

# Outcomes Management Report Card 2008

How did we do on our agency outcomes?

- A = Excellent—Way to go!
- B = Pretty Good—Nice Job!
- C = OK- Neutral, Mediocre
- D = Bad-Ouch!
- F = Horrible -Totally missed the boat!



A = Excellent



B = Pretty Good



C = OK, Neutral



D = Bad



F = Horrible

## Human Resources/Training/Technology

- B-** Trillium Services will maintain a retention rate of 80% per quarter.
- A-** Trillium Services will provide its employees with at least two new and innovative training opportunities per year.
- B+** Trillium Services will improve efficiency and effectiveness of administrative procedures to assist program.
- A-** Trillium Services will develop and maintain all hardware and software.

## Business and Financial Management

- B** Trillium Services will remain financially sound as demonstrated in Quarterly and Annual Financial Statements.
- B** Trillium will allocate financial resources in a manner that promotes quality services for consumers.
- C** Trillium Services will expand its revenues while maintaining current ratio of administrative costs.

## Nursing Services

- A** Training will be developed to address the specific needs of the consumers.
- B** All staff are Medication Certified. Medication Certifications are revoked less than three per quarter, companywide. Documentation errors are reduced to less than two per house per quarter.

## Community Living

- B+** Consumers will become more independent.
- B** Trillium Services will assist consumers in developing or renewing a person centered plan with the frequency of two plans per quarter (PATH, ELP, MAPs, etc..).
- B+** Trillium will run efficient programs.
- A** Consumers will participate in an activity of their choosing at least two times per week.

## Family Services

- B+** Family Services will promote opportunities for empowering consumers to become actively involved in and contributing members of their community.

- A** Family Services will help consumers participate in groups and activities that are consumer focused and promote Trillium's core values.
- B** Family Services will work to develop and maintain quality relationships between consumers, staff and administrative members of Trillium's residential and supported employment programs.
- B-** Family Services will develop staffing and training strategies to address the specific needs of the consumers and their families, focusing on quality assurance.

## Connections

- B+** Connections will promote opportunities and provide support for consumers in building and maintaining relationships with family, friends, and community members.
- B-** Connections will develop staffing and training strategies to address the specific needs of the consumers and their families, focusing on quality assurance.

## Trillium Works

- B** Trillium Works will capture the history of itself through stories, pictures, and testimonials from staff, stakeholders and consumers.
- A** Trillium Works will further develop and potentially market the Doggie Daycare assessment site.
- B+** Trillium Works! will emphasize community relationships through natural supports and volunteer opportunities.
- B+** Trillium Works! will run efficient programs with quality staff.

## Community Integration

- B** Trillium Services will develop and implement a community integration interest inventory.
- B+** Trillium Services will collect, develop and utilize community opportunities to maximize community integration.

## Quality Assurance

- B** Trillium Services will develop quality assurance plans for each department and follow through on all items identified on the quality assurance plan.