

## **FY 2017 Outcome Measures Summary**

### **Community Residential Alternative Services**

- Achieved lower than budgeted expenses for 60% of residential homes for the year
- Increased revenue by year end due to new COMP Waiver rates
- Overtime usage was at or below projections for 25% of homes
- Response time for individuals requesting service was immediate due to lack of vacancies
- Support Coordination Ratings over Acceptable averaged 5.83 occurrences per month
- Parent/Family/Guardian Satisfaction Rating of 79%
- Resident Satisfaction was 96%
- Employee/Staff Satisfaction was 95%

### **Community Access Services**

- Cost for services to budget projections increased due to staffing needs
- Overtime usage increased on average by 131 hours due to staff vacancy rate
- Response time for individuals requesting service was improved by 26 days
- Start time for funded individuals improved on average by 6 days
- Support Coordination Ratings over Acceptable averaged 3.25 occurrences per month
- Participant Satisfaction was 94%
- Parent/Family/Guardian/Stakeholder Satisfaction was 82%
- Employee/Staff Satisfaction was 95%

### **Supported Employment Services**

- Cost for services was at or below budget projections on average 66.67%
- Number of weekly hours worked was maintained at 12.15 hours
- Average response time for individuals requesting service was 50 days
- Start time for funded individuals was 2.67 days
- Support Coordination Ratings over Acceptable averaged .08 occurrences per month
- Participant Satisfaction was 88%
- Parent/Family/Guardian/Stakeholder Satisfaction was 81%
- Employer Satisfaction was 97%