

OUTCOME MEASURES FOR FY 2013

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)	1. Persons receiving services will utilize a variety of external resources (non-volunteer and volunteer) for community activities monthly Non-Volunteer: M-9; T-11; O-13 9 - met minimal goal Volunteer: M-5; T-7; O-8 3 - did not meet minimal goal	7. Direct Support Staff will minimize the percentage of daily ISP data that must be corrected M-9%; T-7%; O-5% 4 % - exceeded optimal goal	<p>ALL PROGRAMS</p> <p>13. Persons receiving services shall be satisfied with the services they are receiving based upon obtaining a minimum average score of 3.25 on the <i>Client Satisfaction Questionnaire (CSQ-8)</i> M-3.25; T-3.50; O-3.75 3.6 - exceeded target goal</p> <p>14. A minimum of 75% of family members, natural supports, and home providers surveyed shall be satisfied with services provided based on quarterly telephone contacts M-75%; T-80%; O-85% 93 % - exceeded optimal goal</p> <p>COMMUNITY ACCESS GROUP ONLY</p> <p>15. Contractors shall be satisfied with timeliness, quality, and quantity of work as indicated on a five point satisfaction scale Contractors: M-3; T-4; O-5 4.4 - exceeded target goal</p> <p>SUPPORTED EMPLOYMENT ONLY</p> <p>16. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated on a five point satisfaction scale Employers: M-3; T-4; O-5 3.3 - met minimal goal</p> <p>DISCHARGE FOLLOW UP ONLY</p> <p>17. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-75%; O-80% 70% - met minimal goal</p> <p>18. Attempts will be made to contact a high percentage of individuals three months after discharge to obtain follow up information M-85%; T-90%; O-95% 85% - met minimal goal</p>
COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)	2. Persons receiving services will utilize a variety of external resources (non-volunteer and volunteer) for community activities monthly Non-Volunteer: M-9; T-11; O-13 10 - met minimal goal Volunteer: M-5; T-7; O-8 0 - did not meet minimal goal	8. Direct Support Staff will minimize the percentage of daily ISP data that must be corrected M-9%; T-7%; O-5% 1 % - exceeded optimal goal	
COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)	3. A high percentage of individuals will actively participate in their community at least twice a month M-70%; T-80%; O-90% 83 % - exceeded target goal	9. Direct Support Staff will minimize the percentage of daily ISP data that must be corrected M-9%; T-7%; O-5% 3.5 % - exceeded optimal goal	
COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)	4. A high percentage of individuals will actively participate in their community at least twice a month M-70%; T-80%; O-90% 78 % - exceeded target goal	10. Direct Support Staff will minimize the percentage of daily ISP data that must be corrected M-9%; T-7%; O-5% 9 % - met minimal goal	
SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)	5. Supported Employment will increase the number of people employed each year M-10%; T-20%; O-30% 20 % - met target goal	11. Direct Support Staff will minimize the percentage of daily ISP data that must be corrected M-9%; T-7%; O-5% 3% - exceeded optimal goal	
RESPIRE	6. Persons receiving respite services will utilize a high number of community resources each quarter M-30; T-35; O-40 26 - did not meet minimal goal	12. At least three agencies or high schools will be contacted to seek referrals each month M-3; T-6; O-9 1.3 - did not meet minimal goal	
			<p align="center">SERVICE ACCESS</p> <p>19. Follow up services will be provided within two weeks to a high percentage of individuals who are referred to the Intake and Evaluation Team and meet the eligibility requirements M-85%; T-90%; O-95% 96% - exceeded optimal goal</p>

M = minimal expectation; T = target expectation; O = optimal expectation