

HOPE HAVEN OUTCOME MEASURES FOR FY' 2025

PROGRAM	EFFECTIVENESS	EFFICIENCY	SATISFACTION
<p>COMMUNITY ACCESS GROUP (COMMUNITY INTEGRATION)</p> <p>Staff responsible for collecting data: # 1 CAG PC #7 Records Coor. #13 Program Specialist #14 each Prog Coor. #15 CAG PC #16 SE PC #17 Program Specialist</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-60%; T-70%; O-80%;</p> <p style="color: green;">92% = Optimal Exceeded</p> <p>CAG1: Did the individual go out in the community today? "yes", "no" or "refused" * If yes, where did they go and describe their interactions/conversations with community members. * If no, what did they do instead? *If refused, what reason did they give?</p> <p>CAG2. Did the individual participate in a focus group today? "yes", "no", "refused" * If yes, what was the focus group about and describe their response to the discussion or how they participated in the discussion. * If no, what did they choose to do instead?</p> <p>CAG3 Was the individual presented with a choice today? * If yes, what choices were given and what did the individual pick? * If no, why were they not given any choices?</p>	<p>7. Community Access Group will utilize 90% of service units authorized. M-80%; T-90%; O-100%</p> <p style="color: red;">71.64% = Did not meet</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-70%; T-80%; O-90%</p> <p style="color: green;">93% = 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;">90.35% = Optimal Met</p> <p>COMMUNITY ACCESS GROUP ONLY</p> <p>15. 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;">5 = Optimal Met</p> <p>SUPPORTED EMPLOYMENT ONLY</p> <p>16. 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;">100% = Optimal Exceeded</p> <p>DISCHARGE FOLLOW UP ONLY</p>
<p>COMMUNITY ACCESS INDIVIDUAL (COMMUNITY INTEGRATION)</p> <p>Staff responsible for collecting data: # 2 CAI PC #8 Records Coor. #18 Program Specialist #19 Program Specialist</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;">72.5% = Target Exceeded</p> <p>CAI1: Did the individual engage in a meaningful interaction with or introduce themselves to a community member? "yes", "no" *If yes, describe their interactions/conversation.</p> <p>CAI2 Was the individual presented with a</p>	<p>8. Community Access Individual will utilize 80% of service units authorized. M-70%; T-80%; O-90%</p> <p style="color: red;">62.5% = Did not meet</p>	<p>17. 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;">83% = Target Exceeded</p> <p style="text-align: center;">SERVICE ACCESS</p> <p>18. 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="color: green;">57 individuals</p> <p>19. Data regarding additional funding or services needed for individuals currently receiving services will be tracked</p> <p style="color: green;">13 requests for additional funding/ services</p>

	<p>choice today? * If yes, what choices were given and what did the individual pick? * If no, why were they not given any choices?</p>		<p>were requested; 11 were approved and the other services are still in the process of getting approved.</p>
<p>COMMUNITY LIVING SUPPORT (SUPPORTED LIVING)</p> <p>Staff responsible for collecting data: # 3 CLS PC #9 Records Coord.</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>80% = Target Met</p> <p>CLS1: 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.</p> <p>CLS2 Was the individual presented with a choice today? * If yes, what choices were given and what did the individual pick? * If no, why were they not given any choices?</p>	<p>9. Community Living Supports will utilize 80% of service units authorized. M-70%; T-80%; O-90%</p> <p>64.35% = Did not meet</p>	
<p>COMMUNITY RESIDENTIAL ALTERNATIVE (COMMUNITY HOUSING)</p> <p>Staff responsible for collecting data: # 4 CRA PC #10 HR</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>94% = Optimal Exceeded</p> <p>CRA1: Did the individual go out in the community, or participate in a meaningful activity today? Yes or no</p> <p>CRA2 Was the individual presented with a choice today? * If yes, what choices were given and what did the individual pick? * If no, why were they not given any choices?</p>	<p>10. Community Residential Alternative will reduce over-time hours during the year compared to last year. M-45%; T-50%; O-55%</p> <p>62% = Optimal Exceeded</p>	
<p>SUPPORTED EMPLOYMENT (COMMUNITY EMPLOYMENT)</p> <p>Staff responsible for collecting data: # 5 SE PC #11 SE PC</p>	<p>5. Supported Employment will increase the number of individuals in the program. M-3; T-5; O-10</p> <p>2 = Did not meet</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>5.75 = Target Exceeded</p>	