Dane County Department of Human Services  
2018 Performance Scorecard - EAWS

DCDHS Mission: To provide effective services that support well-being, independence, diversity, and community safety.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Indicator</th>
<th>Goal</th>
<th>2017 Status</th>
<th>2018 Status</th>
<th>2018 At a Glance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Well-being</strong></td>
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<td>Needy citizens in the Capital Consortium¹ have access to the benefits to which they are entitled that will enable them to maintain the safety and security of their household.</td>
<td>Percent of Income Maintenance Applications processed within 30 days.²</td>
<td>95% or more³</td>
<td>97.87%</td>
<td>97.77%⁴</td>
<td>+</td>
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<tr>
<td></td>
<td>Call Center average speed for answering phone calls.</td>
<td>10 minutes or less</td>
<td>6.64 minutes⁵</td>
<td>5.26 minutes⁶</td>
<td>+</td>
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<tr>
<td><strong>Independence</strong></td>
<td></td>
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<td>There are new opportunities for low-income citizens to become self-sufficient.</td>
<td>Increase the rate of enrolled able bodied adults without dependents (ABAWD) in the FoodShare Employment and Training (FSET) program to the State average.</td>
<td>30% or more⁷</td>
<td>21.3%⁷</td>
<td>19.4%⁸</td>
<td>Work in Progress</td>
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<tr>
<td><strong>Community Safety</strong></td>
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<tr>
<td>Dane County citizens have safe, affordable, permanent housing.</td>
<td>Percentage of Dane County households who move from emergency shelter to permanent housing.⁹</td>
<td>Increase over prior year</td>
<td>23.66%¹⁰</td>
<td>25.93%¹¹</td>
<td>+</td>
</tr>
</tbody>
</table>

¹ The Capital Consortium consists of the City of Madison, Dane County, and the Towns of piercing, Town of涉嫌 Town of Madison.
² For purposes of this performance metric, a “day” is one full 24-hour period.
³ The goal is 95% or more. The reported value is 97.87%.
⁴ The goal of 97.77% was reached.
⁵ The goal is 10 minutes or less. The reported value is 6.64 minutes.
⁶ The goal is 10 minutes or less. The reported value is 5.26 minutes.
⁷ The goal is 30% or more. The reported value was 21.3%.
⁸ The goal of 21.3% was not reached.
⁹ The goal is to increase over prior year. The reported value increased from 23.66% to 25.93%.
¹⁰ The goal is to increase over prior year. The reported value increased from 23.66% to 25.93%.
¹¹ The goal is to increase over prior year. The reported value increased from 23.66% to 25.93%.
The Capital Consortium includes Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk counties.

The 2017 – Monthly Consortia Report, provided by Antonio Esterrich, Economic Support Supervisor, Dane County Department of Human Services, “RE: EAWS Data,” message to Lori Bastean, 7 August 2018. E-mail. Rate is calculated based on total applications processed and percent of applications processed timely by month then by year.

The State performance expectation is that 95% or more of applications will be processed within 30 days.


Sources: 2018 – FoodShare Employment and Training Program Year 3 and 4 Regional Data, available online: https://www.dhs.wisconsin.gov/fset/index.htm accessed 2 October 2019. The State average for 2018 was 31.2%.

The indicator is a HUD system performance measure and may also reflect homeless and housing Continuum of Care services beyond those for which DCDHS contracts.

Wisconsin ServicePoint (WISP). Custom data report run by Maggie Carden, System Administrator, Institute for Community Alliances based on report specifications provided by Torrie Kopp Mueller, CoC Coordinator, City of Madison DPCED, Community Development Division. Source: Torrie Kopp Mueller, FW: Dane Emergency Shelter Permanent Housing Exit Destination Report Request,” message to Lori Bastean, 30 August 2018, e-mail. In 2017, there were 1,289 persons who exited emergency shelter. Of those, 305 exited to permanent housing destinations.

Wisconsin ServicePoint (WISP). Custom data report run by Jack Kukuk, Institute for Community Alliances based on report specifications provided by Torrie Kopp Mueller, CoC Coordinator, City of Madison DPCED, Community Development Division. Source: Torrie Kopp Mueller, “Homeless Data” message to Lori Bastean, 3 October 2019, e-mail. In 2018, there were 1,971 persons who exited emergency shelter. Of those, 511 exited to permanent housing destinations.