

**HOPE HAVEN FY 2015
OUTCOME MEASURES RESULTS**

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)	1. Individuals will utilize a variety of external resources (non-volunteer and volunteer) for community activities monthly Non-Volunteer: M-9; T-11; O-13 20 – Exceeded optimal goal Volunteer: M-5; T-7; O-8 12 - Exceeded optimal goal	9 Community Access Group will minimize the percentage of cancelled scheduled community activities due to lack of staff M-15%; T-12%; O-9% <1% - Exceeded optimal goal	ALL PROGRAMS 17. Individuals shall be satisfied with the services they are receiving based upon their positive response to a qualitative questionnaire M-80%; T-85%; O-90% Average 88% - Exceed the target goal: CAI 88%; SE 94%; CAG 90%; CLS 90%, CRA 90%, Respite 75% 18. 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 100%; SE 69%; CAG 34%; CLS 83%, CRA 68%, Respite 10%
	2. A high percentage of individuals will engage in at least 2 community activities each month M-80%; T-90%; O-100%; 91% - Exceeded target goal	10 Community Access Group will minimize the percentage of cancelled scheduled community activities due to lack of vehicles M-16%; T-12%; O-8% 7% - Exceeded optimal goal	
COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)	3. Individuals will utilize a variety of external resources (non-volunteer and volunteer) for community activities monthly M-15; T-17; O-19 26 – Exceeded optimal goal	11 Community Access Individual will minimize the percentage of lost billing due to lack of staff. M-12%; T-10%; O-8% 3% - Exceeded the optimal goal	COMMUNITY ACCESS GROUP ONLY 19. Contractors shall be satisfied with timeliness, quality, and quantity of work as indicated bi-annual on a five point satisfaction scale M-3; T-4; O-5 5- Partially met optimal goal 20. Routine community partners shall be satisfied with timeliness, quality, and quantity of work as indicated bi-annual on a five point satisfaction scale M-3; T-4; O-5 5- Met minimal optimal goal
		12 Community Access Individual will meet quarterly hours of service for a high percentage of individuals M-80%; T-90%; O-100% 77% - Did not meet the minimal goal	
COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)	4. A high percentage of individuals will actively participate in their community at least three times a month M-75%; T-85%; O-95% 76% - Met the minimal goal	13 Community Living Supports will minimize the percentage of lost billing due to lack of staff. M-25%; T-20%; O-15% 8% - Exceeded the optimal goal	SUPPORTED EMPLOYMENT ONLY 21. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated bi-annually on a five point satisfaction scale M-3; T-4; O-5 3.73 – Partially met the minimal goal
COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)	5. A high percentage of individuals will actively participate in their community at least four times a month M-75%; T-85%; O-95% 92% - Exceeded the target goal	14 Community Residential Alternative will minimize turnover of Direct Support Staff M-18%; T-15%; O-12% 49 %- Did not meet the minimal goal	
SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)	6. Supported Employment will increase the number of people employed each year M-10%; T-20%; O-30% 6% - Did not meet the minimal goal	15 At least three employers will be contacted each month in order to build employment partnerships M-3; T-6; O-9 2.84 – Did not meet the minimal goal	DISCHARGE FOLLOW UP ONLY 22. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-75%; O-80% 100% - Exceeded optimal goal 23. Attempts will be made to gain a high percentage of follow up information regarding discharged individuals. M-85%; T-90%; O-95% 40% - Did not meet the minimal goal
	7. Individuals employed will increase their wages M-2%; T-3%; O-4% 27% - Exceeded the optimal goal		
RESPITE	8. Individuals will utilize a high number of community resources each quarter M-30; T-35; O-40 46- Exceeded the optimal goal	16 Respite will minimize the percentage of cancelled services due to accessibility and room availability each quarter. M-12%; T-10%; O-8% 3% - Exceeded the optimal goal	SERVICE ACCESS 24. A high percentage of individuals will be contacted within two weeks following an initial referral to provide information regarding services and eligibility. M-85%; T-90%; O-95% 98% - Exceeded the optimal goal

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