2007 Vocational Services Outcome Goals January - June 29,2007

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Out-come	Previous Year's Outcome
Effectiveness								
Maximize Consumer Productivity	Percentage of consumers who progress to a higher level of productivity	All consumers	Annually	Time Studies	VS Manager	30%	54.1%	34.1%
Maximize Progress on IHSP Goals	Percentage of consumer goals showing positive progress	All consumer goals	Bi-annually	IHSP goal progress database	VS Manager	41%	45%	40%
Maximize Opportunities for Advancement	Percentage of consumers who receive community employment job development services	All consumers	Annually	Case Files	TJC/VS Staff	10%	10%	0
Efficiency								
Maximize authorized delivery of service	Percentage of authorized services days provided	All service days provided	Monthly	Billing forms and board sheets	VS Manager	85%	84%	74%
Service Access								
Increase consumer choices available in scheduling work hours	Number of hours per week available to be worked	All worksites	Bi-Annually	Board Sheets	VS Manager	48 hours/ week	48hr wk	25 hours/ week
Minimize Time Between Referral and Intake	Days between referral and intake	All referrals	Bi-Annually	Case Files	VS Manager	Average of 10 working days or less	100%	New Goal
Satisfaction								
Increase Consumer Satisfaction	Percentage of consumers who give a satisfaction rating in the top 30th percentile on survey	All VS consumers	Annually	IHSP Questioner	VS Manager	85%	95%	85%
Increase Stakeholder Satisfaction	Percentage of customer stakeholders who give a satisfaction rating in the top 30th percentile on survey	All VS Businesses Customers	Annually	Survey Results	VS Manager	85%	83%	New Goal