



## Outcomes Management Report Card 2006

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!

### Human Resources/Training/Technology

Trillium Services will maintain a retention rate of 80% per quarter.

**Grade = A**

Trillium Services will develop 2 new and innovative training curriculums to increase employee's knowledge and expertise.

**Grade = A**



Trillium Services will improve efficiency and effectiveness of administrative procedures to assist Program.

**Grade = B-**

Trillium Services will develop and maintain all hardware and software.

**Grade = A**

### Business and Financial Management

Trillium Services will remain financially sound as demonstrated in Quarterly and Annual Financial Statements.

**Grade = B**

Trillium will allocate financial resources in a manner that promotes quality services for consumers.

**Grade = B**

Trillium Services will expand its revenues while maintaining current ratio of administrative costs.

**Grade = B**

### Nursing Services

Training will be developed to address the specific needs of the consumers (dementia, autism, diabetes, aging , etc..)

**Grade = A**

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.

**Grade = B**

### Residential

Consumers will become more independent.

**Grade = B**

Trillium Services will evaluate "Lead" positions for each home/shift.

**Grade = B+**

Trillium will run efficient programs.

**Grade = B**

Consumers will participate in a hobby or an activity of their choosing at least one time per week.

**Grade = A**

### Family Services

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

**Grade = A**

Family Services will help consumers participate in groups and activities that are consumer focused and promote Trillium's core values.

**Grade = A**

Family Services will work to develop and maintain quality relationships between consumers, staff and administrative members of Trillium's residential and supported employment programs.

**Grade = B+**

Family Services will develop staffing and training strategies to address the specific needs of the consumers and their families, focusing on quality assurance.

**Grade = B**

### Trillium Works

Trillium Works will gain CARF accreditation.

**Grade = A-**

Trillium Works will establish a job club, health club and look into a social club to best meet the needs of the consumers, staff and community.

**Grade = B+**

Trillium Works! will continue to host and further develop supported employment specific trainings.

**Grade = B-**

Trillium Works will look into and implement all supported employment options to become more marketable and profitable.

**Grade = B**

Trillium Works will examine its quality control and run more efficiently.

**Grade = B**

