

TCC Outcomes Goals Status July 2010

	Goal	Category of Measure	Applied To	Time Of Measure	Data Source	Obtained By
Effectiveness:						
1)	Maximize Days at proper ratio	Percentage of days in which a 1:1 ratio is maintained	TCC Employees	Bi-Annually	Case Files	TCC Manager
2)	Maximize Progress on ISP Goals	Percentage of consumer goals achieved	All consumer goals	Bi-annually	ISPs and Case Files	TCC Manager
3)	Find Volunteer work for consumers	Number of TCC consumers who have volunteer work out in the community	TCC consumers	Bi- annually	case files	TCC manager
Efficiency:						
5)	Maximize number of Consumers	Percentages of placements in relation to maximum allowed	Consumers placed this year	Annually	Case Files	TCC Manager
6)	Expedite placement	Placements made within 90 days of referral	Consumers placed	Bi-Annually	Case Files	TCC Manager
Service Access:						
7)	Maximize retention	Consumers who continue to receive TCC services	All referrals	Bi-Annually	Case files	TCC Manager
8)	Increase # of new activities	New opportunities offer to consumers	All TCC consumers	Bi-Annually	Daily schedule	TCC Manager
9)	Increase time spent out of facility	Percentage of time outside the facility	All TCC Consumers	Bi-Annually	Daily Schedules	TCC Manager
Satisfaction:						
10)	Increase # of completed surveys	Consumers who complete and return survey	All TCC consumers	Bi-Annually	Survey Results	TCC Manager
11)	Increase # of stakeholders who complete survey	Stakeholders who complete and return survey	All TCC stake-holders	Bi-Annually	Survey Results	TCC Manager

