

**HOPE HAVEN  
OUTCOME MEASURES FOR FY' 2023**

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;">94% = Target Exceeded</p> <p><b><u>CAG1:</u></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><u>CAG2.</u></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: green;">73.49% = Optimal Exceeded</p>	<p><b><u>ALL PROGRAMS</u></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;">90.8% = Optimal Exceeded</p> <p>14. A high percentage 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 – 85.5% = Optimal Exceeded CAI – 75% = Minimum Exceeded CLS – 87.25% = Optimal Exceeded SE – 94% = Optimal Exceeded CRA - 50% = Did Not Meet – due to surveys not being done</p> <p><b><u>COMMUNITY ACCESS GROUP – CONTRACT ONLY</u></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;">3 = Minimum Met</p> <p><b><u>COMMUNITY ACCESS GROUP ONLY</u></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</p> <p style="color: green;">3 = Minimum Met</p> <p><b><u>SUPPORTED EMPLOYMENT ONLY</u></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;">80% = Target Met</p> <p><b><u>DISCHARGE FOLLOW UP ONLY</u></b></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: green;">62% = Minimum Exceeded</p> <p><b><u>CAI1:</u></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: red;">35% = Did Not Meet</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%  100% = Optimal Exceeded
<b>COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)</b>	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%  83% = Optimal Exceeded  <b>CLS1:</b>  Did the individual learn or improve on a living skill today? "yes" or "no"  *What was the skill?  *Describe how the staff coached or assisted in the completion of the skill/task.  *Explain what the individual was able to complete on their own.	9. Community Living Supports will utilize 80% of service units authorized. M-70%; T-80%; O-90%  65.63% = Did Not Meet	<b>SERVICE ACCESS</b>
			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  33 individuals  20. Data regarding additional funding or services needed for individuals currently receiving services will be tracked  6 requests for additional funding/ services were requested 6 services were approved
<b>COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)</b>	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%  90% = Optimal Met  <b>CRA1:</b>  Did the individual go out in the community, or participate in a meaningful activity today? Yes or no	10. Community Residential Alternative will reduce direct support staff turnover during the year. M-55%; T-50%; O-45%  HR was outsourced in June of 2023 and reports were not accessible. Turnover has improved.	
<b>SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)</b>	5. Supported Employment will increase the number of hours worked and/or expand job skills of the individuals. M-3; T-5; O-10  3 = Minimum Exceeded	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  4.42 = Minimum Exceeded	

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