

Outcome Measures fy2021

Objective		Indicator		Expected Target/Performance
1	MAXIMIZE SATISFACTION	1	% of persons served satisfied with services	95%
		2	% family members satisfied with services	95%
		3	% funding sources satisfied with services	95%
		4	% employees satisfied with job	95%
2	MAXIMIZE CUSTOMER INPUT	1	Member meetings offered for participant feedback (2 meeting opportunities per month with minimum attendance of 10 members)	50%
		2	% Advisory Council membership persons served	10%
		3	% staff evaluated who had member involved in process	90%
3	MAXIMIZE CUSTOMER INDEPENDENC	1	Progress toward goals/ objectives in DHSP	60%
4	MAINTAIN AGENCY VIABILITY	1	Staff retention rate - FT	85%
			Staff retention rate - PT	85%
		2	% of capacity filled	85%
5	MAXIMIZE ACCESS TO SERVICES	1	% members receiving transportation services	90%