



Massachusetts Executive Office of Health and Human Services (EOHHS) comprises 16 state agencies, including ...

- ▶ **Medicaid (MassHealth)**
- ▶ **Public Health**
- ▶ **Transitional Assistance**
- ▶ **Developmentally Disabled**
- ▶ **Mental Health**
- ▶ **Elders**
- ▶ **Veterans**
- ▶ **Blind; Deaf & Hard of Hearing**

It has an annual budget of approximately \$13.5B, or about half of the Commonwealth of Massachusetts budget

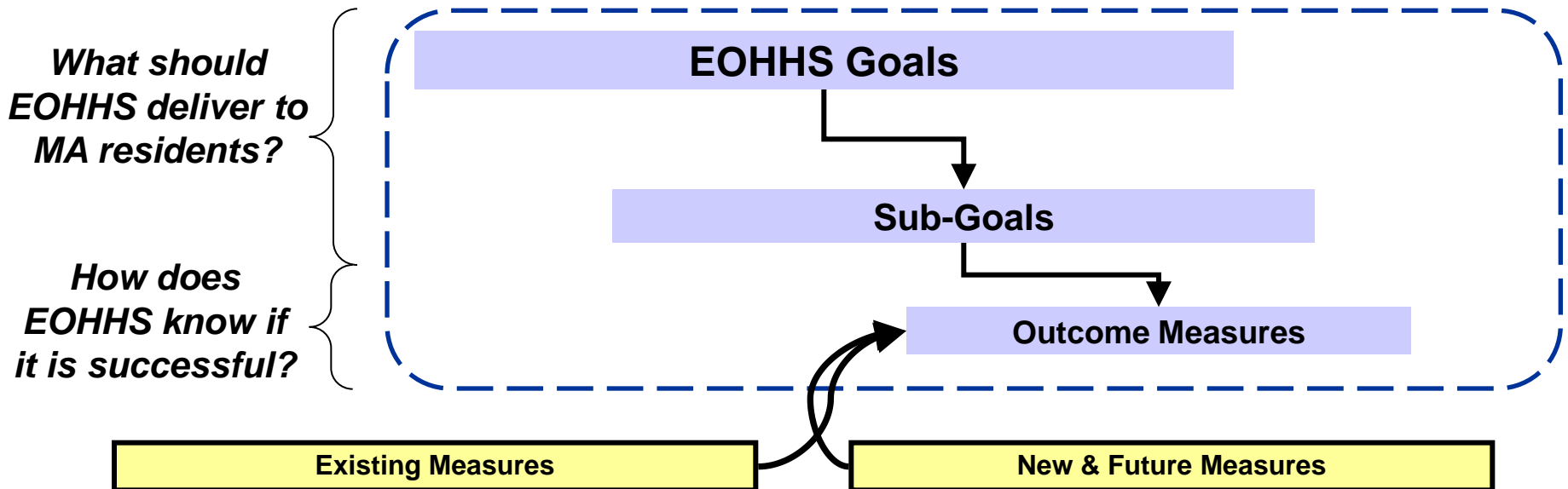
It employs about 22,000 employees and contracts with approximately 1,000 human service providers



EHSResults

Our Approach

- At the beginning of the Patrick Administration, EOHHS began an exciting initiative called EHSResults
- Strategy “maps” were developed for each of the EHSResults strategic goal areas
- The strategy maps were designed to answer two questions:





EHSResults

Strategic Goal Areas

Educating Kids in Our Care

- Ensure access to education related programming, services & opportunities for children & youth in EOHHS care
- Maximize school attendance and engagement for children & youth in EOHHS care
- Maximize stability in education programs for children & youth in EOHHS care
- Maximize educational success for children & youth in EOHHS care

Community First

- Help individuals transition from institutional care
- Expand access to community-based long-term support services
- Improve the capacity and quality of community-based long-term supports

Effective Government

- Provide client-centered customer service
- Develop & maintain a high performance workforce
- Improve internal efficiencies
- Increase efficiencies and quality of the POS system

Jobs & Self Sufficiency

- Increase accessibility & diversity of available jobs for targeted residents through policy & employer outreach
- Provide employment support services for targeted adults
- Maximize number of targeted adults who move toward self-sufficiency and independence through employment
- Successfully transition EOHHS youth entering the workforce

Safe Communities

- Surveillance – Monitor key indicators of safe communities
- Preparedness – Develop infrastructure to support safe communities
- Prevention – Deliver proactive & targeted services to individuals, families & communities
- Intervention – Intervene where needed to ensure safety of individuals, families & communities

Wellness & Quality of Health Care

- Ensure access to care
- Advance health care quality
- Contain health care costs
- Promote individual wellness
- Promote healthy communities



EHSResults

Internal Reporting Promotes our Goals & Helps Us Evaluate Performance

EOHHS is focused on our strategic goals and measuring our success; We've developed internal reporting on our goals & measures, available to EOHHS leadership

EOHHS Strategic Goal Areas and Outcome Measures

Educating Kids in Our Care

Community First

Effective Government

Jobs & Self Sufficiency

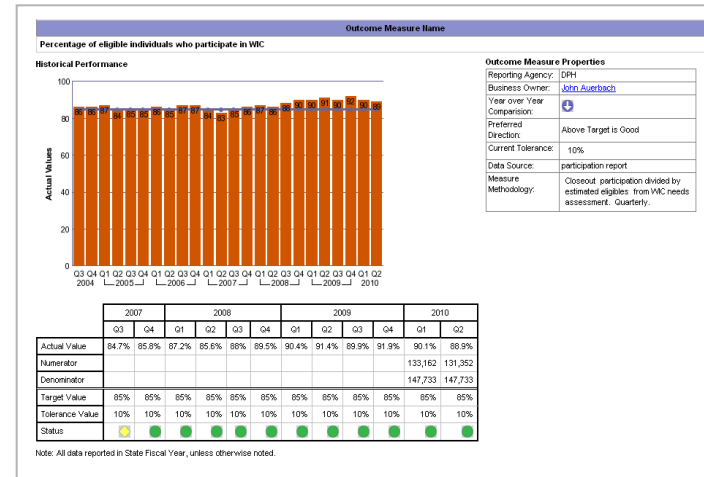
Safe Communities

Wellness and Quality Of Health Care

Goal Area Summaries

Maximize the number of targeted individuals who complete intake, evaluation, and assessment		✓
Maximize the number of targeted individuals who complete short-term skills development		✓
Maximize number of targeted adults who move toward self-sufficiency and independence through employment	●	✓
Increase level of wages paid to clients	●	✓
Maximize number of clients who upgrade jobs	●	✓
Maximize number of targeted adults who obtain health benefits from employers	■	✓
Maximize number of targeted adults who secure employment	●	✓
Maximize number of targeted adults who sustain employment	●	✓
Successfully transition EOHHS youth entering the workforce	●	✓
Maximize number of EOHHS youth who move toward self-sufficiency and independence through employment	●	✓
Maximize number of EOHHS youth who obtain health benefits from employers	■	✓
Maximize number of EOHHS youth who secure employment	●	✓
Provide employment support services for EOHHS youth	●	✓
Improve job placement among youth while still in school	●	✓
Maximize the number of EOHHS youth receiving on-going supports	●	✓
Maximize the number of EOHHS youth who complete intake, evaluation, and assessment	●	✓
Maximize the number of EOHHS youth who complete short-term skills development	●	✓

Outcome Measure Details





EHSResults

Changing the Way We Do Business

“Simply superimposing a performance management process onto a traditionally managed organization ... is not likely to make any difference. To make real improvements, organizational culture must also be addressed.”

- National Performance Management Advisory Commission

Through EHSResults, we work to use performance information to change the way we do business at EOHHS, by:

- ▶ Changing the management conversation and the culture to focus on outcomes
- ▶ Using performance information in leadership meetings
- ▶ Aligning our agencies behind a common set of goals
- ▶ Developing fiscal year priorities with performance information
- ▶ Tying individual manager performance objectives to EOHHS strategic goals
- ▶ Analyzing how budget cuts affect service delivery outcomes
- ▶ Monitoring the impact of policy decisions on service delivery