

**HOPE HAVEN FY 2014
OUTCOME MEASURES RESULTS**

| PROGRAM | EFFECTIVENESS | EFFICIENCY | SATISFACTION |
|--|--|---|---|
| COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION) | 1. Individuals 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 Volunteer: M-5; T-7; O-8 NV 21 – Exceeded optimal target V 5 – Met minimal target | 8. Community Access Group will minimize the percentage of cancelled scheduled community activities due to lack of staff M-15%; T-12%; O-9% 5% - Exceeded optimal goal | ALL PROGRAMS 14. Persons receiving services shall be satisfied with the services they are receiving based upon their positive response to a qualitative questionnaire M-80%; T-85%; O-90% 97% - Exceeded optimal goal 15. A minimum of 80% of family members, natural supports, and home providers surveyed shall be satisfied with services provided based on quarterly contacts M-80%; T-85%; O-90% CAI 82%; SE 80%; CAG 100%; CLS 93% CRA 100%, COMMUNITY ACCESS GROUP ONLY 16. Contractors shall be satisfied with timeliness, quality, and quantity of work as indicated quarterly on a five point satisfaction scale Contractors: M-3; T-4; O-5 4.85 Exceeded target goal SUPPORTED EMPLOYMENT ONLY 17. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated bi-annually on a five point satisfaction scale Employers: M-3; T-4; O-5 4.3 – Exceeded target goal DISCHARGE FOLLOW UP ONLY 18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-75%; O-80% 67% - Did not meet minimal goal 19. 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% 75% - Did not meet minimal goal SERVICE ACCESS 20. 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 |
| COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION) | 2. Individuals receiving services will utilize a variety of external resources (non-volunteer and volunteer) for community activities monthly M-13; T-15; O-17 18 – Exceeded optimal goal | 9. Community Access Individual will minimize the percentage of lost billing due to lack of staff. M-15%; T-12%; O-9% 10% - Exceeded target goal | |
| COMMUNITY LIVING SUPPORT (SUPPORTED LIVING) | 3. A high percentage of individuals will actively participate in their community at least three times a month M-75%; T-85%; O-95% 85% - Met target goal | 10. Community Living Supports will minimize the percentage of lost billing due to lack of staff. M-15%; T-12%; O-9% 30% - Did not meet the minimal goal | |
| COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING) | 4. A high percentage of individuals will actively participate in their community at least three times a month M-75%; T-85%; O-95% 96% - Exceeded optimal goal | 11. Community Residential Alternative will minimize turnover of Direct Support Staff M-15%; T-12%; O-9% 22% - Did not meet the minimal goal | |
| SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT) | 5. Supported Employment will increase the number of people employed each year M-10%; T-20%; O-30% 28% - Exceeded target goal 6. Individuals employed will increase their wages M-2%; T-3%; O-4% 22% - Exceeded optimal goal | 12. At least three employers will be contacted each month in order to build employment partnerships M-3; T-6; O-9 1.6 - Did not meet the minimal goal | |
| RESPIRE | 7. Persons receiving respite services will utilize a high number of community resources each quarter M-30; T-35; O-40 43 – Exceeded optimal target | 13. At least three contacts will be made each month to seek referrals M-3; T-6; O-9 2.7 – Did not meet the minimal goal | |

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