

Bill as Introduced

HB 174-FN - AS INTRODUCED

2009 SESSION

09-0521

05/10

HOUSE BILL ***174-FN***

AN ACT establishing a performance measurement system for state agencies.

SPONSORS: Rep. Moran, Hills 18

COMMITTEE: Executive Departments and Administration

ANALYSIS

This bill establishes a performance measurement system that requires state agencies to identify program objectives and to measure program outcomes.

.....

Explanation: Matter added to current law appears in ***bold italics***.
 Matter removed from current law appears [~~in brackets and struck through.~~]
 Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

1 II. Keep the number of key indicators and total indicators for any one program to a
2 reasonable number. The agency shall maintain a full list of performance indicators that it is
3 tracking at any one time and shall make such information available upon request of the legislature.

4 III. Report performance data quarterly in a year-to-date form that includes a comparison
5 with the same period in the prior year.

6 21-S:3 Reporting Requirement; Website.

7 I. Each agency shall submit the information required under RSA 21-S:2 to the department of
8 administrative services beginning on January 1, 2010, and on a quarterly basis thereafter. The
9 department shall periodically review each agency's performance data for quality and accuracy and
10 shall report unexpectedly high or low data, as reflected in substantial deviations from the scores
11 established pursuant to RSA 21-S:2, I, to the agency, the legislative budget assistant, and the
12 relevant legislative policy committee.

13 II. The department of administrative services, in consultation with the office of the
14 legislative budget assistant, shall make the information submitted under paragraph I available to
15 the public through an interactive website that permits data comparisons by performance measure,
16 geographic location, and demographic group. The website shall provide data for at least 2 prior years
17 for each performance indicator so that comparisons may be made and trends identified.

18 21-S:4 Rulemaking. The commissioner of the department of administrative services, in
19 consultation with the legislative budget assistant, shall adopt administrative rules relative to the
20 performance measurement system required under RSA 21-S:2, including:

21 I. Identification of objectives.

22 II. Assessment of input and output indicators.

23 III. Reporting requirements.

24 2 Effective Date. This act shall take effect 60 days after its passage.

LBAO
09-0521
12/22/08

HB 174-FN - FISCAL NOTE

AN ACT establishing a performance measurement system for state agencies.

FISCAL IMPACT:

The Department of Administrative Services states this bill will increase state expenditures by an indeterminable amount in FY 2009 and each year thereafter. This bill will have no impact on county and local expenditures or state, county, and local revenues.

METHODOLOGY:

The Department of Administrative Services states this bill will require state agencies to identify program objectives and measure program outcomes, and require the Department of Administrative Services to review each agency's performance data; report unexpected data to the agency, Legislative Budget Assistant, and relevant legislative policy committee; establish an interactive website making performance data available to the public; and adopt administrative rules in consultation with the Legislative Budget Assistant. The Department of Administrative Services states this bill would require personnel time to set criteria and standards to ensure consistency of data between agencies, to oversee the submission and quarterly reporting of information, and to develop and administer an access database. The Department assumes each state agency would have different personnel needs to compile, administer, and submit information. The total fiscal impact cannot be determined at this time.

The Office of the Legislative Budget Assistant assumes any additional work consulting with the Commissioner of the Department of Administrative Services on performance measurement administrative rules will be absorbed by existing appropriations.

HB 174-FN - AS AMENDED BY THE HOUSE

04Mar2009... 0322h

2009 SESSION

09-0521

05/10

HOUSE BILL ***174-FN***

AN ACT establishing a performance measurement system for state agencies.

SPONSORS: Rep. Moran, Hills 18

COMMITTEE: Executive Departments and Administration

AMENDED ANALYSIS

This bill establishes a pilot program for the development of a performance measurement system in the department of health and human services. The bill requires all agencies to develop performance measurement systems by December 21, 2010.

.....

Explanation: Matter added to current law appears in ***bold italics***.
 Matter removed from current law appears [~~in brackets and struck through~~]
 Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

1 July 1, 2010.

2 21-S:3 Interim and Final Report. The department of health and human services shall submit an
3 interim and a final report on the development and adoption of a performance measurement system.
4 The interim report shall be filed on or before December 31, 2009, and the final report shall be filed
5 on or before July 1, 2010. The report shall specifically identify the performance measures developed
6 pursuant to RSA 21-S:2 and shall report on those measures to the extent of the available data.
7 Copies of both the interim and the final report shall be forwarded to the speaker of the house of
8 representatives, the president of the senate, the governor, the chairperson of the house executive
9 departments and administration committee, the house clerk, the senate clerk, and the state library.

10 21-S:4 Development of Performance Measurement System by Agencies. On or before July 1,
11 2009, each agency, as defined in RSA 21-G:5, III, shall provide to the department of health and
12 human services a contact person within the agency who shall be responsible for providing the
13 department of health and human services with information as to that agency's readiness to adopt the
14 performance measurement system provided for in RSA 21-S:5. Each such agency shall cooperate
15 with the department of health and human services and shall provide the required information in a
16 timely manner so that the information can be included with the reports submitted pursuant to
17 RSA 21-S:3.

18 21-S:5 Adoption of Performance Measurement System by Agencies. Beginning December 31,
19 2010, every agency, as defined in RSA 21-G:5, III, shall adopt a performance measurement system
20 for each of its programs that includes: a mission statement, the outcomes the program seeks to
21 achieve, and the specific outcome indicators that the program intends to use to track performance.

22 2 Effective Date. This act shall take effect 60 days after its passage.

LBAO
09-0521
Amended 03/27/09
Revised 03/27/09

HB 174 FISCAL NOTE

AN ACT establishing a performance measurement system for state agencies.

FISCAL IMPACT:

The Department of Administrative Services states this bill, as amended by the House (Amendment #2009-0322h), may increase state expenditures by an indeterminable amount in FY 2009 and each year thereafter. This bill will have no fiscal impact on state, county and local revenues or county and local expenditures.

METHODOLOGY:

The Department of Administrative Services states this bill may require large agencies to designate one full-time position to administer the program and require part time for various personnel at smaller agencies. The Department estimates the cost to a single large agency for continued administrative oversight needed once the program is adopted to be as follows:

Salary And Benefits Costs:	FY 2010	FY 2011	FY 2012	FY 2013
Salary Total (LG 29)	\$53,138	\$55,497	\$57,935	\$60,567
Total Benefits	\$23,907	\$25,621	\$27,459	\$29,462
Other Costs Per Position	\$28,500	\$23,600	\$23,600	\$23,600
<i>Total Costs</i>	\$105,545	\$104,718	\$108,994	\$113,629

The overall cost which all agencies will be required to absorb is not determinable at this time.

The Department of Health and Human Services (DHHS) states this bill will require the Department to develop and adopt a performance measurement system and to produce interim and final reports on performance measures. This bill also requires all state agencies to adopt performance measurement systems for each program and requires the agencies to provide to the DHHS information regarding agency readiness to adopt the system for inclusion in DHHS reports. The DHHS states the Department is already actively engaged in the development of performance measures for the Department and anticipates the responsibilities added by this bill can be absorbed by existing staff.

This bill does not include an appropriation or establish positions.

Committee Minutes

SENATE CALENDAR NOTICE

EXECUTIVE DEPARTMENTS AND ADMINISTRATION

- ✓ Senator Jacalyn Cilley Chairman
- ✓ Senator Martha Fuller Clark V Chairman
- ✓ Senator Betsi DeVries
- ✓ Senator Michael Downing
- ✓ Senator Sharon Carson

2:05 start

For Use by Senate Clerk's Office ONLY

Bill Status

Docket

Calendar

Proof: Calendar Bill Status

Date: April 23, 2009

HEARINGS

Tuesday

4/28/2009

EXECUTIVE DEPARTMENTS AND ADMINISTRATION

LOB 101

2:00 PM

(Name of Committee)

(Place)

(Time)

EXECUTIVE SESSION MAY FOLLOW

- 2:00 PM HB174-FN
- 2:20 PM HB256
- 2:35 PM HB302
- 2:50 PM HB598-FN
- 3:05 PM HB651-FN
- 3:20 PM HB345-FN

establishing a performance measurement system for state agencies.
 relative to the New Hampshire accountancy act.
 (New Title) relative to the New Hampshire real estate practice act.
 relative to the regulation of auctioneers by the state board of auctioneers.
 relative to regulation of private investigative agencies and security services.
 allowing physical therapists to practice on animals.

Sponsors:

- HB174-FN**
Rep. Edward Moran
- HB256**
Rep. James Headd
- HB302**
Rep. Benjamin Baroody
Rep. Frank Sapareto
- HB598-FN**
Rep. John Hunt
- HB651-FN**
Rep. Jordan Ulery
- HB345-FN**
Rep. Kevin Hodges
Rep. Rip Holden

Rep. Don Petterson

Rep. Daniel Eaton

Rep. Angeline Kopka

Rep. Gene Chandler

Rep. Kathleen Taylor

Rep. Maurice Pilotte

Sen. Sheila Roberge

2:25 end

Kathryn Cummings 271-3207

Sen. Jacalyn Cilley

Chairman

Executive Departments and Administration Committee

Hearing Report

TO: Members of the Senate

FROM: Shannon Whitehead, *Legislative Aide*

RE: Hearing report on **HB 174-FN** – *AN ACT relative to establishing a performance measurement system for state agencies.*

HEARING DATE: April 28, 2009

MEMBERS OF THE COMMITTEE PRESENT: Senators Cilley, DeVries, Downing, Carson

MEMBERS OF THE COMMITTEE ABSENT: Senator Fuller Clark

Sponsor(s): Rep. Moran, Hills 18

What the bill does: The bill establishes a pilot program for the development of a performance measurement system in the department of health and human services. The bill requires all agencies to develop performance measurement systems by December 21, 2010.

Who supports the bill: Linda Paquette from DHHS, Melissa Correia from DHHS, Rep. Hawkins and Rep. Irwin from House ED&A committee.

Who opposes the bill: No one appeared in opposition.

Summary of testimony received: Prime Sponsor of the bill was not present at the time of the hearing.

Rep. Hawkins: Introduced the bill from the House ED&A committee.

- The bill establishes a pilot program for the development of a performance measurement system in the department of health and human services.

- The bill requires all agencies to develop performance measurement systems by December 21, 2010.
- Stated that there was a good amount of data built, but this bill would create a new software system to combine data from various agencies to assess “overlap” as well as measure long term outcomes.

Rep. Irwin: House ED&A, chair stood in support.

Linda Paquette and Melissa Correia (administrators)

- This framework can be applied to the department, individual agencies, and program areas within agencies.
- Populations should be available for analysis by race, gender, age and geographic areas when possible and appropriate. Domains are often interdependent. In the longer term, individual indicators can be used to create more sophisticated composite members.
- The bill requires the establishment of the performance measurement system and requires the department to assist other states agencies and their work.
- We have been working on this for a couple of years and moving forward and the department level performance, framework, indicators and the services we are funding in conjunction with our mission.
- Senator Cilley stated that there were quantitative metrics within the bill and how this program operates.
- Ms. Correia from Youth and Families stated that from our data, we looked at it anecdotally and we didn't have a comprehensive system.
- Senator Cilley asked can you tell the way this program is developed. Are you able to measure other inputs from other programs? Ms. Correia responded no, not at this time. To measure how long they were in foster care, we have built up the body description. Now we are focusing on outcomes, the outside of our agency. We are starting to work more in that area.
- Ms. Paquette stated that the concept here a balanced score card and whether you are meeting those objectives. A strategic plan in place and have a measure to see if you're meeting those objectives. This is what the bill does. It's implicit in the bill.
- Senator Downing in regards to the Fiscal Note, reason its interminable. Amended analysis on the year of 2020. Ms. Paquette stated that, that date is a typo, the date needs to be changed.
- Senator DeVries stated that HHS has tough budget, are you concerned it's a new \$100,000 price tag.

- Ms. Paquette responded that, that price tag doesn't apply to us. It is already in the fabric. We have not heard concern directly.
- Senator Cilley mentioned that if it's done well and done right then there should be savings.
- Ms. Correia responded that we may discover that we may be under serving other services out there. This bill will increase in quality of service. Work with individual agencies to assess where they are now and how to move forward; assessing what measures they currently have available for each cell in the matrix and discussing measurement methods (ex. cross sectional vs. longitudinal).
- This will give us lead to reach out to other departments to explore research opportunities and available datasets.

Funding: *See Fiscal not*

Future Action: The Committee has not exec'd the bill out of committee at this time.

sgw
[file: HB 174-FN report]
Date: 4-28-09

KC

Senator Jacalyn L. Cilley, D. 6: Great. Thank you very much. Thank you very much, Representative Hawkins. Representative Irwin, you indicated a desire to speak. Would you like to let the agency go first?

Representative Ann-Marie Irwin: No. Thank you, Madam Chair. That is fine, Representative Hawkins did a great job and the agency will as well. I'm just here to indicate our wholehearted support.

Senator Jacalyn L. Cilley, D. 6: Okay. Thank you. So, I will call, would both Linda Paquette and Melissa Correia like to come up together? Would that be easier for you? I think I mispronounced your name. It's Correia, right?

Melissa Correia: It's Correia.

Senator Jacalyn L. Cilley, D. 6: Correia?

Ms. Correia: Correia, like the country.

Senator Jacalyn L. Cilley, D. 6: Oh, Correia. Okay. Great. Alright.

Ms. Correia: Thank you.

Linda Paquette: Good afternoon, Madam Chair.

Senator Jacalyn L. Cilley, D. 6: Good afternoon.

Ms. Paquette: I'm Linda Paquette. I'm one of the Administrators of the Office of Improvement, Integrity and Information of the Department, and this is Melissa Correia, who's the Director of Quality for the Division for Children, Youth and Families. And we're happy...

Senator Jacalyn L. Cilley, D. 6: Well, welcome.

Ms. Paquette: Thank you. Thank you. To be here today in support of House Bill 174, which as you know, would require the establishment of a performance measurement system at the Department of Health and Human Services, and would also require the Department to, I think the intent was to assist other State agencies in their work to develop performance measurement systems.

We, as Representative Hawkins indicated, we have been working on this for actually a couple of years and we are moving forward to finalize our Department level performance indicators, thanks, in good part, to Melissa's

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work. She has developed a framework for identifying indicators that will help us understand whether or not the programs and the services we are funding are actually achieving the appropriate results in conjunction with our mission, which is to join communities and families for independence and health.

So, we're happy to answer any questions for you, and if you have questions about the details about how we're proceeding, Melissa's here to provide that information.

Senator Jacalyn L. Cilley, D. 6: I would actually like to hear, now is this...

Ms. Paquette: This is the framework that Melissa has developed for us to use.

Senator Jacalyn L. Cilley, D. 6: This is part of...

Ms. Paquette: Yes, identify our indicators, and the information that you see filled in under the various domains and categories are really examples, and Melissa is working with each Division within the Department to identify appropriate indicators under each of those categories and domains.

Senator Jacalyn L. Cilley, D. 6: So, some of the questions that I have, and it appears this answers some of that in terms of the, I mean you have quantitative metrics that you're using here. And, so, if you could just explain a bit more, so that I can really envision that, I didn't see that before, how this program operates? I'm assuming and you can tell me where I'm off here, that if it functions the way other performance measurement, you know programs function, that you would determine the population of needing service. How many moms? How many children, whatever? How many elderly? Once that population is determined, then you would look at the allocation of the budget, and determine not just whether, you know, what monies were allocated to those particular subgroups, but, in addition and who was served, but then what? I mean, if the aim is, for example, to get a mother who is on TANF, you know, to a place of self sufficiency? I mean, is it being tracked, I guess, I guess I'd like a fuller explanation to give me an example with one program, you know, pick any one of these and walk me through it if you will.

Ms. Correia: Sure. I'm working on this Department initiative based on my experience with the Division for Children, Youth and Families. So, my direct experience is with child welfare or child protection work.

So, the example I would give is, in looking at our data, DCYF data across the board, I came out about seven years ago I think, and at that time, we were

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relying mostly on anecdotal information to know that our programs were effective or even our attempts to monitor how many clients we were serving were sort of ad hoc and sporadic. We didn't have a comprehensive system where we repeatedly measured the same thing over time.

So, we've done some work over the past seven years, and basically starting with the backbone of descriptive demographic information, case loads, who's being served, where they're being served, what services they're receiving, how much money's being spent on which particular services, and...

Senator Jacalyn L. Cilley, D. 6: If I could just stop you right there?

Ms. Correia: Yup.

Senator Jacalyn L. Cilley, D. 6: For just one second?

Ms. Correia: Yup.

Senator Jacalyn L. Cilley, D. 6: Can you tell by the way this program is developed, if those populations are being served? I mean, I can imagine, for example, that you might have either single mom or even you know, a mom and a dad with a couple of kids, because TANF isn't restricted to single parent household, right?

Ms. Correia: I don't deal with TANF.

Senator Jacalyn L. Cilley, D. 6: Oh, okay. Well, I'm just wondering, let's say you've got somebody on that program. You also have the WIC program that you administer. What else? You know, they may be served by several of your programs. Are you able to measure the inputs from all of those other programs relative to outputs?

Ms. Correia: We're not able to at this time. We're working on getting there. One of the projects that I will describe from DCYF would be, children who go into foster care. They're removed from their homes due to abuse and neglect and they're placed in a foster home. We are required by the federal government to measure things like, how long they're in foster care. How many foster homes they were in? How quickly did you get them back home with their parents or adopted by another family? Those sorts of things, which are really process measures, it doesn't tell you a lot about how well that child's faring or how well they're doing.

Senator Jacalyn L. Cilley, D. 6: Right.

KC

Ms. Correia: So, we're at the point where now, over the past five years, we've built up that body of descriptive information, so that we know what our program looks like and how it's operating and we can monitor things and we can help our supervisors really hold themselves accountable and their staff accountable. Now we're at the point where we're really focusing on outcomes, how our kids are doing. And, the next step in that is looking outside of our own agency and looking at, so say a youth ages out of foster care. Can we then take our information out of our data system, combine it with information with Juvenile Justice, which we do quite a bit of or with the food stamp TANF program, to see if a child leaves foster care or turns eighteen and exits out of the system, what happens to them? Do they then have a child of their own and apply for TANF benefits? Are they part of now the Corrections system? Are they part of the Bureau of Homeless system? We're starting to connect those pieces. It's quite complicated given the data systems are all different, but we are starting to do some work in that area.

Senator Jacalyn L. Cilley, D. 6: And that begs another question about, for me anyway. That a performance measurement system strikes me as one component of an overall strategic plan. It's something that I've been, you know, investigating both from the state level and our agencies, and there are states that indeed have these. You talked Utah, for example, was a strategic plan. That sort of backed off after almost fourteen years of work, sort of backed off, I think, for political reasons, and they've gone to just a performance measurement system. But, you know, data is only so good as its ability to allow you to make very good decisions.

So, this feels to me as though it ought to be embedded in a larger framework. In fact, Linda mentioned the vision of the agency. I mean, you were able to articulate that very concisely. So, you know, you know, if you work with strategic plans, the division's statements, the goals and objectives, the performance measurement, the outcomes. And then what's the game plan once you have that?

So, is that where you're moving?

Ms. Paquette: One of the things that we've been, that Commissioner Toumpas has been supportive of is the whole concept of a balanced scorecard. And a balanced scorecard is really a strategic planning tool.

Senator Jacalyn L. Cilley, D. 6: Mm hmm.

Ms. Paquette: When you start with your mission and your objectives, and you then determine whether or not you're meeting those objectives and how

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you're going to get to a place where you are. And it's a wonderful strategic planning tool, and in this I think, is a piece of that strategic planning tool.

We're not...

Senator Jacalyn L. Cilley, D. 6: Just a, you know, interject for a moment. That's what it struck me as, as one component, and if we have all of our agencies, because this, you know, this obviously allows you to, you know, bring the message to other agencies and help them to start their own programs. Are we asking them to do something that they can build upon or are we asking them to do something that becomes redundant if they do the strategic plan? You know, will they have to, is there a possibility they'll have to, you know, refashion it? I mean, I guess...

Ms. Paquette: I think whenever you develop a strategic plan and you identify your goals and objectives, you need to have a way to measure whether in fact you're meeting them.

Senator Jacalyn L. Cilley, D. 6: Mm hmm.

Ms. Paquette: And so, I think, that's what this bill does and it makes specific reference to an agency's mission and relating the performance measurements to the agency's mission.

So, it might not completely articulate the need for a strategic plan. But, it's almost implicit in the language of the bill.

Senator Jacalyn L. Cilley, D. 6: Okay. That's good. And I sent your Commissioner over a very nicely done strategic plan by Utah. Are there questions? Senator Downing?

Senator Michael W. Downing, D. 22: Thank you. Just some brief questions. I notice it has a fiscal note, it doesn't have any amounts, it says it is indeterminable. Is there a reason for that or I mean it just...

Senator Betsi DeVries, D. 18: Actually...

Senator Jacalyn L. Cilley, D. 6: It's...

Senator Michael W. Downing, D. 22: I don't have it.

Senator Jacalyn L. Cilley, D. 6: Oh, you don't? Oh, well I do.

Ms. Paquette: You must have the older fiscal note, Senator.

KC

Senator Betsi DeVries, D. 18: Revised 3/27.

Senator Jacalyn L. Cilley, D. 6: So, Kathy, do you have the updated fiscal note on this? Senator Downing doesn't have the latest one.

Senator Michael W. Downing, D. 22: And the other question was with the amended analysis. It's a got a date of December 21, 2010 where did that date come from? Everything else in here is...

Ms. Paquette: I think that's a typo. It should be December 31st, 2010, and in fact I think it talks about December 31st, 2010 somewhere else in the bill.

Senator Michael W. Downing, D. 22: It does. Thank you.

Senator Jacalyn L. Cilley, D. 6: Are there other questions? Senator DeVries?

Senator Betsi DeVries, D. 18: Well, thank you, Madam Chair. Because my questions were likely similar to Senator Downing's with the fiscal note. Knowing that Health and Human Services is likely to have a tough budget, are you not concerned about a fiscal note that is a new hundred thousand dollar plus price tag for your Department?

Ms. Paquette: If I may respond to that? I'm not so sure that fiscal note applies to us, because what we have testified to all along is that we're absorbing this cost. It's already in the fabric of what we're doing. I think, that...

Senator Jacalyn L. Cilley, D. 6: It refers to other large agencies.

Ms. Paquette: Speculation as to what might be required from other agencies and frankly, I don't know the level of preparedness of other agencies. Well, I know some. Like for example, Environmental Services is very much involved in developing performance measures, and so it's also part of their fabric and probably wouldn't have any additional fiscal impact.

So, I think it's a bit speculative that this...

Senator Jacalyn L. Cilley, D. 6: Follow up?

Senator Betsi DeVries, D. 18: So, it's fair to say, that you have not heard concern from any Department?

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Ms. Paquette: I have not directly heard concern from any Department, no.

Senator Jacalyn L. Cilley, D. 6: I just, because I had, I had a chat with the Commissioner the other day. They have a Commissioners' roundtable and they're actually all working together already to try to gain as many efficiencies. So, that may be why, you know, this I, well, we don't have anybody signed up in opposition. So, that may be why you don't see that.

And the only thing that troubles me about the fiscal note is that, if this is done well and it's done right, there should be attendant savings within programs. One would assume that, as you identify those areas that are not particularly productive or that don't have those kinds of efficiencies or have redundancies, that you would then be working to, you know, fix those. And so in the two years that you've had this program up and running, can you assess at this point through this program or through any other way, what kind of cost savings you're seeing?

Ms. Correia: I can't speak to that at this time. My only concern with that assumption is that, we may also discover that we're underserving certain populations. So...

Senator Jacalyn L. Cilley, D. 6: Fair enough.

Ms. Correia: If you look at the framework, we start with making sure we're assessing need and then making sure that our service array is available in all parts of the State to meet that need. And then making sure that those services are of high quality and only after that point can we start to measure whether or not they're having the desired outcome.

So, I think certainly, with some of the work we've been doing within DCYF for monitoring contract performance, we're definitely seeing an increase in the quality of services being provided for what we're paying. I don't know that we've seen a reduction in costs. I can say that our length of stay for children in out-of-home care has decreased as we've made some improved use of our own internal data.

Senator Jacalyn L. Cilley, D. 6: Mm hmm.

Ms. Correia: And are starting to sort of tighten up our system, and that certainly is a tremendous cost, a cost savings for the Division when children leave our system faster.

Senator Jacalyn L. Cilley, D. 6: So, that's more and your points are very well taken, but that's more to the point of my question is. As you see that, is

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there a way to track and record, you know, for purposes of a more balanced fiscal note.

Ms. Correia: Yeah.

Senator Jacalyn L. Cilley, D. 6: What those savings are within the program or is it going to need something else?

Ms. Correia: That's a very good question.

Ms Paquette: I'm not sure how to answer that.

Senator Jacalyn L. Cilley, D. 6: Okay. Then I would ask you to give that some thought, because it's certainly something that I think, you know, I think you'll find very important.

Ms. Paquette: One of the goals, of course, is for us to assess how our services and programs are actually working and if we find that they're not, well of course, appropriate action needs to be taken.

Senator Jacalyn L. Cilley, D. 6: Mm hmm.

Ms. Paquette: But, thank you. Documenting potential cost savings will be very important.

Senator Jacalyn L. Cilley, D. 6: Thank you. Are there any last questions? Thank you very, very much.

Ms. Correia: Thank you.

Senator Jacalyn L. Cilley, D. 6: Representative Irwin, was there anything else you wanted to add or your...

Representative Irwin: No. I think that they did a great job. Thank you very much.

Senator Jacalyn L. Cilley, D. 6: Okay. Is there anybody else that wanted to speak to HB174 before I close the hearing? Okay. Thank you very much.

KC

Hearing concluded 2:25 pm

Respectfully submitted,

A handwritten signature in black ink that reads "Kathryn Cummings". The signature is written in a cursive, flowing style.

Kathryn Cummings
Senate Committee Secretary
September 21, 2009

Speakers

Testimony

A

Eleven Domains Across Three Major DHHS Service Areas.

This framework can be applied to the department, individual agencies, and program areas within agencies. Populations should be available for analysis by race, gender, age, and geographic area when possible and appropriate. Domains are often interdependent. In the longer term, individual indicators can be used to create more sophisticated composite measures.

	Health and Medical Care	Long Term Care	Human Services
DHHS is maximizing financial resources	Penetration rates for federal programs, Admin costs to service cost ratio, expenditure vs. budget allocation	Penetration rates for federal programs, Admin costs to service cost ratio, expenditure vs. budget allocation	Penetration rates for federal programs, Admin costs to service cost ratio, expenditure vs. budget allocation
DHHS is maximizing human resources	Staff vacancy rate, staff turnover rates, recruitment and retention, absentee rates, participation in training	Staff vacancy rate, staff turnover rates, recruitment and retention, absentee rates, participation in training	Staff vacancy rate, staff turnover rates, recruitment and retention, absentee rates, participation in training
DHHS can monitor population demographics and trends, caseloads and baseline measures of health and wellbeing in the population	# children and adults with health insurance - Medicaid, SCHIP, or private; rates of chronic disease	Nursing home census by risk levels	TANF and food stamp caseloads; Victims of child abuse/neglect (per 1,000 pop); Victims of adult/elderly abuse/neglect; Youth found to be delinquent
Populations have access to/are accessing preventive care/primary care	incidence rates of vaccine preventable diseases; % of children and adults having well-child visits/routine exams	Proportion of clients receiving day services vs. residential care	children at risk of abuse, neglect, or delinquency remaining in their own homes
Populations are assessed for need and provided an appropriate level of care	medically necessary days in care/total days in care	medically necessary days in care/total days in care	% of children/youth removed from their homes who receive medical and behavioral health assessments
Services are available and accessible to populations in need	# of medical/dental/mental health/substance abuse providers per 1,000 population by geographic area	# of eligible individuals on facility waiting list	# of medical/dental/mental health/substance abuse providers per 1,000 population by geographic area
Services and care are of high quality	# of providers using evidence-based or "best practice"	Residents who have become more depressed or anxious	# of providers using evidence-based or "best practice"
Levels of care decrease over time with a corresponding increase in self-sufficiency	Rate of ER visits for asthma patients	Residents whose ability to move in and around their room got worse	% of children/youth removed from home who exit care to reunification
Populations live and remain in their communities.	Medicaid clients receiving in-home services	patients exiting care to live in community-based setting	Rate of competitive employment for clients with barriers; clients exiting TANF for employment; children/youth exiting care to permanency
Populations do not suffer relapse/Recidivism: readmissions or rereferrals after discharge/case closure	Readmissions to hospital setting within 30 days	% of short-term stayers re-admitted within 30 days	re-entries into out-of-home care; re-referrals for abuse/neglect of adults or children
DHHS can measure client, provider, and staff satisfaction	Average # days to provider certification; staff turnover rate; standardized client satisfaction	Average # days to provider certification; staff turnover rate; standardized client satisfaction	Average # days to provider certification; staff turnover rate; standardized client satisfaction

Goals and next steps:

- Work with individual agencies to assess where they are now and how to move forward; assess what measures they currently have available for each cell in the matrix. Discuss measurement methods (i.e., cross-sectional vs. longitudinal)
- Set up systems to measure progress semi-annually (or another time period as appropriate - remember that change happens slowly. Set benchmarks/goals where appropriate.
- Assess and address data quality issues on an ongoing basis. Set up flexible reporting systems that can adapt to changing program/policies. Train staff and update data collection systems as needed.
- Discuss opportunities for outside funding/university-based research to develop composite measures and study service array and quality issues that are outside of current data collection capabilities (Carsey Institute)
- Provide data publicly, (disaggregated by geography and populations) for use in community development. Build community services that will support populations after discharge/case closure and prevent re-referral. Utilize regional (GIS) analysis as appropriate.
- Combine data from various agencies to assess "overlap" as well as measure long term outcomes.
- Reach out to other departments to explore research opportunities and available datasets

Voting Sheets

Senate ED&A Committee

EXECUTIVE SESSION

Bill # HB 1744 N

Hearing date: 4/28/09

Executive session date: 5/7/09

Motion of: OTP

VOTE: 4-0

Made by Cilley
Senator: Fuller Clark
 DeVries
 Downing
 Carson

Seconded Cilley
by Senator: Fuller Clark
 DeVries
 Downing
 Carson

Reported Cilley
by Senator: Fuller Clark
 DeVries
 Downing
 Carson

Motion of: _____

VOTE: _____

Made by Cilley
Senator: Fuller Clark
 DeVries
 Downing
 Carson

Seconded Cilley
by Senator: Fuller Clark
 DeVries
 Downing
 Carson

Reported Cilley
by Senator: Fuller Clark
 DeVries
 Downing
 Carson

<u>Committee Member</u>	<u>Present</u>	<u>Yes</u>	<u>No</u>	<u>Reported out by</u>
Senator Cilley, Chairman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Senator Fuller Clark, Vice-Chair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator DeVries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator Downing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Senator Carson	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Amendments: _____

Notes: _____

Committee Report

STATE OF NEW HAMPSHIRE
SENATE
REPORT OF THE COMMITTEE

Date: May 7, 2009

THE COMMITTEE ON Executive Departments and Administration
to which was referred House Bill 174-FN

AN ACT establishing a performance measurement system for state
 agencies.

Having considered the same, the committee recommends that the Bill:

OUGHT TO PASS

BY A VOTE OF: 4-0

AMENDMENT # s

Senator Jacalyn L. Cilley
For the Committee

Kathy Cummings 271-3207

New Hampshire General Court - Bill Status System

Docket of HB174

Docket Abbreviations

Bill Title: establishing a performance measurement system for state agencies.*Official Docket of HB174:*

Date	Body	Description
01/07/2009	H	Introduced 1/7/2009 and Referred to Executive Departments and Administration; HJ 8 , PG.124
01/14/2009	H	Public Hearing: 1/27/2009 1:00 PM LOB 306
01/29/2009	H	Subcommittee Work Session: 2/5/2009 8:45 AM LOB 306
02/05/2009	H	Subcommittee Work Session: 2/11/2009 9:00 AM LOB 306
02/05/2009	H	Executive Session: 2/12/2009 2:00 PM LOB 306
02/17/2009	H	Committee Report: Ought to Pass with AM #0322h for Mar 4 RC (vote 16-1); HC 16 , PG.374
02/17/2009	H	Proposed Amendment #0322h; HC 15 , PG.314-315
03/04/2009	H	Amendment #0322h Adopted, VV; HJ 21 , PG.604-605
03/04/2009	H	Ought to Pass with Amendment #0322h: MA VV; HJ 21 , PG.604-605
03/04/2009	H	Referred to Finance; HJ 21 , PG.605
03/05/2009	H	Division I Work Session: 3/18/2009 10:00 AM LOB 212
03/18/2009	H	Division I Work Session: 3/30/2009 9:30 AM LOB 212
03/19/2009	H	Executive Session: 3/31/2009 10:00 AM LOB 210-211 ==RECESSED==
04/01/2009	H	==CONTINUED== Executive Session: 4/1/2009 10:00 AM LOB 210-211
04/01/2009	H	Committee Report: Ought to Pass for April 8 CC (vote 22-0); HC 26 , PG.919
04/08/2009	H	Ought to Pass: MA VV; HJ 31 , PG.1280
04/08/2009	S	Introduced and Referred to Executive Departments and Administration; SJ 11 , Pg.232
04/23/2009	S	Hearing; April 28, 2009, Room 101, LOB, 2:00 p.m.; SC21
05/07/2009	S	Committee Report; Ought to Pass [05/13/09]; SC23
05/13/2009	S	Ought to Pass, MA, VV; Refer to Finance [Rule 26]; SJ 15 , Pg.313
05/28/2009	S	Committee Report; Inexpedient to Legislate [06/03/09]; SC26
06/03/2009	S	Without Objection, Chair moved to Special-Order HB 174 to the front of the Calendar; SJ 18 , Pg.398
06/03/2009	S	Inexpedient to Legislate, MF, VV; SJ 18 , Pg.485
06/03/2009	S	Sen. D'Allesandro Moved Rerefer to Committee; SJ 18 , Pg.485
06/03/2009	S	Rereferred to Committee, MA, VV; SJ 18 , Pg.485

NH House

NH Senate

Contact Us

New Hampshire General Court Information Systems
107 North Main Street - State House Room 31, Concord NH 03301

Other Referrals

COMMITTEE REPORT FILE INVENTORY

HB174 ORIGINAL REFERRAL

RE-REFERRAL

1. THIS INVENTORY IS TO BE SIGNED AND DATED BY THE COMMITTEE SECRETARY AND PLACED INSIDE THE FOLDER AS THE FIRST ITEM IN THE COMMITTEE FILE.
2. PLACE ALL DOCUMENTS IN THE FOLDER FOLLOWING THE INVENTORY IN THE ORDER LISTED.
3. THE DOCUMENTS WHICH HAVE AN "X" BESIDE THEM ARE CONFIRMED AS BEING IN THE FOLDER.
4. THE COMPLETED FILE IS THEN DELIVERED TO THE CALENDAR CLERK.

DOCKET (Submit only the latest docket found in Bill Status)

COMMITTEE REPORT

CALENDAR NOTICE on which you have taken attendance

HEARING REPORT (written summary of hearing testimony)

HEARING TRANSCRIPT (verbatim transcript of hearing)

List attachments (testimony and submissions which are part of the transcript) by number [1 thru 4 or 1, 2, 3, 4] here: _____

SIGN-UP SHEET

ALL AMENDMENTS (passed or not) CONSIDERED BY COMMITTEE:

____ - AMENDMENT # _____ ____ - AMENDMENT # _____
____ - AMENDMENT # _____ ____ - AMENDMENT # _____

ALL AVAILABLE VERSIONS OF THE BILL:

AS INTRODUCED AS AMENDED BY THE HOUSE
 FINAL VERSION AS AMENDED BY THE SENATE

PREPARED TESTIMONY AND OTHER SUBMISSIONS (Which are not part of the transcript)

List by letter [a thru g or a, b, c, d] here: A

EXECUTIVE SESSION REPORT

____ OTHER (Anything else deemed important but not listed above, such as amended fiscal notes):

IF YOU HAVE A RE-REFERRED BILL, YOU ARE GOING TO MAKE UP A DUPLICATE FILE FOLDER

DATE DELIVERED TO SENATE CLERK

9/30/09

Kathryn Cummings
COMMITTEE SECRETARY