

# MiScorecard Performance Summary

**Business Unit:** Health and Human Services  
**Executive/Director Name:** Lyon, Nick  
**Reporting Period:** Jan 2016

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 2/18/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Adults</b>								
MDHHS-1.01	Number of MDHHS customers who have been identified as eligible for Veterans Affairs benefits and have been referred to Veterans Services	Red		1300	960	0	CY Annually	Increase the number of MDHHS customers who have been identified as eligible for Veterans Affairs benefits and have been referred to Veterans Services
MDHHS-1.02	Number of identified veterans who are receiving Veterans Affairs benefits and disbursements as a result of the MDHHS/VA referral process	Red		400	181	0	CY Annually	Number of identified veterans who are receiving Veterans Affairs benefits and disbursements as a result of the MDHHS/VA referral process
MDHHS-1.03	Number of individuals served by the Meals on Wheels program in fiscal year.	Green		48000	52565 July - Sept 2015		Quarterly	Number of individuals served by the Meals on Wheels program in fiscal year.
MDHHS-1.04	Percent of individuals served by the Home Delivered Meals Program (HDM) who are at high nutritional risk according to the Federal Administration on Aging guidelines	Green		60.0%	69.4% July - Sept 2015	68.6%	Quarterly	Percent of individuals served by the Home Delivered Meals Program (HDM) who are at high nutritional risk according to the Federal Administration on Aging guidelines
MDHHS-1.05	Number of individuals served by the MI Choice program in fiscal year 2016	Red		16400	12207	11245	Monthly	Number of individuals served by the MI Choice program in fiscal year 2016
<b>Children</b>								
MDHHS-2.01	Percent of children exiting foster care to permanent placements	Green		83.0%	80.9%	80.8%	Monthly	Increase the percent of children served in foster care who exit the foster care system to permanent placements
MDHHS-2.02	Percent of children free from recurrence of maltreatment	Green	=	94.60%	91.90%	91.90%	Monthly	Percent of child abuse/neglect victims, Category I, II, or III cases during a 6 month period, who were not victims of another Category I, II, or III case within the next 6 months
MDHHS-2.03	Percent of children free from abuse or neglect in foster care	Green		99.68%	99.30%	99.20%	Monthly	Percent of children in foster care who were not victims of a Category I, II, or III case perpetrated by a foster care parent or child caring institution staff
MDHHS-2.04	Percent of children adopted within 24 months	Green		36.60%	40.33%	40.24%	Monthly	Increase the percent of children legally free for adoption who were discharged from foster care to a finalized adoption within 24 months of date of latest removal from home
MDHHS-2.05	Percent of children receiving timely medical exams within 30 days of entering foster care	Red		95.0%	65.0%	67.0%	Monthly	Increase the percent of children entering foster care who receive initial medical exams within 30 days
<b>Family Support</b>								
MDHHS-3.01	Percent of Pathways to Potential schools which have decreased chronic absenteeism by 10% from the previous school year	Red		100.0%	57.0%	73.2%	FY Annually	Percent of Pathways to Potential schools which have decreased chronic absenteeism by 10% from the previous school year. Pathways schools are considered locations that have been fully converted to the Pathways to Potential model for a full school year.
MDHHS-3.02	Number of Pathways to Potential sites statewide	Green		250	244		FY Annually	Increase the number of Pathways to Potential sites statewide
MDHHS-3.03	Number of Employee Resource Networks (ERNs) established in fiscal year 2016	Green		2	2	1	FY Annually	Number of Employee Resource Networks (ERNs) established in fiscal year 2016
<b>Health Services</b>								
MDHHS-4.01	Percent of students receiving ancillary services after entering substance use disorder treatment with parent	Red	=	12.00%	2.00% July - Sept 2015	2.00%	Quarterly	Increase the percent of students receiving ancillary services after entering substance use disorder treatment with parent
MDHHS-4.02	Percent increase of Community Mental Health treatment in pilot communities utilizing Crisis Intervention Training (CIT) for their local law enforcement in the interaction with the mentally ill			10%	0%		FY Annually	Percent increase of Community Mental Health treatment in pilot communities utilizing Crisis Intervention Training (CIT) for their local law enforcement in the interaction with the mentally ill
MDHHS-4.03	Number of health professionals participating in the Electronic Health Record Incentive Payment Program	Green		5300	5661	5520	Monthly	Increase the number of health professionals participating in the Electronic Health Record Incentive Payment Program
MDHHS-4.04	Number of hospitals participating in the Electronic Health Record Incentive Payment Program	Green	=	125	117	117	Monthly	Increase the number of hospitals participating in the Electronic Health Record Incentive Payment Program
MDHHS-4.05	Dollar amount of Medicaid provider overpayment identified and/or avoided through audit, investigation and sanction activities in fiscal year 2016	Red		\$11000000	\$4921699	\$11114325	Quarterly	Dollar amount of Medicaid provider overpayment identified and/or avoided through audit, investigation and sanction activities in fiscal year 2016
MDHHS-4.06	Dollar amount collected by the State of Michigan for all Food Assistance Program (FAP) recoupment claims including client error, agency error, and intentional fraud	Green		\$10200000	\$11039091	\$10086330	FY Annually	Dollar amount collected by the State of Michigan for all Food Assistance Program (FAP) recoupment claims including client error, agency error, and intentional fraud
MDHHS-4.07	Percent of Healthy Michigan Plan members who have a Primary Care Provider visit within 150 days of health plan enrollment	Yellow		80%	62%	71%	Quarterly	Increase the percent of Healthy Michigan Plan enrollees who have an ambulatory or preventive care visit within 150 days of enrollment into a health plan who had not previously had a visit since enrollment in Healthy Michigan Plan
MDHHS-4.08	Percent of Medicaid beneficiaries classified as high Emergency Department utilizers	Green	=	4.00%	4.15%	4.15%	CY Annually	Decrease the percent of traditional Medicaid beneficiaries with 6+ months of coverage and 5+ Emergency Department visits in the year (not including enrollees in Healthy Michigan Plan)
MDHHS-4.09	Percent of children enrolled in Healthy Kids Dental who receive an annual dental visit	Yellow	=	70%	57%	57%	Quarterly	Increase the percent of children continuously enrolled in Healthy Kids Dental who receive an annual dental visit
MDHHS-4.10	Percent of Healthy Michigan Plan members who receive an annual preventative visit	Green	=	90%	85%	85%	Quarterly	Increase the percent of Healthy Michigan Plan members who receive an annual preventative visit
<b>Population Health</b>								
MDHHS-5.01	Percent of pediatric immunization rates of 19-36 month old children completed for 4:3:1:3:3:1:4 series	Green	=	76%	74%	74%	Monthly	Increase the percent of 19-36 month old children completed for 4:3:1:3:3:1:4 series

MDHHS-5.02	Percent of adolescent immunization rates of 13-17 year olds who have received 1 Tdap, 3 Polio, 2 MMR, 2 Varicellas and 1 MCV	Green	=	74%	73%	73%	Monthly	Increase the percent of 13-17 year old adolescents who have received 1 Tdap, 3 Polio, 2 MMR, 2 Varicellas and 1 MCV
MDHHS-5.03	Percent of children participating in rural evidence-based home visiting who have received their last recommended well-child visit, as defined by the American Academy of Pediatrics (AAP) Bright Futures schedule in fiscal year 2016			90%	0%		FY Annually	Increase the percent of children participating in rural evidence-based home visiting who have received their last recommended well-child visit, as defined by the American Academy of Pediatrics (AAP) Bright Futures schedule in fiscal year 2016
MDHHS-5.04	Number of Child & Adolescent Health Centers located within Pathways to Potential schools	Green		21	19		FY Annually	Expand the number of Child & Adolescent Health Centers located within Pathways to Potential schools
MDHHS-5.05	Number of 1st, 2nd, 6th, and 7th grade students screened for sealants through SEAL! Michigan Program	Yellow		5812	5133	4724	FY Annually	Increase the number of 1st, 2nd, 6th, and 7th grade students screened for sealants through SEAL! Michigan Program
MDHHS-5.06	Percent of adolescents 13 through 17 years old who have received 3 doses of HPV vaccine	Yellow		28%	25%		FY Annually	Increase HPV immunization completion rates of adolescents 13 through 17 years old
MDHHS-5.07	Number of work sites that are implementing work site wellness programs	Red		52	26		Quarterly	Increase the number of work sites that are implementing work site wellness programs
<b>Workforce</b>								
MDHHS-6.01	Number of staff trained in health equity and national standards for Culturally and Linguistically Appropriate Services (CLAS)	Green		15	36	2	Twice a Year	Increase the number of staff trained in health equity and national standards for Culturally and Linguistically Appropriate Services (CLAS)
MDHHS-6.02	Number of professionals assisted in placement in a health professional shortage area	Green		87	120	87	FY Annually	Increase the number of professionals assisted in placement in a health professional shortage area
<b>Good Government</b>								
GG1	Percent improvement in customer perception			25%	0%		CY Annually	Increase the percent improvement in customer perception with target customer group being families
GG2	Percent of champions identified in the Employee Engagement Survey	Yellow		55.0%	46.5%	44.0%	CY Annually	Increase the percent of MDHHS champions identified in the statewide Employee Engagement Survey
GG3	Percent of employee engagement action plans	Yellow		100%	82%	74%	Quarterly	Percent of employee engagement action plans being reported in MiResults by managers 17 level and above
GG4	Good Government coin recognition program meeting four best practices	Yellow		100%	80%		Quarterly	Good Government coin recognition program meeting four best practices
GG5	Percent of process improvement projects completed or on track	Yellow		100%	75%		Quarterly	Percent of process improvement projects completed or on track
GG6	Percent improvement in customer process time			50%	0%		FY Annually	Percent improvement in customer process time