

**HOPE HAVEN
OUTCOME MEASURES FOR FY' 2020**

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
<p>COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)</p>	<p>1. A high percentage of individuals will engage in at least 4 community activities each month and the number of refusals will decrease. M-85%; T-90%; O-95%;</p> <p style="color: green;">85% = Minimum met</p> <p>CAG1: Did the individual go out in the community today? "yes", "no" or "refused"</p> <p>* If yes, where did they go and describe their interactions/conversations with community members.</p> <p>* If no, what did they do instead?</p> <p>*If refused, what reason did they give?</p> <p>CAG2: Did the individual participate in a focus group today? "yes", "no", "refused"</p> <p>* If yes, what was the focus group about and describe their response to the discussion or how they participated in the discussion.</p> <p>* If no, what did they choose to do instead?</p>	<p>7. Community Access Group will reduce the direct support turnover as well as the average staff to individual served ratio. M-9%; T-6%; O-3%</p> <p style="color: red;">21.3% = Minimum was not met</p>	<p>ALL PROGRAMS</p> <p>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%</p> <p style="color: green;">91.33% = Optimal exceeded</p> <p>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%</p> <p style="color: green;">CAG - 100% = Optimal exceeded CAI - 75% = Minimum not met CLS - 82% = Minimum exceeded SE - 81% = Minimum exceeded</p> <p>COMMUNITY ACCESS GROUP – CONTRACT ONLY</p> <p>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</p> <p style="color: green;">3.9 = Minimum exceeded</p> <p>COMMUNITY ACCESS GROUP ONLY</p> <p>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</p> <p style="color: green;">4.8 = Target exceeded</p> <p>SUPPORTED EMPLOYMENT ONLY</p> <p>17. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five-point satisfaction scale M-75%; T-85%; O-95%</p> <p style="color: green;">100% = Optimal exceeded</p> <p>DISCHARGE FOLLOW UP ONLY</p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-75%; T-80%; O-85%</p> <p style="color: green;">100% = Optimal exceeded</p>
<p>COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)</p>	<p>2. A high percentage of Individuals will build natural relationships by meeting up with a friend or while in the community will engage in a conversation with a new friend at least once a quarter. M-75%; T-85%; O-95%</p> <p style="color: red;">66% = Did not meet minimum</p> <p>CAI1: Did the individual engage in a meaningful interaction with or introduce themselves to a community member? "yes", "no"</p> <p>*If yes, describe their interactions/conversation.</p>	<p>8. Community Access Individual will utilize 90% of service units authorized. M-55%; T-50%; O-45%</p> <p style="color: red;">55% = Minimum was met</p>	<p>COMMUNITY ACCESS GROUP ONLY</p> <p>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</p> <p style="color: green;">4.8 = Target exceeded</p> <p>SUPPORTED EMPLOYMENT ONLY</p> <p>17. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five-point satisfaction scale M-75%; T-85%; O-95%</p> <p style="color: green;">100% = Optimal exceeded</p> <p>DISCHARGE FOLLOW UP ONLY</p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-75%; T-80%; O-85%</p> <p style="color: green;">100% = Optimal exceeded</p>
<p>COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)</p>	<p>3. A high percentage of Individuals will have a goal that relates to living skill acquisition or will acquire/improve a living skill. M-70%; T-75%; O-80%</p> <p style="color: green;">70% = Minimum met</p> <p>CLS1: Did the individual learn or improve on a living skill today? "yes" or "no"</p>	<p>9. Community Living Supports will utilize 80% of service units authorized. M-35%; T-30%; O-25%</p> <p style="color: green;">15% = Optimal was exceeded</p>	<p>DISCHARGE FOLLOW UP ONLY</p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-75%; T-80%; O-85%</p> <p style="color: green;">100% = Optimal exceeded</p>

		SERVICE ACCESS	
	<p>*What was the skill?</p> <p>*Describe how the staff coached or assisted in the completion of the skill/task.</p> <p>*Explain what the individual was able to complete on their own.</p>		<p>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</p> <p>80 inquiries</p> <p>20. Data regarding additional funding or services needed for individuals currently receiving services will be tracked</p> <p>25 individuals approved</p>
COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)	<p>4. 80% of individuals will meet their meaningful activity goal each month. M-75%; T-85%; O-95%</p> <p>*2 times a month = monthly goal met</p> <p>64% = Minimum not met</p>	<p>10. Community Residential Alternative will reduce direct support staff turnover during the year. M-55%; T-50%; O-45%</p> <p>40% = Optimal was exceeded</p>	
SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)	<p>5. Supported Employment will increase the number of individuals employed each year and/or increase their pay or hours worked and try to obtain employment with benefits. M-10%; T-20%; O-30%</p> <p>14% = Minimum exceeded</p>	<p>11. At least 4 potential employers or other supported employment programs will be contacted each month in order to build employment partnerships M-4; T-5; O-6</p> <p>5.41 = Target exceeded</p>	

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