

**HOPE HAVEN
OUTCOME MEASURES FOR FY' 2017**

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)	1. A high percentage of individuals will engage in at least 4 community activities each month M-85%; T-90%; O-95%; 87.5% = Minimum exceeded	7. Community Access Group will minimize the percentage of cancelled scheduled community activities each month M-12%; T-9%; O-6% 3.75% = Optimum exceeded	<u>ALL PROGRAMS</u> 13. 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% 94% Average = Optimum met Optimal met: SEP- 100%, CAI- 100%, Respite- 100%, CLS- 91%. Target met: CRA- 88%. Minimum met: CAG- 84%
COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)	2. Individuals will increase community integration by participating in community activities available to the general public each month. M-1; T-2; O-3 7.15 = Optimal exceeded	8. Community Access Individual will retain a high percentage of direct support staff during the year. M-75%; T-80%; O-85% 61% = Minimum not met	14. 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% 84% = Minimum met
COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)	3. A high percentage of individuals will actively participate in their community at least 4 times a month M-75%; T-85%; O-95% 82.75% = Minimum exceeded	9. Community Living Supports will retain a high percentage of direct support staff during the year. M-75%; T-80%; O-85% 75% = Minimum met	<u>PREVOCATIONAL ONLY</u> 15. 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 3 = Minimum met
COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)	4. A high percentage of individuals will actively participate in their community at least 7 times a month M-75%; T-85%; O-95% 64% = Minimum not met	10. Community Residential Alternative will retain a high percentage of direct support staff during the year. M-65%; T-70%; O-75% 40% = Minimum not met	<u>COMMUNITY ACCESS GROUP ONLY</u> 16. 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-5 4.5 = Target met
SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)	5. Supported Employment will increase the number of individuals employed each year M-10%; T-20%; O-30% 21% = Target met	11. At least 4 employers or other supported employment programs will be contacted each month in order to build employment partnerships M-4; T-5; O-6 4.5 = Minimum met	<u>SUPPORTED EMPLOYMENT ONLY</u> 17. 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 4 = Target met
RESPITE	6. A high percentage of individuals will participate in community activities during each respite stay M-80%; T-85%; O-90% 73.5% = Minimum not met	12. A high percentage of Respite individuals will receive their preferred dates for stays each quarter. M-80%; T-85%; O-90% 93.75% = Optimum exceeded	<u>DISCHARGE FOLLOW UP ONLY</u> 18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-75%; O-80% 80% = Optimum met
			<u>SERVICE ACCESS</u> 19. Data regarding service access for individuals not currently receiving services will be tracked from referrals to include services sought, demographic information, and waiver application status <ul style="list-style-type: none"> Information was tracked for 59 individuals seeking information regarding services 20. Data regarding additional funding or services needed for individuals currently receiving services will be tracked <ul style="list-style-type: none"> 20 requests for additional funds/ services were made; 18 were granted

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