

Performance Measures

Below is a list of performance measures for identified budgetary programs. Performance data, where available, has been provided for these measures. Going forward, Secretariats and agencies will collect and publish data for all listed measures, many of which are being tracked for the first time. Available data is provided in the “current period” and “prior period” columns. Data collection periods vary by measure and are noted in the comments section.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of executive branch spending with Minority & Women Business Enterprises (M/WBEs) on vertical construction	This measure tracks the amount of spending with minority & women business enterprises (M/WBEs) on vertical construction (i.e. buildings). The target has been established pursuant to the findings of a disparity study.	14.70%	15.30%	Stable	FY13 vs. FY12. Target is 10.4%.
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of minority individuals employed by executive branch agencies	This measure tracks the percent of minority (Black, Latino, Asian and Native American) individuals employed by/in executive branch agencies. The target is established based on Equal Employment Opportunity (EEO) 4 data.	25.20%	24.50%	Improving	FY13 vs. FY12. Target is 10.4%.
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of executive branch spending with Disadvantaged, Minority & Women Business Enterprises (D/M/WBEs) on horizontal construction	This measure tracks the amount of spending with firms certified as disadvantaged business enterprises (DBEs) pursuant to federal regulations as well as minority & women business enterprises on horizontal construction (i.e. roads, bridges, etc.) DBE targets for participation are established pursuant to federal regulations and apply to projects that have federal financial assistance. M/WBEs targets are established pursuant to Executive Order 524. Future M/WBEs targets will be developed pursuant to a disparity study.	11%	11.28%	Stable	FY13 vs. FY12. Target is 11.68%.
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of executive branch spending with Minority Business Enterprises (MBEs) for goods and services	This measure tracks the amount of spending with firms that are certified by the Supplier Diversity Office as a minority business enterprise (MBE). An annual benchmark for spending with MBE firms is established by the Operational Services Div. pursuant to Executive Order 524.	5.61%	6.16%	Worsening	FY13 vs. FY12
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of persons with disabilities employed by executive branch agencies	This measure tracks the percent of individuals who self-identify as persons with disabilities employed by/in executive branch agencies. The target is based on the percentage of persons with disabilities in the Massachusetts general population.	3.00%	2.90%	Improving	FY13 vs. FY12. Target is 12%.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of executive branch spending with Women Business Enterprises (WBEs) for goods and services	This measure tracks the amount of spending with firms that are certified by the Supplier Diversity Office as a women business enterprise (WBE). An annual benchmark for spending with WBE firms is established by the Operational Services Div. pursuant to Executive Order 524.	13.60%	14.69%	Worsening	FY13 vs. FY12
Central Administration and Operations	Central Audit and Compliance for State Entities	Access and Opportunity	% of women employed by executive branch agencies	This measure tracks the percent of women employed by/in executive branch agencies. The target is established based on Equal Employment Opportunity (EEO) Report-4 data.	51.10%	50.90%	Improving	FY13 vs. FY12. Target is 48.4%.
Central Administration and Operations	Central Audit and Compliance for State Entities	Americans with Disabilities Act Compliance and Coordination	# of boards, task forces, commissions, and community groups that MOD directly impacts	This measure tracks the number of boards, task forces, commissions, community groups, and site visits that the Massachusetts Office on Disability participates in to ensure the rights of persons with disabilities are included in the decision-making processes inside and outside of state government.	242	150	Stable	CY13 vs. CY12
Central Administration and Operations	Central Audit and Compliance for State Entities	Americans with Disabilities Act Compliance and Coordination	# of trainings or information sessions conducted for state and local government stakeholders, residents, and businesses of Massachusetts	This measure tracks the number of trainings or information sessions (both in person and web-based) conducted for state and local government stakeholders, residents and businesses of Massachusetts on topics related to disability rights and responsibilities.	62	38	Stable	CY13 vs. CY12
Central Administration and Operations	Central Audit and Compliance for State Entities	Americans with Disabilities Act Compliance and Coordination	# of instances of technical assistance and advocacy provided to state government personnel, municipal officials, individuals, and businesses regarding disability-related rights & responsibilities	This measure tracks the number of instances of technical assistance and advocacy provided by the Massachusetts Office on Disability, the Commonwealth's ADA coordinating agency, to state government personnel, municipal officials, individuals and businesses regarding disability-related rights and responsibilities. Historically, the two most frequent areas of technical assistance are employment and programmatic access to services and programs.	7,959	7,509	Stable	CY13 vs. CY12
Central Administration and Operations	Central Audit and Compliance for State Entities	Americans with Disabilities Act Compliance and Coordination	# of ADA strategic compliance assessments completed	This measure tracks the number of ADA strategic compliance assessments completed by the Division of Capital Asset Management and Maintenance at state-owned facilities. Assessments evaluate both the physical and operational components of facilities to ensure ADA compliance. Any issues identified are inventoried and addressed accordingly based on available funding.	Data Not Currently Available	Data Not Currently Available	-	This is a new program and a new set of metrics that will be refreshed at the beginning of each FY. No data for FY13 available.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Audit and Compliance for State Entities	Prevention of Fraud, Waste, and Abuse	# of Internal Control Questionnaire's (ICQs) completed by state agencies	This measure tracks the number of Internal Control Questionnaire's that have been completed by state agencies. ICQs are administered by the Comptroller's Office as part of the Statewide Single Audit, which is a comprehensive annual review of the Commonwealth's strengths and weaknesses in the areas of internal controls and compliance with federal grant regulations.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Audit and Compliance for State Entities	Prevention of Fraud, Waste, and Abuse	% increase in the dollar amount of identified fraud in public assistance programs	This measure tracks the dollar amount of identified fraudulent claims in public assistance programs that are subject to civil recovery or prosecution by the Commonwealth.	15%	n/a	-	Current period is FY13. In FY13, BSI identified \$6.35M in fraud, a 15% increase over FY12.
Central Administration and Operations	Central Audit and Compliance for State Entities	Prevention of Fraud, Waste, and Abuse	# of investigations and audits completed by state oversight agencies	This measure tracks the number of investigations and audits completed by oversight agencies, such as the Auditor and Inspector General. An audit or investigation is considered complete when the oversight agency considers its work on said audit or investigation to be finished.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Audit and Compliance for State Entities	Prevention of Fraud, Waste, and Abuse	% increase in the dollar amount of identified fraud per case	This measure tracks the average value of identified fraud per case with referral sources, which will demonstrate whether BSI is targeting its resources at significant cases of fraud.	Increased per case dollar amount in all three referral source areas	Data Not Currently Available	-	Current period is FY13. By tighter screening and case management, BSI is able to place greater emphasis on higher impact cases using fewer resources.
Central Administration and Operations	Central Audit and Compliance for State Entities	Prevention of Fraud, Waste, and Abuse	# of department desk and site reviews completed by the Comptroller's Quality Assurance Bureau	This measure tracks how many departmental quality assurance reviews are conducted by the Comptroller's Quality Assurance Bureau. These reviews examine transactions, internal controls and check whether agencies are adhering to State Finance Law and the regulations, policies and procedures issued by the Office of the Comptroller.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Audit and Compliance for State Entities	Public Benefits Fraud Prevention	\$ amount recovered or saved by MassHealth through asset verification, fraud recovery, and predictive modeling programs	This measure tracks the dollar amount recovered or saved by MassHealth as a result of asset verification, fraud recovery investigations and predictive modeling tools.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Audit and Compliance for State Entities	Public Benefits Fraud Prevention	# of cases identified by new Bureau of Special Investigations data analytics unit	This measure tracks the number of cases identified by the BSI Data Analytics unit that then are directed to the Investigation Unit within BSI.	Data Not Currently Available	Data Not Currently Available	-	Current period is FY13. This unit just came on line in the third quarter of FY13, but is adding value that can be measured in FY14.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Budgeting, Planning and Financing	Capital Planning and Financing	Debt service as a % of budgeted revenues	This measure tracks the Commonwealth's borrowing capacity. It provides an indication of the relative cost of Commonwealth debt by taking into account actual payment obligations on that debt as compared to the amount of revenue available to pay those and other budgetary obligations.	6.87%	6.57%	Stable	FY13 vs. FY12
Central Administration and Operations	Central Budgeting, Planning and Financing	Central Budget Development and Long Range Planning	Stabilization fund balance / annual tax revenue	This measure tracks the stabilization fund balance as a percentage of annual tax revenue to evaluate the Commonwealth's ability to respond to fiscal and economic downturns.	7.04%	7.82%	Stable	FY13 (\$1.557 / \$22.123B) vs. FY12 (\$1.652B/ \$21.115B)
Central Administration and Operations	Central Budgeting, Planning and Financing	Central Budget Development and Long Range Planning	Projected structural imbalance	This measure tracks the Commonwealth's projected structural imbalance using rolling five year projections of revenue and spending levels (see A&F's Long Term Fiscal Policy Framework). Structural balanced is achieved when budgetary spending is based on sustainable levels of revenue, excluding fluctuations that can occur as a result of the economic cycle.	No Deficit	\$339M Deficit	Improving	Projected FY18 vs. FY17 structural imbalance; FY18 data assumes revenue growth of 5.5% (FY15-FY17) and 4.0% (FY18) and no excess health care cost growth.
Central Administration and Operations	Central Budgeting, Planning and Financing	Central Budget Development and Long Range Planning	Use of one time resources net of deposits to the stabilization fund / estimated cyclical deficit in tax revenue	This measure tracks the use of one time resources net of deposits to the stabilization fund compared to the estimated cyclical deficit in tax revenue. As discussed in Executive Office for Administration and Finance's Long Term Fiscal Policy Framework, the cyclical deficit includes the shortfall in tax revenue compared to the level that would be expected if the economy were operating at full capacity. During periods of cyclical deficit, structural balance is achieved so long as the use of one-time resources to close any budget gap does not exceed the level of cyclical deficit. During periods of cyclical surplus, there should be limitations on the use of one-time resources and requirements to deposit excess tax revenue into the stabilization fund.	0.9	0.43	Stable	Estimated FY14 (\$609M / \$674M) vs. FY13 (\$446M / \$1.032B)
Central Administration and Operations	Central Budgeting, Planning and Financing	Debt Management	Debt service payments within appropriation	This measures tracks whether actual expenditures on debt service in a given fiscal year are less than the amount appropriated in the annual budget for that fiscal year.	Yes	Yes	Stable	FY13 vs. FY12
Central Administration and Operations	Central Budgeting, Planning and Financing	Debt Management	Moody's Bond Rating	This measure tracks the bond rating for the Commonwealth of Massachusetts as established by Moody's.	Aa1	Aa1	Stable	Jul 13 vs. Mar 13

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Budgeting, Planning and Financing	Debt Management	Standard & Poor's Bond Rating	This measure tracks the bond rating for the Commonwealth of Massachusetts as established by Standard & Poor's.	AA+	AA+	Stable	Jul 13 vs. Mar 13
Central Administration and Operations	Central Budgeting, Planning and Financing	Debt Management	Fitch Bond Rating	This measure tracks the bond rating for the Commonwealth of Massachusetts as established by Fitch.	AA+	AA+	Stable	Jul 13 vs. Mar 13
Central Administration and Operations	Central Budgeting, Planning and Financing	Federal Grants Management	% of federal grants applied for successfully awarded	This measure tracks the percent of federal grants applied for by executive branch agencies that were successfully awarded. 13 grant applications pending a response from the Federal Government are not included in the count.	95%	-	-	Results for Apr 13: 225 grants were applied for, 135 have been decided, the state won 128. New Measure for FY13.
Central Administration and Operations	Central Budgeting, Planning and Financing	Federal Grants Management	% of federally funded programs/projects that successfully met outcomes	This measure tracks the percent of executive branch agency programs/projects that are partially or fully funded by federal grants that successfully met outcomes as defined in their grant applications.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Budgeting, Planning and Financing	Financial Reporting and Information Delivery	The Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award	This measure tracks whether the Commonwealth receives the Distinguished Budget Presentation Award for ensuring that its budget documents are of the highest quality and comply with guidelines established by the National Council on State and Local Budgeting and GFOA's best practices.	Recipient	Recipient	Stable	2012 vs. 2011
Central Administration and Operations	Central Budgeting, Planning and Financing	Financial Reporting and Information Delivery	The Commonwealth's MASSPIRG transparency rating	This measure tracks the Commonwealth's transparency rating as defined in the MA Public Interest Research Group's annual following the Money'report.	A-	A-	Stable	Mar 13 vs. Mar 12; MA ranked #2 out of 50 states
Central Administration and Operations	Central Budgeting, Planning and Financing	Performance, Accountability, and Transparency Initiatives	The Commonwealth's MASSPIRG transparency rating	This measure tracks the Commonwealth's transparency rating as defined in the MA Public Interest Research Group's annual following the Money'report.	A-	A-	Stable	Mar 13 vs. Mar 12; MA ranked #2 out of 50 states
Central Administration and Operations	Central Budgeting, Planning and Financing	Performance, Accountability, and Transparency Initiatives	% of measures on the Secretariats' performance reports that are meeting or exceeding targets	This measure tracks the percent of performance measures on Secretariat performance reports that are meeting or exceeding targets. Measures without targets will be excluded from the count.	60%	Data Not Currently Available	-	FY13. Excludes "blow out detail" measures for specific utility companies for EEA, includes all measures marked "green" for DOT.
Central Administration and Operations	Central Human Resources	Civil Service and Physical Abilities Testing	The average time it takes the Civil Service Unit to finalize exam scores and release the scores to the applicants	This measure tracks average amount of time it takes for applicants to receive their exam score from the Human Resources Division after taking a public safety civil service examination.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Human Resources	Civil Service and Physical Abilities Testing	# of applicants applying for public safety civil service examinations	This measure tracks the success of human resources division outreach and customer service for civil service exams.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Human Resources	Collective Bargaining	% of executive branch union employees covered by a current collective bargaining agreement within approved parameters	This measure tracks HRD's aim to increase the number of Executive Branch union employees who are covered by a current collective bargaining agreement within approved parameters. Approved parameters ensure that collective bargaining agreements are fiscally sustainable.	100%	100%	Stable	FY13 Q4 vs. FY14 Q1. The following Unions are now covered by a collective bargaining agreement within approved parameters: SEIU; Local 509; NAGE; MOSES; AFSCME; NEPBA; MCOFU; MNA; PFFM and COPS.
Central Administration and Operations	Central Human Resources	Compensation Management	# of salary collision instances per fiscal year	This measure tracks the number of salary collision instances in the Executive Branch. A salary collision is any time a manager's salary is lower than that of his/her non-management subordinate.	600	511	Worsening	September 2013 vs. September 2014: The 17% increase in the number of collisions can be attributed to the bargaining unit increase in January 2013. Work has begun to begin addressing collision, within current budgets.
Central Administration and Operations	Central Human Resources	Employee Evaluations and Workplace Training	% of managers who participate in at least one professional development program (either instructor-led or eLearning) that supports an effective performance planning and evaluation process	This measure tracks manager training in the Commonwealth's Achievement and Competency Enhancement System (ACES) and Employee Performance Review System (EPRS) systems, supporting an effective performance planning and evaluation process.	Data Not Currently Available	Data Not Currently Available	-	New measure. Period will be based on Fiscal Year. Instructor-led, eLearning, and resources aimed at specifically addressing topics that support effective performance planning and evaluation were first released in July 2013.
Central Administration and Operations	Central Human Resources	Employee Evaluations and Workplace Training	% of managers who have completed the Commonwealth Management Certificate Program (CMCP)	This measure tracks the % of managers who complete the Commonwealth Management Certificate Program (CMCP), a seven day certificate program designed to build skills and competencies in areas such as leadership, problem-solving, team-building and collaboration.	7.30%	5.00%	Improving	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Human Resources	Employee Evaluations and Workplace Training	# of supervisors who have completed the Commonwealth Supervisory Certificate Program	This measure tracks the # of managers who complete the Commonwealth Supervisory Certificate Program (CSCP), which is focused on building skills and competencies in the areas of communication, team-building, managing change, leveraging the talent, knowledge and skill of a diverse staff, supervising a multi-generational workforce and problem-solving/judgment.	155	152	Stable	FY13 vs. FY12
Central Administration and Operations	Central Information Technology Services	Data Center Services	% of critical applications with disaster recover capability	This measure tracks the percentage of critical applications that have disaster recovery capability provided by the Springfield Data Center, the Commonwealth's primary disaster recovery site. Critical applications are those that support the Commonwealth's essential service functions to protect the health of constituents, protect the safety of constituents, and/or provide financial services and support to constituents.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Information Technology Services	Information Technology Support Services	% up time of top 5 external facing state online services	This measure tracks the availability of the five most frequently requested online services: Mass.gov, RMV ExpressLane/ALARS, MassTax, Open Checkbook and EHS Virtual Gateway/AIMS.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Property, Construction, and Procurement Services	Deferred Facility Maintenance	Facility Condition Index (FCI)	This measure, an industry benchmark, tracks the ratio of the deferred maintenance backlog to the current replacement value for Division of Capital Asset Management and Maintenance managed buildings. The lower the FCI, the better the overall condition of the building portfolio.	10%	Data Not Currently Available	-	Current period CY13. There is no prior period data. FCI calculation is based on recently completed condition assessments for buildings managed by DCAMM under IFM (as of 1/10/14). Condition assessment for State Transportation Building has not been completed so it is excluded from calculations for the current period.
Central Administration and Operations	Central Property, Construction, and Procurement Services	Sourcing and Procurement of Goods and Services	Total dollar amount spent through statewide contracts	This measure tracks the total spending amount through statewide contracts by Executive and non-Executive government and eligible entities.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Property, Construction, and Procurement Services	State Facilities Management	Facility Condition Index (FCI)	This measure, an industry benchmark, tracks the ratio of the deferred maintenance backlog to the current replacement value for Division of Capital Asset Management and Maintenance managed buildings. The lower the FCI, the better the overall condition of the building portfolio.	10%	Data Not Currently Available	-	Current period CY13. There is no prior period data. FCI calculation is based on recently completed condition assessments for buildings managed by DCAMM under IFM (as of 1/10/14). Condition assessment for State Transportation Building has not been completed so it is excluded from calculations for the current period.
Central Administration and Operations	Central Property, Construction, and Procurement Services	State Facilities Management	% of occupants of DCAMM-managed buildings satisfied with SECURITY	This measure is part of a series that tracks performance in key areas of building operation and management. This is based on building occupant surveys done at least once per year at buildings directly managed by DCAMM, and represents the % of occupants that are satisfied with these particular services.	Data Not Currently Available	Data Not Currently Available	-	Current and prior period data not yet available. Data is being gathered during the course of FY 2014 to provide an accurate baseline of performance for the DCAMM-managed building portfolio.
Central Administration and Operations	Central Property, Construction, and Procurement Services	State Facilities Management	% of occupants of DCAMM-managed buildings satisfied with ACCESSIBILITY	This measure is part of a series that tracks performance in key areas of building operation and management. This is based on building occupant surveys done at least once per year at buildings directly managed by DCAMM, and represents the % of occupants that are satisfied with these particular services.	Data Not Currently Available	Data Not Currently Available	-	Current and prior period data not yet available. Data is being gathered during the course of FY 2014 to provide an accurate baseline of performance for the DCAMM-managed building portfolio.
Central Administration and Operations	Central Property, Construction, and Procurement Services	State Facilities Management	% of occupants of DCAMM-managed buildings satisfied with MAINTENANCE/REPAIR	This measure is part of a series that tracks performance in key areas of building operation and management. This is based on building occupant surveys done at least once per year at buildings directly managed by DCAMM , and represents the % of occupants that are satisfied with these particular services.	Data Not Currently Available	Data Not Currently Available	-	Current and prior period data not yet available. Data is being gathered during the course of FY 2014 to provide an accurate baseline of performance for the DCAMM-managed building portfolio.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Central Property, Construction, and Procurement Services	Surplus Property and Assets	The number of surplus personal property disposal transactions	This measure tracks the number of surplus personal property items transferred between agencies and other eligible entities and the number of items disposed of through live and on-line auctions. Personal property includes all state-owned property (i.e. furniture, office machines, vehicles, etc.) except land and buildings.	Data Not Currently Available	Data Not Currently Available	-	N/A
Central Administration and Operations	Central Property, Construction, and Procurement Services	Surplus Property and Assets	% of key surplus real estate transactions successfully completed	This measure tracks the percent of surplus real estate transactions successfully completed by the Division of Capital Asset Management and Maintenance including both internal transfers among state agencies and dispositions to outside parties.	Data Not Currently Available	Data Not Currently Available	-	Data is not available until the end of FY14. This is a new measure tracking completion of key real estate transactions that will be identified at the beginning of each FY.
Central Administration and Operations	Revenue Management	Child Support Enforcement	Title IV-D Current Child Support Collections Performance Level	This measure tracks, for children in the Title IV-D caseload, the total current child support dollars collected divided by the total dollars owed for current child support. Title IV-D of the federal Social Security Act requires that the Commonwealth enforce collection of child support orders for children in needy families receiving aid from certain federal block grants administered by the Commonwealth.	69.20%	69%	Stable	QR-Sept'13 vs. QR-June'13
Central Administration and Operations	Revenue Management	Child Support Enforcement	Title IV-D Arrearage Child Support Collections Performance Level	This measure tracks, for children in the Title IV-D caseload, the total child support dollars paid toward arrears divided by the total dollars owed for support in arrears. Title IV-D of the federal Social Security Act requires that the Commonwealth enforce collection of child support orders for children in needy families receiving aid from certain federal block grants administered by the Commonwealth.	59.80%	56.40%	Improving	QR-Sept'13 vs. QR-June'13
Central Administration and Operations	Revenue Management	Child Support Enforcement	Title IV-D Child Support Collection Cost Effectiveness	This measure tracks the total child support dollars collected in the Title IV-D caseload divided by the total Title IV-D expenditures. Title IV-D of the federal Social Security Act requires that the Commonwealth establish paternity and obtain/enforce child support orders for children in needy families receiving aid from certain federal block grants administered by the Commonwealth.	\$6.58	\$3.74	Improving	QR-June'13 vs. QR-March'13. The nature of the data collection results in a lag of one quarter for reporting purposes.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Revenue Management	Child Support Enforcement	Title IV-D Child Support Order Establishment Percentage	This measure tracks, for children in the Title IV-D caseload, the number of children with child support orders divided by the total number of children. Title IV-D of the federal Social Security Act requires that the Commonwealth attempt to gain child support orders for children in needy families receiving aid from certain federal block grants administered by the Commonwealth.	84.7%	84.80%	Stable	QR-Sept'13 vs. QR-June'13
Central Administration and Operations	Revenue Management	Child Support Enforcement	Title IV-D Paternity Establishment Percentage	This measure tracks, for children in the Title IV-D caseload, the number of children with established paternity divided by the total number of children. Title IV-D of the federal Social Security Act requires that the Commonwealth attempt to establish the paternity of children in needy families receiving aid from certain federal block grants administered by the Commonwealth.	467	894	Stable	QR-Sept'13 vs. QR-June'13. The percentage cannot be calculated until the other data is received from the federal government - until then, the number of established paternity cases is listed.
Central Administration and Operations	Revenue Management	Tax Revenue Management	Dollar amount assessed per audit hour	This measure tracks the amount of tax revenue that tax auditors obtain through audit practices and helps to assess the effectiveness and efficiency of tax enforcement operations.	\$1,100	\$1,260	Worsening	FY13 vs. FY12. All cases over \$5 million dollars have been excluded as outliers. Though the average is decreasing, there are many variables that may affect the total and DOR will investigate how closely correlated this figure is to actual performance going forward
Central Administration and Operations	Revenue Management	Tax Revenue Management	Dollar amount of tax refund fraud prevented	This measure tracks the dollar value of fraud prevented by the Department of Revenue through the identification and rejection of fraudulent tax returns.	\$21M	\$19.9M	Improving	CY12 vs. CY11 (lag due to filing season). The projected target of \$25 million is for the 2014 filing season.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Central Administration and Operations	Revenue Management	Tax Revenue Management	Dollar amount collected per tax collector hour	This measure tracks the amount of tax revenue that tax collectors obtain per hour worked and helps to assess the effectiveness and efficiency of tax enforcement operations.	\$1,801	\$1,747	Improving	FY13 vs. FY12. DOR recently began collecting data for this metric; DOR will commence an inter-Division review of factors that go into determining this metric, assess its value and determine if other or supplementary metrics would be useful. Due to a revision in the manner in which the figure is calculated, the rate for the prior period was \$1,747 rather than the \$1,889 that was initially reported.
Civic Support and Public Engagement	Constituent Engagement and Representation	State Auditor Activities	% increase in the diversity of applicant pool for SAO open positions	This measure tracks the results of efforts to create a diverse and inclusive workforce in the State Auditor's Office.	Data Not Currently Available	Data Not Currently Available	-	Current period is FY13. Goal is to work towards reflecting the diversity of the Commonwealth.
Civic Support and Public Engagement	Equality, Diversity, and Anti-Discrimination Initiatives	Developmental Disabilities Advocacy	# of people active in systems advocacy	This measure tracks the number of people that have participated in training or other activities that are directed at improving the system of services and supports for people with developmental disabilities across nine areas of emphasis including: child care, community supports, education and early intervention, quality assurance, employment, health, housing, recreation and transportation.	Data Not Currently Available	Data Not Currently Available	-	N/A
Civic Support and Public Engagement	Equality, Diversity, and Anti-Discrimination Initiatives	Developmental Disabilities Advocacy	# of public policymakers educated about issues related to Council initiatives	This measure tracks the number of public policymakers (public or private elected, appointed or paid officials who have the authority to enact or influence changes in legislation policy funding or services) educated about issues related to the Massachusetts Developmental Disabilities Council.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Civic Support and Public Engagement	Equality, Diversity, and Anti-Discrimination Initiatives	Developmental Disabilities Advocacy	# of members of the general public estimated to have been reached by Council public education, awareness and media initiatives	This measure tracks the estimated number of members of the general public reached by the Massachusetts Developmental Disabilities Council through public education, awareness and media initiatives including the dissemination of newsletters or other educational documents, the broadcasting of radio or television programs or other public service announcements, newspaper articles, etc.	Data Not Currently Available	Data Not Currently Available	-	N/A
Civic Support and Public Engagement	Equality, Diversity, and Anti-Discrimination Initiatives	Independent Ombudsman for Vocational Rehabilitation Services	# of Client Assistance Program outreach sessions conducted	This measure tracks the number of outreach sessions conducted by the Massachusetts Office on Disability regarding the Client Assistance Program. Outreach sessions are conducted with various entities that work with Vocational Rehabilitation consumers with the goal of assisting/supporting clients to gain employment.	333	150	Improving	Federal FY13 vs. Federal FY12
Civic Support and Public Engagement	Equality, Diversity, and Anti-Discrimination Initiatives	Independent Ombudsman for Vocational Rehabilitation Services	# of information & referral services and advocacy performed to assist clients of the Commonwealth's vocational rehabilitation agencies	This measure tracks the number of referral services and advocacy performed by the Massachusetts Office on Disability to assist clients of the Commonwealth's Vocation Rehabilitation agencies through the federally-mandated Client Assistance Program. This program addresses concerns pertaining to the quality of Vocational Rehabilitation and Independent Living Programs which enable many people to find and maintain employment.	2,481	2,587	Stable	Federal FY12 vs. Federal FY11.
Civic Support and Public Engagement	Independent Audit and Compliance Services	Independent and Municipal Audit Services	# of audits that resulted significant policy changes being made	This measure tracks the increase in the number audits where audit recommendations result in policy changes at the agency or state level that result in more effectiveness and efficiency.	7	Data Not Currently Available	-	Current period is FY13. Comenced effort at end of FY12. Seven audits completed in FY13 realized significant policy changes
Civic Support and Public Engagement	Independent Audit and Compliance Services	Independent and Municipal Audit Services	% increase in the number of risk-based audits conducted	This measure tracks the increase in number of risk-based audits initiated using data analytics and other resources to assist the Auditor's Office in making a greater impact on operations of state government.	19	25	Improving	FY13 vs. FY12. FY11 was 12.
Civic Support and Public Engagement	Independent Audit and Compliance Services	Municipal Unfunded Mandate Compliance	# of Division of Local Mandates projects and initiatives where data is used to inform the work	This measure tracks the number of initiatives within the Division of Local Mandates that provide a swifter and more comprehensive response to local municipalities concerns with unfunded mandates	2	Data Not Currently Available	-	Current period is FY13. Commenced effort in FY13, with two projects completed during that time.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Civic Support and Public Engagement	Library Services	Library Services for Specific Populations	# of blind and disabled residents served	This measure tracks the total number of active borrowers of the Perkins School for the Blind Library and Worcester Library Talking Books Programs which provide access to library materials for the blind/visually impaired or those certified as unable to read normal print.	27,080	27,106	Stable	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Library Services for Specific Populations	# of items circulated through the Talking Book Program	This measure tracks the number of items circulated by the Perkins School for the Blind Library and the Worcester Library through the Talking Book Program which provide access to library materials for the blind/visually impaired or those certified as unable to read normal print	648,749	641,427	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Research Libraries	# of downloads from DSpace	This measure tracks the number of downloads from the State Library of Massachusetts' DSpace online repository which houses over 100,000 items and enables access to the State Library anytime, anywhere	903,396	821,745	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Research Libraries	# of items borrowed and loaned	This measure tracks the number of items requested from the State Library of Massachusetts or borrowed from other libraries on behalf of State Library patrons.	907	467	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Research Libraries	# of virtual library visitors	This measure tracks the number of virtual State Library of Massachusetts visitors who access the State Library through http://www.mass.gov/anf/research-and-tech/oversight-agencies/lib/ .	404,479	236,285	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Statewide Library Services	# of website hits on the Massachusetts Libraries page	This measure tracks the number of hits on http://libraries.state.ma.us .	675,729	No data	-	FY13
Civic Support and Public Engagement	Library Services	Statewide Library Services	% of small libraries in an automated resource sharing library network	This measure tracks the percent of libraries that serve municipalities of less than 10,000 in population that are members of an automated resource sharing library network	75%	72%	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Support for Libraries	# of available digitized items	This measure tracks the total number of digitized items available through the Library for the Commonwealth (the Boston Public Library)	35,825	23,103	Improving	FY13 vs. FY12
Civic Support and Public Engagement	Library Services	Support for Libraries	% of libraries participating in the statewide ebook system	This measure tracks the percent of Commonwealth libraries that subscribe to a platform that serves ebooks to their residents	Data Not Currently Available	Data Not Currently Available	-	N/A
Civic Support and Public Engagement	Municipal and Local Aid	Municipal Incentive Programs	# of communities participating in the Community Innovation Challenge Grants Program	This measure tracks the number of municipalities in the Commonwealth participating in the Community Innovation Challenge Grants Program, a competitive grant program designed to encourage innovations at the local level with focus on	162	141	Improving	FY13 vs. FY12. 197 municipalities total (92 communities participated in projects in both fiscal years).

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
				regionalization.				These numbers do not include municipalities that were part of the municipal performance management (38) and Commonwealth Connect App (54) projects that were chosen to participate after initial funding was provided to the original applicants.
Civic Support and Public Engagement	Public Record Management and Distribution	Archive Management	# of repaired items	This measure tracks the total number of fragile items that have been repaired and/or protected by the State Library of Massachusetts.	750	1000	Worsening	FY13 vs. FY12
Education	Comprehensive Supports for K-12 Students and Families	Education Services for Youth in Custody	Percent of inmates demonstrating improvement in English language arts and mathematics based on pre- and post-tests	This measure tracks the percent of inmates in state correctional facilities receiving federal Title I, Part D funds and enrolled in Title I-funded classes that demonstrate improvement in English language arts and/or mathematics based on pre- and post-assessment results.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Education Services for Youth in Custody	Number of inmates participating in Title I, Part D funded classes	This measure tracks the number of inmates in state correctional facilities that annually participate in Title I, Part D-funded classes. Title I provides federal financial support for educational programs for youth in State-operated institutions.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Education Services for Youth in Custody	Percentage of Special Education in Institutional Settings teachers licensed or granted a waiver	This measure tracks the percent of Special Education in Institutional Settings teachers licensed or on waiver through the Department of Elementary and Secondary Education.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Education Services for Youth in Custody	% of DYS youth passing the MCAS English Language Arts Test	This measure tracks the percent of DYS youth who attempt the English language arts section of the Massachusetts Comprehensive Assessment System (MCAS) who pass.	100%	100%	Stable	FY13 vs. FY12
Education	Comprehensive Supports for K-12 Students and Families	Education Services for Youth in Custody	% of DYS youth passing the MCAS Math Test	This measure tracks the percent of DYS youth who attempt the math section of the Massachusetts Comprehensive Assessment System (MCAS) who pass.	86%	69%	Improving	FY13 vs. FY12
Education	Comprehensive Supports for K-12 Students and Families	In-School Meals	Percent of students participating in the federal Summer Food Service Program	This measure tracks the percent of students participating in the federal Summer Food Service Program (SFSP).	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	In-School Meals	Percent of students participating in the federal National School Lunch Program	This measure tracks the percent of students who participate in the federal National School Lunch Program (NSLP).	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Comprehensive Supports for K-12 Students and Families	In-School Meals	Percent of eligible districts that apply for and receive School Breakfast Program funds	This measure tracks the percent of state mandated breakfast schools that submit monthly breakfast costs in order to receive state funds	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students who earn a secondary school diploma or its equivalent.	This measure tracks the percent of YouthBuild students who earn an Adult Diploma or high school equivalency certification.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students who enter post-secondary education, training or employment	This measure tracks the percent of YouthBuild students who enter employment, additional training or post-secondary education	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percentage improvement in academic and intermediary measures for 21st Century Community Learning Center (CCLC) students	This measure tracks the percentage improvement of a select sample of students served by 21st Century Community Learning Center (CCLC) grantees on various academic and intermediary measures, as demonstrated by a research-based pre to post survey.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students who enter the program with a criminal justice background who are returned to the justice system within one year off enrollment	This measure tracks the recidivism rate for YouthBuild students who enter program with a history in the criminal justice system.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Number of After School and Out of School Time programs that are awarded funds to enhance program quality	This measure tracks the number of Afterschool and Out-of-School Time (ASOST) programs awarded by Quality Enhancement in Out-of-School Time grants (category A) annually	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Number of students served by funded alternative education programs that are EWIS high risk	This measure tracks the participation of students who are identified as Early Warning Indicator System (EWIS) risk level in the funded Alternative Education programs	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students who earn a nationally recognized credential	This measure tracks the percent of YouthBuild students who earn at least one nationally recognized credential.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Number of students served by funded alternative education programs	This measure tracks the participation of students by grade level in the funded Alternative Education grant programs.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of Massachusetts students that drop out of high school	This measure tracks the percent of students in grades 9-12 that drop out, both at the school and district levels.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Number of alternative education program/school plans developed	This measure tracks the number of plans developed for establishing new or expanded alternative education programs.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students enrolled who complete the program	This measure tracks the percent of YouthBuild students who enter the program and follow it through to completion	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Number of students served during 21st CCLC program hours (during after-school, extended days, or summer)	This measure tracks the number of students served by 21st Century Community Learning Center (CCLC) grantees during program hours.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Comprehensive Supports for K-12 Students and Families	Youth Outreach Programs	Percent of YouthBuild students who increase one Educational Functional Level in Literacy and Numeracy	This measure tracks the percent of YouthBuild students who increase one Educational Functional Level in literacy and numeracy skills as measured by the Test of Adult Basic Education.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Access to Early Education and Child Care	Percent of children and adults participating in the federal Child Adult Care Food Program (CACFP)	This measure tracks the percent of children and adults participating in the federal Child Adult Care Food Program (CACFP)	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Access to Early Education and Child Care	Number of children on the Income Eligible waitlist	This measure tracks the number of children on the Income Eligible waitlist. The Income Eligible waitlist includes families that are eligible for and awaiting receipt of financial assistance in paying for child care	42,838	n/a	-	Current period is September 2013
Education	Early Education and Care Services and Supports	Access to Early Education and Child Care	Number of children with open DCF cases who are provided with child care	This measure tracks the number of the children with open Department of Children and Families cases, for whom the Commonwealth provides child care services	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Access to Early Education and Child Care	Number of TANF-eligible children provided with child care services	This measure tracks the number of the Temporary Assistance for Needy Families-eligible children for whom the Commonwealth provides child care services	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Percent of Healthy Families participants enrolled in school or GED programs	This measure tracks the percent of participants who, at enrollment, had not completed high school and are enrolled in school or job training at a subsequent report. School status information is updated every six months during a participant's tenure in the program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Percent of Healthy Families participants who have completed high school or GED programs and are enrolled in higher education, job training, or other training	This measure tracks the percent of participants who, at enrollment, have completed high school and are enrolled in higher education, job or other training at a subsequent report. School status information is updated every six months during a participant's tenure in the program	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of trainings opportunities offered by the Children's Trust Fund annually (July 1 -June 30).	This measure tracks the number of training opportunities offered by the Children's Trust Fund annually. Trainings for both professionals and families are included.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Percent of families and professionals who report feeling satisfied with Children's Trust Fund trainings	This measure tracks survey results to determine how satisfied participants are with the quality, quantity and variety of trainings offered by the Children's Trust Fund	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of Healthy Families participants' children who are fully immunized by two years of age	This measure tracks the number of participant who have received all required immunizations, set by the Department of Public Health schedule, for participating in early childhood programs. Only children who are 2 years old or older are included, as the schedule allows for catch-up immunizations up to age 2.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of training surveys emailed to training attendees annually	This measure tracks the distribution of the annual training survey. The survey is delivered to Children's Trust Fund training attendees to determine the level of satisfaction, desired training topics and skill application.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of professionals who attended trainings offered by the Children's Trust Fund annually (July 1 - June 30)	This measure tracks the number of professionals who attend trainings offered by the Children's Trust Fund annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of new vouchers processed by Child Care Resource and Referral Agencies from the Income Eligible waitlist	This measure tracks how successfully Income Eligible vouchers are processed when removed from the waitlist.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of Coordinated Family and Community Engagement grantees who complete the Strengthening Families Self-Assessment and create an action plan	This measure tracks the competency level of Coordinated Family and Community Engagement grantees in their capacity to support families and their efforts for quality improvement.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Percent of Healthy Families participants have no subsequent births during their involvement in the program	This measure tracks the percent of participants who have not given birth again, at any time, while enrolled in the program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of vouchers Child Care Resource and Referral Agencies fill once eligible slots are vacated	This measure tracks how successfully Child Care Resource and Referral Agencies can backfill vacated Income Eligible voucher slots.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Percent of eligible parents referred to the Healthy Families program who accept services	This measure tracks the percent of parents who are eligible for the Healthy Families program, and who are successfully contacted by the program, who accept the offer of services and enroll.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of statewide literacy conferences	This measure tracks the annual number of statewide literacy conferences and reflects how Reach Out and Read literacy tools and knowledge are leveraged to support other parts of the Early Education and Care system.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Early Education and Care Services and Supports	Comprehensive Supports for Students and Families	Number of referrals staff at parenting groups make to other resource providers	This measure tracks the number of referrals staff at parenting groups make to other resource providers and facilitate a "warm handoff" where clients are handed directly from one resource provider to another.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Targeted Early Education and Child Care Quality Enhancements	Number of families receiving comprehensive services that support the developmental needs of Universal Pre-Kindergarten children	This measure tracks the number of children receiving comprehensive services to improve school readiness for pre-kindergarten children.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Targeted Early Education and Child Care Quality Enhancements	Number of degrees (associates, bachelors, and masters) attained by staff in the child care delivery system across the Commonwealth	This measure tracks the number of degrees, including associates, bachelors and masters, attained by childcare professionals in Massachusetts annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Targeted Early Education and Child Care Quality Enhancements	Number of schools participating in Quality Rating Improvement System (QRIS) that receive Inclusive Preschool Learning Environments funding.	This measure track the number of schools participating in the Quality Rating Improvement System, which is a measurement of program quality in inclusive preschool settings.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Targeted Early Education and Child Care Quality Enhancements	Number of Head Start and Early Head Start Center Based and Family Child Care Programs that meet 100% participation requirement in Quality Rating Improvement System by the end of FY14.	This measure tracks the number of Head Start and Early Head Start Center Based and Family Child Care Programs that meet 100% participation requirement in Quality Rating Improvement System. The measure shows changes in the quality of Head Start and Early Head Start programs and aligns these programs with quality standards throughout the Commonwealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Early Education and Care Services and Supports	Targeted Early Education and Child Care Quality Enhancements	Percent of available preschool grants that are awarded annually	This measure tracks the allocation of federally funded preschool grants.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Education General Operations	Education IT	Percent of required data files that are submitted to the U.S. Department of Education in a timely and accurate fashion	This measure tracks the percent of required data files that are submitted to the U.S. Department of Education in a timely and accurate fashion and reflects the ability of the Education Data Services unit to meet federal reporting requirements.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Education General Operations	Education IT	Percent of districts that are able to successfully, in a timely and accurate fashion, certify the data collection required to by the Department of Elementary and Secondary Education	This measure tracks the percent of districts that are able to successfully, in a timely and accurate fashion, certify the data collection required to by the Department of Elementary and Secondary Education and reflects the support that is provided by the Education Data Services unit to school districts in completing their required reporting.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Education General Operations	Education Procurement	Number of "underperforming schools" exiting status each year	This measure tracks the number of schools that exit "underperforming" status annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Education General Operations	Education Procurement	Number of districts with underperforming schools receiving grant funds or contracted services to build capacity to address low student performance	This measure tracks the number of districts with underperforming schools receiving grant funds or contracted services to build capacity to address low student performance. Funds are used to support contracts with experts and grants to districts to implement strategic interventions to rapidly improve instruction, leadership, and data use.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Education General Operations	Education Procurement	Percent of students who earn a score of at least 220 on the high school English Language Arts, Math, and Science and Technology/Engineering MCAS	This measure tracks the percent of eligible students served by academic support grantees that score at least 220 (above the Failing level) on the high school English Language Arts, Math, and Science and Technology/Engineering MCAS after participation (through the subsequent November retest).	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Education General Operations	Education Procurement	Number of districts reporting regional support as satisfactory in independent evaluation surveys	This measure tracks the number of districts that report their regional support as "satisfactory" in independent evaluation surveys.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	District, School, and Student Assessments and Review	Number of national and international assessment programs (NAEP, TIMSS, etc.) that Massachusetts participates in annually	This measure tracks the rate of participation in national and international assessment programs such as the National Assessment of Educational Progress (NAEP) or Trends in International Mathematics and Science Study (TIMSS) annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	District, School, and Student Assessments and Review	Number of MCAS assessments successfully administered to MA students.	This measure tracks the successful development, administration, scoring and reporting of results from the Massachusetts Comprehensive Assessment System in grades 3 through high school in English language arts, mathematics, and science and technology/engineering.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of expedite requests for educator certificates received from school districts	This measure tracks the number of expedited requests for educator certificates that are received from school districts annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of teacher certification waivers issued	This measure tracks the number of teacher certification waivers issued annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for curriculum frameworks professional development	This measure tracks the percent of Massachusetts school districts that use federal funds for curriculum frameworks professional development.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of teacher certification applications that obtain a license	This measure tracks the number of teacher certification applications that successfully obtain licenses annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for class size reduction	This measure tracks the percent of Massachusetts school districts that use federal funds to reduce class sizes.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for induction/mentoring	This measure tracks the percent of Massachusetts school districts that use federal funds for induction/mentoring.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of teacher certifications, renewals and waivers issued	This measure tracks the number teachers certifications, renewals and waivers issued annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	The average processing time for teacher certification applications	This measure tracks the average processing time for a teacher certification application annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of new teacher certification applications processed	This measure tracks the number of new teacher certification applications processed annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for program administration	This measure tracks the percent of Massachusetts school districts that use federal funds for program administration purposes.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of educator licenses and waivers issued	This measure tracks the number of educator licenses and waivers issued annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for educator evaluation and curriculum frameworks professional development	This measure tracks the percent of Massachusetts school districts that use federal funds for educator evaluation and curriculum frameworks professional development.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Number of visitors to the helpdesk at the Licensure Department	This measure tracks the number of visitors to the Licensure Department helpdesk annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Educator Certification and Educator Quality Assurance	Percent of districts using federal funds for professional development	This measure tracks the percent of Massachusetts school districts that use federal funds for professional development.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Science Technology Engineering and Math Initiatives	Number of teachers trained in Advanced Placement math and science	This measure tracks the number of teachers in Massachusetts who are adequately trained to teach and offer advanced placement math and science courses.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Educational Quality, Enrichment, and Performance Evaluation	Science Technology Engineering and Math Initiatives	Number of teachers with math and science content and pedagogical knowledge and skill	This measure tracks the number of teachers who gain standards-based content knowledge and related pedagogy.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Community Colleges	The percentage of Community College funding allocated on the basis of performance	This measure tracks how much of overall Community Colleges funding is allocated to colleges through the performance-based formula.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Higher Education	Community Colleges	Percent of students who transfer from community colleges and complete degrees at state universities and UMass campuses	This indicator tracks graduations of new-transfer degree-seeking students enrolling at a state university or University of Massachusetts campus who previously attended a Massachusetts community college.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Community Colleges	Overall six-year success rate for the community colleges	The Community College Student Success rate combines the following outcomes: Degree and Certificate completion in the community college system without transfer to a four-year institution, degree and Certificate completion in the community college system prior to transfer to a four-year institution, transfer to a four year institution without degree or certificate completion, and persistence in the community college system after six years with at least 30 credits earned.	45%	n/a	-	Current period is 2009 data
Education	Higher Education	Higher Education Performance Management	Student completion rate for degree and certificate programs at higher education institutions	This measure tracks the cohort of degree-seeking first-time freshmen (not transfer) students entering and graduating in one six year period.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Higher Education Scholarship and Financial Aid	10% decrease in operating costs at campuses as a result of the statewide in the PACE program	This measure tracks the amount of savings generated by the Partnership to Advance Collaboration and Efficiency (PACE), which is a collaboration of both state universities and community colleges to reduce operating costs through consortium purchase of gas, electricity, banking services and other operating needs. To date, these savings are estimated at \$750k.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Higher Education Scholarship and Financial Aid	Student completion rate for degree and certificate programs at higher education institutions	This measure tracks the completion rate as part of setting the Performance Management Set Aside incentive program for the University of Massachusetts, the state universities and the community colleges.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Higher Education Scholarship and Financial Aid	The number of students who receive financial aid under MASSGrant	This measure tracks the impact of increased funding in FY14 in the state scholarship line item.	Data Not Currently Available	Data Not Currently Available	-	The goal is for 2,400 to 2,700 students to received this aid in FY14.
Education	Higher Education	Higher Education Scholarship and Financial Aid	The number of students completing Federal Application for Student Financial Aid instruction annually	This measure tracks the number of students who receive FASFA instruction from the College Access Challenge Grant program. The program increases their ability to receive financial aid.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Higher Education	Higher Education Workforce Development and Targeted Training Programs	The percentage of college-going MA public school graduates enrolling in Science, Technology, Engineering and Math (STEM) college majors	This measure tracks the alignment of public degree programs with high needs fields, such as: science, technology, engineering, mathematics, business and finance. These areas show a high level of growth and future vacancies.	Data Not Currently Available	Data Not Currently Available	-	The goal is to raise the percentage among college-going MA public school graduates to 48% by 2016 (from 38.4% in 2009).

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Higher Education	Higher Education Workforce Development and Targeted Training Programs	The percentage of residents aged 25-34 holding a college degree	This measure tracks the number of MA residents holding college degrees as an indicator of workforce preparedness.	Data Not Currently Available	Data Not Currently Available	-	The goal is 6% by 2020.
Education	Higher Education	Higher Education Workforce Development and Targeted Training Programs	The percentage of nurses of MA nurses who holding a bachelor's degree	This measure tracks the progress of the Nursing and Allied Health Initiative, which is a partnership charged with increasing the number of MA nurses who hold a bachelor's degrees.	Data Not Currently Available	Data Not Currently Available	-	The goal is 11% to 66% of all nurses by 2020. This initiative addresses the Commonwealth's need for more skilled healthcare workers.
Education	Higher Education	State Universities	Overall six-year graduation rate for state universities	This measure tracks the graduation rate for state universities for students graduating within six years of entry. The count includes first-time freshmen only, not transfer students.	51%	n/a	-	Current period is 2011 data
Education	Higher Education	University of Massachusetts	Overall six-year graduation rate for state universities	This measure tracks the graduation rate for state universities for students graduating within six years of entry. The count includes first-time freshmen only, not transfer students.	51%	Data Not Currently Available	-	Current period is 2011 data
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Percent of charter school entitlements reimbursed	This measure tracks the percent of entitlements that are reimbursed.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Number of districts receiving tuition reimbursement	This measure tracks the number of school districts receiving tuition reimbursements for resident pupils who attend Charter Schools.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Number of youth served by Mentoring Matching Grants	This measure tracks the number of youth engaged in mentoring relationships that are supported through Mentoring Matching Grants.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Number of afterschool educators participating in networking, training, and technical assistance	This measure tracks the number of educators participating in networking, training, and technical assistance sessions provided through Quality Enhancement in Out-of-School Time grants (category B).	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Percent of charter school facilities where there is full state funding of charter capital component	This measure tracks the percent of charter school facilities where there is full state funding of charter capital component.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Charter School Supports and Reimbursements	Percent of youth in funded programs with reported increased academic outcomes	This measure tracks the percent of youth in funded programs with reported increased academic outcomes. Outcomes tracked include, but are not limited to: improved attitudes about school, increased attendance, improved grades, etc.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of cities, towns and districts receiving foundation reserve one time assistance grants	This measure tracks the number of municipalities that receive grants intended to assist with unexpected costs imposed through various aspects of the Chapter 70 formula.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of cities and towns below their local contribution targets	This measure tracks the number of municipalities that deviate from their local contribution targets.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of schools receiving Title I funds that meet cumulative Progress and Performance Index (PPI) targets for all student groups	This measure tracks the number of schools that meet cumulative Progress and Performance Index (PPI) targets for all student groups.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of districts with net school spending requirement equal to foundation budget	This measure tracks how many districts receive additional Chapter 70 aid in order to maintain an adequate spending level.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Percent of districts that are NAEYC accredited or currently pursuing NAEYC accreditation or approved alternative	This measure tracks the percent and number of FC 701 grantee funded districts that are currently NAEYC (National Association for the Education of Young Children) accredited or are currently pursuing NAEYC or an approved alternative accreditation during the current fiscal year.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of cities and towns above their local contribution targets	This measure tracks the number of municipalities that deviate from their local contribution targets.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Percent of full-day Kindergarten classrooms with full or part-time instructional aides	This measure tracks the percent of full-day kindergarten classrooms within FC 701 grantee funded districts that have full or part-time instructional aides.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of districts awarded funds to enhance quality of full-day Kindergarten	This measure tracks the number of districts awarded state funds (FC 701) to enhance the quality of full-day kindergarten as a result of the Quality Full-Day Kindergarten grants	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Percent of full-day Kindergarten classrooms with 1:10 to 1:12 adult to child ratios	This measure tracks the percent of full-day kindergarten classrooms within FC 701 grantee funded districts that have 1:10 to 1:12 adult to child ratios.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of schools receiving Title I School Improvement Grants that exit Level 4/underperforming status within 3 years	This measure tracks the number of Level 4/underperforming schools receiving federal school turnaround grants that demonstrate sufficient improvement to exit Level 4/underperforming school status over a three year period.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of classrooms that transition from part-day to full-day kindergarten annually	This measure tracks the number of classrooms that transition from part-time to a full-day kindergarten as a result of Transition to Full-Day Kindergarten grants (FC 702)	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	K-12 Supports and Reimbursements	K-12 Grants to School Districts	Number of students receiving Title I-funded targeted assistance services that demonstrate improvement in English language arts and/or mathematics	This measure tracks number of students receiving Title I-funded targeted assistance services who improve annually on MCAS English language arts and/or mathematics tests.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 School Transportation	Number of districts with expenses for transporting homeless students	This measure tracks the number of districts that incur expenses for the transportation of homeless students.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 School Transportation	Number of regional districts with expenses for transporting students	This measure tracks the number of regional school districts that incur costs for transporting students.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 School Transportation	Number of cities/towns/regional school districts who transport students to a district other than the city/town's home district	This measure tracks the number of cities/towns/regional districts with expenses for transportation of vocational students to a district other than the city/town's home district.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Special Education Supports and Reimbursements	Number of districts with high cost special education students	This measure tracks the number of districts reimbursed for high cost special ed. students in accordance w/MGL C71§ 5A.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	K-12 Special Education Supports and Reimbursements	Number of special education grants made	This measure tracks the number of special education grants made annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Special Payments to School Districts	Number of pupils enrolled in Metco programs in the suburbs surrounding Boston and Springfield	This measure tracks the total number of students who are enrolled in Metco programs in the suburban areas outside of Boston and Springfield. Grants are intended to support costs of transporting Metco pupils and to provide programs that augment their educational and cultural experiences in the districts. Metco is a voluntary program intended to expand educational opportunities, increase diversity, and reduce racial isolation by permitting students in certain cities to attend public schools in other communities that have agreed to participate.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Special Payments to School Districts	Number of children in families employed by the federal government on military reservations located within the town's limits	This measure tracks the number of children in families employed by the federal government on military reservations located within the town's limits.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Special Payments to School Districts	Percent of homeless youth who are enrolled in and attend school	This measure tracks the number and percent of homeless youth who are enrolled in and attend school.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	K-12 Supports and Reimbursements	Special Payments to School Districts	Number of students in newly formed regional school districts	This measure tracks the number of students in newly formed regional school districts.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	School and District Turnaround/ Achievement Gap Reduction	District, School, and Student Interventions	Number of new and conversion "innovation schools" and "innovation academies"	This measure tracks the creation of in-district innovation schools that operate with increased autonomy and flexibilities with the goal of establishing the school conditions that lead to improved teaching and learning.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	District, School, and Student Interventions	Number of technical assistance engagements provided to innovation school operators and applicant groups by engagement type	This measure tracks the amount of internal and external technical assistance provided to support the development and operation of innovation schools and academies, including supporting innovation school networks.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	District, School, and Student Interventions	Number of students served in Academic Support programs	This measure tracks the number of students served by Academic Support grantees.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	English Language Learners Initiatives	Number of teachers who receive Sheltered English Instruction (SEI) training annually	This measure tracks the number of teachers who receive Sheltered English Instruction (SEI) under new RETELL regulations (Rethinking Equity and Teaching for English Language Learners). Regulations require all core academic teachers of ELLs and the principals/directors and supervisors/directors who supervise or evaluate them must earn an SEI Endorsement in order to renew, extend or	1,900	n/a	-	FY13 data
Education	School and District Turnaround/ Achievement Gap Reduction	English Language Learners Initiatives	Number of students served through the Migrant Student program	This measure tracks the number of students who are served through the Migrant Education program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	English Language Learners Initiatives	Number of school administrators who receive Sheltered English Instruction (SEI) training annually	This measure tracks the number of school administrators who receive Sheltered English Instruction (SEI) under new RETELL regulations (Rethinking Equity and Teaching for English Language Learners). Regulations require all core academic teachers of ELLs and the principals/directors and supervisors/directors who supervise or evaluate them must earn an SEI Endorsement in order to renew, extend or advance their licenses.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	English Language Learners Initiatives	Number of trainings and re-trainings conducted by the Office of English Language Acquisition and Academic Achievement (OELAAA) for SEI teacher and administrator course trainers annually	This measure tracks the number of trainings and re-trainings conducted by the Office of English Language Acquisition and Academic Achievement (OELAAA) for SEI teacher and administrator course trainers annually.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	School and District Turnaround/ Achievement Gap Reduction	English Language Learners Initiatives	The total number of educators who earn SEI Endorsements	This measure tracks the number of Sheltered English Instruction (SEI) endorsements. The SEI Endorsement is recorded in the Department of Elementary and Secondary Education's Educator Licensure and Recruitment (ELAR) system, as part of an educator's licensure record.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	Learning Time Extensions	Percent change in MCAS scores within in Expanded Learning Time schools	This measure tracks the percent change in MCAS scores within Expanded Learning Time schools. MCAS results are the means by which progress is tracked in terms of successful ELT implementation. Scores that inform funding decisions relate to, but are not limited to ELA, mathematics, science, school percentiles, PPI, and growth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	Learning Time Extensions	Number of ELT site visits that evidence quality implementation	This measure tracks the number of Extended Learning Time site visits that evidence quality implementation. Following a protocol to determine the effectiveness of ELT, site visits serve to provide additional data in observational form in order to help inform funding decisions.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	Learning Time Extensions	Percent of schools that successfully develop and submit a signed performance agreement in which three year academic, professional development and enrichment goals are outlined and successfully met	This measure tracks the percent of schools that successfully develop and submit a signed performance agreement in which three year academic, professional development and enrichment goals are outlined and successfully met.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	Literacy Initiatives	Percent of participating schools with a cumulative English Language Arts PPI (Progress Performance Index) subscore meeting or exceeding target (75%)	This measure tracks the percent of participating schools with a cumulative English Language Arts PPI (Progress Performance Index) subscore meeting or exceeding target (75%). The Department will work with the Bay State Reading Institute, a partner organization, to document their outcomes using PPI (Progress Performance Index).	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	School and District Turnaround/ Achievement Gap Reduction	Literacy Initiatives	Percent of participating schools with a cumulative ELA PPI subscore meeting or exceeding target (75%)	This measure tracks the percent of participating schools with a cumulative English Language Arts PPI (Progress Performance Index) subscore meeting or exceeding target (75%).	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	School and District Turnaround/ Achievement Gap Reduction	Literacy Initiatives	Percent of participating schools with a cumulative ELA PPI subscore meeting or exceeding target (75%)	This measure tracks the percent of participating schools with a cumulative English Language Arts PPI (Progress Performance Index) subscore meeting or exceeding target (75%). The Department will work with grantees of the Early Literacy Intervention Program and Lesley University, a partner organization, to document outcomes.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Adult Education	Percent of adult learners in funded programs whose literacy and/or language skills are improved	This measure tracks the percent of adult learners in funded programs whose literacy and/or language skills are improved as measured by a standardized test	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Adult Education	Percent of adult learners in funded programs who earn a secondary school diploma or its equivalent	This measure tracks the percent of adult learners in funded programs who earn an Adult Diploma or high school equivalency certificate.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Adult Education	Percent of adult learners in funded programs who enter post-secondary education, training, employment or who experience career advancement	This measure tracks the percent of adult learners in funded programs who enter post-secondary education, training, employment or who experience career advancement.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Percent of CVTE students who complete their secondary school education	This measure tracks the percent of Career Vocational Technical Education students who complete their secondary school education.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Number of students placed in internships that use the MA Work-Based Learning Plan	This measure tracks the number of students placed in internships that use the MA Work-Based Learning Plan. The MA Work-Based Learning Plan is a diagnostic, goal-setting and performance-based assessment tool designed to structure all internships	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Number of employers sponsoring career awareness/exploration activities throughout the Commonwealth	This measure tracks the number of employers that sponsor career awareness/exploration activities for students such as career fairs, job shadowing, career related workshops, etc. throughout the Commonwealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Percent of CVTE students who score "proficient" or "advanced" on the mathematics state assessments	This measure tracks the percent of Career Vocational Technical Education students who score "proficient" or "advanced" on the mathematics state assessments.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Number of employers sponsoring internships and other career immersion activities throughout the Commonwealth	This measure tracks the number of employers that sponsor (paid and unpaid) internships for students throughout the Commonwealth.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Amount of private sector employer wages paid to students placed in paid internships throughout the Commonwealth	This measure tracks the total amount of wages that employers contribute when students are placed in paid internships throughout the Commonwealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Percent of Career Vocational Technical Education students who score "proficient" or "advanced" on the reading/language arts state assessments	This measure tracks the percent of Career Vocational Technical Education students who score "proficient" or "advanced" on the reading/language arts state assessments.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Number of students placed in internships and other career immersion activities throughout the Commonwealth	This measure tracks the number of high school students who are placed in brokered (paid and unpaid) internships and other career immersion activities throughout the Commonwealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Career and College Readiness	Number of students participating in career awareness/exploration activities throughout the Commonwealth	This measure tracks the number of students participating in career awareness/exploration activities such as career fairs, job shadowing, career related classes/workshops, etc. throughout the Commonwealth	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Personal Finance Education	Number of high school financial literacy courses offered in Massachusetts	This measure tracks the number of financial literacy courses offered in Massachusetts high schools.	Data Not Currently Available	Data Not Currently Available	-	N/A
Education	Workforce Education and Lifelong Learning	Teen Education and Job Skills Development	% of teen parents obtaining GED or high school diploma	This measure tracks the percentage of teen parents who have graduated from high school or obtained a General Equivalency Diploma relative to the total number of school / education enrolled teen parents receiving Transitional Aid to Families with Dependent Children (TAFDC) benefits.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Agricultural and Natural Resource Management	Animal Health Monitoring	# of rescue dogs transported into Massachusetts for adoption that are euthanized due to illness	This measure tracks the number of dogs transported into MA for adoption that ultimately are euthanized since they have contracted a serious communicable disease	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Agricultural and Natural Resource Management	Animal Health Monitoring	# of Animal Health inspections conducted in Massachusetts	This measure tracks the number of inspections conducted by staff from the Division of Animal Health and the municipal animal inspectors appointed across the Commonwealth	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Agricultural and Natural Resource Management	Animal Health Monitoring	# of suspected or positive cases of reportable animal diseases by the Department of Agricultural Resources	This measure tracks the number of suspected or positive cases reported by veterinary practitioners of foreign animal diseases which are not currently affecting the state, diseases which have serious public health consequences, or diseases that Department of Agricultural Resources has either previously eradicated from MA or are very close to eradicating.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	% of farmers' markets participating in the Supplemental Nutrition Assistance Program (SNAP)	This measure tracks the percent of farmers' markets in Massachusetts that accept Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) benefits for payment.	50%	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of employees at farm and agriculture-related businesses in Massachusetts	This measure tracks the number of employees at farm and agriculture-related businesses in Massachusetts.	18,582	n/a	-	2007 Report; awaiting publication of 2012 report.
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of organizations designated as Commonwealth Quality Program participants	This measure tracks the number of organizations that have been designated under the Commonwealth Quality Program, a brand designed by the MA Dept. of Agricultural Resources to identify locally sourced products that are grown, harvested, and processed in MA using practices that are safe, sustainable, and don't harm the environment.	88	75	Improving	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of acres of protected via Agriculture Preservation Restrictions (APR)	This measure tracks the number of acres protected via this voluntary program which is intended to offer a non-development alternative to farmland owners of "prime" and "state important" agricultural land who are faced with a decision regarding future use and disposition of their farms. Towards this end, the program offers to pay farmland owners the difference between the "fair market value" and the "agricultural value" of their farms in exchange for a permanent deed restriction which precludes any use of the property that will have a negative impact on its agricultural viability.	1,696	1,684	Stable	FY13 vs. FY12 EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to complete.
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farm and agriculture-related businesses in Massachusetts	This measure tracks the number of farm and agriculture-related businesses in Massachusetts.	7,700	n/a	-	2007 Report; awaiting publication of 2012 report.
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of acres of Prime Agricultural Soils protected	This measure tracks the number of acres protected of prime farmland that is best suited to farming.	8,822	9,003	Stable	FY13 vs. FY12 EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to complete.
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farmers' markets across the Commonwealth	This measure tracks the number of farmers' markets across the Commonwealth, defined as a group of farmers who have come together collectively to market their products directly to the consumer.	250	n/a	-	FY13

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farms participating in the Agricultural Preservation Restriction (APR) Improvement Program (AIP)	This measure tracks the number of APR farms that are investing in their protected land to ensure their continued viability.	12	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	Total revenue of farm and agriculture-related businesses in Massachusetts (\$millions)	This measure tracks the revenue of farm and agriculture-related businesses in Massachusetts.	\$4,086	n/a	-	2007 Report; awaiting publication of 2012 report.
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of sites with Mobile Poultry Processing Units	This measure tracks the number of farms that are processing poultry on-site. Mobile Poultry Processing Units are a processing option that lets small-scale producers (those raising and processing more than 1,000 but fewer than 20,000 chickens or 5,000 turkeys each year) process poultry on their own farms, and market their products in Massachusetts.	11	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farms participating in the Farm Viability Enhancement Program (FVEP)	This measure tracks the number of farms that are proactively engaged in business planning to ensure their continued economic viability.	15	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farms participating in the Agricultural Energy Grant Program	This measure tracks the number of farms that are implementing energy efficiency measures and renewable energy systems on their farms.	27	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of urban communities establishing guidelines and/or regulations encouraging the development of commercial agricultural enterprises	This measure tracks the number of urban communities in Massachusetts encouraging the development and growth of businesses focused on making locally grown agriculture products available.	14	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farms participating in the Agricultural Environmental Enhancement Program (AEFP)	This measure tracks the number of farms implementing conservation measures to prevent impacts on environmental resources.	35	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of farms participating in the Matching Enterprise Grants for Agriculture Program (MEGA)	This measure tracks the number of new and beginning farmers that are seeking assistance to grow their operations to the next level.	12	n/a	-	FY13
Energy and Environment	Agricultural and Natural Resource Management	Farming and Agricultural Development	# of schools participating in the Farm to School Project	This measure tracks the number of schools that are participating in this program to bring locally-grown, farm-fresh food to schools.	320	n/a	-	FY13: 231 public schools, 89 colleges and independent K-12 schools, 114 farms.
Energy and Environment	Agricultural and Natural Resource Management	Forestry Management	# of forestry-related businesses	This measure tracks the number of forestry-related businesses in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Agricultural and Natural Resource Management	Forestry Management	# of woodland owners enrolled in the Forest Stewardship Program	This measure tracks the number of woodland owners in Massachusetts who have enrolled in the Forest Stewardship Program. The program engages a licensed consulting forester to develop a 10-year forest management plan based on the owner's goals. This Forest Stewardship Plan helps owners understand the potential of their woodlands, and documents management options and practices designed to maintain the land in a productive and healthy condition for the next generation.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Agricultural and Natural Resource Management	Forestry Management	# of employees at forestry-related businesses	This measure tracks the number of employees at forestry-related businesses in Massachusetts.	4,015	n/a	-	CY10
Energy and Environment	Agricultural and Natural Resource Management	Forestry Management	Total revenue for forestry-related businesses (\$millions)	This measure tracks the revenue of Massachusetts' forestry-related businesses	\$1,588.8	n/a	-	CY10
Energy and Environment	Agricultural and Natural Resource Management	Natural Resource Conservation	# of acres of Prime Forest Soils protected	This measure tracks the number of acres of protected lands actively managed for forest products.	22,970	27,071	Worsening	FY13 vs. FY12. EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to
Energy and Environment	Agricultural and Natural Resource Management	Natural Resource Conservation	# of acres of protected lands	This measure tracks the total acres of protected lands in the Commonwealth.	29,752	34,588	Worsening	FY13 vs. FY12. EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to
Energy and Environment	Energy Policy and Sustainability	Energy Conservation and Efficiency	# of non-"Green Communities" accessing clean energy financial assistance programs	This measure tracks the number of Massachusetts communities that are accessing new programs to enable greater access to clean energy (but are not currently Green Communities)	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy Policy and Sustainability	Energy Conservation and Efficiency	# of Green Communities in Massachusetts	This measure tracks the number of Massachusetts communities that have met the five criteria for designation as a Green Communities	110	103	Improving	FY13 vs. FY 12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Energy Policy and Sustainability	Energy Conservation and Efficiency	Massachusetts American Council for an Energy-Efficient Economy (ACEEE) ranking	This measure tracks the annual ranking of US states by the American Council for an Energy-Efficient Economy (ACEEE) for energy efficiency policies and programs.	1	1	Stable	FY13 vs. FY 12. Massachusetts ranks #1 in the country.
Energy and Environment	Energy Policy and Sustainability	Energy Markets	National ranking of retail cost of energy	This measure tracks Massachusetts' national ranking based on the retail cost of energy.	43	43	Stable	FY13 vs. FY 12. Massachusetts ranks #43 in the country (where #1 is the lowest cost state).
Energy and Environment	Energy Policy and Sustainability	Energy Policy Development	# of employees who support the clean energy portion of their business	This measure tracks the number of full-time and part-time permanent employees who support the clean energy portion of their business, including administrative staff and excluding interns and other temporary workers.	79,994	71,523	Improving	FY13 vs. FY12
Energy and Environment	Energy Policy and Sustainability	Energy Policy Development	# of businesses defined as "clean energy firms"	This measure tracks the number of "clean energy firms," defined as companies directly involved with researching, developing, producing, manufacturing, distributing, or implementing components, goods, or services related to: renewable energy, energy efficiency or conservation, smart grid, energy storage, carbon management, and electric or hybrid vehicles.	5,577	4,995	Improving	FY13 vs. FY12
Energy and Environment	Energy Policy and Sustainability	Energy Resource Assessment	# of megawatts of energy contained in long-term contracts with renewable sources	This measure tracks the number of megawatts of energy contained in contracts between the Commonwealth's electric distribution companies (Distribution Companies) and developers of renewable energy projects to execute long-term power purchase agreements (PPAs) for energy and/or renewable energy certificates (RECs) in order to facilitate the development, financing, and construction of these projects, subject to the approval of the PPAs by the Department of Public Utilities (Department or DPU).	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy Policy and Sustainability	Facilities Remediation for Reduced Energy Consumption	% reduction state facility energy consumption	This measure tracks the annual percent reduction in overall energy consumption of state-owned or leased facilities (where the state pays directly for energy).	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Energy Policy and Sustainability	Facilities Remediation for Reduced Energy Consumption	Accelerated Energy Program: % of sites underway compared to goal	This measures the number of sites active under AEP planning, construction/installation activities compared to the goals established at the start of AEP (as revised in June 2013). Projects underway include those that are in study, audit, procurement, or construction.	92.0%	--	--	Current period is CY13. AEP is tracked on a calendar year basis. We are achieving 92% of our goal to get projects underway, which includes 317 projects as of 12/31/13 that are in study, audit, procurement, or construction.
Energy and Environment	Energy Policy and Sustainability	Facilities Remediation for Reduced Energy Consumption	Accelerated Energy Program: % of sites completed compared to goal	This measures the number of sites where construction/installation work has been substantially completed, compared to goals established at the start of AEP (as revised in June 2013). This figure also counts sites determined to be no longer applicable to the AEP program based on further study.	48.0%	--	--	Current period is CY13. Nearly 60% of the planned AEP projects (over 400) are either completed or underway at end of CY13. The projects completed are below benchmarks for this point in time. Delays in completion are driven mainly by smaller utility vendor projects. DCAMM is working with utilities to speed their process; expanding its pool of subcontractors; and assigning future work to the highest performing vendors.
Energy and Environment	Energy Policy and Sustainability	Facilities Remediation for Reduced Energy Consumption	% of total electricity consumption in state-owned or leased buildings that comes from renewable sources	This measure tracks the percent of the total electricity consumption from renewable sources in state-owned or leased buildings (where the state pays directly for energy). Clean, renewable energy resources, such as wind, solar PV, solar thermal, biomass, landfill gas, and anaerobic digestion, can be acquired through the installation of on-site distributed generation, the purchase of renewable power from energy suppliers, and/or the use of Renewable Energy Certificates (RECs) in compliance with the REC guidance established by the Executive Office of Energy and Environmental Affairs.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Energy Policy and Sustainability	Renewable Energy	# of megawatts of solar/wind power sited and in use	This measure tracks the total megawatts generated by solar and wind sites currently in use in Massachusetts. Includes sites qualified through the Renewable Energy Portfolio Standard (RPS) and Alternative Energy Portfolio Standard (APS).	1,868	1,450	Improving	FY13 vs. FY12
Energy and Environment	Energy Policy and Sustainability	Renewable Energy	# of megawatts of renewable or alternative energy installed	This measure tracks the number of megawatts of renewable or alternative energy installed in Massachusetts.	350	205	Improving	FY13 vs. FY12
Energy and Environment	Energy and Environmental Infrastructure	Dams, Seawalls, and Water Resource Management	% of high and significant hazard potential dams whose condition are determined to be poor, unsafe, or emergency	This measure tracks the condition of dams where failure or mis-operation would cause either economic consequences, environmental damage, disruption of lifeline facilities, or other significant consequences, or where failure poses a risk of the loss of life. Dams are classified based on assessments of dam conditions and the National Inventory of Dams Hazard Potential Classification system.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy and Environmental Infrastructure	Dams, Seawalls, and Water Resource Management	% of seawalls that are in poor or critical condition	This measure tracks the number of seawalls assessed in poor or critical condition divided by the total number of seawalls in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy and Environmental Infrastructure	Parkways and Pedestrian Bridges Management	% of parkway and pedestrian bridge miles that are in poor or unsafe condition	This measure tracks the percent of parkway and pedestrian bridge miles that are determined to be in poor or unsafe condition.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy and Environmental Infrastructure	Utility Generation, Transmission, and Distribution	Average number of service interruptions per year per customer for all DPU-regulated electric distribution companies (composite SAIFI-System Average Interruption Frequency Index)	This measure tracks the average number of service interruptions per year per customer across all DPU-regulated electric distribution companies.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Energy and Environmental Infrastructure	Utility Generation, Transmission, and Distribution	Average number of minutes of interruption in service per year per customer for all DPU-regulated electric distribution companies (composite SAIDI-System Average Interruption Duration Index)	This measure tracks the average number of minutes of interruption in service per year per customer across all DPU-regulated electric distribution companies.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Environmental Protection	Coastal Zone Management	Total production capacity of offshore renewable energy in state and adjacent federal ocean waters	This measure tracks the total production capacity in number of megawatts of renewable energy currently being developed in the ocean along the MA coast.	0	0	Stable	FY13 vs. FY12. Construction of the 468 MW Cape Wind project is expected to begin in 2014, if final financing is secured. Power purchase agreements (PPAs) are currently in place for 78 percent of Cape Wind's generation capacity. For more information on progress in this area, see the EEA FY13 Performance Report.
Energy and Environment	Environmental Protection	Coastal Zone Management	Economic value of offshore renewable energy in state and adjacent federal ocean waters	This measure tracks the economic value of offshore renewable energy projects.	0	0	Stable	FY13 vs. FY12
Energy and Environment	Environmental Protection	Hazard Waste Site Professional Certification and Compliance	# of disciplinary actions taken against Licensed Site Professionals	This measure tracks the number of disciplinary actions taken against Licensed Site Professionals (LSPs). The LSP Board investigates complaints that LSPs have violated the Board's Rules of Professional Conduct at 309 CMR 4.00. If the LSP's actions are found to have violated these Rules, the Board may take disciplinary action against the LSP.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Environmental Protection	Hazard Waste Site Professional Certification and Compliance	# of Licensed Site Professionals	This measure tracks the number of Licensed Site Professionals. LSPs are scientists or engineers experienced in the assessment and cleanup of oil, gasoline, and hazardous material contamination. They are licensed by an independent state board to manage cleanups and provide formal, written opinions that cleanup work meets the requirements of the Massachusetts Contingency Plan (MCP).	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Environmental Protection	Hazardous Waste Site Cleanup and Restoration	% of contaminated sites with imminent hazard conditions where the imminent hazard is resolved within 90 days	This measure tracks the percent of hazardous waste contaminated sites with imminent hazard conditions where the imminent hazard is resolved within 90 days	99%	99%	Stable	FY13 vs. FY12
Energy and Environment	Environmental Protection	Hazardous Waste Site Cleanup and Restoration	% of contaminated sites (oil or hazardous materials) that are cleaned up within 6 years of first being identified or listed	This measure tracks the percent of contaminated sites (oil or hazardous materials) that are cleaned up within 6 years of first being identified.	92.4%	91.3%	Stable	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Environmental Protection	Pest Management	# of cases of Eastern Equine Encephalitis and West Nile Virus	This measure tracks the number of confirmed cases of Eastern Equine Encephalitis and West Nile Virus in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Environmental Protection	Pollution and Waste Prevention and Management	# of million metric tons CO2 equivalent reduction from 1990 levels	This measure tracks the number of million metric tons CO2-equivalent reduction from 1990 levels. Sectors include buildings, electricity supply, transportation, non-energy.	85.03	83.32	Improving	CY10 vs. CY09. Multi-year trend shows improvement here.
Energy and Environment	Environmental Protection	Pollution and Waste Prevention and Management	% of assessed estuaries that are determined to be impaired every other year	This measure tracks the percent of assessed estuaries that are determined to be impaired (as defined by the Clean Water Act). Determinations are done every two years.	87.3	90.3	Stable	Cumulative 2012 vs. cumulative 2010. Waters with the biggest problems are targeted for assessment, and therefore this data is not indicative of all state waters.
Energy and Environment	Environmental Protection	Pollution and Waste Prevention and Management	% of assessed lakes that are determined to be impaired every other year	This measure tracks the percent of assessed lakes that are determined to be impaired (as defined by the Clean Water Act). Determinations are done every two years.	58.1	56.9	Stable	Cumulative 2012 vs. cumulative 2010. Waters with the biggest problems are targeted for assessment, and therefore this data is not indicative of all state waters.
Energy and Environment	Environmental Protection	Pollution and Waste Prevention and Management	% of assessed rivers that are determined to be impaired every other year	This measure tracks the percent of assessed rivers that are determined to be impaired (as defined by the Clean Water Act). Determinations are done every two years.	53.8	53.8	Stable	Cumulative 2012 vs. cumulative 2010. Waters with the biggest problems are targeted for assessment, and therefore this data is not indicative of all state waters.
Energy and Environment	Environmental Protection	Water Resource Protection and Access	% of community public drinking water systems that meet all applicable health-based standards	This measure tracks the percent of community public drinking water systems that meet all applicable health-based standards.	82.5%	84.4%	Stable	CY12 vs. CY11
Energy and Environment	Environmental Protection	Water Resource Protection and Access	# of gallons of water used per person per day	This measure tracks the number of gallons of water used per person per day in Massachusetts.	59	60	Stable	CY12 vs. CY11. Statewide average is below 65 target, even though only 60% of public water supplies have standard in permit.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Environmental Protection	Water Resource Protection and Access	# of acres of water supply protected	This measure tracks the number of acres of water supply that are protected from potential threats that could impact its usefulness.	762	1,812	Worsening	FY13 vs. FY12. EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to
Energy and Environment	Fisheries, Wildlife and Habitat Management	Ecological Restoration and Protection	# of river miles restored annually	This measure tracks the number of river miles restored annually.	39	5	Improving	CY13 vs. CY12. Net increase in upstream connectivity.
Energy and Environment	Fisheries, Wildlife and Habitat Management	Environmental Law Enforcement	# of infractions issued to operators or passengers of off highway vehicles	This measure tracks the number of infractions issued to operators or passengers of off highway vehicles.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Fisheries, Wildlife and Habitat Management	Fisheries, Wildlife, and Natural Heritage Management	# of inland fishing and hunting licenses sold annually in Massachusetts	This measure tracks the number of inland fishing and hunting licenses sold by MassWildlife.	225,899	214,865	Stable	FY08-FY12 average vs. FY03-FY07 average. Due to annual fluctuations license sale trends are monitored on a 5-year average.
Energy and Environment	Fisheries, Wildlife and Habitat Management	Fisheries, Wildlife, and Natural Heritage Management	# of species designated as "Endangered, Threatened, or Special Concern	This measure tracks the number of species of vertebrate and invertebrate animals and species of plants that are officially listed as Endangered, Threatened or of Special Concern in Massachusetts and tracked by the Natural Heritage and Endangered Species Program. These are species considered to be at risk, or potentially at risk, of extirpation from Massachusetts, or at risk of global extinction.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Fisheries, Wildlife and Habitat Management	Habitat Protection	# acres protected for BioMap2 Core Habitat and Critical Natural Landscapes	This measure tracks the number of BioMap2 core habitat acres protected of lands critical for survival of rare species and other species of conservation concern as well as a retention of a diversity of natural communities and intact ecosystems, and BioMap2 Critical Natural Landscape that complement Core Habitat, including large natural landscape blocks that provide habitat for wide-ranging native species, support intact ecological processes, maintain connectivity among habitats, and enhance ecological resilience.	17,676	22,545	Worsening	FY13 vs. FY12 EEA and its agencies are always striving to protect the most important land available with their finite resources. Each conservation effort follows a unique timeline, sometimes requiring years to complete.
Energy and Environment	Fisheries, Wildlife and Habitat Management	Marine Fisheries Licensing and Management	Total commercial fishing economic impact (\$millions)	This measure tracks the economic impact of commercial fishing-related businesses in Massachusetts, using a commonly agreed multiplier of 3.1 times ex-vessel value.	\$1,913.8	\$1,806.0	-	CY12 vs. CY11

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Energy and Environment	Fisheries, Wildlife and Habitat Management	Marine Fisheries Licensing and Management	# of recreational saltwater fishing permits issued	This measure tracks the number of recreational saltwater fishing permits issued by the MA Division of Marine Fisheries.	154,131	125,748	Improving	CY12 vs. CY11
Energy and Environment	Fisheries, Wildlife and Habitat Management	Marine Fisheries Licensing and Management	# of employees at commercial fishing-related businesses	This measure tracks the number of employees at commercial fishing-related businesses in Massachusetts.	98,358	90,018	Improving	CY11 vs. CY10
Energy and Environment	Fisheries, Wildlife and Habitat Management	Marine Fisheries Licensing and Management	\$ ex-vessel value of commercial fishing (\$millions)	This measure tracks the value of seafood landed in Massachusetts ports. Ex-vessel value is the value of the catch when first entering the seafood supply chain before any processing.	\$680	\$642	-	CY12 vs. CY11
Energy and Environment	Fisheries, Wildlife and Habitat Management	Marine Fisheries Licensing and Management	# of commercial fishing-related businesses	This measure tracks the number of commercial fishing-related businesses in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Fishing and Boating Access	# of registered vessels	This measure tracks the number of registered vessels in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Fishing and Boating Access	# of boat ramps, fishing piers, canoe/cartop access sites, and ramps built or renovated	This measure tracks the number of boat ramps, fishing piers, canoe/cartop access sites, and ramps built or renovated in Massachusetts.	10	10	Stable	FY13 vs. FY12
Energy and Environment	Parks and Recreation	Parks Management and Operations	# of park passes sold or distributed to communities	This measure tracks the number of park passes sold or distributed to communities by the Department of Conservation and Recreation.	3,018	2,859	Improving	FY13 vs. FY12
Energy and Environment	Parks and Recreation	Parks Management and Operations	# of public municipal parks built or restored	This measure tracks the number of public municipal parks built or restored in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Parks and Recreation Public Safety	# of boating and off highway vehicle-related fatalities	This measure tracks the number of fatalities from boating and off highway vehicle accidents in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Parks and Recreation Public Safety	# of hours of public outreach through training	This measure tracks the number of hours of public outreach done through boat, off highway vehicle and snowmobile safety courses.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Parks and Recreation Public Safety	# of training classes offered	This measure tracks the number of boat, off highway vehicle and snowmobile safety courses offered.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Parks and Recreation Public Safety	# of boating and off highway vehicle accidents	This measure tracks the number of boating and off highway vehicle accidents in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Parks and Recreation Public Safety	# of attendees (boating and OHV)	This measure tracks the number of attendees at boat, off highway vehicle and snowmobile safety courses.	Data Not Currently Available	Data Not Currently Available	-	N/A
Energy and Environment	Parks and Recreation	Preservation of Historic Resources	# of historic resources identified, documented, preserved or interpreted	This measure tracks the key activities of DCR's Office of Cultural Resources.	298	168	Improving	FY13 vs. FY12
Energy and Environment	Parks and Recreation	Recreational Facilities and Services	% of recreational facilities in good or excellent condition	This measure tracks the percent of recreational facilities in good or excellent condition in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Health Market Oversight	Drug Control and Prescription Monitoring	# of Prescription Monitoring Program (PMP) enrollments	This measure tracks the total number of physicians and other licensed prescribers of prescription medicines who enroll in the state's Prescription Monitoring Program to prevent potential over-prescribing of narcotics.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Health Market Oversight	Health Market Information Technology Infrastructure	# days from application to enrollment	This measure tracks the number of days between the date an application is received and the date an eligibility determination is made.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Health Market Oversight	Health Market Information Technology Infrastructure	# of applicants who undergo an eligibility determination performed in real time	This measure tracks the number of applicants using the online eligibility system as opposed to a paper application.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Health Market Oversight	Pharmaceutical / Medical Device Regulation	# of pharmaceutical company reported events	This measure tracks the annual number of reported events defined as the value of promotional expenditures by Pharmaceutical companies and Medical Device manufacturers to doctors and health care providers such as travel and entertainment, marketing, and product promotion.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Dental and Vision Insurance for Current Commonwealth Employees	Dental and vision insurance per capita spending growth rate for dental and vision insurance for current Commonwealth employees	This measure tracks the Group Insurance Commission's spending growth rate for dental and vision insurance for current Commonwealth employees. This does not include dental coverage for union employees. Data presented is estimated based on enrollment weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for Commonwealth Employees	Health insurance per capita spending growth rate for Commonwealth employees	This measure tracks the Group Insurance Commission's spending growth rate for Commonwealth employees. Data presented is estimated based on enrollment-weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for Commonwealth Retirees and Survivors	Health insurance per capita spending growth rate for Commonwealth retirees and survivors	This measure tracks the Group Insurance Commission's spending growth rate for Commonwealth retirees and survivors. Data presented is estimated based on enrollment-weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for GIC-covered Municipal Employees, Retirees, and Survivors	Health insurance per capita spending growth rate for Group Insurance Commission-covered municipal retirees and survivors	This measure tracks the Group Insurance Commission's spending growth rate for Group Insurance Commission-covered municipal retirees and survivors. Data presented is estimated based on enrollment weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for GIC-covered Municipal Employees, Retirees, and Survivors	Health insurance per capita spending growth rate for Group Insurance Commission-covered municipal employees	This measure tracks the Group Insurance Commission's spending growth rate for Group Insurance Commission-covered municipal employees. Data presented is estimated based on enrollment-weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for Other GIC-covered Public Employees, Retirees, and Survivors	Health insurance per capita spending growth rate for Group Insurance Commission-covered current other public employees	This measure tracks the Group Insurance Commission's spending growth rate for Group Insurance Commission-covered other public employees. Other public employees*includes employees of quasi-governmental agencies such as the Massachusetts Water Resources Authority and housing and redevelopment authorities that provide health insurance through the Group Insurance Commission. Data presented is estimated based on enrollment weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for Other GIC-covered Public Employees, Retirees, and Survivors	Health insurance per capita spending growth rate for Group Insurance Commission-covered other public retirees and survivors	This measure tracks the Group Insurance Commission's spending growth rate for Group Insurance Commission-covered other public retirees and survivors. Other public employees*includes employees of quasi-governmental agencies such as the Massachusetts Water Resources Authority and housing and redevelopment authorities that receive health insurance through the Group Insurance Commission. Data presented is estimated based on enrollment-weighted average premium increases.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Public Employees Health Coverage	Health Insurance for Retired Municipal Teachers and Elderly Government Retirees	Per capita spending growth rate for Group Insurance Commission-covered retired municipal teachers and elderly government retirees	This measure tracks the Group Insurance Commission's spending growth rate for Group Insurance Commission-covered retired municipal teachers and a small number of municipal and state retirees and survivors whose retirement predated the establishment of group insurance benefits for their governmental unit.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Disabled Adults Health Coverage	% of total MassHealth members who are disabled adults	This measure tracks the percent of total MassHealth members who are adults with disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Disabled Adults Health Coverage	Annual % change in # of disabled adults covered by MassHealth	This measure tracks the annual percent change in the number of adults with disabilities covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Disabled Adults Health Coverage	# of MassHealth members eligible for Medicare & Medicaid participating in the One Care program	This measure tracks the number of MassHealth members eligible for Medicaid and Medicare who are enrolled in an Integrated Care Organization through the One Care program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Disabled Children Health Coverage	Average # of disabled children covered by MassHealth	This measure tracks the average number of children with disabilities covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Subsidized Health Coverage	Disabled Children Health Coverage	% of total MassHealth members who are disabled children	This measure tracks the percent of total MassHealth members who are children with disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Disabled Children Health Coverage	Annual % change in # of disabled children covered by MassHealth	This measure tracks the annual percent change in the number of children with disabilities covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Health Safety Net	Health Safety Net demand (\$)	This measure tracks the total amount that the Health Safety Net would have paid to hospitals and community health centers in the absence of a shortfall in the Health Safety Net Trust Fund.	\$554,000,000	\$497,000,000	Worsening	FY12 vs. FY11. Demand for Health Safety Net payments are expected to improve (decrease) after the full implementation of ACA.
Health Coverage Related Services	Subsidized Health Coverage	Health Safety Net	# individuals served by the Health Safety Net	This measure tracks the average number of individuals served by the Health Safety Net.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Insurance Premium Payments and Subsidies	% of total MassHealth members participating in Premium Assistance or Medicare Part A, B, or D	This measure tracks the percent of total MassHealth members who participate in Premium Assistance or Medicare Part A, B, or D.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Insurance Premium Payments and Subsidies	Annual % change in # of MassHealth members participating in Premium Assistance or Medicare Part A, B, or D	This measure tracks the annual percent change in the number of MassHealth members participating in Premium Assistance or Medicare Part A, B, or D.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Insurance Premium Payments and Subsidies	# of enrolled members who utilize their Prescription Advantage benefits	The measure tracks the number of Prescription Advantage (PA) members who received PA benefits and pharmacy services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Long Term Unemployed Health Coverage	Annual % change in # of unemployed adults covered by MassHealth	This measure tracks the annual percent change in the number of long term unemployed adults covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Long Term Unemployed Health Coverage	% of total MassHealth members who are unemployed adults	This measure tracks the percent of total MassHealth members who are long term unemployed adults.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Medical Assistance and Delivery System Incentive Hospital Payments	% of Delivery System Transformation Initiative (DSTI) progress metric targets achieved by participating hospitals	This measure tracks percentage of progress metric targets achieved by hospitals that are participating in the Delivery System Transformation Initiative (DSTI).	99.50%	98.90%	Stable	FY13 vs. FY12
Health Coverage Related Services	Subsidized Health Coverage	Medical Assistance and Delivery System Incentive Hospital Payments	% of MassHealth members served by hospitals receiving Delivery System Transformation Initiative and Medical Assistance Trust Fund payments	This measure tracks the percent of total MassHealth members served by hospitals that receive funding from the Delivery System Transformation Initiative (DSTI) or Medical Assistance Trust Fund (MATF).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Medical Assistance and Delivery System Incentive Hospital Payments	Annual % change in # of MassHealth members served by hospitals receiving Delivery System Transformation Initiative and Medical Assistance Trust Fund payments	This measure tracks the annual percent change in the number of MassHealth members served by hospitals that receive funding from the Delivery System Transformation Initiative (DSTI) or Medical Assistance Trust Fund (MATF).	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Subsidized Health Coverage	Non-Disabled Adults Health Coverage (ACA Expansion)	% of total MassHealth members in ACA adult expansion population	This measure tracks the percent of total MassHealth members in the Affordable Care Act adult expansion population.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Non-Disabled Adults Health Coverage (ACA Expansion)	% of residents with incomes <150% FPL without health insurance coverage	This measure tracks the percent of MA residents with incomes <150% of the federal poverty level without health insurance coverage.	7.0%	3.8%	Worsening	FY11 vs. FY10. Improvement expected after the full implementation of ACA
Health Coverage Related Services	Subsidized Health Coverage	Non-Disabled Adults Health Coverage (Traditional Medicaid)	% of total MassHealth members who are non-disabled adults, excluding ACA expansion	This measure tracks the percent of total MassHealth members who are adults without disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Non-Disabled Children Health Coverage	% of total MassHealth members who are non-disabled children	This measure tracks the percent of total MassHealth members who are children without disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Non-Disabled Children Health Coverage	Annual % change in # of non-disabled children covered by MassHealth	This measure tracks the annual percent change in the number of children without disabilities covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Seniors Health Coverage	Annual % change in # of seniors covered by MassHealth	This measure tracks the annual percent change in the number of seniors covered by MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	Seniors Health Coverage	% of total MassHealth members who are seniors	This measure tracks the percent of total MassHealth members who are seniors, aged 65 and older.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	State-Subsidized Wrap-around Program	Variance between the lowest and second to lowest cost Health Connector silver plan	This measure tracks the difference in cost year over year between the Health Connector's lowest and second to lowest cost silver plans. Plans available through ConnectorCare, the Health Connector's subsidized insurance program available to non-Medicaid eligible individuals between 0-300% of the federal poverty level, are based upon the Health Connector's lowest cost silver plans. Federal tax credits and state subsidies are applied to the plans' base premium rates to lower the final cost to the member. Federal Advance Premium Tax Credits are based upon an individual's income and how much they can afford benchmarked against the second lowest cost silver plan available. The variance between the lowest and second to lowest cost silver plan impacts the amount of tax credit that can be used by members to purchase the lowest cost plans available through ConnectorCare which offsets state investment.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Subsidized Health Coverage	State-Subsidized Wrap-around Program	Cost of the Health Connector's second to lowest cost silver plan	This measure tracks the cost of the Health Connector's second to lowest cost silver plan year over year. Plans available through ConnectorCare, the Health Connector's subsidized insurance program available to non-Medicaid eligible individuals between 0-300% of the federal poverty level, are based upon the Health Connector's lowest cost silver plans. Federal tax credits and state subsidies are applied to the plans' base premium rates to lower the final cost to the member. Federal Advance Premium Tax Credits are based upon an individual's income and how much they can afford benchmarked against the second to lowest cost silver plan available.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	State-Subsidized Wrap-around Program	ConnectorCare premium wrap spending growth rate	This measure tracks the premium wrap state spending growth rate for ConnectorCare, the Health Connector's subsidized insurance program available to non-Medicaid eligible individuals between 0-300% of the federal poverty level. ConnectorCare is made possible by application of federal tax credits, federal cost sharing reductions for individuals 0-250% federal poverty level, and state funds towards cost sharing reductions and premium assistance for individuals 0-300% federal poverty level. The growth rate will be calculated based upon the amount of state dollars used to subsidize this program each year.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health Coverage Related Services	Subsidized Health Coverage	State-Subsidized Wrap-around Program	ConnectorCare cost sharing reduction spending growth rate	This measure tracks the cost sharing reduction wrap spending growth rate for ConnectorCare, the Health Connector's subsidized insurance program available to non-Medicaid eligible individuals between 0-300% of the federal poverty level. ConnectorCare is made possible by application of federal tax credits, federal cost sharing reductions for individuals 0-250% federal poverty level, and state funds towards cost sharing reductions and premium assistance for individuals 0-300% federal poverty level. The growth rate will be calculated based upon the amount of state dollars used to subsidize this program each year.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health Coverage Related Services	Subsidized Health Coverage	State-Subsidized Wrap-around Program	Cost of the Health Connector's lowest cost silver plan	This measure tracks the cost of the Health Connector's lowest cost silver plan year over year. Plans available through ConnectorCare, the Health Connector's subsidized insurance program available to non-Medicaid eligible individuals between 0-300% of the federal poverty level, are based upon the Health Connector's lowest cost silver plans.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Early Intervention Programs for Children	Number of programs/Family Child Cares that receive program and classroom level consultation services/mental health consultation services	This measure tracks the number of programs that provide access to program supports aimed at enhancing the retention rate of children at risk for suspension or expulsion.	Data Not Currently Available	Data Not Currently Available	-	Includes programs within the FY14 funding formula.
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Early Intervention Programs for Children	# of children provided assessments	This measure tracks the total number of children between 0 and 3 years of age who have received an assessment to determine eligibility for Early Intervention Services for developmental disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Early Intervention Programs for Children	# treatment plans developed	This measure tracks the total number of children determined eligible for Early Intervention Services who have an Individualized Family Service Plan (IFSP).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Family Health Services	Unintended Pregnancy Rate (%)	This measure tracks the percentage of reported pregnancies of all MA resident mothers who gave live birth in Massachusetts that were unintended.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Health Services for Youth in Custody	# of committed youth in custody receiving immunizations	This measure tracks the total number of committed youth in custody receiving CDC-recommended immunizations.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Health Services for Youth in Custody	# of committed youth in custody receiving dental care	This measure tracks the total number of committed youth in custody receiving dental services, including diagnostic care, preventative care, periodontics, prosthodontic and oral and maxillofacial surgery.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Oral Health Services	# of communities that have active fluoridation programs	This measure tracks the number of Massachusetts Public Water Systems receiving water fluoridation, the controlled addition of fluoride to a public water supply to reduce tooth decay.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Out-Patient Services for Veterans	Total # of OPD visits per month	This measure tracks the number of medical visits during the month that veterans in the community make to the Outpatient Department.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Psychiatric Mental Health Services	% of Emergency Services Program (ESP) encounters that resulted in a diversion (no hospital admission)	This measure tracks the percentage of ESP encounters resulting in a diversion, rather than a hospital admission. ESP encounters are provided in hospital emergency rooms and in community settings, including homes and schools. An ESP encounter may lead to referral or diversion to a community setting or may result in a hospital admission. The goal is to safely assess and treat individuals who are in crisis in the least restrictive setting.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Psychiatric Mental Health Services	# of Emergency Services Program (ESP) encounters	This measure tracks the number of ESP encounters. The Emergency Services Program (ESP) is a statewide network providing community-based behavioral health crisis assessment, intervention, and stabilization services. It is jointly funded by DMH and MassHealth and is managed by the MassHealth behavioral health care-out, the Massachusetts Behavioral Health Partnership (MBHP)	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Substance Abuse Treatment Services	# of opiate overdose reversals	This measure tracks the number of individual cases of opioid overdose that are reversed through the use of naloxone by a trained bystander from a participating naloxone program	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Clinical Behavioral Healthcare or Medical Care	Substance Abuse Treatment Services	% of clients completing a DPH substance abuse program	This measure tracks the % of clients enrolled in a Dept. Public Health substance abuse program who complete treatment and transition into a less intensive care environment or back into the community.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Community & School-based Health Centers	# of school nurse visits in DPH-funded school districts	This measure tracks the number of student health related encounters in school districts funded by the Essential School Health Program at DPH.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Community & School-based Health Centers	# of School-Based Health Centers visits	This measure tracks the total number of unduplicated visits per school year to school-based health centers that are funded by the Department of Public Health's School-Based Health Center Program	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Environmental Health	Annual # of water quality tests conducted at Commonwealth beaches	This measure tracks the total number of tests conducted each year to assure safe water quality at public and semi-public beaches in the Commonwealth	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Environmental Health	% of annual water quality tests at Commonwealth beaches that pass	This measure tracks the percentage of water quality tests that demonstrate satisfactory results at Commonwealth beaches each year.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Community Prevention, Screening, and Public Health Services	Environmental Health	# of indoor air quality assessments conducted	This measure tracks annual inspections conducted of schools and public buildings to address potential problems related to poor indoor air quality.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Food Safety	% of food safety and vending machine inspections that "passed"	This measure tracks the percent of vending machine and high risk food inspections of food manufacturers, seafood dealers and distributors, and dairy/pasteurization plants that passed.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	HIV Treatment and Prevention	# of HIV screening tests performed	This measure tracks the total annual number of antigen or antibody tests for the presence of infection with the human immunodeficiency virus offered and conducted by clinical and community-based providers in a given year using contract resources provided by DPH.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	HIV Treatment and Prevention	# of newly reported HIV/AIDS cases	This measure tracks the total annual number of unique individuals who have	677	657	Stable	FY11 vs. FY10. The last 3 years of complete
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Care Safety and Quality Assurance	# of facility care quality and safety surveys performed	This measure tracks the total number of on-site inspectional surveys conducted at hospitals, long-term care facilities, and other health care sites to assure compliance with laws and regulations to assure safety and quality of care.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Emergency Preparedness and Response	# of long-term care facilities and assisted living facilities registered to receive emergency alerts and notifications via the Health and Homeland Alert Network	This measure tracks the total number of long term care and assisted living facilities that register to use the Health and Homeland Alert Network (HHAN), an emergency management prevention and response system that delivers real-time alerts by email, telephone, text message, and pager.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Emergency Preparedness and Response	# of local health departments trained to access and utilize the DPH management information system known as WebEOC to ensure situational awareness and common operating picture during emergencies.	This measure tracks the number of local Boards of Health and health departments whose representatives have attended DPH-sponsored trainings and demonstrated the technical ability to access and utilize WebEOC, a single access point for the collection and dissemination of emergency or event-related information.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Professional Licensure and Enforcement	# of unannounced pharmacy inspections	This measure tracks the total number of unannounced on-site inspections of compounding pharmacies conducted to assure compliance with quality and safety laws and regulations	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Professional Licensure and Enforcement	# of applications reviewed by the Board of Registration in Medicine (BORIM) Licensing Committee	This measure tracks the percentage of applicants for licensure or renewal that have legal or competency issues that require review by the Licensing Committee prior to Board approval or denial of the applications for licensure.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Professional Licensure and Enforcement	Processing time taken for Board of Registration in Medicine (BORIM) to process completed applications	This measure tracks processing time for license applications from receipt of completed application to the issuance of a license. Licenses with legal or competency issues may require longer processing time if they have to be reviewed by the Licensing Committee or referred to the Board.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Professional Licensure and Enforcement	% of timely completed applications approved by the Board and limited licenses issued so hospital training programs staffing completed by start dates	This measure tracks the percentage of applicants whose timely completed limited applications are approved by the Board and their limited licenses issued in time for the medical residents to begin their hospital training programs on their anticipated start dates.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Promotion / Prevention Screening Services	# of communities adopting policies or implementing programs that promote healthy eating and active living	This measure tracks the number of cities and towns that implement programs and policies to create conditions that allow residents the ability to be physically active and have access to healthy food more easily.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Health Promotion / Prevention Screening Services	# of screenings for breast/cervical and colorectal cancer	This measure tracks the number of adults receiving recommended screenings for breast, cervical, and colorectal cancer in Massachusetts.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Healthy Workforce Programs	% of eligible Group Insurance Commission enrollees participating in WellMASS	This measure tracks the percent of eligible enrollees participating in WellMASS, the state's wellness pilot program launched in Mar '12. Active state employees working in the executive branch, constitutional offices and the legislature, and early state retirees ages 55 to 64 and their spouses who are enrolled in a Group Insurance Comm. Health Plan are eligible to participate.	5.70%	3.10%	Improving	FY13 vs. FY12
Health and Social Services	Community Prevention, Screening, and Public Health Services	Infectious Disease, Prevention, and Response	% of children 19-35 months of age or under receiving full schedule of recommended pediatric vaccines on time	This measure tracks the proportion of children residing in MA documented in the National Immunization Survey to have received every one of the multiple childhood immunizations recommended by the federal Advisory Committee on Immunization Practices within the recommended timeframe set by the Committee.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Infectious Disease, Prevention, and Response	% of adults receiving annual influenza vaccine	This measure tracks the proportion of adults residing in MA who are reported in the Behavioral Risk Factor Surveillance Survey to have received an immunization for influenza in the previous season.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Community Prevention, Screening, and Public Health Services	Infectious Disease, Prevention, and Response	% of local health departments utilizing DPH's electronic surveillance system	This measure tracks the percent of local health departments who have been trained to use the Massachusetts Virtual Epidemiologic Network (MAVEN), have been granted online access to the system, and are using the system to report notifiable infectious diseases to DPH and receive disease notifications from DPH divided by 351 (the total number of local health departments in MA).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Positive Youth Development	# of Aggravated Assault victims in 14-24 age range in SSI Communities	This measure tracks the number of aggravated assaults in aggregate in the 14-24 age range in the 11 Safe and Successful Youth Initiative (SSI) communities.	2,784	3,046	Improving	FY13 vs. FY12. This represents a 9% decline in youth aggravated assault victims
Health and Social Services	Community Prevention, Screening, and Public Health Services	Positive Youth Development	# of youth involved in positive programming	This measure tracks the number of young people participating in activities that promote skills building, leadership development, and provides important and proven protective factors like caring adults and opportunities for community engagement.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Public Health Laboratory Services	# of lab tests performed	This measure tracks the cumulative total of laboratory tests performed in a single fiscal year.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Substance Abuse, Gambling and Tobacco Prevention and Intervention	# of gambling prevention and education sessions conducted annually for the public	This measure tracks the number of training and education sessions the Department provides through support and partnership with the Mass Council on Compulsive Gambling	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Substance Abuse, Gambling and Tobacco Prevention and Intervention	Compliance rate from checks on youth tobacco and alcohol sales regulations	This measure tracks sales of tobacco and alcohol to minors through routine compliance checks.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Suicide Prevention	# of suicide prevention contacts made by the State Advocacy for Veterans Empowerment (SAVE) program	This measure tracks the number of veterans and their family members reached with information about suicide and prevention strategies through the Statewide Advocacy for Veterans Empowerment Program	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Community Prevention, Screening, and Public Health Services	Teen Pregnancy Prevention	Teen birth rate	This measure tracks the number of births to mothers ages 15-19 per 1,000 teen females in Massachusetts each year.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Citizenship Programs	% of refugees and immigrants taking the USCIS Citizenship exam who successfully pass	This measure tracks passage rate of the citizenship by refugee and immigrant clients enrolled in ORI programs including AmeriCorps or CNAP.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Citizenship Programs	# of Office for Refugees and Immigrants clients sworn in as citizens	This measure tracks the number of ORI clients enrolled in the CNAP (Citizenship for New Americans) program who were sworn in as citizens.	461	430	Improving	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Direct Client and Family Supports	Committed Youth Services	# of committed youth receiving GEDs	This measure tracks the number of committed youth who receive a GED while they are DYS clients.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Committed Youth Services	# of committed youth receiving high school diplomas	This measure tracks the number of committed youth who receive a high school diploma while they are DYS clients.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Community Services for the Deaf and Hard of Hearing	% of communication access requests filled by Massachusetts Commission for the Deaf and Hard of Hearing	This measure tracks the percentage of interpreter and Communication Access Realtime Translation (CART) software requests filled by the agency.	91.40%	93.60%	Stable	FY13 vs. FY12
Health and Social Services	Direct Client and Family Supports	Family Autism Services for Children	# of Autism Children's Waivers utilized	This measure tracks the number of children enrolled in the Autism Waiver program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Mental Health Programs for Individuals	# of Certified Peer Specialists in MA	This measure tracks the number of Certified Peer Specialists (CPS) in the state. A CPS is someone with the lived experience of a mental health condition who has completed the MA Peer Specialist Training and Certification Program. A CPS uses his or her experience and training to offer peer support, advocacy, and hope to people receiving behavioral health services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Mental Health Programs for Individuals	# of adult clients receiving case management services	This measure tracks the number of people receiving DMH case management, a service designed to assist individuals to gain access to community services and to coordinate these services with other providers.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Pediatric Palliative Care	# of children and families receiving palliative care services through DPH supported programs.	This measure tracks the number of children under age 19 with a life-limiting diagnosis and their families receiving palliative care services through agencies funded by the Department of Public Health. Services include, but are not limited to: consultations for pain and symptom management; assessment and case management; respite care; and bereavement care for family members in the event of death.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services for Victims of Violence	# of adults and children served in Domestic Violence Emergency Shelter Programs (i.e., residential programs for survivors of domestic violence)	This measure tracks the total number adults and children served in Domestic Violence Emergency Shelter Programs (i.e., residential programs for survivors of domestic violence).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services for Victims of Violence	# SANE (sexual assault nurse examiner) exams performed (pediatric and adult/adolescent)	This measure tracks the number of state of the art medical/forensic exams performed by specially trained sexual assault nurse examiners for child, adolescent and adult victims of sexual assault/abuse each year.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Direct Client and Family Supports	Services for Victims of Violence	# hotline calls received and responded to	This measure tracks the number of hotline calls received and appropriately responded to by DPH-funded rape crisis centers annually.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	# of families utilizing respite	This measure tracks the number of families using respite of various types, e.g. respite worker in-home, at a facility, etc.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	# of caregivers who received counseling/support groups/training, respite care, or supplemental services	The measure tracks the number of caregivers who received assistance from the Massachusetts Family Caregiver Support Program (MFCSP): counseling, support groups, caregiver training, respite care, or supplemental services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	# of families accessing support centers	This measure tracks the number of families accessing Family Support Centers, which offer services including referral, support groups and family navigation.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	% of children in placement with a goal of adoption who	This measure tracks children with a goal of adoption who are living with or have had a	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	% of children exiting out-of-home care who returned	This measure tracks the percentage of children who leave DCF out-of-home	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	% of children in DCF open cases who are living-at-	This measure tracks the percentage of the total number of children who are served	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	# of caregivers utilizing respite services of Massachusetts Family Caregiver Support Program (MFCSP)	The measure tracks the number of caregivers who received respite care through the Massachusetts Family Caregiver Support Program (MFCSP) and the state Home Care Program	1,144	1,349	Improving	FY12 vs. FY13
Health and Social Services	Direct Client and Family Supports	Services to Support Families	% of children in DCF Departmental Foster Care who are placed with kin	This measure tracks the percentage of children in DCF foster homes who are placed with kin.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Services to Support Families	# of families served by Coalitions, Family	This measure tracks the number of families participating in a variety of activities ☐	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Social Workers and Case Management	# of individuals who receive care management and planning through State Home Care Basic Program	The measure tracks the number of consumers who receive case management and planning through the state Home Care Basic Program. Aging services access points (ASAPs) provide these services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Social Workers and Case Management	% of Service Plans completed within 55 working days of case assignment	This measure tracks the percent of Service Plans that are completed on time. Service Plans are to be completed within 55 working days of assignment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Social Workers and Case Management	DCF case manager to client ratio (i.e., Weighted Workload Ratio)	This measure tracks the average number of cases that DCF case managers (i.e., social workers) have on their caseload.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Direct Client and Family Supports	Women, Child, and Family Health Supports	% of all newborns screened for hearing loss prior to hospital discharge	This measure tracks the percent of newborn infants who are screened for hearing loss before they are discharged from the hospital	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Emergency Short Term Intervention and Stabilization	Detained Youth Residential Services	# of detained youth sent to less secure placements	This measure tracks youth who have been placed in less restrictive environments than hardware secure facilities, including foster care and shelter care detention.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Emergency Short Term Intervention and Stabilization	Detained Youth Residential Services	Average length of stay in detention (days)	This measure tracks average length of stay in a DYS facility.	19.9	20.1	Improving	FY13 vs. FY12
Health and Social Services	Emergency Short Term Intervention and Stabilization	Short Term Residential Services	STARR utilization (#)	This measure tracks the number of children served by DCF in Stabilization and Rapid Reintegration (i.e., short-term residential placement service).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Assistance for Elderly, Disabled, and Children	% of Emergency Aid to Elders, Disabled and Children (EAEDC) applications processed according to regulatory guidelines (30 days)	This measure tracks the percentage of elders and children who receive a decision on their application for Emergency Assistance within 30 days of their request relative to the total number of applicants.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Assistance for Families with Dependent Children	% of Transitional Aid to Families with Dependent Children (TAFDC) applications processed according to regulatory guidelines (30 days)	This measure tracks the percentage of applicants who receive a decision on their request for Transitional Aid to Families with Dependent Children (TAFDC) benefits within 30 days relative to the total number of applicants.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Assistance for Families with Dependent Children	Median length of benefits (LOB) for exempt and nonexempt clients.	This measure tracks the typical number of months that both clients required to work and those not required to work receive Transitional Aid to Families with Dependent Children (TAFDC) benefits.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Disability Determination Services	% accuracy of initial claims	This measure tracks the percentage of applications for Social Security Disability Insurance that were processed accurately. The measure uses the federal benchmark for accuracy for comparison purposes and to ensure compliance.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	SSI State Supplemental Program	# of clients receiving SSI benefits	This measure tracks the number of elderly, blind, or disabled clients receiving SSI State Supplement Program (SSP) benefits.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Veterans Benefits	# of new recipients for each payment	This measure tracks the number of new recipients of our biannual annuity payment. This annuity is given in recognition of the service of our distinguished 100% service-connected disabled veterans and to the parents of distinguished veterans (Gold Star Parents) and the unremarried spouses (Gold Star Wives or Husbands) of distinguished veterans who gave their lives in the service of their country during wartime.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Financial Assistance for Families and Individuals in Need	Veterans Benefits	total # of new recipients for the year	This measure tracks all new recipients: veterans, widows, and gold star family members.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Financial Assistance for Families and Individuals in Need	Veterans Benefits	# CH 115 Caseloads with benefits	This measure tracks total number of veteran and survivor caseloads receiving CH 115 benefits. Under Chapter 115 of Massachusetts General Laws (M.G.L. ch. 115), the Commonwealth provides a uniform program of financial and medical assistance for indigent veterans and their dependents. Qualifying veterans and their dependents receive necessary financial assistance for food, shelter, clothing, housing supplies, and medical care in accordance with a formula which takes into account the number of dependants and income from all sources.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Community-Based Mental Health Programs	# of people receiving CBFS (community-based flexible support) services	This measure tracks the total number of people receiving Community Based Flexible Supports (CBFS), which includes rehabilitation, support and supervision to support people in living more independently and recovering from mental illness, including goals related to stable housing, wellness and employment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Community-Based Mental Health Programs	% of people receiving CBFS services who experience uninterrupted community tenure	This measure tracks the percentage of people receiving CBFS services who are living in the community without the need for hospital admissions.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Community-Based Mental Health Programs	% of people receiving CBFS (community-based flexible support) services who are employed	This measure tracks the percentage of people receiving CBFS services who are employed. Many people with mental health conditions want to work but the employment rate for people with serious mental illness is significantly lower than the general population.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Community-Based Mental Health Programs	% of people receiving PACT (Program of Assertive Community Treatment) services who are employed	This measure tracks the percentage of people receiving PACT services who are employed. Many people with mental health conditions want to work but the employment rate for people with serious mental illness is significantly lower than the general population.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Family Resource Centers	% of families provided a support service by Family	This measure tracks the percent of families who contact Family Resource Centers that	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Family Resource Centers	% of families referred out for support services by Family Resource Centers	This measure tracks the percent of families receiving a directly provided FRC service (e.g., individual support, group based services, social activities) to the overall number of families served by the program. This measure provides an indication whether internal FRC programs can meet many of the needs of the families that come to its attention.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Flexible Community Supports	Family Resource Centers	# of families served by Family Resource Centers	This measure tracks the overall number of families receiving Family Resource Center	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	Average length of stay (years) for elders enrolled in Elder Home Care Programs	The measure tracks the average length of stay for elders and disabled people in the Home Care Program, which includes Home Care Basic Waiver and Non-waiver, the Enhanced Community Options Program (ECOP), and Community Choices.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	# of individuals who receive home care services and supports through State Elder Home Care Basic Program	The measure tracks the number of Home Care Basic elder and disabled consumers who received home care services, such as homemaker and personal care assistance and home-delivered meals.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	# of persons who received Older American Act (OAA) Title III services	The measure tracks the number of elders who received Older Americans Act (OAA) Title III services: nutrition, homemaker, personal care, transportation, and/or caregiver services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	# of individuals who receive care management and enhanced home care services through Enhanced Community Options Program (ECOP)	The measure tracks the number of nursing facility eligible elders who received enhanced home care services and case management through the Enhanced Community Options Program (ECOP).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	# of individuals utilizing Home Care Support services	This measure tracks the number of individuals with disabilities receiving home care support services from Massachusetts Rehabilitation Commission to assist them with maintaining their independence in the community.	1,107	1,273	Stable	FY13 vs. FY12. Fewer individuals were served due to resource limitations.
Health and Social Services	Flexible Community Supports	Home Care Services for the Elderly and Disabled	# of veterans who receive home care services through Veterans' Independence Plus Initiative	The measure tracks the number of veterans who received home care services through the Veterans Independence Plus (VIP) Initiative.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Homelessness Prevention	# of individuals who receive services through Elder Residential Assessment & Placement Program (ERAPP)	The measure tracks the number of homeless elders served by the Elder Residential Assessment & Placement Program (ERAPP).	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of registered legally blind persons served that become or remain independent as a result of MCB services	This measure tracks the number of individuals who have completed planned services through the MCB Independent Living Social Services program during the year. Examples of services provided based on individual need include: rehabilitation teaching, respite care, vision utilization, and homemaker services. Individualized independence goals may include safe travel, effective household management, effective personal management, prevention of institutionalization, and full participation in the family and the community.	1,943	1,882	Improving	FY13 vs. FY12
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of individuals who receive core services from Independent Living Centers	This measure tracks the number of individuals receiving services from the 11 Massachusetts Independent Living Centers to assist them in living and working in the community.	19,521	19,449	Improving	FY13 vs. FY12
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of individuals served through the DHILS program	This measure tracks the number of consumers who receive services from the Deaf/Hard of hearing independent living services providers (DHILS).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of blind persons who complete orientation and mobility services instruction	This measure tracks the number of consumers who have received services from orientation and mobility specialists to teach them to travel safely within the community and at their places of employment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of youth receiving adolescent outreach	This measures tracks the number of youth receiving adolescent outreach services	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of individuals utilizing MCB Social Services program assistance	This measure tracks the number of adults and children receiving independent living social services under an individualized service plan. Examples of services provided based on individual need include: rehabilitation teaching, respite care, vision utilization, and after-school programs.	3,516	2,962	Improving	FY13 vs. FY12
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of assistive technology or adaptive assistance services delivered by Massachusetts Rehabilitation Commission	This measure tracks assistive technology services provided by MRC to assist individuals with disabilities to live and work in the community.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of legally blind individuals provided assistive technology services	This measure tracks the number of consumers who have received services from rehabilitation technology specialists and been provided with adaptive equipment and assistive technology to meet their individual needs. Equipment and software may include braille note takers, computer screen-reading software, video magnifiers (CCTV), etc.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	% of consumers receiving MassHealth benefits	This measure tracks the percentage of Deaf/Hard of hearing independent living services (DHILS) consumers who receive benefits from MassHealth.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# of youth receiving independent living services	This measure tracks the number of youth who receive independent living services	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Independent Living Programs and Supports	# served in group home/independent living	This measure tracks children in DCF out-of-home placement who are placed in Group	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Protective Services for Children, Elderly, and Disabled	Protective Services Activity Index (including # of reports, screened in, completed investigation, and substantiated cases)	The measure tracks the number of reports for elder abuse and neglect and the number of reports screened in, investigated, and substantiated.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Protective Services for Children, Elderly, and	# of Nurturing Fathers Program trainings held	This measure tracks the number of Nurturing Fathers Programs conducted by	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Refugee Support Services	% of refugees (from those enrolled in Refugee Employment Services) receiving on-going post-placement supports	This measure tracks the number of enrollees receiving employment services after their first job placement.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Refugee Support Services	# of enrollees in all refugee employment programs monthly	This measure tracks the total pre and post employment enrollees (participants) in all refugee employment programs on a monthly basis.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Refugee Support Services	# of refugee only enrollees in social adjustment services	This measure tracks total number of refugee only clients enrolled in post resettlement services such as ESOL and workforce development and training.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Refugee Support Services	% of refugees (from those enrolled in Refugee Employment Services) who complete intake, evaluation, and assessment	This measure tracks the percent of enrollees who have completed employment intake, evaluation, and assessment for Refugee Employment Services Programs	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Special Health Care Needs	# of families with children and youth with special health care needs receiving care coordination services, technical assistance, or referral services	This measure tracks the number of families with children with special health care needs who receive the specified services from Bureau of Family Health and Nutrition (BFHN) staff located in community-based settings and from BFHN staff providing phone-based assistance and referrals.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Substance Abuse, Gambling, and Tobacco Supportive Services	# contacts to the Problem Gambling helpline	This measure tracks the number of individual calls and website hits that are received by the helpline.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Substance Abuse, Gambling, and Tobacco Supportive Services	# contacts to the Substance Abuse helpline	This measure tracks the number of individual calls and website hits that are received by the helpline.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Flexible Community Supports	Substance Abuse, Gambling, and Tobacco Supportive Services	% of all callers to the Massachusetts Smokers Helpline who remain smoke free after seven months	This measure tracks the percent of total callers to the Massachusetts Smokers Helpline who remain smoke free after seven months.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Substance Abuse, Gambling, and Tobacco Supportive Services	# of clients age 13-25 served	This measure tracks the number of clients age 13-25 that are participating in intensive adolescent and family focused intervention and case management through the Family Intervention Pilot Program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Substance Abuse, Gambling, and Tobacco Supportive Services	# calls to the Tobacco helpline	This measure tracks the number of individual calls that are received by the helpline.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Flexible Community Supports	Veterans Outreach Services	# of direct assistance	This measure tracks how many people the outreach teams, including members of the SAVE and SHARP teams and Women's Veterans Assistance, assist over the phone or in person.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Elder Nutritional Services	# of elders served through the Seniors Farmers Market Nutrition Program	This measure tracks the number of elders served through the Massachusetts Seniors Farmers' Market Nutrition Program, which provides elders, and women and children in the Federal Supplemental Food Program for Women, Infants, and Children (WIC) with coupons for fresh fruits and vegetables redeemable at Farmers' Markets.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Elder Nutritional Services	# of congregate meals and home delivered meals served	The measure tracks the number of congregate and home-delivered meals served through the Older Americans Act (OAA) Title III program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Elder Nutritional Services	# of meals served by the State Elder Lunch program	The measure tracks the number of lunches served through the State Elder Lunch Program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Emergency Food Assistance	# meals provided through the Massachusetts Emergency Food Assistance program (MEFAP) (millions)	This measure tracks the total number of meals provided through the Massachusetts Emergency Food Assistance program The Massachusetts Emergency Food Assistance Program (MEFAP) provides food products for citizens of the Commonwealth in need. Through the program, a consistent supply of quality, nutrient-rich foods and locally grown fresh produce has been provided through the statewide food bank network to 885 emergency food providers. MEFAP is administered by The Greater Boston Food Bank on behalf of the four Massachusetts Regional Food Banks.	13.8	12.6	Improving	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Food and Nutrition Supports and Services	Nutritional Assistance	% of eligible participants that receive WIC services	This measure tracks the percentage of eligible pregnant, postpartum, and breastfeeding women and children under the age of 5 who receive Women, Infant and Children (WIC) program food and nutritional education benefits each year, with the total number of potentially eligible individuals determined by an annual needs assessment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Nutritional Assistance	% of referred, eligible patients that receive special metabolic food and formula benefits through the Phenylketonuria (PKU) Food and Formula Program.	This measure tracks the percentage of clients referred from metabolic dieticians who receive purchased food benefits from the DPH PKU Food and Formula Program. PKU (or phenylketonuria) is an inherited, lifelong metabolic disorder that alters a patient's ability to metabolize phenylalanine, an amino acid found in many protein containing foods, leading to high phenylalanine levels. If untreated, these high phenylalanine levels lead to many serious medical problems including mental retardation, microcephaly, behavior abnormalities, seizures, and even death.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Food and Nutrition Supports and Services	Nutritional Assistance	% of SNAP eligible households in Massachusetts who received benefits	This measure tracks the number of Supplemental Nutrition Assistance Program (SNAP) recipients relative to the percentage of Commonwealth residents who meet federal guidelines for low-income food insecure populations.	85%	81%	Improving	FY11 vs. FY10
Health and Social Services	Food and Nutrition Supports and Services	Nutritional Assistance	# of families served through the Farmers Market Nutrition Program	This measure tracks the number of families served through the Massachusetts Farmers' Market Nutrition Program, which provides elders, and women and children in the Federal Supplemental Food Program for Women, Infants, and Children (WIC) with coupons for fresh fruits and vegetables redeemable at Farmers' Markets	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Group, Work, or Day Support Programs	Group, Work, or Day Programs for Individuals with Intellectual Disabilities	% of individuals with intellectual disability in the Employment Services Program who sustain employment for at least 90 days	This measure tracks the percentage of total individuals participating in the Employment Services Program who maintain employment for at least 90 days.	89%	89%	Stable	FY13 vs. FY12
Health and Social Services	Group, Work, or Day Support Programs	Group, Work, or Day Programs for Individuals with Intellectual Disabilities	% of Department of Developmental Services clients in integrated and competitive community employment	This measure tracks the percentage of individuals in community employment at a competitive wage.	28%	27%	Improving	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Group, Work, or Day Support Programs	Mental Health Day/Evening Support Programs	# of people receiving Clubhouse services	This measure tracks the number of people receiving Clubhouse Services, a psychosocial rehabilitation service that provides supports through a membership-based community center.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Group, Work, or Day Support Programs	Mental Health Day/Evening Support Programs	% of people receiving Clubhouse services who are employed	This measure tracks the percentage of people receiving Clubhouse Services who are employed. Clubhouse Services are programs that provide individuals with mental or behavioral health issues support services which include: employment, educational services and social services to help individuals live a productive and stable life in the community. Many people with mental health conditions want to work but the employment rate for people with serious mental illness is significantly lower than the general population. Employment is a key component of recovery and wellness for many people. Research has demonstrated that integrating employment services with mental health services is an effective practice.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Child to Adult Transition Services	# of individuals in the transition (22) class who receive employment services after they leave school	This measure tracks the number of individuals in the Transition Class (T-22) who receive employment after they leave special education at age 22	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Community Based Services for Individuals with Brain Injury	# of individuals who receive care management and planning through the Statewide Head Injury Program and Traumatic Brain Injury (TBI) waiver	This measure tracks individuals with brain injuries receiving case management and other supports to assist in maintaining their independence in the community.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Community Residential Services for the Blind	% of blind persons with multiple disabilities who receive on-going specialized services, including residential services when necessary for Turning 22 consumers	This measure tracks the percentage of consumers who are deaf-blind or who have multiple and very severe disabilities in addition to blindness and who are receiving independent living social services under an individualized service plan. These highly specialized services may include residential programs, day programs, respite care, Deaf-Blind Access Network Services (DBCAN), and adaptive equipment for deaf-blind persons.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Community Residential Services for the Blind	# of individuals who are utilizing residential services through the Massachusetts Commission for the Blind deaf/blind/multi-handicap program	This measure tracks the number of Turning 22 consumers (young adults who have graduated from special education) who are deaf-blind or who have multiple and very severe disabilities in addition to blindness and who are receiving residential services.	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Long Term Group Care	Elder Congregate Housing	# of residents in the congregate housing sites	The measure tracks the number of residents in congregate housing sites supported by the state Congregate Housing Program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Long Term Care Services for Veterans	% long term care (LTC) occupancy by veterans	The measure tracks the average percentage of occupancy by veterans living in long term care facilities monthly.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Long Term Care Services for Veterans	Facility occupancy rate (Long Term Care Program)	This measure tracks the percent occupancy of available / staffed beds in the long term care accommodation at Chelsea Soldiers' Home.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Long Term Care Services for Veterans	Total # veterans served in long term care (LTC) facilities	This measure tracks the total number of long term care patients in Chelsea and Holyoke Soldiers Homes.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	State Operated Long Term Residential Programs	# individuals served in DDS state operated residential services (long term care)	This measure tracks the number of individuals served in state-operated residential services.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Vendor Operated Long Term Residential Programs with 24 Hour Supports	% of Supportive Housing residents receiving service coordination who are nursing-facility eligible adults	The measure tracks the percentage of Supportive Housing residents receiving service coordination who are nursing facility eligible. Nursing facility eligibility is determined through enrollment in Home Care Basic Waiver, the Enhanced Community Options Program (ECOP), Community Choices, or the Program of All-Inclusive Care for the Elderly (PACE).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Vendor Operated Long Term Residential Programs with 24 Hour Supports	% of Nursing Facility eligible persons who extend residency in Supportive Housing at least 12 months after NF-eligibility determination	The measure tracks the percentage of nursing facility (NF) eligible elders who have lived in the Supportive Housing site for at least 12 months after NF-eligibility determination.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Vendor Operated Long Term Residential Programs with 24 Hour Supports	# of individuals provided with intensive supports in the community	This measure tracks the number of individuals total number of intensive slots minus those operated by the state.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Vendor Operated Long Term Residential Programs with 24 Hour Supports	# of residents in Supportive Housing sites	The measure tracks the number of residents in the Supportive Housing Program, which creates an assisted living-like environment in state funded housing.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Long Term Group Care	Vendor Operated Long Term Residential Programs with <24 Hour Supports	# of individuals who receive services and supports in a community setting	This measure tracks the number of individuals receiving less than 24 hour residential services in their home.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Contracted In-Patient Services	# of unique people served (utilization)	This measure tracks the total number of people served at continuing care facilities, including Fuller, WRCH, Taunton, Tewksbury, Shattuck and Parkview hospitals	Data Not Currently Available	Data Not Currently Available	-	N/A

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	State Operated Hospitals & Institutions	State Contracted In-Patient Services	# of beds (capacity) at continuing care facilities	This measure tracks the total number of beds available at continuing care facilities, including Fuller, WRCH, Taunton, Tewksbury, Shattuck, and Parkview hospitals.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Contracted In-Patient Services	% of (non-forensic) discharges within 180 days	This measure tracks the percentage of people who are discharged from a inpatient continuing care facility within 180 days of their admission. The Community First initiative champions a person's right to live as independently as possible in the community. Inpatient continuing care treatment is focused on providing evidence-based and recovery-oriented treatment that enables a person to return to the community as soon as possible.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	# of beds (capacity) in acute care facilities	This measure tracks how many beds are occupied at two acute care mental health facilities, Pocasset and Corrigan.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	# of discharged with 180 days back to community/group home	This measure tracks the number of patients discharged within 180 day from inpatient medical units that serve disabled disability services clients at Tewksbury and Shattuck Hospitals.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	# of DDS admissions per fiscal year	This measure tracks the number patients admitted to state hospitals who are clients of the Department of Disability Services (DDS)	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	ADC (average daily census) of all four state hospitals: Worcester Recovery Center and Hospital, Taunton State Hospital, DMH Hathorne Units at DPH Tewksbury Hospital and DMH Metro Boston Mental Health Units at DPH Lemuel Shattuck Hospital	This measure tracks the sum of the daily census in all facilities for each day in the reporting period divided by the number of days in the reporting period.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	# of unique people served in acute care facilities (utilization)	This measure tracks the total number of patients in Pocasset and Corrigan, two acute care mental health facilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Hospitals	# of DMH discharges within 180 days to a community placement (evidence of Community First) from DPH public hospitals	This measure tracks the number of patients discharged from a inpatient psychiatric unit at Tewksbury and Shattuck within 180 days of admission.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	State Operated Hospitals & Institutions	State Institutions	# consumers served in state developmental centers	This measure tracks the number of individuals who are served in the state developmental centers.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Transitional or Intermediate Care	Guardianship, Foster Care, Adoption, and	% of children in out-of-home placements who are	This measure tracks the percentage of children in DCF out-of-home placements	26.90%	26.00%	Stable	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Health and Social Services	Transitional or Intermediate Care	Guardianship, Foster Care, Adoption, and	% of children with goal of adoption who are adopted	This measure tracks the percent of children with a goal of adoption who are adopted	Data Not Currently Available	Data Not Currently	-	N/A
Health and Social Services	Transitional or Intermediate Care	Guardianship, Foster Care, Adoption, and	# of youth >18 years of age receiving DCF services	This measure tracks the number of youth 18 years of age and older who receive DCF	Data Not Currently Available	Data Not Currently	-	N/A
Health and Social Services	Transitional or Intermediate Care	Intermediate Term Residential Services	# of people receiving Respite services	This measure tracks the number of adults (ages 19 and older) authorized for DMH services who are receiving DMH Respite services, which provide temporary short-term, community-based clinical and rehabilitative services to enable people to live as independently as possible.	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Transitional or Intermediate Care	Intermediate Term Residential Services	% of all children in DCF out-of-home placement who are in congregate care (i.e., reliance on congregate care)	This measure tracks the percentage of children in DCF out-of-home placement who are placed in Congregate Care settings (i.e., institutional placement settings).	Data Not Currently Available	Data Not Currently Available	-	N/A
Health and Social Services	Transitional or Intermediate Care	Intermediate Term Residential Services	% of people receiving Respite services discharged within 90 days	This measure tracks the percentage of people receiving DMH Respite services who were discharged from the service within 90 days of their admission.	Data Not Currently Available	Data Not Currently Available	-	N/A
Housing and Economic Development	Business Development	Business Marketing and Promotion	# of website visits to www.massvacations.com	This measure tracks the total number of consumer visits to www.massvacations.com and provides insight into how successfully the marketing and promotions efforts are attracting potential visitors to the Commonwealth. These numbers are reviewed monthly and annually.	2,306,376	1,504,810	Improving	CY12 vs. CY11.
Housing and Economic Development	Business Development	Local Tourism Promotion	Total direct spending by all domestic and international travelers	Total direct spending by all domestic and international travelers. The measure is based on Calendar Year data.	\$17.1 Billion	\$16.9 Billion	Improving	CY13 vs. CY12.
Housing and Economic Development	Business Development	Local Tourism Promotion	% of direct spending domestically by travelers of domestic origin	This measure tracks the % of direct spending domestically by travelers of domestic origin. The measure is based on Calendar Year data.	86.80%	86.40%	Improving	CY13 vs. CY12.
Housing and Economic Development	Business Development	Local Tourism Promotion	Local Options Room Tax Collections	This measure tracks the amount of revenue generated from Local Options Room Tax Collections. Local Option Room Tax Collections is the room tax (0%-6%) added to the room rate as mandated by the local city/town where the lodging property resides.	\$156 million	\$146 million	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Development	Local Tourism Promotion	% of direct spending domestically by travelers of international origin	This measure tracks the % of direct spending domestically by travelers of international origin. The measure is based on calendar year data.	13.20%	13.60%	Stable	CY13 vs. CY12.
Housing and Economic Development	Business Development	Local Tourism Promotion	State room occupancy tax revenues	This measure tracks the amount of revenue generated from State Level Rooms Tax Collections. It is a 5.7% room tax added to the room rate as mandated by the Commonwealth.	\$129 million	\$122 million	Improving	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Business Development	Local Tourism Promotion	Convention Center Room Collections tax revenues	The Convention Center (room tax) Collections is the a 2.75% room tax added to the room rate as mandated by Boston, Cambridge, Worcester and Springfield as part of the Convention Center Fund.	\$65 million	\$62 million	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Bank and Financial Service Licensing and Regulation	# of safety & soundness and licensing examinations completed	This measure tracks the number of safety & soundness and licensing examinations completed across each category. They are conducted on a regular schedule to comply with statutory requirements.	352	358	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Bank and Financial Service Licensing and Regulation	# of community reinvestment act and compliance examinations completed	This measure tracks the number of community reinvestment act and compliance examinations completed.	58	71	Worsening	FY13 vs. FY12. The decrease in CRA and Compliance exams between FY12 and FY13 can primarily be attributed to the types of exams that were completed. In FY12, there were several limited-scope, shorter length examinations while in FY12, there was an increase in more extensive examinations an depository institutions that required a longer period of time to complete.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Home Improvement Contractor Licensing and Enforcement	# of home improvement contractor arbitration and enforcement hearings conducted	This measure tracks the number of home improvement contractor arbitration and enforcement hearings conducted.	158	188	Stable	FY13 vs. FY12. Decrease due to elimination of backlogs
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Home Improvement Contractor Licensing and Enforcement	# of home improvement contractor registrations processed	This measure tracks the number of home improvement contractor registrations processed.	13,929	13,311	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Non-Health Related Insurance Regulation	# of insurance companies, insurance producers and other market participants licensed	This measure tracks the number of insurance companies, insurance producers and other market participants licensed and recorded in the Commonwealth.	111,067	106,096	Improving	FY13 vs. FY12. This number does not distinguish among health and non-health licensees as the DOI is responsible for the oversight of all insurance lines and many companies and producers offer both health and non-health lines.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Non-Health Related Insurance Regulation	# of examinations completed	This measure tracks the number of examinations completed.	36	30	Improving	FY13 vs. FY12. This number does not distinguish among health and non-health licensees as the DOI is responsible for the oversight of all insurance lines and many companies and producers offer both health and non-health lines. These numbers are not being reported anywhere else. The frequency with which entities are examined is in part determined by statute, and therefore will fluctuate year to year
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Non-Health Related Insurance Regulation	# of examinations in progress	This measure tracks the number of examinations in progress.	80	61	Improving	FY13 vs. FY12. This number does not distinguish among health and non-health licensees as the DOI is responsible for the oversight of all insurance lines and many companies and producers offer both health and non-health lines. These numbers are not being reported anywhere else. The frequency with which entities are examined is in part determined by statute, and therefore will fluctuate year to year
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Occupational Schools and Professional Services Licensure and Enforcement	# of occupational schools and professionals licensed.	This measure tracks the number of occupational schools and professionals licensed in the Commonwealth as a continued effort to ensure that professionals meet and maintain standards pursuant to regulations by licensing professionals.	371,618	364,953	Improving	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Occupational Schools and Professional Services Licensure and Enforcement	# of disciplinary actions resulting in sanctions	This measure tracks the number of disciplinary sanctions issued by boards within the Division of Professional Licensure.	2,167	2,566	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Occupational Schools and Professional Services Licensure and Enforcement	# of small business startup inspections conducted	This measure tracks the number of small business startup inspections conducted.	1,935	2,036	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Occupational Schools and Professional Services Licensure and Enforcement	# of periodic site inspections conducted	This measure tracks the number of periodic site inspections conducted.	9,939	9,847	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Telecommunications and Cable Regulations	# of total tariffs reviewed, comments and analyses provided to FCC	This measure tracks the total number of tariffs reviewed, comments and analyses provided by the Department of Telecommunications and Cable to the FCC.	316	357	Stable	FY13 vs. FY12. This decrease reflects the decreased number of tariffs submitted to the Department by the telecom companies.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of inspections conducted	This measure tracks the number of inspections conducted by the Weights and Measures Licensing and Enforcement.	1,647	2,007	Worsening	FY13 vs. FY12. Inspector staffing shortage during FY2013 due to leave of absence.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of tests of commercial devices conducted	This measure tracks the number of completed tests of commercial devices by the Weights and Measures Licensing and Enforcement.	13,572	13,550	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Promoters	This measure tracks the number of promoters licenses issued by category by the Weights and Measures Licensing and Enforcement.	121	130	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Auctioneers	This measure tracks the number of auctioneers licenses issued by category by the Weights and Measures Licensing and Enforcement.	830	857	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of fines issued	This measure tracks the number of fines issued by the Weights and Measures Licensing and Enforcement.	182	63	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Motor fuel	This measure tracks the number of motor fuel licenses issued by category by the Weights and Measures Licensing and Enforcement.	6,712	6,657	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Transient Vendors	This measure tracks the number of licenses issued by category by the Weights and Measures Licensing and Enforcement.	77	76	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Hawkers Peddlers	This measure tracks the number of Hawkers licenses issued by category by the Weights and Measures Licensing and Enforcement.	1,537	1,586	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Glass Shops	This measure tracks the number of glass shop licenses issued by category by the Weights and Measures Licensing and Enforcement.	111	116	Stable	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Repair Shop	This measure tracks the number of repair shop licenses issued by category by the Weights and Measures Licensing and Enforcement.	638	595	Improving	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued	This measure tracks the total number of licenses issued by the Weights and Measures Licensing and Enforcement.	10,466	10,571	Stable	FY13 vs. FY12.
Housing and Economic Development	Business Regulation, Licensing, and Enforcement	Weights and Measures Licensing and Enforcement	# of licenses issued: Anti Freeze	This measure tracks the number of Anti Freeze licenses issued by category by the Weights and Measures Licensing and Enforcement.	440	554	Stable	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Banks Consumer Services and Education	# of consumer inquiries responded to	This measure tracks the total number of consumer inquiries responded to by Banks Consumer Services and Education.	5,965	8,549	Improving	FY13 vs. FY12. Division investigates the complaints that are received and responds to inquiries. A decrease in these areas may actually be positive as it reflects fewer consumer problems or issues.
Housing and Economic Development	Consumer Services and Education	Banks Consumer Services and Education	# of consumer complaints investigated	This measure tracks the total number of consumer complaints investigated by Banks Consumer Services and Education.	221	254	Improving	FY13 vs. FY12. Division investigates the complaints that are received and responds to inquiries. A decrease in these areas may actually be positive as it reflects fewer consumer problems or issues.
Housing and Economic Development	Consumer Services and Education	Non-Health Related Insurance Consumer Services and Education	# of unique visits to the DOI website	This measure tracks the total number of unique visits to the Division of Insurance website.	312,198	250,335	Improving	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Non-Health Related Insurance Consumer Services and Education	# of consumer inquiries responded to by Insurance Consumer Services and Education	This measure tracks the total number of consumer inquiries responded to by Insurance Consumer Services and Education.	13,559	19,228	Improving	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Non-Health Related Insurance Consumer Services and Education	# of consumer complaints investigated by Insurance Consumer Services and Education	This measure tracks the total number of consumer complaints investigated by Insurance Consumer Services and Education.	1,616	1,637	Stable	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Consumer Services and Education	Omnibus Consumer Services and Education	# of consumer inquiries answered by consumer hotline	This measure tracks the total number of consumer inquiries processed by the consumer hotline.	11,722	13,670	Stable	FY13 vs. FY12. Decrease in calls balanced by increase in hits to website indicating greater use of website by consumers to answer their questions
Housing and Economic Development	Consumer Services and Education	Omnibus Consumer Services and Education	# of OCABR educational website hits and database searches	This measure tracks the total number of website visits and database searches within the Office of Consumer Affairs and Business Regulation (OCABR) website.	2,449,392	1,554,521	Improving	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Omnibus Consumer Services and Education	# of public consumer events	This measure tracks the total number of consumer events held by Omnibus Consumer Services and Education.	29	20	Improving	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Omnibus Consumer Services and Education	# of Marketplace surveys conducted annually	This measure tracks the total number of Marketplace surveys conducted annually by Omnibus Consumer Services and Education.	4	3	Improving	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Omnibus Consumer Services and Education	% of complaints and inquiries responded to within target timeframes	This measure tracks the percentage of complaints and inquiries responded to within target timeframes by Omnibus Consumer Services and Education.	91%	93%	Stable	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Telecom and Cable Consumer Services and Education	# of consumer inquiries responded to	This measure tracks the total number responses to consumer inquiries.	21,920	25,824	Stable	FY13 vs. FY12.
Housing and Economic Development	Consumer Services and Education	Telecom and Cable Consumer Services and Education	# of billing issues resolved	This measure tracks the total number of billing issues considered to be resolved.	935	1,089	Stable	FY13 vs. FY12. There is an ebb and flow of issues received and resolved from year to year
Housing and Economic Development	Consumer Services and Education	Telecom and Cable Consumer Services and Education	# of provider complaints investigated	This measure tracks the total number of investigations conducted on provider complaints.	3,044	3,048	Stable	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Affordable Housing Development	# of affordable housing units (rental and ownership) that receive commitments of DHCD funds during the reporting period	This measure tracks the number of affordable rental and ownership housing units that receive commitments of DHCD funds during the reporting period. These commitments include state subsidy programs, federal Low Income Housing Tax Credits, federal HOME program and other sources. The housing this measure tracks is intended to serve the homeless as well as low-income individuals and families of all ages.	1,786	-	-	FY13
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of units weatherized via Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)	This measure tracks the total number of units receiving weatherization assistance via Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP).	7,892	12,969	Improving	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of communities assisted through Community Development Block Grant (CDBG) funding	This measure tracks the total number of communities receiving assistance through the Community Development Block Grant (CDBG).	46	41	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of housing units rehabilitated with CDBG funds	This measure tracks the total number of housing units considered rehabilitated with the use of Community Development Block Grant (CDBG) funds in the Commonwealth.	409	365	Improving	Estimates for FY13 vs. FY12. Estimate arrived at by dividing the amount awarded for housing rehab in the years prior to 6/30/13 & 6/30/12, by the typical rehab cost.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of households served via. Low Income Home Energy Assistance Program (LIHEAP)	This measure tracks the number of households receiving assistance through the Low Income Home Energy Assistance Program (LIHEAP), fostering the health & safety and self-sufficiency of individuals & families, and promoting sustainable communities throughout MA.	182,656	200,303	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# municipalities with certified Housing Production Plans	This measure tracks the number of municipalities with certified Housing Production Plans in place.	8	4	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of total newly-created produced units created through use of 40R/Compact Neighborhoods programs	This measure tracks the total number of newly-created produced units created through use of 40R/Compact Neighborhoods program assistance The 40R is the Commonwealth's Smart Growth Overlay District statute.	680	62	Improving	FY13 vs. FY12. Building Permits: 388; Occupancy Permits: 292 (this number is likely a bit higher, but this is based on the certificates of occupancy that we currently have on file)
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of municipalities that have achieved 10% affordable housing goal	This measure tracks the number of municipalities that currently report a 10% affordable housing per total housing ratio.	41	38	Improving	Current period FY13 - As of 4/30/13 vs. prior period FY12 - As of 5/10/12
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of Building Permits newly-created produced units created through use of 40R/Compact Neighborhoods programs	This measure tracks the total number of newly-created produced units created through use of 40R/Compact Neighborhoods program assistance. The 40R is the Commonwealth's Smart Growth Overlay District statute.	388	0	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of units weatherized via Weatherization Assistance Program (WAP)	This measure tracks the total number of units receiving weatherization assistance via Weatherization Assistance Program (WAP).	1,633	1,843	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of Occupancy Permits newly-created produced units created through use of 40R/Compact Neighborhoods programs	This measure tracks the total number of newly-created produced units created through use of 40R/Compact Neighborhoods program assistance. The 40R is the Commonwealth's Smart Growth Overlay District statute.	292	62	Improving	FY13 vs. FY12. The FY13 number is likely a bit higher, but this is based on the certificates of occupancy that we currently have on file.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Housing and Economic Development	Housing and Community Development	Community Development and Stabilization	# of Gateway Cities that have approved Housing Development Incentive Program zones	This measure tracks the total number of Gateway Cities reporting successful implementation of Housing Development Incentive Program zones in their municipality	6	0	Improving	FY13 vs. FY12. Program implementation in FY 13 (summer 2012)
Housing and Economic Development	Housing and Community Development	Dormitory Services for Veterans	Dormitory program/facility occupancy rate at Chelsea Soldiers' Home	This measure tracks the percent occupancy of available / staffed beds in the housing dorm at Chelsea Soldiers' Home	Data Not Currently Available	Data Not Currently Available	-	N/A
Housing and Economic Development	Housing and Community Development	Dormitory Services for Veterans	% dormitory occupancy at Holyoke Soldiers' Home	This measure tracks the monthly average percentage of occupancy by veterans living in the dormitory at the Holyoke Soldiers' Home	Data Not Currently Available	Data Not Currently Available	-	N/A
Housing and Economic Development	Housing and Community Development	Emergency Housing Assistance	# of families in the Emergency Assistance Shelter System receiving stabilization services	This measure tracks the total number of families in the Emergency Assistance Shelter System receiving stabilization services	8,717	8,089	Worsening	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Public Housing Construction	% of annual spending cap utilized	This measure tracks the overall utilization percentage of the annual spending cap. Goal is 100%.	100%	100%	Stable	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Public Housing Operations and Maintenance	% of non-waivered units turn-over in less than 60 days	This measure tracks the percentage of non-waivered public housing units turned over in less than 60 days. Goal is 93%.	92.30%	n/a	-	Current period data is for quarter ending 6/30/2013. Data for quarter ending 6/30/12, not available. DHCD Vacancy Policy implemented 1/1/2013.
Housing and Economic Development	Housing and Community Development	Public Housing Operations and Maintenance	Current state-wide portfolio vacancy rate vs. annual average	This measure compares the current state-wide portfolio vacancy rate vs. annual average in the Commonwealth. Goal is below an annual average of 5%.	2.0%	2.9%	Improving	Current period state-wide portfolio vacancy rate as of 6/30/13, prior period as of 6/30/2012.
Housing and Economic Development	Housing and Community Development	Rental Assistance	% of MRVP vouchers programs utilized	This measure tracks the utilization percentage of Massachusetts Rental Voucher Program (MRVP) voucher programs. Goal is 90% or higher reported by each voucher program	85%	n/a	-	Current period FY13.
Housing and Economic Development	Housing and Community Development	Rental Assistance	% of AHVP vouchers programs utilized	This measure tracks the utilization percentage of Alternative Housing Voucher Program. Goal is 90% or higher reported by each voucher program.	95%	95%	Improving	FY13 vs. FY12.
Housing and Economic Development	Housing and Community Development	Rental Assistance	% of Section 8 vouchers programs utilized	This measure tracks the utilization percentage of Section 8 voucher programs. Goal is 90% or higher reported by each voucher program.	97%	98%	Improving	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Judicial and Legal Services	Administrative Law	Administrative Appeals	# of Bureau of Special Education Appeals cases closed	This measure tracks the total number of cases closed by the Bureau of Special Education Appeals (BSEA). BSEA, a bureau of the Division of Administrative Law Appeals, is primarily federally funded and provides a broad range of dispute resolution services concerning eligibility, evaluation, placement, individualized education programs, special education services and procedural protections for students with disabilities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Judicial and Legal Services	Administrative Law	Administrative Appeals	# of Division of Administrative Law Appeals general jurisdiction cases closed	This measure tracks the total number of general jurisdiction cases closed by the Division of Administrative Law Appeals. The Division is an independent agency that provides due process adjudications and other dispute resolution services for Massachusetts state administrative agencies. Bureau of Special Education Appeals cases are not included in the count.	680	592	Improving	FY13 vs. FY12
Judicial and Legal Services	Administrative Law	Civil Service Appeals	Total Commission decisions issued	This measure tracks all substantive Civil Service Commission decisions issued and does not include dispositions related to voluntary withdrawals, lack of prosecution and/or bypass/other appeals where the decision was granted in mutual agreement of the parties.	Data Not Currently Available	Data Not Currently Available	-	N/A
Judicial and Legal Services	Administrative Law	Civil Service Appeals	% of appeals disposed of within 12 months	This measure tracks the percent of Civil Service Commission appeals disposed of within 12 months with a target of 95%.	89%	92%	Stable	Data is for calendar year, Current is YTD 10/31/13, Previous is calendar year 2012.
Judicial and Legal Services	Administrative Law	Civil Service Appeals	% of Commission decisions issued that have stood	This measure tracks the percent of Civil Service Commission decisions issued that have not been appealed and/or overturned.	97%	99%	Stable	CY12 vs. CY11 (Lag due to appeals timing) .
Judicial and Legal Services	Administrative Law	Tax Appeals	# of cases closed	This measure tracks the number of cases closed by the Appellate Tax Board, a quasi-judicial agency that handles appeals related to virtually all state taxes and excises as well as appeals of local property taxes from cities and towns.	5,532	7,898	Worsening	FY12 vs. FY13
Judicial and Legal Services	Administrative Law	Tax Appeals	# of appeals settled prior to trial	This measure tracks the number of appeals settled by the Appellate Tax Board (ATB) prior to trial. Settling issues outside of court saves time, money and other resources. ATB is a quasi-judicial agency that handles appeals related to virtually all state taxes and excises as well as appeals of local property taxes from cities and towns.	5,532	7,898	Worsening	FY12 vs. FY14

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Judicial and Legal Services	Prosecution and Defense Services	Forensic Services	% of court evaluations that do not result in facility admission	This measure tracks the percentage of the total number of screening evaluations conducted at the courthouse where the defendant is not subsequently sent for inpatient evaluation. Most admissions precipitated by a court order begin with a court clinic screening evaluation.	Data Not Currently Available	Data Not Currently Available	-	N/A
Judicial and Legal Services	Prosecution and Defense Services	Forensic Services	% of jail diversion program activities that result in a diversion (no arrest)	This measure tracks the percentage of people receiving a jail diversion program activity that result in a diversion, rather than an arrest. Jail Diversion Programs (JDP) are designed to divert individuals with mental illness, substance abuse and co-occurring disorders from the criminal justice system while improving access for these individuals to appropriate treatment and case management in the community.	Data Not Currently Available	Data Not Currently Available	-	N/A
Judicial and Legal Services	Prosecution and Defense Services	Forensic Services	# of people who receive DMH Forensic Transition Team re-entry services	This measure tracks the number of people receiving DMH Forensic Transition Team (FTT) services, which provides community re-entry planning services to inmates with serious mental illness in preparation for discharge from county Houses of Correction and the MA Department of Correction.	Data Not Currently Available	Data Not Currently Available	-	N/A
Judicial and Legal Services	Prosecution and Defense Services	Forensic Services	# of court evaluations performed	This measure tracks the number of forensic evaluations conducted by DMH Forensic Services staff in the criminal courts through a system of court clinics.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Timeliness of non-monetary Unemployment Insurance issue resolutions	This measure tracks the percent of non-monetary determinations (separations and non-separations) made within 21 days of the date of detection of any non-monetary issue that had the potential to affect the claimant's benefit rights.	12.20%	8.20%	Improving	Qtr. Ending 9/30/13 vs. Qtr. Ending 6/30/13
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Percent of first Unemployment Insurance benefit payments made on time	This measure tracks the percent of first time Unemployment Insurance benefit payments made within 21 days after the week ending date of the first compensable week in the benefit year	TBD	72.30%	TBD	Year Ending 6/30/2014 vs. Year Ending 6/30/2013
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Unemployment Insurance call wait times (Average Speed of Answer (ASA) in minutes)	This measure tracks the number of minutes a caller waits to be connected to the Teleclaim, Telecert, Payment Status Line or PIN Service Lines.	TBD	34:19:00	TBD	Year Ending 6/30/2014 vs. Year Ending 6/30/2013
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Percent of customers managing their Unemployment Insurance claim in UI On-line	This measure tracks the percent of customers managing their existing Unemployment Insurance claim for Unemployment Insurance through UI On-Line	97.90%	98.10%	Stable	October 2013 vs. September 2013

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Amount of Unemployment Insurance Overpayment Recovery	This measure tracks the amount of Unemployment Insurance benefits paid to individuals not legally entitled to them, whether or not the amount is later recovered or waived	TBD	\$20,114,068	TBD	Prior period is 2012. 2013 measure available 02/08/14
Labor and Workforce Development	Income Insurance	Unemployment Insurance	Percent of customers filing their initial Unemployment Insurance claim through UI On-Line	This measure tracks the percent of customers filing their initial claim for Unemployment Insurance through UI On-Line	61.20%	59.70%	Improving	October 2013 vs. September 2013
Labor and Workforce Development	Income Insurance	Workers Compensation	Number of injuries to uninsured workers	This measure tracks the number of workers hurt on the job at companies without workers' compensation insurance. The cases are handled through the Uninsured Trust Fund in order to pay out compensation to the injured worker.	126	111	Worsening	FY13 vs. FY12
Labor and Workforce Development	Income Insurance	Workers Compensation	Percent of Department of Industrial Accidents cases in disposition within 7 months of initial filing for workers' compensation	This measure tracks the percent of Department of Industrial Accidents cases that are in disposition within 7 months of the initial filing for workers' compensation.	68%	65%	Improving	FY13 vs. FY12. In order to reach a final disposition (the concluding of a matter) a case must be brought through the first stages of the Dispute Resolution process efficiently. Where the cases can be brought to a Conference within 8 to 10 weeks of a filing, the chances greatly increase that a final resolution will be achieved either by a ruling of an Administrative Judge or via a settlement.
Labor and Workforce Development	Income Insurance	Workers Compensation	Percent of vocational rehabilitation participants who Return to Work (RTW)	This measure tracks the percent of vocational rehabilitation participants who were approved for education and training through Department of Industrial Accidents programming and then got a job	45%	31%	Improving	FY13 vs. FY12. Percents are of total participants approved for education and training.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Income Insurance	Workers Compensation	Percent of Department of Industrial Accidents cases in disposition within 12 months of initial filing for workers' compensation	This measure tracks the percent of Department of Industrial Accidents cases that are in disposition within 12 months of the initial filing for workers' compensation.	80%	80%	Stable	FY13 vs. FY12. The DIA is seeking to reduce the timeframe between the Conference and the Hearing stages of the process. This is done by assigning additional cases to each Administrative Judge during their conference cycles. As the majority of cases are resolved before a Hearing, by acceleration of the timeframe, settlements are
Labor and Workforce Development	Income Insurance	Workers Compensation	# of workers' compensation lost time claims for all agencies	This measure tracks the number of lost time workers' compensation claims for all Executive Branch agencies. A lost time claim is a workers' compensation injury claim that is greater than five working days.	1,440	1,461	Improving	FY13 vs. FY12. (in mid-year FY10 HRD absorbed 7 sheriff departments and the Turnpike) Numbers are improving due to better use of technology, claim management, better partnering with our customer agencies.
Labor and Workforce Development	Income Insurance	Workers Compensation	Annual cost of workers' compensation administration	This measure tracks the annual cost of operating the workers' compensation system.	\$73,205,535	\$78,086,416	Improving	FY13 vs. FY12
Labor and Workforce Development	Income Insurance	Workers Compensation	Number of vocational rehabilitation participants who Return to Work (RTW)	This measure tracks the number of vocational rehabilitation participants who were approved for education and training through Department of Industrial Accidents programming and then got a job	140	108	Improving	FY13 vs. FY12
Labor and Workforce Development	Income Insurance	Workers Compensation	# of workers' compensation related injuries across all agencies	This measure tracks the number of workers' compensation related injuries handled by the human resources division (HRD). HRD handles workers' compensation claims for all Executive Branch agencies, excluding the State Police.	5,879	5,984	Improving	FY13 vs. FY12. (in mid-year FY10 HRD absorbed 7 sheriff departments and the Turnpike). Numbers are improving due to better use of technology, claim management, better partnering with our
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Percent of job seekers with disabilities placed in jobs by One-Stop Career Centers	This measure tracks the total number of unique One-Stop Career Center unemployed customers with a disability placed in jobs	35%	37%	Stable	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Number of companies that utilize by One-Stop Career Centers for recruitment (new and repeat companies)	This measure tracks the total number of employers who use the One-Stop Career Centers.	12,068	12,844	Worsening	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Number of job seekers placed in jobs (all One-Stop Career Center (OSCC) customers)	This measure tracks the total number of unique One-Stop Career Center unemployed customers placed in jobs. The individual is included in the measure regardless of the level of service provided (e.g. one-time visit up to intensive services / training dollars).	100,439	99,239	Improving	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Percent of Unemployment Insurance (UI) Claimants placed in jobs by One-Stop Career Centers	This measure tracks the total number of unique One-Stop Career Center customers claiming Unemployment Insurance that are placed in jobs. The individual is included in the measure regardless of the level of service provided (e.g. one-time visit up to intensive services / training dollars).	50%	52%	Stable	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Percent of low income job seekers placed in jobs (WIA Adult)	This measure tracks the total number of unique One-Stop Career Center customers enrolled in the Workforce Investment Act Adult program who were placed in jobs.	80%	74%	Improving	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Percent of job seekers placed in jobs (all One-Stop Career Center (OSCC) customers)	This measure tracks the total number of unique One-Stop Career Center unemployed customers placed in jobs. The individual is included in the measure regardless of the level of service provided (e.g. one-time visit up to intensive services / training dollars).	50%	52%	Stable	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Over-the-year change in the number of new companies serviced by One-Stop Career Centers	This measure tracks the change over the year of the number of new companies working with a One-Stop Career Center as indication of business outreach.	9.50%	-18%	Improving	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	General Job Search and Placement	Average Percent (over the year) of permanently separated Unemployment Insurance claimants who were required to attend a One Stop Career Center Orientation out of all permanently separated UI claimants	This measure tracks Unemployment Insurance claimants who are categorized as permanently separated, i.e., unlikely to return to previous job and likely to exhaust UI benefits. A portion of these Unemployment Insurance claimants are mandated to participate in One-Stop Career Center orientation session and services	40%	33%	Improving	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	Refugee and Immigrant Employment Support	# of job placements retained for 30 days (DTA)	This measure tracks the number of job placements retained for at least 30 days by clients served by the Refugee and Immigrant Employment Support program.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Job Search and Placement	Veterans Employment Support	Percent of One-Stop Career Center veteran customers placed in jobs	This measure tracks the total unique number of One-Stop Career Center veteran customers placed in jobs.	49%	49%	Stable	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Job Search and Placement	Youth Employment Support	Number of youth placed in subsidized employment with Workforce Investment Act Funding	This measure tracks the number of youth (ages 14-21) placed in subsidized employment through Workforce Investment Act (WIA) funding. WIA Youth funding supports youth enrollment in work experience/summer work experience.	1,863	1,735	Improving	FY13 vs. FY12
Labor and Workforce Development	Job Search and Placement	Youth Employment Support	Number of youth placed in subsidized employment with state YouthWorks Program funding	This measure tracks the number of youth placed in wage subsidized jobs during the summer through state YouthWorks program funding.	5,175	4,719	Improving	Summer 2013 vs. Summer 2012. This measure tracks the number of youth placed in wage subsidized jobs during the summer. Many factors impact the number enrolled including: total allocation, number of hours per job and wages paid per placement, number of months of the placement etc. In the future, the goal is to develop a measure that reflects the quality of each placement. NOTE: Funding amount in Summer of 2012 was \$9 million. Funding amount in Summer of 2013 was \$8 million.
Labor and Workforce Development	Labor Relations	Mediation and Adjudication of Labor Disputes	Average number of weeks from ripe date for the Commonwealth Employment Relations Board (CERB) to issue a decision on appeal from a Hearing Officer's decision	This measure tracks the time it takes the CERB to issue its decision on appeal from a Hearing Officer's decision from the date the parties file their supplementary statements until the CERB issues its decision.	11.17	Data not tracked	TBD	FY13 vs. FY12
Labor and Workforce Development	Labor Relations	Mediation and Adjudication of Labor Disputes	Average number of weeks for the Commonwealth Employment Relations Board (CERB) to issue its review decision of a Hearing Officer's probable cause dismissal determination	This measure tracks the time it takes for the CERB to issue its review decision of a Hearing Officer's probable cause dismissal determination from the date of respondent's response to the request for review.	10.58	Data not tracked	TBD	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Labor Relations	Mediation and Adjudication of Labor Disputes	Average number of weeks from investigation to probable cause determination	This measure tracks the time it takes for the Department of Labor Relations to process a case from the investigation completion date to the date a Hearing Officer issues a probable cause determination. This is generally either a complaint or a dismissal letter, though the Hearing Officer could defer the case to the parties' arbitration procedure or refer a case to mediation or another agency.	5.68	Data not tracked	TBD	FY13 vs. FY12
Labor and Workforce Development	Labor Relations	Mediation and Adjudication of Labor Disputes	Average number of weeks from file date to Hearing Officer decision	This measure tracks the time it takes the Department of Labor Relations' Hearing Officers to issue an unfair labor practice case decision after the parties complete a full hearing and have submitted their post-hearing briefs.	47.43	Data not tracked	TBD	FY13 vs. FY12
Labor and Workforce Development	Training	Apprenticeships	Number of apprentices working for Massachusetts employer sponsors	This measure tracks the number of apprentices working for Massachusetts employer sponsors.	5,289	5,035	Improving	FY13 vs. FY12
Labor and Workforce Development	Training	Apprenticeships	Number of compliance and technical assistance visits performed by Division of Apprenticeship Training (DAT)	This measure tracks the number of compliance visits to apprenticeship locations to verify compliance with applicable provisions and laws.	17	17	Stable	FY13 vs. FY12
Labor and Workforce Development	Training	General Training	Number of individual Training Account (ITAs) vouchers attained through One-Stop Career Center	This measure tracks the number of One-Stop Career Center customers who receive an Individual Training Account, which provides funding for education and training.	5,488	6,424	Worsening	FY13 vs. FY12. Available local funding for WIA Adult and Dislocated Worker programs decreased by 10% from FY12 to FY13. Local areas have experienced increases in training costs and more individuals requiring longer training including remedial education and skills training.
Labor and Workforce Development	Training	General Training	# of graduates from the Train Vets to Treat Vets program	This measure tracks how many students graduate from the Train Vets to Treat Vets Degree programs each year.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	General Training	% of individuals completing Credential / Training who are placed in jobs (Workforce Investment Act Adult funding stream)	This measure tracks the number of individuals who enroll in and complete a training program funded through the Workforce Investment Act Adult formula funding and are placed in a job.	76%	73%	Improving	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Training	General Training	Percent of Workforce Investment Act Funding spent on education/training for One-Stop Career Center customers	This measure tracks the total percent of Workforce Investment Act Adult and Dislocated Worker local program funds spent on education and training activities for individuals.	34%	35%	Stable	FY13 vs. FY12. Total funding available to local areas decreased by 10% from FY12 to FY13.
Labor and Workforce Development	Training	General Training	# of individuals who attain a Career Readiness Certificate each year	This measure tracks the number of low-skilled individuals who attain a Career Readiness Certificate annually. Low skilled individuals are workers who lack high school degrees or hold low wage jobs.	-	-	-	N/A
Labor and Workforce Development	Training	General Training	# of work required clients relative to available Employment Services Program (ESP) slots	This measure tracks the ratio of Employment Services Program (ESP) slots relative to the total number of work required Transitional Aid to Families with Dependent Children (TAFDC) clients. The measure provides a means of assessing the adequacy of available job-readiness / employment support services available to TAFDC recipients required to work.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	General Training	% of new jobs with health insurance	This measure tracks the percentage of new employment obtained by Transitional Aid to Families with Dependent Children (TAFDC) clients that includes health insurance as part of the employment compensation. The measure provides a means of assessing the degree of economic self-sufficiency TAFDC clients are able to attain.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	On the Job Training	Number of employees to be trained by Workforce Training Fund Grants	This measure tracks the number of employees participating in Workforce Training Fund Grants. These grants support companies training employees in job-related skills through a program designed by the company. The number of planned trainees equals the number of trainees associated with grants approved in the year and does not reflect individuals in training from prior year grants.	11,397	10,845	Improving	FY13 vs. FY12. This reflects Workforce Training Fund General Program grants only. The total award amount in FY2013 was \$12,341,939 and \$8,929,959 in FY2012. Grants are active for two years. The number of planned trainees equals the number of trainees associated with grants approved in the year and do not reflect individuals in training from prior year grants.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Training	On the Job Training	Number of businesses participating in Workforce Training Fund grants	This measure tracks the number of businesses participating in Workforce Training Fund Grants. These grants support companies training employees in job-related skills through a program designed by the company.	173	131	Improving	FY13 vs. FY12. This reflects Workforce Training Fund General Program grants only. The total award amount in FY2013 was \$12,341,939 and \$8,929,959 in FY2012. Grants are active for two years.
Labor and Workforce Development	Training	SNAP Employment and Training	# of clients participating in SNAP Employment & Training programs	This measure tracks the number of clients reporting: job readiness, search skills, training or educational activities, or job placement activities.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	Vocational Rehabilitation	# Massachusetts Rehabilitation Commission (MRC) consumers actively served	This measure tracks the number of individuals actively receiving vocational rehabilitation services from MRC to assist them in obtaining and maintaining competitive employment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	Vocational Rehabilitation	% of participants entering unsubsidized employment each year	The measure tracks the percentage of Senior Community Service Employment Program (SCSEP) participants who enter unsubsidized employment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	Vocational Rehabilitation	# of Massachusetts Rehabilitation Commission (MRC) consumers in integrated employment at a competitive wage for 90 days or more	This measure tracks the number of MRC clients who have been placed into competitive integrated employment for 90 days or more.	3,509	3,487	Improving	FY13 vs. FY12
Labor and Workforce Development	Training	Vocational Rehabilitation	# of SCSEP participants	The measure tracks the number of participants in the Senior Community Service Employment Program (SCSEP), which uses federal government funding to find employment for low-income people aged 55 and over.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Training	Vocational Rehabilitation	# of Massachusetts Rehabilitation Commission (MRC) consumers in training and education services	This measure tracks the number of individuals receiving education and training services through MRC to assist them in obtaining and maintaining competitive employment.	Data Not Currently Available	Data Not Currently Available	-	N/A
Labor and Workforce Development	Workplace Safety	Asbestos and Lead Licensing and Regulation	Number of Asbestos Hazard Emergency Response Act (AHERA- Asbestos in Schools) inspections	This measure tracks the number of Asbestos Hazard Emergency Response Act inspections conducted by Department of Labor Standards each fiscal and calendar year. Grant agreement with the EPA is a two-year grant cycle with the 80 inspections required in the two years.	38	40	Stable	FY13 vs. FY12
Labor and Workforce Development	Workplace Safety	Asbestos and Lead Licensing and Regulation	Number of Lead-Safe Renovation Contractor licenses issued	This measure tracks the number of contractors who were issued Lead-Safe licenses by Department of Labor Standards each year.	339	547	Worsening	FY13 vs. FY12

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Labor and Workforce Development	Workplace Safety	General Workplace Safety	Number of workers covered under the Mine Safety & Health Act who are trained by the Department of Labor Standards	This measure tracks the number of workers trained on requirements in the Mine Safety and Health Act by the Department of Labor Standards each year.	804	734	Improving	FY13 vs. FY12
Labor and Workforce Development	Workplace Safety	General Workplace Safety	Number of public sector workplace interventions or technical assistance engagements provided each year	This measure tracks the combined annual number of public sector workplace inspections and technical assistance engagements conducted by the Department of Labor Standards	168	69	Improving	FY13 vs. FY12
Labor and Workforce Development	Workplace Safety	General Workplace Safety	Number of surveys cleaned, completed, and entered for Bureau of Labor Statistics Occupational Safety and Health Survey	This measure tracks the number of surveys cleaned, completed and entered by the Department of Labor Standards each year. The Bureau of Labor Statistics Occupational Safety and Health Survey program provides annual information on the rate and number of work related injuries, illnesses, and fatal injuries, and how these statistics vary by incident, industry, geography, occupation, and other characteristics.	4,551	4,424	Stable	FY13 vs. FY12
Labor and Workforce Development	Workplace Safety	General Workplace Safety	Number of Occupational Safety and Health Administration (OSHA) Consultation private sector workplace interventions and visits each year	This measure tracks the number of OSHA technical assistance and intervention visits at private sector workplaces done by Department of Labor Standards each year.	485	472	Stable	FY13 vs. FY12
Labor and Workforce Development	Workplace Safety	General Workplace Safety	Number of compliance visits to employment, placement, and staffing agencies	This measure tracks the number of compliance visits to employment, placement and staffing agencies done by Department of Labor Standards each year.	454	589	Stable	FY13 vs. FY12
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of individuals that commit a crime within three years of initial release (Department of Correction recidivism rate)	This measure tracks the number of inmates released to the street from a Department of Correction facility who is re-incarcerated for a new sentence, or a violation of parole or probation within three years of release to the street. The goal is to reduce this number.	39%	43%	Improving	Three year cohort review. Recidivism rates are measured once every three years for cohorts of inmates released in a particular year. Department of Correction has several initiatives in place to reduce recidivism rates as this is inherent to Department of Correction's mission and vision.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of new Department of Correction admissions from "other"	This measure tracks number of new Department of Correction admissions from "other" (see comments section for "other").	196	243	Improving	CY12 vs. CY11. New admissions from other include transfers from other jurisdictions, re-admissions from court release, and escapee returns.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of persons civilly committed in Department of Correction custody for mental health safety reasons	This measure tracks the number of individuals involuntarily committed to incarceration through legal means (as a threat to public safety) against their will because of mental health reasons. The goal is to reduce this number.	295	301	Improving	CY12 vs. CY11. Weekly count sheet taken closest to 12/31.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Percent of the total number of criminally sentenced inmates released from the Department of Correction to the street from maximum security level	This measure tracks the percent of criminally sentenced inmates released from the Department of Correction to the street from maximum security level prisons. The goal is to decrease this number.	11.1%	9.9%	Worsening	CY12 vs. CY11. Department of Correction is undergoing an evaluation of its classification system to help ensure all criminally sentenced inmates are being classified and housed such that they can be released from the lowest custody level that is safe and appropriate for optimal transition back to their communities.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of new Department of Correction admissions from court commitments	This measure tracks the number of new Department of Correction admissions from a court commitments. The goal is to reduce this number.	2,709	2,941	Improving	CY12 vs. CY11. Decisions made on persons admitted from courts made by court system

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Percent of the total number of criminally sentenced inmates released from the Department of Correction to the street from pre-release security level	This measure tracks the percent of criminally sentenced inmates released from the Department of Correction to the street from pre-release correction facilities. The goal is to increase this number.	13.4%	13.2%	Improving	CY12 vs. CY11. Department of Correction is undergoing an evaluation of its classification system to help ensure all criminally sentenced inmates are being classified and housed such that they can be released from the lowest custody level that is safe and appropriate for optimal transition back to their communities.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of persons civilly committed in Department of Correction custody for alcohol and substance abuse safety reasons	This measure tracks the number of individuals involuntarily committed to incarceration through legal means (as a threat to public safety) against their will because of substance abuse reasons. The goal is to reduce this number.	73	72	Stable	CY12 vs. CY11. Weekly count sheet taken closest to 12/31.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of inmates as compared to design capacity	This measure tracks the number of inmates held in Department of Correction custody divided by the number of beds (design capacity). This number of inmates should be at design capacity or lower.	139%	143%	Improving	CY12 vs. CY11. Weekly count sheet taken closest to 12/31. Design capacity can only be revised when a construction-like change is made to a facility. The most recent change occurred in 2010 to increase the design capacity from 7,979 to 8,029.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of counties that accept state inmates into their step down/minimum and pre-release programs	This measure tracks the number of county Houses of Correction that accepts state Department of Correction inmates into their step down/minimum and pre-release programs. The goal is to increase this number.	5	5	Stable	CY12 vs. CY11. Statewide collaboration in the criminal justice system, particularly with Sheriffs, are working to increase the number of Department of Correction inmates transferring to county facilities and to enhance reentry planning closer to home communities to improve public safety and reduce prison populations.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of Department of Correction inmates that participated in a video conference for either court or medical reasons	This measure tracks the number of inmates that used video conferencing services in a prison facility for a court or medical reason rather than being transported to court or medical facility. The goal is to increase this number.	1799	953	Improving	CY12 vs. CY11. Department of Correction is working to increase the number of inmates using videoconferencing services to decrease costs associated with transporting inmates to court and hospital
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Percent of the total number of criminally sentenced inmates released from the Department of Correction to the street from minimum security level	This measure tracks the percent of criminally sentenced inmates released from the Department of Correction to the street from minimum security level prisons. The goal is to increase this number.	22.8%	19.6%	Improving	CY12 vs. CY11. Department of Correction is undergoing an evaluation of its classification system to help ensure all criminally sentenced inmates are being classified and housed such that they can be released from the lowest custody level that is safe and appropriate for optimal transition back to their communities.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of persons in custody within the Department of Correction	This measure tracks the number of persons in custody with the Department of Correction.	11,130	11,468	Improving	CY12 vs. CY11. Weekly count sheet taken closest to 12/31. Department of Correction estimates 2019 inmate population to be 13,312, an increase of 1,657.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Percent of the total number of criminally sentenced inmates released from the Department of Correction to the street from medium security level	This measure tracks the percent of criminally sentenced inmates released from the Department of Correction to the street from medium security level prisons. The goal is to decrease this number.	52.6%	57.4%	Improving	CY12 vs. CY11. Department of Correction is undergoing an evaluation of its classification system to help ensure all criminally sentenced inmates are being classified and housed such that they can be released from the lowest custody level that is safe and appropriate for optimal transition back to their communities.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Number of new Department of Correction admissions from parole violation, parole detainer or probation violation	This measure tracks the number of new Department of Correction admissions from parole violation, parole detainer or probation violation. The goal is to decrease this number.	311	414	Improving	CY12 vs. CY11. Decisions made on persons admitted because of technical violation made by parole and/or probation.
Public Safety	Correctional Care, Custody, and Supervision	Correctional Facility Operations	Percent of the total number of criminally sentenced inmates that step down from the Department of Correction through the House of Correction and are released to the street	This measure tracks the percent of the total number of criminally sentenced inmates that step down from the Department of Correction through the House of Correction and are released to the street. The goal is to increase this number.	3.7%	2.7%	Improving	CY12 vs. CY11. Statewide collaboration in the criminal justice system, particularly with Sheriffs, are working to increase the number of Department of Correction inmates transferring to county facilities and to enhance reentry planning closer to home communities to improve public safety and reduce prison populations.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Jails and Houses of Corrections Operations	Number of persons held in county jails while awaiting trial	This measure tracks the number of persons held in county jails that have been charged with a crime and are awaiting trial.	5,250	5,346	Improving	CY 12 v CY 11, weekly count sheet taken closest to 12/31. Persons held in county jails have been arrested and are awaiting trial.
Public Safety	Correctional Care, Custody, and Supervision	Jails and Houses of Corrections Operations	Number of sentenced persons in custody within the county Houses of Correction	This measure tracks the number of persons held in Houses of Correction facilities that have been convicted of a crime or have violated their terms of parole/probation.	6,206	6,604	Improving	CY 12 v CY 11, weekly count sheet taken closest to 12/31. Persons in custody within House of Corrections are persons convicted of a crime with sentences less than three years.
Public Safety	Correctional Care, Custody, and Supervision	Offender Education/Vocation	Percent of inmates released during the calendar year who were eligible for an academic or educational program that enrolled in an academic or educational program prior to release	This measure tracks the percentage of inmates eligible for academic or educational program (identified through intake assessments) that had enrolled in an academic or educational program prior to their release.	n/a	n/a	n/a	Data will be collected in 2014.
Public Safety	Correctional Care, Custody, and Supervision	Offender Education/Vocation	Percent of inmates released during the calendar year who were eligible for GED programming that received their GED prior to release	This measure tracks the percentage of inmates that were eligible for academic or educational program (identified through intake assessments) that completed their GED course and passed their GED test prior to being released from Department of Correction custody.	n/a	n/a	n/a	Data will be collected in 2014.
Public Safety	Correctional Care, Custody, and Supervision	Offender Education/Vocation	Percent of inmates released during the calendar year that were eligible for vocational programming and successfully completed a vocational program prior to release	This measure tracks the percentage of inmates eligible for a vocational program that successfully completed a vocational program prior to being released from Department of Correction custody.	n/a	n/a	n/a	Data will be collected in 2014.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Offender Re-entry Programs	Percent of inmates released from the Department of Correction (for the cohort year specified) for which recidivism is calculated who returned to a Department of Correction prison system for a technical violation	This measure tracks the percent of inmates that are released from the Department of Correction (for the cohort year specified) and are returned to a Department of Correction prison system for a technical violation within 36 months.	11%	10%	Stable	Three year cohort review. This measures captures persons returned to Department of Correction custody within 3 years of release from Department of Correction custody to probation and/or parole that returned to Department of Correction custody because they did not meet their terms of
Public Safety	Correctional Care, Custody, and Supervision	Offender Re-entry Programs	Percent of inmates released from the Department of Correction (for the cohort year specified) for which recidivism is calculated who returned to a Department of Correction prison system for a new conviction	This measure tracks the percent of inmates that are released from the Department of Correction (for the cohort year specified) and are returned to a Department of Correction system for a new conviction within 36 months.	28%	32%	Improving	Three year cohort review. This measures captures persons returned to Department of Correction custody within 3 years of release from Department of Correction custody to the street that returned to Department of Correction custody after the commission of another offense and new conviction.
Public Safety	Correctional Care, Custody, and Supervision	Offender Re-entry Programs	Percent of inmates requiring substance abuse treatment that enrolled in a substance abuse treatment program prior to their release	This measure tracks the number of inmates released that enrolled in substance abuse outpatient or inpatient treatment while incarcerated (numerator) vs. the number of inmates released that were recommended for substance abuse outpatient or inpatient treatment while incarcerated (denominator). The percentage per calendar year.	44%	n/a	-	Current period is CY12. 2012 was first year this data was collected.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Correctional Care, Custody, and Supervision	Parole Services	Percent of parolees that are successfully meeting the terms of parole	This measure tracks the percent of inmates released from Department of Correction custody to parole that were discharged from parole after successful completion of parole supervision terms.	66%	67%	Stable	CY12 vs. CY11. Department of Correction is undergoing an evaluation of its classification system to help ensure all criminally sentenced inmates are being classified and housed such that they can be released from the lowest custody level that is safe and appropriate.
Public Safety	Correctional Care, Custody, and Supervision	Parole Services	Percent of released offenders released with supervision	This measure tracks the percent of inmates released from Department of Correction custody supervised by parole and or probation.	54.5%	51.6%	Improving	CY12 vs. CY11. EOPSS is working on legislation that would make post-release supervision mandatory. Inmates who choose not to be supervised after release are more likely
Public Safety	Correctional Care, Custody, and Supervision	Parole Services	Percent of inmates released from Department of Correction custody to parole and probation supervision	This measure tracks the percent of inmates released from Department of Correction custody to parole and probation supervision.	8.2%	6.9%	Improving	CY12 vs. CY11. EOPSS is working on legislation that would make post-release supervision mandatory. Inmates who choose not to be supervised after release are more likely
Public Safety	Correctional Care, Custody, and Supervision	Parole Services	Percent of inmates released from Department of Corrections custody to parole supervision	This measure tracks the percent of inmates released from Department of Correction custody to parole supervision.	12.8%	11.5%	Improving	CY12 vs. CY11. EOPSS is working on legislation that would make post-release supervision mandatory. Inmates who choose not to be supervised after release are more likely
Public Safety	Crime Prevention	Fusion Center Investigations	Number of cases per examiner	This measure tracks the number of autopsies performed divided by the number of examiners.	315	n/a	-	CY13. Additional data will be collected in 2014.
Public Safety	Crime Prevention	Fusion Center Investigations	Average number of days for non-homicide cause of death determinations	This measure tracks the average number of days it takes to complete an investigation surrounding the circumstances of a death due to unnatural means or natural means.	180	n/a	-	CY13. Additional data will be collected in 2014.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Crime Prevention	Fusion Center Investigations	Average number of days for homicide cause of death determinations	This measure tracks the average number of days it takes to complete an investigation surrounding the circumstances of a death due to homicide.	90	n/a	-	CY13. Additional data will be collected in 2014.
Public Safety	Crime Prevention	Fusion Center Investigations	Percent of cases where autopsy was performed versus other type of investigation	This measure tracks the percent of cases where autopsy was performed (cutting into body) versus other type of investigation.	50	n/a	-	CY13. Additional data will be collected in 2014.
Public Safety	Crime Prevention	Sex Offender Registry Services	Number of training programs held by the Sex Offender Registry Board	This measure tracks the number of training programming offered by the Sex Offender Registry Board.	42	33	Improving	CY12 vs. CY11.
Public Safety	Crime Prevention	Sex Offender Registry Services	Percent of final classifications of sex offenders that appeal initial Sex Offender Registry Board classification made within 180 days	This measure tracks the percent of final classifications of sex offenders that appeal initial Sex Offender Registry Board classification made within 180 days.	n/a	n/a	-	Data will be collected in 2014.
Public Safety	Crime Prevention	Sex Offender Registry Services	Number of hits on the Sex Offender Registry Board website	This measure tracks the number of people that have viewed the Sex Offender Registry Board website.	454,926	343,572	Improving	CY12 vs. CY11. Data for current year is preliminary.
Public Safety	Crime Prevention	Sex Offender Registry Services	Percent of final classifications of sex offenders that do not appeal initial Sex Offender Registry Board classification made within 90 days	This measure tracks the percent of final classifications of sex offenders that do not appeal initial Sex Offender Registry Board classification made within 90 days.	n/a	n/a	-	Data will be collected in 2014.
Public Safety	Crime Prevention	Youth Crime and Youth Violence Prevention	Number of crimes against property committed by youth ages 14 - 24	This measure tracks the number of crimes against property as reported by Massachusetts law enforcement agencies. This includes burglary/breaking and entering, robbery and motor vehicle theft.	6,142	6,855	Improving	CY12 vs. CY11. Data Pulled on 1/7/14, National Incident Based Reporting System provides crime data for 288 of the 351 Massachusetts municipalities.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Crime Prevention	Youth Crime and Youth Violence Prevention	Number of crimes against persons committed by youth ages 14 - 24	This measure tracks the number of crimes against persons as reported by Massachusetts law enforcement agencies. This includes murder and nonnegligent manslaughter, sexual assault offenses and aggravated assault.	6,715	7,189	Improving	CY12 vs. CY11. Data pulled on 1/7/14. National Incident Based Reporting System provides crime data for 288 of the 351 Massachusetts municipalities and includes proxy data from Boston and Lawrence. Sexual assault offenses include: forcible rape, forcible sodomy, sexual assault with an object, and forcible fondling. In 2014, Boston and Lawrence will be submitting simple assault data and that will be included in crimes against persons data.
Public Safety	Crime Prevention	Youth Crime and Youth Violence Prevention	Number of homicides committed by youth ages 14 - 24	This measure tracks the number of homicides of youth ages 14-24 as reported by Massachusetts law enforcement agencies.	42	77	Improving	CY12 vs. CY11. Data Pulled on 1/7/14, National Incident Based Reporting System provides crime data for 288 of the 351 Massachusetts municipalities and includes proxy data from Boston and Lawrence.
Public Safety	Homeland Security	Emergency Management and Operations	# of large animal incident responses	This measure tracks the number of responses by the Large Animal Response Team to incidents involving large animals in Massachusetts	Data Not Currently Available	Data Not Currently Available	-	N/A
Public Safety	Homeland Security	Emergency Management and Operations	Number of emergency management training courses offered	This measures tracks the number Massachusetts Emergency Management Agency funded courses offered.	127	87	Improving	CY12 vs. CY11. Courses include Advanced Fire Investigation, Fire Instructor, Fire Officer, Firefighter Survival Skills, Individual and Peer Crisis Intervention, Surface Ice Rescue, etc.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Homeland Security	Emergency Management and Operations	Number of municipalities participating in suspicious activity reporting system (SARS) - the "See Something Say Something Campaign	This measure tracks the number of municipalities that participate in the suspicious activity reporting system.	132	n/a	n/a	Current period CY12. Data was not collected prior to 2012.
Public Safety	Homeland Security	Emergency Management and Operations	Number of critical infrastructure/key resources assessments completed	This measure tracks the number of municipalities that have completed critical infrastructure assessments.	9	24	Worsening	CY12 vs. CY11.
Public Safety	Homeland Security	Emergency Management and Operations	Number of staff trained in System-wide Multi-Hazard Risk Tool (SMRT) risk assessment tool	This measures the number of Massachusetts Emergency Management Agency staff members trained in the system-wide multi-hazard risk assessment tool.	9	n/a	n/a	CY12 vs. CY11. After the initial round of training, Massachusetts Emergency Management Agency reconsidered its approach and is seeking a different strategy to accomplish this goal.
Public Safety	Homeland Security	Emergency Management and Operations	# of large animal incident calls (to radio room)	This measure tracks the number of calls received by the 24 hour Environmental Police Radio Room pertaining to incidents involving large animals.	Data Not Currently Available	Data Not Currently Available	-	N/A
Public Safety	Homeland Security	Fire Training, Prevention, and Safety Services	Number fire related civilian deaths	This measure tracks the number of non fire rescue personnel deaths of persons from fires.	39	54	Improving	CY12 vs. CY11. 37 fatal fires caused 39 civilian deaths in 2012. No firefighters lost their lives.
Public Safety	Homeland Security	Fire Training, Prevention, and Safety Services	Number of fire related civilian injuries	This measure tracks the number of injuries of non fire rescue personnel from fires.	322	323	Stable	CY12 vs. CY11. There were 531 firefighter injuries in current year.
Public Safety	Homeland Security	Fire Training, Prevention, and Safety Services	Number of fire based training courses offered at the Massachusetts Fire Academy	This measure tracks the number of fire based training courses offered at the Massachusetts Fire Academy.	654	725	Worsening	CY12 vs. CY11.
Public Safety	Policing and Law Enforcement	Forensic Science Group / Crime Lab	Average number of days for DNA test processing	This measure tracks the average length of time it takes to complete DNA tests.	100	n/a	n/a	CY13
Public Safety	Policing and Law Enforcement	Forensic Science Group / Crime Lab	Average number of days for forensic toxicology test processing	This measure tracks the average length of time it takes to complete tests on blood, urine, stomach contents, sweat or saliva for evidence of alcohol or drug use.	96	n/a	n/a	CY13
Public Safety	Policing and Law Enforcement	Forensic Science Group / Crime Lab	Average number of days for forensic ballistic test processing	This measure tracks the average length of time it takes to complete tests on guns and/or bullets used during the course of a crime.	33	n/a	n/a	CY13

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of speeding citations issued by municipal grant funded patrols	This measures tracks the number of speeding citations given by law enforcement during grant enforcement periods.	8,790	6,990	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of Operating Under the Influence arrests issued by Massachusetts State Police	This measures tracks the number of Operating Under the Influence arrests made by Massachusetts law enforcement officers.	4,772	3,551	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of citations for distracted driving issued by Massachusetts State Police	This measures tracks the number of distracted driving citations given by law enforcement.	900	0	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of citations for distracted driving issued by municipal grant funded patrols	This measures tracks the number of distracted driving citations given by law enforcement during grant enforcement periods.	1,759	1,199	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of speeding citations issued by Massachusetts State Police	This measures tracks the number of speeding citations given by law enforcement.	132,115	121,541	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of safety belt citations issued by Massachusetts State Police	This measures tracks the number of safety belt citations given by law enforcement.	25,026	19,849	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of Operating Under the Influence arrests issued by municipal grant funded patrols	This measures tracks the number of Operating Under the Influence arrests made by Massachusetts law enforcement officers during grant enforcement periods.	73	147	Worsening	CY12 vs. CY11. This measure is worsening as enforcement by municipal departments is decreasing, but state activity is increasing.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of reported traffic crashes	This measure tracks the number of motor vehicle crashes as reported to the Registry of Motor Vehicles by law enforcement.	108,379	107,267	Worsening	CY12 vs. CY11. Data for current year is preliminary. Final figures should be available spring 2014. Not all communities report traffic crashes therefore caution is advised when reviewing trend data.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of reported traffic injuries	This measure tracks the number of persons injured in a crash as reported by a law enforcement officer.	38,799	38,932	Stable	CY12 vs. CY11. Data for current year is preliminary. Final figures should be available spring 2014. Not all communities report traffic crashes therefore caution is advised when reviewing trend data.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of participants in emergency management training programs	This measures tracks the number of persons that participate in Massachusetts Emergency Management Agency funded trainings.	2,496	1,561	Improving	CY12 vs. CY11.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of reported traffic fatalities	This measure tracks the number of fatalities to a vehicle occupant or non-motorist within 30 days of a crash as reported from the Fatality Analysis Reporting System (FARS).	349	374	Improving	CY12 vs. CY11. Data for current year is preliminary. Final figures should be available spring 2014. Not all communities report traffic crashes therefore caution is advised when reviewing trend data.
Public Safety	Policing and Law Enforcement	Highway Patrol and Traffic Field Services	Number of safety belt citations issued by municipal grant funded patrols	This measures tracks the number of safety belt citations given by law enforcement during grant enforcement periods.	8,394	6,118	Improving	CY12 vs. CY11. This measure is improving as additional enforcement should lead to a decrease in crashes and injuries.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	Municipal Police Training	Number of specialized courses offered by the Massachusetts Police Training Committee	This measure tracks the number of specialized police training programs that the state provides that will enhance police capabilities and service delivery.	30	283	Worsening	FY13 vs. FY12. The budget for the Municipal Police Training Committee does not cover the cost of providing extensive specialized training for officers. The budget must also cover the cost of in-service and basic training programs.
Public Safety	Policing and Law Enforcement	Municipal Police Training	Number of participants in veteran in-service training programs provided by the Massachusetts Police Training Committee	This measure tracks the number of hours a veteran law enforcement official participates in an in-service training program offered by the state.	921	2,166	Worsening	FY13 vs. FY12. The budget for the Municipal Police Training Committee does not cover the cost of providing the required in service training for all officers. The budget must also cover the cost of specialized and basic training programs.
Public Safety	Policing and Law Enforcement	State Police Communications	Percent of population served by regional 911 call centers	This measure tracks the percentage of Massachusetts residents where land line E911 calls are answered by regional E911 call centers rather than individual public safety answering points (PSAPS).	10.4%	n/a	-	The current period number is based on known totals for CY 2012, prior data is unavailable at this time. E911 supports regionalization through grants, however, the process is lengthy and municipalities make the decision to join a regional center or continue operating as a standalone site.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	State Police Communications	Number of communities where wireless calls are answered by regional E911 centers	This measure tracks the number of communities where wireless calls are answered by regional E911 centers.	0	0	Stable	CY12 vs. CY11. All wireless calls went to the Massachusetts State Police prior to 2013. In 2013, Massachusetts State Police began working with regional centers to have them receive wireless calls. As of December 2013, 69 communities have wireless calls answered by regional E911 centers.
Public Safety	Policing and Law Enforcement	State Police Detective Investigations	Number of violent injuries	This measure tracks the number of stabbing/sharp instrument and gunshot wounds treated at hospital and reported to Department of Public Health.	1,979	1,993	Improving	CY12 vs. CY11. The Department of Public Health is working to increase the numbers of hospitals that report these injuries in an effort to produce consistent and reliable data.
Public Safety	Policing and Law Enforcement	State Police Detective Investigations	Number of violent crimes	This measure tracks the number of violent crimes as reported by Massachusetts law enforcement agencies. This includes murder, forcible rape, robbery and aggravated assault.	26,953	28,232	Improving	CY12 vs. CY11. Uniform Crime Reports data is used as not all Massachusetts municipalities report their crime data to the Massachusetts Crime Reporting Unit. Violent crimes are murder and non-negligent manslaughter (less than 1%), forcible rape (6%), robbery (24%), and aggravated assault (69%).

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	State Police Detective Investigations	Number of homicides	This measure tracks the number of homicides as reported by Massachusetts law enforcement agencies.	121	184	Improving	CY12 vs. CY11. Not all Massachusetts municipalities report their crime data to the Massachusetts Crime Reporting Unit which is why Uniform Crime Reports data is used. Homicides were down 34% in 2012. Only once since 1965 did Massachusetts have a lower homicide total.
Public Safety	Policing and Law Enforcement	State Police Detective Investigations	Number of property crimes	This measure tracks the number of property crimes as reported by Massachusetts law enforcement agencies. Property crime include burglary, larceny-theft and motor vehicle theft.	143,089	148,829	Improving	CY12 vs. CY11. Not all Massachusetts municipalities report their crime data to the Massachusetts Crime Reporting Unit which is why Uniform Crime Reports data is used. Property crimes are burglary (24%), larceny-theft (69%), and motor vehicle theft (6%).
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of graduates from Massachusetts State Police Recruit Training	This measure tracks the number of graduates from Massachusetts State Police Recruit Training that are eligible to become Massachusetts State Troopers.	208	0	Improving	CY12 vs. CY11. Graduating classes are typically closer to 150, however since the 2012 graduation was the first class in five years, the graduation number was higher than normal.
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of student hours of training completed by law enforcement officers through the Massachusetts State Police Academy	This measure tracks the number of student hours of training completed by law enforcement officers through the Massachusetts State Police Academy.	n/a	230,301	-	CY11.
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of classes offered through the Online Academy Unit	This measure tracks the number of classes provided through the Online Academy Unit.	6	5	Stable	CY12 vs. CY11.
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of graduates from Special State Police Training Class	This measure tracks the number of graduates from Special State Police Training Class that are eligible to serve as law enforcement officials with state police powers	21	19	Improving	CY12 vs. CY11.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of graduates from State Police Municipal Academy Training Class	This measure tracks the number of graduates from State Police Municipal Academy Training Class that are eligible to serve as municipal law enforcement officers.	0	50	Worsening	CY12 vs. CY11. The number of classes offered are dependant both on budget and demand from agencies.
Public Safety	Policing and Law Enforcement	State Police Recruiting and Training	Number of new users utilizing the Online Academy Unit	This measure tracks the number of new users utilizing the Online Academy Unit.	1,460	n/a	Improving	CY12 vs. CY11. Massachusetts State Police began collecting data on new users in CY12
Public Safety	Policing and Law Enforcement	State Police Specialty Units	Number of times Massachusetts State Police specialty units were called into service	This measure tracks the number of times Massachusetts State Police specialty units (K-9 unit, tactical operations, marine unit, air wing) were called out to service.	Data Not Currently Available	Data Not Currently Available	-	N/A
Public Safety	Public Safety Regulations	Building Safety Inspections and Code Enforcement	Number of amusement park ride serious injuries and deaths	This measure tracks the number of persons that were seriously injured or that died as a result of an amusement park ride malfunction.	2	2	Stable	CY12 vs. CY11. There were zero (0) deaths in the current and prior periods.
Public Safety	Public Safety Regulations	Building Safety Inspections and Code Enforcement	Percent of registered elevators with expired inspections of more than 1 year	This measure tracks the number of registered elevators that have not been inspected one year or more past the expiration date of the prior inspection period.	7.8%	8.9%	Improving	CY12 vs. CY11.
Public Safety	Public Safety Regulations	Building Safety Inspections and Code Enforcement	Number of escalator serious injuries and deaths	This measure tracks the number of persons that were seriously injured or that died as a result of an escalator malfunction.	0	1	Improving	CY12 vs. CY11.
Public Safety	Public Safety Regulations	Building Safety Inspections and Code Enforcement	Percent of amusement park rides inspected that are in compliance with safety standards.	This measure tracks the percentage of amusement park rides inspected that were in compliance with safety standards.	100%	100%	Stable	CY12 vs. CY11.
Public Safety	Public Safety Regulations	Building Safety Inspections and Code Enforcement	Number of elevator serious injuries and deaths	This measure tracks the number of persons that were seriously injured or that died as a result of an elevator malfunction.	0	0	Stable	CY12 vs. CY11.
Public Safety	Public Safety Regulations	Fire Arm Licensing and Registration	Average number of days for firearms applications to be processed	This measure tracks the average number of days for firearms applications to be processed.	21	21	Stable	CY12 vs. CY11. In CY13, EOPSS experienced a longer average turnaround time of approximately 90 days. The increase was due to an increase in requests coupled with a staffing shortage. Preliminary 2013 data shows that the turnaround time was corrected by the end of the year.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Transportation	Aeronautics	Airport Administration	Inspect 36 public-use airports per calendar year	This measure tracks the number of public-use airports inspected for safety. Inspections include, but not limited to: paved and unpaved airside operations areas, lighting and markings, and navigational aids.	29	36	Worsening	CY13 vs. CY12.
Transportation	Aeronautics	Airport Administration	Ensure that operating expenses are at or below operating budget year to date (YTD)	This measure tracks the level of actual accumulated operating expenditures against budgeted accumulated expenditures at the end of each month in the state fiscal year to ensure the department does not exceed its operating budget. Reported as a percentage under or over budget.	-10%	-	-	Current period is FY13. Prior Period not available.
Transportation	Aeronautics	Airport Improvements	Ensure that construction projects are trending on-budget	This measure tracks the estimated future progress of current construction projects each month against the projected construction schedule.	Data Not Currently Available	Data Not Currently Available	-	This is a new measure identified in fiscal year 2013.
Transportation	Aeronautics	Airport Improvements	Implement the Carbon Neutral Airport Project	This measure tracks the progress in implementing the Carbon Neutral Airport Project at Nantucket Airport. The program seeks to identify energy reductions and alternative energy sources for ground operations.	On-Track	On-Track	Stable	FY13 vs. FY12.
Transportation	Aeronautics	Airport Improvements	Disburse 90% of the airport capital budget by the state fiscal year's end	This measure tracks the timeliness and utilization of MassDOT-Aeronautics to fund capital improvements at public use airports under its jurisdictions, as either grants to municipalities or Aeronautics managed projects, against the total annual budgeted amount. Reported as the percentage distributed.	80.70%	94.00%	Worsening	FY13 vs. FY12. Capital projects were less expensive than anticipated, allowing for capital budget savings.
Transportation	Rail and Transit	Rail and Transit Administration	Percent of Regional Transit Authorities (RTA's) in compliance with monthly data reporting requirements	This measure tracks the percent of Regional Transit Authorities (RTAs) that are in compliance with their monthly data reporting requirements.	Data Not Currently Available	Data Not Currently Available	-	Data expected in FY14
Transportation	Rail and Transit	Rail and Transit Administration	Number of site visits to Regional Transit Authorities (RTA's) each month by Rail and Transit	This measure tracks the number of times in a reported month that a Regional Transit Authority (RTA) is visited by Rail and Transit personnel.	Data Not Currently Available	Data Not Currently Available	-	Data expected in FY14
Transportation	Rail and Transit	Rail and Transit Infrastructure	Percent of Regional Transit Authorities (RTA's) Capital funds allocated	This measure tracks the level of capital funding allocated by Rail and Transit.	Data Not Currently Available	Data Not Currently Available	-	Data expected in FY14
Transportation	Registry of Motor Vehicles	Development & Support for Registry Customer Services	Increase the number of Registry of Motor Vehicles (RMV) transactions conducted through industry partners from the previous year	This measure tracks the number of Registry of Motor Vehicles (RMV) transactions completed by third party vendors like automobile dealers, insurance companies and the American Automobile Association (AAA).	2,361,286	1,495,109	Improving	January through November 2013 vs. CY 2012.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Transportation	Registry of Motor Vehicles	Development & Support for Registry Customer Services	Keep the statewide average call center wait time below 10 minutes	This measure tracks the average Registry of Motor Vehicle call center wait time. Reported in minutes.	21:53	21:16	Worsening	Average FY13 compared to average FY12.
Transportation	Registry of Motor Vehicles	Development & Support for Registry Customer Services	Increase the portion of online transactions by 3% from previous year (12 month moving average)	This measure tracks the number of online transactions completed by Registry of Motor Vehicle (RMV) customers.	25.60%	24.70%	Improving	Average FY13 vs. average FY12.
Transportation	Registry of Motor Vehicles	Driver Licensing, Registrations, Titles, and Inspections	Inspect each vehicle inspection station at least three times per year	This measure tracks the number of inspections, including re-inspections, made on vehicle inspection stations by Registry of Motor Vehicle (RMV) personnel.	8,233	8,633	Stable	January through November 2013 vs. CY 2012.
Transportation	Registry of Motor Vehicles	Driver Licensing, Registrations, Titles, and Inspections	Keep the average wait for road tests below 28 days	This measure tracks the average monthly road test wait time from when a test is scheduled to the appointment date, in days.	41	35	Worsening	FY13 vs. FY12.
Transportation	Registry of Motor Vehicles	Driver Licensing, Registrations, Titles, and Inspections	Keep the statewide average branch wait time below 15 minutes	This measure tracks the average monthly branch wait time for customers seeking in-person assistance at a Registry of Motor Vehicle (RMV) branch. This includes all branch transactions, including licensing, registration, hearings, and permit testing.	26:35	17:56	Worsening	FY average 2013 compared to FY average 2012.
Transportation	Registry of Motor Vehicles	Registry Branch Operations	Ensure Registry of Motor Vehicles operating expenses are below operating budget year to date (YTD)	This measure tracks the level of actual accumulated operating expenditures against budgeted accumulated expenditures at the end of each month in the state fiscal year. Reported as the percentage over or under budget.	-7%	-	-	Current period is FY13.
Transportation	Registry of Motor Vehicles	Registry Branch Operations	Participate in "How Can I Help You Today?" training	This measure tracks the progress of employees completing the "How Can I Help You Today?" customer service training.	On-Track	On-Track	Stable	FY13 vs. FY12. Project continues to meet benchmark expectations.
Transportation	Registry of Motor Vehicles	Registry Branch Operations	Install the new Automated License and Registration System (ALARS)	This measure tracks the progress of the installation a new Automated License and Registration System (ALARS). Progress is measured against project benchmarks.	On-Track	On-Track	Stable	FY13 vs. FY12. Project continues to meet benchmark expectations.
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Construction and Design	Incorporate Accelerated Bridge Program best practices into all projects	This measure tracks the progress in incorporating the Accelerated Bridge Program best practices into all construction projects.	On-Track	On-Track	Stable	N/A
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Construction and Design	Ensure that net project costs are on or under budget at construction completion	This measure tracks the net total project cost for rail and transit projects completed within the measurement period and compares it with budgeted totals for those projects.	Data Not Currently Available	Data Not Currently Available	-	N/A
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Construction and Design	Ensure that at least 80% of construction projects are completed on time	This measure tracks the percentage of highway construction projects that are completed on time. Construction projects are considered completed when they are usable by the public.	71%	64%	Improving	FY13 vs. FY12.

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Construction and Design	Ensure that net project costs are on or under budget at construction completion	This measure tracks the net total project cost for highway projects completed within the measurement period and compares it with budgeted totals for those projects.	(34,960,661)	(13,540,109)	Improving	FY13 vs. FY12.
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Construction and Design	Ensure that at least 80% of construction projects are completed on time	This measure tracks the percentage of rail and transit construction projects that are completed on time. Construction projects are considered completed when they are usable by the public.	Data Not Currently Available	Data Not Currently Available	-	N/A
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Develop a travel speed data collection pilot program on I-93 to inform statewide congestion metrics	This measure tracks the progress in developing a "Real Time Transportation Management" system on I-93 that collects travel times and makes that data available to drivers to plan their commutes.	Data Not Currently Available	Data Not Currently Available	-	This is a new measure identified in fiscal year 2013.
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Reduce the number of workplace injuries by at least 10% from last year's level	This measure tracks the number of workplace injuries in the highway division.	207	267	Improving	FY13 vs. FY12.
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Ensure that operating expenses are at or below operating budget year to date (YTD)	This measure tracks the level of actual accumulated operating expenditures against budgeted accumulated expenditures for the state fiscal year to ensure the department does not exceed its operating budget. Reported as a percentage under or over budget.	-4%	-	Improving	FY13
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Reduce the number of workplace injuries by at least 10% from last year's level	This measure tracks the number of workplace injuries in the rail and transit division.	655	615	Worsening	FY13 vs. FY12. 6.5% increase in workplace injuries for the Rail and Transit Division. Measure changing in FY14 to "Recordable MBTA employee injuries resulting in lost time per 100 employees."
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Ensure that at least 65% of total pavement is in good or excellent condition (PSI)	This measure tracks the percentage of pavement in the highway roadway inventory that is in good or excellent condition as measured by the Present Serviceability Index (PSI) which measures longitudinal roughness, patch work, rutting and cracking.	64.10%	63.30%	Improving	Federal fiscal year 2012 compared to federal fiscal year 2011. FY13 data not yet available.
Transportation	Roads, Bridges, and Tunnels	Road, Bridge, and Tunnel Operations and Maintenance	Maintain at least a 81.98 system-wide bridge health index	This measure tracks the average bridge health index for highway bridges state-wide. The health index typically includes about 10 to 12 different elements that are evaluated by the department.	82.05	81.65	Improving	FY13 vs. FY12.
Transportation	Roads, Bridges, and Tunnels	Transportation Safety	Reduce the number of accidents involving Junior Operators from previous year	This measure tracks the number of accidents involving Junior Operators. Junior Operators are drivers under 18 years of age.	2,967	3,267	Improving	January through June 2013 vs. January through June 2012. This data lags 6 months

Government Function	Program Category	Program	Measure Name	Measure Description	Current Period	Prior Period	Trend	Comments
---------------------	------------------	---------	--------------	---------------------	----------------	--------------	-------	----------