
2016 OUTCOME MEASUREMENT GOALS ANNUAL SUMMARY REPORT

This document provides documentation of the Star Center's Outcome Measurement Goals analysis for 2016. The stated goals are measured on a quarterly basis in accordance with the organization's formal policies on quality assurance and the national accreditation standards that require performance measurement as a condition for accreditation. The goal for each objective was met this year.

Objective #1 - This objective is to provide training programs with individualized teaching methods and goals to promote success in vocational, independent living, and educational skill areas. The goal of this objective is that at least 70% of all client goals will be 'complete' at the time the client exits training. The data indicates that 100% of the 64 clients that exited training services completed at least 70% of their goals. Some of the principal causes identified for goals being incomplete include lack of funding, non-compliance, relocation, transportation, personal or medical issues.

Objective #2 - This objective is to provide follow-up on all clients with recommendations for Assistive Technology (AT) and provide references/resources to those who have not received their recommended equipment. The goal of this objective is that 100% of clients with recommended Assistive Technology will receive follow-up and other assistance as available. During this reporting period, a total of 297 evaluations were performed with 25 individuals receiving equipment recommendations. The data for this year indicates that 100% of all clients who had recommendations for Assistive Technology received follow-up and other assistance, as needed.

Objective #3 - This objective is to provide efficient processing of referrals from referral receipt to point of first attempt to contact. The goal for this objective is that 80% of individuals referred for an evaluation service is contacted within 6 working days of receipt of referral. Data indicates that initial contact was made within 6 working days of the receipt of referral for 340 of the 344 individuals referred for an evaluation service. During this reporting period, this goal was met at 99%.

Objective #4 - This objective is to provide efficient processing of referrals from receipt of referral to scheduling of the appointment. The goal is that 80% of clients referred for an evaluation service will be scheduled for their evaluation within 12 working days of the receipt of the referral. During this reporting period, this goal was met at 94%.

Objective #5 - This objective is to submit the evaluation report to the stakeholder in a timely manner. The goal for this objective is that 70% of the evaluation reports completed will be submitted to the referral source within 7 days of the evaluation completion date. Due to the increase in referrals received this year, this goal was changed to allow 14 days for the report to be submitted from the evaluation completion date. The VR Counselors and staff communicate on a very regular basis so this did not present a decline in the efficiency in which this service was provided. During this year, this goal was met at 83%, with 290 of the 344 evaluation reports being submitted within the allotted timeframe.

Objective #6 - This objective is to place clients in competitive employment. The goal of this objective is to place 52 clients annually into employment. During this reporting period, approximately 250 individuals received Job Placement Services. Data indicates that this goal was met with a total of 92 individuals obtaining employment.

Objective #7 - This objective is for clients to maintain employment for at least 90 consecutive days. The goal of this objective is that 36 of the clients placed in employment will remain employed for at least 90 consecutive days. During this reporting period, 78 of the 92 clients placed maintained employment for at least 90 consecutive days.

Objective #8 - This objective is to provide a written survey to the referral source and client regarding the effectiveness and efficiency of the evaluation services. The goal for this objective is that 90% of returned surveys will have an overall positive response. The major referral source for persons served at the Star Center is the Tennessee Division of Rehabilitation Services. A survey form is sent to each counselor through survey monkey on an annual basis. Also, the QA Department's contact information is listed on each report in case the referral source wants to report any issues/concerns. The stated goal is that 90% of all returned surveys will have a positive response. During this year, this goal was met with an overall positive response rate of 96%.

Objective #9 - This objective is to provide a written survey to clients that are receiving a training service to measure the effectiveness and efficiency of their training program. The stated goal is that 90% of the surveys returned will have positive responses. Surveys are distributed in the first two weeks of April to all clients that attend their scheduled training session. Approximately 98 surveys were distributed this year with a return rate of 49%. During this reporting period, this goal was met with an overall positive response rate of 98%.