

Dashboard for

Statewide

for 12/2/2019

[Leading](#)

[Lagging](#)

[Workload](#)

[Process](#)

Workload Measures		Graph of Quarters										Trend
Description		May 30 to Aug 29 2018	Aug 30 to Nov 29 2018	Nov 30 to Feb 27 2019	Feb 28 to May 29 2019	May 30 to Aug 29 2019	Aug 30 to Nov 30 2019					
Average Caseload	Caseload measured at monthly point in time	5634	5215	5265	5064	4987	5148					
Cases Served	Cases served in VR (excluding PAS/PES cases)	6160	6043	5961	5939	5585	5111					
Applications	Applicants by application date (includes PAS/VR)	756	903	818	917	731	661					
Made Eligible	Applicants certified eligible by eligible date	650	604	610	777	663	527					
Initial Plans	Initial Plans completed and signed	554	518	478	627	595	450					
PostSec Ed	Post-secondary education goals by start date	167	91	85	68	176	98					
WBL Experiences	WBL experiences by start date	376	209	265	299	421	172					
Job Placements	Job placements by hire date or application date	495	471	412	461	520	368					
Pre-Plan Closures	Closures prior to reaching plan status	226	185	181	182	170	128					
Closed No Rehab	Closures from plan status without a rehab	373	363	346	380	403	335					
Rehabs	Closures with successful employment	211	237	222	220	193	165					
Process Measures		Target	Recent rate	Medium term rate	Longer term rate	Trend						
OnTime Elig	How often are eligibility decisions made within 60 days of application as required by RSA?	90%	92%	89%	84%	↗ +4%						
OnTime Plan	How often are initial plans signed within 90 days of eligibility as required by RSA?	90%	80%	80%	79%	↔ +1%						
OnTime Plan Review	What share of plans are compliant with RSA's annual plan review requirement?	90%	85%	84%	82%	↗ +1%						
Plan CslD	What share of the caseload is comprised of cases in plan status?	80%	83%	83%	82%	↔ +0%						
180 Day Active	What share of open cases show activity within the past 180 days?	95%	93%	n/r	n/r	n/r						
90 Day Active	What share of open cases show activity within the past 90 days?	85%	83%	n/r	n/r	n/r						
30 Day Active	What share of open cases show activity within the past 30 days?	50%	60%	n/r	n/r	n/r						
New Cases	What share of the caseload involves participants who applied in the past 3 months?	15%	16%	15%	16%	↔ -0%						
Case Length	What share of the caseload involves participants who applied within the past 24 months?	80%	77%	76%	75%	↗ +1%						
BC Involvement	What share of cases with SSI/DI beneficiaries have records showing BC involvement in case?	60%	48%	49%	49%	↔ -0%						
Prior Auth	What share of case services auths are created before the service is authorized?	99%	98%	98%	98%	↔ -0%						

Dashboard for

Statewide

for 12/2/2019

[Leading](#)

[Lagging](#)

[Workload](#)

[Process](#)

Leading GEN Measures	Description	Target	Recent rate	Medium term rate	Longer term rate	Trend	My YES:NO differential	State YES:NO differential
Team Involvement	What share of cases served in this period have activities recorded by staff other than the case lead?	50%	49%	51%	51%	-1%		
Assessment	What share of VR cases served in this period have had at least one assessment done?	50%	n/r	n/r	n/r	n/r		
Career-Focused Training	How many cases served in this period engaged in career-focused training or progressive education?	35%	16%	14%	13%	+1%		
Higher-Wage Plan Goal	For cases in plan status in this period, how many had a higher-wage occupation as their latest goal?	35%	28%	28%	28%	-0%		
Follow-Up	For cases in competitive paid jobs, how many received at least quarterly follow-up contacts?	75%	n/r	n/r	n/r	n/r		
Lagging Measures	Description	Target	My recent rate	My longer-term rate	My rate for lead = YES	My rate for lead = NO	My YES:NO differential	State YES:NO differential
Case Completion	Cases closed by agreement vs disengagement. Does more team involvement improve this?	70%	73%	72%	77%	70%	+7%	7%
Rehab Rate	Case closures in plan status closed with successful employment. Does better assessment improve this?	55%	33%	35%	33%	n/r	n/r	n/r
Median Earnings	Median earnings in 1st post-exit quarter for cases closed in plan status. Does training improve this?	0%	51%	50%	45%	51%	-6%	-6%
125% + Minimum Wage	Rehabs with wages above 125% of min wage. Does having a higher-wage plan goal improve this?	35%	44%	41%	65%	35%	+30%	30%
Post-Exit Employment	Rehabs employed per UI data in 1st post-exit quarter. Does post-placement followup improve this?	80%	74%	75%	n/r	74%	n/r	n/r