

**HOPE HAVEN
OUTCOME MEASURES FOR FY' 2019**

| 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%; 82% = Minimum not met | 7. Community Access Group will minimize the percentage of cancelled scheduled community activities each month M-9%; T-6%; O-3% 2.5%= Optimal 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% 96%= 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% 88.25%= Target exceeded <u>COMMUNITY ACCESS GROUP – CONTRACT 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 4.4= Target exceeded <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 4.45 = Target exceeded <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-2; T-3; O-5 5= Optimal Met <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-75%; T-80%; O-85% 100%= Optimal exceeded <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 80 inquiries 20. Data regarding additional funding or services needed for individuals currently receiving services will be tracked 29 STAR requests |
| COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION) | 2. A high percentage of Individuals will engage in a community class or some type of community service opportunity at least 1 time per month. M-75%; T-85%; O-95% 66%= Minimum not met | 8. Community Access Individual will reduce direct support staff turnover during the year. M-55%; T-50%; O-45% 45%=Optimal met | |
| COMMUNITY LIVING SUPPORT (SUPPORTED LIVING) | 3. A high percentage of Individuals will engage in a community class or some type of community service opportunity at least 1 time per month. M-70%; T-75%; O-80% 39%= Minimum not met | 9. Community Living Supports will reduce direct support staff turnover during the year. M-35%; T-30%; O-25% 45%= Minimum not 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 reduce direct support staff turnover during the year. M-55%; T-50%; O-45% 40%= Optimal exceeded | |
| SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT) | 5. Supported Employment will increase the number of individuals employed each year M-10%; T-20%; O-30% 14%= Minimum 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 5.66= Exceeded target | |
| RESPIRE | 6. A high percentage of individuals will participate in community activities during each respite stay M-80%; T-85%; O-90% 80.5%= Minimum exceeded | 12. A high percentage of Respite individuals will receive their preferred dates for stays each quarter. M-80%; T-85%; O-90% Data not available due to facility closure in December of 2018. | |

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