Human Services Performance Management System

Minnesota’s human services delivery system provides programs and services to meet the basic health, welfare, and safety needs of all Minnesotans, particularly people with low incomes, children, people with disabilities and the elderly. Counties, tribal governments and lead agencies deliver these services in partnership with the Minnesota Department of Human Services (DHS).

In 2013, the state Legislature authorized the DHS commissioner to implement a Human Services Performance Management System for essential human services as described in Minnesota State Statute. This system includes performance outcomes, measures and thresholds consistent with the recommendations of the Steering Committee on Performance and Outcome Reforms in its December 2012 report to the Legislature.

The system focuses on six population outcomes:

- People have access to health care and receive effective services.
- People are economically secure.
- Children have the opportunity to develop to their fullest potential.
- Children have stability in their living situation.
- Adults and children are safe and secure.
- Adults live with dignity, autonomy and choice.

Vision, mission and values

The Human Services Performance Council and the DHS Human Services Performance Management team developed the vision, mission and values statements below to define the performance management system’s purpose, direction and drivers of success.

Vision

An equitable human services system that ensures effective services and positive outcomes for all Minnesota residents.

Mission

To improve outcomes for people through creativity, flexibility, accountability, inclusivity, collaboration and continuous improvement.
Values

The values of the performance management system are:

- **Accountability** – DHS and counties are responsible for actions, decisions, results and improvement efforts focused on offering the (best or highest level) of services for all Minnesotans.
- **Collaboration** – DHS, counties, service delivery authorities and communities are working together to improve the lives of people served.
- **Continuous improvement** – Performance is continuously improved, and success is gauged by meaningful results for people served.
- **Equity** – Equity is a deliberate and intentional focus so that people have access to services that are effective for them as individuals.
- **Flexibility** – Flexibility and creativity are used to adapt to the changing needs of those served.
- **Inclusiveness** – Inclusiveness and cultural responsiveness are included in the process and the work.
- **Reliance on data** – Reliable and tested data, measures, and thresholds are developed and used.
- **Sustainability** – The performance management system and improvement methods are sustainable, effective, efficient and continuous.
- **Transparency** – Transparency is central to the design, implementation and monitoring of essential services being delivered.

Human Services Performance Council

The work of the 15-member council, authorized by the 2013 Legislature, is to advise the DHS commissioner on the implementation and operation of the Human Services Performance Management System and provide an annual report to the Legislature related to human services performance management. (Minnesota Statutes, Section 402A.15).

The DHS commissioner appoints members from tribal governments and communities of color, service providers, advocates and DHS. The Association of Minnesota Counties (AMC) and the Minnesota Association of County Social Service Administrators (MACSSA) appoint their representative members.

Appointments are for two years and council membership is as follows:

**Representing advocates/services providers:**

- Arnie Anderson, executive director, Minnesota Community Action Partnership
- Julie Manworren, president and CEO, Living Well Disability Services
- Vacant

**Representing AMC:**

- Toni Carter, county commissioner, Ramsey County
- Debbie Goettel, county commissioner, Hennepin County
- Genny Reynolds, county commissioner, Mille Lacs County
Representing DHS:

- Charles Johnson, deputy commissioner
- Stacy Twite, director of Fiscal Analysis and Performance Measurement
- Wendy Underwood, assistant commissioner for External Relations

Representing MACCSA:

- Linda Bixby, economic support division manager, Washington County
- Tom Henderson, family services director, Brown County
- Stacy Hennen, social services director, Grant County

Representing tribal governments/communities of color:

- Ben Bement, director of human services, White Earth Tribal Council
- Vacant
- Vacant

**Council background**

In 2009, the Minnesota Legislature passed the 2009 State-County Results, Accountability and Service Delivery Redesign Act. This act established the Steering Committee on Performance and Outcome Reform, which included county commissioners and human services directors, advocates and DHS staff.

The charge of the steering committee was to:

- Determine a list of essential human services.
- Determine minimum outcome standards for those services.
- Develop a uniform data collection and review process.

The committee presented its recommendations to legislators in December 2012. During the 2013 session, the Minnesota Legislature and Gov. Mark Dayton adopted the outcomes, measures, and thresholds and a remedies process to hold counties accountable. (Minnesota Statutes, Chapter 402A)

**Essential services**

Legislation defines essential human services as assistance and services to recipients or potential recipients of public welfare and other services delivered by counties or tribes that are mandated in federal and state law and are available in all counties of the state. Essential services are sometimes known as mandated services. Those services are:

- Child welfare, including protection, truancy, minor parent, guardianship and adoption
- Children’s mental health
- Children’s disability services
- Public assistance eligibility including measures related to processing timelines across programs
• Minnesota Family Investment Program (MFIP)
• Child support
• Chemical dependency
• Adult disability
• Adult mental health
• Adult services such as long-term care
• Adult protection

Information on DHS website

Council monthly meeting agendas, approved minutes and the work of the Human Services Performance Council are published on the DHS website, mn.gov/dhs.

For accessible formats of this publication or assistance with additional equal access to human services, write to dhs.info@state.mn.us, call 651-431-2911, or use your preferred relay service.