

July 2010, LIFE on the Coast, Semi-Annual Outcome Report Detailed

1) Maximize Progress on ISP goals:

Goal: 40%

Outcome: 36%

Of 31 ISP goals total: 19 showed positive progress and are continuing, and 11 were achieved and have been replaced with new goals, and 1 was discontinued.

2) Increase community or self employment and/or full time enrollment in college courses:

Goal: 50%

Outcome: 44%

Of 16 people participating in LIFE on the Coast: 7 are involved with community employment or are enrolled in college classes full-time.

3) Minimize waiting periods for services:

Goal: >5 working days

Outcome: >1 day

Of 3 people referred this year (R.R., N.P., and A.G.): all people began services on the first available day.

4) Maximize progress on employee goals:

Goal: 75%

Outcome: 100%

All employees have already achieved all of their goals for the year and are continuing with extra training.

5) Maximize attendance:

Goal: 75%

Outcome: 82%

Of 1487 days authorized people attended 1217.5. Of days missed none were due to staff shortages. All days missed were due to vacation, illness, lack of need, or refusal of services on the part of the person served. Some people were authorized for more days than they were interested in attending, this was allowed to continue in order to give people the opportunity to change their mind and start using all authorized days without having to request an increase from their service provider. At the annual IPP authorization levels are adjusted based on the person's current level of participation.

6) Achieve satisfaction of people served:

Goal: 100%

Outcome: Not measured yet: Annual Goal

7) Achieve satisfaction of stakeholders:

Goal: 100%

Outcome: Not measured yet: Annual Goal