Performance Measurement and Management Plan
Residential & CSS Services
FY 2024

Effectiveness:

Minimize psychiatric hospitalizations: 4.5% of consumers were admitted to short-term hospitalization for the year against a goal of 5%, a decrease of .25% from the previous year. Staff will continue to assist consumers in maintaining their psychiatric health in the community and minimizing hospitalizations through support with daily living skills, medication monitoring, and linkage to community resources.

Maximize consumer financial independence: Six consumers were placed in employment against a goal of four, the same as the previous year. This goal was increased to two per quarter in the next fiscal year.

Increase consumer functioning for improved community integration: For the year, an average of 2% of consumers met a goal against 10%, a decrease of 3% from the previous year. This goal was reevaluated and revised to the percentage of consumers who made progress towards a goal in the next fiscal year.

Efficiency:

Maximize the utilization of residential beds: The number of days beds were occupied throughout the year was 10,167, against a goal of 10,614, a decrease of 318 from the previous year. This goal was reevaluated and revised to the percentage of occupancy needed in residential to ensure adequate funding.

Maintain zero deficiencies in consumer files: Residential charts were reviewed to ensure compliance. 8% of files were deficient against a goal of 0%, a 3.8% decrease from the previous year. This goal was removed from each section.

Correct deficiencies within ten days of deficiency notification: Of the 8% deficiencies found in residential charts, 1.61% were corrected within ten days. 76% of deficiencies have been corrected after ten days. Outstanding deficiencies include photo identification, social security card, and birth certificate. This goal was removed from each section.

Service Access:

Minimize access time to placement or initiation of services: The average number of days from referral to admission was 33, against a goal of 21, an increase of 17 days from the previous year.

Community Employment Services
FY 2024

Effectiveness:

Supported Employment-Increase number of OES consumers transitioning to Supported Employment: One consumer moved from OES into Supported Employment against a goal of six, the same as the previous year.

<u>Supported Employment-Transition consumers from Supported to Community Employment</u>: Nineteen consumers transitioned to Community Employment against a goal of eight, an increase from the previous year (18).

<u>Crossover Employment (consumers receiving services from CODI & employed by CODI)</u>: <u>Increase number of consumers employed by CODI</u>: Three consumers were hired against a goal of four, an increase from the previous year (2).

Efficiency:
<u>Maintain zero deficiencies in consumer files</u>: Supported employment charts were reviewed to ensure compliance. 38.29% of files were deficient against a goal of 0%, an 11.46% increase from the previous year.

<u>Correct deficiencies within ten days of deficiency notification</u>: Of the 38.29% deficiencies found in supported employment charts, 89.51% were corrected within ten days. 100% have been corrected after ten days.

Service Access:
<u>Minimize wait time for engaging with referral</u>: The average number of days from referral to service initiation was four days against a goal of five days, a decrease from the previous year (5).

The goals in this section were reevaluated and revised to measure employment gained with and without job coaching support, the number of consumers transferring to long-term follow-along employment status, employment retention for over three years, and hourly rate increase.

<center>

Extended Employment Services
FY 2024

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Effectiveness:
<u>Maximize percentage of time OES consumers receive vocational training through completion of work</u>: Sixty-nine percent of the time, consumers received vocational training through completion of work against a goal of 100%, a ten percent decrease from the previous year.

<u>Eliminate hours consumers participate in vocational training when not working</u>: For the fiscal year, 22% of consumers' time was spent in vocational training against a goal of 0%, a three percent increase from the previous year.

<u>Eliminate hours consumers are not working or being trained</u>: For the fiscal year, 9% of consumers' time was spent not working or being trained against a goal of 0%, a seven percent increase from the previous year.

<u>Increase number of OES consumers transitioning to hybrid</u>: One consumer transitioned to hybrid for the fiscal year against a goal of four, a decrease of one from the previous year.

Efficiency:

Maintain zero deficiencies in consumer files: EE and ATS charts were reviewed to ensure compliance. 13.68% of files were deficient against a goal of 0%, an increase from the previous year (8.86%).

Correct deficiencies within ten days of deficiency notification: Of the 13.68% deficiencies found in EE and ATS charts, 65.37% were corrected within ten days. 100% has been corrected after ten days.

Accessibility:

Minimize wait time for accessing vocational services: The average wait time for accessing vocational services from referral to start date is two days, against a goal of five days, a decrease from the previous year (7 days).

Increase admissions to OES: Five new consumers were enrolled in vocational services during the year against a goal of sixteen, a decrease from the previous year (20).

The goals in this section were reevaluated and revised to measure the percentage of consumers earning state minimum wage, the number of hours consumers earn minimum wage, and the number of consumers working in our food service and maintenance program.

Quality Improvement
FY 2024

Efficiency:

Ensure consumer grievances are tracked, investigated, and replied to in accordance with policy: Two consumer grievances were received. Grievances were investigated and replied to in accordance with policy.

Ensure all CIRs are tracked and follow-up completed by policy: One hundred percent of CIRs requiring follow-up received follow-up 100% of the time.

Accessibility:

Gather input to develop policies or practices to enhance inclusion and maximize consumer/stakeholder input: Our goal is to review Advocacy and Residential House Meeting Minutes at Leadership to assess for possible changes to policies or practices to enhance inclusion and present to the Board semi-annually. The Board received Advocacy Activities two times throughout the year. Based on reviews, changes have been made to facility structures, increased supports and relocation to a higher level of service, retraining on stacking pallets, access, and enhanced food choices are just some examples.

Gather input to develop policies or practices to enhance inclusion and maximize consumer/stakeholder input: Our goal is for the President/CEO, Chief Information Officer (CIO), or VP of Residential Services to attend monthly house and staff meetings and meet monthly to discuss feedback and actions taken our additional follow-up. The President/CEO, CIO, or VP of

Residential Services attended all the meetings in the past fiscal year and shared information gathered during Leadership Team meetings.

Compliance
FY 2024

Efficiency:

Ensure Fee For Service billings are accurate: Ninety-eight percent of Residential and CSS billings were accurate against a goal of 100%, the same as the previous year. CFO corrected reported errors.

Ensure Fee For Service billings are accurate: Ninety-six percent of ATS billings were accurate against a goal of 100%, a 13% increase from the previous year. The CFO and ATS Manager corrected reported errors.

Ensure 100% of Individualized Rehabilitation Plans are completed on time: Individual Rehabilitation Plans were reviewed to ensure compliance with funding source requirements. 100% of Individualized Rehabilitation Plans were completed on time, a 4% increase from the previous year.

Ensure 100% of Individualized Employment Plans are completed on time: Individualized Employment Plans were reviewed to ensure compliance with funding source requirements. 97% of Individualized Employment Plans were completed on time, a 13% increase from the previous year.

The goals in this section were reevaluated and revised to measure the DVRS level of capacity, percentage of individuals diagnosed with a disability on the state set aside contracts, and percentage of consumers enrolled in CSS.

Risk Management/Safety
FY 2024

Efficiency:

Minimize risk and property management issues: Priority work orders shall be completed within two business days. Priority work orders were completed within two days, 72% of the time, a ten percent decrease from the previous year.

Complete and submit drill reports required by Licensing and CARF: One hundred percent of drills were completed during the fiscal year. Due to meeting this goal each quarter, this goal was revised to increase safety awareness throughout quarterly inspection reports by communicating safety tips during advocacy and house meetings.

Proactively address unsafe or unhealthy conditions through quarterly inspection reports: Seventy-six percent of work orders generated from Quarterly Inspection Reports were completed within prescribed time constraints, a 13% decrease from the previous year.

Human Resources
FY 2024

Efficiency:
Maximize staff competency and knowledge: For the fiscal year, 97% of staff completed Relias Electronic Training against a goal of 100%, a 1% decrease from the previous year.

Maintain zero deficiencies in personnel files: The Human Resources department is responsible for ensuring personnel files maintain current and required documentation. The Quality Improvement Specialist reviewed 100% of files during the year and reported findings of deficiencies to the Director of HR and the Chief Information Officer. Five percent of files had deficiencies against a goal of 0%, a 7% decrease from the previous year.

Correct deficiencies within ten days of deficiency notification: Of the 5% deficiencies found in staff charts, 73% were corrected within ten days. 92% have been corrected after ten days. Outstanding deficiencies include evaluations.

A new goal was added to this section to cross-train residential counselors to work at DDD and DMHAS locations.

Business Functions
FY 2024

Effectiveness:
Maintain financial solvency: The goal for current assets/liabilities is to be above 1.5. The current assets/liabilities were 2.25, a decrease from the previous year (2.96).

Efficiency:
Increase number of billable groups for CSS: There were 46 billable groups against a goal of 48, a decrease of six.

Maximize staff time spent in face-to-face contact with CSS consumers: For the year, staff averaged 296 units of service (55% of time spent in face-to-face contact) against a goal of 380, an increase of 53 from the previous year. This goal was moved to residential and revised to measure the percentage of face-to-face contact instead of units spent in face-to-face contact.

Minimize staff turnover to sector standards or below: For the fiscal year, the staff turnover rate was 6% against the industry standard of 19%. This goal was moved to human resources.

A new goal was added to efficiency to increase the number of billable insurance carriers and the increase number of billable groups for CSS goal was deleted.

Leadership:
Review universal policies and procedures annually: 100% of universal policies were reviewed.

A new goal was added to this section to meet monthly to review staff productivity, utilization

report, file reviews, CIR report, and consumer feedback.

Finance:
Financial statements are presented to CEO monthly and Board quarterly: Twelve financial statements were presented to CEO, and four financial statements were presented to the Board.

Increase capital improvement fund: $480,000 of capital improvement funds were deposited against a goal of $480,000.

A new goal was added to this section to decrease supply costs by utilizing centralized purchasing.

Satisfaction
FY 2024

Residential/CSS Satisfaction:
Enhance Residential/CSS consumer satisfaction: One hundred percent of consumers reported that CODI staff was welcoming and inclusive, and one hundred percent reported satisfaction with access to services.

Improve consumer satisfaction: For the past fiscal year, 97% of consumers reported that CODI services met their needs against a goal of 100%, a 4% increase from the previous year. Nineteen consumers agreed that the program meets their needs; however, one CSS consumer disagreed.

Improve stakeholder satisfaction: For the past fiscal year, 100% of stakeholders reported that consumers' needs were met through CODI services against a goal of 100%, a 14% increase.

Extended Employment/ATS Satisfaction:
Enhance EE/ATS consumer satisfaction: One hundred percent of consumers reported that CODI staff was welcoming and inclusive, and one hundred percent reported satisfaction with access to services.

Maximize consumer satisfaction: For the past fiscal year, 88% of consumers reported that the program met their needs against a goal of 100%, which was a 10% decrease from the previous year. Fifty-two consumers agreed that the program meets their needs; however, one ATS and seven EE consumers disagreed.

Improve stakeholder satisfaction: For the past fiscal year, 100% of stakeholders reported that consumers' needs were met through CODI services, the same as the previous year.

Supported Employment Satisfaction:
Enhance EE consumer satisfaction: One hundred percent of consumers reported that CODI staff was welcoming and inclusive, and one hundred percent reported satisfaction with access to services.

<u>Maximize consumer satisfaction</u>: Over the past fiscal year, 100% of consumers reported that the program meets their needs against a goal of 100%.

<u>Improve stakeholder satisfaction</u>: Over the past fiscal year, 100% of stakeholders reported that CODI services met consumers' needs.

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
RESIDENTIAL & CSS SERVICES
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Effectiveness:									
Minimize psychiatric hospitalizations	Percentage admitted to short-term hospital	CIR Report	Annually	Residential & CSS consumer	VP of Residential Services	5%	4.5%	Met	4.75%
Maximize consumer financial independence	Number of consumers placed in employment	Case Records	Annually	Residential & CSS consumers	VP of Residential Services	4	6	Met	6
Increase consumer functioning for improved community integration	Percentage of consumers who achieve a goal	Foothold	Annually	Residential & CSS consumer	VP of Residential Services	10%	2%	Unmet	5%
Efficiency:									
Maximize the utilization of residential beds	The number of days beds are occupied in A+ settings	Attendance reports	Annually	Residential consumers	VP of Residential Services	10,614	10,167	Unmet	10,485
Maintain zero deficiencies in consumer files	Percentage of consumer file deficiencies	QI review form	Annually	Residential & CSS consumers	QI Specialist	0%	8%	Unmet	11.8%
Correct deficiencies within ten days of deficiency notification	Percentage of deficiencies after ten days of notification	QI review form	Annually	Residential & CSS consumers	QI Specialist	100%	1.61%	Unmet	34.38%
Service Access:									
Minimize access time to placement or initiation of services	Number of days from time to placement or initiation of services	Foothold	Annually	Residential & CSS admissions	VP of Residential Services	21 days	33 days	Unmet	16

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
COMMUNITY EMPLOYMENT SERVICES
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME TO MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Effectiveness:									
Supported Employment Increase number of OES consumers transitioning to Supported Employment	# of consumers transitioning from OES to Supported Employment	EE Roster	Annually	SE Consumers	CIO	6 new per year	**1**	**Unmet**	**1**
Supported Employment Transition consumers from Supported to community employment	# of consumers transitioning from Supported to Community Employment	EE Roster	Annually	SE Consumers	CIO	8 new per year	**19**	**Met**	**18**
Crossover Employment (consumers receiving services from CODI & employed by CODI) Increase number of consumers employed by CODI	# of consumers (varying programs) that also work as employees of CODI	Payroll / Finance Dept.	Annually	Set Aside Contracts	CIO	4 new per year	**3**	**Unmet**	**2**
Efficiency:									
Maintain zero deficiencies in consumer files	Percentage of consumer file deficiencies	QI review form	Annually	SE Consumers	QI Specialist	0%	**38.29%**	**Unmet**	**26.83%**
Correct deficiencies within ten days of deficiency notification	Percentage of deficiencies after 10 days of notification	QI review form	Annually	SE Consumers	QI Specialist	100%	**89.51%**	**Unmet**	**60.91%**
Service Access:									
Minimize wait time for engaging with referral	Average # of days	Status Memo	Annually	All Employment Services Consumers	CIO	5 days	**4 days**	**Met**	**5 days**

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
OES SERVICES
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED FROM	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Effectiveness:									
Maximize percentage of time OES consumers receive vocational training through completion of work	Percentage of time consumers earn wages	Payroll report #Consumers =82 Wages Total = $326,738.45	Annually	EE consumers	Payroll Records	Prod work 100%	**69%**	**Unmet**	**79%**
Eliminate hours consumers participate in vocational training when not working	Percentage of time consumers receive vocational training	Payroll report				Voc. Training 0%	**22%**	**Unmet**	**19%**
Eliminate hours consumers are not working or being trained	Percentage of time consumers are not engaged in activity	Attendance days present Payroll report				Downtime 0%	**9%**	**Unmet**	**2%**
Increase number of OES consumers transitioning to Hybrid	# of consumers transitioning from OES to Hybrid	Consumer Status Memo				4	**1**	**Unmet**	**2**
Efficiency:									
Maintain zero deficiencies in consumer files	Percentage of consumer file deficiencies	QI review form	Annually	EE/ATS consumers	QI Specialist	0%	**13.68%**	**Unmet**	**8.86%**

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED FROM	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Correct deficiencies within ten days of deficiency notification	Percentage of deficiencies after 10 days of notification	QI review form	Annually	EE/ATS Consumers	QI Specialist	100%	65.37%	Unmet	76.45%
Service Access:									
Minimize wait time for accessing vocational services	Number of days from referral to start	Consumer Status memos	Annually	EE consumers	VP of OES	5 days	2 days	Met	7 days
Increase admissions to OES	Number of new OES consumer admissions	Consumer Status Memos	Annually	All consumers	VP of OES	16	5	Unmet	20

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
QUALITY IMPROVEMENT
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Efficiency:									
Ensure consumer grievances are tracked, investigated, and replied to in accordance with policy	Percentage of grievances received and tracked	Grievance Report	Annually	All consumers	CIO	100%	100% (2 grievances)	Met	100% (3 grievances)
Ensure all CIRs are tracked, and follow-up completed in accordance with policy	Percentage of CIRs requiring follow-up	Accreditation Now	Annually	Quality Improvement Department	CIO	100%	100%	Met	100%
Service Access:									
Gather consumer and staff feedback to develop policies or practices to enhance inclusion and maximize consumer/stakeholder input	Distribute to Board Semi-annually	Advocacy, Residential House Meeting, and Leadership Meeting Minutes and Suggestion Boxes	Annually	Human Resources	CIO	2	2	Met	2
Gather consumer and staff feedback to develop policies or practices to enhance inclusion and maximize consumer/stakeholder input	Attend monthly house and staff meetings	House and Staff Meetings	Quarterly	A+ and B consumers	CIO	93	93	Met	N/A

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
COMPLIANCE
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Efficiency:									
Ensure Residential/CSS Fee For Service billings are accurate	Percentage of accurate billing reports	External Vendor Claims /Attendance and B&C Logs	Annually	Residential/ CSS consumers	CFO CIO	100%	98%	Unmet	98%
Ensure ATS Fee For Service billings are accurate	Percentage of accurate billing reports	Attendance and Foothold	Annually	ATS consumers	CFO CIO	100%	96%	Unmet	83%
Ensure 100% of Individualized Rehabilitation Plans are completed on time	Percentage of IRPs completed on time	Foothold	Annually	Residential consumers	CIO	100%	100%	Met	96%
Ensure 100% of Individualized Employment Plans are completed on time	Percentage of IEPs completed on time	Foothold	Annually	EE consumers	VP of OES	100%	97%	Unmet	84%

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
RISK MANAGEMENT/SAFETY
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Efficiency:									
Minimize risk and property management issues	Enhance percentage of work orders completed within prescribed time constraints	Facilities department	Annually	Facilities Dept.	COO	Priority - 2 days- 100%	**72%**	**Unmet**	**82%**
Complete and submit drill reports as required by Licensing and CARF	Percentage of drills completed	Drill report	Annually	All programs	COO	100%	**100%**	**Met**	**100%**
Proactively address work orders submitted through quarterly inspection reports	Percentage of completed work orders generated from Quarterly Inspection Reports	Quarterly Inspection Reports	Annually	All programs	COO	100%	**76%**	**Unmet**	**89%**

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
HUMAN RESOURCES
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Efficiency:									
Maximize staff competency and knowledge	Percentage of staff completing training	Relias Tracking Report	Annually	Human Resources	DCO	100%	97%	Unmet	98%
Maintain zero deficiencies in personnel files	Percentage of personnel file deficiencies	QI File Review Report	Annually	Human Resources	QI Specialist	0%	5%	Unmet	12%
Correct deficiencies within ten days of deficiency notification	Percentage of deficiencies after ten days of notification	QI review form	Annually	Personnel files	QI Specialist	100%	73%	Unmet	43%

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
Business Functions
FY 2024

OBJECTIVE	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Effectiveness:									
Maintain financial solvency	Current Assets/Current Liability	QuickBooks	Annually	Finance	CFO	>1.5	**2.25**	**Met**	**2.96**
Efficiency:									
Increase number of billable groups for CSS	Number of billable groups	Foothold	Annually	Consumer Groups	CIO	48 per year	**46**	**Unmet**	**52**
Maximize staff time spent in face-to-face contact with CSS consumers	Face-to-face units of service	Foothold	Annually	C/W's & LSS	VP of Residential Services	380 UOS per staff member	**296**	**Unmet**	**243**
Minimize staff turnover to sector standards or below	Staff turnover	Payroll Records	Annually	Human Resources	CFO	Less than 19% (2017 sector standard)	**6%**	**Met**	**8%**
Leadership:									
Review universal policies and procedures annually	Percentage of universal policies reviewed	Universal SOPs	Annually	All applicable departments	Leadership Team	Review 100% of Univ. Policies	**100%**	**Met**	**100%**
Finance:									
Financial statements are presented to CEO monthly and Board quarterly	Financial statement	Quickbooks	Annually	Finance	CFO	12, 4	**12, 4**	**Met**	**12, 4**
Increase capital improvement fund	Amount of capital improvement funds deposited	Quickbooks	Annually	Finance	CFO	$480,000	**$480,000**	**Met**	**$480,000**

PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN
SATISFACTION
FY 2024

OUTCOME	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Residential/CSS Satisfaction:									
Enhance Residential/CSS consumer satisfaction	Percentage of consumers who report CODI staff was a welcoming and inclusive	Intake Survey	Annually	Residential & CSS consumers	VP of Residential Services	100%	100%	Met	100%
Enhance Residential/CSS consumer satisfaction	Percentage of consumers who report satisfaction with access to services	Intake Survey	Annually	Residential & CSS consumers	VP of Residential Services	100%	100%	Met	100%
Improve consumer satisfaction	Percentage of consumers who report the program meets their needs	Satisfaction Survey	Annually	Residential & CSS consumers	VP of Residential Services	100%	97%	Unmet	93%
Improve stakeholder satisfaction	Percentage of stakeholders who report consumer's needs are met	Satisfaction Survey	Annually	Residential & CSS consumers	VP of Residential Services	100%	100%	Met	86%
Extended Employment/ATS Satisfaction:									
Enhance EE/ATS consumer satisfaction	Percentage of consumers who report CODI staff was a welcoming and inclusive	Intake Survey	Annually	EE & ATS consumers	VP of OES	100%	100%	Met	100%

OUTCOME	INDICATOR	DATA SOURCE	TIME OF MEASURE	APPLIED TO	OBTAINED BY	GOAL	ACTUAL	RESULT	PREVIOUS YEAR
Extended Employment/ATS Satisfaction:									
Enhance EE/ATS consumer satisfaction	Percentage of consumers who report satisfaction with access to services	Intake Survey	Annually	EE & ATS consumers	VP of OES	100%	**100%**	**Met**	**100%**
Maximize consumer satisfaction	Percentage of consumers who report the program meets their needs	Satisfaction survey	Annually	EE & ATS consumers	VP of OES	100%	**88%**	**Unmet**	**98%**
Improve stakeholder satisfaction	Percentage of stakeholders who report consumer's needs are met.	Satisfaction Survey	Annually	EE & ATS consumer	VP of OES	100%	**100%**	**Met**	**100%**
Supported Employment Satisfaction:									
Enhance SE consumer satisfaction	Percentage of consumers who report CODI staff was a welcoming and inclusive	Intake Survey	Quarterly	SE consumers	VPQI	100%	**100%**	**Met**	**N/A**
Enhance SE consumer satisfaction	Percentage of consumers who report satisfaction with access to services	Intake Survey	Quarterly	SE consumers	VPQI	100%	**100%**	**Met**	**N/A**
Maximize consumer satisfaction	Percentage of consumers who report the program meets their needs	Satisfaction Survey	Annually	SE consumers	VPQI	100%	**100%**	**Met**	**N/A**
Improve stakeholder satisfaction	Percentage of stakeholders who report consumer's needs are met.	Satisfaction Survey	Annually	SE consumers	VPQI	100%	**100%**	**Met**	**N/A**