

ECF Residential Services (Val Verde, Whittier, Westington, Barman)

July, 2008

2008

Outcomes Objectives	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Year's Outcome
Maximize independent living skills	% of consumers who met at least one IPP objective	All consumers receiving services	Annually	Goal Achievement Data Forms	Manager	85%	52%	89%
Maximize consumer satisfaction	% of consumers satisfied with training/services	All consumers receiving services	Annually	Consumer Satisfaction Surveys	Manager	90%	100%	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	Manager	90%	55%	75%
Maximize parent/careprovider satisfacton	% of parent/careprovider who rate quality of service good to excellent	All survey respondents	Annually	Satisfaction surveys	Manager	90%	92%	92%