

Outcome Measurement Management Report  
DATA AS OF September 2012

GOALS	TARGET	ACTUAL	ACHIEVED	NOT ACHIEVED	COMMENTS	
						I= interviews stage D= data entry stage C= Analysis completed
<b>Satisfaction Surveys</b>					2012	
Maximize Residential Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.7	X		66% of sites surveyed , 84% of Persons served responding	C
new sat survey data						
Maximize Residential family of Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.9	X		42% response rate	C
Maximize Residential Staff perception of Person Served Satisfaction (Scale High 3-1 Low)	2.2pts	2.8	X		Pending	I
Maximize Adult Training Center Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.8	X		70%	C
Maximize Adult Training Center family of Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.9	X		42% response rate	C
Maximize Adult Training Center Staff perception of Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.7	X		90% response rate	C
Maximize Adult Training Center Crew Labor Satisfaction (Scale High 3-1 Low)	2.2 pts				Pending	Not completed in 2011 stats are 2010
Maximize Adult Training Center Satisfaction with Transportation (Scale High 3-1 Low)	2.2 pts	2.5	X		Areas for improvement are driver interaction with person served	Not completed in 2011 stats are 2010

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Maximize Supported Employment Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	2.92	X		71% reposnse rate	C
Maximize Supported Employment family of Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	3	X		29% response rate	C
Maximize Supported Employment Employer of Person Served Satisfaction (Scale High 3-1 Low)	2.2 pts	3	X		75% response rate	C
Maximize Agency Funder Satisfaction (Scale High 3-1 Low)	2.2 pts				Pending	Not completed in 2011- funder unreposive
<b><i>Effectiveness Outcome Measure</i></b>			2012			
Increase goal attainment per Service Plan from one year to the next					2012 v 2011 January through August	Assessing factors contributing to decrease in attaining objectives. Action plan will be implemented to remove obstacles to achievement.
Adult Training Center	5%	(-)27%		X		
Residential	10%	(-)34%		X		
Overall combined		(-)27%				Objectives are written with broad criteria which may be a factor.
<b><i>Efficiency Outcome Measures</i></b>						
Maximize community integrated activities in the Adult Training Center		2012				
Crew Labor	60%	66%	X			

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GOALS	TARGET	ACTUAL	ACHIEVED	NOT ACHIEVED	COMMENTS	
Recreation	60%	76%	X			
Volunteer	60%	41%		X	up from 29% year end 2010 and 37% year end 2011	
Maximize percentage of Maintenance Work Orders being addressed within 5 business days	90%	94%	X		675 MWO in 2011; 607 MWO in 2012	
Maximize staff attendance to funder required 120 day core required trainings as scheduled	90%	84%		X	January through May 2012- 89%- decline since May 2012	
<b>Accessibility to Services</b>		2012				
Maximize the percentage of persons seeking service referred are accepted into Adult Training Center services	90%	67%	X		3 people referred and accepted 3Q12 2 people referred in 4Q12 none accepted	total 3 of 5 people referred were accpeted
<b>Division of Developmental Disabilities (DDD) Unusual Incident Reporting (UIR)</b>						
100% of UIR's reported to DDD within average 3 day time frame	3 days	2.8	X		Last three months of time frame 1.9 days nothing new to report since last meeting	