

**HOPE HAVEN
OUTCOME MEASURES FOR FY 2016**

| PROGRAM | EFFECTIVENESS | EFFICIENCY | SATISFACTION |
|--|---|---|---|
| COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION) | 1. Individuals will increase community integration by participating in community activities available to the general public each month. M-1; T-2; O-3 0 - Minimum not met 2. A high percentage of individuals will engage in at least 3 community activities each month M-85%; T-90%; O-95%; 82% - Minimum not met | 9. Community Access Group will minimize the percentage of cancelled scheduled community activities each month due to lack of staff M-12%; T-9%; O-6% 11% - Minimum exceeded 10. Community Access Group will minimize the percentage of cancelled scheduled community activities each month due to lack of vehicles M-10%; T-8%; O-5% 8% - Target met | <p><u>ALL PROGRAMS</u></p> <p>16. Individuals shall be satisfied with the services they are receiving based upon a positive response to a qualitative questionnaire M-80%; T-85%; O-90% 85% Average - Target met (SE 83%, CLS 86%, CAG 88%, PV 91%, Respite 92%, CRA 77%, CAI 77%)</p> <p>17. 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% 73% Average - Target not met (SE 97%, CLS 83%, CAI 79%, CRA 78%, Respite 64%, CAG 39%)</p> <p><u>COMMUNITY ACCESS GROUP ONLY</u></p> <p>18. Contractors shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five point satisfaction scale M-3; T-4; O-5 4.4 - Minimum met</p> <p>19. Routine community partners shall be satisfied with their partnership with the organization based upon a positive response to a qualitative questionnaire M-3; T-4; O-4 4.5 - Target exceeded</p> <p><u>SUPPORTED EMPLOYMENT ONLY</u></p> <p>20. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five point satisfaction scale M-3; T-4; O-5 5 - Optimum met</p> <p><u>DISCHARGE FOLLOW UP ONLY</u></p> <p>21. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-75%; O-80% 88% - Optimum exceeded</p> <p>22. Attempts will be made to gain a high percentage of follow up information regarding discharged individuals. M-85%; T-90%; O-95% 87% - Minimum exceeded</p> <p style="text-align: center;"><u>SERVICE ACCESS</u></p> <p>23. A high percentage of individuals will be contacted within 2 weeks following an initial referral to provide information regarding services and eligibility. M-85%; T-90%; O-95% 98% - Optimum exceeded</p> |
| 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 16 - Minimum exceeded | 11. Community Access Individual will minimize the percentage of lost billing due to lack of staff. M-12%; T-10%; O-8% 10% - Target met | |
| COMMUNITY LIVING SUPPORT (SUPPORTED LIVING) | 4. A high percentage of individuals will actively participate in their community at least 4 times a month M-75%; T-85%; O-95% 86% - Target exceeded | 12. Community Living Supports will minimize turnover of Direct Support Staff M-30%; T-24%; O-18% 48% - Minimum not met | |
| COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING) | 5. A high percentage of individuals will actively participate in their community at least 6 times a month M-75%; T-85%; O-95% 76% - Minimum exceeded | 13. Community Residential Alternative will minimize turnover of Direct Support Staff M-30%; T-24%; O-18% 60% - Minimum not met | |
| SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT) | 6. Supported Employment will increase the number of individuals employed each year M-10%; T-20%; O-30% 27% - Target exceeded | 14. At least 3 employers or other supported employment programs will be contacted each month in order to build employment partnerships M-3; T-6; O-9 3 - Minimum exceeded | |
| | 7. Individuals employed will increase their wages M-2%; T-3%; O-4% 33% - Optimum exceeded | | |
| RESPITE | 8. A high percentage of individuals will participate in community activities during each respite stay M-80%; T-85%; O-90% 85% - Target met | 15. Respite will minimize the percentage of cancelled services due to accessibility and room availability each quarter. M-12%; T-10%; O-8% 6% - Optimum exceeded | |