

**HOPE HAVEN
OUTCOME MEASURES FOR FY' 2018**

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%; 79% = Minimum not met	7. Community Access Group will minimize the percentage of cancelled scheduled community activities each month M-9%; T-6%; O-3% 6.6% = Minimum exceeded	ALL PROGRAMS 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% 95% = Optimal exceeded 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% 80.15% = minimum exceeded COMMUNITY ACCESS GROUP – CONTRACT ONLY 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 4 = Target met
COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)	2. Individuals will increase community integration by participating in community activities available to the general public each month. M-4; T-6; O-8 5.67 = Minimum exceeded	8. Community Access Individual will reduce direct support staff turnover during the year. M-55%; T-50%; O-45% 9% = Optimal exceeded	COMMUNITY ACCESS GROUP ONLY 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 4.4 = Target exceeded
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% 73.25% = Minimum not met	9. Community Living Supports will reduce direct support staff turnover during the year. M-35%; T-30%; O-25% 31% = Target exceeded	SUPPORTED EMPLOYMENT ONLY 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 5 = Optimal exceeded
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% 69% = Minimum not met	10. Community Residential Alternative will reduce direct support staff turnover during the year. M-55%; T-50%; O-45% 40% = Exceeded Target	DISCHARGE FOLLOW UP ONLY 18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-75%; T-80%; O-85% 75% = Minimum met
SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)	5. Supported Employment will have a high percentage of individuals who maintain their employment for a minimum of 9 months M-10%; T-20%; O-30% 92% = Optimal exceeded	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 7.3 = Optimal exceeded	SERVICE ACCESS 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 86 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"> There were a total of 36 STAR requests submitted during FY' 18; of those thirty-six, 30 were approved resulting in the additional funding and/or services being granted.
RESPIRE	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% 94.24% = Optimal exceeded	

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