

MEASURES AND RESULTS

Updated: June 12, 2009

EDUCATION

2008 Work Group: Ed Frost (Lead), Derek Brandes, Jim Skucy, Nancy Kerr, Becky Gauthier

- I. **Outcome:** Increase the number and percentage of children ready for kindergarten
 - A. **Measure:**
 - 1. Reading and math assessment at entry to kindergarten
 - B. **Data Source:**
 - 1. School districts
 - C. **Baselines:** *Under development*

- II. **Outcome:** Increase the number and percentage of people who graduate from high school
 - A. **Measures:**
 - 1. On-time graduation rate
 - 2. Extended graduation rate
 - B. **Data Source:**
 - 1. Washington State Office of Superintendent of Public Instruction – *Consolidated State Performance Report 2007-2008*
 - C. **Baselines – 2007:**
 - 1. Graduation Rates

School District	On-Time Graduation Rate		Extended Graduation Rate	
	2007	2008	2007	2008
Statewide	70.4%	70.4%	75.0%	75.1%
Finley	93.9%	93.8%	100.0%	103.8% *
Kahlotus	**	**	**	**
Kennewick	69.5%	69.5%	74.2%	74.1%
Kiona-Benton	0.3%	0.3%	0.9%	0.9%
North Franklin	82.7%	82.6%	89.0%	88.8%
Pasco	64.4%	64.4%	75.4%	75.4%
Prosser	89.2%	89.2%	93.4%	93.3%
Richland	80.3%	80.3%	85.5%	85.6%

*This is the figure reported by the state.

**For classes with fewer than 10 students, results were withheld for privacy.

- III. **Outcome:** Increase the skills and competencies of adults
 - A. **Measures:**
 - 1. Enrollment in basic skills programs at Columbia Basin College
 - 2. Enrollment in vocational training programs at Columbia Basin College
 - 3. The number of individuals who made the transition from basic skills to vocational skills
 - 4. Enrollment at Washington State University Tri-Cities
 - B. **Data Sources:**
 - 1. Columbia Basin College
 - 2. Washington State University Tri-Cities

C. **Baselines – 2007-2008:**

1. Enrollment in basic skills programs at Columbia Basin College

Year	Annualized Headcount	Annualized FTE (Full Time Equivalent)
2005 – 2006	816	651
2006 – 2007	872	704
2007 – 2008	850	683
2008 – 2009	1365	1023

2. Enrollment in workforce (vocational) training programs at CBC

Year	Annualized Headcount	Annualized FTE (Full Time Equivalent)
2005 – 2006	1303	1164
2006 – 2007	1322	1142
2007 – 2008	1551	1311
2008 – 2009	1792	1584

3. The number of individuals who made the transition from basic skills to developmental or college level at CBC

Year	Number of Students who Advanced	Percent of Total Students
Fall 2005	113	12.9%
Fall 2006 (<i>Baseline</i>)	145	14.8%
Fall 2007	85	7.9%

4. Enrollment at Washington State University Tri-Cities

	Headcount		FTE (Full Time Equivalent)	
	2007-2008	2008-2009	2007-2008	2008-2009
Total Students	1,261	1,360	849	976
Undergraduates	945	1,062	652	824
Graduates	316	298	197	152

HEALTH

2008 Work Group: Sandy Owen (Lead), Brooke DuBois, Susan Campbell, Veronica Gutierrez, Becky Gauthier

I. **Outcome:** Increase the number and percentage of people who practice preventative healthcare

A. **Measures:**

1. Immunizations received as recommended
2. Participation in “well people care” through a primary care provider
3. Health maintenance of chronic conditions with early intervention to prevent complications and increased cost
4. Body Mass Index (BMI) is within acceptable range as an indicator of healthy lifestyle (nutrition and exercise)

B. **Data Sources:**

1. Behavioral Risk Factor Surveillance System (BRFSS)

2. BMI's measured by the schools
3. "We Can" program (if adopted)
4. Healthy Use – survey of schools
5. VISTA – State Public Health

C. **Baselines:** *Under development*

II. **Outcome:** Increase the number and percentage of people who have access to quality, affordable and timely healthcare

A. **Measures:**

1. Number of medical, dental and mental health providers, and which payers (i.e. Medicare, Medicaid and self-pay) they are willing to accept
2. Number of emergency department visits by a payer group
3. Number of uninsured
4. Number who have a primary practice provider

B. **Data Sources:**

1. BRFSS
2. Health Professional Shortage Area (HPSA)
3. Office of Financial Management
4. Hospital Emergency Department data

C. **Baselines - 2005:**

1. Health Rates for Youth (rate per 1,000) in Benton and Franklin Counties
(Source: 2005 Risk and Protection Profile for Substance Abuse Prevention in Benton and Franklin Counties; 2006 Data Source: *Benton Franklin Health Department 2008 Annual Report*)

	Benton County		Franklin County	
	2005	2006	2005	2006
Low Birth Weight	68.20	64.0	72.13	72.0
Infant Deaths	5.3	7.3	5.0	5.9
Birth to teens	7.68	19.0	17.72	52.6
Child Abuse	39.43	-	42.14	-
Immunization (measles, mumps, rubella, polio, diphtheria, tetanus, pertussis, haemophilus influenza, and hepatitis B)	-	12,632	-	5,012

2. Health Rates for Adults in Benton and Franklin Counties

(Source: A Survey of the Adult Population, Benton and Franklin Health District 2006)
2006 Data Source: *Washington State Calculated Variable Data Report 2006*.

Health Care Access	2004	2005	2006
Has some kind of current health plan		84%	85.5%
Has a personal doctor or health care provider		80%	71.6%
Visited a doctor for a routine checkup within the past year	16%	60%	60.7
Unable to see a doctor in the past 12 months because of cost		16%	12.5%

Diabetes	2004	2005	2006
Was told by a doctor that they have diabetes	10%	8%	7.3%
Average age when diagnosed		46.7%	-
Taking diabetes pills		52%	-
Taking insulin		33%	-

Blood Pressure	2004	2005	2006
Has cholesterol checked within the past 12 months	51%	62%	-
Was advised that they have high blood cholesterol	26%	36%	-
Taking medication for high blood cholesterol	55%	48%	-

Asthma	2004	2005	2006
Currently has asthma	9%	13%	14.3%

Cancer Screening	2004	2005	2006
Current on pap tests, women 18+		61%	57.7%
Current on their mammograms, women		64%	64.3%

Influenza Prevention	2004	2005	2006
Did not get a flu shot in the past 12 months		66%	32.8%

Overweight	2004	2005	2006
Overweight* according to reported weights and heights (*Defined as a body mass index (BMI) equal to or greater than 25 for men and women ages 19 to 69. BMI equals weight (in kg.) divided by the square of height (in meters).)	58%	62%	35%
Overweight	2004	2005	2006
Obese* according to reported weights and heights (*Defined as a BMI of 30 or higher.)	23%	26%	23%

Physical activity	2004	2005	2006
Participated in moderate physical activity during the past month		73%	36%
Participated in vigorous physical activity during the past month		39%	28%

Dental Care	2004	2005	2006
Visited a dentist within the past year		66%	70.6%
Had their teeth cleaned within the past year		65%	69.7%

3. 2006 Primary Care Provider Data for Benton and Franklin Counties
(Source: Health Professional Shortage Area, WA State Department of Health)
As of 5/09, this is the most current information available.

Number of Providers Surveyed	84
Total FTEs	72.70

Providers Offering Services	Percent of Total
Privately/Employer Insured	31.37%
Medicaid Fee-for-Service (coupons)	10.18%
Medicaid Healthy Options (Community Health Provider & Molina)	8.16%
Medicare Fee-for-Service	10.07%
Managed Care (includes HMO's)	1.80%
Basic Health Plan	3.25%
Sliding Fee/Self Pay/Uninsured	4.92%

Providers in Specialty Areas	Number out of 84
Family Practice	34
Family Practice with Obstetrics	2
General Geriatrics	1
General Internal Medicine	11
General Pediatrics	12
OB/GYN	13
No specialty listed	11

Other Services Offered	Yes	No	No Answer	Has Restrictions for New Patients
Accepting New Patients	62	10	12	0
Accepting New Insured/Self Pay	60	8	11	5
Accepting New Medicaid Fee-for-Service	31	31	9	13
Accepting New Medicaid Healthy Options	31	36	9	8
Accepting New Medicare Fee-for-Service	31	23	11	19
Accepting New Medicare Manag.Care	29	35	11	9
Accepting New Basic Health Plan	30	31	11	12
Accepting New Sliding Fee/Self Pay/Pre-arranged Plan	32	31	12	9

4. 2006 Dental Care Provider Data for Benton and Franklin Counties
 (Source: Health Professional Shortage Area, WA State Department of Health)
As of 5/09, this is the most current information available.

Number of Providers Surveyed	78
Total FTEs	80.65

Providers Offering Services	Percent of Total
Employer or Self-Insured	48.75%
Self-Pay	17.10%
Medicaid	10.80%
Reported Sliding Fee	1.07%
Uncompensated Care	2.49%
HPSA Low Income FTE	10.70%

Other Services Offered	Yes	No	No Answer	Has Restrictions for New Patients
Accepting New Patients	68	2	8	0
Accepting Insured/Self-Insured	59	1	15	3
Self-Pay	59	1	16	2
New Medicaid Fee-for-Service	1	43	12	22
Posted Sliding Fee Scale	0	58	18	2

Average Wait Time	Days
New Patients	11.7
Established Patients	8.7
Patients with Medicaid	11.3

5. 2004 Mental Health Provider Data for Benton and Franklin Counties
 (Source: Health Professional Shortage Area, WA State Department of Health)
As of 5/09, this is the most current information available.

2004	
Number of Providers Surveyed	6
Total FTEs	4.4

Providers Offering Services	FTEs
Medicaid Fee-for-Service	1.5
Medicaid healthy Options	0
Medicare Fee-for-Service	0.32
Medicare Managed Care	0.02
Basic Health Plan	0.06
Pre-arranged/Sliding Scale/Ability to Pay	0.16
Charged to Uncompensated Care	0.21
Low Income FTE for HPSA Purpose	1.09

Other Services Offered	Yes	No	No Answer	Has Restrictions for New Patients
Accepting New Insured/Self-Pay Patients	5	0	0	1
Accepting Medicaid Fee-for-Service	4	2	0	0
Accepting Medicaid Healthy Options	3	3	0	0
Accepting Medicare Fee-for-Service	3	3	0	0
Accepting Medicare Managed Care	4	2	0	0
Accepting Pre-arranged/Sliding Scale/Ability to Pay	3	3	0	0
Accepting Basic Health Plan	3	3	0	0

Average Wait Time	Days
New Patients	52
Established Patients	10
Patients with Medicaid	7
Patients with Medicare	5

SAFETY

2008 Work Group: Peggy Haecker (Lead), Denis Austin, JoDee Garretson, Kelly Abken, Becky Gauthier

- I. **Outcome:** Decrease the number of violent crimes and neglect and abuse incidents
- A. **Measures:**
1. Number and rate of reports to state agencies about adults and children
 2. Number and rate of clients served through related agencies

3. Number and rate of cases investigated by law enforcement

4. Number and rate of abuse and neglected cases prosecuted

B. Data Sources:

1. State agency reports

2. Agency reports

3. Uniform crime report for violent crimes (i.e. assaults, forcible rapes, murders, robberies)

4. Juvenile Justice Center

II. Outcome: Increase neighborhood safety

A. Measures:

1. Number and rate of reported property crimes (i.e. arson, burglaries, larcenies-thefts, motor vehicle thefts)

B. Data Source:

1. Uniform crime statistics

C. Baselines – 2007:

1. Violent Crime Rates in Benton and Franklin Counties

(Source: *Washington Association of Sheriffs and Police Chiefs, 2008*)

All Violent Crimes (rate per 10,000 Residents)	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Benton County	29.1	24.4	24.9	24.7	23.0	26.5	25.0	25.4	29.0	25.0	25.9
Franklin County	36.0	35.6	29.1	26.5	32.1	21.6	28.2	19.0	27.0	25.0	27.0
Total # of All Violent Crimes	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Benton County	401	340	351	359	340	402	389	403	471	407	415
Franklin County	160	161	134	133	165	116	161	115	180	161	180

2. Property Crimes in Benton and Franklin Counties

(Source: *Washington Association of Sheriffs and Police Chiefs, 2008*)

All Property Crimes (rate per 10,000 Residents)	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Benton County	425	362	361	398	346	336	374	368	327	282	264
Franklin County	406	450	379	351	353	333	367	381	321	305	269
Total # of All Property Crimes	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Benton County	5,844	5,024	5,081	5,758	5,109	5,091	5,807	5,824	5,250	4,589	4,364
Franklin County	1,801	2,028	1,739	1,762	1,812	1,790	2,090	2,307	2,063	2,057	1,889

3. Domestic Violence Reports

(Source: 2007 Domestic Violence Services Statewide Survey)

As of 5/09, this is the most current information available.

	2003	2004	2005	2006	2007	2008
Total shelter	94	391	407	343	352	356
Women	60	202	168	154	162	156
Children	34	186	234	186	182	169
Crisis Line Calls		16,679	12,623	12,055	13,403	13,343

4. In 2006-07, in the state of Washington, 124 males and 41 females, aged 10 and under were arrested for DUI in 2006-07 (Source: Juvenile Justice Center)

As of 5/09, this is the most current information available.

2007 Domestic Violence Calls Breakdown	Percent
Needed help with protective orders	91%
Needed safety for “myself”	87%
Needed help with “housing”	87%
Needed to learn about “options and choices”	82%
Needed connections to “others who can help”	77%
Needed “emotional support”	76%
Needed an “understanding of domestic violence”	69%
Needed “safety planning”	65%

SELF-SUFFICIENCY

2008 Work Group: Todd Dixon (Lead), John Olivas, Robin Callow, Debbie Bluher, Becky Gauthier

I. **Outcome:** Increase the number and percentage of people who reside in stable and affordable housing

A. **Measure:**

1. The number and percentage of households with a “housing burden” (i.e. spending over 30% of their income on housing)

B. **Data Sources:**

1. US Census
2. Comprehensive Housing Affordability Strategy Data (CHAS), State of the Cities Data System (SOCDS)
3. Tri-Cities Analysis of Impediments to Fair Housing

C. **Baseline - 2000:**

1. Percentage of Households with a Housing Burden in Benton and Franklin Counties (Source: 2000 Census; 2007 Census Data Source: 2005-2007 American Community Survey)

Housing	Pasco		Kennewick		Richland		Benton County		Franklin County		State	
	2000	2005	2000	2005	2000	2005	2000	2005	2000	2005	2000	2005
Owner costs >30% income	19%	31.8%	18%	22.5%	12%	17.7%	16%	22.5%	18%	28.6%	26%	31.9%
Renter costs >30% income	41%	46.9%	36%	50.1%	33%	37.3%	33%	43.5%	36%	39.9%	39%	45.1%

- II. **Outcome:** Increase the number and percentage of people who are financially self-sufficient
- A. **Measure:**
1. Number and percentage of people living at or below poverty level
- B. **Data Sources:**
1. US Census
 2. Washington State Office of Financial Management
- C. **Baseline - 2006:**
1. Number and Percentage of Persons Living at or Below Poverty Level
(Source: 2005 U.S. Census Bureau; 2007-2008 U.S. Census Bureau – *Fact Finder*)

County	Number		Percent	
	2006	2007	2006	2007
Benton	17,355	21,898	11.1%	11.0%
Franklin	10,987	16,232	17.8%	16.0%

- III. **Outcome:** Increase the number and percentage of people who consume adequate and nutritious food
- A. **Measure:**
1. Number and percentage of individuals on the State Basic Food Program
 2. Number and percentage of students on Free and Reduced Lunch Program
 3. Amount of food distributed by local food banks
- B. **Data Sources:**
1. Department of Social and Health Services
 2. Washington State Office of the Superintendent of Public Instruction
 3. Washington State EFAP
- C. **Baseline - 2007:**
1. 25,649 persons or 10,465 households on the State Basic Food Program as of March 2008
 2. Amount of food distributed by local food banks in 2007:
Benton County – 1,283,616 pounds; Franklin County – 2,277,661 pounds.
 3. Free or Reduced-Price Meals
(Source: *Washington State Office of Superintendent of Public Instruction*)

School District	Percent of Free or Reduced-Price Meals	
	2007	2008
Statewide	36.8%	39.6%
Finley	54.7%	59.6%
Kahlotus	*	*
Kennewick	40.8%	48.5%
Kiona-Benton	52.4%	57.4%
North Franklin	69.5%	70.0%
Pasco	69.2%	66.4%
Prosser	55.8%	60.1%
Richland	26.1%	29.7%

* For classes with fewer than 10 students, results were withheld for privacy.

COMMUNITY PROCESSES

P1. Regional Planning – Emphasis on Prevention and Root Causes

Community Leaders from Benton and Franklin Counties, representing a broad cross-section of the community, will regularly convene to address the underlying causes of local issues and identifying community solutions that will create lasting change in community conditions to improve people's lives.

Goal #1: Expand and refine the Community Solutions Plan.

Baseline: First cut of the Community Solutions Plan completed in December 2007.

Target: Determine baselines and targets for the 12 major outcomes by July 2008.

Results: Completed in July 2008.

Goal #2: Engage a broad segment of the community for Community Solutions planning and implementation.

Baseline: Percentage of racial and ethnic minorities who participated as Community Solutions Team Members and Blue Ribbon Advisors in 2007 was 7.8%.

Target: Increase the baseline by 2 %.

Results: Achieved 25.7% in 2008.

Goal #3: Increase service recipient input.

Baseline: Input from service recipients was provided through Community Solutions Team Members and Blue Ribbon Advisors (e.g. Benton-Franklin Community Networks focus group).

Target: Community Solutions Team Members and Blue Ribbon Advisors will seek and compile feedback from service recipients and share the information during group meetings in 2008.

Results: Community service providers, who serve as Team Members and Blue Ribbon Advisors, effectively represent their clients and consumers by remaining active in the Community Solutions process, including participation in planning meetings.

P2. Resources Structured for Effectiveness and Efficiency

Resources among organizations will be identified and leveraged in a manner that results in increased effectiveness and efficiency in the delivery of health and human services.

Goal #1: Increase the dollar amount saved among the organizations of Community Solutions Team Members and Blue Ribbon Advisors as a result of partnerships¹ formed for the achievement of a Community Solutions outcome.

Baseline: None

Target: Develop a system to track the dollar amount saved as a result of partnerships formed for the achievement of a Community Solutions outcome in 2008 and use as baseline.

Results: Not achieved; to be incorporated into annual survey to Team Member and Blue Ribbon Advisors in 2009.

Goal #2: Increase the dollar amount leveraged among the organizations of Community Solutions Team Members and Blue Ribbon Advisors as a result of partnerships formed for the achievement of a Community Solutions outcome.

Baseline: None

Target: Develop a system to track the dollar amount leveraged in 2008 as a result of

¹ Partnership – An action-oriented working arrangement involving close cooperation between parties having specified joint rights and responsibilities, e.g. sharing office space or personnel.

partnerships formed for the achievement of a Community Solutions outcome and use as baseline.

Results: Not achieved; to be incorporated into annual survey to Team Members and Blue Ribbon Advisors in 2009.

P3. Formation of Partnerships and Strategic Alliances²

New and emerging community-wide alliances and partnerships between organizations, programs, government entities, policy makers, etc. will be formed when appropriate.

Goal #1: Increase the number of partnerships and strategic alliances among organizations.

Baseline: None

Target: Determine the number of existing strategic alliances among Community Solutions Team Member and Blue Ribbon Advisor organizations in 2008 and use as baseline.

Results: It was not feasible to track the above information; therefore, feedback was obtained through the 2008 electronic survey from Team Members and Blue Ribbon Advisors. 89% of respondents in the 2008 survey reported that the Community Behaviors and Actions (including the importance of communication and coordination among service providers as listed on the Community Solutions Plan) have been significantly impacted as a result of their efforts in 2008.

P4. Availability/Awareness of Community Resources

Because of a highly coordinated system, people will be able to locate and access community resources when they need them most.

Goal #1: Increase usage of 2-1-1 and other information resources designed to increase community awareness of services available.

Baseline: 5739 2-1-1 calls in 2007.

Target: Increase usage by 2% to 5854 in 2008.

Results: Achieved; usage of 2-1-1 increased by 38% in 2008.

COMMUNITY BEHAVIORS AND ACTIONS

B1. Education about Local Needs

Community organizations, businesses, government, persons needing services, volunteers and all other stakeholders will be educated regarding local needs and root causes of issues that are critical to promoting understanding and compassion.

Goal #1: Increase awareness of the community challenges in relation to the 4 Community Solutions outcome areas.

Baseline: None

Target: Feature one media series for each of the 4 outcome areas in 2008.

Results: Completed; TC Area Journal of Business printed on article on each of the 4 outcome areas (8/08-Education, 9/08-Safety, 10/08-Health, 11/08-Self sufficiency).

² Alliance – A formal and publically declared bond, confederation or union, e.g. Three Rivers Community Higher Education Task Force.

Goal #2: Increase the number of advocates or spokespersons for Community Solutions.

Baseline: None

Target: Develop a system to track the number of team member presentations about Community Solutions in 2008 and use as baseline.

Results: A system was developed to track team member presentations. In 2008, there were 34 Community Solutions presentations.

B2. Wide-Scale Collaboration³ and Mobilization

Collaborative approaches are crucial to the success and sustainability of community change efforts and will be used to reduce duplication of services, provide integrated services, help achieve program outcomes and decrease costs.

Goal #1: Bridge the communication and collaboration barriers caused by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Baseline: None

Target: Request assistance from local congressional delegates in 2008.

Results: Not achieved; however the Benton Franklin Health Alliance actively promotes and fosters communication and collaboration on healthcare issues.

B3. Communication and Coordination⁴ among Service Providers

Multiple forms of communication and coordination among service providers is needed and will be developed to insure cooperation, effective and efficient planning and implementation of selected strategies and to avoid duplication.

Goal: #1: Increase communication and coordination among service providers in Benton and Franklin Counties.

Baseline: None

Target: Develop a system to track the number of key organizations that Community Solutions Team Member service providers and Blue Ribbon Advisors service providers primarily communicate with other service providers by December 2008 and use as baseline.

Results: It was not feasible to track the above information; therefore, feedback was obtained through the 2008 electronic survey from Team Members and Blue Ribbon Advisors. 89% of respondents in the 2008 survey reported that the Community Behaviors and Actions (including the importance of communication and coordination among service providers as listed on the Community Solutions Plan) have been significantly impacted as a result of their efforts in 2008.

B4. Diversity and Inclusiveness

Diversity is valued as an asset and all groups will be integrated and engaged in creating and supporting initiatives that embrace inclusiveness on the basis on race, ethnicity, age, gender, religion, disability and sexual orientation.

³ Collaboration – To work jointly with others in an endeavor, to cooperate with an agency or instrumentality with which one is not immediately connected.

⁴ Coordination – To bring into common action, movement or condition.

Goal #1: Increase the number and percentage of minority groups who are in leadership positions, as staff or as board members of organizations.

Baseline: None

Target: Determine the current number and percentage of minorities who are in leadership positions, as staff or as board members, among the organizations of Community Solutions Team Members and Blue Ribbon Advisors in 2008 and use as baseline.

Results: This information will be obtained through the 2009 electronic survey of Teams and Blue Ribbon Advisors.

B5. Promotion of Community Involvement

All people will be inspired and have the opportunity to participate and share their talents in the vast abundance and variety of community services.

Goal #1: Increase the number of volunteers and hours of service.

Baseline: None

Target: Determine the total number of volunteers and volunteer hours donated for the organizations of Community Solutions Team Members and Blue Ribbon Advisors by December 2008 and use as baseline.

Results: This information will be obtained through the 2009 survey of Team Members and Blue Ribbon Advisors.