

**Allen County Board of MR/DD Program Evaluation Report  
Community Support Services - 2006**

Objectives	Measures/ Source Data	Time of Measure	Obtained By	Goal	Outcomes			
					1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<i>Effectiveness</i> Through effective service planning and monitoring, maximize the number of individuals meeting their goals in the following areas:	Percentage of individuals who meet their goals as stated on their Individual Plan. IP Satisfaction Survey	Quarterly	SSAs SSA Supervisor SSA Unit Manager					
Vocational:				95%	92%	91%	95%	95%
Educational:				95%	100%	100%	100%	100%
Transportation:				95%	99%	100%	99%	100%
Residential:				95%	91%	93%	95%	97%
Community:				95%	93%	96%	94%	95%
<i>Efficiency</i> Maximize efficiency of service documentation by ensuring all previous month's casenotes are entered into the Gatekeeper system by the 7 <sup>th</sup> working day of each month.	Percentage of SSA staff who have completed casenote entry and submitted tally sheets.  Gatekeeper System	Quarterly	SSAs  Admin. Asst. – Community Support Services  Dir. of Community Support Services	100%	91%	93%	82%	92%
Maximize efficiency of service planning through timely completion and review of annual Individual Plans.	Percentage of plans that are reviewed and approved no later than 18 working days following the meeting date.  Individual Plans Plan Tracking Sheet	Quarterly	SSAs  Medicaid Services Specialist  Dir. Of Community Support Services	95%	96%	97%	99%	96%
<i>Satisfaction</i> Maximize individual satisfaction with SSA services to ensure the delivery of quality supports, services and advocacy.	Percentage of individuals served who are satisfied with their SSA services.  Satisfaction Survey	Quarterly	SSA Unit Manager  Dir. of CSS	100%	99%	92%	100%	100%

Objectives	Measures/ Source Data	Time of Measure	Obtained By	Goal	Outcomes			
						1 <sup>st</sup> Half		2 <sup>nd</sup> Half
<i>Service Access</i> Decrease the number of days from receipt of proof of disability to eligibility determination.	Average number of days required. Intake Tracking Form	Semi-Annually	Intake Coordinator	35	NA	31 days	NA	31 days
Complete evaluation process within 60 days of receiving application.	% of evaluations completed within 60 days. Intake Tracking Form	Semi-Annually	Intake Coordinator	100%	NA	94%	NA	100%
Complete intake into services within 30 days of completing evaluation process.	% of intakes achieved within 30 days of completing evaluation. Intake Tracking Form	Semi-Annually	Intake Coordinator	100%	NA	88%	NA	100%