



# Iowa Department of Human Rights

## FY2023 Performance Report

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## DEPARTMENT OVERVIEW

**MISSION:** To ensure basic rights, freedoms and opportunities for all by empowering underrepresented Iowans and eliminating economic, social and cultural barriers. We help individuals attain economic independence by ensuring access to government services and advancing educational achievement and entrepreneurial success consistent with their aspirations.

**Vision:** DHR is the results-oriented leader in creating a more inclusive and productive Iowa where a society of economically independent individuals and engaged citizens contribute to the improvement of their communities.

The organizational structure of the department consists of Central Administration and three major divisions that contribute to the department's overall mission and goals—Criminal and Juvenile Justice Planning (CJJP), Division of Community Action Agencies (DCAA), and Community Advocacy and Services (CAS).

### A. Central Administration

Central Administration is responsible for managing the overall operations of the department, including matters related to finance/budget, communications, legislation, policy, and human resources. It consists of the Director, Executive Officer 2, Accountant 3 Supervisor, and two Accountants. Other personnel charge a portion of their time to Central Administration for activities that benefit the overall department. The Department is responsible for the administration of \$140,319,868 in state, federal, and private funds.

### B. Division of Criminal and Juvenile Justice Planning

The placement of the Division of Criminal and Juvenile Justice Planning (CJJP) within the Department of Human Rights ensures its independence from operational agencies (such as Department of Corrections, Department of Public Safety and others) in conducting research, planning, data coordination, and information clearinghouse functions. This independence is critical to CJJP's role as an unbiased source of information on Iowa's justice system. The access the Department receives to otherwise confidential data from state and local agencies has given CJJP a unique capability to provide data, information and additional system-related assistance across agencies, and to study and report on Iowa's multi-faceted justice system from a neutral, objective position in state government.

The Administrator of CJJP reports to the Director of the Department of Human Rights. The Department is currently engaged in the following strategies that improve the efficiency and/or effectiveness of Iowa's criminal and juvenile justice system:

- Juvenile Justice System Improvement comprehensive statewide plan
- Establish a standardized evaluation protocol within the juvenile justice system

- Develop and implement a strategic plan to address disproportionality of minorities in the juvenile justice system
- In partnership with Juvenile Court Services, developing and implementing a juvenile reentry system, including pilot Vocational Rehabilitation Reentry Navigators
- Prepare correctional and minority impact statements on proposed correctional and sentencing legislation using data and analysis to provide information to legislators
- Develop and coordinate implementation of an innovative, viable and effective plan for services to, and supervision of, young women who are involved in the juvenile justice system at the deepest levels
- Coordinate the sharing of information between law enforcement, court, and other agencies through the Criminal Justice Information System (CJIS)
- Conduct evaluations for multiple programs associated with the criminal and juvenile justice systems
- Oversee the State of Iowa Youth Advisory Council (SIYAC), Iowa Youth Congress, and Youth Action Squads, and expanding positive youth development and Youth Participatory Action Research (YPAR), and creating a youth justice council and NYTD Ambassadors
- Coordination of the expansion of pre-charge juvenile diversion programming in communities
- Conduct the National Youth in Transition Database (NYTD) survey for youth in foster care on their 17<sup>th</sup> birthday, with follow-up surveys at 19 and 21 years of age
- Effective July 1, 2023, CJJP will began the annual licensing of detention beds and management of the Detention Home Fund

CJJP also staff and maintain the following councils and boards. Connections with members of these advisory bodies provide many opportunities for partnerships and collaborations with a myriad of state agencies, the private sector, and community stakeholders.

- Iowa Juvenile Justice Advisory Council
  - Disproportionate Minority Contact Subcommittee (DMC)
  - Iowa Task Force for Young Women (ITFYW)
  - Youth Justice Council
- Justice Advisory Board (JAB)
- Criminal Justice Information System (CJIS) Advisory Council
- Institutional Review Board (IRB)
- Iowa Collaboration for Youth Development (ICYD) Council
  - State of Iowa Youth Advisory Council (SIYAC)
  - Iowa Youth Congress (IYC)
  - Youth Action Squads

### **C. Division of Community Action Agencies**

The Division of Community Action Agencies (DCAA) is responsible for the administration of federal and state programs operated through a statewide network of community action agencies and other community-based organizations designed to foster self-sufficiency of Iowa's low-income citizens. This report details the work and accomplishments of the Division

over the past year in its efforts to be a results-oriented, customer-focused, collaborative agency that is accountable to citizens and policy-makers.

The Bureau of Community Services administers two key anti-poverty programs: Community Services Block Grant (CSBG) and Family Development and Self-Sufficiency Grant program (FaDSS). The federal CSBG provides support for Iowa's 16 community action agencies to create, coordinate, and deliver a wide variety of programs and services to low-income Iowans, including health, education, housing, employment, nutrition, emergency services, community linkages, and other self-sufficiency efforts.

In addition, DCAA administers two programs that assist eligible low-income households with heating and cooling energy costs and weatherization to improve energy efficiency of their homes—Low-Income Home Energy Assistance Program (LIHEAP) and Weatherization Assistance Program (WAP).

### **Community Services Block Grant**

Community action agencies served over 287,000 individuals in more than 120,000 households across 99 counties in Iowa in Federal Fiscal Year (FFY) 2022.

In FFY 2022, the CSBG assisted local agencies in leveraging over \$273,764,638 million in additional federal, state, local, and private funding. Local agencies leveraged over 268,939 volunteer hours to support their efforts during the year.

#### CARES Act Funding

DCAA received \$10.8 million in Community Services Block Grant (CSBG) funding to support local community action agency plans to address the effects of the COVID-19 pandemic. Local agencies were required to submit plans to DCAA for the use of the funds. The most common uses of the funds included support of food initiatives, food banks, meal delivery, utility and rent assistance, and well-elderly checks. All available funds were expended.

### **Family Development and Self-Sufficiency**

The Bureau administers the Family Development and Self-Sufficiency (FaDSS) program that serves Iowa families who are receiving Family Investment Program (FIP) assistance and at risk of long-term economic and family instability. This evidence-based model provided comprehensive services through certified Family Development Specialists to 2,143 Iowa families, including 1,680 children in FY23.

Results show that FaDSS families make substantial progress in a variety of self-sufficiency measures such as increased wages, education, job training, housing, and mental health counseling, and staying off welfare longer than non-FaDSS families.

In FY23, families that improved their level of employment had an average monthly family income of \$3,201 at program exit. This is an increase of \$1,623. Families exiting FaDSS decreased their average monthly FIP amount by 60%, from \$330 to \$134 per month.

Achievement of education goals is a key component to increasing long-term family income. In FY23, 153 FaDSS families achieved an education goal. Of those families, 27 earned a GED/HS Diploma, 34 completed some college courses, 32 completed a Certification Program, 6 earned an Associate Degree, and 1 earned a Bachelor's Degree.

### **Low-Income Home Energy Assistance Program**

The Bureau of Energy Assistance administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to assist qualifying low-income households in the payment of a portion of their winter heating costs and to encourage energy conservation through client education and weatherization.

The program utilized \$55.8 million in regular LIHEAP federal funds along with \$78.3 million in American Rescue Plan Act funds to provide assistance to 83,633 Iowa households in FY22, providing an estimated average one-time benefit of \$765 per household. Nearly 38% of all households served had an elderly resident, and more than 52% had a member with a disability. Benefits are weighted to targeted households, including the elderly, disabled, working poor and households with children under six years of age.

LIHEAP has two additional components: Assessment and Resolution and Emergency Crisis Intervention Program (ECIP). The Assessment and Resolution component includes energy conservation education, referral to outside services, budget counseling, and vendor negotiation. The ECIP component provides immediate assistance to alleviate life-threatening situations, including repair of a furnace or heating system, obtaining temporary shelter, purchase of blankets and/or heaters, and emergency fuel deliveries.

### **Low-Income Weatherization Assistance Program**

The Bureau of Weatherization administers the federal Low-Income Weatherization Assistance Program (WAP), the nation's largest residential energy efficiency program. The program reduces energy costs for low-income persons, particularly the elderly, disabled, and families with children by improving the energy efficiency of their homes and ensuring their health and safety. Approximately 40% of the households served included at least one elderly person, 27% included at least one person with a disability and 15% included young children.

The Weatherization Program served 940 households in PY22, providing an estimated average \$464 in annual savings per home in calendar year 2022. Energy savings will total over \$6.9 million over the life of the measures. The program also conducts a health and safety check on every home weatherized, including inspection of all combustion appliances, possible health and safety problems such as mold, unsafe electrical wiring, carbon

monoxide, and smoke detectors. Health and safety risks are mitigated in over 50% of homes.

#### **D. Division of Community Advocacy and Services**

The Division of Community Advocacy and Services includes seven Offices and respective Commissions, all with the same mission - to create access to government and the tools of success, and to build communities in Iowa where people from all backgrounds thrive.

As the state's central agency to advocate for underserved populations, we coordinate and cooperate with other departments to enhance their programming, provide direct assistance to those who request it, coordinate with and assist other public organizations, and serve as an information clearing-house of programs to assist our populations.

To carry out its work, the Division concentrates on providing trusted data and programs through its Offices and respective Commissions for underserved populations: Status of African Americans, Asian & Pacific Islander Affairs, Deaf Services, Status of Women, Persons with Disabilities, Native American Affairs, and Latino Affairs

Commissions are made up of private citizens, appointed by the Governor, to study the opportunities for and changing needs of populations, serve as a liaison between the Department of Human Rights and the public, recommend legislative and executive action to the Governor and General Assembly, and establish advisory committees, working groups or other coalitions.

Because of the intersectional nature of the needs of these communities, bringing them together in one organization allows for a synergy and alignment. Our goal for an inclusive, equitable and just Iowa is achieved when we connect people to their government, to the state and to each other. This helps us to:

- Connect community needs with the right access point(s) in government, non-profits or businesses.
- Facilitate community building through intentional focus on creating systems of belonging and familiarity for people in special populations; helping people find their sense of connection so that they stay here and create a thriving home in Iowa.

Our areas of focus are:

1. Data and Data analysis to share the stories of Iowa's people using trusted sources of data and insight to enhance the delivery of state and local programming.
2. Civic engagement to help people develop their own capacity to become agents of change.
3. Language and communication access to state and local services removes barriers and makes available the tools for success.

4. Youth engagement to build resourcefulness by developing leadership and improving systems that impact young people.
5. Community connections to elevate the issues, ideas, cultures, and contributions of our communities to improve the way people connect with one another.

*Data and Data Analysis - Sharing the stories of Iowa's people using trusted sources of data and insight to enhance the delivery of state and local programming*

The state and federal government agencies have rich and valuable data about Iowans in specific subject matters. However, the facts about the status of our underserved populations in Iowa are challenging to find in one place. Having this information available through the lens of intersectionality and population, in addition to by subject, will help policy makers, and all Iowans, achieve better informed in decision making.

The Division collaborates with non-profit organizations, local service providers, and other governmental entities to provide them with the quantitative and qualitative data they need to more effectively serve the growing diversity of Iowans. Its advocacy exists in the form of specialized information and education about the needs of certain populations with the goal of helping all organizations that employ, serve or otherwise connect with diverse populations be more successful in their work.

- For example, the Division spearheaded the creation of a dashboard for the state's data portal that gathers both state administrative and federal data to more accurately identify which languages are spoken in the state, where, and by how many people. It can be used by all state agencies, service providers and businesses to assess their own language/communication access needs. It can be found at [Languages Spoken in Iowa](#).

By examining the impact of the breadth of programming delivered by state and local government, we are better able to target the mix of services and resources that are most likely to build success for certain people/populations. We are also able to cooperatively work with organizations to identify where gaps exist, allowing agencies to manage their own programs and resources to better fill those gaps.

- For example, the Division led the creation of a set of data tools that allow service providers to assess the impact of workforce programming for persons with disabilities at the county level. It offers interactive information across multiple programs that deliver services, creating insight about the impact of the mix of services available by county - and also helps identify where there are geographic gaps in services that may negatively impact workforce development efforts. The Division brought together state agencies and services providers to create the vision, direction, and to provide administrative data for this project. It can be found at [Successful Employment for Persons with Disabilities](#).



*Civic Engagement - Helping Iowans develop their own capacity to become agents of change*

## **Iowa Talent Bank**

The Iowa Talent Bank enhances the ability for members of all under-represented populations to be a formal part of the civic decision-making process. The Talent Bank currently has 14,327 users. In FY2023:

- 1,745 Iowans were able to apply to serve on appointed boards and commissions through the Talent Bank
- 745 applicants were women
- 41 Iowans were matched with mentors to learn more about public service

The Talent Bank can be found at <https://talentbank.iowa.gov>. It allows any Iowan to examine how and where they can serve on appointed government boards and commissions, and communicate their interest and qualifications. This innovative tool also allows government officials to easily connect with those individuals who have interests and talents needed on local boards and commissions.

Housed at the Iowa Department of Human Rights, the Iowa Talent Bank:

1. Helps political subdivisions meet gender balance goals and increase overall diversity on boards and commissions.
2. Encourages more women, and others in underrepresented populations, to seek and obtain board and commission appointments.
3. Creates mentoring relationships between those wanting to learn about public service and those with experience.
4. Increases civic engagement among all Iowans.

The Talent Bank is the missing link that brings a more diverse candidate pool into the public service arena. This is the first consistent, state-wide portal to provide this type of matching. The Talent Bank is a tool for all Iowans to:

- Know about open positions and requirements for service on public boards and commissions
- Submit qualifications for consideration to the appointing entity
- Allow appointing entities to identify qualified candidates from a more diverse pool of qualified individuals
- Pair experienced mentors with mentees who wish to improve their skills toward being an effective board or commission member
- Assess progress toward gender balance and diversity throughout the state; make improvements when needed and replicate successes

*Government Access – Helping with navigation for those who need access to government services.*

Issues of access are compounded when lowans have cultural, language or communication barriers - and those barriers exist across all populations. People who are Deaf or who have hearing loss, people who speak a native language other than English, or even people who have difficulty understanding the process of government experience challenges when trying to connect with state and local agencies.

## **Comprehensive Programming and Assistance**

Each office within CAS comprehensively tracks the human rights-related issues on which we receive requests for, and provide, assistance. In FY2023, more than 2,300 lowans sought assistance and information from the Division. In addition to pervasive issues related to the pandemic (healthcare access, mental health, employment, transportation and employee rights), the following are the trending issues for FY2023:

- African Americans: Housing, employment, civic engagement/voting rights, inmate issues, diversity/inclusion in business, justice system disparities, educational disparities, healthcare
- Asian and Pacific Islander Affairs: Immigration, health and elder care, Medicare, government programs and resources, hate crimes, education/college access
- Deaf Services: Communication access within government, communication access in business or employment, assistive technology, justice system issues
- Latino Affairs: Immigration, support for youth, community cultural connections, civic engagement, employment supports
- Native Americans: Indian Child Welfare Act, inmate rights, understanding of Native American culture, school mascots
- Persons with Disabilities: Transportation, service animals, physical access, education, employment, civil rights at work and in housing
- Status of Women: Workplace discrimination/family and pregnancy leave, Women's history, domestic violence/sexual violence, childcare access

The Division also provides organizational navigation to incubate faith- and ethnic-based organizations that are a pipeline for diverse populations to receive the services they need to thrive in our state.

- For example, the Division incubated the [Hola Center](#) to enhance the delivery of culturally and linguistically specific services for lowans, and to enhance the celebration of culture and achievement in the Latino community.
- The Division also works with ethnic-based and faith-based organizations to move them from being informal groups to formal organizations that can access programming and funders. For example, the Division worked with Black church leaders to help them access resources and training, and to learn about opportunities for funding, to enhance safety and security through the Division of Homeland Security and Emergency Management.

*Youth Leadership - Creating resourcefulness and improving systems for youth through a focus on developing leaders.*

## **Latinos CAN Coalition**

In collaboration with Iowa College Student Aid, the Division coordinates the Iowa Latino Post-Secondary Education Coalition (Latinos CAN). This Coalition continues to address post-secondary attainment for the Latino community. Currently in Iowa, 16% of Latino adults have earned an associate degree or higher, compared to 38% of all adults in Iowa. The Department has created an extensive resource guide for Latino students in Iowa to learn more about resources and services to assist with post-secondary education. It can be found at <https://humanrights.iowa.gov/resources-latino-students-and-parents>.

The Latinos CAN Coalition also took its efforts to increase post-secondary educational attainment for Latinos on-line. The program created videos to reach out to students and parents. The videos can be viewed at <https://humanrights.iowa.gov/latinos-can-coalition>.

In FY2023, we held the inaugural Latino Education Summit. The goal of Summit, held March 3, 2023 at Indian Hills Community College, was to provide information, education, and tools for K-12 and post-secondary education staff to retain and lift Latino students, and to close the Latino academic achievement gap. More than 250 attendees gained knowledge about how to provide culturally appropriate advice and services. In addition, college students who attended received information, resources and connections to help them succeed.

*Community Connections - Elevating issues, ideas, cultures and contributions to improve connections among all Iowans.*

Engaged people are essential to building strong communities, and that when the voices of all Iowans are heard, our state becomes a better place for everyone. To achieve this, we are:

- Making information about our work and the work of our partners more easily accessible. We streamlined the delivery of messages to the audiences we serve and as a result, we have grown our subscribers. By offering website visitors the chance to subscribe and by creating customized content, we are better able to deliver the information people need.
- Connecting with affinity groups and service providers to amplify our messages and build a strong base of knowledgeable people around the State. Team members have actively participated with more than 420 different state and local organizations throughout the last fiscal year.
- Engaging in critical conversations and sharing the stories of Iowans; connecting the value of people and their experiences to one another

With these overarching principles in place, the Division delivers programming, or partners with key organizations to do so. The following is a sample community connections in FY2023:

- People You Should Know Series. At the Department of Human Rights, we are honored to know many lowans who work without fanfare to make our state better. Our People You Should Know series introduces lowans who give their skills, talents and knowledge to make a real difference in human rights in Iowa. This series can be viewed on the [Iowa Department of Human Rights YouTube Channel](#).
- Newsletters. The Department's newsletters provide access to information important to lowans, particularly those lowans who are underserved, living in poverty or involved in the justice system. They are also an important resource for those who work with or serve people in these populations. Newsletters may [be viewed on our website](#).
- Assistance to Local Governments and Local Organizations.
  - New community members. The Department is working closely with several county public health offices where there are growing populations of Compact of Free Association (COFA) migrants to help them with:
    - Understanding cultural issues that impact public health considerations
    - Communicating service eligibility and health needs
    - Assisting with language access and family support
  - North Iowa Chamber of Commerce. The Department presented to the North Iowa Chamber of Commerce on the topic of "Building your Business through Equity". The presentation provided business leaders with tools to grow and enhance engagement with employees and the community by creating belonging. More than 50 people attended, representing 27 different businesses.
- The Way Up Conference. The Department of Human Rights/Office on the Status of Women is a founder and continuing planning partner and sponsor of the 30 year-running Way Up Conference. This Conference is held annually with a focus on women in leadership in state government. This year's event was held November 3-4, 2022 in Cedar Falls with sessions focused on higher education, ethics in communication, strategic planning, becoming a change agent, inclusion and mental health.
- Building Bridges: African Descent and Diaspora Forum. The Department of Human Rights/Office on the Status of African Americans hosted a Public Forum to discuss the myths, barriers and cultural differences within the Black community with the intention of unifying Africans and African Americans of African Descent and Diaspora. The Forum was held on June 19, 2023 at the Des Moines Area Community College Urban Campus. The event included speakers who represent

Afro-Caribbean, Afro-Latino, African, African American and Afro-Asian perspectives, followed by a community discussion to identify opportunities with an emphasis on youth mentoring and civic engagement.

- Iowa Latino Hall of Fame. Many outstanding Latinos/as helped shape Iowa and many strong Latino leaders continue to contribute their talents and skills to improve the quality of life in this state. The FY2023 Honorees were:
  - **Dr. Edith Cabrera-Tello, Ed.D**, born in Guatemala City, Guatemala — Fairfield, IA. English Language Learning Coordinator for Indian Hills Community College.
  - **Joe Gonzalez**, born in Yurecuaro, Michoacan, Mexico— Des Moines. Executive Director of the Iowa Latino Festival.
  - **Emilia Marroquin**, born in San Salvador, El Salvador — Storm Lake. Member of the Storm Lake School Board of Education.
  - **Alexia Sánchez**, Iowa Latinx Youth Leadership Award recipient. Born in Toluca, Mexico — grew up in Des Moines. Lead voter education efforts and served as President of the Iowa City chapter of the League of United Latin American Citizens.
  - **Marlú Carolina Abarca**, Iowa LGBTQIA Leadership Award recipient. Born in Torrance, California — Waukee. Multi-faceted Latino community leader.
  - **R. Samuel Braden**, Robert D. Ray Award for Equity and Justice recipient. Born in Elkhart, Indiana —Fredonia. Mayor, Fredonia Iowa.
  
- Women's Hall of Fame. To highlight women's heritage and recognize their contributions, the Iowa Women's Hall of Fame as established 1975. Each year we welcome four women into the Hall of Fame, paying tribute to them and setting them forth as role models for others. The FY2023 Women's Hall of Fame Inductees were:
  - **Elizabeth Bates Cowles**. Philanthropist and founder of the Civic Music Association of Des Moines.
  - **Mary Elaine Richards**. Former Story County Attorney, champion for young people and vulnerable populations.
  - **Laurie Shipper**. Former Executive Director, Iowa Coalition Against Domestic Violence.
  - **Mary Swander**. Author, founder of AgArts.
  
- 2023 Reverend Dr. Martin Luther King, Jr. Event and Awards. The State of Iowa Annual Reverend Dr. Martin Luther King, Jr. Event took place on Monday, January 16, 2023. The event was recorded and is available to view here: [2023 Martin Luther King Day](#)

## **KEY RESULTS**

The Department of Human Rights has five core functions:

- 1) Advocacy
- 2) Community Coordination and Development
- 3) Economic Supports
- 4) Research, Analysis, and Information Management
- 5) Resource Management

This section contains a summary of our performance, followed by the performance plan results of each measure.

**Core Function: Advocacy**

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Increase awareness and use of information and services for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, Deaf/Hard of Hearing, low-income individuals, and justice-involved individuals.

**Why we are doing this:** Underrepresented lowans lack critical information and services in order to participate fully and equally in daily life.

**What we're doing to achieve results:** Division of Criminal and Juvenile Justice Planning continues to work with 12 communities and assisted in the updates of action plans in each community to address areas of concern within underrepresented populations. Division of Community Action Agencies targeted 18 Agencies connected to underrepresented populations. Division of Community Advocacy and Services targeted 75 organizations serving underrepresented populations.

Results	
<b>Performance Measure:</b> % of targeted state, city and county governments, and political subdivisions, connected to underrepresented populations through DHR initiatives.	100% CAS 75/75 CJJP 12/12 DCAA 18/18
<b>Performance Target:</b> 50%	

**What was achieved:** 100%. Twelve communities developed action plans and received assistance by the Division of Criminal and Juvenile Justice Planning, 18 agencies were targeted by the Division 18 Communication Action Agencies. For the 75 organizations targeted by Division of Community Advocacy and Services, government and language access resources were provided on at least a bi-weekly basis.

**Data Source:** Staff records and community action plans.

**Resources:** Please see final Advocacy measure for resources expended on this core function.

**Core Function: Advocacy**

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Increase awareness and use of information and services for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, and Deaf/Hard of Hearing.

**Why we are doing this:** Underrepresented lowans lack critical information and services in order to participate fully and equally in daily life.

**What we're doing to achieve results:** Provide training for organizations who serve persons with disabilities, Limited English Proficient (LEP), and Deaf populations.

Results	
<b>Performance Measure:</b> Number of organizations trained to serve persons with disabilities, LEP and Deaf populations	78
<b>Performance Target:</b> 60	

**What was achieved:** 78 government, non-profit and for-profit organizations were trained throughout FY2023.

**Data Source:** Internal data tracking.

**Resources:** Please see final Advocacy measure for resources expended on this core function.



## Core Function: Advocacy

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Developed and facilitated specialized programming for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, and Deaf/Hard of Hearing, and youth in the juvenile justice and child welfare systems.

**Why we are doing this:** Underrepresented lowans lack critical information, services, and opportunities to participate fully and equally in daily life, and reach full potential.

**What we're doing to achieve results:** Establishing enhanced pathways to post-secondary education among the most vulnerable populations in the state by providing the EducAsian program and delivering the Latinos College Access Network (LCAN) program. The Iowa Youth Congress (IYC), State of Iowa Youth Advisory Council (SIYAC), and Youth Action Squads provide youth the opportunities to develop and expand leadership skills. In addition, intentional strategies are used to recruit underrepresented populations, including youth in juvenile justice and child welfare.

### Results

**Performance Measure:** % of underrepresented youth in DHR leadership programs who meet their educational goals

87%

**Performance Goal:** 80%

**What was achieved:** 87% of youth achieved their educational goals.

**Data Source:** DHR tracking.

**Resources:** Please see final Advocacy measure for resources expended on this core function.

## Core Function: Advocacy

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Increase awareness and use of information and services for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, and Deaf/Hard of Hearing.

**Why we are doing this:** Underrepresented lowans lack critical information and services in order to participate fully and equally in daily life.

**What we're doing to achieve results:** Delivering civic engagement, board and commission training for underrepresented communities; providing lowans with the Iowa Talent Bank -an on-line tool to match people who are interested in serving on boards and commissions with open positions in their local area or for state-wide positions; facilitating a mentor matching program to connect those who are interested in serving in government with those who have served.

Results	
<b>Performance Measure:</b> % of people on public boards/commissions who are members of underrepresented populations	69%
<b>Performance Target:</b> 60%	

**What was achieved:** 69% of members of DHR public boards and commissions are members of underrepresented populations.

**Data Source:** Internal data and tracking.

**Resources:** Please see final Advocacy measure for resources expended on this core function.

## Core Function: Advocacy

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Increase awareness and use of information, services, and opportunities for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, and Deaf/Hard of Hearing, youth in the juvenile justice and child welfare systems.

**Why we are doing this:** Underrepresented lowans lack critical information, services, and opportunities in order to participate fully and equally in daily life.

**What we're doing to achieve results:** Connecting with and involving youth in underrepresented populations with leadership programming. Building connections with teachers, schools and local organizations that serve underrepresented youth and targeting information and resources to encourage their involvement in programming at the Department and beyond. Establishing a Youth Leadership social media campaign to connect with youth throughout the state.

Results	
<b>Performance Measure:</b> % of youth in leadership programs who are members of underrepresented populations	100%
<b>Performance Target:</b> 80%	

**What was achieved:** 100% of youth who participated in leadership programming were from underrepresented populations.

**Data Source:** DHR tracking.

**Resources:** Please see final Advocacy measure for resources expended on this core function.

**Core Function: Advocacy**

**Name:** Underrepresented lowans will have access to information and services that ensure their basic rights and freedoms.

**Description:** Increase awareness and use of information and services for individuals who are and those who serve African Americans, Asian Pacific Islanders, Latinos, Native Americans, Women, Persons with Disabilities, and Deaf/Hard of Hearing.

**Why we are doing this:** Underrepresented lowans lack critical information and services in order to participate fully and equally in daily life.

**What we're doing to achieve results:** Assisting lowans who have difficulty accessing necessary state services for employment, training or independent living to meet program requirements and understand what is available to them for assistance. Serving on boards, commissions and working groups that determine policies for programs for persons with disabilities to ensure that those policies avoid creating additional barriers for this population. Enhancing direct community connections through social and other new media too increase connections with persons with disabilities (PWD) to the services necessary to meet their needs.

Results	
<b>Performance Measure:</b> % of persons with disabilities connected to appropriate services to meet their needs.	92%
<b>Performance Target:</b> 80%	

**What was achieved:** 92% of Persons with Disabilities clients connected to DHR ultimately were able to receive the services they required.

**Data Source:** Tracking created resources within the CAS Division.

**Resources used SFY 2023:** \$1,027,112; 7.54 FTEs.

**Core Function: Community Coordination and Development**

**Name:** Detention Reform

**Description:** A standardized admission process for the placement of youth in juvenile detention facilities. The effort includes state and local collaborative planning; the provision of data; policy, procedure, and planning; and evidence based practices.

**Why we are doing this:** Iowa’s data reflects that nearly two-thirds of juvenile detention facility holds are for misdemeanor level offenses. Many such holds are for low risk offenders. Overall detention numbers reflect that African-American youth are overrepresented in detention facility holds comprising 35% of Iowa’s detention holds. Finally, data reflect that African-American youth are less likely to participate in diversion opportunities, comprising 20% of Iowa’s diversions. Diversion has the lowest representation of African-Americans in Iowa’s formalized juvenile justice system.

**What we’re doing to achieve results:** Research indicates that a key factor in reducing detention facility holds is the implementation of community based diversion opportunities. CJJP is working actively with state and local leaders to increase opportunities for diversion

Results	
<b>Performance Measure:</b> Average ratio of minority to nonminority youth receiving early diversion	1:1.2
<b>Performance Target:</b> 1:1	

**What was achieved:** 1:1.2. In the past year CJJP partnered with the state-level offices: State Court Administrator’s Office, Juvenile Court Services, the Departments of Human Services and Education. In addition, technical assistance has been provided to key local officials in Waterloo, Iowa City, Davenport, and Fort Dodge. These efforts have been aimed at increasing diversion opportunities, including pre-arrest diversion.

CJJP has awarded three communities with pre-charge diversion grants for youth under 18 years of age. The communities are City of Fort Dodge, Johnson County, and Scott County. Each of these communities have enhanced efforts to divert youth from the juvenile justice system.

**Data Source:** CJJP detention reporting system.

**Resources:** Please see next item for resources expended on this core function.

**Core Function: Community Coordination and Development**

**Name:** Communities use proven strategies to plan and deliver services.

**Description:** Local planning groups work to maximize resources and results through effective planning, coordination, and implementation of evidence-based practices.

**Why we are doing this:** All three divisions work with other state and local agencies and planning groups to improve the well-being of families and youth in the state.

**What we're doing to achieve results:** CAA and CJJP obtain federal funds to distribute to local entities and provide training and technical assistance to a diverse set of customers in the areas of energy assistance, positive youth development, and juvenile delinquency prevention and intervention.

Results	
<b>Performance Measure:</b> # of communities and/or state and local governments receiving technical assistance-	65 Total
<b>Performance Target:</b> 21	DCAA 16 agencies CJJP 49 communities

**What was achieved:** Most of the currently funded local planning groups are adopting collaborative planning models. CJJP targeted specific planning groups, including those participating in trainings at the Iowa Law Enforcement Academy, Juvenile Court Services, public health groups, communities participating in the Criminal Justice Information System (CJIS), and 49 communities assisted in developing action plans to address areas of concern within underrepresented populations. DCAA provided technical assistance to 16 agencies.

**Data sources:** Staff records and community action plans.

**Resources used:** \$1,467,634 primarily federal grants; 6.32 FTEs.

**Core Function: Economic Support**

**Name:** Economic Support

**Description:** Energy savings per household weatherized.

**Why we are doing this:** The Weatherization Assistance Program (WAP) is an energy efficiency program designed to make the homes of low-income clients more energy efficient, thereby reducing energy consumption and reducing the household’s fuel bills. The program also addresses health and safety issues such as the presence of carbon monoxide, malfunctioning gas appliances, and high indoor moisture levels. States must administer the program in accordance with U.S. Department of Energy rules and regulations.

**What we're doing to achieve results:** The Division administers the WAP with U.S. Department of Energy, U.S. Department of Health and Human Services, and Iowa investor-owned utility funds through local grantees to provide energy efficiency measures to low-income homes. Priority lists are developed based on energy consumption reports to maximize efficiency gains. DCAA provides on-going state of the art training and technical assistance to local grantees, develops program standards, and monitors local grantee program quality and fiscal management to achieve results.

**Results**

**Performance Measure:**

Average energy saved per household (CY)

Result: \$464 in annual energy savings (CY22)  
(SLICE Report)

**Performance Target:**

\$248 in annual energy savings (CY22)

**Data Sources:**

Reports from local grantees,  
independent evaluation

**Why we are using this measure:** Annual energy savings assist low-income households in reducing unaffordable energy burdens, reduce energy consumption, and increase household health and safety.

**What was achieved:** The Weatherization program in PY22 weatherized 940 homes and achieved annual energy costs saved per home of \$464 in CY22. These energy savings translate into nearly \$6.9 million in savings over the lifetime of the

measures at today's fuel prices. When fuel cost inflation is calculated, real energy cost savings are significantly higher over the life of the measures.

**Data reliability:** Data is procured from reports required by DCAA from local community action agencies and annual data analysis performed by independent energy consultants.

**Analysis of results:** In addition to fuel cost savings, the program provides benefits in health and safety, as over 50% of the homes served had health and safety risks, such as furnaces and water heaters leaking carbon monoxide. Additional benefits are achieved through the preservation of low-income housing stock and more affordable housing for elderly citizens who might otherwise be forced to seek other alternatives.

**Resources used:** The Weatherization Assistance Program is funded by the U.S. Department of Energy, the U.S. Department of Health and Human Services, and Iowa investor-owned utility companies. \$24,706,537 million; 5.40 FTEs.



## Core Function: Economic Support

**Name:** Economic Support

**Description:** Increase in average monthly income for employed families in the Family Development and Self Sufficiency (FaDSS) from program entry to exit.

**Why we are doing this:** The Division administers the FaDSS program that serves Iowa families that are receiving FIP and at risk of long-term economic and family instability to assist families in moving toward self-sufficiency.

**What we're doing to achieve results:** FaDSS is an evidence-based model that provided comprehensive in-home services through Certified Family Development Specialists to over 2,143 Iowa families in FY23. DCAA provides training, technical assistance, oversight, and monitoring of a statewide network of private, non-profit organizations that provide FaDSS services.

Results	
<b>Performance Measure:</b> % increase in average monthly income for employed families	103%
<b>Performance Target:</b> 45%	

**What was achieved:** Increase in average monthly earned income for families that improved their level of employment was 103%, from \$267 to \$1,458. Data includes families that improved employment by obtaining job or moving from part to full time.

**Data reliability:** Data is procured from reports from local FaDSS grantees and the Iowa FaDSS data system.

**Why we are using this measure:** This result is one measure of the effectiveness of FaDSS services in assisting families to become self-sufficient.

**Analysis of results:** In FY 2023, families that were employed at exit had an average monthly family income of \$3,201.16, an increase of \$1,623.85.

**Factors affecting results:** Program funding, average length of stay on the program, number of families served, the general economy, employment opportunities, wages paid, and regional economic conditions all affect these results.

**Data Sources:** Reports from local grantees, FaDSS data collection system.

**Resources used:** The FaDSS program was funded by a combination of \$7,289,255 in state general funds and federal Temporary Assistance to Needy Families (TANF) funds. 2.00 FTEs.

**Core Function: Research, Analysis, and Information Management**

**Name:** Data and technical services meet the needs of the customers.

**Description:** DHR provides data services to a number of stakeholders and customers through all of its divisions.

**Why we are doing this:** This is largest portion of the Iowa Code mandate for the CJJP division.

**What we're doing to achieve results:** Responding to our customers' requests as expeditiously as possible while ensuring accurate results.

Results	
<b>Performance Measure:</b> % of customers satisfied with CJJP products	93%
<b>Performance Target:</b> 100%	

**What was achieved:** In the most recent measurement of customer satisfaction (FY2023), CJJP reported that 93% of the responding customers indicated satisfaction with CJJP services.

**Data source:** CJJP staff tracks the number of customers and conduct an annual Customer survey.

**Resources:** Please see the next item for resources used for this core function.

**Core Function: Research, Analysis, and Information Management**

**Name:** Planning, data and technical services are available in a timely manner.

**Description:** Provides relevant information and technical services in a timely manner to customers, stakeholders, and policy makers to help make informed decisions. Activities may include collection, analysis, management, interpretation and dissemination of data; planning and technical assistance to stakeholders, state, and local agencies.

**Why we are doing this:** Planning, research, and evaluation are three activities that are listed in the Iowa Code section establishing CJJP. Please refer to the Agency Overview for more information.

**What we're doing to achieve results:** Activities include collection, analysis, management, interpretation and dissemination of information; planning and technical assistance.

Results	
<b>Performance Measure:</b> % of major studies/evaluations (more than one month duration) delivered on or before target date.	100%
<b>Performance Target:</b> 100%	

**What was achieved:** 100% of the products were completed on or before the due date.

**Data sources:** Internal data reporting system. Staff enters the information at the beginning and end of each research project.

**Resources used:** \$1,193,930; 7.29 FTEs.

**Core Function: Resource Management**

**Name:** Average overall resource management performance

**Description:** Provides an overall measure of success to meet performance targets.

**Why are we doing this:** To determine whether Central Administration is meeting the fiscal and human resource goals of the Department.

**What we are doing to achieve results:** Payment of Departments expenses, fiscal monitoring, audit reviews, managerial reports, federal reporting, responses to agencies outside of the department to requests for information and reports and employee evaluations.

Results	
<b>Performance Measure:</b> average % of resource management goals achieved	92%
<b>Performance Target:</b> 90%	

**What was achieved:** 92%. Department measures in FY2023 provide an improved way to measure resource management's achievements.

**Data sources:** The average of the actual performance results for fiscal management.

**Resources used:** Please see the next item for resources used for this core function.

**Core Function: Resource Management**

**Name:** Percentage of claims processed within 15 days.

**Description:** Timely payment of claims submitted by subcontractors and vendors is a departmental priority.

**Why are we doing this:** The Department must pay claims timely to facilitate efficient running of the programs we administer.

Results	
<b>Performance Measure:</b> % of claims processed within 15 days of receipt	100%
<b>Performance Target:</b> 100%	

**What we are doing to achieve results:** Progress is documented by staff responsible for reviewing claims processed.

**What was achieved:** In the SFY 2023, 100% percent of the department's claims were processed timely.

**Data sources:** Per individuals responsible for claim reviews.

**Resources used:** Please see the next item for resources used for this core function.

Core Function: Resource Management

**Name:** Federal and Financial Report Submission

**Description:** Federal reports are submitted to federal agencies on a quarterly or other basis as stipulated by the grantor.

**Why are we doing this:** Reports not submitted on a timely basis could cause the department to lose funds.

**What we are doing to achieve results:** Federal and financial reports are submitted on the basis outlined in the grant agreement.

Results	
<b>Performance Measure:</b> % of federal and financial reports completed and submitted by the due date	80.77%
<b>Performance Target:</b> 100%	

**What was achieved:** In the SFY 2023, 80.77% percent of federal and financial reports were submitted timely.

**Data sources:** Staff will prepare, document, and track the federal reports.

**Resources used:** Please see the next item for resources used for this core function.

**Core Function: Resource Management**

**Name:** Percentage of audit reports reviewed within 180 days of receipt.

**Description:** Audit reports of subrecipients are required to be reviewed by departments within 180 days of receipt.

**Why are we doing this:** Audit Reports are reviewed by the department as time allows.

Results	
<b>Performance Measure:</b> % of audit reports reviewed within 180 days of receipt	0.0%
<b>Performance Target:</b> 100%	

**What we are doing to achieve results:** Federal reports are submitted on the basis outlined in the grant agreement.

**What was achieved:** In the SFY 2022, 0.0% of subrecipient audit reports were reviewed within 180 days. The target for this measure is 100%.

**Data sources:** Per individual responsible for audit report reviews.

**Resources used:** Please see the next item for resources used for this core function.



**Core Function: Resource Management**

**Name:** The percentage of employee evaluations completed by the due date

**Description:** Employee evaluations are required to be completed on an annual basis.

**Why are we doing this:** To provide staff with feedback regarding their progress.

**What we are doing to achieve results:** Department managers recognize the value in providing regular feedback to staff on their progress.

Results	
<b>Performance Measure:</b> % of employee evaluations completed by the due date	71%
<b>Performance Target:</b> 100%	

**What was achieved:** 71% of the Department's employee evaluations were completed timely.

**Data sources:** Per DHR's personnel records.

**Resources used:** \$195,261 state dollars and \$731,173 from indirect charges for a total of \$926,434; 5.63 FTEs.

# AGENCY PERFORMANCE PLAN RESULTS

**FY 2023**

<b>Name of Agency: Iowa Department of Human Rights</b>			
<b>Agency Mission:</b>			
To ensure basic rights, freedoms, and opportunities for all by empowering underrepresented Iowans and eliminating economic, social and cultural barriers.			
<b>CORE FUNCTION: ADVOCACY</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of consumers satisfied with formation/services provided	85%	88%	<p>What Occurred: Consumers were asked at the time of service whether they received everything they needed.</p> <p>Data Source: Staff record responses in a database responses</p>
2. % of targeted state, city and county governments, and political subdivisions, connected to underrepresented populations through DHR initiatives	50%	100%	<p>What Occurred: Division of Criminal and Juvenile Justice Planning targeted 21 communities, 100%, and assisted in developing action plans in each community to address areas of concern within underrepresented populations.</p> <p>Division of Community Action Agencies targeted 18 Agencies connected to underrepresented populations.</p> <p>Division of Community Advocacy and Services targeted 75 organizations serving underrepresented populations. Training and assistance with employee engagement, cultural competency, critical conversations, best practices in serving diverse populations, issues facing underrepresented populations, and youth leadership were delivered to these political subdivisions.</p> <p>Data Source: Staff records and community action plans</p>
<b>Service, Product or Activity: Improving access to government</b>			
1. Organizations trained to serve persons with disabilities, Limited English Proficient (LEP), and Deaf populations.	60	78	<p>What Occurred: 78 organizations were trained throughout FY2023</p> <p>Data Source: CAS tracking data</p>

<b>Service, Product or Activity: Connecting Iowa's underrepresented youth to government</b>			
<b>1. % of underrepresented youth in DHR leadership programs who meet their education goals</b>	<b>80%</b>	<b>87%</b>	<b>What Occurred: Division of Criminal and Juvenile Justice Planning - underrepresented youth in Iowa Youth Congress (IYC) and State of Iowa Youth Advisory Council (SIYAC) achieved their educational goals. Division of Community Advocacy and Services is based on post-participation information from youth attending leadership programs.</b>  <b>Data Source: CAS tracking data, SIYAC, and IYC records</b>
<b>2. % of people on public boards/commissions who are members of underrepresented populations</b>	<b>60%</b>	<b>69%</b>	<b>What Occurred: The Iowa Talent Bank provides a tool for Iowa's public and non-profit organizations to better track and increase balance on boards and commissions.</b>
<b>3. Number of participants attending DHR educational Events</b>	<b>600</b>	<b>582</b>	<b>What Occurred: DHR provided educational events to Iowans throughout the year.</b>  <b>Data Source: Sign in sheets from the educational events</b>
<b>Service, Product or Activity: Increasing civic engagement/participation</b>			
<b>1. % of youth in leadership programs who are members of underrepresented populations</b>	<b>60%</b>	<b>100%</b>	<b>What Occurred: Recruitment of youth intentionally targets underrepresented populations.</b>  <b>Data Source: SIYAC and IYC records</b>
<b>Client Assistance Program &amp; Youth Leadership Forum</b>			
<b>1. % of persons with disabilities connected to appropriate services to meet their needs</b>	<b>80%</b>	<b>92%</b>	<b>What Occurred: Tracking of results based on client feedback</b>  <b>Data Source: Youth Leadership forum and Persons with Disabilities reported data</b>
<b>2. # of founded Client Assistance Program (CAP) client issues resolved</b>	<b>250</b>	<b>137</b>	<b>What Occurred: 94% of all founded CAP issues were resolved within the year they were received.</b>  <b>Data Source: CAP database</b>

<b>CORE FUNCTION: COMMUNITY COORDINATION AND DEVELOPMENT</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. % Communities/Community Action Agencies meeting their intended goals through collaboration with DHR</b>	<b>95%</b>	<b>100%</b>	<p><b>What Occurred:</b> DCAA provided T&amp;TA, and monitored organizational standards for all agencies. DCAA monitored agencies for compliance in FY23.</p> <p><b>Data Source:</b> DCAA on site monitoring reviews and agency self-assessment reviews</p>
<b>Service, Product or Activity: Community-based technical assistance</b>			
<b>1. Average ratio of minority to non-minority youth contact in justice system</b>	<b>1:1</b>	<b>1:1.3</b>	<p><b>What Occurred:</b> Minority youth are overrepresented in the justice system.</p> <p><b>Data Source:</b> Office of Juvenile Justice &amp; Delinquency Prevention – EZA Population (2022) and CJJP Justice Data Warehouse-Disproportionate Minority Contact Complaints (2022)</p>
<b>2. Average ratio of minority to non-minority receiving early diversion</b>	<b>1:1</b>	<b>1:1.1</b>	<p><b>What Occurred:</b> Minority youth are less likely to be diverted from the Juvenile Justice system than white youth. The new juvenile court diversion policy and additional community-based programming is making a positive impact.</p> <p><b>Data Source:</b> CJJP Justice Data Warehouse– Disproportionate Minority Contact Complaints (2022) and Justice Data Warehouse-Disproportionate Minority Contact Diversions (2022)</p>
<b>3. % of site based technical assistance site visits to communities completed as requested</b>	<b>100%</b>	<b>100%</b>	<p><b>What Occurred:</b> CJJP provided a variety of technical assistance to communities.</p> <p><b>Data Source:</b> Staff records</p>
<b>4.# of communities and/or state and local governments receiving technical assistance</b>	<b>20</b>	<b>65</b>	<p><b>What Occurred:</b> CJJP targeted specific planning groups, including those participating in trainings at the Iowa Law Enforcement Academy, Juvenile Court Services, public health groups, communities participating in the Criminal Justice Information System (CJIS), and 21 communities assisted in developing action plans to address areas of concern within underrepresented populations, totaling 49 communities. DCAA provided technical assistance to 16 agencies.</p> <p><b>Data Source:</b> Staff records and community action plans</p>
<b>Service, Product or Activity: Monitoring and technical assistance for Community Action Agencies</b>			
<b>1. # of local agency monitoring and technical assistance assessments performed</b>	<b>17</b>	<b>16</b>	<p><b>What Occurred:</b> DHR provides monitoring and technical assistance to community action organizations to support the development of high performing, accountable organizations through</p>

			implementation of organizational standards. Two community action agencies merged, so there is one less agency for this goal Data Source: DCAA monitoring reports and technical assistance communication.
2. # of local agencies meeting 90% or greater of organizational standards	17	16	What Occurred: On-site monitoring and agency self-assessments resulted in 100% meeting the standards. Two community action agencies merged, so there is one less agency for this goal.  Data Source: DCAA monitoring results

CORE FUNCTION: ECONOMIC SUPPORTS			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of lowans participating in DHR programs who achieve their goals	85%	85%	What Occurred: DCAA programs were administered subject to program measures. All programs met applicable measures.  Data Source: DCAA annual report, program reports, and subgrantee reports
<b>Services Products, Activities: Weatherization Assistance Program</b>			
1. # of households served - Weatherization	1125	940	What Occurred: DHR administers the federal Weatherization Assistance Program to reduce household energy costs and increase health and safety.  Data Source: FY2022 program data
2. Average annual energy savings	\$235	\$464	What Occurred: Houses weatherized are measured for energy savings by energy audit and independent evaluator.  Data Source: Calendar year 2023 SLICE data
<b>Services Products, Activities: Family Development and Self Sufficiency (FaDSS) program</b>			
1. Percent of families receiving FaDSS off welfare	70%	73%	What Occurred: Percent of families receiving FaDSS services who leave FIP  Data Source: DHS FIP Data (estimated)
2. % increase in average monthly income from wages at program entry and exit (FaDSS)	45%	103%	What Occurred: In FY2023, families that were employed at exit had an average monthly family income of \$3,201.16, an increase of \$1,623.85.  Data Source: DCAA FaDSS program data

<b>Services Products, Activities: Low Income Home Energy Assistance Program (LIHEAP)</b>			
<b>1. # of households served</b>	<b>82,000</b>	<b>85,500 (est)</b>	<b>What Occurred: DCAA administers the federal Low Income Home Energy Assistance Program to provide qualified households assistance with winter heating costs.</b>  <b>Data Source: DCAA program data, local agency data</b>
<b>2. Average annual benefits</b>	<b>\$460</b>	<b>\$765 (est)</b>	<b>What Occurred: DCAA administers the federal Low Income Home Energy Assistance Program to provide qualified households assistance with winter heating costs.</b>  <b>Data Source: DCAA program data, local agency data</b>

<b>CORE FUNCTION: RESEARCH</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. % of customers satisfied</b>	<b>100%</b>	<b>93%</b>	<b>What Occurred: Customers were satisfied with CJJP products in SFY2023.</b> <b>Data Source: Customer satisfaction survey completed in July/August 2023.</b>
<b>2. % of all DHR research that is publically available and/or used directly by the intended recipients.</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: CJJP releases reports to the intended recipients and post all research reports to the CJJP website and disseminate to additional stakeholders.</b>  <b>Data Source: Review of website and staff records</b>
<b>Service, Product or Activity: Justice system data, reporting, and evaluation</b>			
<b>1. # new exchanges developed</b>	<b>2</b>	<b>4</b>	<b>What Occurred: Four CJIS exchanges were in active development:</b>  <b>Data Source: CJIS records and coordinator</b>
<b>2. # new exchanges added</b>	<b>2</b>	<b>1</b>	<b>What Occurred: Zero of the exchanges (above) went into production: Citation Disposition to Law Enforcement and the Gun Bill.</b>  <b>Data Source: CJIS records and coordinator</b>
<b>3. Percent of eligible jurisdictions added</b>	<b>50%</b>	<b>85%</b>	<b>What Occurred: Currently serving 285 of 293 police departments, an increase of 1% last year.</b>  <b>Data Source: The number of jurisdictions added as a percentage of eligible jurisdictions.</b>
<b>4. % of Justice system evaluations and reports completed as required and on time</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: 9 of 9 evaluations and reports were completed.</b>  <b>Data Source: Staff records and files for projects.</b>
<b>5. % of research projects reviewed annually by the IRB.</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: 9 of 9 projects were reviewed and approved by the Institutional Review Board (IRB).</b>

			<b>Data Source: IRB meeting summaries and submitted IRB applications</b>
<b>6. Completion of prison population forecast on time.</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: The Annual prison population forecast was completed and submitted on time to the Department of Corrections, Legislature and Governor's Office</b>  <b>Data Source: Staff records indicating release date</b>
<b>7. # of presentations given to public groups</b>	<b>3</b>	<b>3</b>	<b>What Occurred: Staff presented information on the prison population forecast to, Board of Parole, Justice Advisory Board, and a key stakeholder group.</b>  <b>Data Source: Staff records</b>
<b>8. % of impact statements completed on time</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: 135 of 135 Correctional impact statement requests from Legislative Services Agency were received and completed on time.</b>  <b>Data Source: Staff records</b>
<b>9. % of data requests completed accurately and on time</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: 140 data requests were requested from state agencies, legislators, media, and other entities. All were completed on time.</b>  <b>Data Source: Staff records</b>
<b>10. # of new joint data and evaluation projects</b>	<b>2</b>	<b>2</b>	<b>What Occurred: CJJP is conducting joint the evaluation projects with the Stae Public Defender and Department of Corrections.</b>  <b>Data Source: Contracts, Memorandums of Understanding, and staff records.</b>
<b>11. # of customers of CJJP Services</b>	<b>150</b>	<b>277</b>	<b>What Occurred: CJJP responded to requests for services from 277 individuals representing many local, state, and federal agencies, and private stakeholders.</b>  <b>Data Source: Staff records</b>
<b>12. #of CJJP studies completed</b>	<b>75</b>	<b>12</b>	<b>What Occurred: CJJP staff completed 12 reports and studies, under the direction of one of the advisory councils or at the request of stakeholders. A number of other reports and studies are underway.</b>  <b>Data Source: Staff records</b>

<b>CORE FUNCTION: RESOURCE MANAGEMENT</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>Service, Product or Activity: Commission meetings</b>			
<b>1. # public attendees in Commission meetings</b>	<b>100</b>	<b>100</b>	<b>What Occurred: public members attended DHR's commission meetings. Data Source: Department records and meeting notes</b>
<b>Service, Product or Activity: State appropriation and grant funds management</b>			
<b>1. % of claims paid within 15 days</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: The number of claims processed within 15 or more days as a percent of total claims paid. Data Source: Tracking records of document approvers</b>
<b>2. % of federal and financial reports completed and submitted by due date</b>	<b>100%</b>	<b>80.77%</b>	<b>What Occurred: Central administration submitted 42 of 52 reports timely. Data Source: Staff records</b>
<b>3. % of time contract monitoring tool is reviewed annually and necessary improvements are made</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: Contract monitoring tools were updated Data Source: Staff records</b>
<b>4. % of required monitoring visits completed within the FY</b>	<b>100%</b>	<b>0%</b>	<b>What Occurred: Required monitoring visits were completed within the fiscal year. Data Source: Staff records.</b>
<b>5. % of monitoring reports without significant findings</b>	<b>100%</b>	<b>100%</b>	<b>What Occurred: Monitoring reports did not contain significant findings Data Source: Staff review of monitoring reports</b>
<b>6. % of audit reports reviewed within 180 days of receipt</b>	<b>100%</b>	<b>0%</b>	<b>What Occurred: Audit reports were reviewed within 180 days of receipt. Data Source: Staff records</b>
<b>Service, Product or Activity: Employee development</b>			
<b>1. % employee evaluations completed by due date</b>	<b>100%</b>	<b>71%</b>	<b>What Occurred: 30 out of 42 employee evaluations were completed by the due date. Data Source: Supervisory staff reporting</b>