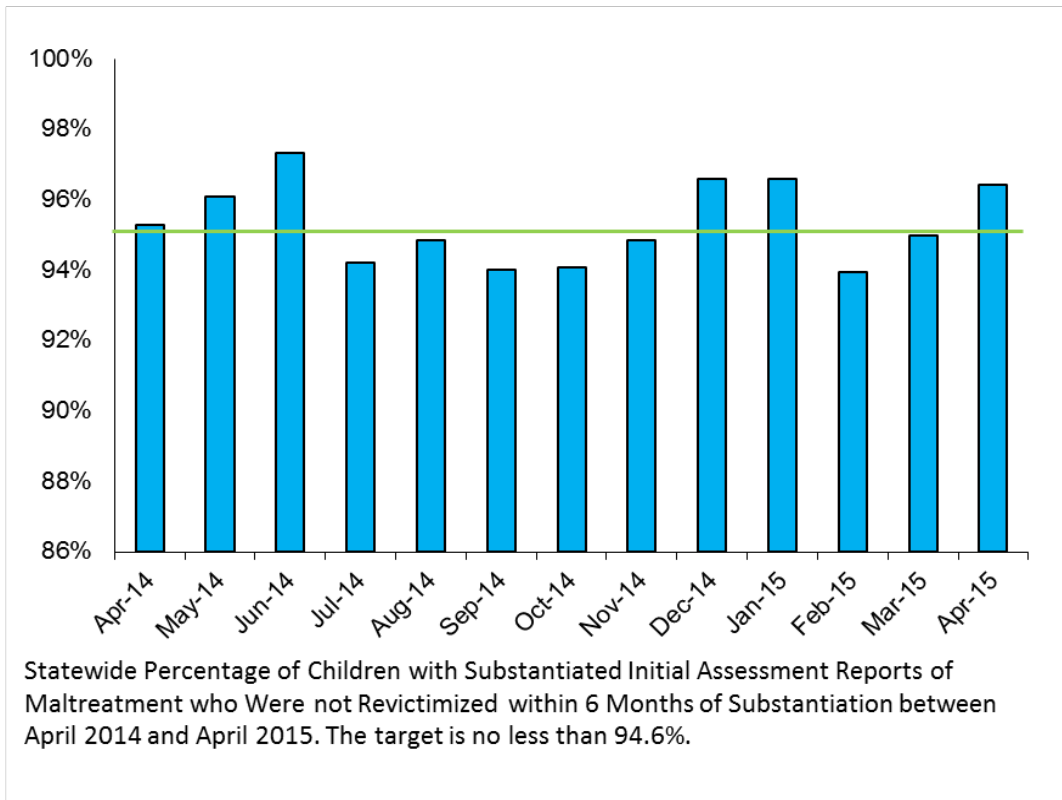


Safety and Permanence

Children are safe from abuse and neglect.

No Recurrence of Maltreatment

Target Direction:



Analysis

- Performance for April:
 - Statewide 96.4%
 - Milwaukee 97.5%
 - BOS 96.2%
- 24 children experienced a recurrence in March.
- 17 children experienced a recurrence in April.
- Between 05/01/2014 and 04/30/2015 there were a total of 241 children with a recurrence of maltreatment within 6 months compared to 236 children in the same period a year earlier (05/01/2013 - 04/30/2014).
- New Federal measures in CFSR 3 will change methodology for this item.

Statewide, Wisconsin achieved this measure for April 96.4% > 94.6%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	REUNIFICATION WITHIN 12 MONTHS
Objective:	Increase the number of children who are reunified with parents or caretakers within 12 months.
Significance:	Counties are expected to work with families to determine whether reunification is an appropriate permanency solution once a child is removed from the home.
Target:	Wisconsin performance must ensure at least 76.1% of children are reunified within 12 months. Target is represented by the green line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children reunified within the reporting period. Numerator equals the number of children reunified within 0 to 12 months from the time of the latest removal from home.
Progress:	Statewide performance on this measure met the target 10 out of the last 12 months but declined from 77.2% in May 2014 to 76.2% in April 2015.
Owner:	Fredi Bove, Division Administrator

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Safety and Permanence

Children achieve permanency.
Reunification < 12 Mo (Exit)

Target Direction:

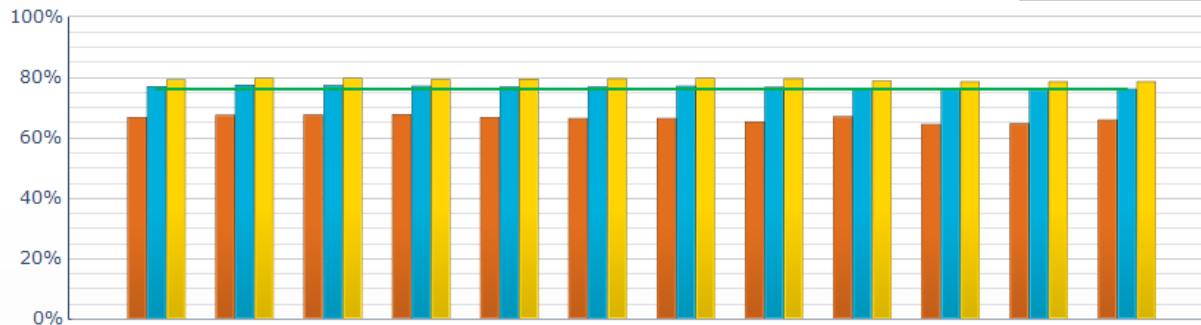


Analysis

- Reunification is defined by a child returning to live with a parent or relative.
- The federal standard for this measure is 76.1%.
 - The state met this standard April 2015 (76.2%).
- Rolling 12 month total rates for the 8 driver counties:
 - 4 met the standard: Brown, Dane, Kenosha and Racine.
 - 4 were within 20 percentage points of the standard: Milwaukee, Outagamie, Rock and Winnebago.
- Milwaukee's performance on this measure has declined in the last year from 66.9% to 66.1%.
- Balance of State has declined in the last year from 79.4% to 78.8%
- New Federal measures in CFSR 3 do not measure this item because permanency outcomes are viewed in totality, rather than separately.

Reunification w/in 12 Months Rate by Month of Exit
May 2014 to Apr 2015

◆ Standard (76.1%) ■ BMCW ■ State Total ■ Balance of State



Statewide, Wisconsin achieved this measure for April's rolling 12 month total 76.2% > 76.1%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	ADOPTION WITHIN 24 MONTHS
Objective:	Increase the number of children who are adopted within 24 months.
Significance:	Counties are expected to identify and pursue adoption as a permanency solution, when appropriate, as quickly as possible once a child is removed from the home.
Target:	Wisconsin performance must ensure at least 36.6% of children are adopted within 24 months. Target is represented by the green line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children who are adopted within the reporting period. Numerator equals the number of children who are adopted within 0 to 24 months from the time of the latest removal from home.
Progress:	Statewide performance on this measure met the target in one of the past 12 months and was very close in other months. Performance decreased from 36.2% in May 2014 to 31.8% in April 2015.
Owner:	Fredi Bove, Division Administrator

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Safety and Permanence

Children achieve permanency.

Adoption < 24 Mo (Exit)

Target Direction:

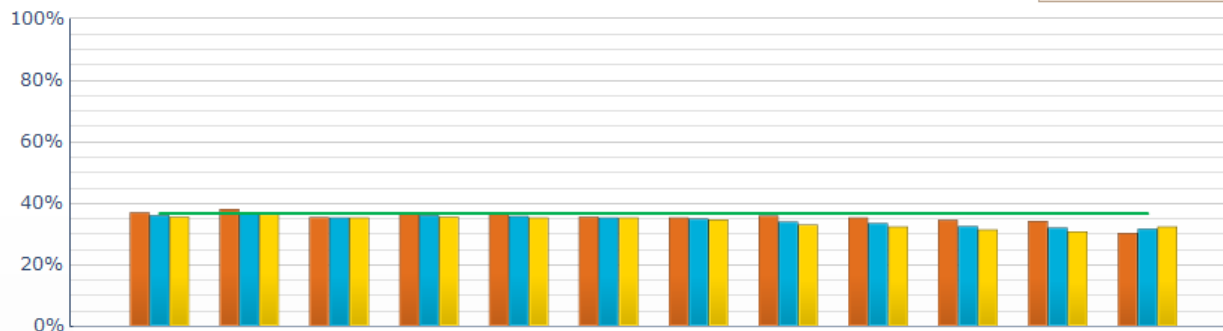


Analysis

- Adoption is defined as a parent-child relationship with all the rights and responsibilities a birth parent has to a child.
- The federal standard for this measure is 36.6%.
 - The state did not achieve this standard in April.
- Of the 8 driver counties:
 - 3 counties met the standard: Kenosha, Outagamie and Rock.
 - 4 counties were within 20 percentage points of the standard: Dane, Milwaukee, Racine and Winnebago.
 - 1 county failed the standard: Brown.
- Milwaukee's performance on this measure declined in the last year from 37.2% to 30.5%.
- Balance of State has decreased from 35.7% to 32.5%
- New Federal measures in CFSR 3 do not measure this item because permanency outcomes are viewed in totality, rather than separately.

Adoption w/in 24 Months Rate by Month of Exit
May 2014 to Apr 2015

◆ Standard (36.6%) ■ BMCW ■ State Total ■ Balance of State



Statewide, Wisconsin did NOT achieve this measure for April's rolling 12 month total 31.8% < 36.6%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	YOUTH AGING OUT
Objective:	Reduce the number of children in out-of-home care (OHC) who age out of care.
Significance:	Counties are expected to work towards a permanent placement for children removed from their families.
Target:	There is no target set for this measure.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Information is broken out by Juvenile Justice (JJ) cases, combined JJ cases and non-JJ cases.
Progress:	The number of youth who aged out of care decreased from 493 in 2011 to 334 in 2014.
Owner:	Fredi Bove, Division Administrator

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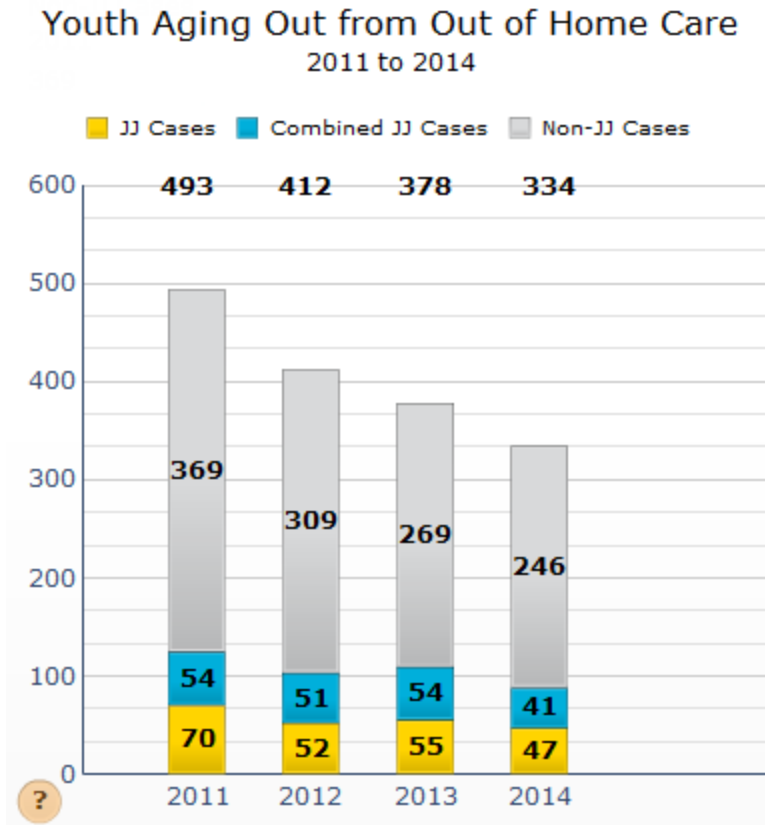


Safety and Permanence

Children exiting out of home care.

Youth Aging Out

Analysis



- Aging out is defined by an older youth reaching maximum age allowed for out-of-home care (OHC) and not discharging to a form of permanency.
- 56 children aged out of care during the first quarter of 2015 compared to 71 in the first quarter of 2014.
 - This is a 21.1% decline.
- While the total number of children who aged out of care declined by 32.3% from 2011 to 2014, the total number of children served increased by 1.9%.
 - 2011: 11,075
 - 2012: 10,761
 - 2013: 11,055
 - 2014: 11,287

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	PLACEMENT STABILITY
Objective:	Reduce the number of placements children experience while in out-of-home care (OHC).
Significance:	Counties are expected to minimize the likelihood that the children will move from placement to placement while in OHC.
Target:	Wisconsin performance should fall below the 75 th percentile that 86% of children in care less than twelve months have two or fewer placements. Target is represented by the green line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC for the relevant time period. Numerator equals all children in OHC for the relevant time period with one or two placement settings.
Progress:	State wide performance on this measure did not meet the target in any month in the past 12 months. Statewide performance increased slightly from 84.9% in May 2014 to 85.1% in April 2015.
Owner:	Fredi Bove, Division Administrator

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Safety and Permanence

Target Direction:



Children experience stability in their out of home care placement.

Placement Stability < 12 Months

% of Children <= 2 Placements by Month

With Episode Length 0-12 Months

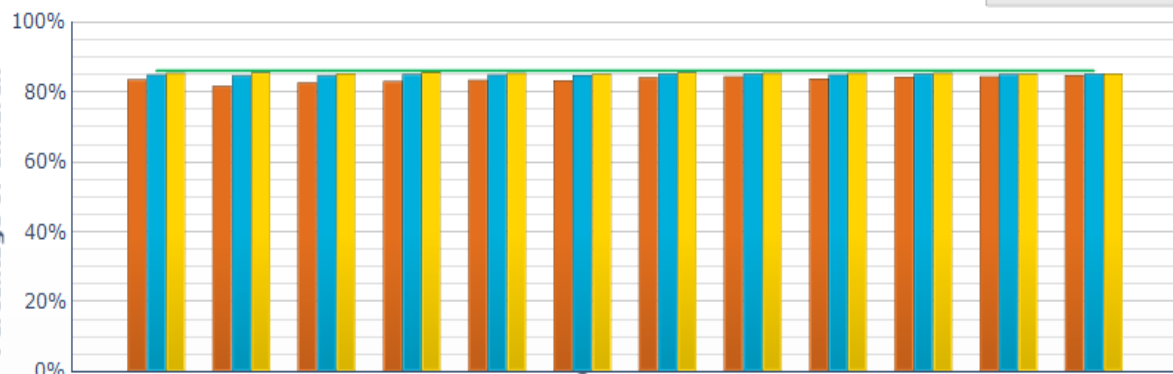
▲ Standard (86.0%) ■ BMCW ■ State Total ■ Balance of State

0-12 Months

13-24 Months

25+ Months

All Episode Lengths



Agency	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
BMCW	83.5%	81.7%	82.7%	83.0%	83.3%	83.2%	84.1%	84.3%	83.7%	84.2%	84.4%	84.8%
State Total	84.9%	84.6%	84.6%	84.9%	84.8%	84.7%	85.2%	85.1%	84.9%	85.1%	85.0%	85.1%
Bal of State	85.4%	85.5%	85.3%	85.6%	85.3%	85.2%	85.5%	85.3%	85.3%	85.4%	85.2%	85.2%

Statewide, Wisconsin achieved 2 measures in the 12 month total period ending in April.

0-12 Months: 85.1% < 86.0%

13-24 Months: 66.5% > 65.4%

25 or more Months: 44.5% > 41.8%

Analysis

- The state did not achieve the 0-12 Month standard for April (data shown in graph). Target = 86.0%.
 - State was 85.1%
 - BMCW was 84.8%
 - BOS was 85.2%
- The state achieved the 13-24 Month standard for April (data not shown). Target = 65.4%.
 - State was 66.5%
 - BMCW was 65.4%
 - BOS was 67.0%
- The state achieved the 25+ Month standard for April (data not shown). Target = 41.8%.
 - State was 44.5%
 - BMCW was 38.8%
 - BOS was 48.0%

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	RE-ENTRY WITHIN 12 MONTHS
Objective:	Reduce the number of children who re-enter out-of-home care (OHC), within 12 months of a previous episode.
Significance:	Counties are expected to identify and pursue permanency solutions for children in order to minimize the likelihood that the children will subsequently return to OHC.
Target:	Wisconsin performance must ensure that of all the children who are discharged to reunification, 9.9% or fewer re-enter within 12 months. Target is represented by the red line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator is the number of children discharged to reunification during the reporting period. Numerator is all children entering care within 0 to 12 months of a previous discharge to reunification.
Progress:	Statewide performance on this measure did not meet the target in past 12 months. Performance improved by only 0.1 percentage point from 20.1% in May 2014 to 20.0% in April 2015.
Owner:	Fredi Bove, Division Administrator

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Safety and Permanence

Children spend minimal time in out of home care.
Re-Entry After Reunification < 12 Mo

Target Direction:

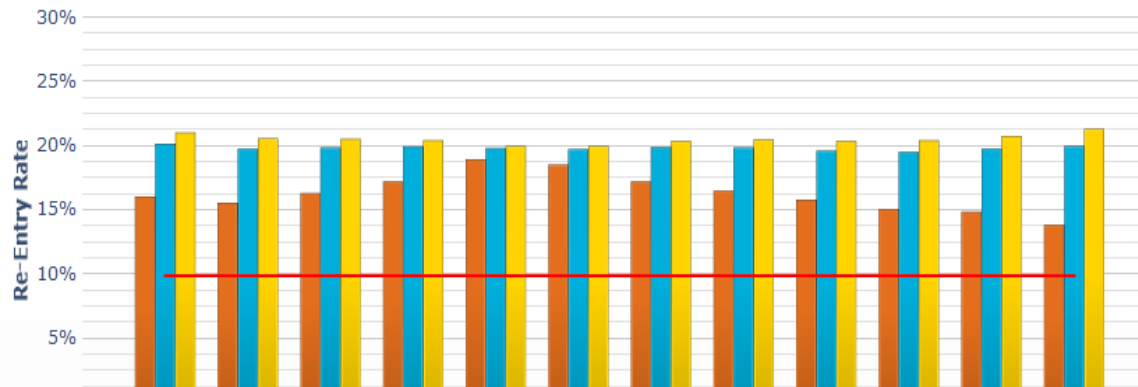


Analysis

- The state did not reach the standard of 9.9% for the April twelve month period.
- In April 2015, the statewide rolling 12 month total rate was 20.0%.
- Rolling 12 month total for the 8 driver counties:
 - 5 counties were within 10 percentage points of the standard: Milwaukee, Outagamie, Racine, Rock and Winnebago.
 - 3 counties were above 10 percentage points from the standard: Dane, Brown and Kenosha.
- BMCW reentry rate fell 1.3 percentage points from 15.1% in February 2014 to 13.8% in April 2015.
- The Post-reunification Support Program Year 2 began January 2015. Currently, 203 children are enrolled in the program.

Discharge and Re-Entry Within 12 Months ?
2014-05 (May) - 2015-04 (Apr)

◆ Standard (9.9%) ■ BMCW ■ State Total ■ Balance of State



Statewide, Wisconsin did NOT achieve this measure for April's rolling 12 month total 20.0% > 9.9%.

The DFES slides are from the
June 24, 2015 KidStat. Most
data is from April 2015.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	SCALE OF OPERATIONS
Objective:	Wisconsin Works (W-2) provides employment preparation services, case management, and cash assistance to low income Wisconsin families.
Significance:	To better understand the W-2 caseload size and the differences between Milwaukee County and the Balance of State.
Target:	NA
Measurement Method:	Participant Counts
Progress:	Statewide the number of W-2 participants has declined over the past two years for both paid and unpaid placements.
Owner:	Kris Randal, Division Administrator

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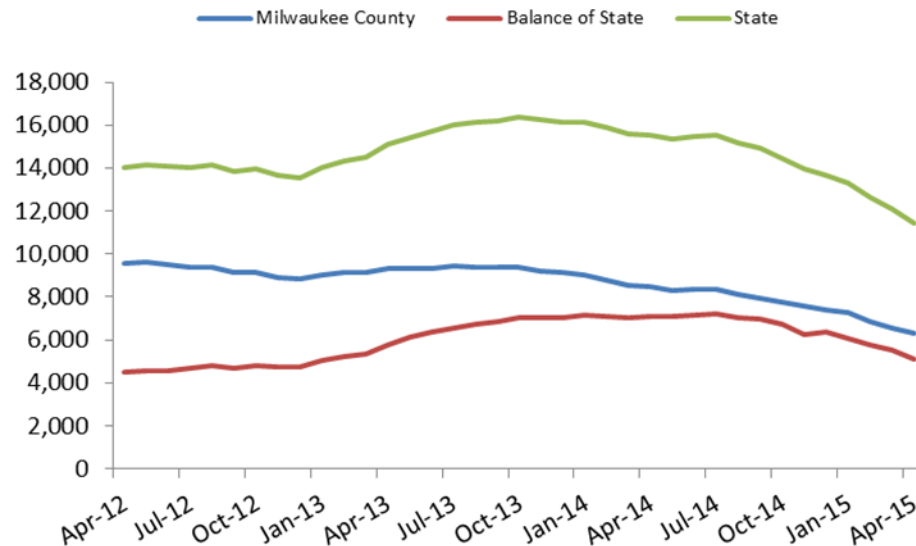
Family and Economic Security

Families increase income.

Scale of Operations

Wisconsin Works Scale of Operations in April 2015 with a Comparison to March 2015 and April 2014.

Wisconsin					Milwaukee County	Balance of State
Month	Paid Caseload Compared to April 2015	Paid Placements	Unpaid Placements	Total	Paid Placements	Paid Placements
Apr-15	NA	11,415	5,120	16,535	6,321	5,094
Mar-15	105.5%	12,073	5,168	17,241	6,559	5,514
Apr-14	136.2%	15,551	4,773	20,324	8,459	7,092



W-2 Paid Caseload Shown for April 2012 to April 2015.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	ALL FAMILY WORK PARTICIPATION RATES
Objective:	Increase the number of adults in paid W-2 placements who are participating in approved TANF work activities.
Significance:	Wisconsin is required by Federal law to meet an All-Family Work Participation Rate or face a penalty.
Target:	50% of adults in families receiving TANF cash assistance participate in approved work activities. Target represented by the green line in below graph.
Measurement Method:	<p>Data is collected from the statewide automated case management database, CARES. Denominator equals the number of adults in families receiving TANF cash assistance. Numerator equals the number of adults in families receiving TANF cash assistance who participate in work activities.</p> <p>These results are compared quarterly.</p>
Progress:	None of the agencies are achieving the benchmark. Only 3 of 8 agencies improved their Federal TANF All-Family Work Participation Rate from their highest quarter in 2014 to Q1 2015.
Owner:	Kris Randal, Division Administrator

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Family and Economic Security

Target Direction. 

Families increase income.

All Family Work Participation Rates



All Family Work Participation Rate (W-2 Activity Participation Rate) for the highest performing quarter in 2013 and 2014, and Quarter 1 2015 by W-2 Agency. The federal benchmark is an All-Family WPR of 50%.

Statewide, Wisconsin is NOT meeting the standard 36.1% < 50.0%.

Analysis

- Work participation rate (WPR) is defined as the number of adults in paid W-2 placements who are participating in approved TANF work activities.
- Agencies can earn an incentive payment for:
 1. Improving over their highest quarter, and/or
 2. Meeting the 50% Federal All Families WPR for the quarter.
- Wisconsin did not meet the federal requirement in the first quarter of 2015 with 36.1% of individuals participating in approved activities.
- The WPR for FFY 2013 was 33.8% and for FFY 2014 34.7% (These rates represent Oct – Sept of the respective year.)

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	MARKET PENETRATION
Objective:	Increase access to the W-2 program.
Significance:	This measure shows a regional comparison of access to the W-2 program using Food Share assistance groups as the target.
Target:	There is no target for this measure but the graph below compares the market penetration in 2013 and 2014 to a baseline established using the January 2010 – June 2011 caseload.
Measurement Method:	Data is collected from the statewide automated case management database, CARES. Numerator equals the total W-2 caseload. Denominator equals the number of Food Share assistance groups with zero income and minor children.
Progress:	<p>Compared to the baseline (Jan 2010- June 2011), in April 2015 all agencies improved except for Milwaukee agencies and ResCare:</p> <ul style="list-style-type: none">• Milwaukee Agencies ↓12.6 percentage points;• Forward Service ↑14.8 percentage points;• ResCare ↓ 5.4 percentage points;• Workforce Connections ↑0.8 percentage points; and• Workforce Resources ↑9.1 percentage points.
Owner:	Kris Randal, Division Administrator

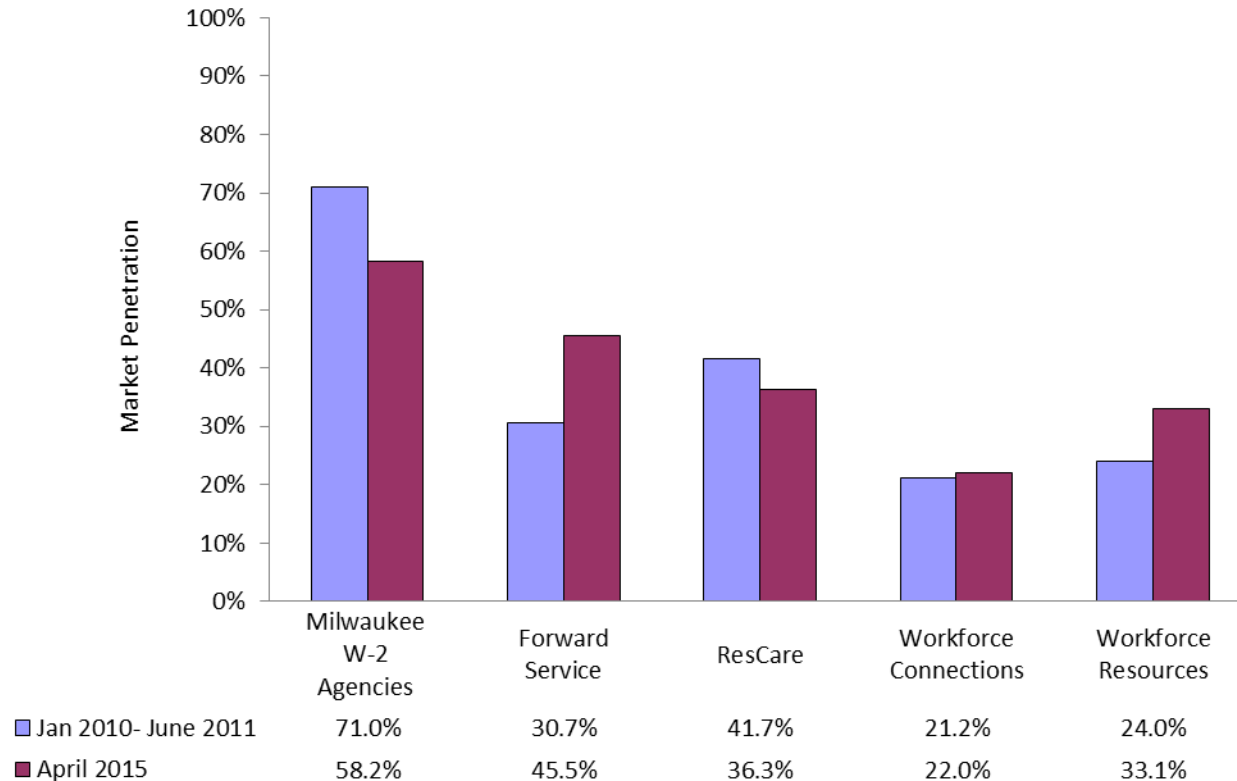
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Family and Economic Security

Families increase income.

Market Penetration



Analysis

- Market penetration is used to look at access to the W-2 program. It provides a way of comparing access across the state.
- Change in Market Penetration compared to the baseline (January 2010 – June 2011):
 - Increase: Forward Service, Workforce Connections, and Workforce Resources
 - Decrease: Milwaukee Agencies and ResCare

W-2 Market Penetration Rates for W-2 Agencies for April 2015 with a Comparison to the Base Period (January 2010-June 2011).

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	Full-time Job Starts for Balance of State
Objective:	Increase the number of W-2 participants obtaining full-time jobs.
Significance:	Obtaining employment for W-2 participants is key in establishing financial stability and reduces dependency on public assistance.
Target:	No benchmark established.
Measurement Method:	A full-time job is defined as 30+ hours per week. The job Starts data represents how many W-2 participants reported obtaining a full-time job in the month that was expected to last 31 days or more (numerator). The denominator is the unduplicated case count total for that month.
Progress:	The full-time job start rate for both the Balance of State agencies experienced similar increases and decreases from March 2013- March 2015. Previously, Job Attainments were presented on in KidStat as one of the Pay for Performance (POP) payments for W-2 Agencies. Full-time Job Starts is similar to Job Attainment.
Owner:	Kris Randal, Division Administrator

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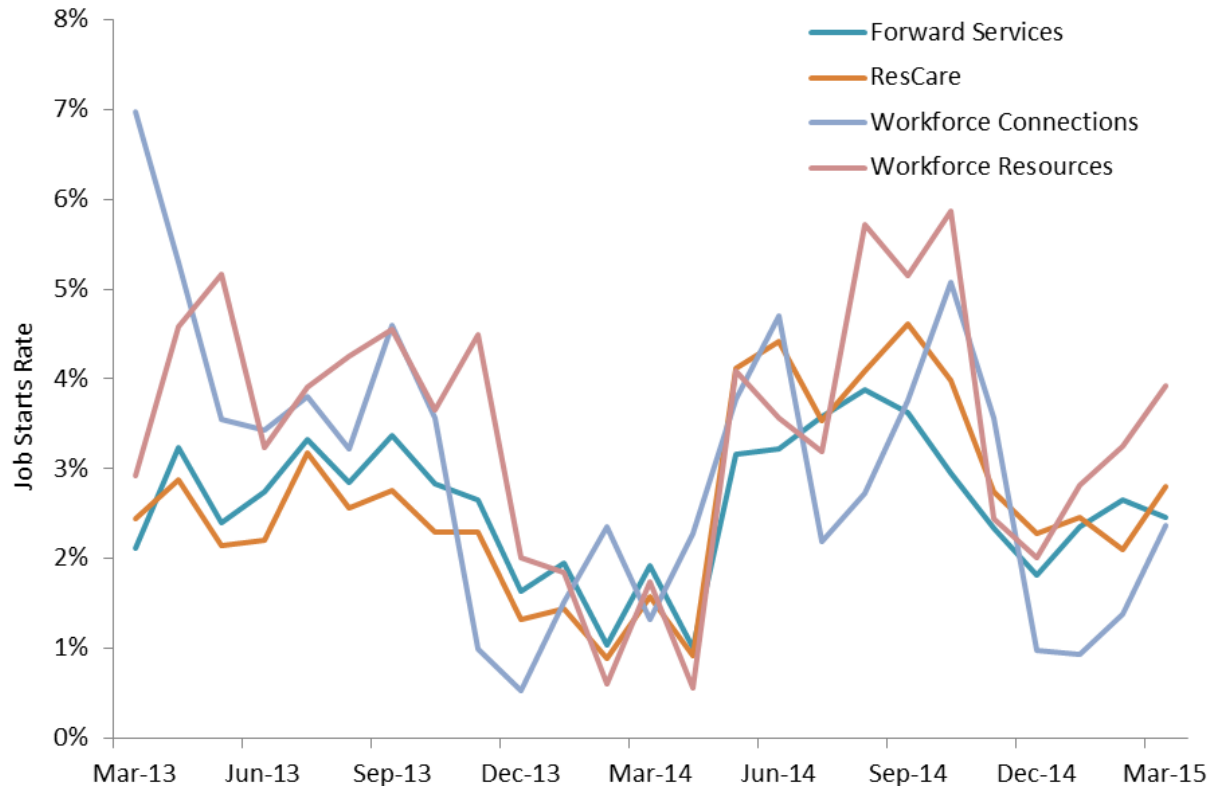


Family and Economic Security

Target Direction: 

Families increase income.

Full-time Job Starts for Balance of State W-2 Agencies



W-2 Participants Who Reported Obtaining at Least One Unsubsidized Job Expected to Last More than 30 Days for BOS Agencies for the Months March 2013 - March 2015.

Analysis

- Between March 2013 and March 2015, there were 12,907 W-2 Participants with Job Starts:
 - 5,703 in the Balance of State
 - 7,204 in Milwaukee
- With a few exceptions, the full-time Job Starts Rate generally experienced similar increases and decreases across BOS agencies.
- Workforce Resources is currently the highest performing BOS agency.
- Workforce Connections (WC) is currently the lowest performer, but they have some high performing months. WC's volatility is likely the result of a small caseload.

Wisconsin Department of Children and Families Performance Measures

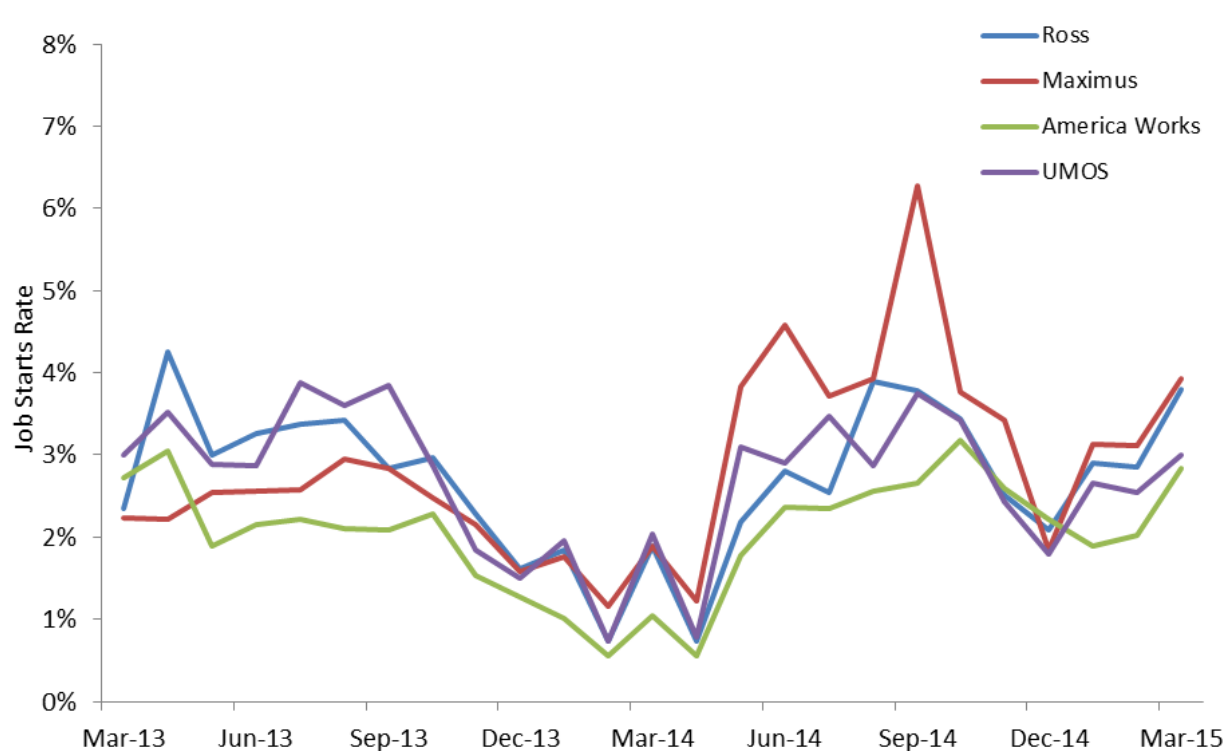
Performance Measure:	Full-time Job Starts for Milwaukee Agencies
Objective:	Increase the number of W-2 participants obtaining full-time jobs.
Significance:	Obtaining employment for W-2 participants is key in establishing financial stability and reduces dependency on public assistance.
Target:	No benchmark established.
Measurement Method:	A full-time job is defined as 30+ hours per week. The job Starts data represents how many W-2 participants reported obtaining a full-time job in the month that was expected to last 31 days or more (numerator). The denominator is the unduplicated case count total.
Progress:	The full-time job start rate for Milwaukee agencies experienced similar increases and decreases from March 2013- March 2015. Previously, Job Attainments were presented on in KidStat as one of the Pay for Performance (POP) payments for W-2 Agencies. Full-time Job Starts is similar to Job Attainment.
Owner:	Kris Randal, Division Administrator

Family and Economic Security

Target Direction: 

Families increase income.

Full-time Job Starts for Milwaukee W-2 Agencies



W-2 Participants Who Reported Obtaining at Least One Full-time Unsubsidized Job Expected to Last More than 30 Days for MKE Agencies for the Months March 2013 - March 2015.

Analysis

- Between March 2013 and March 2015, there were 12,907 W-2 Participants with Job Starts:
 - 5,703 in the Balance of State
 - 7,204 in Milwaukee
- With a few exceptions, the full-time Job Starts Rate generally experienced similar increases and decreases across MKE agencies.
- Maximus is currently the highest performer.
- America Works is consistently the lowest performer.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	COURT ORDER ESTABLISHMENT
Objective:	Increase the number of children who have a court order for child support.
Significance:	Child support cannot be collected unless there is a court order for payment.
Target:	80% is the Federal standard. Target represented by the green line in below graph.
Measurement Method:	Data collected from the statewide database, KIDS. Denominator equals the total number of cases as of the last day of the reporting period. Numerator equals to the number of cases with court orders.
Progress:	Between Oct 2014 -April 2015, Wisconsin established court orders for 87.2% of all child support cases, a 0.3 percentage point incline from the same time period last year (86.9%).
Owner:	Kris Randal, Division Administrator

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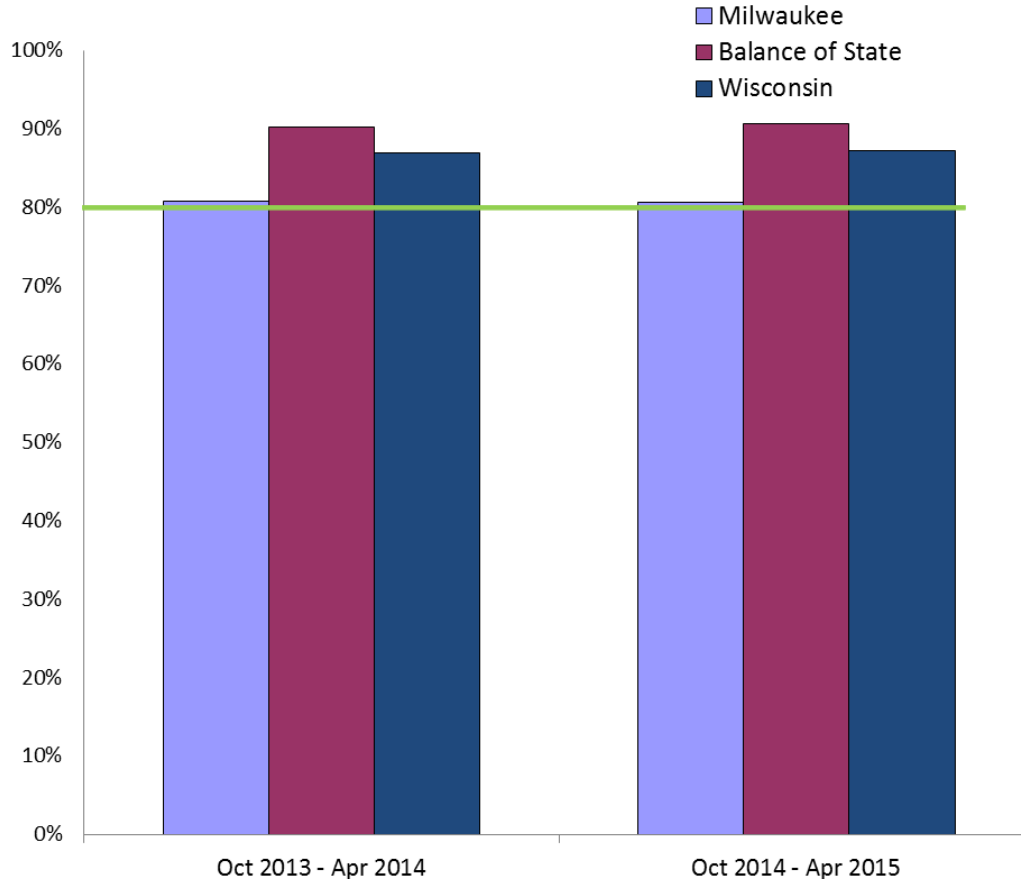


Family and Economic Security

Families increase income.

Court Orders Established IV-D Caseload

Target Direction: 



Child Support Cases with Court Orders from October-April in 2014 and 2015. The benchmark for this measure is 80%.

Analysis

- Statewide, the percent of child support cases with court orders increased by 0.3 percentage point from 86.9% (Oct 2013- April 2014) to 87.2% (Oct 2014- April 2015).
- Milwaukee's performance remained the same at 80.7% during the period from October – April in 2014 and 2015.
- In FFY 2014, States' performance ranged from 68.3% to 94.6%. Wisconsin was ranked 20th with 87.0% (preliminary data).

Statewide, Wisconsin is exceeding the standard 87.2% > 80.0%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	PATERNITY ESTABLISHMENT
Objective:	Increase the number of children for whom paternity has been established.
Significance:	Paternity establishment provides the father with legal rights to the child, and provides the child with rights to child support, inheritance, etc.
Target:	80% is the Federal standard. Target represented by the green line in below graph.
Measurement Method:	Data is collected from the statewide database, KIDS. Denominator equals the number of the children born out of wedlock and present in the caseload at any time during the year. Numerator equals the number of those children for whom paternity was established.
Progress:	Currently, performance across Wisconsin counties exceeds the standard. From Oct 2014 –April 2015, Wisconsin established paternity for 98.7% of children, a 0.1 percentage point decrease from the same time period last year (98.8%). Performance on this measure generally increases over the federal fiscal year.
Owner:	Kris Randal, Division Administrator

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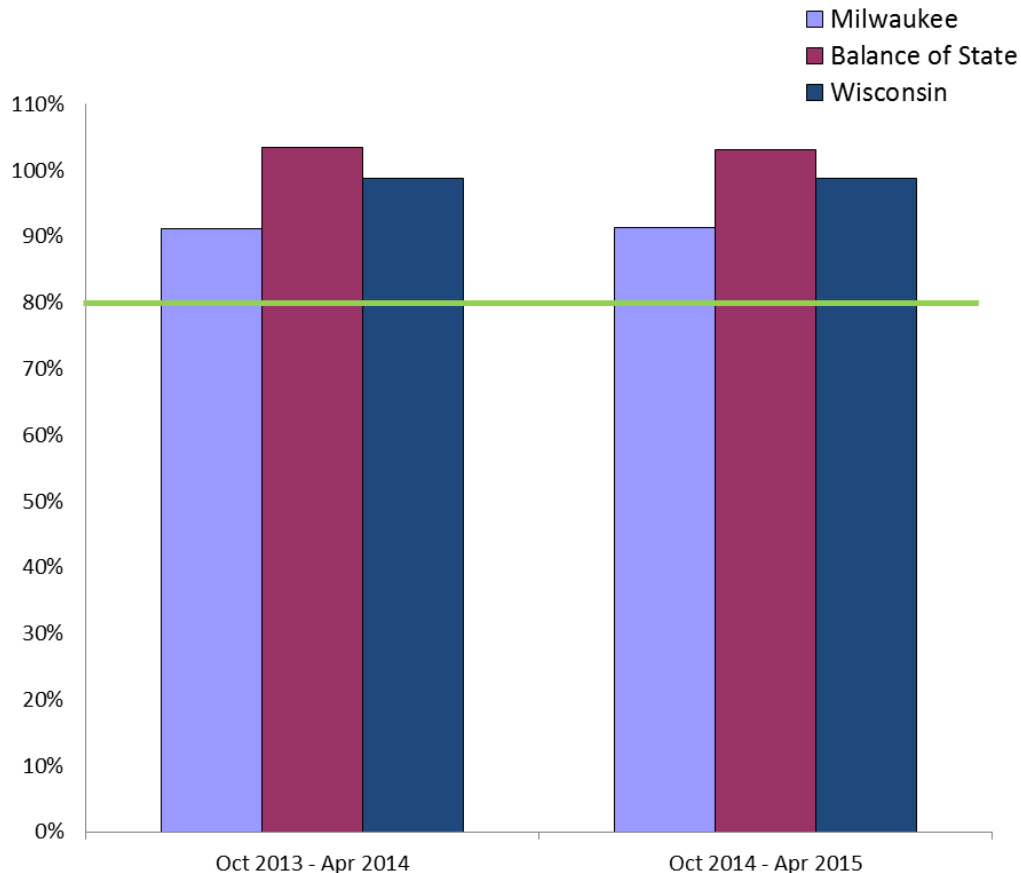


Family and Economic Security

Families increase income.

Paternity Orders Established IV-D Caseload

Target Direction: 



Percent of Children who Have Paternity Established from October-April in 2014 and 2015.
The benchmark for this measure is 80%.

Statewide, Wisconsin is exceeding the
standard 98.7% > 80.0%.

Analysis

- Statewide, the percent of children with established paternity decreased by 0.1 of a percentage point from 98.8% (Oct 2013- April 2014) to 98.7% (Oct 2014- April 2015).
- Milwaukee's performance increased by 0.2 of a percentage point from 91.1% (Oct 2013- April 2014) to 91.3% (Oct 2014- April 2015).
- Performance on this measure generally increases over the federal fiscal year.
- In FFY 2014, States' performance ranged from 67.2% to 138.0%. Wisconsin was ranked 11th with 105.4% (preliminary data).

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	TIMELY COLLECTION OF CHILD SUPPORT
Objective:	Increase the collection of child support in the month that it is due.
Significance:	Child support should be a reliable source of income for families.
Target:	80% is the Federal standard. Target represented by the green line in below graph.
Measurement Method:	Data is collected from the statewide automated case management database, KIDS. Denominator equals the total amount of child support due for the period. Numerator equals the total amount that is actually paid during the month that it is due.
Progress:	Performance across Wisconsin counties has not met the 80% benchmark. Between Oct 2014 –April 2015, Wisconsin collected 74.2% of child support payments in the month due. Wisconsin did not obtain the target (80%), but did improve by 1.3 percentage points compared to the same period last year (72.9%).
Owner:	Kris Randal, Division Administrator

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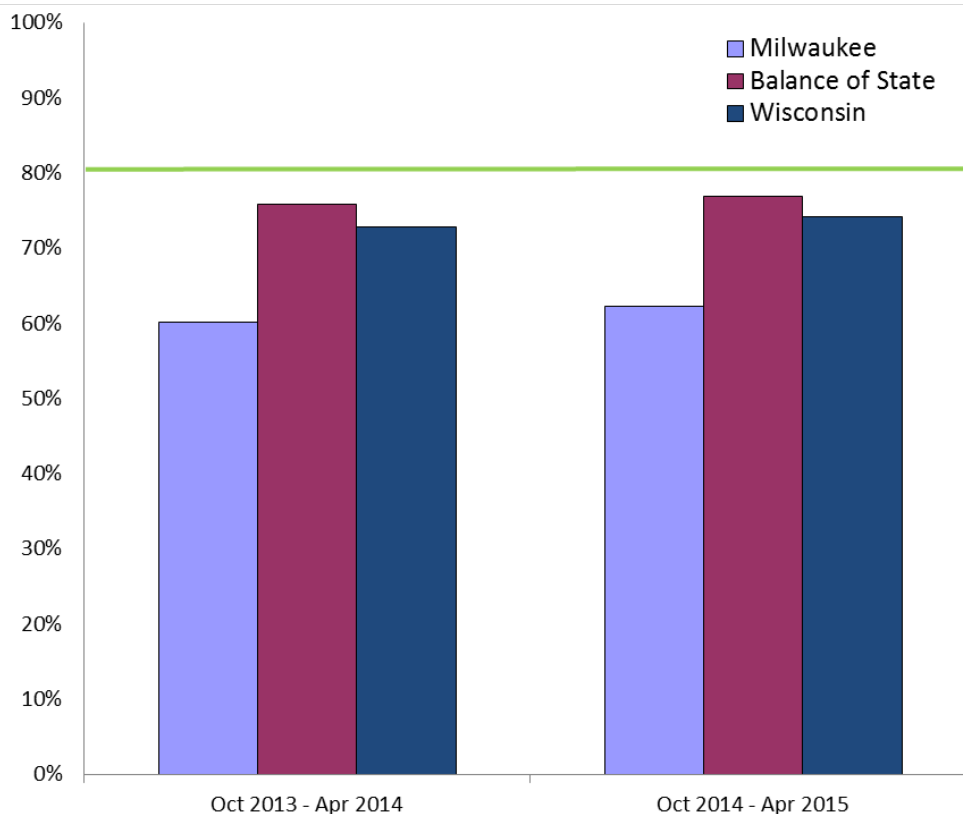
Family and Economic Security

Families increase income.

Current Child Support Collected IV-D Caseload

Target Direction: 

Analysis



Percent of Current Child Support Collected from October-April in 2014 and 2015. The benchmark is 80%.

- Statewide, the percent of child support collected in month due increased by 1.3 percentage points from 72.9% (Oct 2013-April 2014) to 74.2% (Oct 2014- April 2015):
 - 32 of the 71* agencies (45.1%) are meeting and exceeding the standard.
 - 35 of the 71* agencies (94.4%) are within 10 percentage points of the standard.
- Milwaukee's performance increased by 2 percentage points from 60.3% (Oct 2013-April 2014) to 62.3% (Oct 2014- April 2015).
- The total child support collected from October 2014 – April 2015 was \$297 million across 367,907 cases.
- In FFY 2014, States' performance ranged from 52.4% to 83.5%. Wisconsin was ranked 4th with 73.0% (preliminary data).

*Does not include Menominee County

Statewide, Wisconsin is NOT meeting the standard 74.2% < 80.0%.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	ARREARAGE COLLECTIONS
Objective:	Increase the collection of at least one payment on child support cases with arrears.
Significance:	Any child support that is not paid when it is due becomes an unpaid amount (arrears). The child support mission is to enforce child support orders and collect unpaid amounts.
Target:	80% is the Federal standard. Target represented by the green line in below graph.
Measurement Method:	Data is collected from the statewide database, KIDS. Denominator equals the number of cases that had an arrearage during the period. Numerator equals the number of cases where a payment was made on arrears.
Progress:	Performance across Wisconsin counties has not met the 80% standard in Oct 2014 - April 2015 (60.5%), but performance has improved by 1.8 percentage points compared to the same period last year (58.7%). Percent of cases with a payment on arrears increases over the federal fiscal year.
Owner:	Kris Randal, Division Administrator

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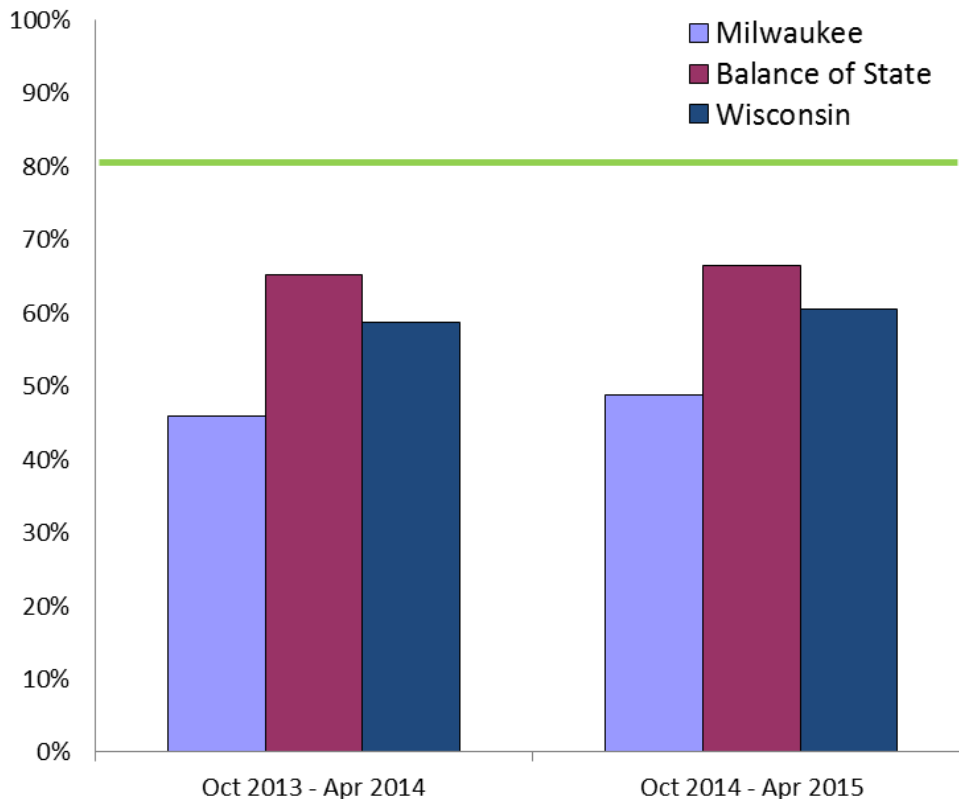


Family and Economic Security

Families increase income.

Arrears Collected IV-D Caseload

Target Direction:



Percent of Cases with Unpaid Debt Balances (Arrears) that have a Collection for October-April in 2014 and 2015. The benchmark is 80%.

Analysis

- Statewide, the percent of cases with a payment on arrears increased by 1.8 percentage points from 58.7% (Oct 2013- April 2014) to 60.5% (Oct 2014- April 2015):
 - 2 counties exceed the 80% target: Lafayette and Rusk
 - 34 counties fall between 70% and 80%
 - 31 counties fall between 60% and 70%
 - 3 counties fall between 50% and 60%
 - 1 county <50%: Milwaukee
- Milwaukee's performance increased from 46.0% (Oct 2013- April 2014) to 48.7% (Oct 2014- April 2015).
- Percent of cases with a payment on arrears increases over the federal fiscal year.
- In FFY 2014, States' performance ranged from 43.8% to 83.5%. Wisconsin was ranked 13th with a rate of 66.0% (preliminary data).

Statewide, Wisconsin is NOT meeting the standard 60.5% < 80.0%.

The DECE slides are from the
May 20, 2015 KidStat. Most
data is from March 2015.



Wisconsin Department of Children and Families Performance Measures

Performance Measure:	SCALE OF OPERATIONS
Objective:	To provide high quality child care for children in Wisconsin
Significance:	
Target:	NA
Measurement Method:	Counts
Progress:	Providers may choose to participate in YoungStar, the quality rating and improvement system, and are required to participate if caring for children in the Wisconsin Shares program. Statewide, the number of regulated providers continues to decline as well as the number of children served through Wisconsin Shares.
Owner:	Judy Norman Nunnery, Division Administrator

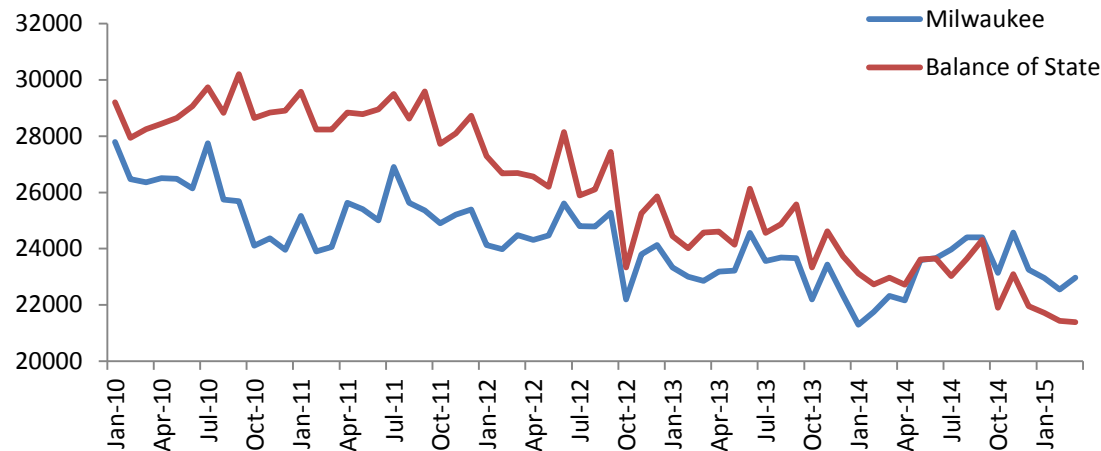
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Early Care and Education

Table: Scale of Subsidized Child Care Operations in Wisconsin: Providers Currently Serving and Number of Children Served by the Wisconsin Shares Child Care Subsidy Program in Select Months (03/2014-03/2015)

Month	Wisconsin Providers	WI Shares Children Served			WI Shares Families Served		
	WI Shares Providers	Milwaukee	Balance of State	Statewide Children	Milwaukee	Balance of State	Statewide Parents
Mar-15	3,295	22,976	21,394	44,370	12,823	13,673	26,496
Feb-15	3,252	22,548	21,430	43,978	12,666	13,687	26,353
Jan-15	3,337	22,963	21,717	44,680	12,746	14,175	26,921
Mar-14	3,589	22,327	22,966	45,293	12,559	14,673	27,232



Children Served in the Wisconsin Shares Child Care Subsidy Program in both Milwaukee and the Balance of the State.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	WISCONSIN SHARES CHILDREN BY STAR LEVEL
Objective:	To ensure children in the Wisconsin Shares child care subsidy program have access to high quality early education programs.
Significance:	Research has shown that low-income children who attend high quality care have improved short and long term outcomes. For this measure, high quality providers are defined as those that have 3, 4 or 5 Stars.
Target:	69% of children in the Wisconsin Shares program will attend high quality centers. Target represented by the green line in graph.
Measurement Method:	Data is collected through the YoungStar data system. Denominator equals the total number of children in Wisconsin Shares. Numerator equals the number of Wisconsin Shares children at each star level.
Progress:	Statewide Wisconsin met the target on this measure all 12 months in the last year. Statewide performance increased from 68.2% in March 2014 to 70.8% in March 2015.
Owner:	Judy Norman-Nunnery, Division Administrator

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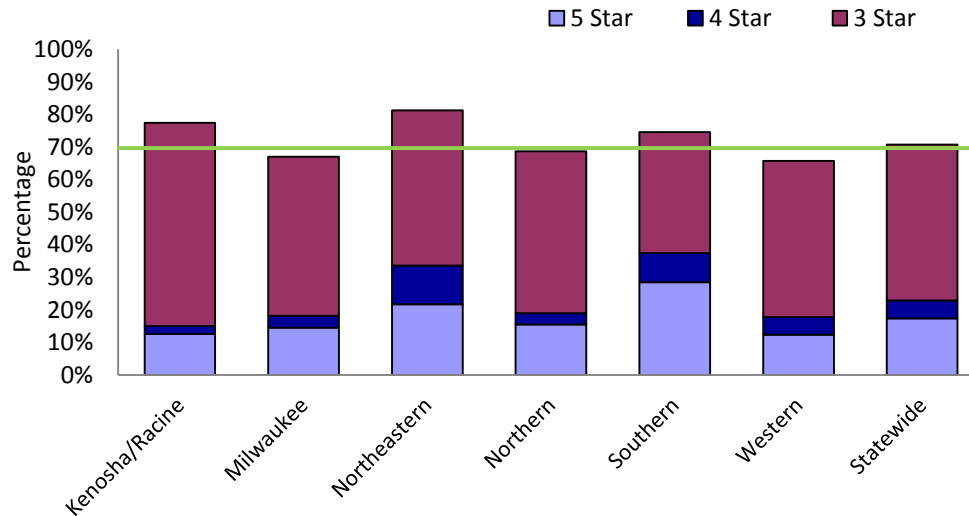


Early Care and Education

Target Direction: 

Children attend high quality child care and early education programs.

Children by Star Level

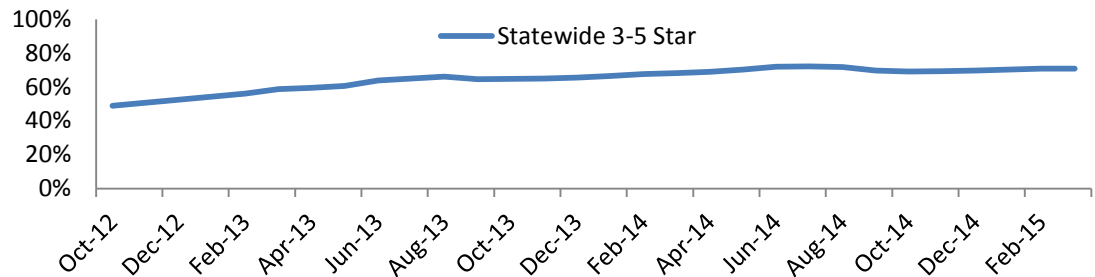


Percentage of Wisconsin Shares Children by Star Level as of March 2015.
The benchmark is that 69% of children will attend high quality (YoungStar levels 3, 4, or 5) centers.

**Statewide, Wisconsin achieved
this measure for March
70.8% > 69.0%**

Analysis

- Statewide 70.8% of children, compared to 70.3% in January 2015 (0.5 of a percentage point increase), attend the high quality child care centers:
 - 81.2% in Northeastern
 - 77.4% in Kenosha/Racine
 - 74.6% in Southern
 - 68.7% in Northern
 - 67.0% in Milwaukee
 - 65.8% in Western



Percentage of Wisconsin Shares Children Attending High Quality (YoungStar Levels 3, 4 or 5) since 10/2012 and Highest Quality (YoungStar Levels 4 and 5).

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	NEW PROVIDER STAR LEVEL
Objective:	To monitor the initial YoungStar ratings of new providers to the market in calendar year 2015.
Significance:	Research has shown that low-income children who attend high quality care have improved short and long term outcomes. For this measure, high quality providers are defined as those that have 3, 4 or 5 Stars.
Target:	Benchmark is under development in coordination with the Wisconsin County Human Services Association (WCHSA).
Measurement Method:	The numerator is the number of new YoungStar providers. The denominator is the number of total YoungStar providers.
Progress:	Statewide Wisconsin did not meet the target for this measure in March 2014 or March 2015 and the share of new providers coming in at 3-5 Star rating increased by 0.4 percentage point from 22.6% to 23%.
Owner:	Judy Norman-Nunnery, Division Administrator

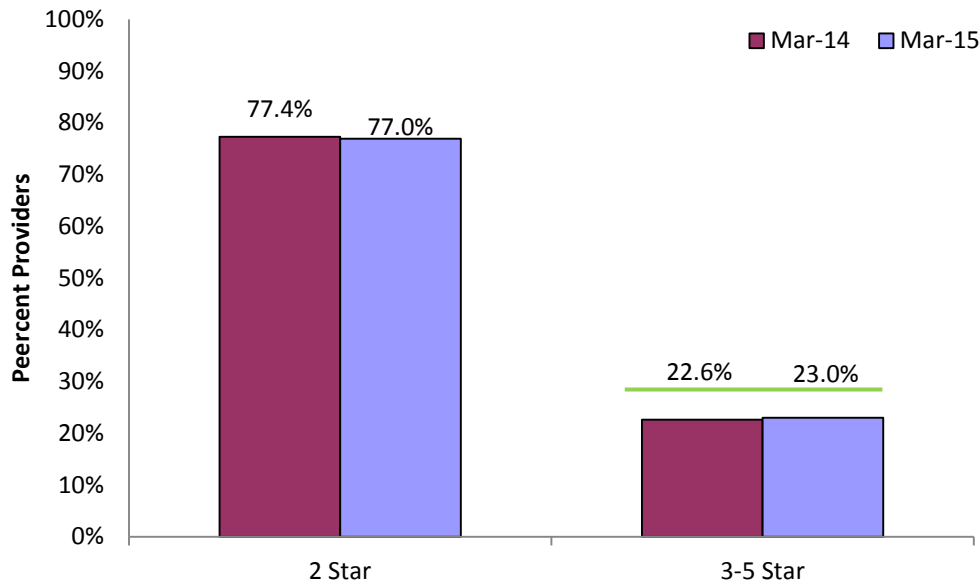


Early Care and Education

Target Direction: 

Children attend high quality child care and early education programs.

New Provider Star Level



Share of Newly Regulated Provider at a Given Initial YoungStar Rating March 2014 through March 2015. Providers that are pending their first rating and who opted out are not included in the graph. The benchmark is 25% of newly regulated providers are high quality (3-5 Star).

Statewide, Wisconsin did NOT achieve this measure for March 23.0% < 25.0%

Analysis

- Since 03/01/2014, 707 providers entered the market:
 - 254 were subsequently rated
 - 222 are pending
 - 231 opted out of participating in Wisconsin Shares and YoungStar
 - Providers that are pending their first rating and who opted out are not included in the graph.
- Of those rated:
 - 0.8% 1 Star (2 providers)
 - 76.4% 2 Star (194 providers)
 - 19.3% 3 Star (49 providers)
 - 1.6% 4 Star (4 providers)
 - 2.0% 5 Star (5 providers)
- The share of new providers coming in at 3-5 Star rating has not increased from 2014 to 2015.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	CLIENT OVERPAYMENTS
Objective:	To ensure client overpayments are found and processed.
Significance:	Wisconsin state statute requires that local agencies recover overpayments found in the program. Overpayments occur due to fraud, client errors or errors made by the administrative agency.
Target:	Local agencies will establish overpayments at a rate of 1% - 3% of total dollars administered in the county for subsidy administration. Target represented by the area between red and green lines in below graph.
Measurement Method:	Data gathered from the Child Care Statewide Administration on the Web (CSAW) system. Denominator equals the YTD dollars administered by Wisconsin Shares. Numerator equals the total dollars YTD established as client overpayments.
Progress:	Statewide performance on this measure has been within the target zone in 2014 and Q1 2015.
Owner:	Judy Norman-Nunnery, Division Administrator

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Early Care and Education

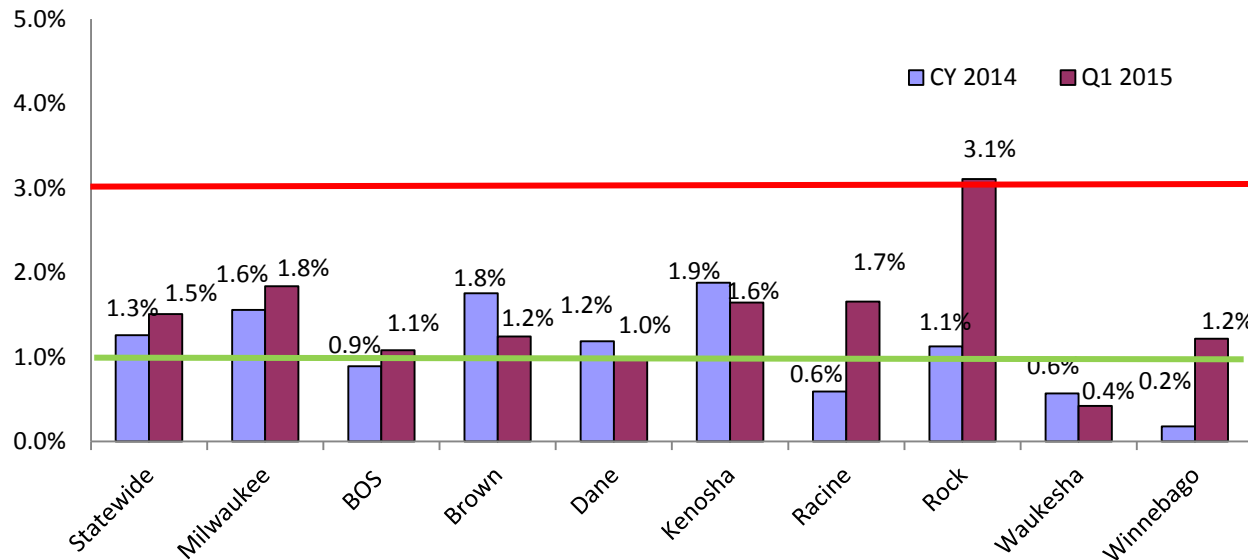
Target Direction:



Child care funds are well spent and fraud is minimized.

Client Overpayments

Analysis



Total Client Overpayments as a Share of Wisconsin Shares Subsidy Issued per County Quarter 1 2015. The benchmark is between 1.0% and 3.0% of subsidy issuance is established as overpayment.

Statewide, Wisconsin achieved this measure
for Q1 2015: 1.0% < 1.5% < 3.0%

- Overpayments established in Q1 2015:
 - Statewide: 391 claims for \$789,612
 - BOS: 161 claims for \$246,644
 - MKE: 230 claims for \$542,968
- 6 counties were in the target zone in Q1 2015.
- 3 counties moved in to the target zone.
- Rock and Waukesha Counties are not within the target.
 - Waukesha declined even further.

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	ASSIGNED PROVIDER INVESTIGATION TIMELINESS
Objective:	To ensure investigations into provider issues are completed in a timely manner.
Significance:	It is the responsibility of the Department to follow up on referrals made regarding business practices by child care providers that may contradict program policies.
Target:	75% of investigations are completed within 120 days. Target represented by the green line in graph.
Measurement Method:	Data gathered through provider investigation compares state statute and program policy to provider business practices, including billing for attendance on behalf of children in the Wisconsin Shares program. Data is collected administratively in the Program Integrity Unit. Denominator equals the total number of assigned provider investigations completed in each quarter. Numerator equals the number of assigned provider investigations completed within 120 days in each quarter.
Progress:	Statewide performance on this measure met the target in one of the last four quarters (Q2 2014-Q1 2015). Statewide performance in Q1 of 2015 was 82%, an improvement of 50 percentage points from Q1 of 2014. Most of this improvement can be attributed to Milwaukee which saw a 62 percentage point increase in performance during this time period.
Owner:	Judy Norman-Nunnery, Division Administrator

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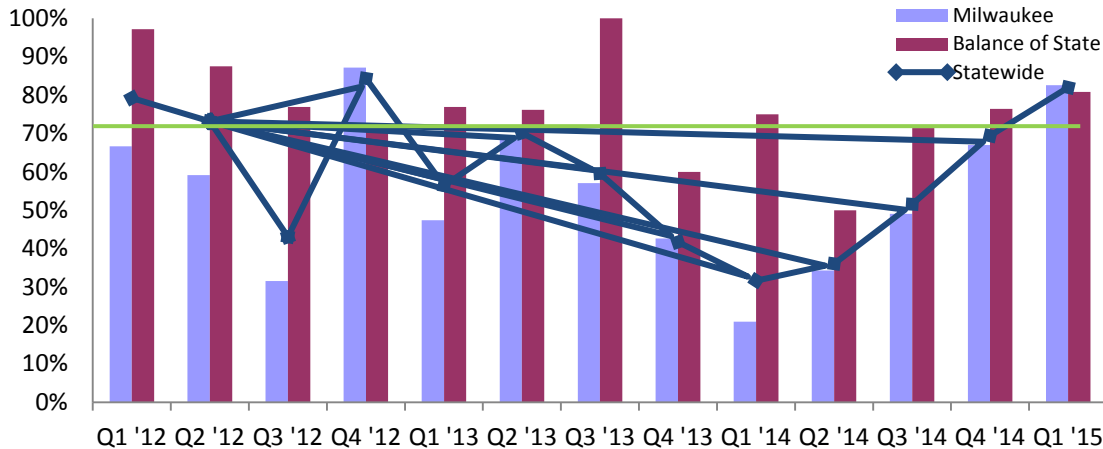
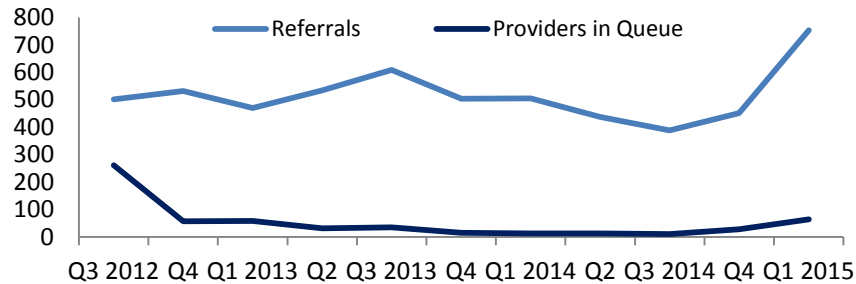


Early Care and Education

Target Direction: 

Child care funds are well spent and fraud is minimized.

Assigned Provider Investigations



Quarterly Percentage of Wisconsin Shares Provider Investigations Completed in a Timely Manner. The benchmark is 75% of all investigations will be completed within 120 days from assignment to a staff person.

Analysis

- Investigation Overview for Q1 2015:
 - Active investigations: 319
 - Number providers in queue: 64
 - Number referrals: 753
 - Technical assistance: 2
 - Case outcomes:
 - 46 overpayment only
 - 6 terminations
 - 5 in Milwaukee
 - 1 in the BOS
 - 159 no enforcement
 - \$112,900 in overpayments entered
- The number of case outcomes with no enforcements increased 67.4% from Q4 2014 (from 95 to 195).
- The number of referrals increased 67.0% from Q4 2014 (from 451 to 753).

Statewide, Wisconsin achieved this measure for Q1 2015 82.0% > 75.0%

Wisconsin Department of Children and Families Performance Measures

Performance Measure:	ASSIGNED CLIENT INVESTIGATION TIMELINESS
Objective:	To ensure investigations into client issues are completed in a timely manner.
Significance:	MECA must follow up on referrals made regarding child care program recipients that may contradict program policies.
Target:	90% of investigations are completed within 30 days. Target represented by the green line in below graph.
Measurement Method:	Data is collected administratively through the Milwaukee Early Care Administration (MECA). Denominator equals the number of client investigations completed in each quarter. Numerator equals the number of client investigations completed within 30 days in each quarter.
Progress:	MECA has met the target in this performance measure every quarter since Quarter 4 of 2013. The number of new referrals and the number of referrals in queue continue to increase.
Owner:	Judy Norman-Nunnery, Division Administrator

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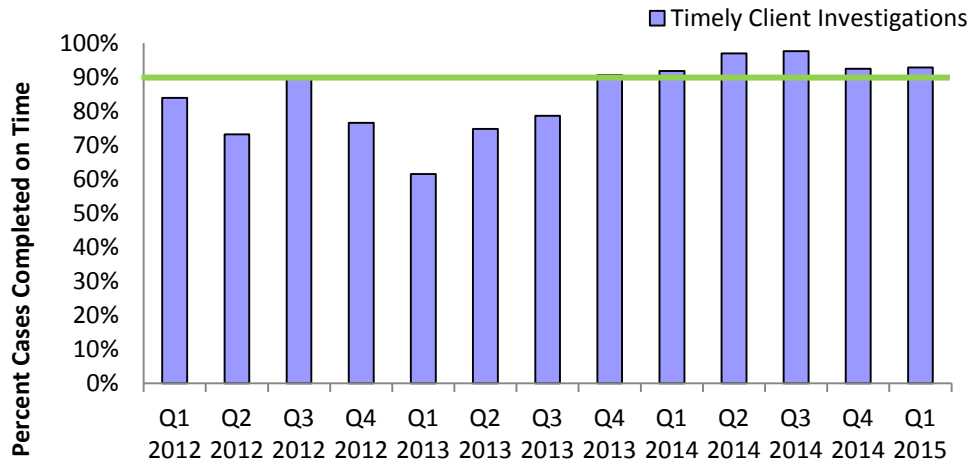
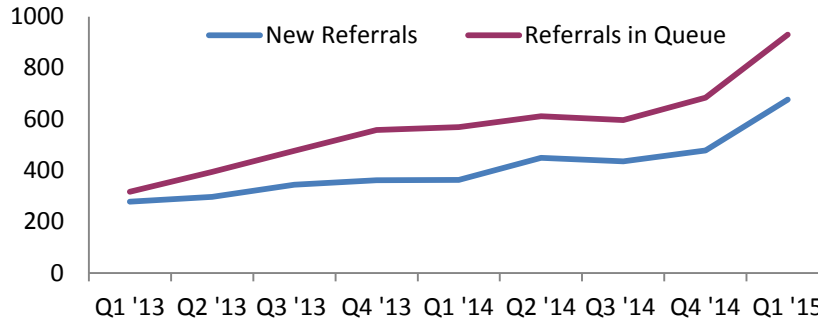


Early Care and Education

Target Direction: 

Child care funds are well spent and fraud is minimized.

Client Investigations



Milwaukee Early Care Administration Client Investigation Timeliness from Q1 2012 through Q1 2015. The benchmark is 90% of all investigations will be completed within 30 days of being assigned to a staff person.

Analysis

- Investigation Overview for Q1 2014:
 - Active investigations: 128
 - Referrals in queue: 684
 - Outcome of investigations:
 - 131 Client Error
 - 22 Agency Error
 - 50 Intentional Program Violations
- Number of referrals continued to increase in Q1 2015 up to a high of 676.
- Number of referrals in queue (i.e. not assigned to a worker) is also increasing. Currently at a high of 930.

MECA achieved this measure for
Q1 2015 92.8% > 90.0%