

6.5 GUIDELINES FOR REPORTING MEASUREMENT STRATEGY

The Association will measure outcomes in Adult/Youth Services from the following perspective:

1. Effectiveness
2. Efficiency
3. Satisfaction

Within the Guidelines for Reporting and guidelines for planning is the opportunity for staff to measure effectiveness from two important indicators of quality.

1. Goal Acquisition
2. Goal satisfaction

Within the 'Guidelines for Reporting' and at the annual planning meeting staff are instructed to measure each goal regarding effectiveness both from the perspective of acquisition and satisfaction. In order for these measurements to be meaningful they will need to be analyzed from the following perspective.

- A. Goal has been achieved and discontinued
- B. Goal has been achieved and is maintained
- C. Goal has been attempted and discontinued
- D. Goal is in progress
- E. Goal was not attempted
- F. Individual is satisfied with the support associated with this goal
- G. Family or personal support network is satisfied with the support associated with this goal

This measurement strategy will be attached to each guideline for reporting on budget at the planning meeting. At a glance this will let the Agency have a measurement of acquisition and satisfaction for each person.

Also, the data will be used to measure person reference outcomes as defined in our contract with the Ministry at the program level.

Within the Guidelines for Service Evaluation Staff are instructed to measure efficiency from the following perspective:

1. Occupancy rate for Residential Services
2. # of Service Response Plan completed for Residential, Outreach and Day Program based on # of goals set
3. # of people served based on fte's for Outreach – including Family Services/Support
4. # of people served based on fte's for Day Program

Once per year the Department will conduct a satisfaction survey with stakeholders and based on the results will implement an action plan.

Once a year a Service Outcomes Report will be produced.