

ECF/PAR Services Organizational Employment Services

7/2008

Outcomes Objectives	Categories of Measures	Applied To	Time Of Measure	Data Source	Obtained By	Goal	Outcome	Previous Year's Outcome
Maximize work work skills	% of consumers that achieve or make progress on at least 1 IPP objective	All consumers receiving services	Annually	Goal Achievement Data Forms	CRP	75%	Met 83%	Met 80%
Maximize earnings	Increase in wages from last period	All consumers receiving services	Annually	Payroll records	Managers	5%	5.60%	Met
Maximize movement to Community employment	# of consumers who move to Supported Employment from Work Activity Program	All consumers who want a job and have VR/WAP case open	Annually	90 day follow-up reports	CRP	8 consum.	Not Met 5 consum.	Not Met 4 Consum.
Maximize consumer satisfaction	% of consumers satisfied with training/services	All consumers receiving services	Annually	Consumer Satisfaction Surveys	CRP	90%	Met 94%	Met 93%
Maximize referral/sponsoring agency satisfaction	% of referral/sponsoring agency staff who rate the program from good to excellent	All survey respondents	Annually	Satisfaction surveys	CRP	90%	Met 100% Par West 90% Par East	Met 96%
Maximize customer satisfaction	% of customers who rate quality of services as "usually" or "always"	All survey respondents	Annually	Satisfaction surveys	Managers/Dir. Of Rehab. Services	90%	Met 100%	Met 100%

Maximize parent/careprovider satisfaction	% of parent/careprovider who rate quality of service good to excellent	All survey respondents	Annually	Satisfaction surveys	CRP	90%	Met 92%	Met 95%
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