

Rehabilitation Administration

Department of Social and Health
Services

Strategic Plan Metrics

Rehabilitation Administration

Strategic Objective & Results WA

Uphold, promote and maintain a safe and healthy workplace environment for staff and customers

SC2.1	Percent of SCC staff who have received Psychiatric Emergency Response Training	SO 1.1a
JX.23	Time spent by youth in Juvenile Rehabilitation in isolation or room confinement	SO 1.1b
R1.4	Communities of Practice are established and meet quarterly	SO 1.2

Ensure services for customers are effective, efficient, and of high quality

JX.13	Environmental adherence scores in the residential treatment model (Dialectical Behavior Therapy)	SO 2.1a
JX.21	Functional Family Parole Counselors above Global Rating Measure standards	SO 2.1b
SC2.2	Number of hours per week treatment is offered at the Special Commitment Center	SO 2.2
V1.1	Percentage of program participants who are successfully rehabilitated, achieving an employment outcome	SO 2.3



Assist in preparing customers for independence and self-sufficiency

SC1.9	SCC residents recommended for Least Restrictive Alternative who participate in VR orientation	SO 3.1a
JX.20	Percent of JR youth with episode of housing instability or homelessness within 6 months of release	SO 3.1b

Recruit and retain a workforce which is skilled, engaged, motivated and reflects the diverse population in Washington State

R1.3	RA employee satisfaction	SO 4.2
----------------------	--------------------------	------------------------

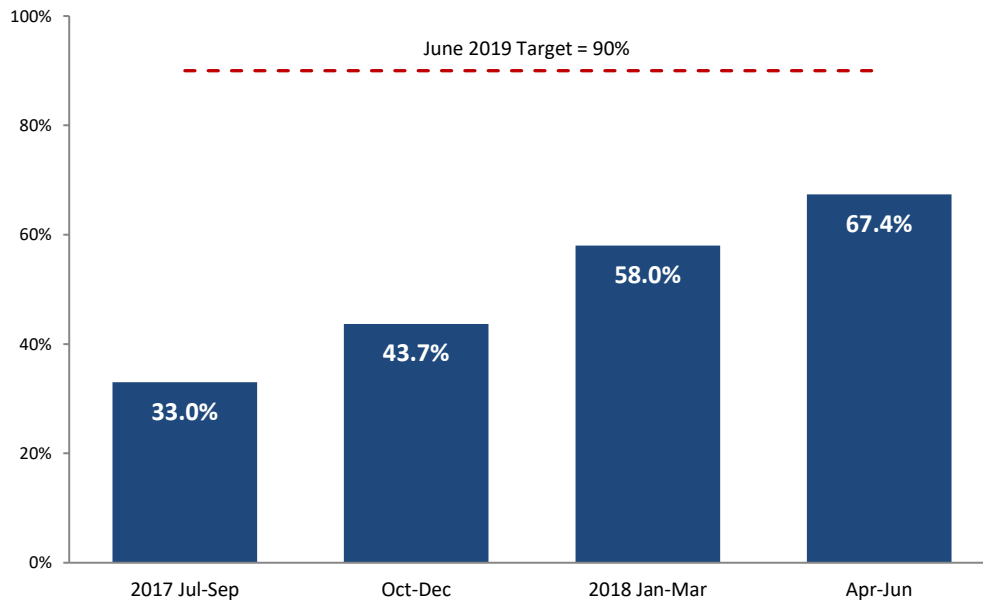
Instill public trust and advocate for customers

VX.6	Percentage of participants who, after closure, report satisfaction with DVR services	SO 5.1a
JX.10	Percent of African-American, Hispanic/Latino, and Native American youth in detention	 SO 5.2a; RW 2.3.c
JX.19	Percent of youth with status offenses who are held in detention	SO 5.2b
JX.18	Percent of youth released from juvenile rehabilitation who are found guilty of an offense committed within 18 months of release	 SO 5.3; RW 2.3.b

Staff and residents will thrive in a safe environment

Percent of SCC staff who have received Psychiatric Emergency Response Training

Cumulative



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: PERT data; supplied by Sjan Talbot.

MEASURE DEFINITION: Cumulative percent of SCC staff who have received Psychiatric Emergency Response Training (PERT).

DATA NOTES:

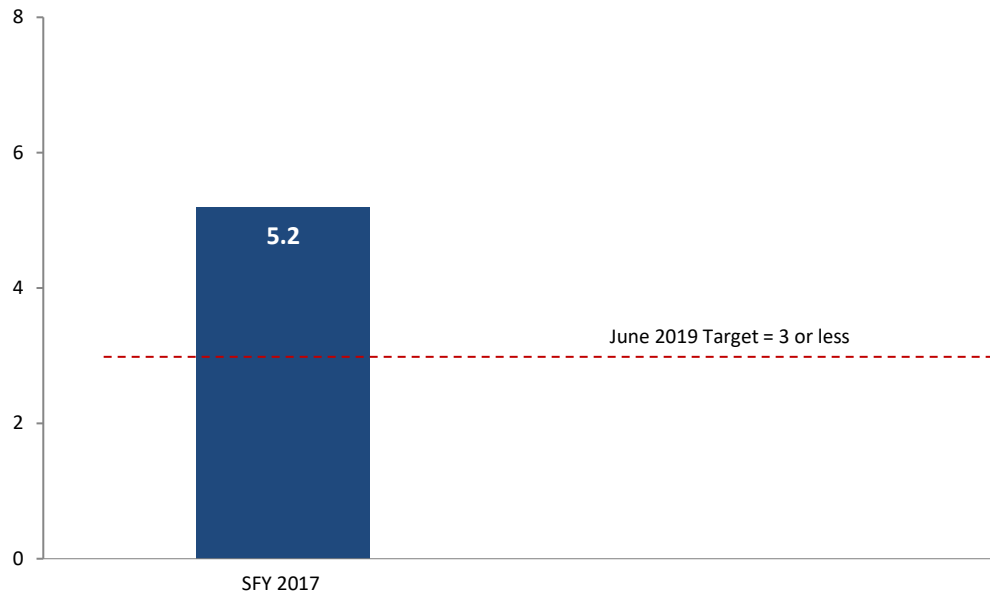
TO DATA: <https://www.dshs.wa.gov/data/metrics/SC2.1.xlsx>

Rehabilitation Administration

Staff and residents will thrive in a safe environment

Time spent by youth in Juvenile Rehabilitation in isolation or room confinement

Hours per 100 days of confinement



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: PbS data tracking of isolation and room confinement; supplied by Debbie Lyne.

MEASURE DEFINITION: Hours per 100 days Juvenile Rehabilitation youth spend in isolation or room confinement.

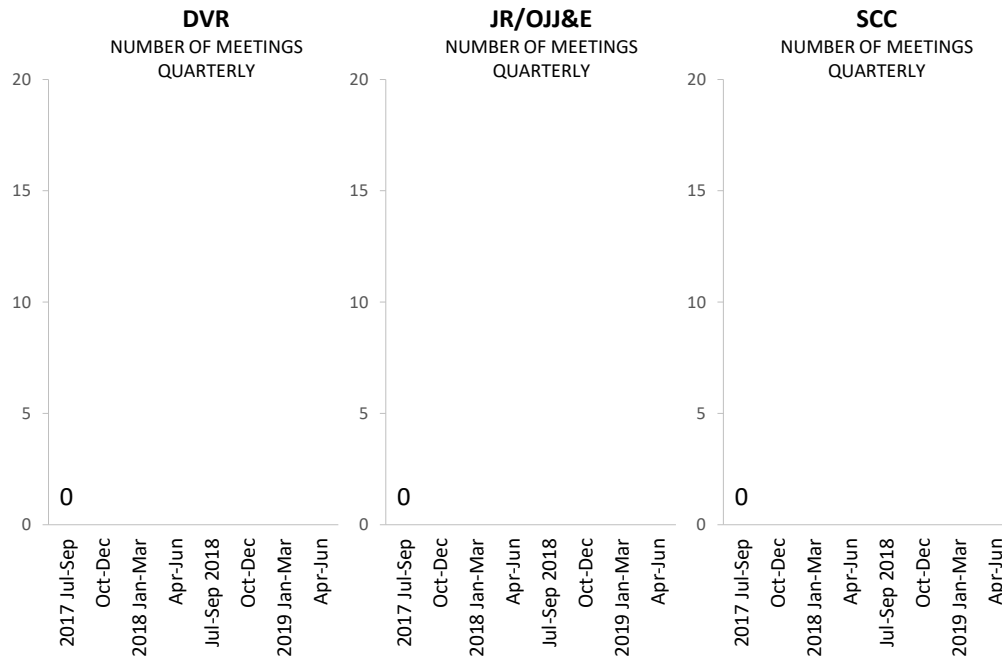
DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.23.xlsx>

Rehabilitation Administration

Equity, Diversity and Inclusion valued and promoted

Communities of Practice are established and meet quarterly



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: LaToya Homes-Ware.

MEASURE DEFINITION: Rehabilitation Administration programs with a community of practice and meeting quarterly.

DATA NOTES:

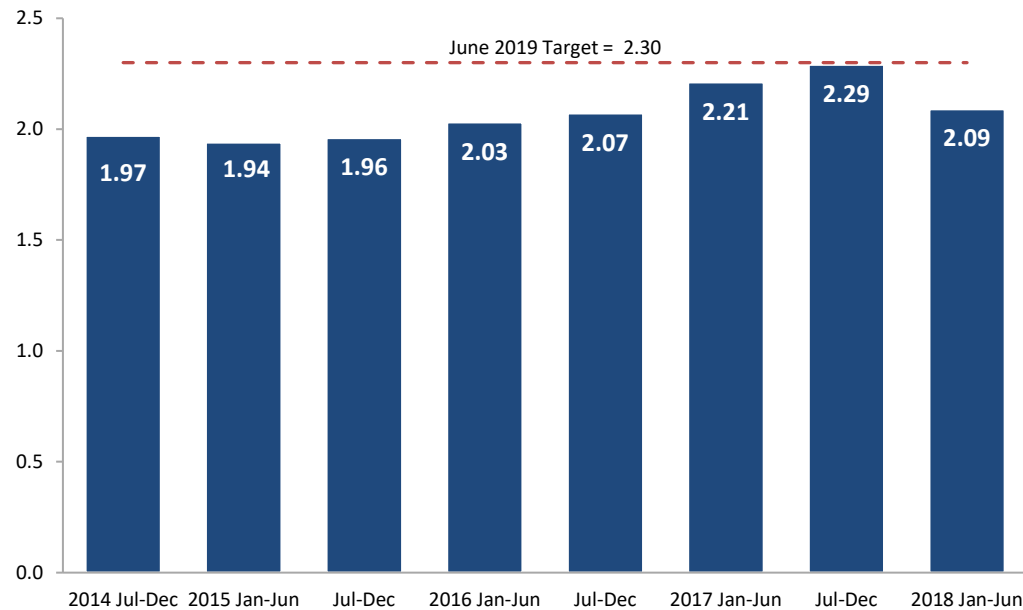
TO DATA: <https://www.dshs.wa.gov/data/metrics/R1.4.xlsx>

Rehabilitation Administration

Minimize risk to the community

Environmental adherence scores in the residential treatment model (Dialectical Behavior Therapy)

Statewide Average



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan, Strategic Objective 2.1a.

DATA SOURCE: Juvenile Rehabilitation environmental adherence scores; supplied by Debbie Lyne.

MEASURE DEFINITION: Average of all residential program scores measured every six months on a scale of 0 - 3.

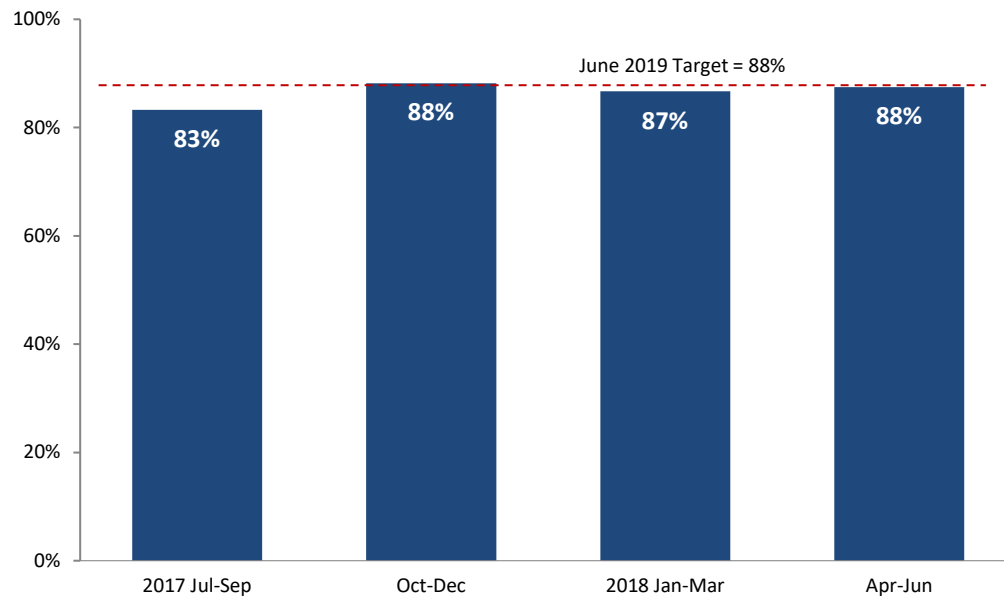
DATA NOTES: 1 A score of 0 means there are things observed that are anti-model or policies. 1 means that limited treatment is observed, 2 means that the activity observed is neutral with inconsistent model-supportive behavior, and 3 is all staff observed followed behavioral anchors for model implementation.

TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.13.xlsx>

Rehabilitation Administration

Improve quality of evidence and research-based practices

Functional Family Parole Counselors above Global Rating Measure standards



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: ACT; supplied by Andrea Ruiz.

MEASURE DEFINITION: Percentage of Functional Family Therapy Counselors at or above Global Rating Measure (GRM) standards of 3.0. Excludes counselor ratings during their first year providing services.

DATA NOTES:

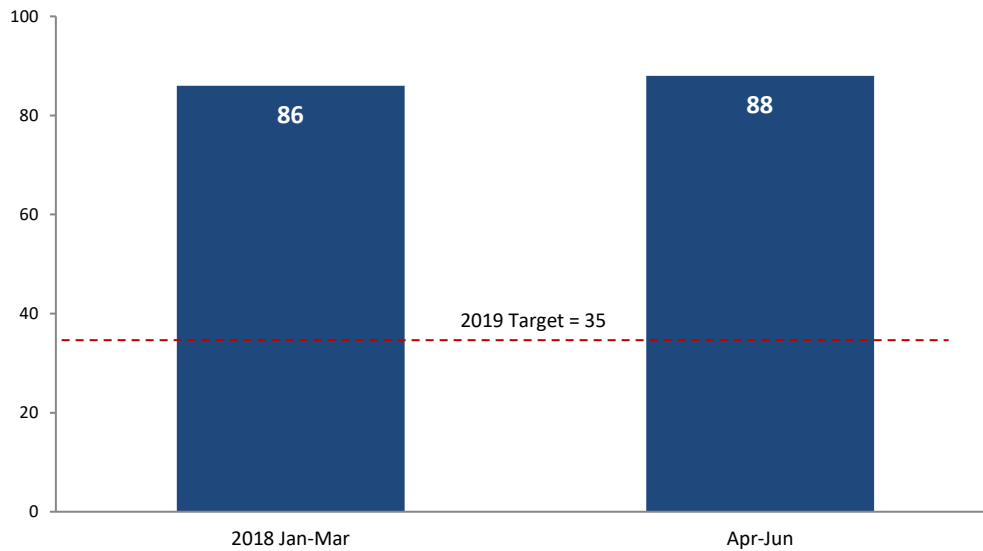
TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.21.xlsx>

Increasing public safety through provision of coordinated rehabilitative services to residents at SCC

Number of hours per week treatment is offered at SCC

SUMMARY

- Updated discussion and Action Plans for this measure are located in the Rehabilitation Administration Strategic Plan.



DATA SOURCE: Office of Clinical Director; supplied by Elena Lopez.

MEASURE DEFINITION: Number of hours per week treatment is offered. Treatment includes core sex offender groups, habilitation groups and transition groups.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/SC2.2.xlsx>

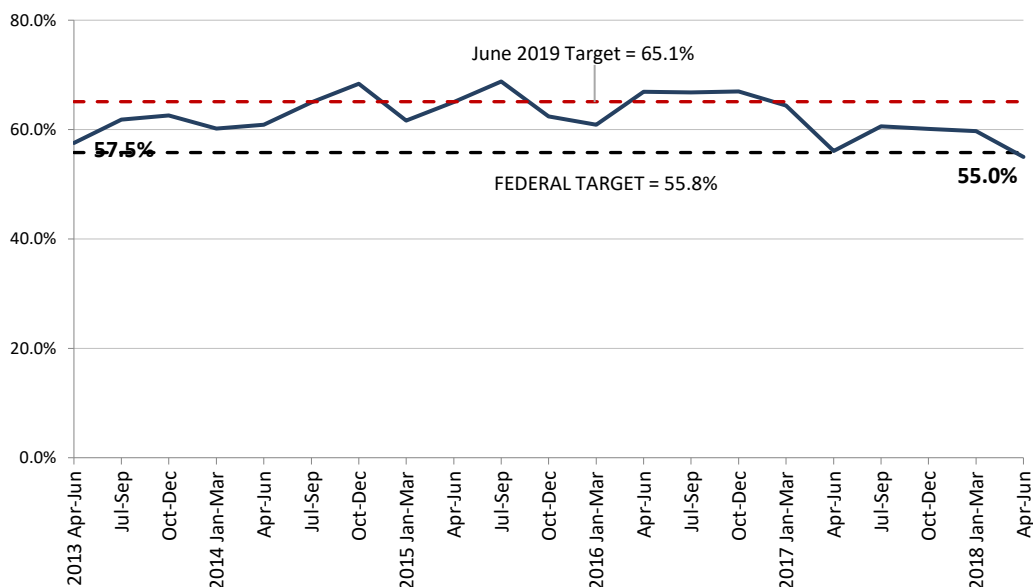
Division of Vocational Rehabilitation



Increase employment of clients served by DSHS

Percentage of program participants who are successfully rehabilitated, achieving an employment outcome

Statewide



SUMMARY

- DVR services, provided through Individualized Plans for Employment (IPE), support individuals with disabilities in obtaining and maintaining employment which is commensurate to their skills, abilities, and interests. The percentage of participants who achieve employment outcomes through IPE services is known as the Rehabilitation Rate, or “Rehab Rate.” The Rehab Rate serves as a quality measure for VR services and the federal target is 55.8%.
- DVR IPE services lead to employment, which is critical to the independence, quality of life, and community participation of Washingtonians living with disabilities. This measure underscores DVR’s commitment to providing high quality services which are effective and exceed federal expectations.
- Success Measure: Increase the rehabilitation rate of DVR participants from 56% in June 2017 to 65% in June 2019.

DATA SOURCE: DVR; supplied by Brian Clark.

MEASURE DEFINITION: Rehabilitation Rate: Of the customers who exit the Vocational Rehabilitation program after receiving Individualized Plan for Employment (IPE) services, the percent who achieve an employment outcome.

DATA NOTES:

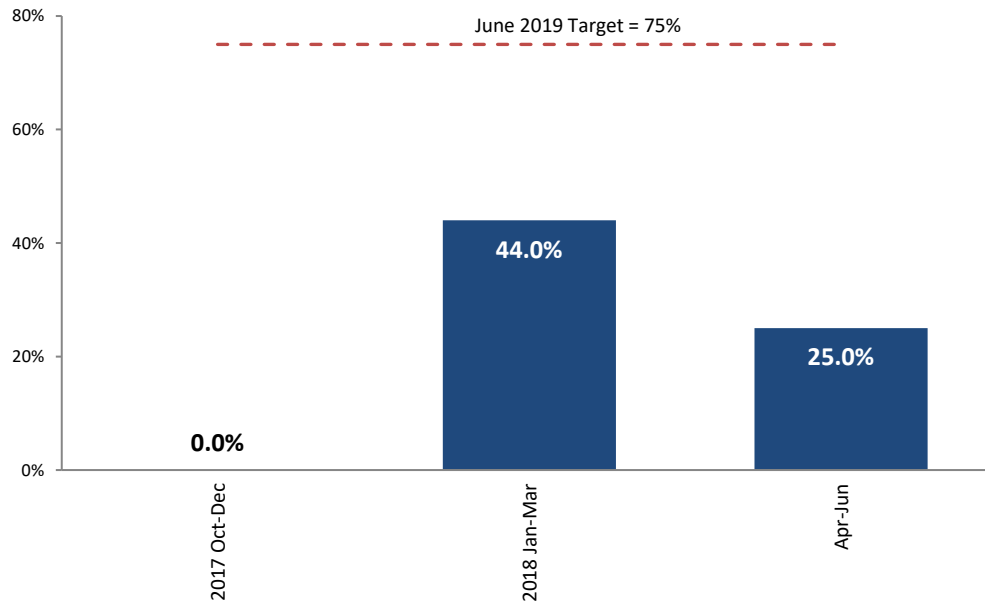
TO DATA: <https://www.dshs.wa.gov/data/metrics/V1.1.xlsx>

Preparing customers for independence and self-sufficiency

SCC residents recommended for Least Restrictive Alternative who participate in VR orientation

SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.



DATA SOURCE: Hand count; supplied by Tony Bowie.

MEASURE DEFINITION: Percent of SCC residents recommended for Least Restrictive Alternative (LRA) placement who participate in 12 week course Bridges to Transition, which includes Vocational Rehab orientation.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/SC1.9.xlsx>

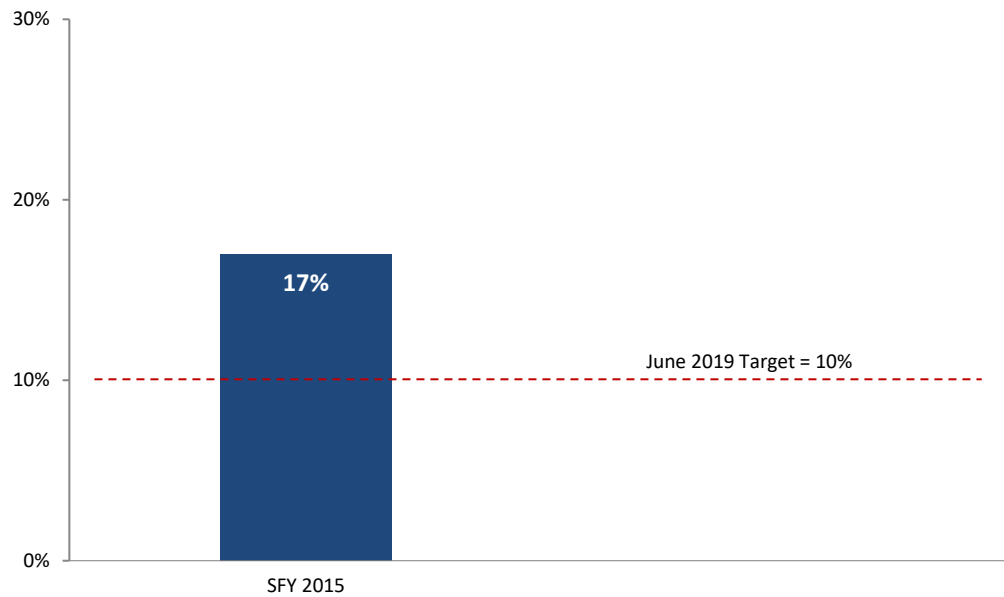
Rehabilitation Administration

Preparing customers for independence and self-sufficiency

Percent of JR youth with episode of housing instability or homelessness within 6 months of release

SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.



DATA SOURCE: RDA report on Housing Status of Youth exiting Foster care, behavioral health, and criminal justice systems.

MEASURE DEFINITION: Percent of JR youth with episode of housing instability or homelessness within 6 months of release.

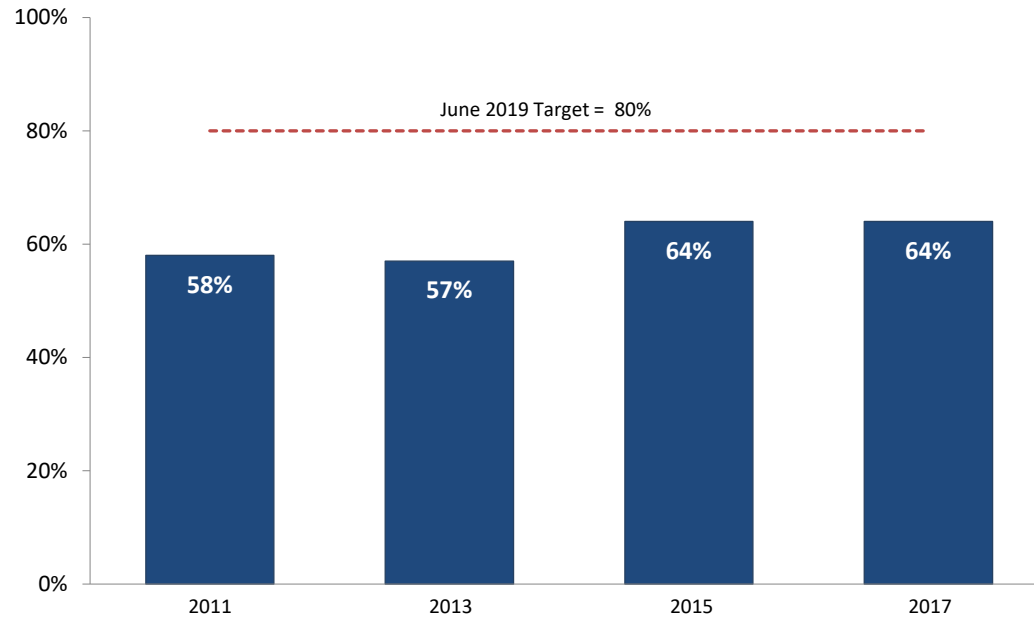
DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.20.xlsx>

Rehabilitation Administration

Talent Management

RA employee satisfaction



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan, Strategic Objective 4.2.1.

DATA SOURCE: DSHS Employee survey; supplied by Nancy Raiha, RDA.

MEASURE DEFINITION: Percent of RA staff who answer "Almost Always or Always" or "Usually" on the employee survey question "In general, I'm satisfied with my job."

DATA NOTES: 1 This shows responses to the DSHS Employee Survey, conducted in odd-numbered years.

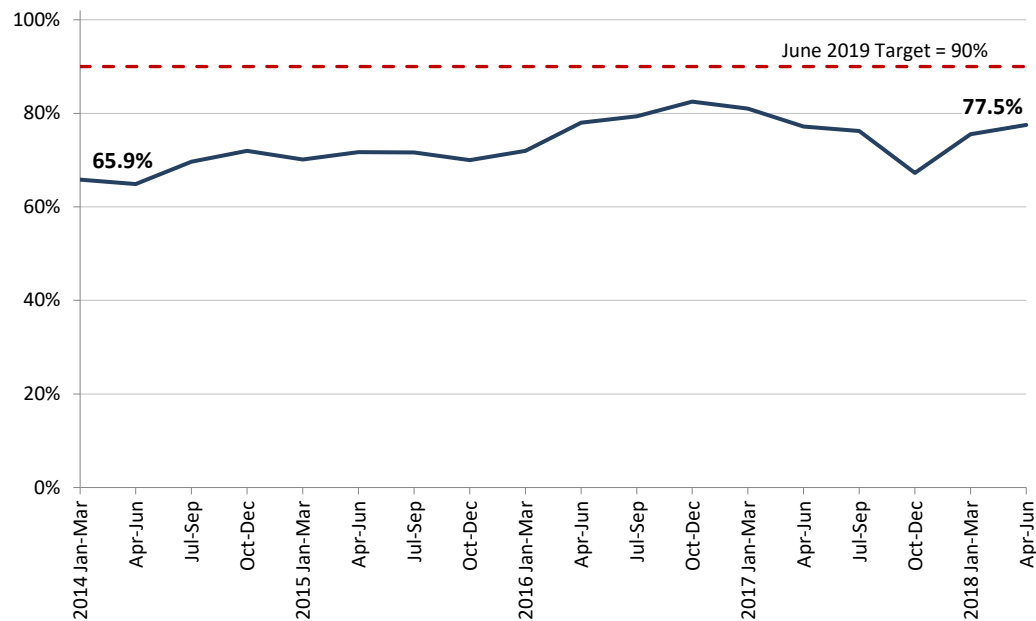
TO DATA: <https://www.dshs.wa.gov/data/metrics/R1.3.xlsx>

Division of Vocational Rehabilitation



Increase employment of clients served by DSHS

Percentage of participants who, after closure, report satisfaction with DVR services.



SUMMARY

- This measure supports Strategic Objective 5: DVR will be visible to the business community both as a source for quality employees and through a demonstrated ability to deliver support and training services to businesses hiring DVR participants. DVR will continue its role in Washington’s disability community as the resource for individuals living with disabilities seeking greater self-sufficiency, independence, and self-actualization through employment.
- For many years, DVR has surveyed participants with closed cases to evaluate satisfaction in many areas, including general satisfaction with DVR and its services. Over the coming years, DVR will be improving the reliability and usefulness of its customer satisfaction surveys through an iterative improvement process, in collaboration with the Washington State Rehabilitation Council (WSRC). These new developments will allow DVR and the WSRC to conduct general and targeted evaluations, allowing for flexible and adaptive surveying which more readily meets customers' changing needs.
- DVR recognizes that engaged customers will achieve greater vocational success and will, as a result, report greater satisfaction with VR services. DVR remains committed to serving Washington's disability community by providing individualized, timely, and effective services which exceed customers' expectations.
- Success Measure: Improve the customer satisfaction rate from 77.2% in June 2017 to 90% by June 2019.

DATA SOURCE: DVR/STARS; supplied by Brian Clark.

MEASURE DEFINITION: The percentage of customer satisfaction survey respondents who report satisfaction with DVR and its services of all survey respondents whose survey responses were received by DVR during the reporting period.

DATA NOTES:

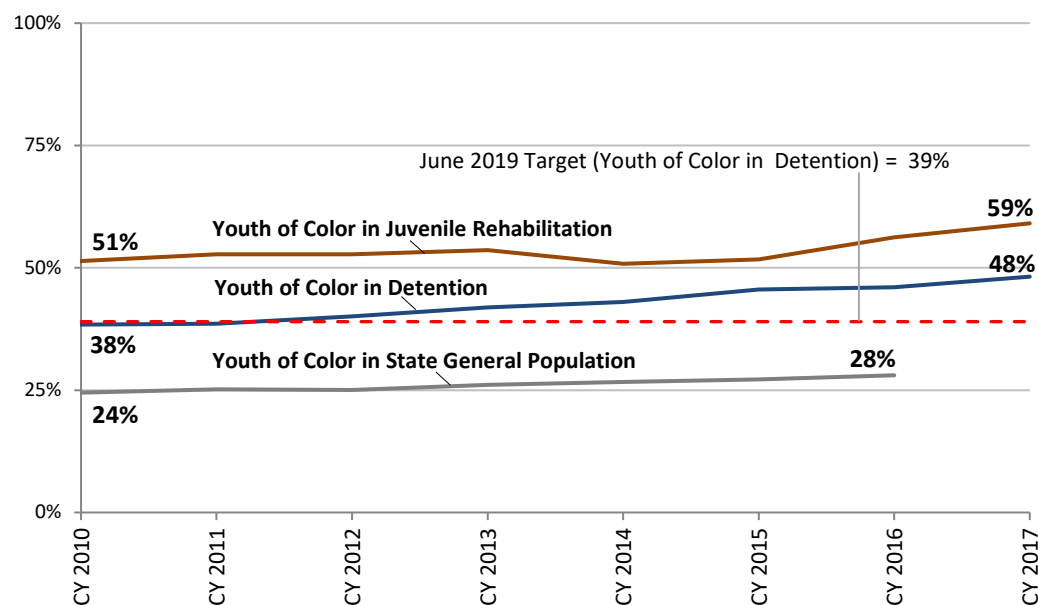
TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.6.xlsx>

Rehabilitation Administration

Racial disproportionality

Percent of African-American, Hispanic/Latino, and Native American youth in detention

Percent of African-American, Hispanic/Latino and Native American youth in WA population, detention and JR residents



SUMMARY

- Youth of color are overrepresented at every point in the juvenile justice system, including detention (county and state). These disparities often result in extreme negative consequences, which is the opposite of what we want for our youth, families, schools, businesses and citizenry.
- The total number of youth in the juvenile justice system has declined over time; however, the percentage of youth of color in detention is increasing. Nationwide Disproportionate Minority Contact (DMC) or Racial and Ethnic Disparities (RED) trends show overrepresentation of minority youth increasing at each point along the juvenile justice continuum. In Washington State, youth of color ages 10 – 17 represent 38% of the general population, 51% of the youth in county detention and 62% of the youth involved in Juvenile Rehabilitation. The greatest disparities exist for Black, Native American and Hispanic/Latino youth.
- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: DSHS/Office of Juvenile Justice; supplied by Andrea Ruiz and Vazaskia Crockrell.

MEASURE DEFINITION: Percent of African-American, Hispanic/Latino, and Native American youth in WA population, detention admissions and Juvenile Rehabilitation (JR) residents.

DATA NOTES: 1 Youth are ages 10-17. 2 Youth of color includes African-American, Hispanic/Latino, and Native American youth. 3 For percent of youth of color in WA population, see http://www.ojjdp.gov/ojstatbb/ezapop/asp/profile_selection.asp

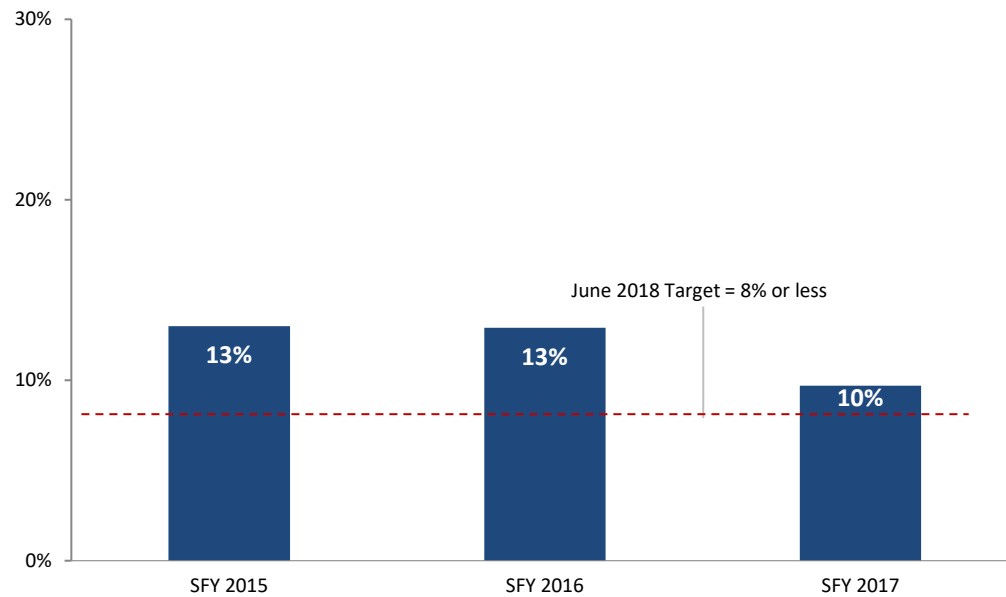
TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.10.xlsx>

Rehabilitation Administration



Increase public safety by identifying and addressing policies and procedures that lead to racial and ethnic disparities in the juvenile justice system

Percent of youth with status offenses who are held in detention



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: Administrative Office of the Courts; supplied by Vazaskia Crockrell.

MEASURE DEFINITION: Percent of status offenders held in secure detention.

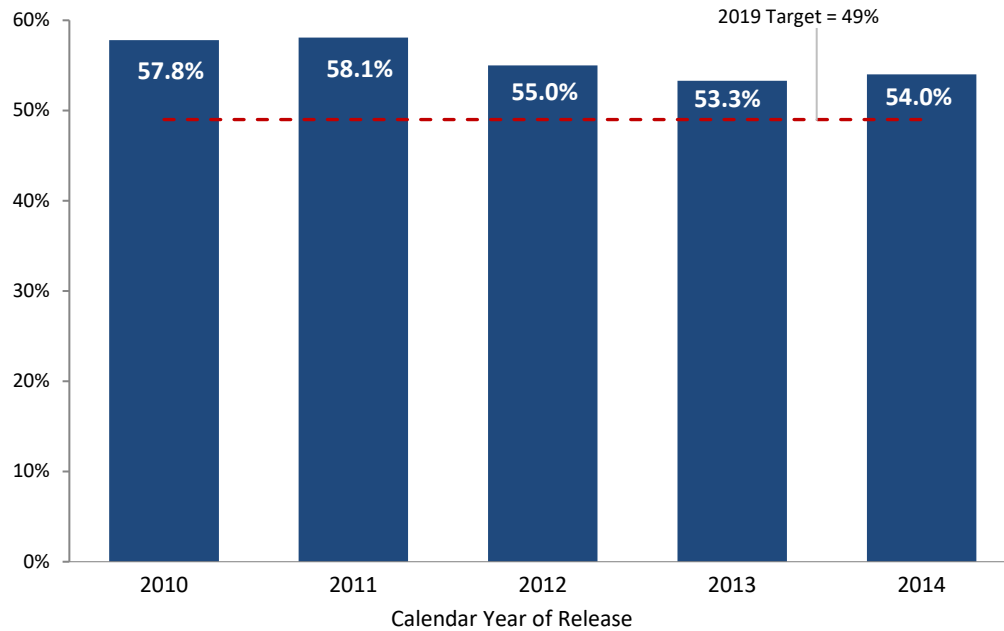
DATA NOTES: 1 Status offenders are for actions that only are a crime for minors, like truancy.

TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.19.xlsx>

Rehabilitation Administration

Minimize risk to community

Percent of youth released from juvenile rehabilitation who are found guilty of an offense committed within 18 months of release



SUMMARY

- Updated discussion and action plans for this measure are located in the RA Strategic Plan.

DATA SOURCE: Automated Client Tracking System (ACT) and the Administrative Office of the Courts - Washington State Center for Court Research; supplied by Andrea Ruiz.

MEASURE DEFINITION: Percent of Juvenile Rehabilitation youth who are adjudicated or found guilty for a juvenile or adult offense that was committed within 18 months of release.

DATA NOTES: **1** Recidivism is defined as an adjudication as a juvenile or adult for at least one offense occurring in the 18 months following residential release. **2** Columns are labelled with calendar year of release. **3** Data are available 32 months after the end of calendar year of release (an 18 month period following release, 12 months for case completion or adjudication, and 2 months for reporting).

TO DATA: <https://www.dshs.wa.gov/data/metrics/JX.18.xlsx>