



**Outcomes
Management Report
Card 2010**



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trilliumservice.com**



*“Connecting People to
Communities Since 1992”*

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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 provide its employees with at least one new training opportunities per year.

Grade = B+

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

Trillium will adhere to their established Quality Assurance Plan and will review their plan quarterly to make any necessary changes.

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

Trillium will adhere to their established Quality Assurance Plan and will review their plan quarterly to make any necessary changes.

Grade = A

Nursing Services

Training will be developed to address the specific needs of the consumers.

Grade = A-



All staff are Medication Certified. Medication Certifications are revoked less than three per quarter, company-wide. Documentation errors are reduced to less than two per house per quarter.

Grade = B

Trillium will adhere to their established Quality Assurance Plan and will review their plan quarterly to make any necessary changes.

Grade = A

Community Living

Consumers will become more independent.

Grade = A-

Trillium Services will assist consumers in developing or renewing a person centered plan (two plans per quarter).

Grade = B

Trillium will run efficient programs.

Grade = B

Consumers will participate in recreational activities and be valued members of their community.

Grade = B+

Family Services & Connections

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

Grade = A-

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

Grade = A-

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

Grade = A

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

Grade =A

Trillium will adhere to their established Quality Assurance Plan and will review their plan quarterly to make any necessary changes.

Grade = A

Trillium Works

Trillium Works will expand its work and volunteer sites in the community to fit with consumers wants and aspirations.

Grade = A-

Trillium Works will expand its assessment services to increase its ability to assess individuals in a larger array of job skills and environments.

Grade = A

Trillium Works will increase the amount of services offered to Vocational Rehabilitative Services to expand its ability to serve a more diverse population.

Grade = A

Trillium Works will increase its consumer base by expanding services and marketing.

Grade = A

Trillium will adhere to their established Quality Assurance Plan and will review their plan quarterly to make any necessary changes.

Grade = B

Trillium Works will use the PATH process to strategically plan for its future and growth.

Grade = A-

Community Integration

Community Connectors will work towards improving the quality of life for residents within their neighborhood.

Grade = B-

Trillium Task Force and Nature Rocks will continue to meet on a regular basis to promote community inclusion, community contribution, and learning new skills.

Grade = A