



**County C-Stat
County A
October 2018**



COLORADO
Department of Human Services

people who help people

Dear Human Services Directors,

The CDHS Performance Management Division (PMD) provides the County C-Stat Report on a monthly basis. This report provides your county with a detailed 12-month performance history on county-facing C-Stat measures. We hope you use this resource to examine and analyze C-Stat data to improve your program performance.

Please keep in mind the following tips when interpreting data on the following pages:

- The data shows results for each month and **includes comparative data from counties of a similar size.**
- **You may find some differences when attempting to replicate this data in TRAILS or ROM,** as some measures allow up to 60 days for data entry and will, therefore, reflect a point-in-time data pull.
- Please refer to *'How Do I Read This Report?'* for a detailed description of how to use this report.
- Small and medium size counties may have a **low number of applications/assessments, which can lead to variability in performance, not having applicable data in a month, or narrowly missing a goal.**

PMD has two team members who serve as C-Stat performance resources to the counties.

Margaret Schultz Patel, Performance Improvement Specialist, serves as a C-Stat and performance improvement resource to counties in an effort to enhance C-Stat measure performance across the state. Margaret can be reached at Margaret.Patel@state.co.us.

Eric Chilenskas, Performance Data Manager, is responsible for collecting and synthesizing county performance data, packaging the data for county use, and providing a high-level analysis of trends in order for CDHS to better connect performance data with human services throughout the state. Eric can be reached at Eric.Chilenskas@state.co.us.

We would welcome the opportunity to visit your county in order to follow-up with you on this report. Your feedback and questions are valuable to our efforts to improve the usefulness of our services to you.

Please let us know how we can continue to help you use C-Stat to improve your county's performance.

Sincerely,

Randi Merry

Director, Performance Management Division

Office of Performance and Strategic Outcomes

Colorado Department of Human Services

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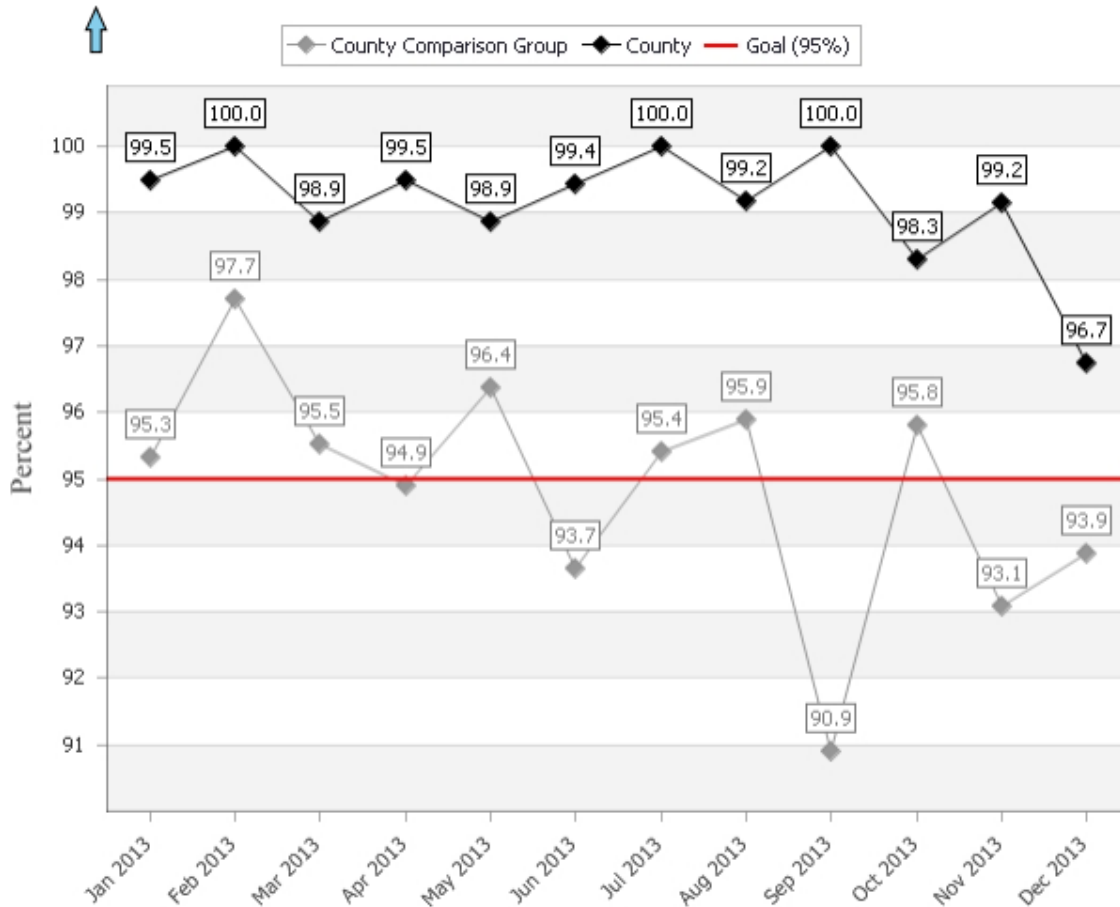
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How Do I Read This Report?

Measure:

What the C-Stat measure is attempting to capture.

SAMPLE GRAPH:



How it is measured:

Numerator: Describes what is being "counted."

Denominator: Describes the overall population.

Why this matters:

The impact on Coloradans affected.

Goal:

The level and direction at which the Division is aiming to drive performance.



Goal is to perform above the goal line.



Goal is to perform below the goal line.

Contact information for the program is also included at bottom.

How Do I Read This Report?

SAMPLE TABLES:

The tables below represent the raw number applied to the calculation for each month.

Table 1:

Your county's performance during the months specified.

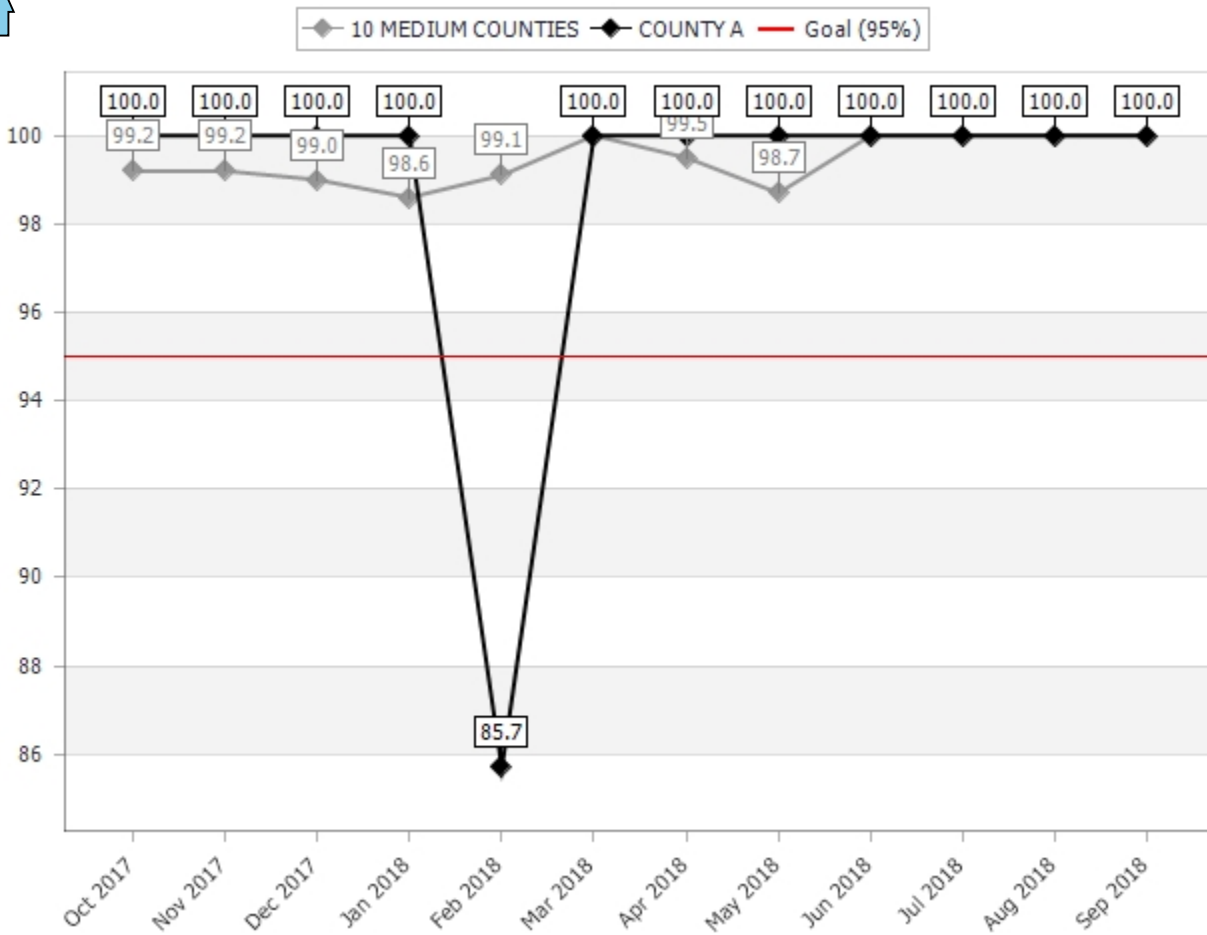
COUNTY	TIMELY	UNTIMELY	TOTAL	PERCENT
January 2013	5	2	7	71.40
February 2013	15	0	15	100.00
March 2013	10	0	10	100.00
April 2013	15	0	15	100.00
May 2013	11	0	11	100.00
June 2013	14	1	15	93.30
July 2013	10	2	12	83.30
August 2013	16	0	16	100.00
September 2013	5	0	5	100.00
October 2013	17	0	17	100.00
November 2013	13	0	13	100.00
December 2013	6	0	6	100.00
	137	5	142	

Table 2:

Performance of all like-sized counties during the months specified.

COUNTY COMPARISON GROUP	TIMELY	UNTIMELY	TOTAL	PERCENT
January 2013	179	70	249	71.80
February 2013	152	72	224	67.80
March 2013	194	75	269	72.10
April 2013	200	67	267	74.90
May 2013	220	41	261	84.20
June 2013	192	34	226	84.90
July 2013	157	42	199	78.80
August 2013	161	26	187	86.00
September 2013	168	25	193	87.00
October 2013	231	31	262	88.10
November 2013	182	42	224	81.20
December 2013	159	47	206	77.10
	2,195	572	2,767	

Timeliness of New Adult Financial Applications Employment and Benefits Division



Why this matters: Processing new applications efficiently ensures eligible Coloradans have needed access to resources that increase their economic security.

How it is measured: Numerator: Number of new applications processed timely (45 days for OAP and 60 days for AND)
Denominator: Number of new applications processed in the month

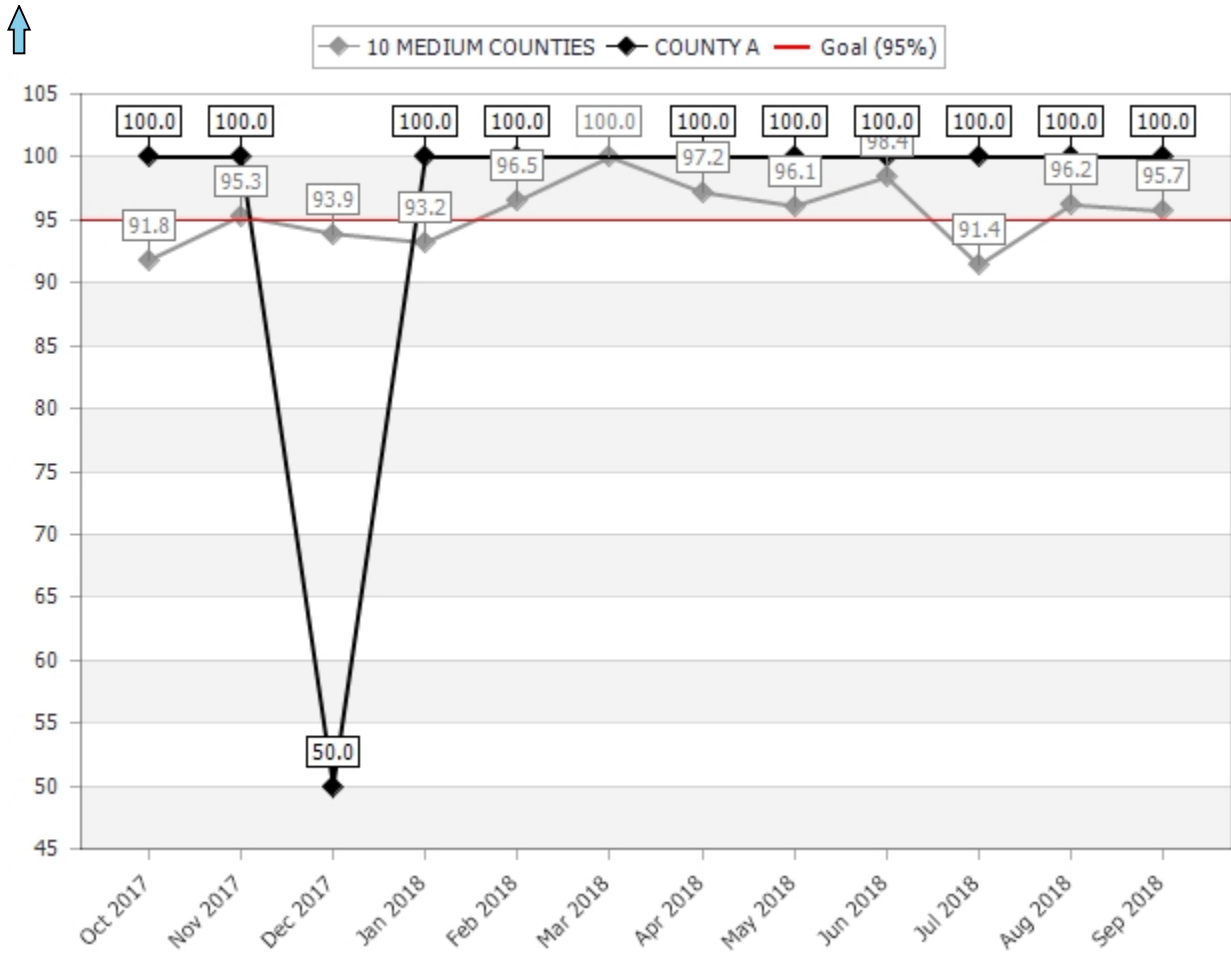
For questions regarding this measure, training, or process improvement, please contact the Employment and Benefits Division at cdhs_emplbendiv@state.co.us.

Timeliness of New Adult Financial Applications Employment and Benefits Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	8	0	8	100
November 2017	9	0	9	100
December 2017	15	0	15	100
January 2018	5	0	5	100
February 2018	6	1	7	85.7
March 2018	8	0	8	100
April 2018	6	0	6	100
May 2018	9	0	9	100
June 2018	7	0	7	100
July 2018	7	0	7	100
August 2018	5	0	5	100
September 2018	6	0	6	100
	91	1	92	98.9
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	237	2	239	99.2
November 2017	241	2	243	99.2
December 2017	203	2	205	99
January 2018	206	3	209	98.6
February 2018	210	2	212	99.1
March 2018	234	0	234	100
April 2018	211	1	212	99.5
May 2018	234	3	237	98.7
June 2018	203	0	203	100
July 2018	200	0	200	100
August 2018	211	0	211	100
September 2018	191	0	191	100
	2,581	15	2,596	99.4

Timeliness of Redetermination (RRR) Adult Financial Applications

Employment and Benefits Division



Why this matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to resources that increase their economic security.

How it is measured:
 Numerator: Number of redetermination applications processed timely
 Denominator: Number of redetermination applications processed in the month

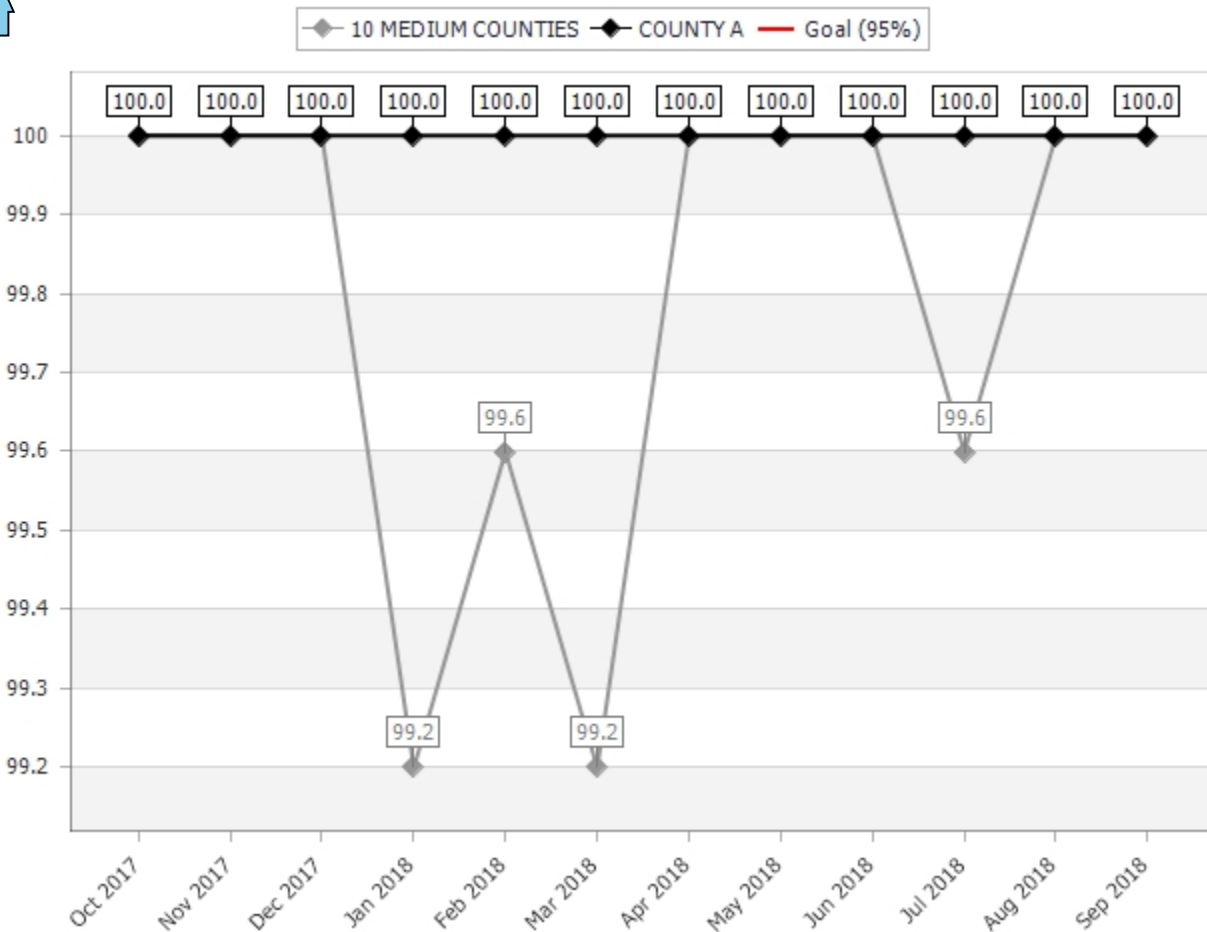
For questions regarding this measure, training, or process improvement, please contact the Employment and Benefits Division at cdhs_emplbendiv@state.co.us.

Timeliness of Redetermination (RRR) Adult Financial Applications

Employment and Benefits Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	3	0	3	100
November 2017	1	0	1	100
December 2017	1	1	2	50
January 2018	3	0	3	100
February 2018	2	0	2	100
April 2018	1	0	1	100
May 2018	4	0	4	100
June 2018	1	0	1	100
July 2018	3	0	3	100
August 2018	2	0	2	100
September 2018	1	0	1	100
	22	1	23	95.7
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	67	6	73	91.8
November 2017	61	3	64	95.3
December 2017	62	4	66	93.9
January 2018	82	6	88	93.2
February 2018	83	3	86	96.5
March 2018	60	0	60	100
April 2018	70	2	72	97.2
May 2018	73	3	76	96.1
June 2018	60	1	61	98.4
July 2018	85	8	93	91.4
August 2018	76	3	79	96.2
September 2018	66	3	69	95.7
	845	42	887	95.3

Timeliness of New Colorado Works Applications Employment and Benefits Division



Why this matters: Processing new applications efficiently ensures eligible Coloradans have access to needed cash assistance, case management, and employment services that increase their economic security.

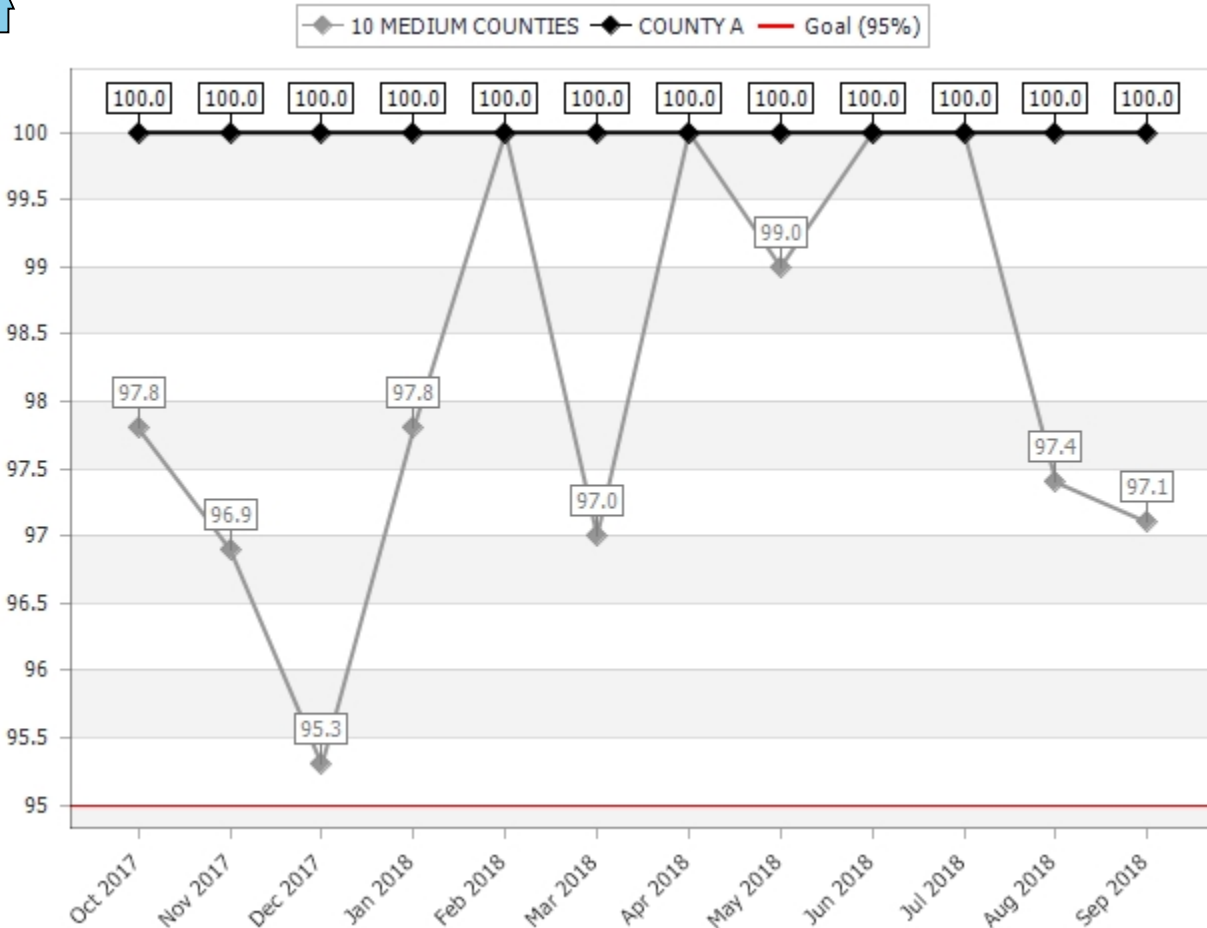
How it is measured:
 Numerator: Number of new applications processed timely (45 days)
 Denominator: Number of new applications processed in the month

For questions regarding this measure, training, or process improvement, please contact the Employment and Benefits Division at cdhs_emplbendiv@state.co.us.

Timeliness of New Colorado Works Applications Employment and Benefits Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	14	0	14	100
November 2017	15	0	15	100
December 2017	13	0	13	100
January 2018	9	0	9	100
February 2018	14	0	14	100
March 2018	13	0	13	100
April 2018	11	0	11	100
May 2018	14	0	14	100
June 2018	13	0	13	100
July 2018	19	0	19	100
August 2018	14	0	14	100
September 2018	13	0	13	100
	162	0	162	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	246	0	246	100
November 2017	268	0	268	100
December 2017	205	0	205	100
January 2018	256	2	258	99.2
February 2018	243	1	244	99.6
March 2018	240	2	242	99.2
April 2018	195	0	195	100
May 2018	235	0	235	100
June 2018	220	0	220	100
July 2018	258	1	259	99.6
August 2018	307	0	307	100
September 2018	240	0	240	100
	2,913	6	2,919	99.8

Timeliness of Redetermination (RRR) Colorado Works Applications Employment and Benefits Division



Why this matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to needed cash assistance, case management, and employment services that increase their economic security.

How it is measured:
 Numerator: Number of redetermination applications processed timely
 Denominator: Number of redetermination applications processed in the month

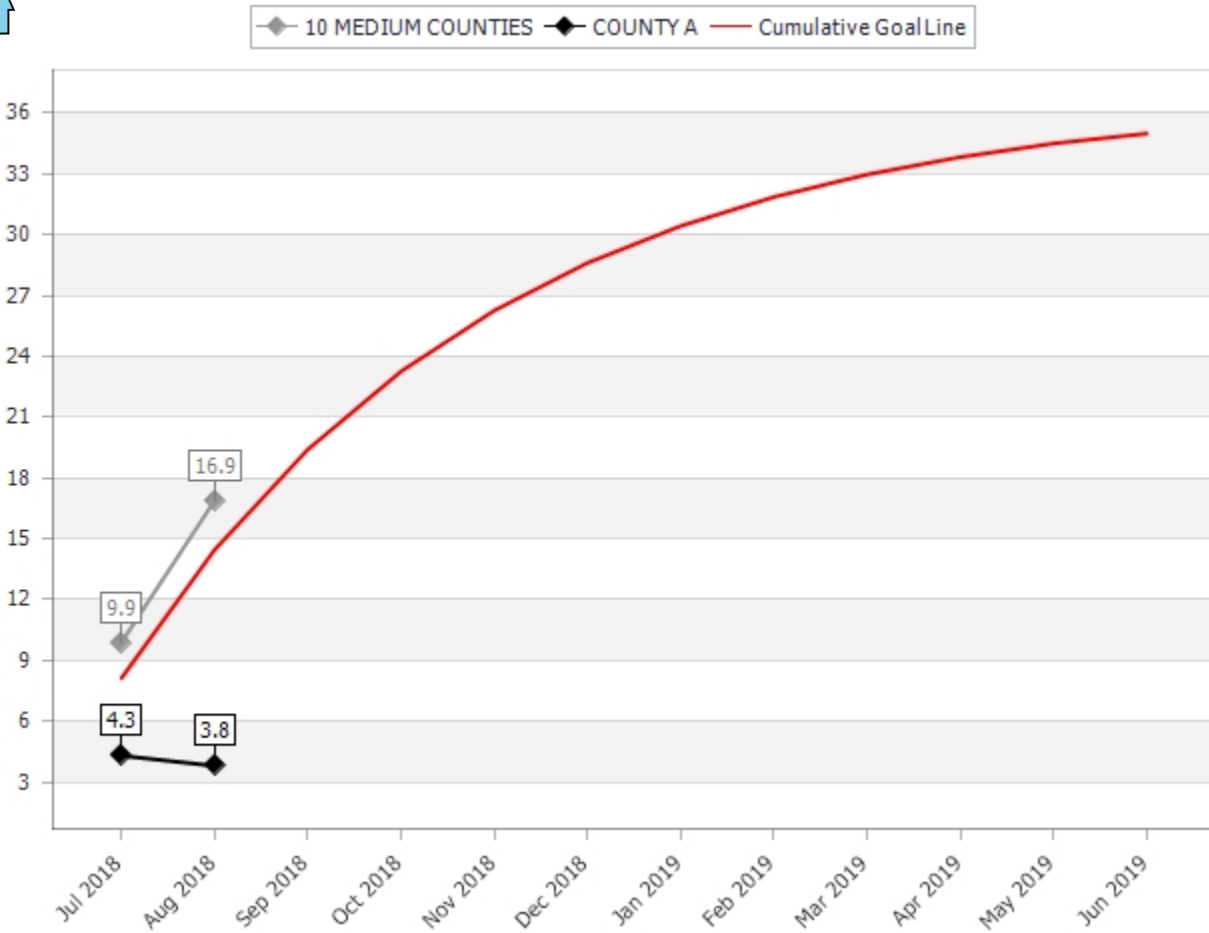
For questions regarding this measure, training, or process improvement, please contact the Employment and Benefits Division at cdhs_emplbendiv@state.co.us.



Timeliness of Redetermination (RRR) Colorado Works Applications Employment and Benefits Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	6	0	6	100
November 2017	5	0	5	100
December 2017	1	0	1	100
January 2018	2	0	2	100
February 2018	4	0	4	100
March 2018	2	0	2	100
April 2018	5	0	5	100
May 2018	5	0	5	100
June 2018	1	0	1	100
July 2018	5	0	5	100
August 2018	2	0	2	100
September 2018	4	0	4	100
	42	0	42	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	87	2	89	97.8
November 2017	94	3	97	96.9
December 2017	81	4	85	95.3
January 2018	88	2	90	97.8
February 2018	107	0	107	100
March 2018	97	3	100	97
April 2018	82	0	82	100
May 2018	104	1	105	99
June 2018	91	0	91	100
July 2018	65	0	65	100
August 2018	74	2	76	97.4
September 2018	68	2	70	97.1
	1,038	19	1,057	98.2

Colorado Works Entered Employment, Cumulative Employment and Benefits Division



Why this matters:

Gaining employment enables Coloradans to increase their economic security.

How it is measured:

Numerator: Number of individuals who gained employment in the year to date

Denominator: Number of individuals enrolled in Workforce Development year to date who are not in the same employment activity continuously year to date (i.e. not already employed)

For questions regarding this measure, training, or process improvement, please contact the Employment and Benefits Division at cdhs_emplbendiv@state.co.us.

Note: In order to meet the 35% annual goal by the end of state fiscal year 2018, EBD has established benchmarks for each month of the fiscal year based on performance in prior years:

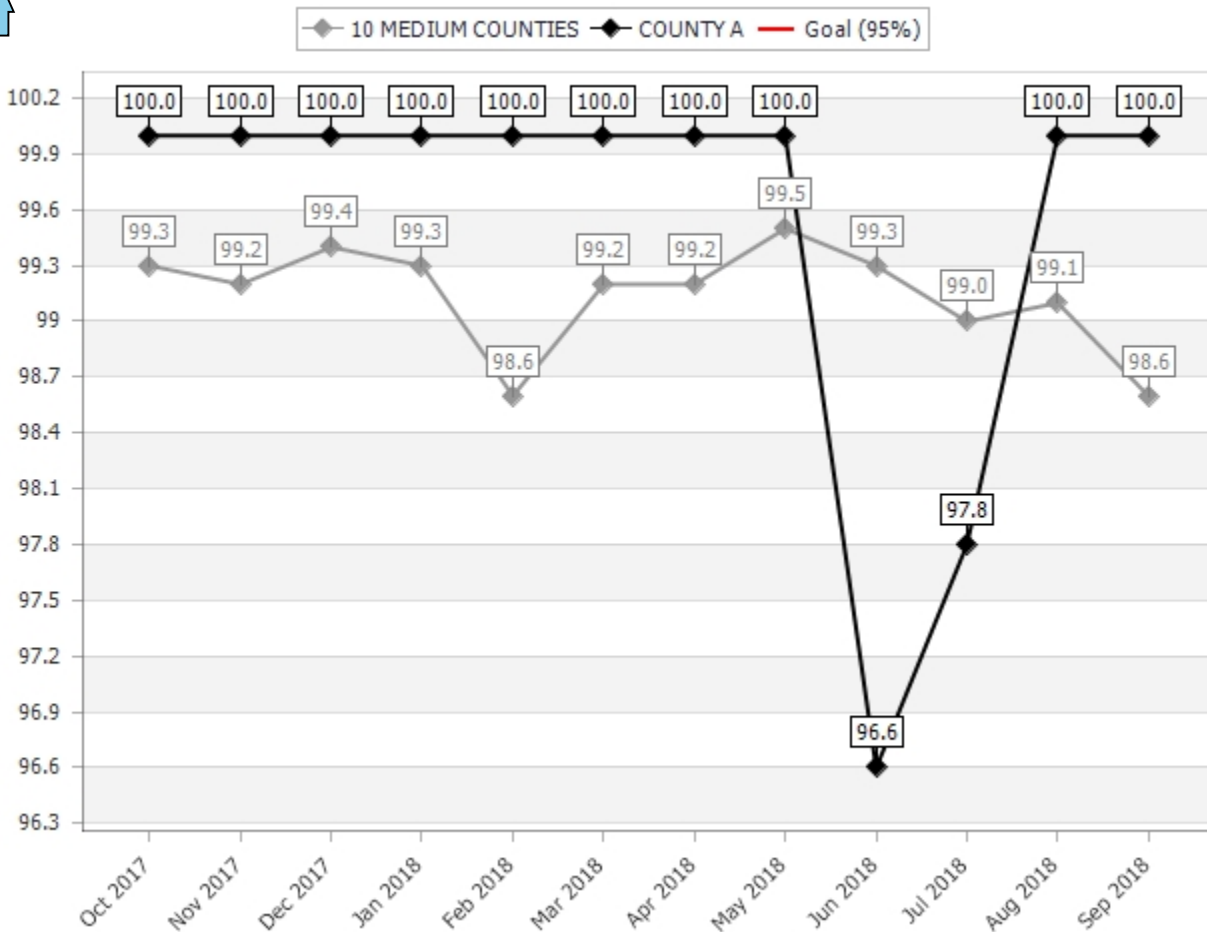
Jul 18: 8.13% Aug 18: 14.47% Sep 18: 19.42% Oct 18: 23.27% Nov 18: 26.27% Dec 18: 28.62%
Jan 19: 30.44% Feb 19: 31.87% Mar 19: 32.98% Apr 19: 33.84% May 19: 34.51% Jun 19: 35.01%

Colorado Works Entered Employment, Cumulative Employment and Benefits Division

<u>COUNTY A</u>	ENTERED EMPLOYMENT	NOT CONTINUOUSLY EMPLOYED	% ENTERED EMPLOYMENT
July 2018	1	23	4.3
August 2018	1	26	3.8

<u>10 MEDIUM COUNTIES</u>	ENTERED EMPLOYMENT	NOT CONTINUOUSLY EMPLOYED	% ENTERED EMPLOYMENT
July 2018	54	547	9.9
August 2018	117	693	16.9

Timeliness of New Food Assistance Applications Food and Energy Assistance Division



Why this matters: Processing new applications efficiently ensures eligible Coloradans have access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

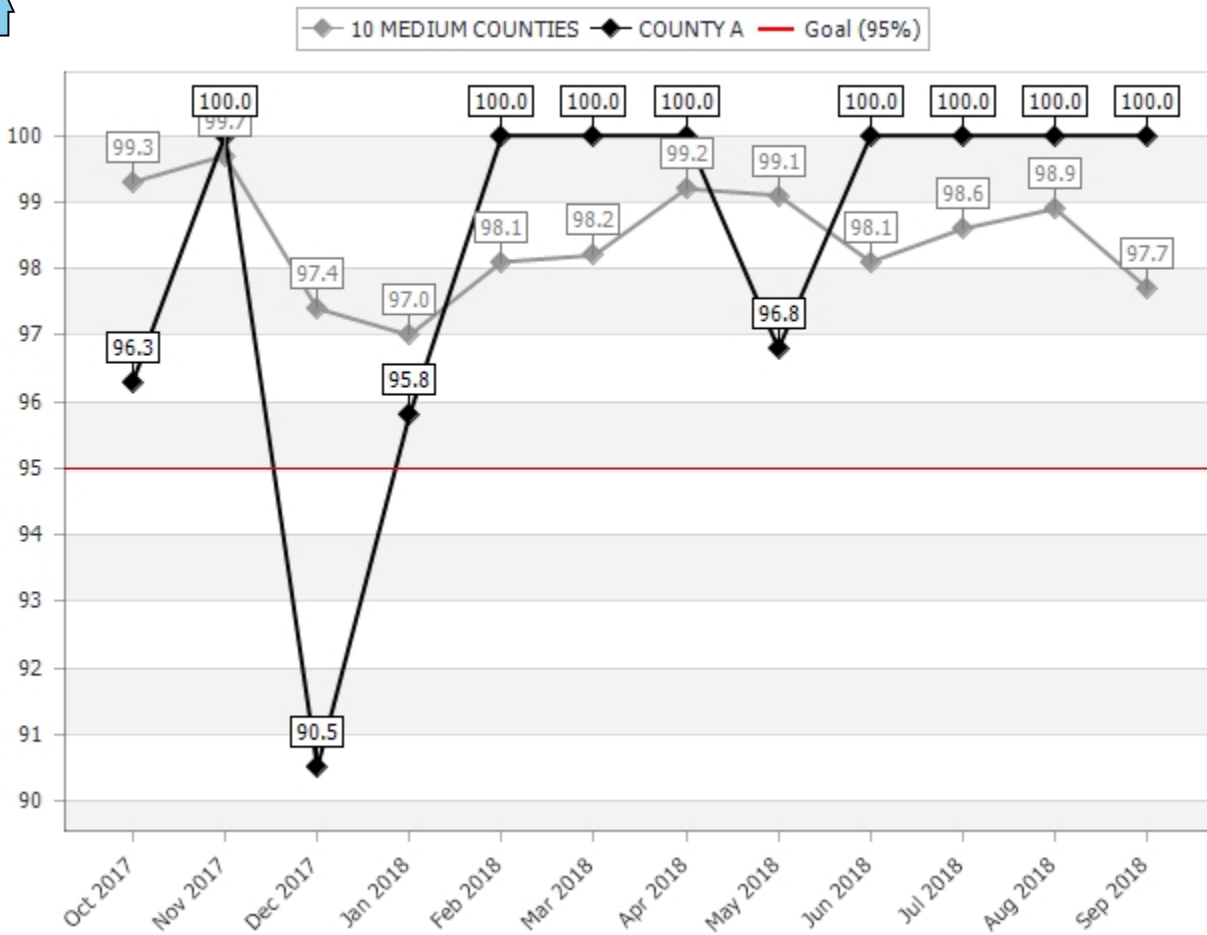
How it is measured:
 Numerator: Number of new applications processed timely (30 days)
 Denominator: Number of new applications processed in the month

For questions regarding this measure, training, or process improvement, please contact Andrea Poole at Andrea.Poole@state.co.us or at 303.866.4748. For general questions, you may also email cdhs_foodstamp_policy@state.co.us.

Timeliness of New Food Assistance Applications Food and Energy Assistance Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	61	0	61	100
November 2017	70	0	70	100
December 2017	72	0	72	100
January 2018	49	0	49	100
February 2018	44	0	44	100
March 2018	56	0	56	100
April 2018	53	0	53	100
May 2018	60	0	60	100
June 2018	57	2	59	96.6
July 2018	44	1	45	97.8
August 2018	45	0	45	100
September 2018	43	0	43	100
	654	3	657	99.5
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	1359	9	1368	99.3
November 2017	1428	11	1439	99.2
December 2017	1282	8	1290	99.4
January 2018	1383	10	1393	99.3
February 2018	1332	19	1351	98.6
March 2018	1170	9	1179	99.2
April 2018	1190	10	1200	99.2
May 2018	1273	6	1279	99.5
June 2018	1234	9	1243	99.3
July 2018	1271	13	1284	99
August 2018	1378	12	1390	99.1
September 2018	1156	17	1173	98.6
	15,456	133	15,589	99.1

Timeliness of Expedited Food Assistance Applications Food and Energy Assistance Division



Why this matters: Processing expedited applications efficiently ensures eligible Coloradans, in emergency situations, have access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

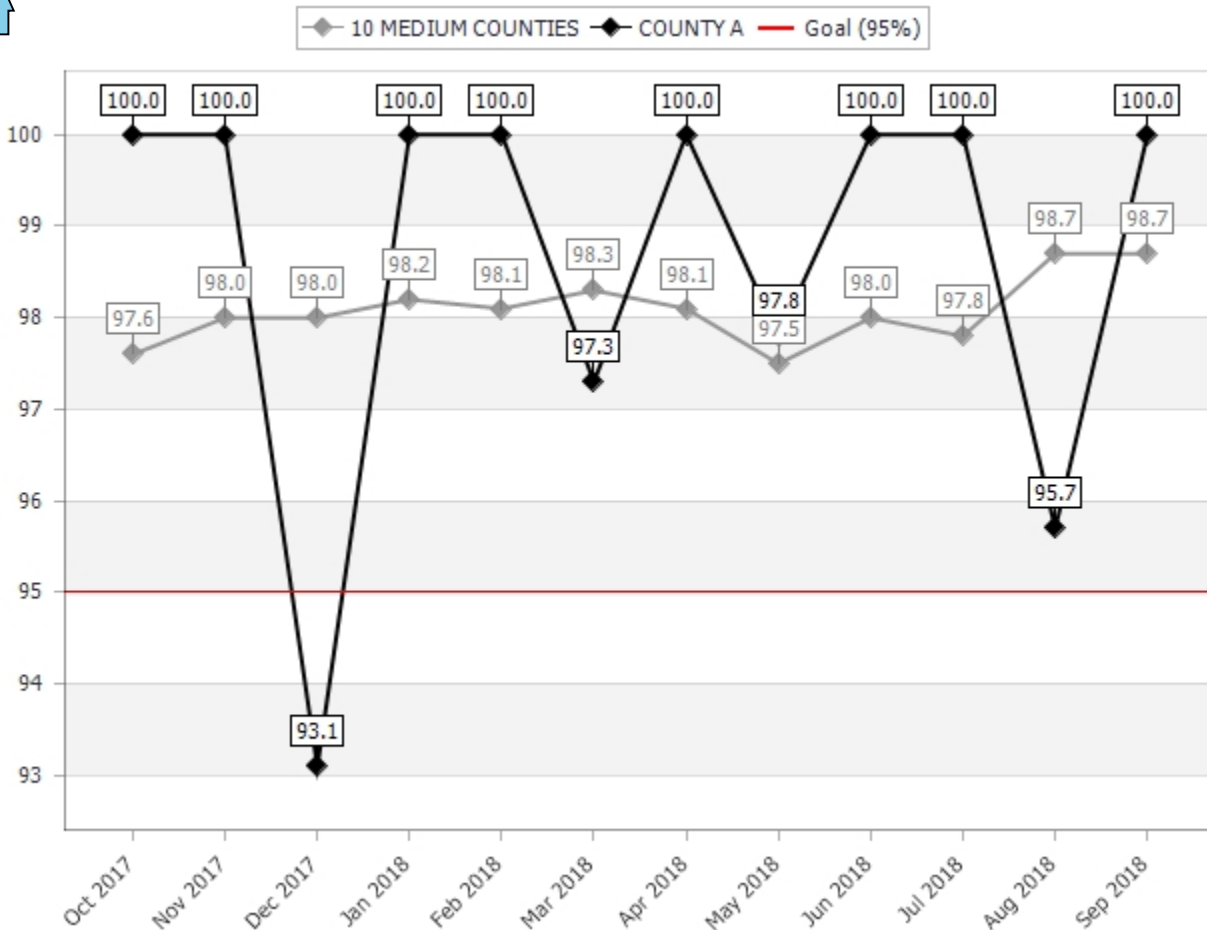
How it is measured:
 Numerator: Number of expedited applications processed timely (7 calendar days)
 Denominator: Number of expedited applications processed in the month

For questions regarding this measure, training, or process improvement, please contact Andrea Poole at Andrea.Poole@state.co.us or at 303.866.4748. For general questions, you may also email cdhs_foodstamp_policy@state.co.us.

Timeliness of Expedited Food Assistance Applications Food and Energy Assistance Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	26	1	27	96.3
November 2017	33	0	33	100
December 2017	19	2	21	90.5
January 2018	23	1	24	95.8
February 2018	15	0	15	100
March 2018	18	0	18	100
April 2018	24	0	24	100
May 2018	30	1	31	96.8
June 2018	19	0	19	100
July 2018	19	0	19	100
August 2018	15	0	15	100
September 2018	27	0	27	100
	268	5	273	98.2
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	664	5	669	99.3
November 2017	616	2	618	99.7
December 2017	518	14	532	97.4
January 2018	680	21	701	97
February 2018	527	10	537	98.1
March 2018	532	10	542	98.2
April 2018	520	4	524	99.2
May 2018	522	5	527	99.1
June 2018	504	10	514	98.1
July 2018	562	8	570	98.6
August 2018	556	6	562	98.9
September 2018	430	10	440	97.7
	6,631	105	6,736	98.4

Timeliness of Redetermination (RRR) Food Assistance Applications Food and Energy Assistance Division



Why this matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

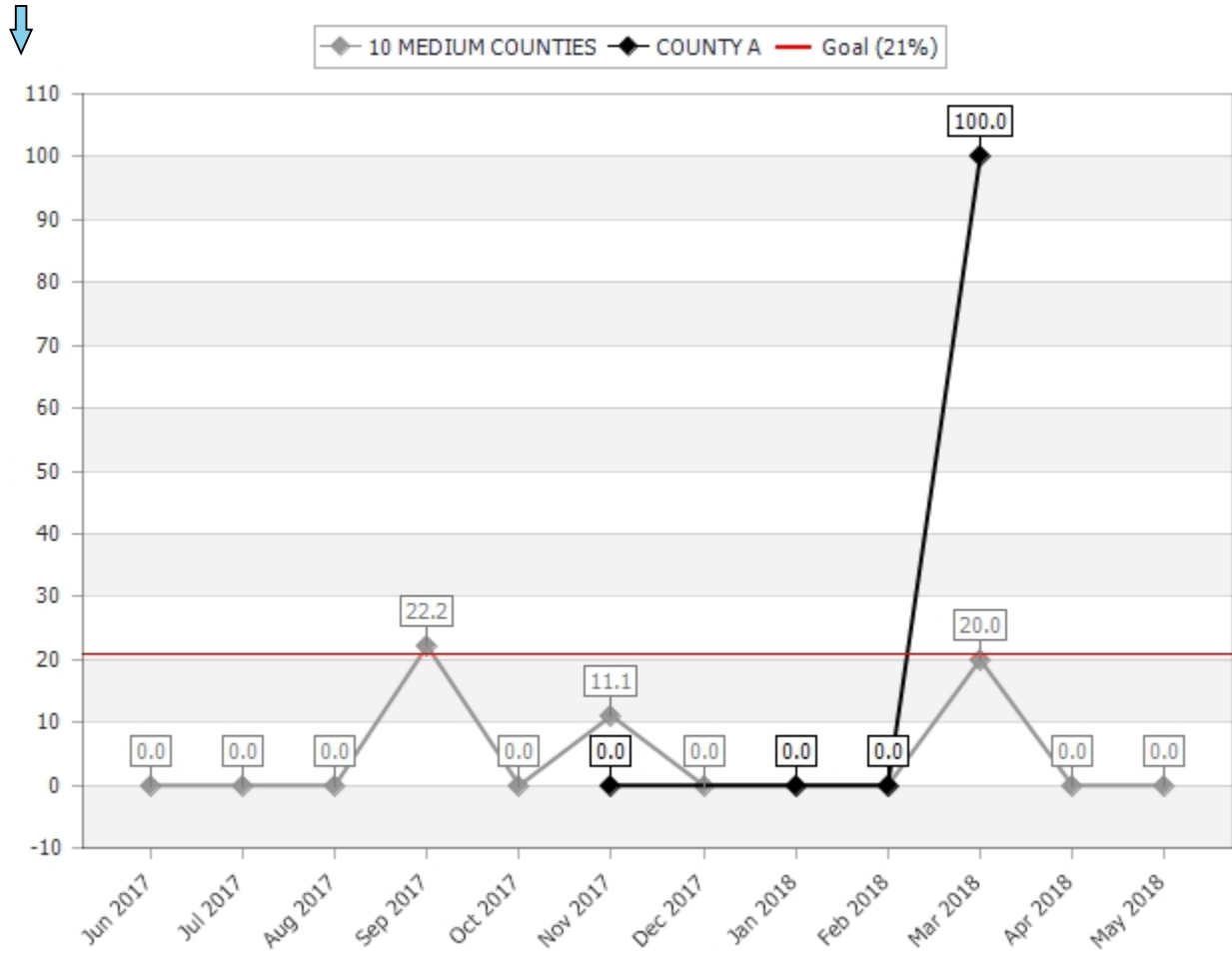
How it is measured:
 Numerator: Number of redetermination applications processed timely
 Denominator: Number of redetermination applications processed in the month

For questions regarding this measure, training, or process improvement, please contact Andrea Poole at Andrea.Poole@state.co.us or at 303.866.4748. For general questions, you may also email cdhs_foodstamp_policy@state.co.us.

Timeliness of Redetermination (RRR) Food Assistance Applications Food and Energy Assistance Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	59	0	59	100
November 2017	45	0	45	100
December 2017	27	2	29	93.1
January 2018	44	0	44	100
February 2018	39	0	39	100
March 2018	36	1	37	97.3
April 2018	57	0	57	100
May 2018	44	1	45	97.8
June 2018	31	0	31	100
July 2018	27	0	27	100
August 2018	45	2	47	95.7
September 2018	37	0	37	100
	491	6	497	98.8
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	1198	29	1227	97.6
November 2017	1165	24	1189	98
December 2017	1158	24	1182	98
January 2018	1254	23	1277	98.2
February 2018	1206	23	1229	98.1
March 2018	1320	23	1343	98.3
April 2018	1250	24	1274	98.1
May 2018	1192	30	1222	97.5
June 2018	1183	24	1207	98
July 2018	1182	26	1208	97.8
August 2018	1189	16	1205	98.7
September 2018	1114	15	1129	98.7
	14,411	281	14,692	98.1

Food Assistance Case & Procedural Error Rate (CAPER) Food and Energy Assistance Division



Why this matters: Processing applications accurately ensures that Coloradans receive the level of benefits for which they are eligible.

How it is measured: Numerator: Number of incorrect negative actions sampled for the county only (CBMS & NOAA errors are not included in the County Error Percentage)
Denominator: Number of negative actions sampled in the month

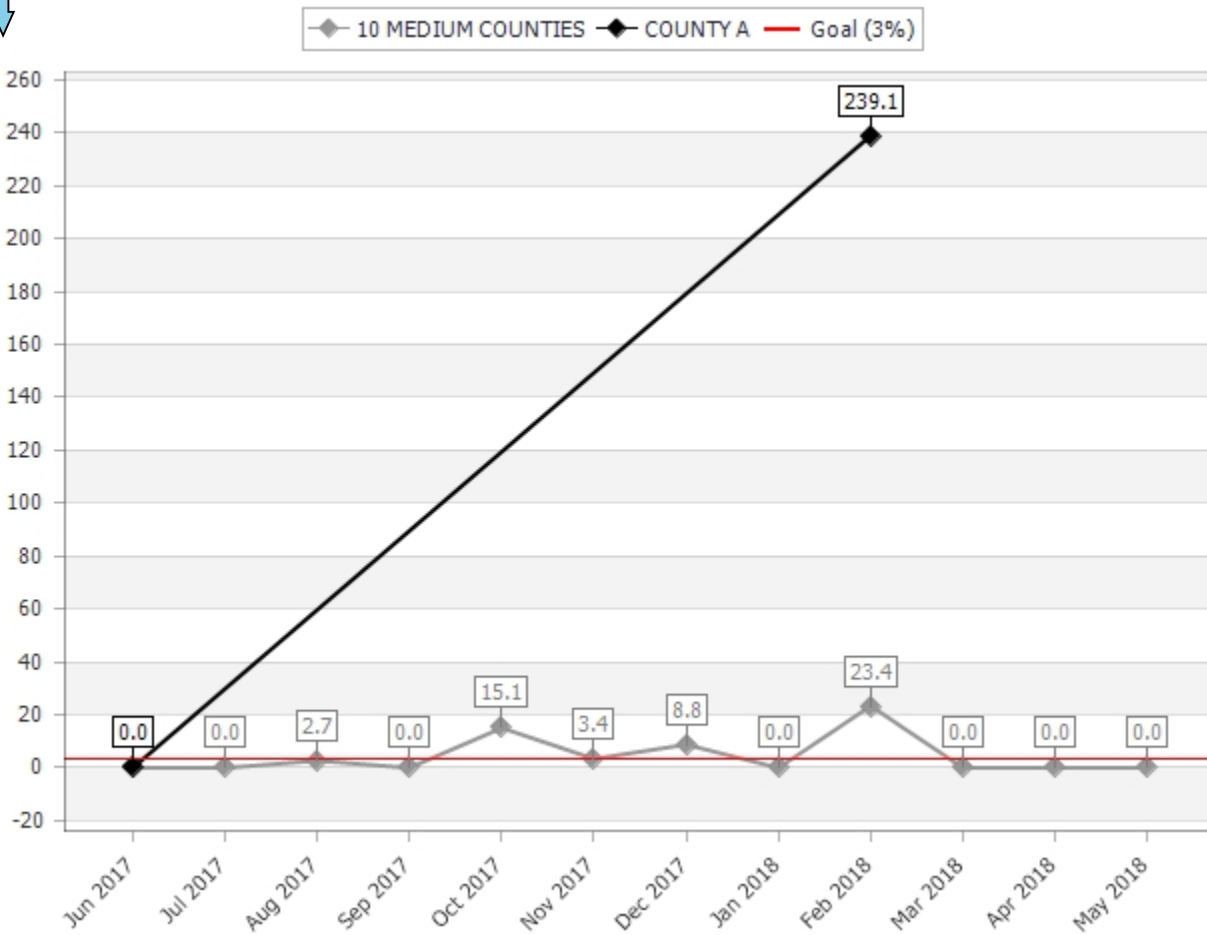
For questions regarding this measure, training, or process improvement, please contact Coleen Nieto at Coleen.Nieto@state.co.us at 303-866-7254.

Food Assistance Case & Procedural Error Rate (CAPER)

Food and Energy Assistance Division

<u>COUNTY A</u>	REVIEWS COMPLETED	CBMS/NOAA ERRORS	COUNTY ERRORS	COUNTY ERROR PERCENTAGE
November 2017	2	0	0	0
January 2018	1	0	0	0
February 2018	1	0	0	0
March 2018	1	0	1	100
	5	0	1	20
<u>10 MEDIUM COUNTIES</u>	REVIEWS COMPLETED	CBMS/NOAA ERRORS	COUNTY ERRORS	COUNTY ERROR PERCENTAGE
June 2017	2	0	0	0
July 2017	4	1	0	0
August 2017	1	0	0	0
September 2017	9	1	2	22.2
October 2017	3	0	0	0
November 2017	9	1	1	11.1
December 2017	6	0	0	0
January 2018	3	0	0	0
February 2018	6	0	0	0
March 2018	5	0	1	20
April 2018	5	0	0	0
May 2018	3	0	0	0
	56	3	4	7.1

Food Assistance Payment Error Rate (PER) Food and Energy Assistance Division



Why this matters: Processing applications accurately ensures Coloradans have access to resources that increase their economic security.

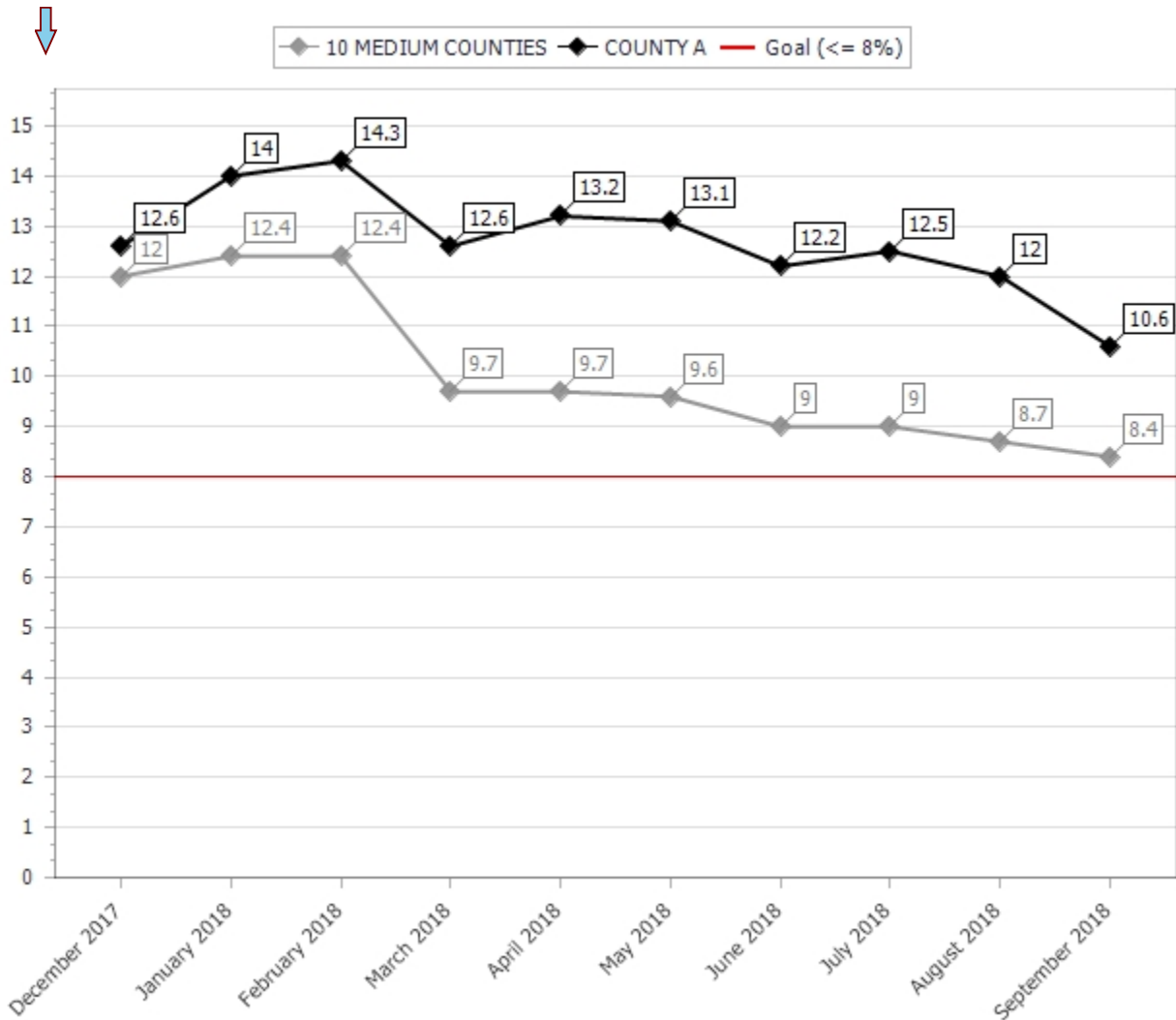
How it is measured:
 Numerator: Amount of misauthorized dollars in the sample
 Denominator: Amount of authorized dollars in the sample in the month

For questions regarding this measure, training, or process improvement, please contact Coleen Nieto at Coleen.Nieto@state.co.us at 303-866-7254.

Food Assistance Payment Error Rate (PER) Food and Energy Assistance Division

COUNTY A	REVIEWS COMPLETED	PAYMENT ERRORS	DOLLARS AUTHORIZED	DOLLARS IN ERROR	PERCENT IN ERROR
June 2017	1	0	\$446	\$	0
February 2018	1	1	\$87	\$208	239.1
	2	1	\$533	\$208	39
10 MEDIUM COUNTIES	REVIEWS COMPLETED	PAYMENT ERRORS	DOLLARS AUTHORIZED	DOLLARS IN ERROR	PERCENT IN ERROR
June 2017	6	0	\$2,139	\$	0
July 2017	3	0	\$469	\$	0
August 2017	9	1	\$2,278	\$62	2.7
September 2017	7	0	\$845	\$	0
October 2017	5	1	\$857	\$129	15.1
November 2017	7	1	\$1,861	\$63	3.4
December 2017	7	1	\$2,866	\$251	8.8
January 2018	2	0	\$335	\$	0
February 2018	7	1	\$888	\$208	23.4
March 2018	4	0	\$1,367	\$	0
April 2018	2	0	\$775	\$	0
May 2018	4	0	\$1,383	\$	0
	63	5	\$16,063	\$713	4.4

Claim Rate Food and Energy Assistance Division



Why this matters: Claims represent re-work at the county. By addressing claims processes, counties may decrease the workload resulting from client errors. Claims align with the state's focus on accurately processing benefits for SNAP clients.

How it is measured:
 Numerator: Number of open and active claims.
 Denominator: Number of open SNAP cases.

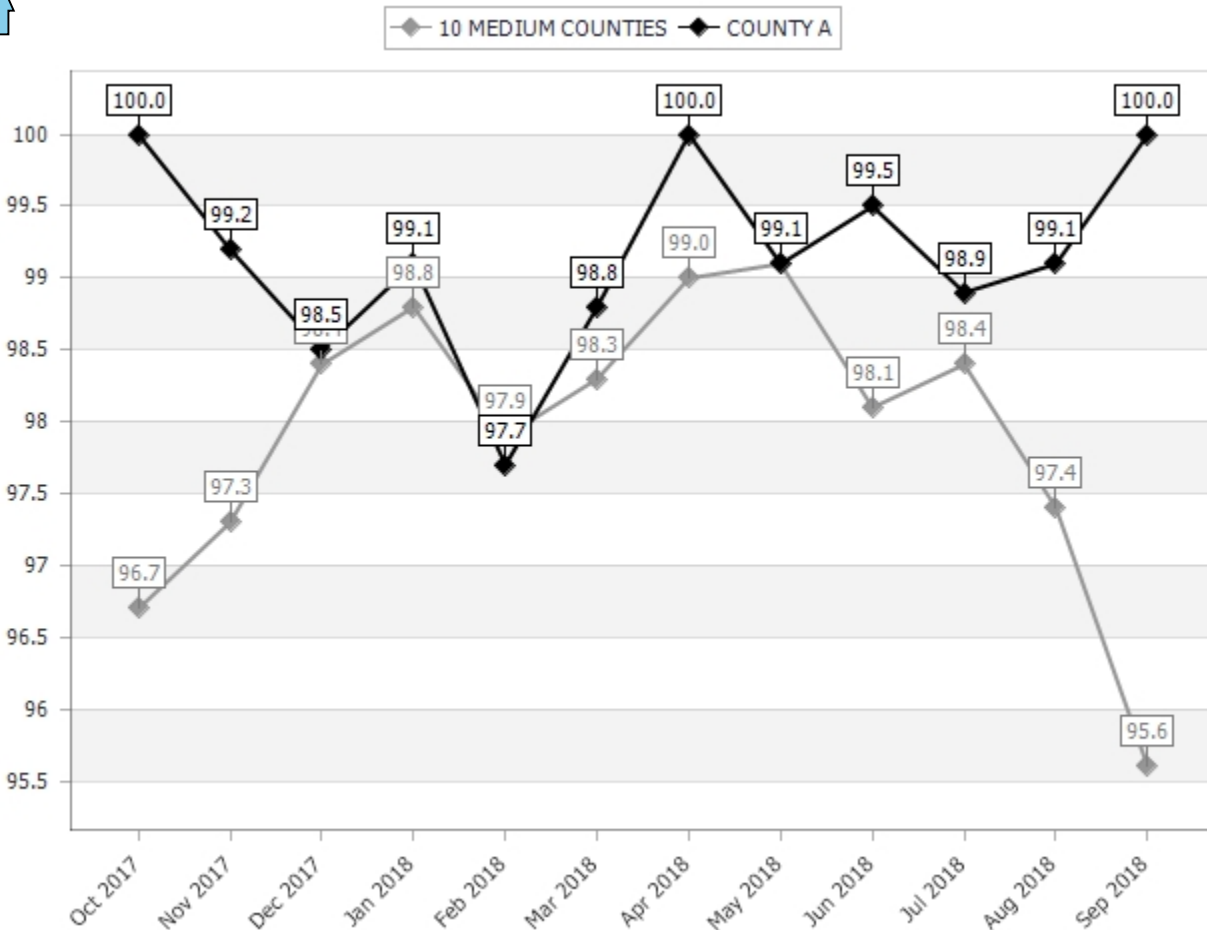
For questions regarding this measure, training, or process improvement, please contact Christine Webb at Christine.Webb@state.co.us or Sherlyn Stephens at Sherlyn.Stephens@state.co.us.

Claim Rate

Food and Energy Assistance Division

COUNTY A	TOTAL CLAIMS	CASE COUNT	PERCENT
December 2017	76	604	12.6
January 2018	84	601	14
February 2018	82	575	14.3
March 2018	72	571	12.6
April 2018	74	562	13.2
May 2018	73	559	13.1
June 2018	69	564	12.2
July 2018	70	559	12.5
August 2018	68	565	12
September 2018	60	565	10.6
	728	5,725	12.7
10 MEDIUM COUNTIES	TOTAL CLAIMS	CASE COUNT	PERCENT
December 2017	2,049	17,007	12
January 2018	2,129	17,198	12.4
February 2018	2,137	17,220	12.4
March 2018	1,676	17,194	9.7
April 2018	1,660	17,028	9.7
May 2018	1,628	16,915	9.6
June 2018	1,539	17,049	9
July 2018	1,536	17,113	9
August 2018	1,517	17,424	8.7
September 2018	1,468	17,441	8.4
	17,339	171,589	10.1

Timely Processing of Medical Applicant Determinations Medicaid



Why this matters: Timely processing of new Medicaid applications ensures that eligible Coloradans have access, as soon as possible, to needed health care.

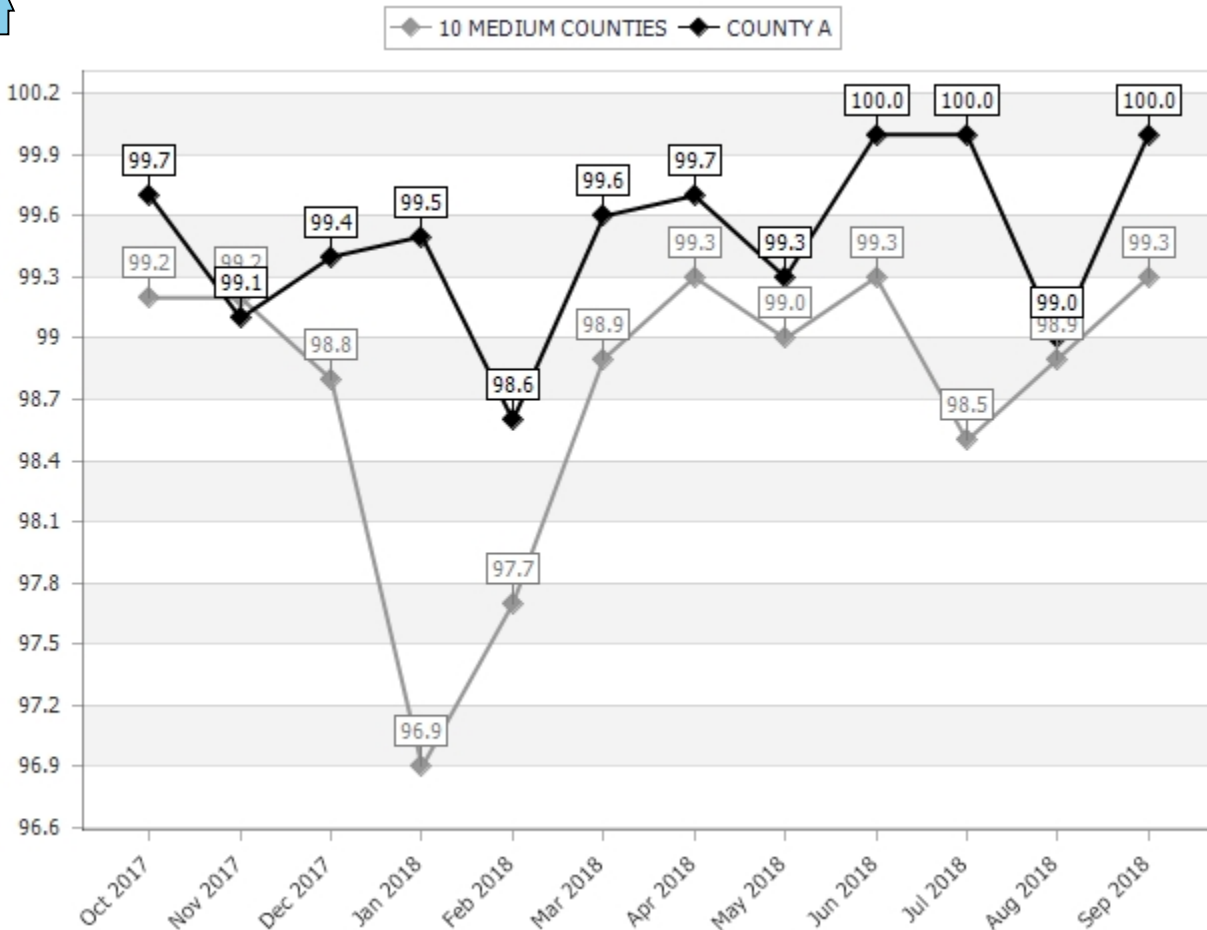
How it is measured:
 Numerator: Number of individuals applying for new benefits processed in 45 days or less
 Denominator: Number of individuals applying for new benefits processed in the month

For questions regarding this measure, training, or process improvement, please contact Jose Barrios at Jose.Barrios@state.co.us or at 303-866-2823. For general questions, contact Medicaid.Eligibility@hcpf.state.co.us.

Timely Processing of Medical Applicant Determinations Medicaid

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	194		194	100
November 2017	259	2	261	99.2
December 2017	383	6	389	98.5
January 2018	211	2	213	99.1
February 2018	217	5	222	97.7
March 2018	237	3	240	98.8
April 2018	145		145	100
May 2018	211	2	213	99.1
June 2018	188	1	189	99.5
July 2018	176	2	178	98.9
August 2018	215	2	217	99.1
September 2018	167		167	100
	2,603	25	2,628	99
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	2,585	89	2,674	96.7
November 2017	3,496	98	3,594	97.3
December 2017	3,995	66	4,061	98.4
January 2018	3,804	45	3,849	98.8
February 2018	2,802	60	2,862	97.9
March 2018	2,778	47	2,825	98.3
April 2018	2,636	26	2,662	99
May 2018	2,681	23	2,704	99.1
June 2018	2,791	53	2,844	98.1
July 2018	2,870	46	2,916	98.4
August 2018	3,088	83	3,171	97.4
September 2018	2,386	111	2,497	95.6
	35,912	747	36,659	98

Timely Processing of Medical Applicant Redeterminations (RRR) Medicaid



Why this matters: Timely processing of redetermination Medicaid applications ensures that eligible Coloradans continue to have access to needed health care.

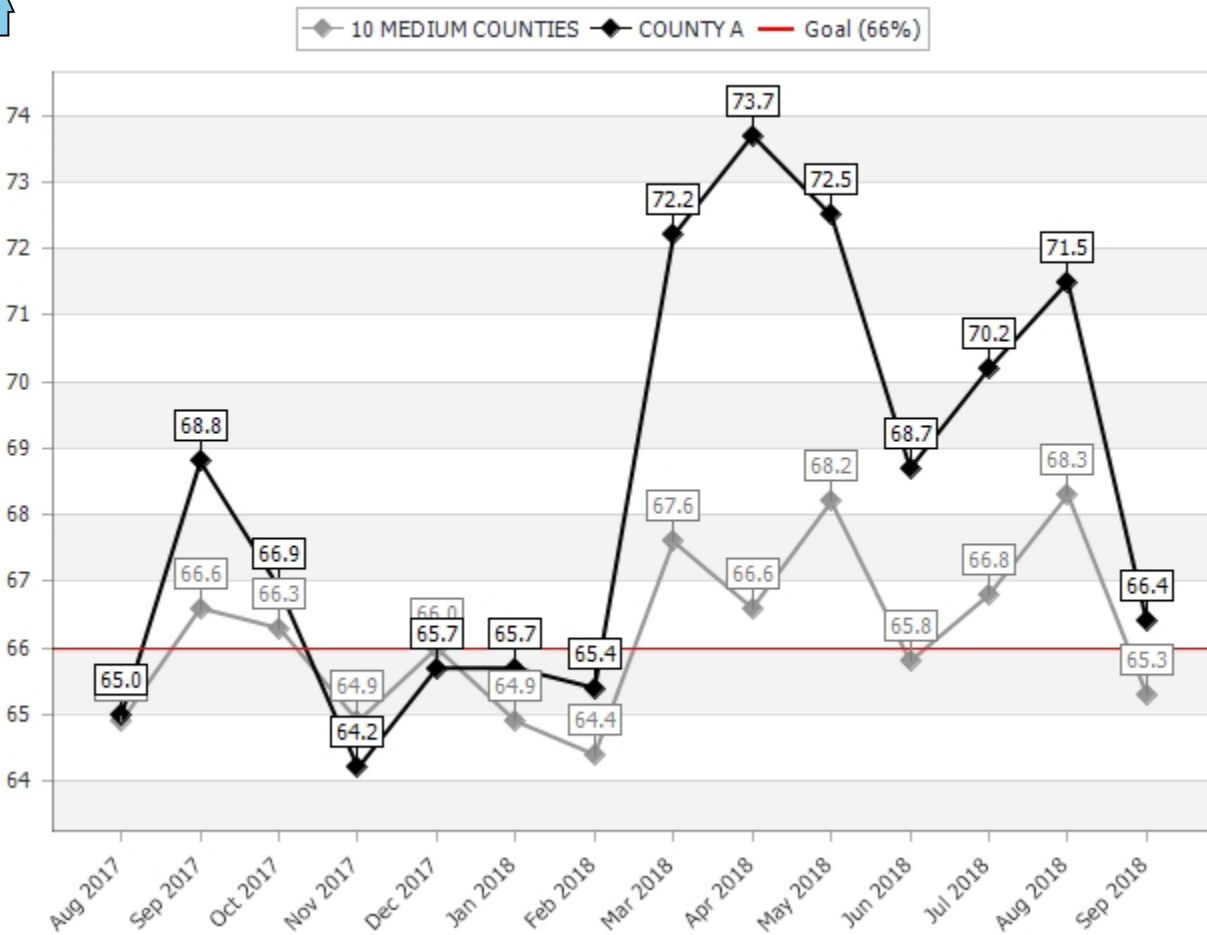
How it is measured: Numerator: Number of individuals applying for redetermination benefits processed by the last day of the RRR due month
 Denominator: Number of individuals applying for redetermination benefits processed in the month

For questions regarding this measure, training, or process improvement, please contact Jose Barrios at Jose.Barrios@state.co.us or at 303-866-2823. For general questions, contact Medicaid.Eligibility@hcpf.state.co.us.

Timely Processing of Medical Applicant Redeterminations (RRR) Medicaid

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	879	3	882	99.7
November 2017	917	8	925	99.1
December 2017	765	5	770	99.4
January 2018	799	4	803	99.5
February 2018	754	11	765	98.6
March 2018	932	4	936	99.6
April 2018	684	2	686	99.7
May 2018	871	6	877	99.3
June 2018	509		509	100
July 2018	659		659	100
August 2018	1,040	10	1,050	99
September 2018	600		600	100
	9,409	53	9,462	99.4
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	12,292	103	12,395	99.2
November 2017	13,155	105	13,260	99.2
December 2017	12,434	148	12,582	98.8
January 2018	11,707	380	12,087	96.9
February 2018	10,591	248	10,839	97.7
March 2018	11,471	133	11,604	98.9
April 2018	10,956	78	11,034	99.3
May 2018	10,706	107	10,813	99
June 2018	11,331	82	11,413	99.3
July 2018	11,685	182	11,867	98.5
August 2018	12,080	129	12,209	98.9
September 2018	12,243	81	12,324	99.3
	140,651	1,776	142,427	98.8

Percent of Current Child Support Collected Child Support Services



Why this matters:

Collecting child support increases the economic security of families.

How it is measured:

Numerator: Current support dollars collected in the month

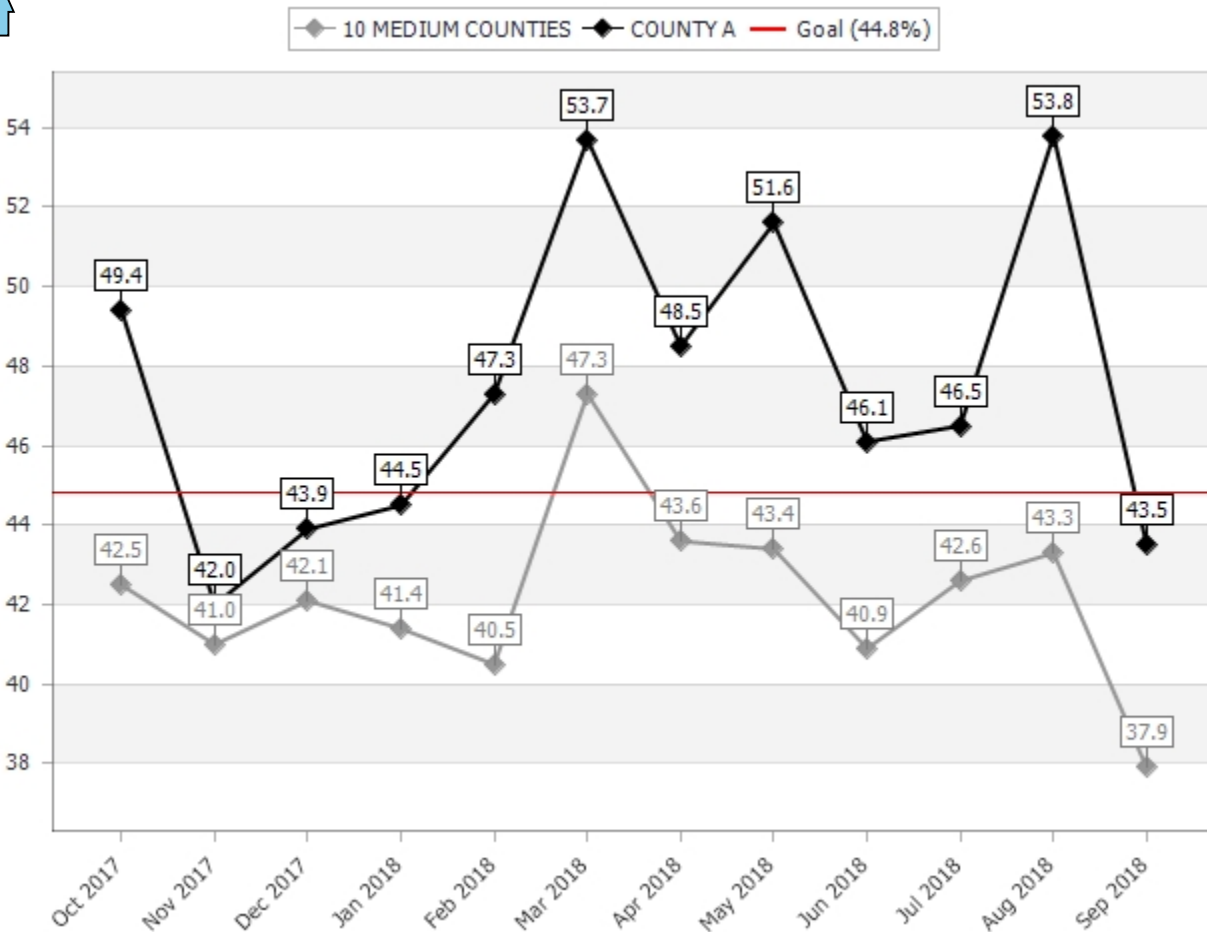
Denominator: Current support dollars owed in the month

For questions regarding this measure, training, or process improvement, please contact Larry Desbien at Larry.Desbien@state.co.us or at 303-866-4460.

Percent of Current Child Support Collected Child Support Services

COUNTY A	CHILD SUPPORT COLLECTED	CHILD SUPPORT OWED	PERCENT
August 2017	\$121,990	\$187,821	65.0
September 2017	\$129,954	\$188,776	68.8
October 2017	\$125,489	\$187,524	66.9
November 2017	\$122,234	\$190,425	64.2
December 2017	\$121,875	\$185,556	65.7
January 2018	\$123,877	\$188,645	65.7
February 2018	\$120,012	\$183,522	65.4
March 2018	\$133,185	\$184,451	72.2
April 2018	\$133,392	\$181,005	73.7
May 2018	\$128,615	\$177,416	72.5
June 2018	\$122,557	\$178,473	68.7
July 2018	\$125,098	\$178,224	70.2
August 2018	\$130,523	\$182,608	71.5
September 2018	\$121,374	\$182,814	66.4
	\$1,760,175	\$2,577,260	68.3
10 MEDIUM COUNTIES	CHILD SUPPORT COLLECTED	CHILD SUPPORT OWED	PERCENT
August 2017	\$2,430,456	\$3,742,281	64.9
September 2017	\$2,480,737	\$3,725,120	66.6
October 2017	\$2,512,457	\$3,791,346	66.3
November 2017	\$2,460,037	\$3,791,692	64.9
December 2017	\$2,507,557	\$3,798,611	66.0
January 2018	\$2,474,809	\$3,814,877	64.9
February 2018	\$2,446,523	\$3,796,069	64.4
March 2018	\$2,569,273	\$3,803,167	67.6
April 2018	\$2,542,665	\$3,815,848	66.6
May 2018	\$2,601,505	\$3,815,424	68.2
June 2018	\$2,516,463	\$3,826,982	65.8
July 2018	\$2,511,593	\$3,759,646	66.8
August 2018	\$2,539,276	\$3,716,459	68.3
September 2018	\$2,431,128	\$3,720,769	65.3
	\$35,024,479	\$52,918,291	66.2

Percent of Cases with an Arrears Payment Child Support Services



Why this matters:

Collecting arrears payments increases the economic security of families.

How it is measured:

Numerator: Cases where an arrears balance was owed and at least some portion of that obligation was paid in the month

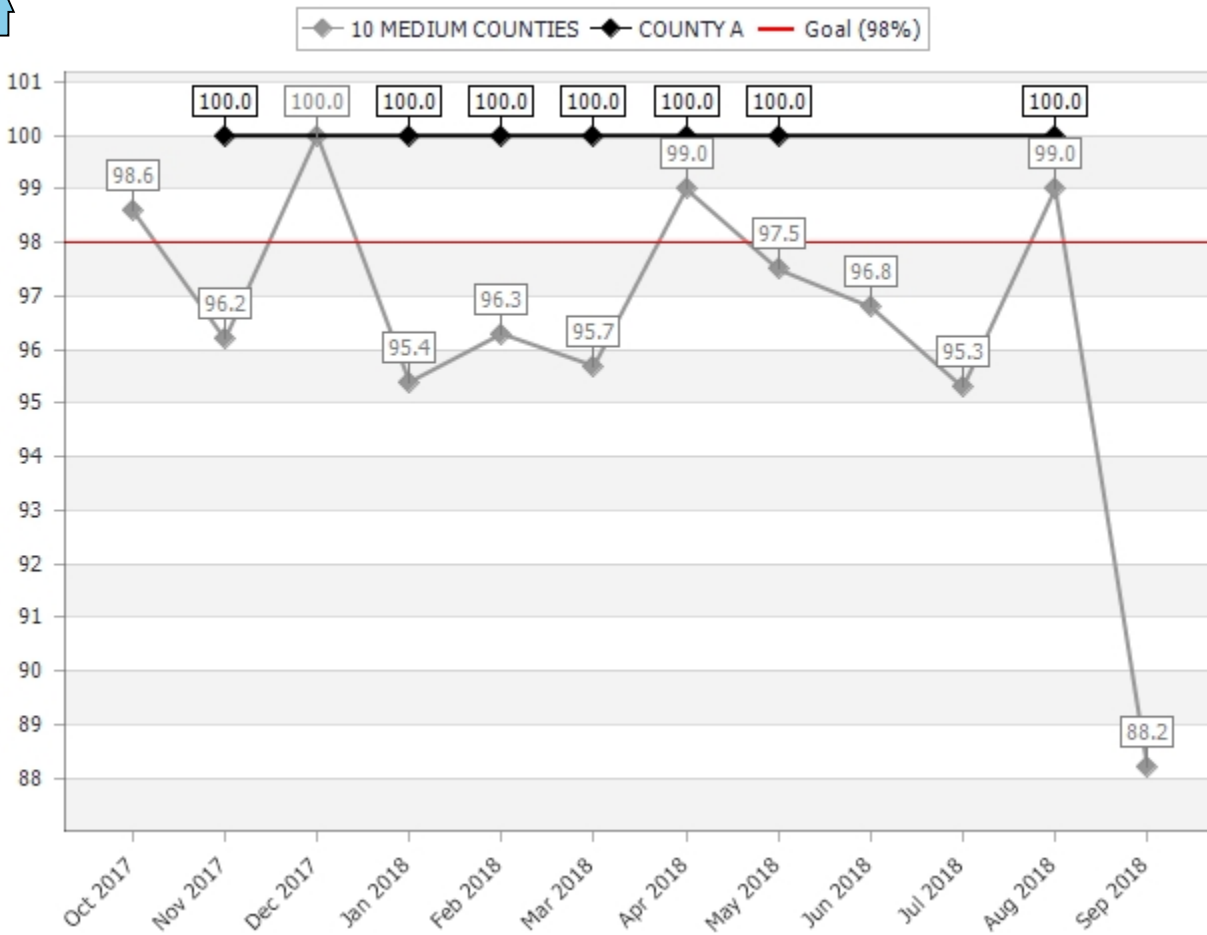
Denominator: Number of cases with arrears owed in the month

For questions regarding this measure, training, or process improvement, please contact Larry Desbien at Larry.Desbien@state.co.us or at 303-866-4460.

Percent of Cases with an Arrears Payment Child Support Services

COUNTY A	CASES WITH ARREARS PAYMENT	CASES W/O ARREARS PAYMENT	CASES WITH ARREARS OWED	% OF CASES WITH ARREARS PAYMENT
October 2017	210	215	425	49.4
November 2017	180	249	429	42.0
December 2017	188	240	428	43.9
January 2018	191	238	429	44.5
February 2018	202	225	427	47.3
March 2018	227	196	423	53.7
April 2018	200	212	412	48.5
May 2018	216	203	419	51.6
June 2018	193	226	419	46.1
July 2018	194	223	417	46.5
August 2018	226	194	420	53.8
September 2018	183	238	421	43.5
	2,410	2,659	5,069	47.5
10 MEDIUM COUNTIES	CASES WITH ARREARS PAYMENT	CASES W/O ARREARS PAYMENT	CASES WITH ARREARS OWED	% OF CASES WITH ARREARS PAYMENT
October 2017	4,422	5,978	10,400	42.5
November 2017	4,278	6,149	10,427	41.0
December 2017	4,397	6,056	10,453	42.1
January 2018	4,360	6,161	10,521	41.4
February 2018	4,289	6,296	10,585	40.5
March 2018	4,932	5,495	10,427	47.3
April 2018	4,479	5,795	10,274	43.6
May 2018	4,477	5,848	10,325	43.4
June 2018	4,262	6,153	10,415	40.9
July 2018	4,426	5,955	10,381	42.6
August 2018	4,493	5,878	10,371	43.3
September 2018	3,914	6,417	10,331	37.9
	52,729	72,181	124,910	42.2

Timeliness of Initial Response to New Reports Adult Protective Services



Why this matters: Timely response to new adult protection reports increases the safety of vulnerable adults.

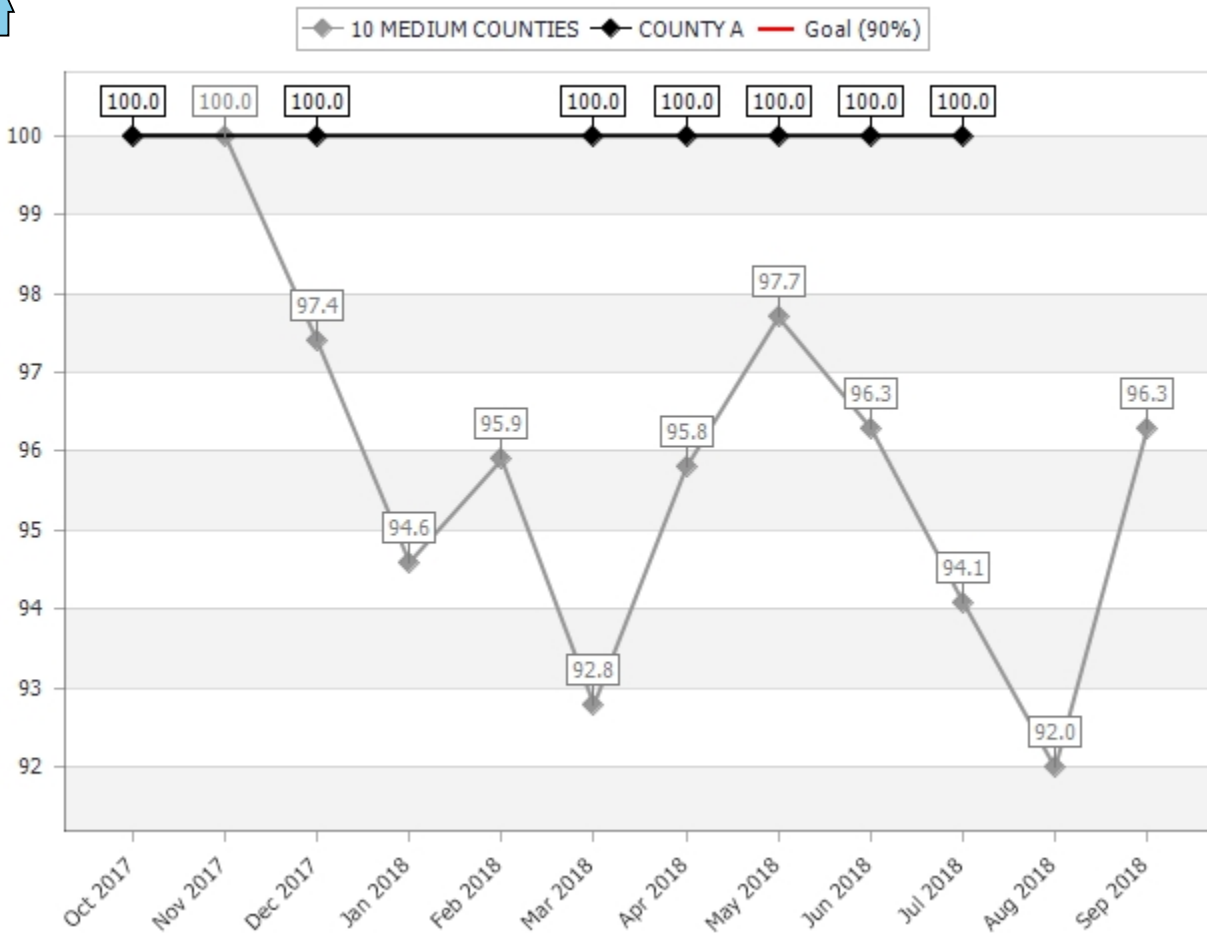
How it is measured: Numerator: Number of timely responses; timely is based on the assigned response time frame (Emergency/24 Hour or Non-emergency/3 Business Days)
Denominator: Number of responses

For questions regarding this measure, training, or process improvement, please contact cdhsaps.questions@state.co.us.

Timeliness of Initial Response to New Reports Adult Protective Services

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
November 2017	3	0	3	100.0
January 2018	1	0	1	100.0
February 2018	2	0	2	100.0
March 2018	2	0	2	100.0
April 2018	1	0	1	100.0
May 2018	5	0	5	100.0
August 2018	1	0	1	100.0
	15	0	15	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	71	1	72	98.6
November 2017	75	3	78	96.2
December 2017	78	0	78	100.0
January 2018	103	5	108	95.4
February 2018	78	3	81	96.3
March 2018	88	4	92	95.7
April 2018	95	1	96	99.0
May 2018	78	2	80	97.5
June 2018	91	3	94	96.8
July 2018	81	4	85	95.3
August 2018	104	1	105	99.0
September 2018	60	8	68	88.2
	1002	35	1037	96.6

Timeliness of Initial Assessments Adult Protective Services



Why this matters: Timely adult protection assessments increase the safety of vulnerable adults.

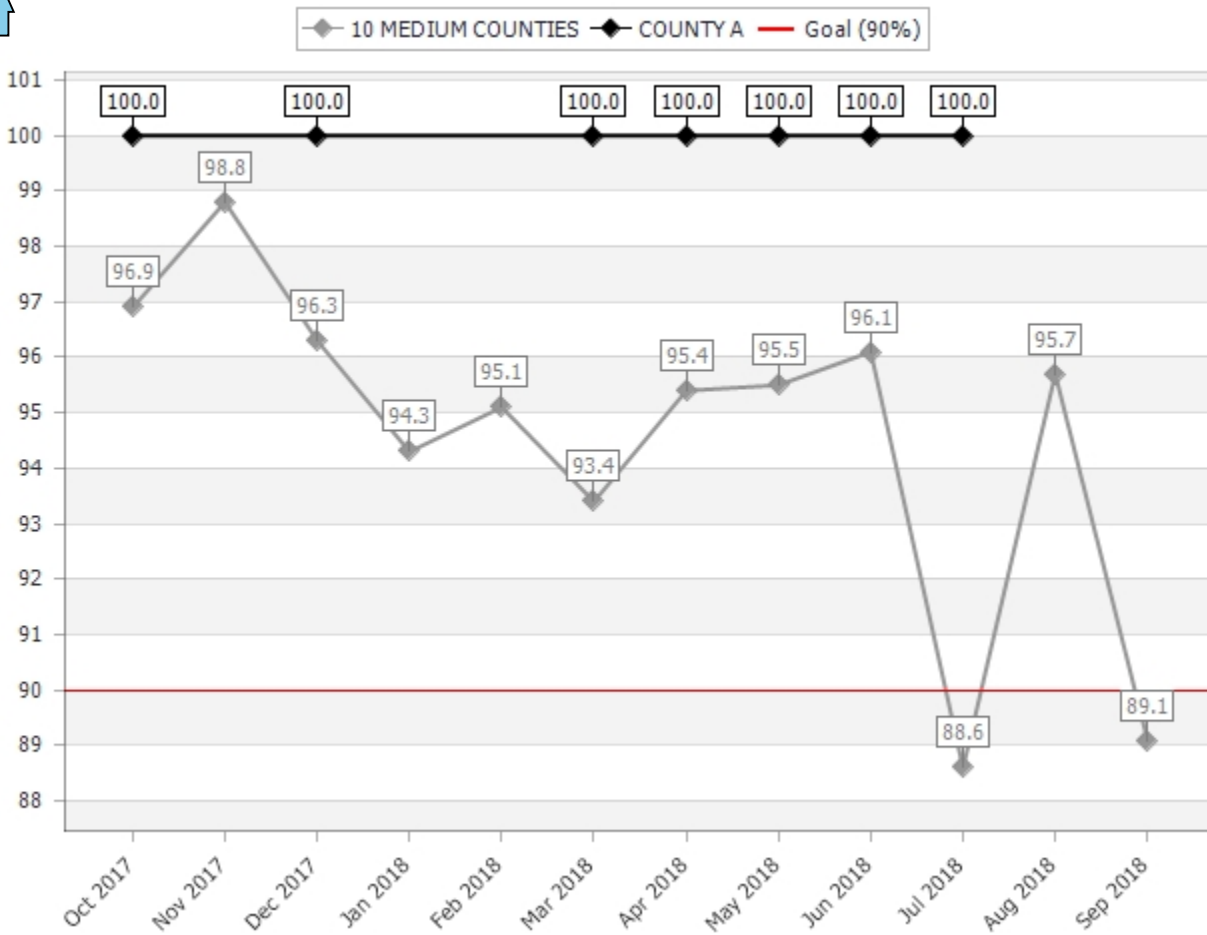
How it is measured: Numerator: Number of timely initial assessments; timely is based on the assigned time frame of 45 days
 Denominator: Number of initial assessments due in the report month

For questions regarding this measure, training, or process improvement, please contact cdhsaps.questions@state.co.us.

Timeliness of Initial Assessments Adult Protective Services

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	2	0	2	100
December 2017	3	0	3	100
March 2018	2	0	2	100
April 2018	1	0	1	100
May 2018	2	0	2	100
June 2018	4	0	4	100
July 2018	1	0	1	100
	15		15	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	84	0	84	100
November 2017	67	0	67	100
December 2017	75	2	77	97.4
January 2018	53	3	56	94.6
February 2018	70	3	73	95.9
March 2018	90	7	97	92.8
April 2018	69	3	72	95.8
May 2018	86	2	88	97.7
June 2018	79	3	82	96.3
July 2018	80	5	85	94.1
August 2018	69	6	75	92
September 2018	78	3	81	96.3
	900	37	937	96.1

Timeliness of Investigations Adult Protective Services



Why this matters:

Timely adult protection investigations increase the safety of vulnerable adults

How it is measured:

Numerator: Number of timely investigations completed; timely is based on the assigned time frame of 60 days

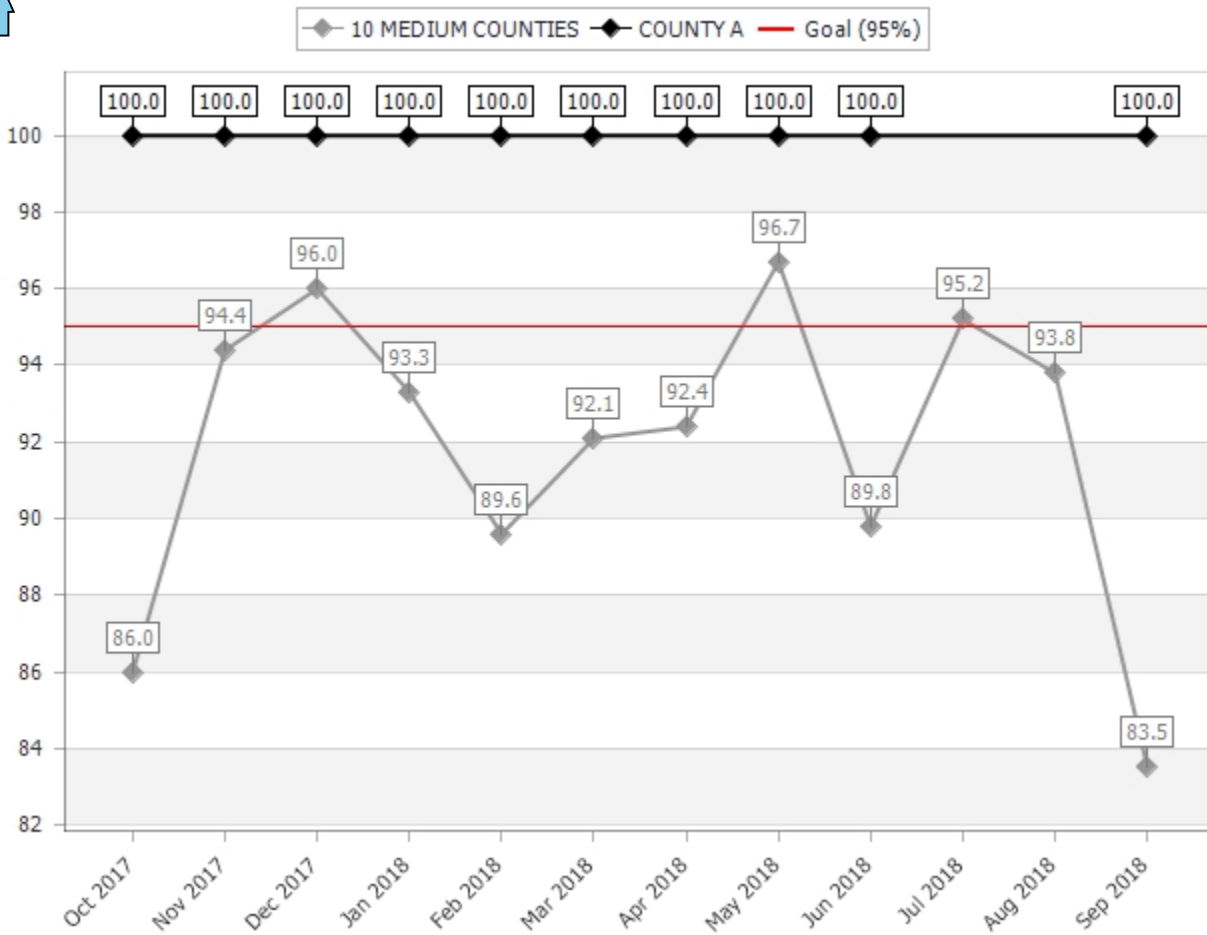
Denominator: Number of investigations due in the report month

For questions regarding this measure, training, or process improvement, please contact cdhsaps.questions@state.co.us.

Timeliness of Investigations Adult Protective Services

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	2	0	2	100
December 2017	3	0	3	100
March 2018	3	0	3	100
April 2018	1	0	1	100
May 2018	1	0	1	100
June 2018	3	0	3	100
July 2018	3	0	3	100
	16		16	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	94	3	97	96.9
November 2017	79	1	80	98.8
December 2017	77	3	80	96.3
January 2018	66	4	70	94.3
February 2018	78	4	82	95.1
March 2018	99	7	106	93.4
April 2018	83	4	87	95.4
May 2018	64	3	67	95.5
June 2018	73	3	76	96.1
July 2018	70	9	79	88.6
August 2018	88	4	92	95.7
September 2018	82	10	92	89.1
	953	55	1,008	94.5

Timeliness of Monthly Contacts Adult Protective Services



Why this matters:

Timely monthly contacts increase the safety of vulnerable adults.

How it is measured:

Numerator: Number of cases with a timely monthly contact in the reporting month

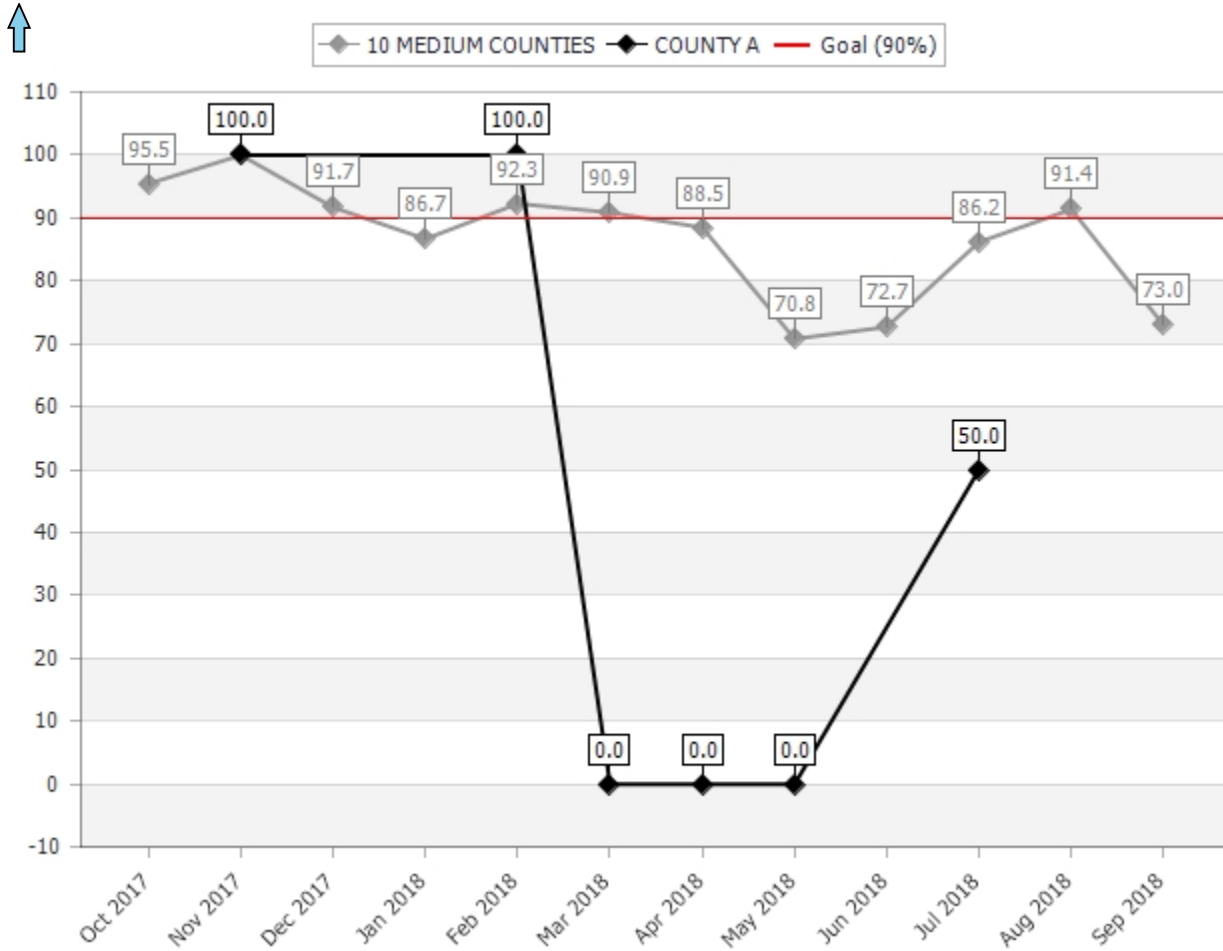
Denominator: Number of cases requiring a monthly contact in the reporting month

For questions regarding this measure, training, or process improvement, please contact cdhsaps.questions@state.co.us.

Timeliness of Monthly Contacts Adult Protective Services

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	3	0	3	100.0
November 2017	1	0	1	100.0
December 2017	3	0	3	100.0
January 2018	3	0	3	100.0
February 2018	3	0	3	100.0
March 2018	2	0	2	100.0
April 2018	3	0	3	100.0
May 2018	2	0	2	100.0
June 2018	3	0	3	100.0
September 2018	1	0	1	100.0
	24		24	100
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	154	25	179	86.0
November 2017	153	9	162	94.4
December 2017	145	6	151	96.0
January 2018	153	11	164	93.3
February 2018	155	18	173	89.6
March 2018	152	13	165	92.1
April 2018	158	13	171	92.4
May 2018	174	6	180	96.7
June 2018	158	18	176	89.8
July 2018	158	8	166	95.2
August 2018	166	11	177	93.8
September 2018	152	30	182	83.5
	1,878	168	2,046	91.8

Percent of Cases with Safety Improvement Adult Protective Services



Why this matters: Safety improvement indicates that the intervention implemented had a positive impact on the older adults receiving services.

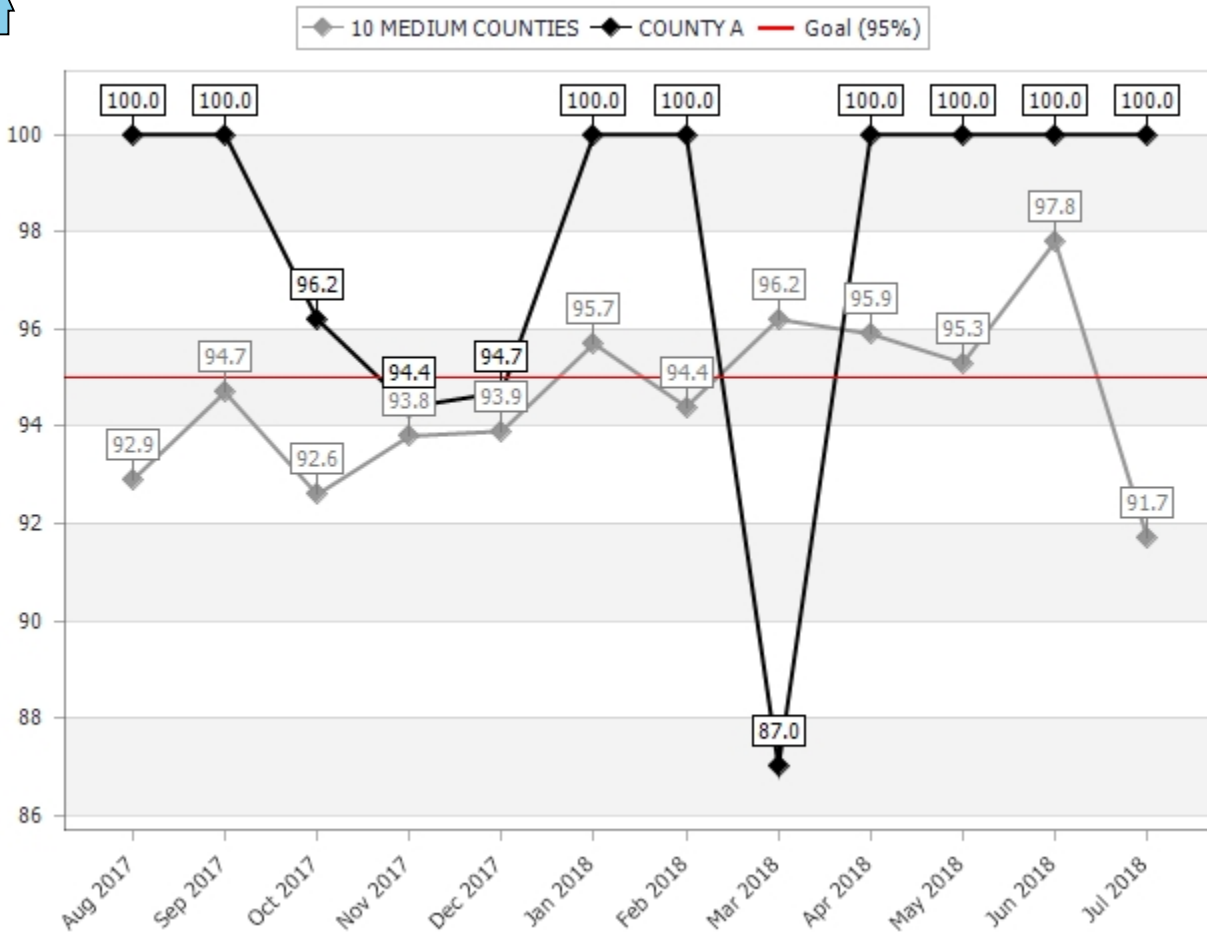
How it is measured:
 Numerator: Number of cases with an improvement in safety in the reporting month
 Denominator: Number of cases closed in the reporting month

For questions regarding this measure, training, or process improvement, please contact cdhsaps.questions@state.co.us.

Percent of Cases with Safety Improvement Adult Protective Services

COUNTY A	SAFETY IMPROVEMENT	NO SAFETY IMPROVEMENT	TOTAL	PERCENT
November 2017	2	0	2	100
February 2018	1	0	1	100
March 2018	0	1	1	0
April 2018	0	1	1	0
May 2018	0	1	1	0
July 2018	1	1	2	50
	4	4	8	50
10 MEDIUM COUNTIES	SAFETY IMPROVEMENT	NO SAFETY IMPROVEMENT	TOTAL	PERCENT
October 2017	21	1	22	95.5
November 2017	21	0	21	100
December 2017	33	3	36	91.7
January 2018	26	4	30	86.7
February 2018	24	2	26	92.3
March 2018	30	3	33	90.9
April 2018	23	3	26	88.5
May 2018	17	7	24	70.8
June 2018	16	6	22	72.7
July 2018	25	4	29	86.2
August 2018	32	3	35	91.4
September 2018	27	10	37	73
	295	46	341	86.5

Timeliness of Initial Response to Abuse Neglect Assessments Child Welfare Division



Why this matters: Timely initial response to abuse/neglect assessments improves child safety and reduces the potential for further abuse.

How it is measured: Numerator: Number of alleged victims with a timely face-to-face contact or attempted contact as set in rule (Volume 7); timely is based on the assigned response time frame (Immediate, 3-Day, 5-Day)
Denominator: Number of alleged victims with a child protection assessment opened in the specified month (both Traditional and Family Assessment Response)

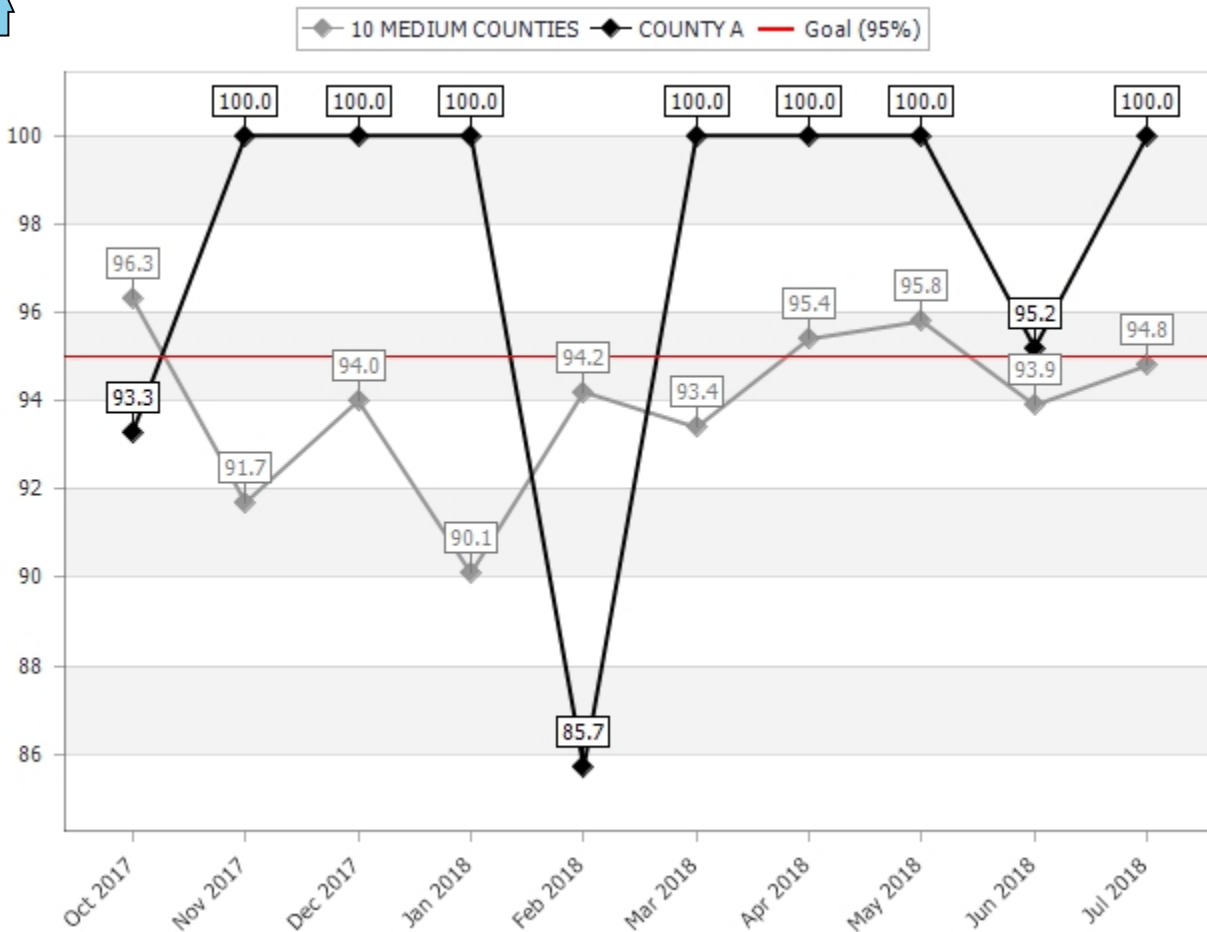
For questions regarding this measure, training, or process improvement, please contact Lucinda Connelly at Lucinda.Connelly@state.co.us.

Timeliness of Initial Response to Abuse Neglect Assessments

Child Welfare Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
August 2017	22	0	22	100
September 2017	27	0	27	100
October 2017	25	1	26	96.2
November 2017	17	1	18	94.4
December 2017	18	1	19	94.7
January 2018	28	0	28	100
February 2018	27	0	27	100
March 2018	20	3	23	87
April 2018	26	0	26	100
May 2018	28	0	28	100
June 2018	11	0	11	100
July 2018	24	0	24	100
	273	6	279	97.8
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
August 2017	429	33	462	92.9
September 2017	432	24	456	94.7
October 2017	427	34	461	92.6
November 2017	362	24	386	93.8
December 2017	397	26	423	93.9
January 2018	464	21	485	95.7
February 2018	437	26	463	94.4
March 2018	455	18	473	96.2
April 2018	464	20	484	95.9
May 2018	483	24	507	95.3
June 2018	391	9	400	97.8
July 2018	377	34	411	91.7
	5,118	293	5,411	94.6

Timeliness of Assessment Closure Child Welfare Division



Why this matters: Timely completion of assessments indicates the child welfare system is not unnecessarily lingering in a family's life, and that information regarding the assessment in the Child Welfare data system is up to date.

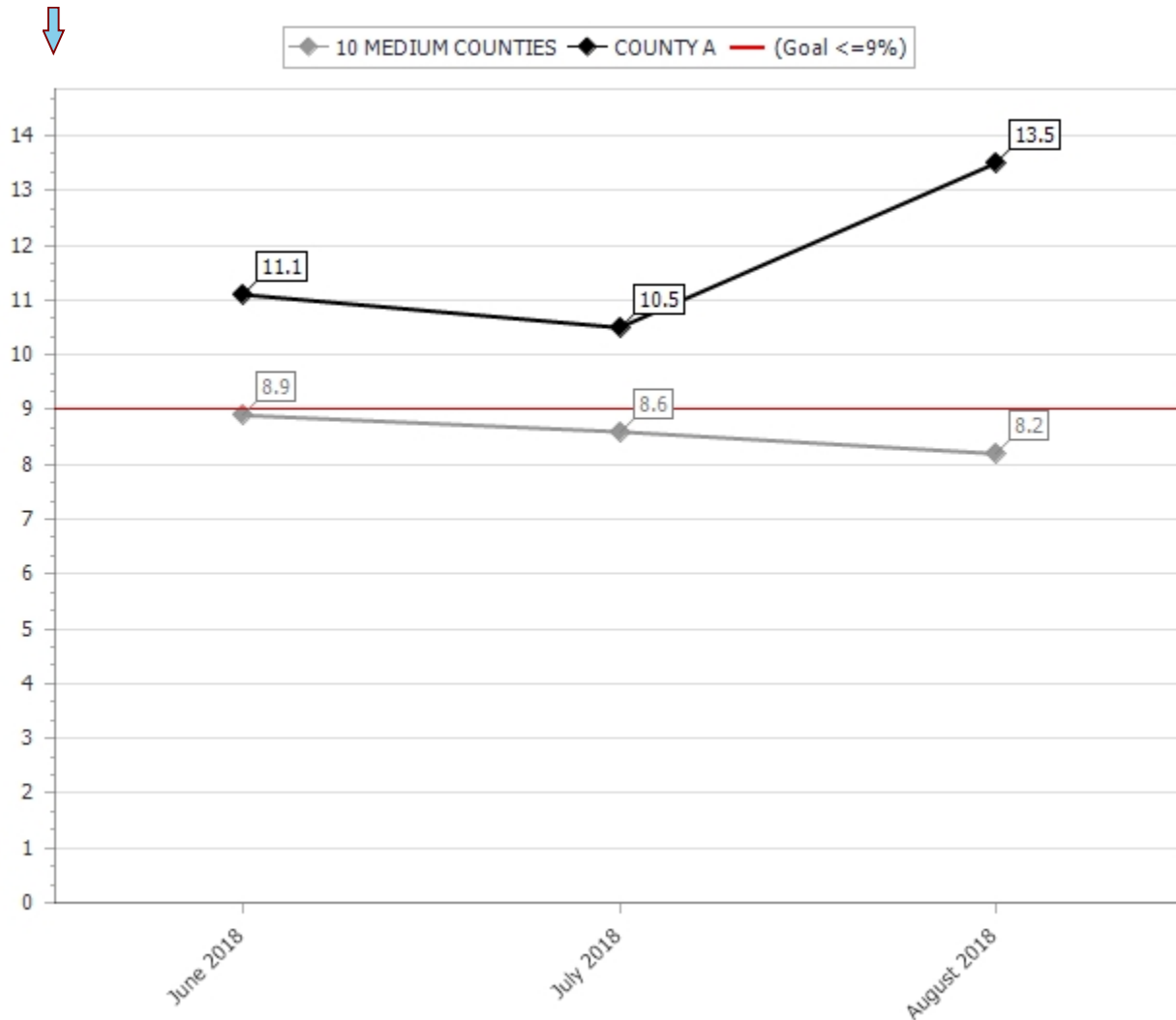
How it is measured:
 Numerator: Number of child protection assessments closed within 60 days of referral
 Denominator: Number of child protection assessments due to close in the specific month (both Traditional and Family Assessment Response)

For questions regarding this measure, training, or process improvement, please contact Lucinda Connelly at Lucinda.Connelly@state.co.us.

Timeliness of Assessment Closure Child Welfare Division

COUNTY A	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	14	1	15	93.3
November 2017	20	0	20	100
December 2017	18	0	18	100
January 2018	15	0	15	100
February 2018	12	2	14	85.7
March 2018	20	0	20	100
April 2018	19	0	19	100
May 2018	18	0	18	100
June 2018	20	1	21	95.2
July 2018	21	0	21	100
	177	4	181	97.8
10 MEDIUM COUNTIES	TIMELY	UNTIMELY	TOTAL	PERCENT
October 2017	285	11	296	96.3
November 2017	254	23	277	91.7
December 2017	281	18	299	94
January 2018	228	25	253	90.1
February 2018	244	15	259	94.2
March 2018	255	18	273	93.4
April 2018	310	15	325	95.4
May 2018	299	13	312	95.8
June 2018	306	20	326	93.9
July 2018	313	17	330	94.8
	2,775	175	2,950	94.1

Recurrence of Maltreatment Child Welfare Division



Why this matters: Children in out-of-home care deserve to be safe and free of maltreatment.

How it is measured: Numerator: Total children that had another substantiated report of maltreatment within 12 months of their initial report (of children counted in the denominator).
Denominator: Number of children with at least one substantiated report of maltreatment in a rolling 12-month target period.

For questions regarding this measure, training, or process improvement, please contact Korey Elger at Korey.Elger@state.co.us.

**Recurrence of Maltreatment
Child Welfare Division**

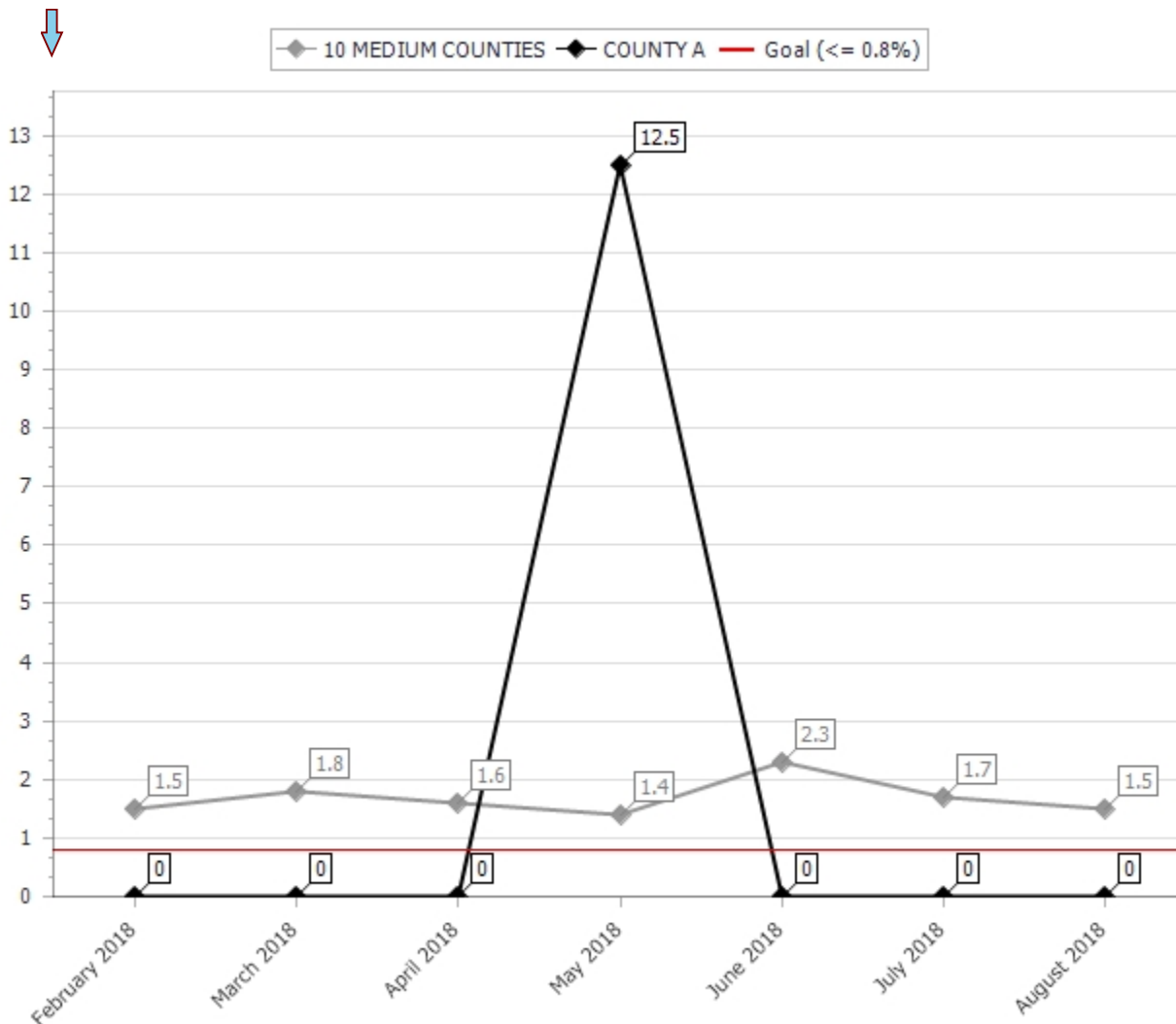
COUNTY A

	RECURRENCE	TOTAL	PERCENT
June 2018	5	45	11.1
July 2018	4	38	10.5
August 2018	5	37	13.5
	14	120	11.7

10 MEDIUM COUNTIES

	RECURRENCE	TOTAL	PERCENT
June 2018	108	1217	8.9
July 2018	104	1209	8.6
August 2018	99	1208	8.2
	311	3,634	8.6

Children Who Re-Enter Care within 12 Months Child Welfare Division



Why this matters:

Children deserve to remain in a safe and stable environment.

How it is measured:

Numerator: Number of episodes in which a child enters out-of-home care within 12 months of reunification

Denominator: Number of episodes in which a child enters out-of-home care in a 12-month period in which the child is then discharged within 12 months to reunification

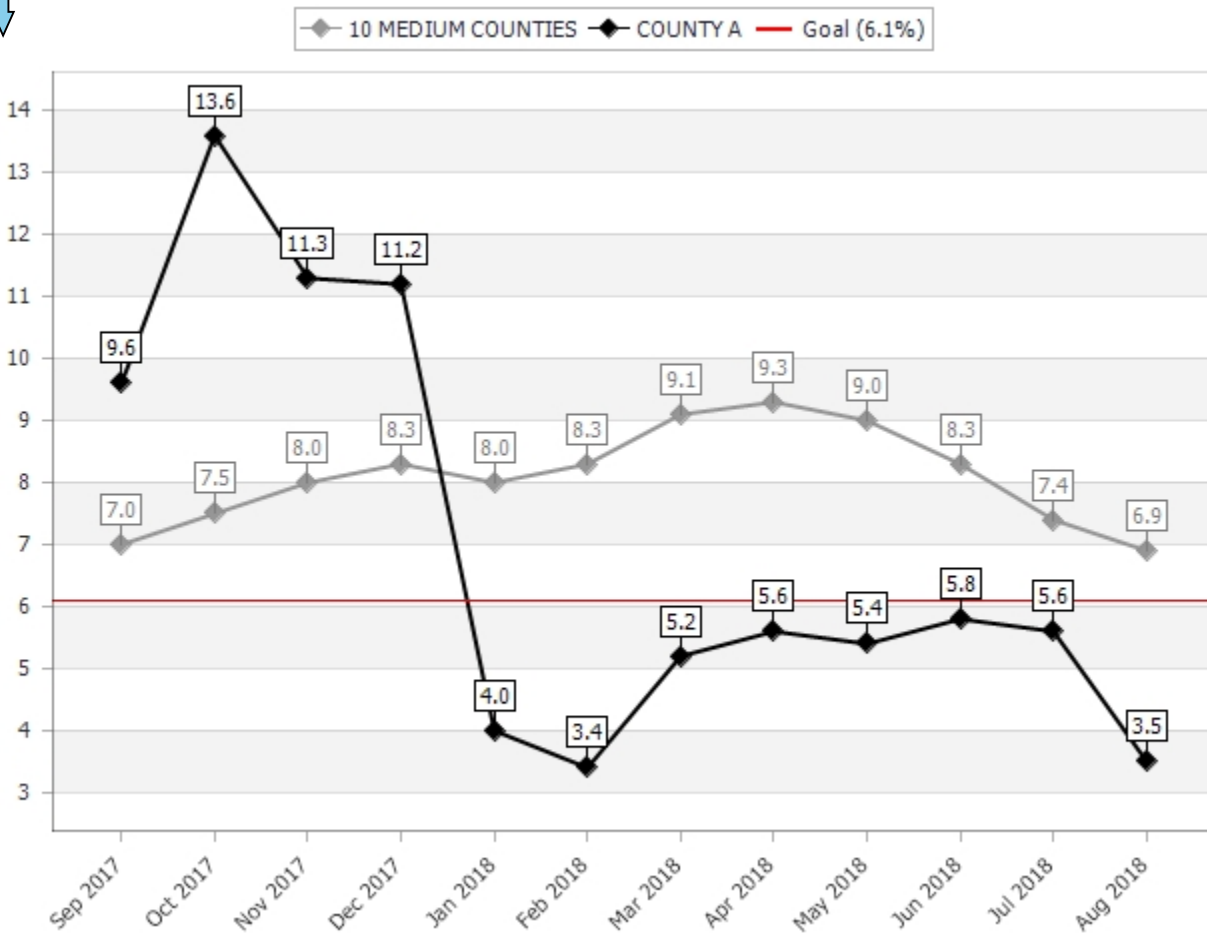
For questions regarding this measure, training, or process improvement, please contact Korey Elger at Korey.Elger@state.co.us.

**Children Who Re-Enter Care within 12 Months
Child Welfare Division**

COUNTY A	RE-ENTERED CARE	TOTAL	PERCENT
February 2018	0	6	0
March 2018	0	6	0
April 2018	0	6	0
May 2018	1	8	12.5
June 2018	0	7	0
July 2018	0	7	0
August 2018	0	8	0

10 MEDIUM COUNTIES	RE-ENTERED CARE	TOTAL	PERCENT
February 2018	6	413	1.5
March 2018	7	394	1.8
April 2018	6	383	1.6
May 2018	5	365	1.4
June 2018	8	348	2.3
July 2018	6	349	1.7
August 2018	5	344	1.5

Children in Congregate Care Child Welfare Division



Why this matters: All children deserve to achieve permanency in a home to lessen the disruption and trauma out-of-home care can cause. Additionally, children deserve to reside in family-like settings, as opposed to institutional settings. Reducing congregate care use contributes to these efforts.

How it is measured: Numerator: Average daily population in congregate care
Denominator: Average daily population served by child welfare (in-home and out-of-home)

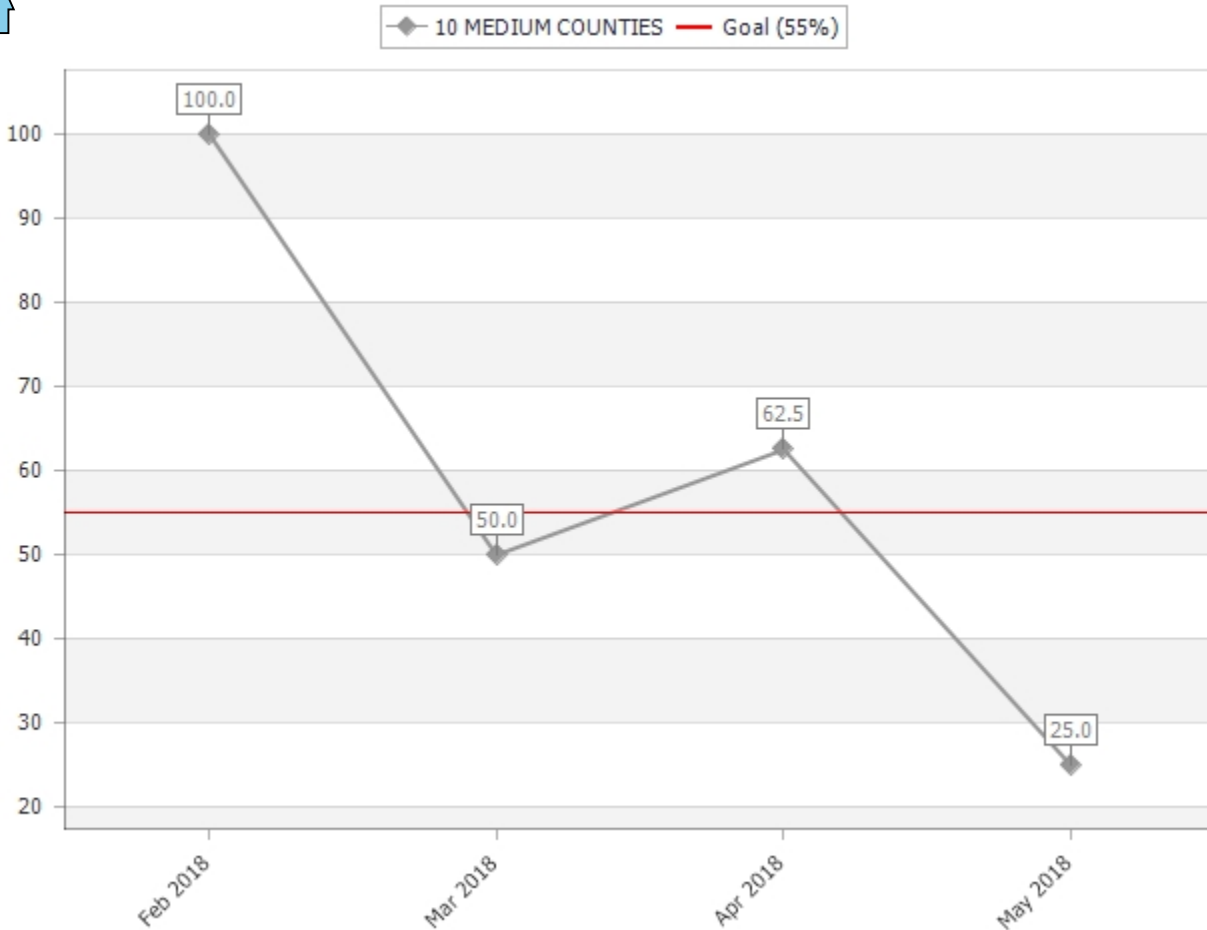
For questions regarding this measure, training, or process improvement, please contact Dennis Desparrois at Dennis.Desparrois@state.co.us.

Children in Congregate Care Child Welfare Division

COUNTY A	CONGREGATE CARE ADP	DETENTION ADP	TOTAL INVOLVED ADP	PERCENT IN CONGREGATE CARE
September 2017	3.5	.0	36.3	9.6
October 2017	4.8	.0	35.2	13.6
November 2017	4.0	.0	35.3	11.3
December 2017	3.5	.0	31.3	11.2
January 2018	1.2	.0	30.0	4.0
February 2018	1.0	.0	29.2	3.4
March 2018	1.6	.0	31.0	5.2
April 2018	2.0	.0	35.5	5.6
May 2018	2.0	.0	37.0	5.4
June 2018	2.0	.0	34.6	5.8
July 2018	2.0	.0	35.6	5.6
August 2018	1.2	.0	34.1	3.5

10 MEDIUM COUNTIES	CONGREGATE CARE ADP	DETENTION ADP	TOTAL INVOLVED ADP	PERCENT IN CONGREGATE CARE
September 2017	77.9	1.7	1,136.9	7.0
October 2017	80.7	1.3	1,098.4	7.5
November 2017	84.2	2.9	1,082.7	8.0
December 2017	86.8	3.9	1,094.3	8.3
January 2018	87.0	4.1	1,133.2	8.0
February 2018	92.5	4.1	1,159.6	8.3
March 2018	100.9	3.6	1,152.9	9.1
April 2018	103.2	4.2	1,151.5	9.3
May 2018	99.9	3.5	1,143.8	9.0
June 2018	91.1	3.6	1,139.5	8.3
July 2018	81.2	3.1	1,139.3	7.4
August 2018	77.1	2.8	1,163.5	6.9

CAPTA Referrals to Early Intervention (EI) Who Complete the Eligibility Process – ONGOING CASES Child Welfare Division



Why this matters: Research shows that children who are abused or neglected often experience physical, cognitive, emotional, behavioral and social problems, including attachment disorders, cognitive delays, and altered brain development. Providing early intervention services to support the healthy development of young children can have positive effects that last throughout childhood and into adulthood.

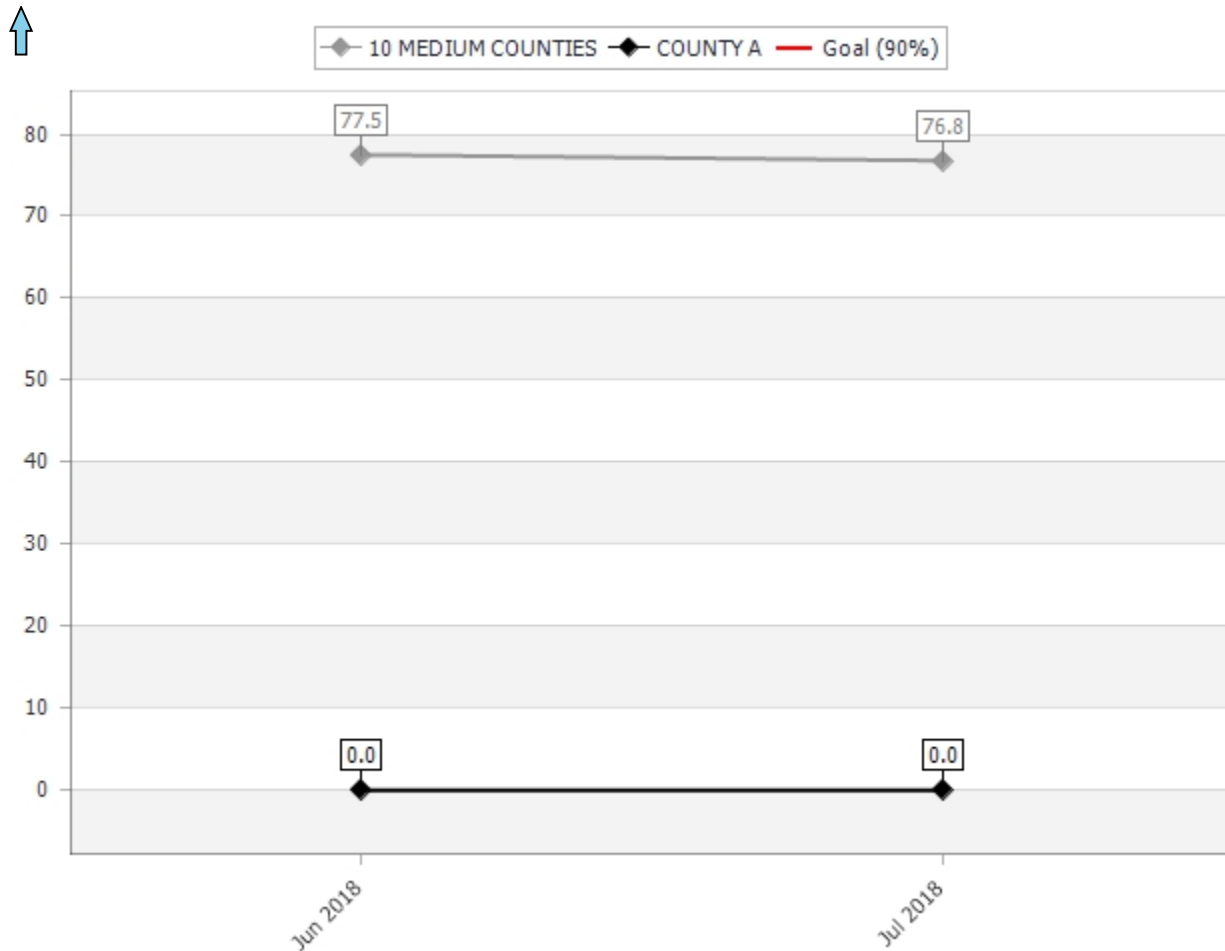
How it is measured:
 Numerator: Number of CAPTA referrals to EI who complete the EI eligibility process
 Denominator: Number of CAPTA referrals received by EI. "Pending" statuses removed

For questions regarding this measure, training, or process improvement, please contact Christy Scott at Christy.Scott@state.co.us or at 303-866-5948.

**CAPTA Referrals to Early Intervention (EI) Who Complete
the Eligibility Process – ONGOING CASES
Child Welfare Division**

10 MEDIUM COUNTIES	COMPLETE	INCOMPLETE	TOTAL	PERCENT
February 2018	2	0	2	100.0
March 2018	3	3	6	50.0
April 2018	5	3	8	62.5
May 2018	1	3	4	25.0
	11	9	20	55

Completion of Roadmap to Success (ILP) Child Welfare Division



Why this matters: Ensuring that youth who will be leaving out-of-home care have a clear plan and appropriate services for their transition to permanency or emancipation has been identified as a promising practice leading to better outcomes for youth.

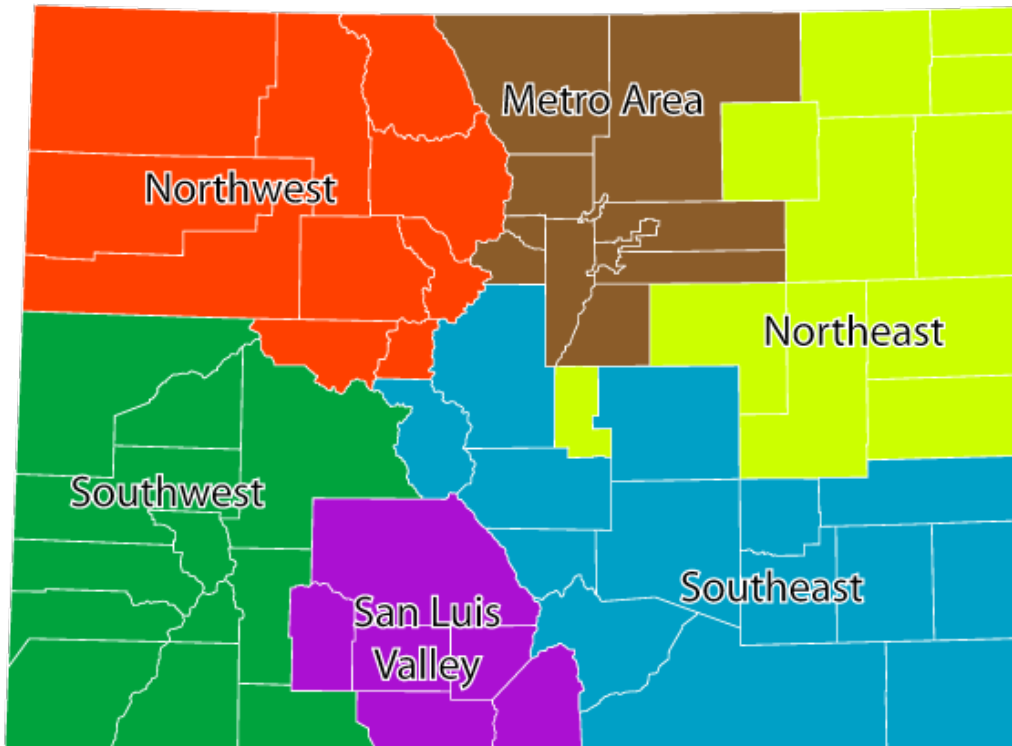
How it is measured: Numerator: (of those in the denominator) the number of youth who have a completed Roadmap to Success (ILP)
Denominator: all youth in out-of-home care who are at least age 14 plus 60 days and who have been in out-of-home care for at least 60 days

For questions regarding this measure, training, or process improvement, please contact Kristin Melton at Kristin.Melton@state.co.us or at 303-866-5139.

Completion of Roadmap to Success (ILP) Child Welfare Division

<u>COUNTY A</u>	COMPLETE	INCOMPLETE	TOTAL	PERCENT
June 2018	0	1	1	0
July 2018	0	1	1	0
		2	2	0
<u>10 MEDIUM COUNTIES</u>	COMPLETE	INCOMPLETE	TOTAL	PERCENT
June 2018	93	27	120	77.5
July 2018	86	26	112	76.8
	179	53	232	77.2

Regional Map



Metro Area

Adams	Douglas
Arapahoe	Gilpin
Boulder	Jefferson
Broomfield	Larimer
Clear Creek	Weld
Denver	

San Luis Valley

Alamosa	Mineral
Conejos	Rio Grande
Costilla	Saguache

Northeast

Cheyenne	Morgan
Elbert	Phillips
Kit Carson	Sedgwick
Lincoln	Washington
Logan	Yuma

Southeast

Baca	El Paso	Otero
Bent	Fremont	Park
Chaffee	Huerfano	Prowers
Crowley	Kiowa	Pueblo
Custer	Las Animas	Teller

Northwest

Eagle	Moffat
Garfield	Pitkin
Grand	Rio Blanco
Jackson	Routt
Lake	Summit

Southwest

Archuleta	Hinsdale	Montrose
Delta	La Plata	Ouray
Dolores	Mesa	San Juan
Gunnison	Montezuma	San Miguel

Like-Sized Counties

Large Counties

Adams	Jefferson
Arapahoe	Larimer
Boulder	Mesa
Denver	Pueblo
El Paso	Weld

Medium Counties

Broomfield	Garfield
Delta	La Plata
Douglas	Montrose
Eagle	Morgan
Fremont	Summit

Small Counties

Alamosa	Dolores	Las Animas	Prowers
Archuleta	Elbert	Lincoln	Rio Blanco
Baca	Gilpin	Logan	Rio Grande
Bent	Grand	Mineral	Routt
Chaffee	Gunnison	Moffat	Saguache
Cheyenne	Hinsdale	Montezuma	San Juan
Clear Creek	Huerfano	Otero	San Miguel
Conejos	Jackson	Ouray	Sedgwick
Costilla	Kiowa	Park	Teller
Crowley	Kit Carson	Phillips	Washington
Custer	Lake	Pitkin	Yuma

Medium and small counties are based on population size.

County C-Stat Report Appendix

County Level C-Stat Measures by Office and Division

Department of Human Services *Office of Economic Security*

Employment and Benefits Division

Adult Financial

Timeliness of New Adult Financial Applications

Why This Matters: Processing new applications efficiently ensures eligible Coloradans have needed access to resources that increase their economic security.

Numerator: Number of new applications processed timely (45 days for OAP and 60 days for AND)

Denominator: Number of new applications processed in the month

Data Source: Colorado Benefits Management System (CBMS)

Timeliness of Redetermination (RRR) Adult Financial Applications

Why This Matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to resources that increase their economic security.

Numerator: Number of redetermination applications processed timely

Denominator: Number of redetermination applications processed in the month

Data Source: CBMS

Colorado Works

Timeliness of New Colorado Works Applications

Why This Matters: Processing new applications efficiently ensures eligible Coloradans have access to needed cash assistance, case management, and employment services that increase their economic security.

Numerator: Number of new applications processed timely (45 days)

Denominator: Number of new applications processed in the month

Data Source: CBMS

Timeliness of Redetermination (RRR) Colorado Works Applications

Why This Matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to needed cash assistance, case management, and employment services that increase their economic security.

Numerator: Number of redetermination applications processed timely

Denominator: Number of redetermination applications processed in the month

Data Source: CBMS

Colorado Works Entered Employment, Cumulative

Why This Matters: Gaining employment enables Coloradans to increase their economic security.

Numerator: Number of individuals who gained employment in the year to date

Denominator: Number of individuals enrolled in Workforce Development year to date who are not in the same employment activity continuously year to date (i.e., not already employed)

Data Source: CBMS

Note: These data are reported 1 month in arrears.

County C-Stat Report Appendix

County Level C-Stat Measures by Office and Division

Division of Food and Energy Assistance

Food Assistance

Timeliness of New Food Assistance Applications

Why This Matters: Processing new applications efficiently ensures eligible Coloradans have access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

Numerator: Number of new applications processed timely (30 days)

Denominator: Number of new applications processed in the month

Data Source: CBMS

Timeliness of Expedited Food Assistance Applications

Why This Matters: Processing expedited applications efficiently ensures eligible Coloradans, in emergency situations, have access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

Numerator: Number of expedited applications processed timely (7 calendar days)

Denominator: Number of expedited applications processed in the month

Data Source: CBMS

Timeliness of Redetermination (RRR) Food Assistance Applications

Why This Matters: Processing redetermination applications efficiently ensures eligible Coloradans have continued access to needed financial assistance for food, ultimately reducing the likelihood of Coloradans going hungry.

Numerator: Number of redetermination applications processed timely

Denominator: Number of redetermination applications processed in the month

Data Source: CBMS

Food Assistance Case and Procedural Error Rate (CAPER)

Why This Matters: Processing applications accurately ensures that Coloradans receive the level of benefits for which they are eligible.

Numerator: Number of incorrect negative actions sampled for the county only (CBMS & NOAA errors are not included in the County Error Percentage)

Denominator: Number of negative actions sampled in the month

Data Source: SNAP QA

Note: SNAP QA data typically run 4 months in arrears

Food Assistance Payment Error Rate

Why This Matters: Processing applications accurately ensure Coloradans have access to resources that increase their economic security.

Numerator: Amount of misauthorized dollars in the sample

Denominator: Amount of authorized dollars in the sample in the month

Data Source: SNAP QA

Note: Federal measure. SNAP QA data typically run 4 months in arrears.

Food Assistance Claim Rate

Why This matters: Claims represent re-work at the county. By addressing claims processes, counties may decrease the workload resulting from client errors. Claims align with the state's focus on accurately processing benefits for SNAP clients.

Numerator: Number of open and active claims

Denominator: Number of open SNAP cases

Data Source: CBMS

County C-Stat Report Appendix

County Level C-Stat Measures by Office and Division

Department of Health Care Policy & Finance

Medicaid

Timely Processing of Medical Applicant Determinants

Why This Matters: Timely processing of new Medicaid applications ensures that eligible Coloradans have access, as soon as possible, to needed health care.

Numerator: Number of individuals applying for new benefits processed in 45 days or less

Denominator: Number of individuals applying for new benefits processed in the month

Data Source: Colorado Benefits Management System (CBMS)

Note: HCPF data are included as a courtesy to our county partners. This is not a CDHS C-Stat performance measure. There is no goal line and this measure is not displayed on the County C-Stat dashboard.

Timely Processing of Medical Applicant Redeterminations (RRR)

Why This Matters: Timely processing of redetermination Medicaid applications ensures that eligible Coloradans have continued access to needed health care.

Numerator: Number of individuals applying for redetermination benefits processed by the last day of the RRR due month

Denominator: Number of individuals applying for redetermination processed in the month

Data Source: Colorado Benefits Management System (CBMS)

Note: HCPF data are included as a courtesy to our county partners. This is not a CDHS C-Stat performance measure. There is no goal line and this measure is not displayed on the County C-Stat dashboard.

Department of Human Services

Office of Economic Security

Division of Child Support Services

Percent of Current Child Support Collected

Why This Matters: Collecting child support increases the economic security of families.

Numerator: Current support dollars collected in the month

Denominator: Current support dollars owed in the month

Data Source: CBMS

Note: Federal measure

Percent of Cases with an Arrears Payment

Why This Matters: Collecting arrears payments increases the economic security of families.

Numerator: Cases where an arrears balance was owed and at least some portion of that obligation was paid in the month

Denominator: Number of cases with arrears owed in the month

Data Source: CBMS

County C-Stat Report Appendix

County Level C-Stat Measures by Office and Division

Office of Community Access and Independence

Division of Aging and Adult Services

Timeliness of Initial Response to New Reports

Why This Matters: Timely response to new adult protection reports increases the safety of vulnerable adults.

Numerator: Number of timely responses; timely is based on the assigned response time frame (Emergency/24 Hour or Non-emergency/3 Business Days)

Denominator: Number of responses

Data Source: Colorado Adult Protective Services (CAPS)

Timeliness of Initial Assessments

Why This Matters: Timely adult protection assessments increase the safety of vulnerable adults.

Numerator: Number of timely initial assessments; timely is based on the assigned time frame of 45 days

Denominator: Number of initial assessments due in the month

Data Source: CAPS

Timeliness of Investigations

Why This Matters: Timely adult protection investigations increase the safety of vulnerable adults.

Numerator: Number of timely investigations completed; timely is based on the assigned time frame of 60 days

Denominator: Number of investigations due in the report month

Data Source: CAPS

Timeliness of Monthly Contacts

Why This Matters: Timely monthly contacts increase the safety of vulnerable adults.

Numerator: Number of cases with a timely monthly contact in the reporting month

Denominator: Number of cases requiring a monthly contact in the reporting month

Data Source: CAPS

Note: In order to be timely, a monthly contact must occur at least once every month, not to exceed 35 calendar days from the last face-to-face contact.

Percent of Cases with Safety Improvement

Why This Matters: Safety improvement indicates that the intervention implemented had a positive impact on the older adult receiving services.

Numerator: Number of cases with an improvement in safety in the reporting month

Denominator: Number of cases closed in the reporting month with two or more assessments

Data Source: CAPS

Office of Children, Youth, and Families

Division of Child Welfare

Timeliness of Initial Response to Abuse/Neglect Assessments

Why This Matters: Timely initial response to abuse/neglect assessments improves child safety and reduces the potential for further abuse.

Numerator: Number of alleged victims with a timely face-to-face contact or attempted contact as set in rule (Volume 7); timely is based on the assigned response time frame (Immediate, 3-Day, 5-Day)

Denominator: Number of alleged victims with a child protection assessment opened in the specified month (both Traditional and Family Assessment Response)

Data Source: Results Oriented Management (ROM)

Note: This measure is reported 2 months in arrears.

County C-Stat Report Appendix

County Level C-Stat Measures by Office and Division

Compliance with the Statutory Requirement Related to Timeliness of Assessment Closure

Why This Matters: Timely completion of assessments indicates the child welfare system is not unnecessarily lingering in a family's life, and that information regarding the assessment in the Child Welfare data system is up to date.

Numerator: Number of child protection assessments closed within 60 days of referral

Denominator: Number of child protection assessments due to close in the specified month (both Traditional and Family Assessment Response)

Data Source: ROM

Recurrence of Maltreatment

Why This Matters: Children in out-of-home care deserve to be safe and free of maltreatment.

Numerator: Total children that had another substantiated report of maltreatment within 12 months of their initial report (of children counted in the denominator).

Denominator: Number of children with at least one substantiated report of maltreatment in a rolling 12-month target period.

Data Source: ROM

Note: This measure is reported 1 month in arrears.

Children Who Re-Enter Care within 12 Months

Why This Matters: Children deserve to remain in a safe and stable environment.

Numerator: The number of children who re-entered in the current month.

Denominator: The number of children discharged via Reunification, Living with other relatives, Guardianship and Adoption within a rolling 12 month period, adjusted for children who have previously re-entered in the period.

Data Source: ROM

Note: This measure is reported 1 month in arrears.

Children in Congregate Care

Why This Matters: All children deserve to achieve permanency in a home to lessen the disruption and trauma out-of-home care can cause. Additionally, children deserve to reside in family-like settings, as opposed to institutional settings. Reducing congregate care use contributes to these efforts.

Numerator: Average daily population in congregate care

Denominator: Average daily population served by child welfare (in-home and out-of-home)

Data Source: CYFF/Trails

Note: The numerator is the sum of the average daily population of children in congregate care plus the average daily population of children in detention. This measure is reported 1 month in arrears.

Child Abuse Prevention and Treatment Act (CAPTA) Referrals to Early Intervention (EI) Who Complete the Eligibility Process – ONGOING CASES

Why This Matters: Research shows that children who are abused or neglected often experience physical, cognitive, emotional, behavioral and social problems, including attachment disorders, cognitive delays, and altered brain development. Providing early intervention services to support the healthy development of young children can have positive effects that last throughout childhood and into adulthood.

Numerator: Number of CAPTA referrals to EI who complete the EI eligibility process.

Denominator: Number of CAPTA referrals received by EI. "Pending" statuses removed.

Data Source: Trails/EI Database

Note: This measure is reported 4 months in arrears.

Completion of Roadmap to Success (Independent Living Plans; ILPs)

Why This Matters: Ensuring that youth who will be leaving out-of-home care have a clear plan and appropriate services for their transition to permanency or emancipation has been identified as a promising practice; this practice often leads to better outcomes for youth.

Numerator: (Of those in denominator) the number of youth who have completed Roadmap to Success (Independent Living Plan).

County C-Stat Report Appendix
County Level C-Stat Measures by Office and Division

Denominator: All youth in out-of-home care who are at least age 14 plus 60 days and have been in out-of-home care for at least 60 days.

Data Source: CYFF/Trails

Note: This measure is reported 2 months in arrears.

Reporting Period

Tallies in the tables include the last 12 months of data, unless otherwise noted.