

**HOPE HAVEN  
OUTCOME MEASURE RESULTS FOR FY' 2021**

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
<p><b>COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)</b></p>	<p>1. A high percentage of individuals will engage in at least 2 community activities each month and the number of refusals will decrease. M-60%; T-70%; O-80%;</p> <p style="color: green;">85% = Optimal Exceeded</p> <p><b>CAG1:</b> 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><b>CAG2:</b> 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 utilize 60% of service units authorized. Our customary target would be 90% utilization, but due to COVID, services were reduced. M-50%; T-60%; O-70%</p> <p style="color: red;">47.58% = Minimal not met</p>	<p><b>ALL PROGRAMS</b></p> <p>13. Individuals shall be satisfied with the services they are receiving based upon a positive response to a qualitative questionnaire M-70%; T-80%; 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-70%; T-80%; O-90%</p> <p style="color: green;">CAG - 80% = Target met CAI - 80% = Target met CRA - 95% = Optimal exceeded CLS - 92.5% = Optimal exceeded SE - 91% = Optimal exceeded</p> <p><b>COMMUNITY ACCESS GROUP – CONTRACT ONLY</b></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;">4 = Target met</p> <p><b>COMMUNITY ACCESS GROUP ONLY</b></p> <p>16. Routine community partners shall be satisfied with their partnership with the organization based upon a positive response to a qualitative questionnaire – Due to COVID this will be limited. M-3; T-4; O-5 Data not collected due to outings being cancelled during pandemic.</p> <p><b>SUPPORTED EMPLOYMENT ONLY</b></p> <p>17. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five point satisfaction scale M-70%; T-80%; O-90%</p> <p style="color: green;">90% = Optimal Met</p> <p><b>DISCHARGE FOLLOW UP ONLY</b></p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-80%; O-90%</p> <p style="color: green;">100% = Optimal exceeded</p>
<p><b>COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)</b></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-60%; T-70%; O-80%</p> <p style="color: red;">66% = Minimal not met</p> <p><b>CAI:</b> 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 60% of service units authorized. M-50%; T-60%; O-70%</p> <p style="color: green;">52.79% = Minimal met</p>	<p><b>COMMUNITY ACCESS GROUP ONLY</b></p> <p>16. Routine community partners shall be satisfied with their partnership with the organization based upon a positive response to a qualitative questionnaire – Due to COVID this will be limited. M-3; T-4; O-5 Data not collected due to outings being cancelled during pandemic.</p> <p><b>SUPPORTED EMPLOYMENT ONLY</b></p> <p>17. Employers shall be satisfied with timeliness, quality, and quantity of work as indicated biannually on a five point satisfaction scale M-70%; T-80%; O-90%</p> <p style="color: green;">90% = Optimal Met</p> <p><b>DISCHARGE FOLLOW UP ONLY</b></p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-80%; O-90%</p> <p style="color: green;">100% = Optimal exceeded</p>
<p><b>COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)</b></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-80%; O-90%</p> <p style="color: green;">80% = Target met</p>	<p>9. Community Living Supports will utilize 80% of service units authorized. M-70%; T-80%; O-90%</p> <p style="color: green;">84.48% = Target exceeded</p>	<p><b>DISCHARGE FOLLOW UP ONLY</b></p> <p>18. Upon discharge, a high percentage of individuals will indicate a reason other than dissatisfaction for leaving services M-70%; T-80%; O-90%</p> <p style="color: green;">100% = Optimal exceeded</p>

	<p><b>CLS1:</b></p> <p>Did the individual learn or improve on a living skill today? "yes" or "no"</p> <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 style="text-align: center;"><b>SERVICE ACCESS</b></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 style="text-align: center;">23 individuals</p> <p>20. Data regarding additional funding or services needed for individuals currently receiving services will be tracked</p> <p style="text-align: center;">15 requests for additional funding 12 approved</p>
<p><b>COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)</b></p>	<p>4. A high percentage of individuals will actively participate in a meaningful activity at least 4 times a month M-70%; T-80%; O-90%</p> <p style="text-align: center;">62.5% = Minimal not met</p> <p><b>CRA1:</b></p> <p>Did the individual go out in the community, or participate in a meaningful activity today? Yes or no</p>	<p>10. Community Residential Alternative will reduce direct support staff turnover during the year. M-55%; T-50%; O-45%</p> <p style="text-align: center;">75% = Minimal not met</p>	
<p><b>SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)</b></p>	<p>5. Supported Employment will increase the number of individuals employed each year. M-10%; T-20%; O-30%</p> <p style="text-align: center;">20% = Target met</p>	<p>11. At least 4 potential employers or other supported employment programs will be contacted each month to build employment partnerships M-4; T-5; O-6</p> <p style="text-align: center;">4=Minimal met</p>	

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